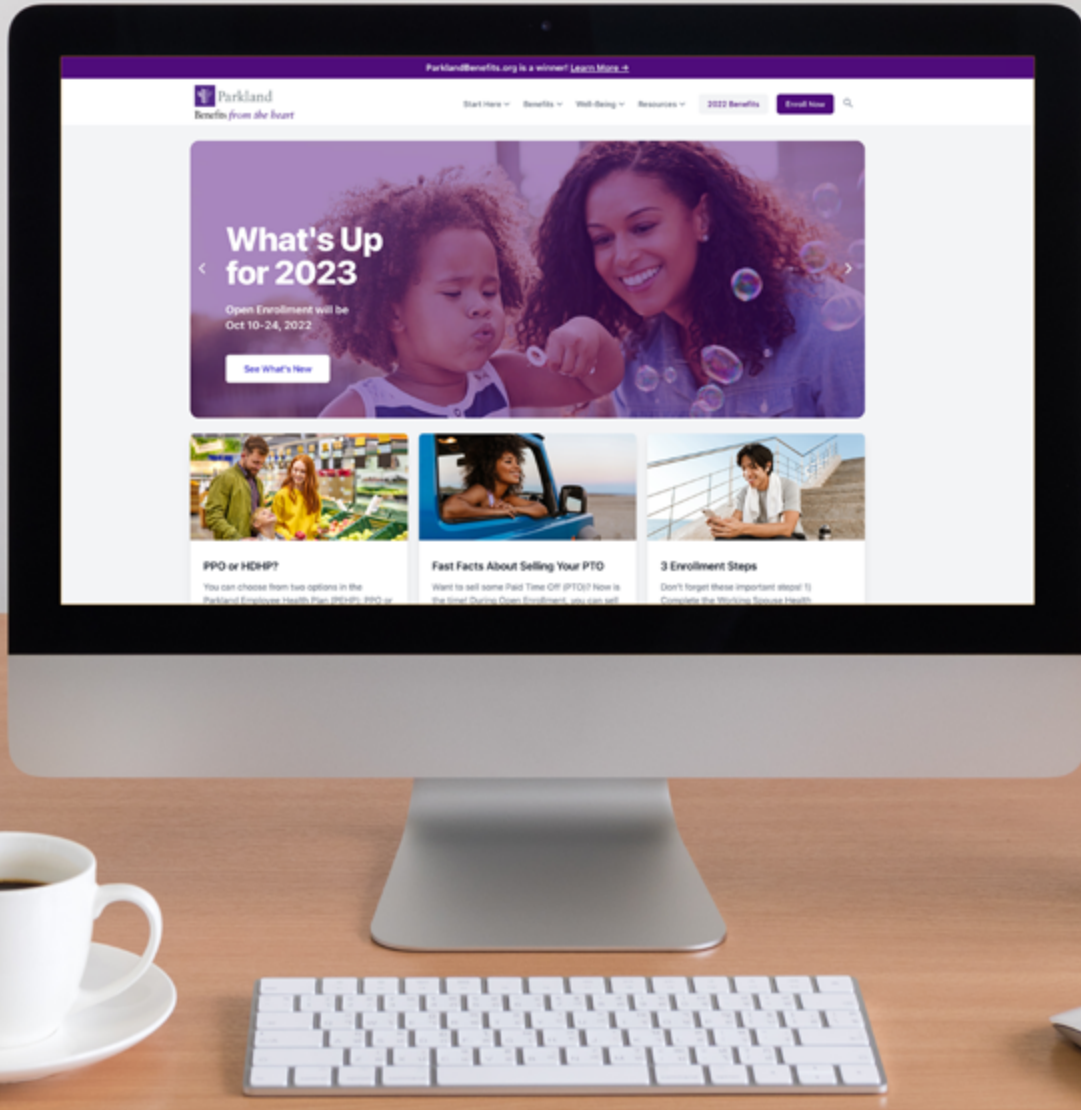


Benefits *from the heart*

2023 Open Enrollment

OCT. 10 – OCT. 24, 2022



EXPLORE THE SITE TO LEARN ABOUT 2023 BENEFIT CHANGES

Go to ParklandBenefits.org to learn about our programs

ATTEND OUR ONLINE BENEFITS FAIR, TOO

Ask questions Oct. 11 & 12
8 a.m. to 7 p.m.

