

### Personal Contact Information

- **How can I update my personal information?** You can update your personal contact information via myADP.com. If you are relocating to a new address, please be sure to update your address in myADP prior to your departure. You should ensure that your personal email is changed to your default email address to ensure your myADP access continues for three years post resignation/retirement. Please ensure you have a personal phone number listed so Athletico may contact you if needed. If you have issues accessing your account, please contact 844-MYATHCO (691-8426).

### Final Paycheck

- **When will I be issued my final paycheck and will it be a live check or direct deposited?** You will be issued your final paycheck on the next regularly scheduled payday after your termination date. If direct deposit is set up, your last check will be direct deposited into your current account(s) as long as payment is made within six months following your termination date. If no direct deposit information is available, you will receive a live check that will be mailed to the address of record in ADP on your last day.
- **How long will I have access to view my pay stub/employee information after my last day?** ADP access will continue up to 3 years from your termination date for viewing paystubs and W2's as well as making updates to your contact information. To access ADP, go to [www.myadp.com](http://www.myadp.com). If you have forgotten your User ID/Password, click on "Forgot Your ID/Password" and follow the prompts. If you have not registered, click "Register Now" and use the code **Athletico-register** to complete the registration process. If you have issues accessing your account, please contact 844-MYATHCO (691-8426).

### Paid Time Off (PTO)

- **What happens to my PTO bank that I have accrued to date?** An audit will be conducted by ADP to ensure no outstanding funds are owed, for example a sign-on bonus or continuing education obligations before final PTO balances are paid. If applicable, the balance owed may be deducted from your final pay. Once this is completed, you can expect to see any owed PTO paid out within 1-2 pay cycles after termination.

### Health & Welfare Insurance Benefits

*(Please Note: Contact information for all carriers can be found at the end of this FAQ)*

- **When does my health insurance end?** Health insurance (medical, dental, vision) terminates at midnight on the last day of the month in which your termination is effective. You cannot extend your last day and/or health insurance coverage by PTO time or a holiday.
- **What is COBRA and who is eligible?** Terminated employees and qualified dependents may be eligible for COBRA as a result of termination (not including termination due to employee gross misconduct). COBRA (Consolidated Omnibus Budget Reconciliation Act) is part of a federal law that provides employees who separate from employment, the right to continue their current health insurance at their own cost. COBRA provides you with an opportunity to continue insurance coverage for up to 18 months if you were enrolled in health coverage with Athletico at the time of termination.
- **How do I enroll in COBRA benefits?** Shortly after your termination date is entered into ADP, our third party COBRA administrator, WageWorks, will send you information on how to enroll in your COBRA benefits. This packet will be mailed to your home address on file, so please make sure ADP has your correct information before leaving. **Important Note:** You will have 60 days to enroll into COBRA. Once enrolled, you have 45 days to make your first payment. That being said, there could be a delay in getting your election information updated with the carrier(s) depending on how long you wait to enroll and pay. **Carriers are not notified that you have enrolled into COBRA until WageWorks receives your first payment in full.** This will not impact your COBRA effective date. If you incur health care bills/expenses that would normally be covered while in your election period, you can still be reimbursed as long as you make your COBRA elections and retro premium payments in the allowed timeframe. Your COBRA effective date will always be retroactive to the first day you lost active benefits. Please contact **WageWorks** directly for more information.
- **What will happen to my HSA?** Your HSA is your own bank account and therefore, you can still use the funds that you contributed to the account for qualified health care expenses now or in the future. The money is portable and you can take the account with you to your next employer. Please contact **HSA Bank** directly for more information.

