



CAPITAL ONE ENROLLMENT GUIDE FOR PRE-65 INDIVIDUALS

LOOK INSIDE TO LEARN MORE ABOUT:

- Connecting with a benefits counselor
- Exploring your new healthcare coverage options
- Enrolling in a plan that meets your needs and budget

This Enrollment Guide contains important information on how your current Capital One-sponsored retiree healthcare coverage for you and any eligible dependents will be changing. It is important that you read through all pages carefully. You must take action by enrolling in your new healthcare plan in order to have the coverage you need.

Aptia365*

P.O. Box 14401, Des Moines, IA 50306-3401

Online: [retiree.aptia365.com/
capitaloneaccess](https://retiree.aptia365.com/capitaloneaccess)


Toll-Free: 855.207.1979

For deaf or hard of hearing: Dial 711 for
Telecommunications Relay Service

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* Services provided by Aptia Insurance Services
Group LLC





This guide has been organized to provide you with a clear roadmap for your upcoming healthcare plan change.

SUCCESSFUL ENROLLMENT USING A STEP-BY-STEP PROCESS — Following these steps will help you understand what to expect, what is needed, and how to get ready for a smooth transition. **Page 2**

PREPARING FOR YOUR CONSULTATION — Using this guideline will help you get the most out of your appointment with your benefits counselor. **Page 4**

COVERAGE AND PLAN TYPES — Utilize these pages for understanding which plan options may best fit your needs and budget. **Page 6**

OTHER INSURANCE OPTIONS — Understand how you can build complete coverage with Dental and Vision insurance. **Page 7**

ASSISTANCE BEYOND ENROLLMENT — Our team is available year-round to answer any questions or concerns you may have regarding any healthcare plan related matter. **Page 9**

GETTING READY FOR MEDICARE ELIGIBILITY — As you approach Medicare eligibility, it's important to understand the timing and what you need to do in advance. **Page 10**

FREQUENTLY ASKED QUESTIONS — Review these FAQs to help guide the transition to your new healthcare plan. **Page 11**

HEALTHCARE PROVIDER AND PRESCRIPTION DRUG INFORMATION — Record this important information and send to us as soon as possible, but at least 10 days before your consultation. **Page 15**

Welcome to Aptia365

Having the right healthcare coverage to meet your needs and budget during retirement is important. That's why Capital One has engaged Aptia365 to help you evaluate your new plan options and find a healthcare plan that best fits your need and budget.

This solution is intended to provide retirees and eligible dependents with more flexibility and assistance by connecting you with an experienced, licensed benefits counselor who will assist you in making a new healthcare plan election.

You will be able to explore options for new healthcare coverage through Aptia365. You now have several options to choose from to meet your healthcare and prescription drug needs. Aptia365 and its benefits counselors are ready to support you before, during, and long after your health plan changes. They will help you understand the different individual plans offered to you and assist you in determining which plans provide the coverage you need.

You will have assistance from a benefits counselor at every step. A counselor will help you compare your health and prescription drug coverage options. You may also visit our website to learn more about the different plans and compare your coverage options. Refer to page 4 for more information about connecting with a benefits counselor.

In the meantime, review this Enrollment Guide.

It contains tools and exercises to help you start learning about your new healthcare plan options. Completing the information requested in this guide will make it easy for you and a benefits counselor to evaluate your options so you will be ready to enroll.

Our team is excited to serve you in this new program. Benefits counselors are available to support you during your enrollment period. You may reach Aptia365:

- Online at retiree.aptia365.com/capitaloneaccess at your convenience, 24 hours a day, seven days a week.
- Any business day, from 8:00 a.m. to 5:30 p.m. ET at 1-855-207-1979 toll-free (deaf or hard of hearing individuals should dial 711) to set up a consultation.

For additional information about Aptia365, including our compensation and privacy practices, please see the enclosed document.

We look forward to working with you.

Aptia365



What steps do I have to take to successfully enroll in my new plan?

This transition will be an easy one if you review the steps below and gather the requested information prior to your consultation. Doing so ensures you will be accurately and efficiently enrolled in the plan that best fits your needs and budget.

STEP 1: Upon receipt

Review this Enrollment Guide.