CHOOSE BETWEEN TWO MEDICAL PLAN OPTIONS FOR 2023

Is a PPO or HDHP with an HSA right for you and your family?

Office of
Talent Management

People first, for the health of our community



Parkland

Care. Compassion. Community.

Parkland Health

Open Enrollment Checklist

Oct. 10 – 24, 2022

Your benefit elections will be effective Jan. 1, 2023.

1 LEARN ABOUT 2023 BENEFIT UPDATES.

- ✓ Read this Open Enrollment brochure.
- ✓ Go to ParklandBenefits.org, where you'll find information about your benefit programs. From this award-winning website, you'll find what's new for 2023, benefit program details, rates, steps on how to enroll and more.
- ✓ Watch this year's video at ParklandBenefits.org. This video can help you make decisions regarding your benefits in 2023. To view the video properly, enable sound on your computer. If your monitor does not already have speakers, you can connect ear buds to your computer.

2 ACTION REQUIRED EVERY YEAR IF YOU WANT TO:

- ✓ Sell Paid Time Off (PTO).
- ✓ Verify/reverify your spouse's access to other health care coverage through his/her employer. If you do not take this step by Nov. 30, 2022, and want to cover your spouse under the Parkland Employee Health Plan (PEHP), you will pay the spousal surcharge.
- ✓ Enroll in a Health Care or Dependent Care FSA.

3 TO ENROLL OR MAKE CHANGES, go to PeopleSoft (MyParkland) at:

- ✓ <https://hr.parklandhealth.org/pshr/sigon.html>. If you are enrolling using a non-Parkland device, register for remote self-service access through DUO. The **registration link** can be found at the bottom of every screen at ParklandBenefits.org. For technical issues, contact the Technical Support Center at 214-590-5999.

4 DON'T WANT TO TAKE ACTION ON ITEMS IN STEP 2 ABOVE? HAPPY WITH YOUR OTHER BENEFITS DESCRIBED ON PAGE 6?

No action is required during Open Enrollment. Remember, Open Enrollment is your once-a-year opportunity not only to change your benefit elections but also to verify that your current mailing address and contact information on file are accurate. We also ask that you confirm your emergency contacts on file.

5 IF YOU HAVE QUESTIONS AFTER REVIEWING ALL MATERIALS:

- ✓ Click on Submit OTM Requests 24/7 from the home page of the OTM Service Portal.
- ✓ Call OTM Shared Services at 469-419-3000 (ext. 7-3000), Monday through Friday from 7:30 a.m. to 5 p.m.

Benefits from the heart

Read this guide, visit our benefits website, attend our Virtual Benefits Fair and watch our video to help you decide what "*Benefits from the heart*" are right for you and your family in 2023. Go to ParklandBenefits.org for full details on our 2023 programs.

ONLINE VIRTUAL BENEFITS FAIR

Attend our Virtual Benefits Fair online at ParklandBenefits.org, where you can ask plan-specific questions on Oct. 11 and 12 from 8 a.m. to 7 p.m. Vendors will reply to your questions by email within one business day. Parkland benefit vendors will host a virtual booth with handouts. They will also host live virtual webinars.

CAN I CHANGE MY BENEFITS COVERAGE DURING THE YEAR?

In accordance with federal law, you may change your benefit elections during the year only if you have a change in life or employment status. Examples of life events that will enable you to change your coverage include birth or adoption of a child, marriage, divorce or loss of coverage. Review your Open Enrollment elections carefully to be sure that your choices will fit your situation throughout the year.

Change requests for status change event elections must be made within **30 days** following the event.

