



Heluna Health®

EMPOWERING POPULATION
HEALTH INITIATIVES SINCE 1969

Benefits Open Enrollment



IMPORTANT: To prevent disruption to the coverage for you or your dependents, you must complete your enrollment elections in UKG (UltiPro) between **Monday, June 16 and Monday, June 30, 2025, at 9:00 p.m. Pacific Daylight Time**. All 2024 - 2025 plans will be terminated on **July 31, 2025**.

1. What is Benefits Open Enrollment?

Benefits Open Enrollment is a time when employees can enroll or re-enroll themselves and their dependents/family in benefits for the upcoming benefit year.

Please update your current address and email before you enroll by following the instructions below:

Login to UKG (UltiPro) at <https://n21.ultipro.com>

Enter your username and password.

Click on "Myself" > Personal > "Name, Address, and Telephone"

Click on the "edit pencil" (top right)

2. When is Benefits Open Enrollment?

Open Enrollment is from **Monday, June 16, 2025**, through **Monday, June 30, 2025, at 9:00 p.m. Pacific Daylight Time**

3. What is the effective date of the new insurance plans?

August 1, 2025

4. Who is Synergy?

We have once again engaged Synergy, an open enrollment concierge, to assist our Benefits team in guiding you through the open enrollment process. Synergy's enrollment representatives are available to schedule individual sessions to review your benefit options, answer any follow up questions and assist you with online enrollment on UKG (UltiPro). Please contact Synergy on **858-282-0660**.



5. Where do I complete my Benefit Open Enrollment?

Complete your benefit enrollments in UKG (UltiPro) at <https://n21.ultipro.com> which can be accessed from any computer with internet access and is available seven days a week, 24 hours a day. You may also call Synergy at **858-282-0660** to assist you with your benefit enrollments.

6. How do I log in to UKG (UltiPro)?

Login to UKG (UltiPro) at <https://n21.ultipro.com>
Enter your username and password.

If you forgot your password, click “[Forgot your password?](#)” to reset it.

If you're locked out of UKG (UltiPro), email OnBoarding@helunahealth.org or contact Synergy at **858-282-0660**.

7. Where in (UKG) UltiPro can I start my Benefits Open Enrollment?

Login to UKG (UltiPro) at <https://n21.ultipro.com>
Enter your username and password.

Click Myself > Benefits > Manage My Benefits > Benefits > Open Enrollment

8. Where can I view my current benefits elections?

Login to UKG (UltiPro) at <https://n21.ultipro.com>
Enter your username and password.

Click Myself > Benefits > Manage My Benefits > Benefits > Current Benefits

9. How can I confirm the benefits I elected for myself and my family?

From the **Current Benefits Elections** page, select **Review and Checkout**. The **Confirm Your Benefits Elections** page appears.

If corrections are needed, you can make changes and resubmit them for approval by **Monday, June 30, 2025, at 9:00 p.m. Pacific Daylight Time**.

10. Can I cancel my insurance or my dependent insurance at any time after the coverage has started August 1, 2025?

No. Changes in coverage are permitted only if there is a “Qualifying Life Event.”

11. Will I still need to complete my benefits enrollment if I am waiving insurance coverage?

Yes. You **MUST** enroll and choose “**Decline**” for each benefit plan you are waiving. If you do not enroll, your selections will automatically be made for you as stated in **#12**



12. What happens if I do not take action or complete my benefits enrollment by the deadline of Monday, June 30, 2025, at 9:00 p.m. Pacific Daylight Time?

CA Employees:

- **If you take no action and you are currently enrolled in a benefits plan**, you will be automatically enrolled in Heluna Health's **\$0 cost Medical with UHC Harmony HMO for Southern California or CCHP HMO for Northern California medical plan, Delta Dental HMO, and EyeMed's Vision Plan**. Only you, the employee, will be enrolled in benefits.
- **If you take no action and you are not currently enrolled in a benefit plan**, you will be automatically enrolled in Heluna Health's **\$0 cost Medical with UHC Harmony HMO for Southern California or CCHP HMO for Northern California medical plan, Delta Dental HMO, and EyeMed's Vision Plan**. Only you, the employee, will be enrolled in benefits.

Non-CA Employees:

- **If you take no action and you are currently enrolled in a benefits plan**, your medical and dental plan will be **terminated**, and you must complete a waiver form. You will only be automatically enrolled in the EyeMed Vision plan. Only you, the employee, will be enrolled in benefits.
- **If you take no action and you are not enrolled in a benefits plan**, you will only be automatically enrolled in the EyeMed Vision plan. Only you, the employee, will be enrolled in benefits. You will not be enrolled in Medical or Dental plans, and you must complete a waiver form.

13. Can I have two health insurance plans?

Yes. However, **to avoid interruptions in your care**, please contact the Employee Support Center at 855-670-2222 or email LosAngeles.ESC@ajq.com for an explanation of primary and secondary insurance rules. *With dual health insurance plans, the added premium payment and deductible might increase your overall health expenses and cause further complications.* Please note that you cannot make changes after August 1, 2025, without experiencing a Qualifying Life Event!

14. When will the premiums for my new elections start being deducted from my check?

Monday, August 25, 2025.

Review your paycheck and confirm that expected costs for benefits you elected are being deducted accurately. If there are any discrepancies, please contact the benefits department immediately.

15. What if I am on vacation during Open Enrollment?

No Computer? No Problem! Just call Synergy at **858-282-0660** and a representative will walk you through the process over the phone.



16. Where do I view the new Benefits Guide and Plan Summaries?

The new Benefits Guide and Plan Summaries will be available soon for your review by following the instructions below.

Login to UKG (UltiPro) at <https://n21.ultipro.com>

Enter your username and password.

Click on "Myself" > Benefits > Manage My Benefits > Documents > Benefits Documents

You may also find the new benefits guide and plan summaries at:

[Benefits | Heluna Health](#)

17. I don't understand the insurance plans, who do I call for help?

Synergy's enrollment representatives at **(858) 282-0660** are available to schedule individual sessions to review your benefit options. You may also contact the Employee Support Center at (855) 670-2222 or email LosAngeles.ESC@ajg.com.

18. What do I need to do about my 403(b) elections for the upcoming plan year?

403(b) contribution is not a part of open enrollment. If you wish to change your salary deferral, you may do so by following the steps below.

You can make 403b contribution changes by login in at the Empower website:

<https://participant.empower-retirement.com/participant/#/login>.

If you have not yet created an account, or need help with your account, contact Empower Monday – Friday between 5 a.m. – 7 p.m. Pacific Time, and Saturdays between 6 a.m. – 2:30 p.m. Pacific Time at 1-855-756-4738.