- **What will happen to my Flexible Spending Account (FSA)?** If you still have an available balance with EITHER your medical FSA or dependent care FSA, you will have **90 days** after your coverage terminates to submit requests for reimbursement for qualified medical or dependent care expenses incurred **BEFORE** the end of coverage. Otherwise, the remaining balance will be forfeited. Please contact **HSA Bank** directly for more information.
- **What will happen to my Commuter Benefits?** You will have 90 days from your termination date to submit for reimbursement for **parking** claims incurred prior to your termination date. All eligible **transit** expenses must be made prior to your termination date, otherwise any remaining balance in the account will be forfeited. Please contact **HSA Bank** directly for more information.
- **What will happen to my Basic and Supplemental Life and Disability Insurance benefits?** These benefits end on your last day worked. However, you may be eligible to port or convert your life coverage after you have terminated. You must apply with the carrier and pay the first premium **within 60 days of your termination date**. For more specific information, please contact **Voya** directly.

#### Retirement Plan Benefits (401k & Roth 401k)

- **What happens to my 401(k) after my last paycheck?** Following your last day worked for Athletico, we send your termination information to T. Rowe Price. This can take up to 3-4 weeks before T. Rowe Price will show your updated information. Once T. Rowe Price shows your status is terminated, you may request a distribution of your account balance. In order to receive this distribution you must contact **T. Rowe Price** to initiate this distribution (see below for additional information if your balance is \$5,000 or less). The distribution can be directly rolled over from the plan to an eligible IRA or another employer's plan that accepts rollovers, which can provide continued deferral of taxes.
- **What if I don't request a 401(k) distribution?** If your balance is over \$5,000: You can keep the money in Athletico's 401k plan. If your balance is less than \$5,000: If you do not request for a distribution, twice a year (June and December), T. Rowe Price sends letters to those employees that have terminated from Athletico and have a balance of less than \$5,000 in their account. This "Force- Out" Letter explains that you have 60 days to contact them for the option of rolling over your 401k money into another account. If you do not contact them within the 60 days, the following force-outs will happen depending on your 401k balance. If your balance is less than \$5,000 but over \$1,000 in the 401k plan, M T. Rowe Price will roll that money over into an T. Rowe Price IRA. If your balance is under \$1000 your 401k is cashed out and you are sent a check for the balance less taxes.

#### Educational Benefits

- **What happens to CEUs, Dues, or Tuition reimbursement?** Please refer to the Education Policy details for specific reimbursement language.
- **Can I access my MedBridge records post-separation?** MedBridge access is terminated following an employee's last day at Athletico. Email [LMSSupport@athletico.com](mailto:LMSSupport@athletico.com) to request any records which were not downloaded and saved prior to separation.

#### Annual Tax Statements (W2, 1095-C)

- **Where will my W2 and 1095-C be sent to at the end of the year?** Your W2 and 1095-C will be sent to the most recent address we have in ADP. If you are relocating, please make sure to update your address by November 30<sup>th</sup> of the current year by logging in to MyADP at [www.myadp.com](http://www.myadp.com) or calling 844.MYATHCO. W2's will be postmarked by January 31<sup>st</sup>. If you encounter an error please contact 844.MYATHCO.
- If you have forgotten your myADP User ID and/or Password, select "Forgot Your ID/Password" and follow the prompts. If you have not registered, select "Register Now" and use the following code to complete the registration process: **Athletico-register**

#### Company Property (Laptop, Mobile Devices, etc.)

- **What do I do with my Company property such as ID card, laptop, etc.?** Please leave or return all company property to your clinic or office on your last day.

#### Athletico Employee Welfare Summary Annual Reports

- To access the Athletico Employee Welfare Summary Annual Reports (SARs) for the Health & Welfare plans, please visit the Athletico BenePortal at [www.AthleticoBenefits.com](http://www.AthleticoBenefits.com).
- If you would like a copy of the full report for the plan in which you participated during the Plan year or have questions about the SARs, please contact the Human Resources Benefits Team at (630) 575-6280 Option 2 or email [benefits@athletico.com](mailto:benefits@athletico.com).

## Deductions In Arrears

- **What happens if I owe benefits premiums to Athletico due to an unpaid status?** If you owe Athletico for employee benefits premiums covered while on an unpaid status, you will receive an invoice from Athletico Human Resources via DocuSign to your personal email on file following your separation. If you do not have a personal email on file, the invoice will be sent to your home address on file. The invoice will include instructions for repayment. Please contact [Benefits@Athletico.com](mailto:Benefits@Athletico.com) with any questions.

