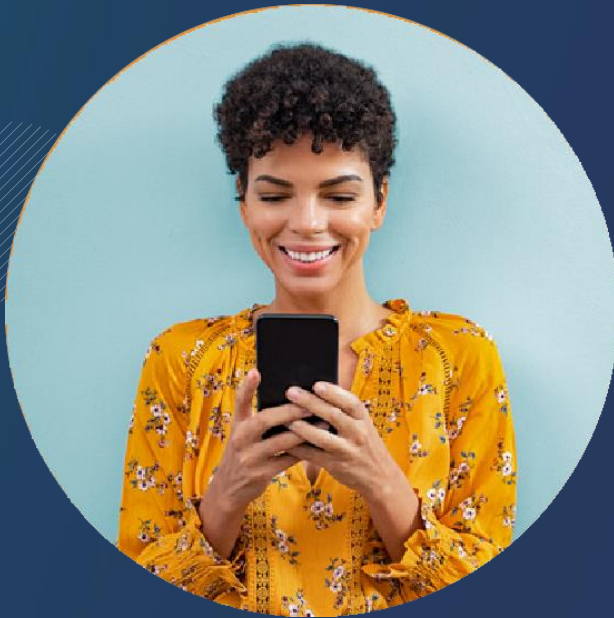




2024 US Benefits New Hire Orientation

BENEFITS DESIGNED WITH YOU IN MIND



Agenda



Benefits Eligibility and Overview



Learn More About Your Benefits



Time to Enroll



Questions? We've Got Answers

Benefit Eligibility

Benefit Eligibility

- **Who is eligible to enroll in the Genesys benefit plans?**
 - Employees who are scheduled to work at least 20 hours per week
 - Your spouse or domestic partner
 - Your children (even if married) who are under 26 years of age
 - Your spouse or domestic partner's children who are under 26 years of age
 - Your dependent child who is disabled, if they became disabled before the age of 26
- **Your benefits are effective on your date of hire.**
- **What if something changes at work or at home after your new hire enrollment period?**
 - Qualifying life events – 31 days to make benefit changes after life event
 - Supporting documentation required

Benefit Eligibility (cont).

Domestic Partner/Domestic Partnership means an unmarried person of the same or opposite sex with whom the covered Employee shares a committed relationship, who is jointly responsible for the other's welfare and financial obligations, who is at least 18 years of age, who is not related by blood, who maintains the same residence, and who is not married to or legally separated from anyone else.

The following criteria must be met in order to satisfy the Genesys Plan definition of Domestic Partner:

- Are in a relationship of mutual support, care, and commitment and are responsible for each other's welfare
- Have maintained this relationship for the past six months and intend to do so indefinitely
- Have shared a primary residence for the past six months and intend to do so indefinitely
- Are not married to anyone else and do not have other Domestic Partners
- Are financially interdependent

Benefits Overview

What We Offer

Shared Cost

- Medical
 - UMR HDHP1
 - UMR HDHP2
 - UMR PPO
 - Kaiser HMO (CA)
- Dental
- Vision

Company Paid

- Lyra Health EAP
- BrightPlan Financial Planning
- STD
- LTD
- Basic Life
- Basic AD&D
- Open Time Off
- Paid Parental Leave

Tax Friendly

- 401(k)
- HSA
- FSAs
- Commuter Benefits

Employee Paid

- Pet Insurance
- Critical Illness
- Hospital Indemnity
- Accident Insurance
- Voluntary Life
- Voluntary AD&D
- Legal Services
- Home & Auto
- Varsity Tutors
- Financial Wellness Tools
- Education Reimbursement

2024 Cost for Coverage

Semi-Monthly Payroll Deductions (24 Payroll Deductions per Year)

Benefit Plan	Employee Only	Employee + Spouse / Domestic Partner	Employee + Child(ren)	Employee + Family
Medical				
UMR HDHP 1	\$25.00	\$137.50	\$100.00	\$182.50
UMR HDHP 2	\$30.00	\$160.00	\$110.00	\$195.00
UMR PPO	\$127.50	\$330.00	\$247.50	\$412.50
Kaiser HMO (CA)	\$62.50	\$180.00	\$162.50	\$245.00
Dental				
Anthem Standard	\$4.00	\$12.00	\$11.50	\$19.50
Anthem Enhanced	\$8.50	\$20.50	\$19.50	\$32.50
Vision				
VSP Core	\$0.00	\$0.50	\$0.50	\$0.50
VSP Buy-Up	\$4.50	\$7.00	\$7.50	\$12.00

How to Choose a Plan and Save Money

ALEX is your easy-to-use online benefits counselor. ALEX makes it easy to learn more about your benefits and make the best financial decisions for you and your family.

Ready to get started?

1. Go to <https://start.myalex.com/genesys>
2. Answer a few questions about your health care, financial, and retirement needs. (All kept strictly confidential.)
3. ALEX will recommend what may be the best plan option for you.