STEP 2: Schedule your consultation

Consult with a licensed benefits counselor

Go online at retiree.aptia365.com/capitaloneaccess to schedule a one-on-one consultation with a licensed benefits counselor. From the navigation bar at the top of the page, click "Schedule a Consultation." If you prefer, you may also call to schedule. It is important to act NOW to select your date and time. Don't wait until the end of your enrollment period approaches before making this appointment; doing so may leave you with a short amount of time in which to make a decision. If you have signed up for text messages or email updates, you will receive a text/email confirmation once you have scheduled your consultation.



STEP 3: Prepare now

Preparing for your consultation

Start by keeping track of your individual healthcare coverage needs. Providing correct and complete information will help your benefits counselor analyze your health plan coverage specifics:

- Use the worksheet on page 15 to list your important healthcare providers and prescription drugs; you may enter your prescription drugs online by visiting retiree.aptia365.com/capitaloneaccess.
- Think about plan features that are important to you.
- Prepare any questions you may have for your benefits counselor.
- Gather any documentation that pertains to a Power of Attorney, if applicable to you.
- Go online to visit our website: retiree.aptia365.com/capitaloneaccess.
Our online tools are easy to use, and utilizing them can help you feel more comfortable with this process and also reduce the amount of time you spend on the phone with your benefits counselor.
- If you have signed up for text messages or email updates, you will receive a text/email 24 hours before your consultation with a reminder of the steps listed on the previous page.

STEP 4: The consultation

Explore your new plan options when you consult with your benefits counselor

Please take this opportunity to utilize your benefits counselor and his or her health insurance expertise. He or she will present you with all of your options so you can feel confident about the decision you are making.

STEP 5: Enroll in a plan

When you are ready to enroll in your new plan(s), you will:

- Provide information to set up payment for your premium.
- Be sent any forms that are required to review, sign, date, and return promptly.

STEP 6: Coverage begins

Upon enrollment in a plan, your benefits will begin the 1st of the month following your enrollment date.

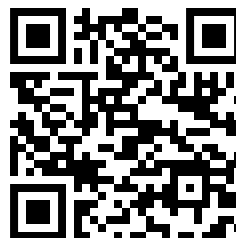
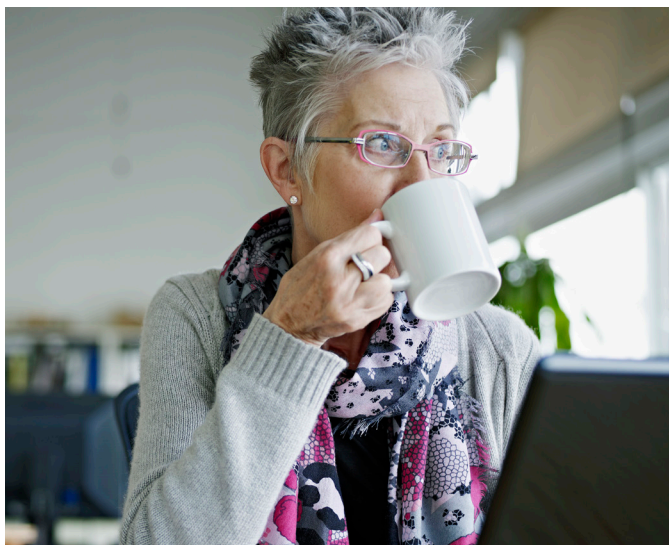
STEP 7: After enrolling in your new plan(s)

After your effective date, you:

- May be contacted by your new insurance carrier in order to verify your enrollment; please do not ignore this request, as doing so could delay or nullify your coverage.
- Will receive your new insurance cards by mail from your insurance carrier(s) after your enrollment has been processed; please review them for accuracy.

STEP 8: Ongoing

Please retain this Enrollment Guide as it will serve as an ongoing reference for your health insurance transition.



Open your camera on your smartphone or tablet and place your camera over this code. You will be directed to our website where you can schedule a consultation, chat with our experts, or research your plan options.



How do I schedule an appointment with a benefits counselor and how should I prepare for my consultation?

Follow these steps to ensure that you are prepared for your phone consultation with your Aptia365 benefits counselor.

