



Open Enrollment Frequently Asked Questions:



Q: Can I enroll in benefits from home or a remote location?

A: Yes, but only if you are logged in to VPN. If you do not have access to VPN you will need to enroll by using an office computer or by calling OSV (One Source Virtual) at 1-855-656-2766.

Q: Can I still use a CVS pharmacy after we transition to OptumRx on January 1st?

A: Yes, CVS retail pharmacies are part of the OptumRx network.

Q: Can I still get my 90 day supply of maintenance medications at the CVS retail pharmacy?

A: Yes, in fact CVS is the only retail pharmacy that will fill your 90 day supply at the mail order co-pay amount.

Q: How can I find out if a drug is covered and its cost?

A: Go to the OptumRx website at www.optumrx.com/enroll/select and type in the name of the drug in order to get all of the details.

Q: If my dependent is currently receiving orthodontic care and that care will continue into 2020, will the new orthodontia life time maximum of \$2,000 apply?

A: Yes!

Q: What insurance companies will offer quotes for Home/Auto insurance?

A: Liberty Mutual, Travelers and MetLife. However, if you live in Florida, you will not be eligible for Homeowners insurance through this program. Remember, quotes cannot be provided until after the first of the year. You will receive more detailed information regarding this new benefit in early December.

Q: Do I have to verify my dependent's eligibility?

A: Only if you are enrolling a new dependent in the health insurance plan that has not been previously verified. If you are required to provide documentation to verify your dependent's eligibility you will receive a letter directly from One Source Virtual informing you of the need for documentation. The letter will provide you examples of acceptable forms of documentation and where to send your documents. You should expect to receive this letter after Open Enrollment has closed. Please be sure to comply by the deadline given, or your dependents will be removed from your insurance plan.

Q: Where can I find all the information regarding open enrollment and information on each of the benefit plan offerings?

A: Please visit www.masonitebenefits.com and reference your 2020 Benefit Enrollment Guide, which was mailed to your home address. You should also view the Open Enrollment Brainshark Employee Presentation which is available in Mployee Central as well as the benefits website.