Learn more by visiting MyGenesysBenefits.com



Convenient, easy access to the information and resources you need, including:

- Plan Details
- Enrollment Instructions
- Contact Information
- Resources

Your Benefits Portfolio

2024 Plan Options

Line of Coverage	Choices	Find an In-Network Provider/Contact Your Carrier
Medical*	<ul style="list-style-type: none"> • UMR PPO • UMR HDHP 1 • UMR HDHP 2 • Kaiser HMO** 	<ul style="list-style-type: none"> • UMR PPO or HDHPs: https://genesyshealthplan.com • Kaiser: https://healthy.kaiserpermanente.org/doctors-locations**
Dental	<ul style="list-style-type: none"> • Anthem Standard • Anthem Enhanced 	<ul style="list-style-type: none"> • Standard or Enhanced: www.anthem.com/ca
Vision	<ul style="list-style-type: none"> • VSP Core • VSP Buy Up 	<ul style="list-style-type: none"> • Core and Buy Up: www.vsp.com
Health Savings Account	<ul style="list-style-type: none"> • HSA 	<ul style="list-style-type: none"> • HealthEquity: www.MyHealthEquity.com
Flexible Spending Accounts/Commuter Benefit	<ul style="list-style-type: none"> • Health Care FSA • Limited Purpose FSA • Dependent Care FSA • Commuter Benefit 	<ul style="list-style-type: none"> • HealthEquity: http://www.healthequity.com/wageworks
Life and AD&D	<ul style="list-style-type: none"> • New York Life Basic Life and AD&D • New York Life Voluntary Life and AD&D 	<ul style="list-style-type: none"> • Basic Life and AD&D: https://www.newyorklife.com/group-benefit-solutions/genesys-cloud-services • Optional Life and AD&D: https://www.newyorklife.com/group-benefit-solutions/genesys-cloud-services

*You may opt out of medical plan coverage. Some states (CA, DC, MA, NJ, VT) require you to have appropriate medical coverage.

**Available to California employees only.

2024 Plan Options (cont.)

Line of Coverage	Contact Your Carrier
Telemedicine	<ul style="list-style-type: none">• PPO or HDHPs: https://genesyshealthplan.com• Kaiser (CA): https://healthy.kaiserpermanente.org/doctors-locations• Teladoc: Teladoc.com
Lyra Health (EAP)	<ul style="list-style-type: none">• Phone: 1-877-335-0372• Web: genesys.lyrahealth.com
Paid Parental Leave	<ul style="list-style-type: none">• Email: benefits.team@genesys.com
BrightPlan	<ul style="list-style-type: none">• Web: www.BrightPlan.com/enroll
Elements Financial Federal Credit Union	<ul style="list-style-type: none">• Phone: 1-800-621-2105• Web: www.elements.org
Varsity Tutors	<ul style="list-style-type: none">• Web: www.varsitytutors.com/partners/genesys
Pet Insurance	<ul style="list-style-type: none">• Phone: 1-877-738-7874• Web: https://benefits.petinsurance.com/genesys
Aflac Benefits	
<ul style="list-style-type: none">• Accident• Critical Illness• Hospital Indemnity	<ul style="list-style-type: none">• Phone: 1-800-433-3036• Web: www.aflacatwork.com
MetLife Legal Services	<ul style="list-style-type: none">• Phone: 1-800-821-6400• Web: www.legalplans.com

Medical Plans – UMR HDHP & PPO

Plan Features	UMR HDHP 1		UMR HDHP 2		UMR PPO	
	IN-NETWORK	OUT- OF-NETWORK*	IN-NETWORK	OUT- OF-NETWORK*	IN-NETWORK	OUT- OF-NETWORK*
Deductible	\$2,000 individual \$3,200 family	\$3,000 individual \$6,000 family	\$3,200 individual \$6,000 family	\$4,000 individual \$8,000 family	\$500 individual \$1,000 family	\$500 individual \$1,000 family
HSA Funds by Genesys	\$750 individual / \$1,500 family (funded in semi-monthly installments each pay date)		\$750 individual / \$1,500 family (funded in semi-monthly installments each pay date)		N/A	
Type of Family Deductible	Aggregate		Embedded		Embedded	
Out-of-Pocket Maximum	\$4,000 individual \$6,550 family	\$8,000 individual \$13,000 family	\$3,500 individual \$7,000 family	\$8,000 individual \$16,000 family	\$5,000 individual \$10,000 family	\$10,000 individual \$20,000 family
Type of Family Out-of-Pocket Maximum	Embedded		Embedded		Embedded	
Preventive Care	\$0 deductible waived	Not covered	\$0 deductible waived	Not covered	You pay 0%	Not covered
Most Other Services	You pay 20% after deductible	You pay 40% after deductible	You pay 10% after deductible	You pay 30% after deductible	You pay 30%, unless copay applies	You pay 50%

*The in-network deductible does not apply to the out-of-network deductible.

Care Coordination – UMR PPO & HDHP

Genesys Care Coordinators

Personalized, one to one care from expert team of nurses, patient service representatives, and benefits specialists.