IT'S FAIR TIME! ATTEND OUR BENEFITS FAIR (OCT. 11 & 12)

From the home page of ParklandBenefits.org, you can access the Virtual Benefits Fair in two ways:

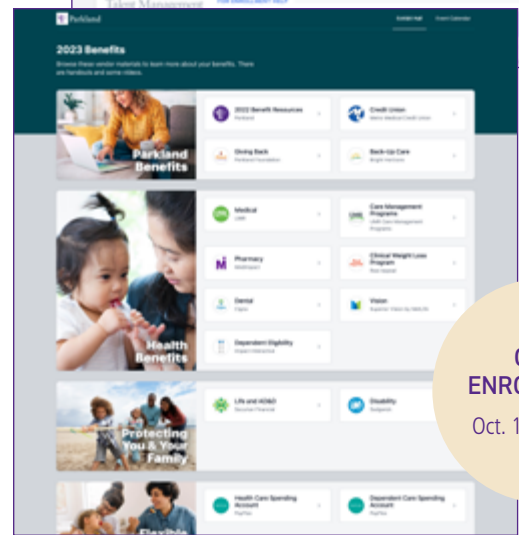
- From the rotating carousel.
- In the top navigation bar, go to Resources > Virtual Benefits Fair. To access the fair from the fair's landing page, click on Enter the Fair.

On the Virtual Benefits Fair screen, you can visit the Exhibit Hall 24/7 (before, during and after Open Enrollment) to download brochures and watch videos. During the Benefits Fair, you can:

- Visit each booth in the Exhibit Hall to learn more about your benefits.
- From 8 a.m. to 7 p.m. on Oct. 11 and 12, send an email using the Contact button to ask questions about your benefits; representatives will reply with answers.
- Encourage your spouse and dependents to check out the resources.
- Attend webinars to hear representatives explain the ins and outs of your benefits. Below is a list of the webinars you can attend on Oct. 11 and 12 by visiting ParklandBenefits.org and clicking on the Virtual Benefits Fair in the top scrolling banner (or under Resources > Virtual Benefits Fair). You can also find this schedule in the Event Calendar in the top right-hand corner of every page on the Virtual Benefits Fair site.



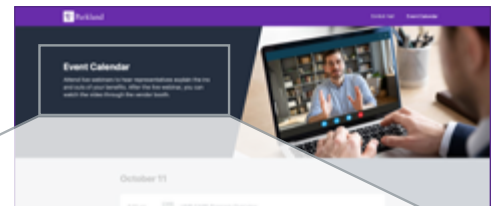
VIRTUAL BENEFITS FAIR
Oct. 11 & 12
8 a.m. to 7 p.m.



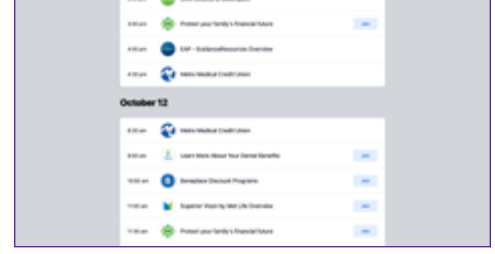
OPEN ENROLLMENT
Oct. 10 – Oct. 24

TUESDAY, OCT. 11, 2022		
TIME	VENDOR	WEBINAR TITLE
8 a.m.	UMR Care Management	UMR CARE Program Overview
9 a.m.	Cigna Dental	Learn More About Your Dental Benefits
10 a.m.	Milliman – Retirement	Retirement Program Overview
11 a.m.	Superior Vision by MetLife	Vision Overview
12 p.m.	ARAG – Legal Insurance	Legal Insurance
1 p.m.	Real Appeal	Clinical Weight Loss Program
1:30 p.m.	Parkland Employee Health	What We're Doing for You
2 p.m.	UMR & MedImpact	UMR Medical & MedImpact
3 p.m.	Securian – Life Insurance	Protect Your Family's Financial Future
4 p.m.	ComPsych – EAP	GuidanceResources® Overview
4:30 p.m.	Metro Medical Credit Union	About the MM Credit Union

WEDNESDAY, OCT. 12, 2022		
TIME	VENDOR	WEBINAR TITLE
8:30 a.m.	Metro Medical Credit Union	About the MM Credit Union
9 a.m.	Cigna Dental	Learn More About Your Dental Benefits
10 a.m.	Beneplace	Employee Discount Programs
11 a.m.	Superior Vision by MetLife	Vision Overview
11:30 a.m.	Securian – Life Insurance	Protect Your Family's Financial Future
12 p.m.	MetLife – Critical Illness & Accident Insurance	Voluntary Benefits Overview
1 p.m.	PayFlex	Using a Flexible Spending Account
1:30 p.m.	Parkland Employee Health	What We're Doing for You
2 p.m.	UMR & MedImpact	UMR Medical & MedImpact
3 p.m.	Milliman – Retirement	Retirement Program Overview
4 p.m.	ComPsych – EAP	GuidanceResources® Overview



Event Calendar
Attend live webinars to hear representatives explain the ins and outs of your benefits. After the live webinar, you can watch the video through the vendor booth.