1

GO ONLINE AT [RETIREE.APTIA365.COM/CAPITALONEACCESS](https://retiree.aptia365.com/capitaloneaccess) TO SCHEDULE A CONSULTATION WITH A BENEFITS COUNSELOR. From the navigation bar at the top of the page, click “Schedule a Consultation.” If you prefer, you may call 1-855-207-1979 (Monday through Friday, 8:00 a.m. to 5:30 p.m. ET) to schedule your consultation. If your spouse is also eligible to enroll, we recommend calling to schedule your consultations so they can be scheduled close to one another. Jot down the date and time for this appointment below:

Consultation Date: _____

Time: _____

2

COMPLETE THE HEALTHCARE PROVIDER AND PRESCRIPTION DRUG INFORMATION FORM as soon as possible, but at least 10 days before your consultation. If you submit your prescription drug information and healthcare providers list before your consultation, you can shorten the amount of time you spend on the call.

- Start by visiting the homepage at retiree.aptia365.com/capitaloneaccess.
- From the main menu at the top of the page, navigate to ‘Prepare for your Consultation’ and select ‘Healthcare Provider & Rx Info’ from the drop down menu.
- Follow the instructions to download the form and either fax or mail to arrive to us 10-14 days before your consultation.
- Your prescription drug information will be pre-loaded to your profile and available to your benefits counselor prior to your consultation.





Your benefits counselor will ask you questions during your consultation, but it helps to have them in front of you and be better prepared for your call. Your answers to these questions will help your benefits counselor discuss healthcare insurance plans that best fit your needs.

3 **BELOW ARE SOME QUESTIONS YOU AND ALL FAMILY MEMBERS WHO ARE UNDER AGE 65 SHOULD CONSIDER.** These will help determine the best plan at a cost you can afford:

- Who do you want to enroll (who are under 65) and what are their dates of birth?
- How many times a year do you or your family visit the doctor?
- Do your healthcare providers participate with carriers on the individual health insurance market? (You can call your providers and ask the billing department.)
- How many ongoing monthly prescriptions do you have?
- Are any other benefits such as children's dental or chiropractic care important to you?
- Are you currently receiving Medicaid benefits?

4 **GATHER THE FOLLOWING INFORMATION TO SHARE WITH YOUR BENEFITS COUNSELOR:**

- Your Social Security Number (or other document ID number if you are a legal immigrant).
- Your household income: you should have a pay stub, your W-2 tax form, or your most recent tax return and other income information. This could include unemployment checks, child support, veterans' payments, alimony, retirement income or other sources.
- People in your household: the number of people who you claim as dependents, whether or not they live with you.
- Current medical plan information: the type of current medical coverage you have and other medical plans you may have access to now.

5 **BE READY ON THE DATE AND TIME YOU SELECTED FOR YOUR CONSULTATION, AND:**

- Allow enough time for the consultation, approximately 60-90 minutes.
- Make certain any family member or caregiver is available for the call if desired.
- If you do not receive your consultation call within 30 minutes of the scheduled time, please contact Aptia365.
- Promptly reschedule the consultation if you find you cannot keep the appointment you originally scheduled by going online at retiree.aptia365.com/capitaloneaccess or by calling 1-855-207-1799; those who are deaf or hard of hearing should dial 711 for Telecommunications Relay Service.



How can I learn more about options available to me as a pre-65 individual?

When you begin researching and shopping for a healthcare plan through Aptia365, you will see that plans are tiered and named after metals: Platinum, Gold, Silver, and Bronze. The cost sharing structure is different from tier to tier. But keep in mind that all of the plans, regardless of tier, combine both health coverage and prescription coverage under one plan.



KEEP IN MIND

When you enroll

After researching your medical plan options and gathering your basic household information as listed above, please keep in mind:

- You have options for coverage: you may elect a plan that provides coverage for your family, or each family member can enroll in an individual plan.
- You may have access to federal tax credits: when you call Aptia365, your benefits counselor will walk you through your options. They will help you determine whether there are tax credits for which you may qualify.



As you compare your medical plan options, it is important to consider all the costs of the plan, not just the monthly premium. When determining your budget, remember to include other factors that go into your healthcare expenses, like prescriptions and provider visit co-payments. This will help you get a clear picture of the true cost differences among the insurance plans.



What other insurance options should I be considering to round out my coverage?

