

2025 Annual Enrollment Quick Guide

Scope / Description	Questions	Vendor to assist	Contact information
<ul style="list-style-type: none"> <li>Enrollment</li> <li>Health Plans default option for 2025</li> <li>Eligibility (i.e: dependent was added or dropped dependent from coverage, etc)</li> <li>Health Plans-Life Insurance rates/premiums</li> <li>Pre/post Tax (increase / decrease) contributions</li> <li>Life events (add or cancel coverage)</li> <li>Leave of absence</li> <li>Culture of Health (CoH)</li> </ul>	<ul style="list-style-type: none"> <li>"When is the ExxonMobil (Medical/Dental/Vision Plans and flexible spending account—or FSA) Annual Enrollment (AE) period?"</li> <li>"How can I enroll or make changes to my medical, dental and/or vision coverage and FSAs?"</li> <li>"What's changing for 2025?"</li> <li>"Are any of the existing plans being discontinued for 2025?"</li> <li>"What are the rates for 2025?"</li> <li>"Can I enroll a family member/s or myself in the ExxonMobil Medical/Dental and/or Vision Plan/s, even if we are not currently enrolled?"</li> <li>"Who is eligible for medical, dental and vision coverage?"</li> <li>"When will the changes I make during Annual Enrollment take effect?"</li> <li>"My address has changed. What do I need to consider?"</li> <li>"May I change my Pre-Tax election at this time?"</li> <li>"Will I receive an ID card for health plans?"</li> <li>"What happens if I experience a change in status during AE? What shall I do?"</li> <li>"I'm currently on a leave of absence. Am I allowed to make elections to my Medical, Dental, Vision and Pre-Tax Spending Plan during Annual Enrollment?"</li> <li>"Who is eligible to participate in the Culture of Health (CoH) Program?"</li> <li>"Will I get new ID cards for my health plans?"</li> <li>"I elected to contribute to the Dependent Care Flexible Spending account by mistake, I wanted to elect the Health Care Flexible Spending account. Can I make the change?"</li> </ul>	<p>Alight</p>	<p>833-776-9966  <a href="https://goto/yourtotalrewards">https://goto/yourtotalrewards</a> (SSO link)  <a href="https://digital.alight.com/exxonmobil">digital.alight.com/exxonmobil</a></p>
<p><b>Medical plan inquiries (for 2025 Plan Year)</b></p> <ul style="list-style-type: none"> <li>Medical Providers</li> <li>Network vs. Non-Network Providers</li> <li>Medical claims</li> <li>ID cards</li> <li>Transition of Care (TOC) - Outpatient care and Applied Behavior Analysis (ABA)</li> <li>Medical and behavioral health benefits</li> <li>Health Advocate Program</li> <li>24-Hour Nurse Line</li> <li>Chronic condition and cancer care support</li> </ul>	<ul style="list-style-type: none"> <li>"How can I check if my current medical providers will be in the new carriers' network in 2025?"</li> <li>"I haven't received the new ID cards for my medical plan."</li> </ul> <p>Transition of Care (TOC)</p> <p>Medical TOC</p> <ul style="list-style-type: none"> <li>"Am I eligible for TOC?"</li> <li>How to apply for TOC benefits</li> <li>"What happens with approved prior authorizations?"</li> <li>Inpatient Care.</li> </ul>	<p>Blue Cross and Blue Shield of Texas</p>	<p>877-278-5214  ExxonMobil microsite:  <a href="https://tcbstx.com/exxonmobil">https://tcbstx.com/exxonmobil</a>  Member portal <a href="https://www.bcbstx.com/">https://www.bcbstx.com/</a></p>
<p><b>Medical plan inquiries (2024 Plan Year)</b></p> <ul style="list-style-type: none"> <li>Medical Providers</li> <li>Network vs. Non-Network Providers</li> <li>Medical claims</li> <li>Prescription drug coverage under Cigna</li> </ul>	<ul style="list-style-type: none"> <li>"Why was this claim not covered by the plan?"</li> <li>Any claim, appeal, issue regarding 2024 Plan Year.</li> </ul>	<p>Aetna or Cigna</p>	<p>800-255-2386  <a href="https://goto/Aetna">goto/Aetna from a company device or aetna.com</a>  <a href="#">Aetna mobile app</a></p> <p>800-818-9440  <a href="https://goto/Cigna">goto/Cigna from a company device or</a>  <a href="https://my.cigna.com/">https://my.cigna.com/</a>  <a href="#">myCigna mobile app</a></p>