On Oct. 11 and 12 from 8 a.m. to 7 p.m., send an email to representatives from a contact form on the benefits fair site to ask your questions.

STEPS TO ENROLL ONLINE

STEPS TO ENROLL FOR 2023 BENEFITS ONLINE

Note: If you are enrolling from a non-Parkland device, you must register for remote access through DUO first. Use the link at the bottom of every page at ParklandBenefits.org to **submit a self-service DUO Request**. For technical issues, contact the Technical Support Center at 214-590-5999.

- 1 Visit ParklandBenefits.org and click on the Enroll Now button at the top of each page.
- 2 Log in to PeopleSoft using your Network ID & Password (the same ID and Password you use to log on to workstations and/or Epic). If you don't remember your password, the system includes a **Forgot your password** feature. If that doesn't work, call the Service Desk at 214-590-5999.
- 3 After clicking **Sign In**, click on **Open Enrollment**. You can also select Main Menu on the home page, then MyParkland/Benefits/Benefits Details>Benefits Enrollment. Then follow the prompts to enroll.
- 4 After you make your decisions, take a screenshot of your final elections.
- 5 Click **Submit Enrollment**. Then click **Done**. You may return to MyParkland at any time during Open Enrollment to change your elections.

Don't forget! Click **Done** for the system to accept your new elections. Before leaving the enrollment system, save a screen print of your final elections for your records.

It's Easy! Enroll Online During Open Enrollment

WHAT ACTION YOU NEED TO TAKE DURING OPEN ENROLLMENT

Through our online [PeopleSoft Self-Service System](https://PeopleSoft), you can enroll in or change your elections for:

- Medical
- Dental
- Vision
- Life insurance
- Accidental death & dismemberment (AD&D) insurance
- Disability buy-up and buy-down plans
- Legal program
- Health savings account (HSA)
- Flexible spending accounts (FSAs)
- Selling Paid Time Off (PTO)
- Supplemental coverages through MetLife

To learn more about how the above benefit programs work, go to ParklandBenefits.org > **Benefits**. Applicable biweekly rates can be found at ParklandBenefits.org > **Start Here** > **Benefit Deductions** or in PeopleSoft.

You must make a new election during Open Enrollment to sell PTO or enroll in a flexible spending account. If you do not want to make changes to any of the other above items, no action is required other than to verify the accuracy of your mailing address, contact information and emergency contacts in PeopleSoft.

WHAT YOU CAN DO DURING OPEN ENROLLMENT

Parkland's Open Enrollment is scheduled from Oct. 10 through Oct. 24, 2022. Open Enrollment is your once-a-year chance to change your benefit elections. During Open Enrollment, you can do the following for 2023 through PeopleSoft (MyParkland) unless otherwise noted:

- Enroll in or change your coverage in Parkland's benefit programs (medical, dental, vision, health savings account, flexible spending accounts, life and AD&D insurance, legal program and disability buy-up and buy-down plans).
- Add or drop a dependent.
- For the flexible spending accounts, you must re-enroll each year in order to participate.
- Sell Paid Time Off (PTO) that you have earned or will earn in 2023.
- Increase or decrease life insurance coverage.

Dependent Eligibility Documentation Requirements

If you are adding dependents during Open Enrollment, you will be required to submit the appropriate documents to prove your relationship to each dependent.

Watch your mailbox in December 2022 for a packet at your home address on file with Parkland. The packet will include details on the Dependent Eligibility Verification process. You can also find more information on the required documentation at ParklandBenefits.org > **Start Here** > **Dependent Verification**.

If you do not provide requested information by Jan. 13, 2023, your dependent(s) will be removed from the medical (PEHP), dental and vision plans for 2023.

Action Required Every Year If You:

1 SELL PTO DURING OPEN ENROLLMENT

You may sell up to 40 hours of accrued and future PTO through **PeopleSoft (MyParkland)**. Parkland will pay 100% of your hourly base pay rate for each hour sold. You will receive payment for the PTO that you sell in one lump sum that will be included in your first check in April (April 11, 2023).