How they help:

- Verify coverage
- Order replacement cards
- Provide health-education resources
- Advocate for your care
- Help manage chronic conditions
- Find in-network providers
- Contact providers to discuss treatment
- Answer claims, billing, and benefits questions
- Create health-improvement plans
- Help reduce unnecessary, out-of-pocket costs

How to Contact Care Coordinators

Phone: 877-498-3041

Web: www.genesyshealthplan.com

App: Quantum Health

Telehealth Services

Teladoc

Members enrolled in one of the UMR medical plans have access to telehealth services any time, day or night

- Register online at [Teladoc.com](https://www.teladoc.com) to have access to the network of providers
- Access to U.S. board-certified doctors through secure video visits 24/7/365
- Can be accessed via web or mobile app for many non-emergency illnesses
- Teladoc medical providers can diagnose, treat and prescribe medication for non-emergency conditions
- Whenever you need care, medical providers are available within minutes

Schedule appointments online at [Teladoc.com](https://www.teladoc.com) or via phone at 1-800-TELADOC (800-835-2362)

Medical Plan – Kaiser HMO (CA)

Plan Features	HMO
	In-Network Only
Annual Deductible Individual/Family	None
Annual Out-of-Pocket Maximum Individual/Family	\$1,500 / \$3,000
	You pay:
Preventive Care Visit	Covered in full
Primary Care/Specialist Visit	\$20 copay
Urgent Care	\$20 copay
Emergency Room (copay waived if admitted)	\$100 copay
Prescription Drug Retail	
Tier 1 (Generic)	\$15 copay (up to a 100-day supply)
Tier 2 (Preferred Brand)	\$30 copay (up to a 100-day supply)
Tier 3 (Non-Preferred Brand)	Not covered
Tier 4 (Specialty)	\$30 copay (up to a 30-day supply)

Mental Health

Lyra Health – Comprehensive Care (EAP)

Whether you feel stressed, anxious, or depressed, support from Lyra Health’s therapists and coaches can get you back on your feet at no additional cost to you. You’ll receive:

- Access personalized matches and recommendations for top coaches and therapists just for you
- Up to 12 sessions each per calendar year for you, your partner and your dependents
- Meet with a therapist or coach via live video, phone, or in-person

Schedule appointments online at genesys.lyrahealth.com or by phone at 1-877-335-0372.

Alcohol Recovery Program

Lyra Renew

Provides members with confidential access to Lyra's integrated alcohol and mental health recovery program for cost-effective, high-quality care to improve their relationship with alcohol

- Full-spectrum care model to effectively support moderate to high-risk drinking behavior
- Streamlined addiction care from the privacy of your home
- Opportunity to incorporate medication-assisted treatment (MAT) in care plans if eligible and clinically appropriate
- A coordinated, dedicated provider team supports members to stay on track and avoid relapse
- Treatment facility searches and vetting are available if higher levels of care, such as residential treatment, are needed

Schedule appointments online at genesys.lyrahealth.com or via phone at 1-877-335-0372



Anthem Dental Plans

Plan Features	Anthem Dental Standard	Anthem Dental Enhanced
	In-Network*	In-Network*
	You pay:	You pay:
Annual Deductible (waived for Preventive Services)	\$50 individual / \$100 family	None
Annual Benefit Maximum	\$1,750	\$2,500
Diagnostic & Preventive Services (e.g., x-rays, cleanings, exams)	Covered in full	Covered in full
Basic & Restorative Services (e.g., fillings, extractions, root canals)	20% after deductible	20%
Major Services (e.g., dentures, crowns, bridges)	50% after deductible	20%
Orthodontia (adults and children)	50% after deductible	50%
Orthodontia Lifetime Maximum	\$1,500 per person	\$1,750 per person

*Reasonable and customary limits will be applied for out-of-network coverage.

Visit
www.mygenesysbenefits.com
 for plan details.

VSP Vision Plans

	VSP Core Plan	VSP Buy-Up Plan	Frequency
Eye Exam	\$10 copay	\$10 copay	Every calendar year
Prescription Glasses	\$25 copay	\$10 copay	Every calendar year*
Frames	\$150 allowance per person (\$170 for featured frames) + 20% discount over allowance or \$80 allowance at Costco	\$200 allowance per person (\$220 for featured frames) + 20% discount over allowance or \$110 allowance at Costco	
Lenses	Copay included in Prescription Glasses. Includes single vision, lined bifocal, and lined trifocal lenses plus polycarbonate lenses for dependent children.		
Lens Options	\$0 - \$160 copay Standard progressive, premium progressive, custom progressive		
Contact Lenses (in lieu of glasses)	Up to \$60 copay (exam and fitting) \$130 allowance for contact lenses	Up to \$60 copay (exam and fitting) \$200 allowance for contact lenses	Every calendar year*

Visit www.mygenesysbenefits.com for plan details, including out-of-network benefits.

*Buy-Up plan includes one additional pair of glasses or contacts per year.

