

November 24, 2009

To: All Local Presidents – Legacy SBC Bargaining Units

From: Kristie Darling, CWA Representative

Subject: Annual Enrollment – Actives

Enrollment:

Is up and running for our active members and is On-line or Telephone Only.

1-877-722-0020 or www.resources.hewitt.com/att

Enrollment ends Dec 3, 2009

User ID and Password

User ID is 4 to 20 alpha numeric characters and your password is 4 to 20 characters. EE's should have created them when they first set up their account and are different from your Company issued ATTUID, your global log on or your intranet PIN.

If you've forgotten your password; The website has prompts to have one emailed to the member and usually takes about fifteen minutes. Or call the Center and when prompted say "I don't know it" and wait for a Hewitt service rep. They may be able to enroll you via telephone if you can properly identify who you are. If not, the alternative is to have Hewitt mail the password and that could cause them to miss the open enrollment time frames.

Proactive

Please **do not** tell members that if they like what they had last year "do nothing".

They may have been re-assigned HCN-ONA (a new category); and if that is the case they will want to keep that designation (opinion only). ONA (out of network zip code area) means that they can go to any provider and be paid In-Network BC/BS PPO rates.

If last year they had an HMO, they need to check their coverage carefully to see if the rates have increased. If they stay with their HMO election, they will lose their bargained HRA deposit for this year. (Those who opted zero coverage last year would also lose their HRA deposit for this year).

By doing nothing employees would also lose the right to sign up for an FSA should they so desire.

Confirmation of Coverage

Don't forget to request or print the Confirmation of Coverage. Members may need to prove what they chose if later it is determine a mistake was made. The burden of proof is on our member in this case.