2 COVER YOUR SPOUSE UNDER THE PARKLAND EMPLOYEE HEALTH PLAN

For details, see "Covering Your Spouse?" on page 4.

3 ENROLL IN FLEXIBLE SPENDING ACCOUNTS

What is a Flexible Spending Account?

A flexible spending account (FSA) allows you to set aside before-tax dollars through payroll deductions to reimburse you for certain types of health care and dependent care expenses. You must make a new election during Open Enrollment to participate in Parkland's Health Care FSA and the Dependent Care FSA in 2023.

When making your elections, confirm that you select the correct FSA.

- **Health Care FSA.** Use this account to reimburse yourself for planned health care expenses for you and your dependents such as copays, coinsurance, deductibles and prescriptions. **The maximum contribution for 2023 is \$2,850.**
- **Dependent Care FSA.** Determine how much you want to contribute to the Dependent Care FSA based on your eligible dependent care expenses (such as child or adult day care) incurred while you and your spouse work. The Dependent Care FSA does not reimburse you for health care expenses for your dependents. You will not receive a debit card if you sign up for the Dependent Care FSA.

What Is the Dependent Care Subsidy? How Does It Work?

Parkland will pay part of your contribution to a Dependent Care Spending Account if you enroll. The total maximum contribution that can be made on your behalf each year is \$5,000 per household. Of this total maximum contribution:

- The maximum you can contribute is \$4,000.
- The maximum Parkland can contribute is \$1,000.

Parkland's contribution is equal to 25% of the amount that you contribute. The chart provides some examples of how the incentive works with different contribution amounts from Parkland and you.

DEPENDENT CARE FSA CONTRIBUTION SOURCE	EXAMPLES OF DEPENDENT CARE FSA CONTRIBUTION AMOUNTS			
You	\$4,000	\$2,800	\$800	\$400
Parkland	\$1,000	\$700	\$200	\$100
Total	\$5,000	\$3,500	\$1,000	\$500

The total maximum contribution to the Dependent Care Spending Account per year is \$5,000 (\$4,000 from you and \$1,000 from Parkland).

WHAT'S NEW FOR 2023

- **New medical option** and other PPO updates. See page 3 for details.
- **See a dentist on campus** for basic and preventive services in the Moody Outpatient Center. Appointments will be available one week a quarter in 2023 (Jan. 23-27, April 24-28, July 24-28 and Oct. 23-27, 2023). All Parkland employees can use this benefit. If you have dental insurance through Parkland or elsewhere, your insurance will be billed. If you don't have dental coverage, you can pay out of pocket.
- **Adoption assistance benefit** to reimburse eligible expenses for up to two adoptions per lifetime. After 6 or more months of service, full-time employees may receive up to \$10,000 per adoption. Part-time-with-benefits employees may receive up to \$5,000 per adoption.
- **MetLife to offer** Vision Plan and Voluntary Benefits with lower rates and enhanced voluntary benefits.

Watch for more details on adoption assistance and on-campus dental appointments in January 2023. Go to [ParklandBenefits.org](https://www.parklandbenefits.org) > Start Here > What's New for 2023 for a full preview of the 2023 updates.

DON'T MISS FSA DEADLINES

For reimbursement of eligible expenses from your flexible spending accounts, file your claims with PayFlex by the dates shown below.

FLEXIBLE SPENDING ACCOUNT	INCUR EXPENSE BY ...	REQUEST REIMBURSEMENT BY ...
2022 Health Care FSA	March 15, 2023*	March 31, 2023
2022 Dependent Care FSA	March 15, 2023	March 31, 2023
2023 Health Care FSA	March 15, 2024	March 31, 2024
2023 Dependent Care FSA	March 15, 2024	March 31, 2024

***If you enroll in the HDHP with HSA for 2023, the deadline for incurring expenses in your 2022 FSA is Dec. 31, 2022.**

2023 Biweekly Deductions

The 2023 biweekly payroll deductions for all benefits are available on [ParklandBenefits.org](https://parklandbenefits.org).