Health Savings Account (HSA)

- If you enroll in one of the HDHP medical plans, Genesys will contribute to your HSA, if you are eligible.*
- You will need to enroll in the HSA in Workday to receive the Genesys employer contribution, even if you are not planning to make your own contributions.
- Register for your HSA to receive Genesys and your own contributions.
 - Visit www.MyHealthEquity.com
- HSA contribution limits:

Coverage Type	2024 Maximum Contribution Limit	2024 Genesys HSA Contribution	2024 Maximum Employee Contribution
Individual Coverage	\$4,150	\$750	\$3,400
Family Coverage	\$8,300	\$1,500	\$6,800
Age 55+ Catch-up Contribution	Additional \$1,000		

**Per IRS regulations, if you are enrolled in Medicare or TriCare, you are not eligible to make HSA contributions. For a complete list of HSA rules, refer to [IRS Publication 969](#).*

Flexible Spending Accounts (FSAs)

	Health Care FSA	Limited Purpose FSA	Dependent Care FSA
Eligibility	Eligible employees who are not enrolled in the HDHP	HSA participants only	All eligible employees
Annual Contribution Limit	\$3,050	\$3,050	\$5,000 (\$2,500 if married and filing separately)
Eligible Expenses	Health care plan deductibles, copays, coinsurance, and prescriptions, including dental and vision hardware and expenses	Dental and vision expenses only	Daycare for children age 12 and under, disabled children, and dependent adults
Availability of Funds	The full annual amount you elect is available on your plan effective date	The full annual amount you elect is available on your plan effective date	You can be reimbursed up to the amount available in your account
Payment or Reimbursement Options	Debit card or reimbursement	Debit card or reimbursement	Reimbursement
Rollover Options	Yes, you may rollover up to \$640 of unused funds when you re-enroll	Yes, you may rollover up to \$640 of unused funds when you re-enroll	Unused funds do not rollover
Deadline for Services	Services must be incurred by 12/31/2024	Services must be incurred by 12/31/2024	Services must be incurred by 12/31/2024
Deadline for Submission for Reimbursement	Reimbursement must be submitted by 3/31/2025	Reimbursement must be submitted by 3/31/2025	Reimbursement must be submitted by 3/31/2025



- Must re-enroll each year
- You may only change annual contributions if you have a Qualifying Life Event

Commuter Benefit

Save money on your work-related commute and parking expenses. The Commuter Benefit allows you to make pre-tax contributions to a transit or parking account.

Eligible expenses:

- Transit passes
- Fare cards
- Ticket books
- Vanpool expenses
- Daily or monthly parking costs

Maximum contribution:

- Transit: \$315/month
- Parking: \$315/month

Register and log in to your account at www.healthequity.com/wageworks.

401(k) Retirement Plan

The Genesys Company 401(k) Plan offers a company contribution as well as a variety of investment options.

Enroll

- Enroll, designate beneficiaries, and allocate your asset distribution at any time at www.401k.com.
- New hires can enroll **after** receiving their first Genesys paycheck.

401(k) Contributions

- Employees can now designate separate deferral elections for regular pay (includes OT and on-call pay), bonuses and commissions; enter your deferral elections at www.401k.com
- Genesys will match employee contributions \$.50 on the \$1.00 up to \$4,000 annually
- Personal contributions
 - Pre-tax – up to 60% (\$23,000 max)
 - Post-tax – up to 35% (\$42,000 max)
 - Age 50+ – an additional \$7,500
- Company contributions are vested after one year.

Genesys Paid Benefits

Basic Life and Accidental Death & Dismemberment (AD&D) Insurance

- Basic life at 2x your annual salary to a maximum of \$1,500,000
- AD&D at 2x your annual salary to a maximum of \$1,500,000
- Please ensure you designate a beneficiary

Lyra Health Program

- Access personalized matches and recommendations for top coaches and therapists just for you
- Meet with a coach via live video or live messaging or meet with a therapist via live video, phone, or in-person
- Up to 12 sessions per calendar year for you, your partner, and your dependents

Disability Benefits

- STD: 100% for the first 8 weeks of an illness or injury, then 70% for the next 18 weeks upon approved leave
- LTD: after 26 weeks, 66 2/3% of your annual salary to a \$15,000/monthly maximum benefit upon approved leave



Life and AD&D Insurance

Voluntary Life Insurance

In addition to Basic Life and AD&D, you may buy Voluntary Life and AD&D coverage at discounted rates. The chart below describes the amounts of coverage you can buy for yourself, your spouse, and your child(ren). Evidence of Insurability will be required for those applying for coverage after the new hire eligibility period and for amounts in excess of the Guaranteed Issue.

Benefit Features	Voluntary Life*			Voluntary AD&D		
	Employee	Spouse	Dependent Child(ren)**	Employee	Spouse	Dependent Child(ren)**
Coverage Options	1, 2, 3, 4 or 5 times salary or \$2,000,000 whichever is less	Increments of \$5,000 up to a maximum of \$250,000 (cannot exceed 100% of employee coverage)	\$5,000 or \$10,000	1, 2, 3, 4 or 5 times salary or \$2,000,000 whichever is less	Increments of \$5,000 up to a maximum of \$250,000	\$5,000 or \$10,000
Guaranteed Issue Amount	\$500,000	\$50,000				
Guaranteed Issue Period	Within 30 days of benefits eligibility or a qualifying life event					

*Evidence of Insurability (EOI) may be required. **Up to age 26.