During your consultation with your benefits counselor, he or she will review all of your benefits options with you, discuss your personal situation, and answer any questions you may have. Your benefits counselor will help educate you about additional insurance options available that you may wish to consider in order to make the best possible decision for you and your family.

DENTAL INSURANCE THROUGH APTIA365:

Enrolling in dental insurance can be a cost-effective way to address the costs of annual exams and related services such as fillings and extractions.

Dental insurance can play an important role in your health. Since people with dental insurance are more likely to visit the dentist, a solid insurance plan can help you maintain good oral health, which promotes your overall health.



VISION INSURANCE THROUGH APTIA365:

Vision insurance is a type of supplemental insurance that can help pay for yearly eyesight exams, glasses and/or contact lenses. With vision insurance, you will also have access to eye doctors who are focused on keeping your eyes healthy by detecting conditions such as glaucoma or cataracts.



You may go online to view your additional insurance options:

- Start by visiting the homepage at retiree.aptia365.com/capitaloneaccess
- Under the 'Shop & Compare' section, click on the box to the far right titled 'Dental, Vision, and other coverage options'. You may explore other insurance options such as Dental and Vision.



Licensed benefits counselors are available year-round if you need assistance with your healthcare plan.



What type of assistance is available to me after I enroll?

We are here to help beyond your initial enrollment

Once you have enrolled in a medical plan, your benefits counselor is available to provide assistance with any healthcare plan related matter. If you have questions about your plan or a claim, or problems resolving an issue with a carrier, help is just a click online or a phone call away.

What to expect in the years to come

Typically, if you like your healthcare plan(s), and the carrier continues to offer the plan(s), you do not need to re-enroll each year. However, there are a few things you will need to consider each fall:

- We will send you a reminder that the Open Enrollment Period is approaching. If you do wish to make a new healthcare plan election, keep in mind the Medicare Open Enrollment Period is typically October 15–December 7.
- By law, your insurance carrier is required to send you information about plan or pricing changes. Please be certain to open, review, and save all of this documentation.
- If you are considering making a change to your healthcare plan, please be certain to contact a Aptia365 benefits counselor BEFORE making any changes on your own. There are implications you will need to consider, and our benefits counselors are trained at making sure you understand these prior to enrolling in a new plan.

How you can reach us

- Go online for 24/7 assistance: retiree.aptia365.com/capitaloneaccess
- Call: 1-855-207-1979; those who are deaf or hard of hearing should dial 711 for Telecommunications Relay Service.
- Fax: 857-362-2999
- Mailing address: P.O. Box 14401, Des Moines, IA 50306-3401



Make sure your email, phone number and mailing addresses are up-to-date with us, as we may send you different communications throughout the year and want to have the most accurate way of reaching you.



I will be Medicare-eligible soon. What should I expect from Aptia365 and what should I do in advance?

As you approach your 65th birthday and reach Medicare eligibility, rest assured that the transition will be an easy one for you. A Aptia365 licensed benefits counselor will guide you through the enrollment process.

In the months before your 65th birthday, you will receive information from the Social Security Administration about your Medicare enrollment, if you are not already enrolled due to specific circumstances such as disability. Your entitlement to Medicare is established with the Social Security Administration.

To enroll in a Medicare Advantage plan or a Medicare Supplement plan, you must enroll in Medicare Part A and B in a timely manner. Enrollment in a Prescription Drug Plan -- Medicare Part D -- only requires enrollment in either Medicare Part A or Part B.

If you want to better understand the Medicare program and different benefits, you may visit CMS (Centers for Medicare and Medicaid Services) at <https://www.medicare.gov> or call 1-800-MEDICARE (1-800-633-4227; TTY 1-877-486-2048), available 24 hours a day, 7 days a week.

CMS produces a comprehensive publication each year, Medicare & You, that discusses the Medicare program in its entirety. You may request a printed copy of this book by calling 1-800-MEDICARE (1-800-633-4227); TTY users should call 1-877-486-2048. You may also access this publication online by visiting <https://www.medicare.gov/pubs/pdf/10050-Medicare-and-You.pdf>.



? Where can I find answers to additional questions I may have?

We recognize your health plan choices and costs are important to you. If you have questions, we encourage you to speak to your benefits counselor. Below you will find answers to many questions frequently asked by retirees and their dependents.