VIEW YOUR 2022 ELECTIONS

To view a summary of your current 2022 elections, log in to **PeopleSoft (MyParkland)** and click on **MyParkland > Benefits > Benefits Details > Benefits Summary**. You will find a listing of all benefit plans in which you are enrolled. Click on each benefit to see the details.

REVIEW YOUR JANUARY PAYCHECK

Deductions for your 2023 benefits will start with the first paycheck in 2023 (dated Jan. 3, 2023). Please review this paycheck to confirm that the payroll deductions reflect your Open Enrollment elections. Report any discrepancies to OTM Shared Services at 469-419-3000 (ext. 7-3000) immediately.

YOUR 2023 BENEFIT COVERAGE CATEGORIES

Our benefit coverage categories for 2023 will include:

- Employee Only
- Employee Plus Children
- Employee Plus Spouse
- Employee Plus Family

PARKLAND EMPLOYEE HEALTH PLAN — PREFERRED PROVIDER ORGANIZATION (PPO)						
Coverage Category	Full-Time Employees Whose Annual Wages Are Tiered...					Part-Time Employees With Benefits
	Under \$35,000	\$35,000 – \$45,000	\$45,001 – \$65,000	\$65,001 – \$100,000	Over \$100,000	
Employee Only	\$33.92	\$48.95	\$63.00	\$78.99	\$82.38	\$130.95
Employee Plus Children	\$92.08	\$128.42	\$162.83	\$199.18	\$233.10	\$343.58
Employee Plus Spouse	\$112.92	\$157.02	\$201.60	\$246.67	\$283.98	\$418.52
Employee Plus Family	\$157.02	\$217.59	\$278.17	\$337.78	\$391.57	\$595.66

PARKLAND EMPLOYEE HEALTH PLAN — HIGH DEDUCTIBLE HEALTH PLAN (HDHP)						
Coverage Category	Full-Time Employees Whose Annual Wages Are Tiered...					Part-Time Employees With Benefits
	Under \$35,000	\$35,000 – \$45,000	\$45,001 – \$65,000	\$65,001 – \$100,000	Over \$100,000	
Employee Only	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$113.70
Employee Plus Children	\$79.95	\$111.50	\$141.38	\$172.94	\$202.39	\$298.32
Employee Plus Spouse	\$98.04	\$136.33	\$175.04	\$214.17	\$246.57	\$363.38
Employee Plus Family	\$136.33	\$188.93	\$241.52	\$293.28	\$339.99	\$517.19

If your salary increases between Open Enrollment and Jan. 1, 2023, the increase may move you into a higher benefit premium salary tier than what you are in during Open Enrollment. This situation especially applies if your current salary level is close to the top of one of the salary tiers.

Covering Your Spouse? Parkland will assess a surcharge for a spouse (with access to health care coverage through his/her own employer) to be covered by the PEHP. The surcharge will be \$75 per pay period. **Watch your mailbox in early November for a packet containing next steps on the verification process. If you do not complete the process by Nov. 30, 2022, or if your spouse has access to health care coverage through his/her own employer, the surcharge will be deducted from your paycheck starting in January 2023. You must repeat this process every year.**

Coverage Category	CIGNA DENTAL		SUPERIOR VISION BY METLIFE
	DHMO	DPPO	VISION
Employee Only	\$5.28	\$16.29	\$3.33
Employee Plus Children	\$11.24	\$43.97	\$5.38
Employee Plus Spouse	\$10.24	\$31.35	\$7.15
Employee Plus Family	\$14.69	\$54.47	\$9.81

To view biweekly rates for all other Parkland benefits, go to <https://parklandbenefits.org/start-here/benefit-deductions/>.

Learn What's New for 2023

Open Enrollment is your once-a-year opportunity to change your Parkland Health benefits for the upcoming year. For 2023, we are enhancing your options to give you more choice and flexibility. For details, read the newsletter that was mailed to your home and watch your Parkland emails. In addition, visit ParklandBenefits.org, where you can view our Open Enrollment video and attend our [Virtual Benefits Fair](#) on Oct. 11 and 12.