How much Voluntary Life and AD&D Insurance should I buy?

When deciding how much voluntary Life and AD&D coverage to buy, consider the following:

1. How much will your dependents need to pay debts, such as a mortgage, car loan, or credit card balances?
2. How much do your dependents need to maintain their current standard of living?
3. What kind of future would you like to provide for your dependents or others who depend on you for financial support?



What Is EOI?

Evidence of Insurability (EOI) is the process of providing health information to qualify for certain types of insurance coverage. If you elect Voluntary Life and AD&D coverage above the guaranteed issue amount or after the guaranteed issue period, you will be required to submit a health questionnaire (in some cases, a physical exam may be required). Your questionnaire will be reviewed by the carrier, and you will be notified of their decision directly.



VOLUNTARY BENEFITS

Protection for You and Your Family

Aflac Benefits

Even with great insurance, out-of-pocket costs can add up quickly. Are things like crutches covered? Will you have to travel to receive treatment? Do you need to hire someone to do yardwork while you are down and out?

Accident, Critical Illness, and Hospital Insurance pay a lump sum if a covered person experiences an eligible condition. These funds can be used however you see fit.

No health questions are required, but the plans do have some exclusions and limitations.

- **Accident Insurance:** Pays a lump sum if a covered person experiences an eligible accident. The amount paid is based on the condition/accident.
- **Critical Illness Insurance:** Pays a lump sum if a covered person is diagnosed with an eligible critical illness.
- **Hospital Indemnity Insurance:** Pays a lump sum if a covered person is hospitalized for an eligible condition.

NOTE: Employees who are also enrolled in an Aflac plan can take part in their wellness activities and earn incentives, too! To learn more, log on to **Aflac** to complete the notification process.

MetLife Legal Plan

When you enroll in the MetLife Legal Plan, you have unlimited access to a network of attorneys who can offer assistance and advice on a variety of legal issues for just \$13.50 per month. There are no attorney fees, copays, deductibles, or claim forms for covered legal matters.

Experienced attorneys are available to help with:

- Estate planning
- Home buying or selling
- Tax audits
- Traffic matters
- Identity theft
- Document creation

To enroll (only as a new hire, during open enrollment, or after a qualified life event) go to Workday. Once you enroll, simply find an attorney in the MetLife network and call to make an appointment. For more information, call 1-800-821-6400.

Pet Insurance

Your pets can now receive coverage to stay healthy, too. Voluntary pet insurance helps you be financially prepared, as veterinary bills can add up quickly. With Nationwide pet insurance, you can save on unexpected veterinary expenses plus optional coverage to help pay for routine veterinary care, such as vaccines, wellness exams, and teeth cleaning. Visit benefits.petinsurance.com/genesys to get an instant quote and enroll at any time. Plan premiums are paid directly by you to Nationwide and are not funded via payroll deductions. Premiums vary based on type of pet and state of residence. Call Nationwide at 1-877-738-7874 to speak with a pet insurance expert if you have any questions.

Auto & Home Insurance

Save money on important coverage that protects your assets. Our benefits partner, MetLife, will help you find the lowest rates on auto, home, and other insurance coverage. Reach out to MetLife at 1-800-438-6388 or metlife.com/mybenefits for a quote.



Physical Well-Being

The Rally Program

- Complete healthy behaviors and be rewarded!
- The Rally program is a user-friendly digital experience (available to employees enrolled in a Genesys medical plan) that supports your engagement throughout your health journey
- You can learn how to make more informed health care decisions, create a personalized action plan and complete specific health actions
- Employees who are enrolled in one of the Genesys medical plans can earn up to \$200 in wellness incentives per calendar year by completing activities in the program
- If you cover a spouse or domestic partner through a Genesys medical plan, your spouse or domestic partner is also eligible to earn up to \$200 in wellness incentives
- Wellness incentives can be used to purchase gift cards at some of your favorite retailers
- Learn how to earn and access rewards by accessing <https://www.werally.com/client/genesys/register/>

Financial Wellness

BrightPlan Financial

- We believe that financial wellness is an important part of your total well-being
- This free financial benefit supports you with tools to manage your financial life and invest in your future
- BrightPlan financial wellness counselors help you master your money with:
 - A sophisticated financial planning application to bring all of your finances together
 - Advice on existing investments (401(k), etc.)
 - Meetings with a Financial Advisor
 - An automated Smart Budget and Spending Analysis
 - Financial education tailored to your Genesys benefits
- Set up your account by visiting www.Brightplan.com/onegenesys or download the BrightPlan app, using the activation code: onegenesys