WHAT IS MY DEADLINE TO ENROLL IN A NEW PLAN?

In order to avoid a gap in coverage, you must enroll in your new plan(s) before your current coverage ends. Depending on the type of coverage, you have a period of time after your health coverage ends (typically 60 days for pre-65 plans, two months for Medicare plans, up to 63 days for Medicare Supplement plans) to enroll, but you may experience a gap in coverage if you wait until after your current coverage ends to enroll and you may be without coverage for a period of time. You will not be able to enroll retroactively in coverage.

WHEN WILL MY NEW PLAN BE EFFECTIVE?

Plans available on the individual market are typically effective the first of the month following enrollment.

HOW IS MY HEALTH INSURANCE CHANGING?

Your former employer is changing the way it provides you with healthcare coverage. Your current group health plan coverage will end soon and you will need to choose a new plan to ensure you have the coverage you need going forward.

HOW WILL I OBTAIN MY NEW HEALTH INSURANCE?

In order to help you find the plan that best fits your needs and budget, your former employer has contracted with Aptia365 to guide you through the process from beginning to end. Aptia365 will be your single point of contact for healthcare insurance issues — before, during and after the transition to your new healthcare plan.



? Where can I find answers to additional questions I may have? *continued*

WILL I BE REQUIRED TO CHOOSE A NEW DOCTOR?

It depends on the health insurance strategy that you choose. Individual healthcare plans offer narrower provider networks. Your Aptia365 benefits counselor will review the plans you have available in your zip code and determine if your doctor(s) are included in the provider networks. You may also call your doctor to confirm for which plans they will be participating in the provider networks.

HOW LONG WILL THE APPOINTMENT WITH MY BENEFITS COUNSELOR LAST?

In general, you'll spend about 60 to 90 minutes on the phone speaking with your benefits counselor. The length of the call will depend on your options and whether you want to include a family member or caregiver, or a power of attorney on the call. The length of your appointment will also depend on how much preparation you wish to do in advance. Remember, your benefits counselor is an excellent resource and will take as much time on the phone or in a future conversation as you need to feel comfortable with your enrollment decision.

If you download the forms on the Aptia365 website prior to your consultation to enter your prescription drugs, your appointment could be much shorter. See the checklist in this Enrollment Guide for details on how to prepare for your call.



Where can I find answers to additional questions I may have? *continued*

IF I NEED ASSISTANCE WITH ENROLLING, CAN SOMEONE SPEAK WITH MY BENEFITS COUNSELOR ON MY BEHALF?

If you complete and sign a Personal Information Authorization form (found on retiree.aptia365.com/capitaloneaccess in the 'Prepare For Your Consultation' section), anyone listed on the form can assist you with your plan information and/or selections. However, **a durable Power of Attorney (POA) document must be on file at Aptia365 for anyone but the retiree to discuss healthcare coverage options.** Anyone who is listed on the durable POA can act on behalf of the retiree in all insurance capacities, including HRA paperwork. .

IF I LIKE THE BENEFITS COUNSELOR I HAVE MY CONSULTATION WITH, CAN I REQUEST THAT SAME PERSON AGAIN?

The person you enjoyed dealing with before may not be available due to other scheduled appointments when you call. Every benefits counselor must, by law, be licensed, and certified to talk with you about the plans in your specific geographic area.

Please be assured that if you can't reach the benefits counselor you request, all of your information is available in our secure system, and another licensed benefits counselor will be able to assist you.

WHAT HEALTHCARE PLANS WILL BE AVAILABLE?

The individual healthcare insurance market has the following metal tier plans: Bronze, Silver, Gold, and Platinum. Plans in these categories differ based on how you and the plan share the costs of your care. Bronze plans will have lower premiums but higher out-of-pocket expense when going to a doctor.

Gold plans will have higher premiums but will have lower out of pocket expenses when going to a doctor. The categories have nothing to do with the amount or quality of care you receive.

WHAT BENEFITS WILL BE COVERED UNDER MY PLAN?

All individual healthcare plans provide the same essential health benefits, cover pre-existing conditions, and offer free preventive services. However, many plans will offer additional benefits which your benefits counselor can review.