Choose Between Two Medical Plan Options

For 2023, we are adding a High Deductible Health Plan through UMR along with a Health Savings Account through Optum Bank. When you enroll in the Parkland Employee Health Plan (PEHP) for 2023, you may choose between these medical plan options:

- **Option 1: Preferred Provider Organization (PPO).** This option is the current plan design in the PEHP. We are making two changes to the PPO in 2023.
 1. **Emergency room copay** is increasing from \$250 to \$300. If you have a non-emergency medical problem, you can set up a Teladoc online appointment or go to an in-network urgent care center for a much smaller copay.
 2. **Infertility benefit** is changing from 6 ovulation cycles/lifetime to a lifetime maximum of \$20,000.



- **Option 2: High Deductible Health Plan (HDHP).** In exchange for lower premiums (\$0 for employee-only coverage), you will pay a higher deductible (in network: \$3,500 for an individual/\$7,000 for family; out-of-network: \$4,000 for an individual/\$20,000 for family) before the qualified HDHP begins paying benefits.

When you enroll in the HDHP, you have another important decision to make. If you elect an HDHP with a Health Savings Account (HSA) through Optum Bank, you will get a Parkland-funded HSA to help you pay for the higher costs in the HDHP. **You will NOT receive Parkland's contribution if you do not elect the HSA, too.**

If you elect to participate in the HDHP with HSA. You will receive these amounts from Parkland (based on your coverage level) each pay period that you are an active employee:

- Employee-only coverage: \$19.24 per pay period (\$500 per year)
- Employee-dependent/family coverage: \$38.47 per pay period (\$1,000 per year)

You may also make contributions to your HSA, up to the IRS limits. To learn more about the HSA and how much you may contribute, go to ParklandBenefits.org > Benefits > Health Savings Account. While on the site, you may watch a video about HSAs and use the [calculators](#) to help you determine how much to contribute.

When you enroll in the HDHP with HSA, you will sign an attestation in PeopleSoft that states you:

- Understand how the HDHP with HSA works, and
- Have met with a UMR representative or attended a UMR webinar about the HDHP with an HSA.

To sign up for a 1:1 meeting with a UMR representative, go to <https://parklandhealth.fullslate.com/>.

UMR will conduct 9 webinars from Oct. 13-24, 2022. Go to [What's New for 2023](#) to join a meeting.

Important IRS Rules: If you enroll in an HSA, you may not enroll in Medicare, Tricare or Tricare for Life. You also may not participate in another health plan that is not an HDHP or a Health Care Flexible Spending Account (FSA). If you elect the HDHP with an HSA and have a Health Care FSA for 2022, you will forfeit any remaining balance in your FSA as of Dec. 31, 2022.

At ParklandBenefits.org, you will find a comparison of the plans (under the medical and pharmacy pages) as well as detailed Medical Benefits at a Glance charts for both plans. Review these pages carefully before deciding which plan to elect for 2023. **If you are participating in the PEHP for 2022 and do not make a new medical plan election for 2023, your participation in the PPO will continue for 2023 at the same coverage level.**

See page 7 for a list of other new benefit offerings in 2023.

1	Welcome Instruction and Video	Visited
2	Contact Information	Visited
3	Home and Mailing Address	Visited
4	Acknowledgement	Complete
5	Open Enrollment	Complete
6	Summary Page	Visited

Health Savings Account

Current: No Coverage
New: Health Savings Account \$3,400
Status: ✔ Changed

Pay Period Cost: **\$130.77** Review

Legal Protection Program

Current: Waive
New: Waive
Status: Visited

If you elect the HDHP, you must also enroll in the HSA to receive the Parkland contribution. See the "Health Savings Account tile" toward the end of the enrollment page in PeopleSoft to enroll in the HSA.

2023 Parkland Benefit Resources

For help during this year's Open Enrollment, log on 24/7 to ParklandBenefits.org or [Parkland Intranet Home Page > Self Service Portal > Office of Talent Management](#). Use this list of Parkland Benefit Resources to help you contact the vendors when you need them. You can also contact many of these vendors by email during our Virtual Benefits Fair on Oct. 11 and 12 from 8 a.m. to 7 p.m at ParklandBenefits.org.