Financial Wellness

Elements Financial Federal Credit Union

- At-work financial resource that offers lower rates, fewer fees, financial health checkups, educational workshops, and much more
- This free financial benefit provides financial educational webinars on various topics
- Benefits of partnering with Elements Financial FCU:
 - Non-profit, member owned, so dividends are returned to members
 - One-on-one financial counseling on credit, budgeting and account reviews
 - Higher deposit rates and lower borrowing rates
 - Access to shared branching network
 - 78,000+ ATMs globally with no surcharge fees
 - 5,000+ shared branches nationwide, so you can conduct most financial transactions at other credit union locations
 - Part of the CO-OP ATM and shared branching network, located in many popular retailers such as Target, Walgreens, Costco and Circle K stores
 - Wealth management services to help members reach their savings and retirement goals
 - Visit <https://www.elements.org/genesys/events/> to learn more

Tutoring Benefits

Varsity Tutors

- Offers tutoring services for employees and their dependents
- Receive a complimentary academic-needs consultation
- Offers 20% discount for private tutoring, live classes and small group classes to help your child succeed in school
- Services includes college, graduate and medical school tutoring assistance
- Access these benefits by visiting www.varsitytutors.com/partners/genesys

Education Reimbursement

- Build the skills you need for current and future roles at Genesys
- Work with your manager and explore external training options if internal training is not available to meet your educational goals
- Reimbursable tuition for programs with accredited institutions includes:
 - Graduate programs
 - Undergraduate degree programs
 - Non-degree courses
 - Certificate programs
 - Extension courses
- Refer to the Education Reimbursement Policy on the OneGen portal
- For questions about the Education Reimbursement benefit, reach out to hr@genesys.com

Adoption Reimbursement

- Employees with at least 6 months of service with Genesys are eligible for adoption reimbursement when adopting a child under 18 years of age
- May be reimbursed up to \$3,500 per child for covered expenses paid by the employee when the adoption is finalized
- The following types of adoptions are covered by the Adoption Reimbursement Program:
 - Domestic adoptions
 - International adoptions
 - Family adoptions, including stepchild and other relative adoptions, such as grandparents adoption grandchildren
 - Foster child adoptions
- Adoptions done solely by the employee's spouse or domestic partner are also covered
- Contact the Genesys Benefits team for more information

Time Off

Open Time Off

- All regular employees are eligible for Open Time Off (OTO)
- No annual vacation accrual
- When you need time away from work, discuss it with your manager, agree to the dates and take the time off
- All employees are required to report OTO in Workday, the Genesys HRIS system

Sick Time Off

- No annual allocation
- After 3 consecutive days of illness, company may request a doctor's note
- After 5 consecutive days of illness, an employee is eligible for short-term disability benefits

Genesys Holidays - USA

Genesys USA will observe the following holidays for 2024:

January 1st – New Year’s Day

January 15th - Martin Luther King Jr. Day

February 19th - Presidents’ Day

May 27th - Memorial Day

June 19th - Juneteenth

July 4th - Fourth of July

August 2nd, 9th, 16th, 23rd, and 30th - August Free Fridays

September 2nd - Labor Day

October 18th - Global Diversity Day

November 28th - Thanksgiving Day

November 29th - Day after Thanksgiving

December 25th - January 1st - Year-End Shut-Down

Time to Enroll

How to Enroll

1 Log on to Workday

Your new hire enrollment task will be waiting in your Workday inbox; you have 31 days from the date of hire to complete your benefit enrollment elections.

2 Choose Your Benefits for 2024

- Click into each tile to select your benefit choices.
- Once you choose a plan, move to the next screen to enter your dependent or beneficiary information. Make sure you have their SSNs, date of births, legal names and addresses handy.
- Ensure that you attach your dependent(s) and beneficiaries to **each** applicable plan.
- If you elect one of the HDHP plans through UMR, you will need to also elect the Health Savings Account (HSA) in order to receive the semi-monthly employer HSA contributions, even if you are not making an employee HSA contribution.
- If you need to finish your benefit elections later, make sure you click “Save for Later”.
- Once you are finished making your elections, click “Submit” to finalize your enrollment.

3 Print or Save Your Confirmation Statement

- After completing your enrollment, print or save copy of your elections as a pdf and retain a copy for your records.

Good Morning, Ted Lasso

It's Tuesday, September 12, 2023

Awaiting Your Action

...



Benefit Change – New Hire: Ted Lasso on 01/01/2024
Inbox - 3 day(s) ago

[Go to All Inbox Items \(1\)](#)

Timely Suggestions

Here's where you'll get updates on your active items.

Recommended for You

Your Top Apps



Benefits



Benefits and Pay



Absence



Career

[View All Apps](#)



Update Your Information

Health Information

Tobacco Use

Question Have you used tobacco in any form in the past 12 months?

Answer * Yes
 No



Continue

Cancel



MENU

GENESYS

Search



Information Updated

Thanks for updating your information.

Next up, you'll confirm benefits you'd like to keep the same, or add any changes you'd like to make.

