

## NEW H-E-B Benefits Website Frequently Asked Questions (FAQs)

### What's changing?

Beginning October 14, 2019, we are updating our benefit system from PeopleSoft to Alight. The new system will be used for Annual Enrollment this year. As a result, Partners will have access to a completely redesigned H-E-B Benefits website, with new tools and resources to help them choose, enroll in, and manage their benefits—all at their convenience.

### Why are we making this change?

H-E-B is committed to providing Partners with competitive benefits. We also want to make sure our benefits are easy for Partners to understand and use. That's why we're making it easier than ever for them to access their benefits anytime, anywhere—to fit their busy lives.

### What does the change mean for our Partners?

The move to a new and improved H-E-B Benefits website on October 14 means Partners can:

- Access personalized benefits information from any computer, tablet, or smartphone.
- Get to the new website at **benefits.heb.com** or through **PartnerNet** (during Annual Enrollment, click on the **Enroll Now** button).
- Manage and enroll in their benefits in English or Spanish. Though the **Choose Language** link that appears on every page, Partners can switch their view from English to Spanish.
- Download our new, free and secure app to view and manage their benefits on the go. Partners should first visit the new H-E-B Benefits website (from their computer or smartphone) to create a new User ID and password. Then, they can download the app from the iTunes App Store or the Google Play Store by searching for the **UPoint Mobile HR** app and selecting **H-E-B** as their employer. With the app, Partners can do the following (in English or Spanish):
  - Choose their 2020 health coverage options
  - Change their elections at any time during Annual Enrollment (until November 1)
  - View their 2020 health care premium, which reflects any Healthy at H-E-B reward earned
  - Upload their plan ID cards



### What else is changing for 2020?

On January 1, 2020, H-E-B will move our Flexible Spending Account (FSA) administration to Alight Smart-Choice Accounts™—making it easier for Partners to access and manage their Health Care FSA and other benefits on the new H-E-B Benefits website.

### Will Partners receive a new FSA card? What else should they know?

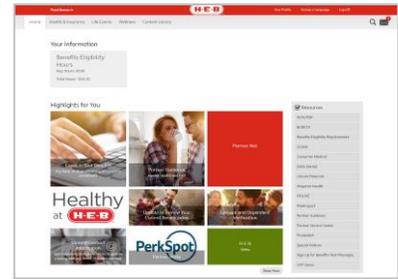
Partners who choose to participate in a Health Care FSA for 2020 will receive a new Smart-Choice debit card to pay eligible expenses directly from their 2020 Smart-Choice account. Partners who have a 2019 WageWorks FSA can submit receipts dated as late as March 15, 2020, for reimbursement by April 15, 2020, after which any remaining balance in their 2019 WageWorks FSA will be forfeited.

### How should Partners prepare for the transition to the new benefits website?

There's nothing our Partners need to do to prepare for Annual Enrollment. However, they should visit PeopleSoft before September 26, 2019, to confirm and/or update their personal information to ensure they receive future benefits information.

### What should Partners do the first time they visit the new H-E-B Benefits website?

The first time Partners log on to [benefits.heb.com](http://benefits.heb.com) (or access the site through PartnerNet), they'll register as a new user by answering security questions and creating a User ID and password. They can then explore the new website and its many tools and resources.



### What does the change mean for Admins?

These FAQs will help you prepare for questions you may receive from Partners about the transition to the new H-E-B Benefits website, as well as Annual Enrollment. You will also receive a Benefits Annual Enrollment Toolkit by September 30 to help you share information about Annual Enrollment.

### When is Annual Enrollment for 2020 benefits?

Annual Enrollment for 2020 benefits will be from October 14 through November 1, 2019.

### How will H-E-B introduce the new H-E-B Benefits website to our Partners?

We will inform Partners about the move to a better online benefits experience prior to Annual Enrollment (October 14–November 1, 2019) through:

- BPM Meetings, beginning August 20
- H-E-B Benefits Health and Wellness Summits (August 27–September 24)
- An array of multimedia communications that will be distributed through November 1—including text messages, emails, PartnerNet stories, postcards, posters, and H-E-B News2U

### What online tools and resources will be available on the new H-E-B Benefits website during Annual Enrollment?

When it's time to enroll in benefits for 2020, Partners will find easy-to-use tools to help them:

- Enroll in their preferred language, whether English or Spanish
- Compare health plans, if multiple options are available
- Estimate medical plan costs
- Decide how much to contribute to a Flexible Spending Account
- Upload documents to verify their covered dependents (available beginning October 23)

### Will Partners have to log on to the new H-E-B Benefits website during Annual Enrollment?

No. If Partners do not visit the new H-E-B Benefits website and actively enroll in their 2020 benefits during Annual Enrollment, their 2019 benefits will continue, but at 2020 rates. However, Partners must enroll on the new H-E-B Benefits website if they:

- Would like to contribute to an FSA or HSA in 2020
- Experienced a qualified status change that allows a change in benefits after September 26, 2019
- Are a new hire who enrolled in benefits after September 26, 2019

### What if Partners have questions and can't find answers on the new H-E-B Benefits website?

Please encourage them to call the Partner Service Center (PSC) at **800-597-0653**. During Annual Enrollment, the PSC will have extended hours:

- Monday, October 14–Friday, October 18: 8 a.m.–6 p.m.
- Monday, October 21–Friday, October 25: 8 a. m.–7 p.m.
- Monday, October 28–Thursday, October 31: 8 a.m.–8 p.m.
- Friday, November 1: 8 a.m.–midnight