AUTO & HOME INSURANCE

Travelers: 1-888-695-4640
Liberty Mutual: 1-800-699-374

CREDIT UNION

Metro Medical Credit Union: 214-630-0611
8200 Brookriver Dr., Suite N 110, Dallas, TX 75247

DENTAL

Cigna Dental HMO & Cigna Dental PPO
1-800-Cigna24 (1-800-244-6224)
Live customer service 24/7/365
Cigna.com

DEPENDENT VERIFICATION

Impact Interactive — 1-866-691-6551

EMPLOYEE DISCOUNTS

Beneplace
1-800-683-2886
beneplace.com/parkland

EMPLOYEE ASSISTANCE PROGRAM (EAP)

ComPsych GuidanceResources®
1-844-216-8399 | GuidanceResources.com
ID: PARKLAND | App: GuidanceResources® Now

EMPLOYMENT VERIFICATION

Group One
<https://groupone.ivrnetworks.com/groupone>

Questions? Email grouponehelpdesk@gp1.com or ddavila@gp1.com.
You can also call 972-719-4208 or 469-648-5052.

FITNESS PROGRAM

Active&Fit Now
1-844-646-2746
beneplace.com/parkland

Choose from thousands of fitness centers; change any time.

FLEXIBLE SPENDING ACCOUNTS

PayFlex
1-800-284-4885 | PayFlex.com
Username: Your employee ID number
Password: Your ZIP code

LEAVE OF ABSENCE MANAGEMENT

Sedgwick
1-844-263-3117

LEGAL PROGRAM

ARAG® Legal Center — 1-800-247-4184
araglegalcenter.com (access code 17502ph)

LIFE INSURANCE (BASIC AND SUPPLEMENTAL)

Securian Financial (Minnesota Life)
1-866-293-6047
lifebenefits.com

MYPARKLAND

PeopleSoft (for online enrollment)
From your Parkland computer: phs.sharepoint.com
From your home computer: <https://hr.parklandhealth.org/psshr/signon.html>
(User ID: Parkland employee number, PeopleSoft password)

OTM Service Portal
parkland.service-now.com/otm
469-419-3000 (ext. 7-3000)
Monday-Friday 7:30 a.m. to 5 p.m.

MEDICAL & PHARMACY

Parkland Employee Health Plan
(For full-time and part-time employees with benefits)

UMR, a UnitedHealthcare Company — 1-877-370-0320
umr.com

MedImpact (Pharmacy Benefit Manager)
1-800-788-2949

MedImpact Direct (Mail-Order Service)*
1-855-873-8739

*For prescriptions written by Tier 1 and Tier 2 providers that cannot be filled through the Parkland mail-order service

Employee Health Center
4th Floor, Moody Outpatient Center
5151 Maple Ave., 214-590-2800
8 a.m. – 5 p.m. Monday through Friday

Employee Women's Wellness Center
2nd Floor of WISH Tower
469-419-1010 (ext. 7-1010)
8 a.m. – 4 p.m. Monday through Friday

PARKLAND PHARMACIES

Parkland Mail-Order Phone Line — 214-590-1400

Employee-Only Pharmacy Windows
1st floor of Moody Outpatient Center
7 a.m. – 6 p.m. Monday through Friday, 214-266-0013

1st floor of Ron J. Anderson, MD Clinic
24/7, 214-590-6120

Your COPC Pharmacy
Please check with your COPC pharmacy for hours of operation.

RedBird Health Center Pharmacy
3560 W. Camp Wisdom in Dallas, 214-266-5000
(mail order not available)

PET INSURANCE PROGRAM

Nationwide Pet Insurance — 1-877-PETS-VPI (1-877-738-7874)
petinsurance.com/affiliates/parklandhospital_pr

RETIREMENT

Supplemental Retirement Plan and Retirement Income Plan

Milliman — 1-800-995-2608
MillimanBenefits.com (account access)

On-site representative:
milliman3.fullslate.com

SUPPLEMENTAL INSURANCE COVERAGES (CRITICAL ILLNESS, ACCIDENT AND HOSPITAL INDEMNITY)
MetLife

1-800-GET-MET8 (1-800-438-6388)

TUITION REIMBURSEMENT

EdAssist — 1-844-358-1623
Log on through Parkland Pathways

VISION

Superior Vision by MetLife — 1-833-393-5433
metlife.com/vision

WEIGHT LOSS PROGRAM

Real Appeal
1-844-924-REAL (7325)
help@realappeal.com
<https://realappeal.com/support>