Continue

Cancel



USA Open Enrollment

Projected Total Cost Per Paycheck
\$0.00

Health Care and Accounts



Medical - USA
Waived

Enroll



Dental - USA
Waived

Enroll



Vision - USA
Waived

Enroll



Hospital Indemnity - USA
Waived

Enroll



Accident Insurance - USA
Waived

Enroll



Health Savings Account - USA
Waived

Enroll



FSA - Medical - USA
Waived

Enroll



FSA - Dependent Care - USA
Waived

Enroll

Insurance

Review and Sign

Save for Later

Insurance



Basic Life - USA
NYL (Employee)

Cost per paycheck Included
Coverage 2 X Salary

Manage



Basic AD&D - USA
NYL (Employee)

Cost per paycheck Included
Coverage 2 X Salary

Manage



Voluntary Life - USA
Waived

Enroll



Spouse Voluntary Life - USA
Waived

Enroll



Child Voluntary Life - USA
Waived

Enroll



Voluntary AD&D - USA
Waived

Enroll



Spouse Voluntary AD&D - USA
Waived

Enroll



Child Voluntary AD&D - USA
Waived

Enroll



Long Term Disability (LTD) - USA
NYL (Employee)

Cost per paycheck Included
Coverage 66.67% of Salary

Manage



Critical Illness - USA
Waived



Critical Illness Spouse or DP - USA
Waived

Enroll

Review and Sign

Save for Later



MENU GENESYS Search

Medical - USA

Projected Total Cost Per Paycheck
\$0.00

Plans Available

Select a plan or Waive to opt out of Medical - USA. The displayed cost of waived plans assumes coverage for Employee Only.

3 items

*Selection	Benefit Plan Details	You Pay (Semimonthly)	Company Contribution (Semimc
<input type="radio"/> Select <input checked="" type="radio"/> Waive	UMR HDHP 1	\$21.00	\$164.66
<input type="radio"/> Select <input checked="" type="radio"/> Waive	UMR HDHP 2	\$26.50	\$311.94
<input type="radio"/> Select <input checked="" type="radio"/> Waive	UMR PPO	\$112.50	\$261.90

Health Care Instructions

General Instructions

When you enroll in a High Deductible Plan (HDHP), you may also enroll in a Health Savings Account.

Confirm and Continue Cancel

UMR HDHP 1

You Pay (Semimonthly)

- \$21.00 Employee Only
- \$109.50 Employee + Spouse
- \$88.00 Employee + Children
- \$160.00 Employee + Family
- \$109.50 Employee + Domestic Partner
- \$88.00 Employee + Domestic Partner Children
- \$160.00 Employee + Children + Domestic Partner
- \$160.00 Employee + Domestic Partner + DP Children
- \$160.00 Employee + Domestic Partner + Children + DP Children

Confirm and Continue Cancel

MENU GENESYS Search

Medical - USA - UMR HDHP 1

Projected Total Cost Per Paycheck
\$21.00

Dependents

Add a new dependent or select an existing dependent from the list below.

Coverage * Employee Only

Plan cost per paycheck \$21.00

Add New Dependent

Health Care Instructions

General Instructions

When you enroll in a High Deductible Plan (HDHP), you may also enroll in a Health Savings Account.

Save Cancel

MENU GENESYS Search

Add My Dependent From Enrollment

Name

Country *

Prefix

First Name *

Middle Name

Last Name *

Suffix

Personal Information

Relationship *

Date of Birth *

Age 0 years, 0 months, 12 days

Gender * **Male**

Citizenship Status

Tobacco Use Uses Tobacco

* Yes No

Full-time Student

Student Status Start Date

Student Status End Date

Disabled

Allow Duplicate Name

Save Cancel

Add My Dependent From Enrollment

Name

Country *

Prefix

First Name *

Middle Name

Last Name *

Suffix

Personal Information

Relationship *

Date of Birth *

Age 0 years, 0 months, 12 days

Gender *

Citizenship Status

Tobacco Use Uses Tobacco

* Yes No

Full-time Student

Student Status Start Date

Student Status End Date

Disabled

Allow Duplicate Name

Dependents

Add a new dependent or select an existing dependent from the list below.

Coverage * Employee + Children

Plan cost per paycheck \$88.00

1 item

Select	Dependent	Relationship	Date of Birth
<input checked="" type="checkbox"/>	Test Only	Child	09/01/2023

You have dependents covered under your health care plan without a Social Security Number. Enter their Social Security Number (SSN) or Reason SSN is Not Available if you don't have access to their number at this time.

Dependent Social Security Numbers

Dependent	*Social Security Number
Test Only	<input type="radio"/> Social Security Number (SSN) <input type="text"/> <input checked="" type="radio"/> Reason SSN is Not Available <input type="text"/>


Health Care Instructions

General Instructions

When you enroll in a High Deductible Plan (HDHP), you may also enroll in a Health Account.