<p><b>Prescription drug inquiries (2025 Plan Year)</b></p> <ul style="list-style-type: none"> <li>Providers</li> <li>Claims</li> <li>ID cards</li> <li>Transition of Care (applicable to Cigna OAPIN members only)</li> <li>Prescription drug benefits</li> </ul>	<ul style="list-style-type: none"> <li>"I haven't received the new ID cards for my health plans?"</li> <li>"Why was this claim not covered by the plan?"</li> <li>"Why is this prescription drug no longer covered?"</li> <li>"Why is this pharmacy no longer in-network?"</li> </ul>	<p>Express Scripts</p>	<p>800-695-4116  <a href="https://www.express-scripts.com">Express-scripts.com</a></p>
<p><b>Dental plan inquiries (2025 Plan Year)</b></p> <p>Dental benefits administered by Delta Dental Insurance Company, including Delta Dental PPO and Delta Dental Premier networks.</p> <ul style="list-style-type: none"> <li>Dental providers</li> <li>Network vs. Non-Network providers</li> <li>Dental claims</li> <li>ID cards</li> <li>Transition of Care (TOC)</li> </ul>	<ul style="list-style-type: none"> <li>"How can I check if my current dental providers will be in the new carriers' network in 2025?"</li> <li>"Why was this claim not covered by the plan?"</li> <li>"I haven't received the new ID cards for my dental plan."</li> </ul> <p>Dental TOC</p> <ul style="list-style-type: none"> <li>Root canals</li> <li>Crowns</li> <li>Orthodontics</li> </ul>	<p>Delta Dental</p>	<p>833-459-1169  <a href="https://www1.deltadentalins.com/group-sites/exxonmobil.html">www1.deltadentalins.com/group-sites/exxonmobil.html</a></p>

2025 Annual Enrollment Quick Guide

<b>Vision plan inquiries (2025 Plan Year)</b> <ul style="list-style-type: none"> <li>Vision insurance coverage</li> <li>Eligible claims</li> <li>Out-of-pocket costs for routine eye exams, glasses, contact fittings, evaluations and lenses</li> </ul>	<ul style="list-style-type: none"> <li>"How can I check if my current vision providers will be in the new carriers' network in 2025?"</li> <li>"I haven't received the new ID cards for my vision plan."</li> <li>"Why was this claim not covered by the plan?"</li> </ul>	<p>MetLife Superior</p>	<p>833-EYE-LIFE  ExxonMobil microsite:  <a href="http://metlife.com/info/exxonmobil/">metlife.com/info/exxonmobil/</a>  Member portal: <a href="#">My Benefits portal</a></p>
<b>Vision plan inquiries (2024 Plan Year)</b> 2024 claims	<ul style="list-style-type: none"> <li>"Why was this claim not covered by the plan?"</li> </ul>	<p>UHC</p>	<p>866-487-9306  <a href="https://em.myuhcvision.com/MWP/Landing">https://em.myuhcvision.com/MWP/Landing</a></p>
<b>Pre-Tax Spending plan (2025 Plan Year) - Only eligible for active employees</b> <ul style="list-style-type: none"> <li>Health Care and Dependent Care Flexible Spending Accounts</li> <li>Debit card (2025)</li> <li>Pre-tax spending plan</li> <li>Claims</li> <li>Eligible health care and dependent care expenses</li> </ul>	<ul style="list-style-type: none"> <li>"Why was this claim not covered by the plan?"</li> <li>"I haven't received my debit card."</li> <li>"Which are the eligible health care and dependent care expenses?"</li> <li>"How much can I contribute in HC and DC FSA?"</li> <li>"What is the max carryover amount of HC FSA?"</li> <li>"What is a grace period in DC FSA?"</li> </ul>	<p>MetLife</p>	<p>833-675-2831  <a href="http://healthsavingsandspending.metlife.com">healthsavingsandspending.metlife.com</a></p>
<b>Pre-Tax Spending plan (2024 Plan Year)</b> Health Care and Dependent Care Flexible Spending Accounts	<ul style="list-style-type: none"> <li>"Why was this claim not covered by the plan?"</li> <li>"What is the deadline in 2025 to submit claims under the Plan?"</li> </ul>	<p>Inspira Financial</p>	<p>844-729-3539  <a href="https://inspirafinancial.com/">https://inspirafinancial.com/</a></p>