## Recognition - Retirement

- **Will I be recognized for my retirement?** Reach out to [LMSupport@athletico.com](mailto:LMSupport@athletico.com) to notify us of your upcoming retirement at least 2 weeks in advance so we can partner with **Recognition** to provide you with a retirement award package to celebrate your time at Athletico.

**\*\*For any other questions regarding your last day please contact your manager or HR Business Partner\*\***

Company Contact	Phone Number	Email
<b>HR Business Partners (by Territory)</b>		
Dralle, Van Every, Walter, Operational Excellence	(630) 575-6280	Jeanette Ortiz; <a href="mailto:Jeanette.Ortiz@Athletico.com">Jeanette.Ortiz@Athletico.com</a>
Richardson, Connors, Sels		Mary Auchincloss; <a href="mailto:Mary.Auchincloss@Athletico.com">Mary.Auchincloss@Athletico.com</a>
Hadden, Host, Hay, Athletic Training		Lisa Prince; <a href="mailto:Lisa.Prince@Athletico.com">Lisa.Prince@Athletico.com</a>
Toman, Burke, Hanfelt, Billing Center		Serge Ceralde; <a href="mailto:Serge.Ceralde@athletico.com">Serge.Ceralde@athletico.com</a>
Resource Center		TaKeyah King; <a href="mailto:TaKeyah.King@Athletico.com">TaKeyah.King@Athletico.com</a>
<b>Athletico Benefits Department</b>	(630) 575-6280	Benefits@Athletico.com
<b>Athletico Payroll Department</b>	(630) 575-6280	Payroll@Athletico.com
Benefit Carrier	Phone Number	Website
<b>Member Advocacy / Benefit Plan Information</b>	(800) 563-9929	<a href="http://www.AthleticoBenefits.com">www.AthleticoBenefits.com</a>
<b>WageWorks Health Equity (COBRA Administrator)</b>	(866) 747-0039	<a href="http://www.mybenefits.wageworks.com">www.mybenefits.wageworks.com</a>
<b>Blue Cross Blue Shield of Illinois (Medical)</b>	(800) 828-3116	<a href="http://www.bcbsil.com">www.bcbsil.com</a>
<b>Prime Therapeutics (BCBS Pharmacy Benefits)</b>	(800) 423-1973	<a href="http://www.bcbsil.com">www.bcbsil.com</a>
<b>Delta Dental Insurance</b>	(800) 323-1743	<a href="http://www.deltadentalil.com">www.deltadentalil.com</a>
<b>EyeMed Vision Insurance</b>	(866) 804-0982	<a href="http://www.eyemed.com">www.eyemed.com</a>
<b>HSA Bank – Health Savings Account (HSA)</b>	(855) 731-5220	<a href="http://www.hsabank.com">www.hsabank.com</a>
<b>HSA Bank – Flexible Spending Account (FSA)</b>	(844) 650-8936	<a href="http://www.hsabank.com">www.hsabank.com</a>
<b>HSA Bank – Commuter Benefits</b>	(844) 650-8936	<a href="http://www.hsabank.com">www.hsabank.com</a>
<b>Voya Life Insurance (Portability &amp; Conversion)</b>	(888) 238.4840	<a href="https://presents.voya.com/EBRC/Athletico">https://presents.voya.com/EBRC/Athletico</a>
<b>Voya Disability Insurance (STD, LTD)</b>	(866) 228-8742	<a href="https://presents.voya.com/EBRC/Athletico">https://presents.voya.com/EBRC/Athletico</a>
<b>ComPsych – Employee Assistance Program (EAP)</b>	(877) 533-2363	<a href="http://www.guidanceresources.com">www.guidanceresources.com</a> Web ID: MY5848i
<b>T. Rowe Price (Retirement Plan – 401k)</b>	(800) 922-9945	<a href="http://rps.troweprice.com">rps.troweprice.com</a>