Insurance


REVIEWED

 **Basic Life - USA**
NYL (Employee)

Cost per paycheck	Included
Coverage	2 X Salary


[Manage](#)

REVIEWED


 **Basic AD&D - USA**
NYL (Employee)

Cost per paycheck	Included
Coverage	2 X Salary


[Manage](#)

 **Voluntary Life - USA**
Waived


[Enroll](#)

 **Spouse Voluntary Life - USA**
Waived


[Enroll](#)

 **Child Voluntary Life - USA**
Waived


[Enroll](#)

 **Voluntary AD&D - USA**
Waived

[Enroll](#)

 **Spouse Voluntary AD&D - USA**
Waived

[Enroll](#)

 **Child Voluntary AD&D - USA**
Waived

[Enroll](#)

[Review and Sign](#)

[Save for Later](#)



 **Long Term Disability (LTD) - USA**
NYL (Employee)

 **Critical Illness - USA**
Waived



Basic Life - USA - NYL (Employee)

Projected Total Cost Per Paycheck
\$88.00

Coverage

Calculated Coverage \$315,000.00
Coverage 2 X Salary
Plan cost per paycheck Included

Beneficiaries

Select an existing or add a new beneficiary person or trust to this plan. You can also adjust the percentage allocation for each beneficiary.

Primary Beneficiaries 0 items



+	Beneficiary	Percentage
No Data		

Secondary Beneficiaries 0 items



+	Beneficiary	Percentage
No Data		

Save

Cancel



Basic Life - USA - NYL (Employee)

Projected Total Cost Per Paycheck
\$88.00

Coverage

Calculated Coverage \$315,000.00

Coverage 2 X Salary

Plan cost per paycheck Included

Beneficiaries

Select an existing or add a new beneficiary person or trust to this plan. You can also adjust the percentage allocation for each beneficiary.

Primary Beneficiaries 1 item



+	Beneficiary	Percentage
-	x Teddy Bear Lasso	<input type="text" value="0"/>

Secondary Beneficiaries 0 items



+	Beneficiary	Percentage
No Data		

Save

Cancel



Enroll

Enroll

Coverage

66.67% of Salary

Manage



Critical Illness - USA

Waived

Enroll



Critical Illness Spouse or DP - USA

Waived

Enroll

Additional Benefits



Financial Wellness - USA

BrightPlan Financial

Cost per paycheck

Included

Manage



Legal Services - USA

Waived

Enroll

Please review the other cards in this section and make sure that you have no additional changes to apply.

Review and Sign

Save for Later



View Summary

Projected Total Cost Per Paycheck
\$88.00

Selected Benefits 5 items



Plan	Coverage Begin Date	Deduction Begin Date	Coverage	Dependents	Beneficiaries	Cost
Medical - USA UMR HDHP 1	01/01/2024	01/01/2024	Employee + Children	Teddy Bear Lasso		\$88.00
Basic Life - USA NYL (Employee)	01/01/2024	01/01/2024	2 X Salary		Teddy Bear Lasso	Included
Basic AD&D - USA NYL (Employee)	01/01/2024	01/01/2024	2 X Salary			Included
Long Term Disability (LTD) - USA NYL (Employee)	01/01/2024	01/01/2024	66.67% of Salary			Included
Financial Wellness - USA BrightPlan Financial	01/01/2024	01/01/2024				Included

Waived Benefits 16 items



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Submit

Cancel



You've submitted your elections.

Congratulations on submitting your elections and completing your enrollment.

[View 2024 Benefits Statement](#)



Actions



Archive

Sort By: Newest



From Last 30 Days

Benefit Change - New Hire : [redacted] on
01/08/2024

52 second(s) ago - Successfully Completed

Contact Information

Benefits Questions

Genesys HR Benefits Team

Benefits.team@genesys.com

2024 US Benefits Guide

<https://mygenesysbenefits.com/resources.html>

Quantum Genesys Care Coordinators

genesyshealthplan.com

1-877-498-3041

Contact Information - Carriers

Coverage	Carrier/Vendor	Phone	Website/Email
Enrollment	Workday/Genesys Benefits Team		benefits.team@genesys.com
Medical	UMR/Quantum Health	1-877-498-3041	www.genesyshealthplan.com
	Kaiser	1-800-464-4000	www.kp.org
Prescription Drug	OptumRx	1-877-498-3041	www.optumrx.com
Health Savings Account (HSA)	HealthEquity	1-877-924-3967	http://www.myhealthequity.com
Flexible Spending Account (FSA)	HealthEquity	1-877-924-3967	www.healthequity.com/wageworks
Commuter Benefit	HealthEquity	1-877-924-3967	www.healthequity.com/wageworks
Dental	Anthem	1-877-567-1804	www.anthem.com/ca
Vision	VSP	1-800-877-7195	www.vsp.com
Mental Health Care	Lyra Health	1-877-335-0372	genesys.lyrahealth.com
Life and AD&D	New York Life	1-888-842-4462	https://www.newyorklife.com/group-benefit-solutions/genesys-cloud-services
Disability	New York Life	1-888-842-4462	www.myNYLGBS.com benefits.team@genesys.com
401(k)	Fidelity Investments	1-800-835-5097	www.401k.com
Legal Services	MetLife	1-800-821-6400	www.legalplans.com
Home & Auto Insurance	MetLife	1-800-438-6388	www.metlife.com/mybenefits
Pet Insurance	Nationwide	1-877-738-7874	https://benefits.petinsurance.com/genesys
Voluntary Insurance Products	Aflac	1-800-433-3036	www.aflacatwork.com

Questions?

Contact the Benefits team at
benefits.team@genesys.com

Thank You!