? Where can I find answers to additional questions I may have? *continued*

WHAT ARE “ESSENTIAL HEALTH BENEFITS?”

Essential health benefits are included in all individual healthcare plans. There are ten categories of essential health benefits including: ambulatory patient services; emergency services; hospitalization; maternity and newborn care; mental health and substance use disorder services, including behavioral health treatment; prescription drugs; rehabilitative and habilitative services and devices; laboratory services; preventive and wellness services and chronic disease management; and pediatric services, including oral and vision care.

DO I NEED TO ENROLL IN A PLAN WITH PEDIATRIC DENTAL COVERAGE?

Pediatric dental coverage is included as one of the ten essential health benefits that are all a part of individual healthcare plans. Many carriers include pediatric dental coverage as a rider or require the enrollee to attest they have dental coverage that include pediatric dental. Your Aptia365 benefits counselor will work with you to ensure you are have the appropriate benefits to include pediatric dental so your plan is compliant with the Affordable Care Act’s (ACA) regulations.

IF I DON'T LIKE THE PLAN I'M ENROLLED IN, WHEN CAN I CHANGE?

Outside of the annual Open Enrollment Period—typically November 1st through December 15th—the only way you can obtain or change your health insurance is through one of two ways: (1) Qualify for a special enrollment period if you lose job-based coverage, have a baby, get married, or have certain other life changes, or (2) Qualify for Medicaid or the Children's Health Insurance Program (CHIP). Your licensed benefits counselor can answer any questions you may have about changing your plan during your consultation or at any point throughout the year.





What information do I need to provide?

HEALTHCARE PROVIDER INFORMATION

YOUR NAME _____ **PHONE** _____

Please list your current healthcare providers below. Some healthcare plans like HMOs and PPOs use networks. Gathering your healthcare providers' information here will help your benefits counselor compare access to your current providers. You may also contact your providers and ask them which plans they accept.

CURRENT HEALTHCARE PROVIDERS (PRIMARY CARE, SPECIALISTS, ETC.)

Name	Address	Phone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

PRESCRIPTION DRUG INFORMATION

In order to construct an accurate cost analysis, we will need your complete and correct drug information. For example, it is important to indicate the name of the drug that you are taking, and whether you are taking a BRAND or GENERIC version. Please note, over-the-counter medications, vitamins, and supplements are not covered by prescription drug plans and therefore are not required on this form.

CURRENT PRESCRIPTIONS, DOSAGES, FREQUENCY AND WHERE/HOW YOU OBTAIN THE MEDICATION

Medication	Dosage	Frequency	Pharmacy or Mail Order
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Please complete one form per person. If you have additional healthcare providers or prescription drugs to share with your benefits counselor, please make a copy of this page (prior to completing) and use it to record your additional entries.

REMEMBER! You may download the form (or use the one in this guide) to enter your prescription drug information as soon as possible, but at least 10 days prior to your consultation; doing so will shorten the amount of time you spend on the consultation call. Follow the step-by-step instructions listed in the blue box on page 4.

Please fax or mail this worksheet as soon as possible, but at least 10 days prior to your scheduled appointment to:



Aptia365
P.O. Box 14401, Des Moines, IA 50306-3401
Fax: 857-362-2999

[The remainder of this page is intentionally left blank so that if you submit this information by mail, you won't be mailing anything important that you may need later.]

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The insurers whose policies you may enroll in are separate and independent from Aptia365. Aptia365 is not responsible for any insurer's or service provider's failure to provide coverage or service, including but not limited to any failure resulting from the insurer's or service provider's current or future financial condition or solvency. From time to time, insurance companies may become insolvent and fall into receivership with the state's insurance regulatory authority. In addition to potential access to state guarantee funds, these state departments also may provide financial information. See your state's department of insurance website for any information they may provide. While each state does impose its own minimum capital and surplus requirements on insurers, Aptia365 also advises that you consider the ratings of an independent agency. Independent agencies, such as A.M. Best (www.ambest.com), may also issue ratings describing their evaluation of an insurer's financial ability to honor its insuring obligations. Insurers receive different ratings. Some insurers available to you fail to achieve the agency's rating for superior or excellent. Aptia365 recommends that you carefully consider financial information provided by both state insurance regulators and independent rating agencies when purchasing insurance coverage.