<b>Telemedicine (2025 Plan Year)</b> 24/7 access to board-certified doctors via video chat or phone (general medicine, urgent care and behavioral health)		<p>MDLIVE</p>	<p>888-680-8646  <a href="http://bcbstx.com">bcbstx.com</a></p>
<p><b>Programs</b></p>	<p><b>Scope / Description</b></p>	<p><b>Vendor to assist</b></p>	<p><b>Contact information</b></p>
<ul style="list-style-type: none"> <li>Employee Assistance Program (EAP)</li> </ul>	<ul style="list-style-type: none"> <li>Confidential, professional counseling service that can help you and your eligible family members work through the challenges of life, regardless of your enrollment in the ExxonMobil Medical Plan</li> </ul>	<p>ComPsych</p>	<p>888-226-1420  <a href="http://guidanceresources.com">guidanceresources.com</a>  (Organization Web ID: <a href="#">exxonmobil</a>)  Mobile App: <a href="#">GuidanceNow</a></p>
<ul style="list-style-type: none"> <li>Culture of health program (CoH)</li> </ul>	<ul style="list-style-type: none"> <li>Culture of Health is a set of programs and resources to support the overall health of our workforce. The CoH tools and resources include a Health Survey, BiometricScreening opportunities, and onlineresources.</li> </ul>	<p>Rally</p>	<p><a href="#">goto/rally</a> or  <a href="http://werally.com/client/exxonmobil/register">werally.com/client/exxonmobil/register</a></p>
<ul style="list-style-type: none"> <li>Second Opinion Services</li> </ul>	<ul style="list-style-type: none"> <li>Before participant has a surgery or undertakes a treatment plan, they can have a second opinion from an independent doctor at no cost on the recommended treatment.</li> </ul>	<p>My Medical Ally</p>	<p>888-361-3944  <a href="http://MyMedicalAlly.alight.com">MyMedicalAlly.alight.com</a></p>
<ul style="list-style-type: none"> <li>Prevention, Diabetes, Hypertension</li> </ul>	<ul style="list-style-type: none"> <li>Personalized program that empowers participants to achieve health goals. Combining data-powered human coaching, connected devices, and curriculum tailored to specific circumstances, the program is designed to help participants build healthy habits that last.</li> </ul>	<p>Omada</p>	<p>888-987-8337  <a href="http://omadahealth.com/exxonmobil">omadahealth.com/exxonmobil</a></p>
<ul style="list-style-type: none"> <li>Physical therapy, support and education for ongoing musculoskeletal issues</li> </ul>	<ul style="list-style-type: none"> <li>Musculoskeletal digital program for different joint and muscle pain needs that will help participants feel better, reduce pain and learn helpful physical therapy exercises.</li> </ul>	<p>Hinge Health</p>	<p>855-902-2777  <a href="http://hingehealth.com/for/exxonmobil">hingehealth.com/for/exxonmobil</a></p>
<ul style="list-style-type: none"> <li>Fertility services, 1:1 support and patient advocacy, Progyny Rx</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive fertility benefits for medical plan participants through Progyny</li> </ul>	<p>Progyny</p>	<p>833-851-2229  <a href="http://progyny.com">progyny.com</a></p>
<ul style="list-style-type: none"> <li>Digital wellness coaching</li> </ul>	<ul style="list-style-type: none"> <li>Access to one-on-one coaching to help with accountability, motivation and education; set goals to manage stress, quit tobacco, eat better and much more.</li> </ul>	<p>Well onTarget</p>	<p>877-806-9380  <a href="http://wellontarget.com">wellontarget.com</a></p>
<p style="text-align: center;"><b>More information</b></p>			
<p style="text-align: center;"><a href="#">Annual Enrollment guide (Actives)</a> - click on "Printable Enrollment Guide"</p>			
<p style="text-align: center;"><a href="#">Annual Enrollment guide (Retirees)</a> - click on "Retiree Annual Enrollment Guide, see What's New"</p>			