



Heluna Health®

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HEALTH INITIATIVES SINCE 1969

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# 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 15, 2026, through Tuesday, June 30, 2026, at 9:00 p.m. Pacific Daylight Time.** All current 2025 - 2026 plans will be terminated on **July 31, 2026.**

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## 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 review and update as needed your 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” (top right).

Save and submit.

## 2. When is Benefits Open Enrollment?

Open Enrollment is from **Monday, June 15, 2026, through Tuesday, June 30, 2026, at 9:00 p.m. Pacific Daylight Time**

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

**August 1, 2026**

## 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.**



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### 5. 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.

Email [OnBoarding@helunahealth.org](mailto:OnBoarding@helunahealth.org) or contact Synergy at 858-282-0660

### 6. 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**

You may also call Synergy at [858-282-0660](tel:858-282-0660) to assist you with your benefit enrollments.

### 7. Where can I view my current benefit elections?

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

Enter your username and password.

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

### 8. How can I confirm the open enrollment 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. You will have the option to email your confirmation page to your email address on file.

If corrections are needed, you can make changes and resubmit your elections for approval by **Tuesday, June 30, 2026, at 9:00 p.m. Pacific Daylight Time**. If you reopen your session, don't forget to click on “Check Out” to finalize your open enrollment elections.

### 9. Can I cancel my insurance or my dependent insurance at any time after the coverage has started August 1, 2026?

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

### 10. 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 **#11**

### 11. What happens if I do not take action or complete my benefits enrollment by the deadline of Tuesday, June 30, 2026, at 9:00 p.m. Pacific Daylight Time?

#### CA Employees:

- **If you take no action**, you will be automatically enrolled in Heluna Health's **\$0 cost Medical with UHC Harmony HMO for Southern California or CCHP HMO or UHC Harmony HMO depending on zip code for Northern California medical plan, Delta Dental HMO, and EyeMed's Vision Plan**. Only you, the employee, will be enrolled in benefits.



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**Non-CA Employees:**

- **If you take no action**, 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.

**12. 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@ajg.com](mailto:LosAngeles.ESC@ajg.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, 2026, without experiencing a Qualifying Life Event!

**13. When will the premiums for my new plan year elections start being deducted from my paycheck?**

**Tuesday, August 25, 2026.**

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 at [Benefits@helunahealth.org](mailto:Benefits@helunahealth.org)

**14. What if I am on vacation during Open Enrollment?**

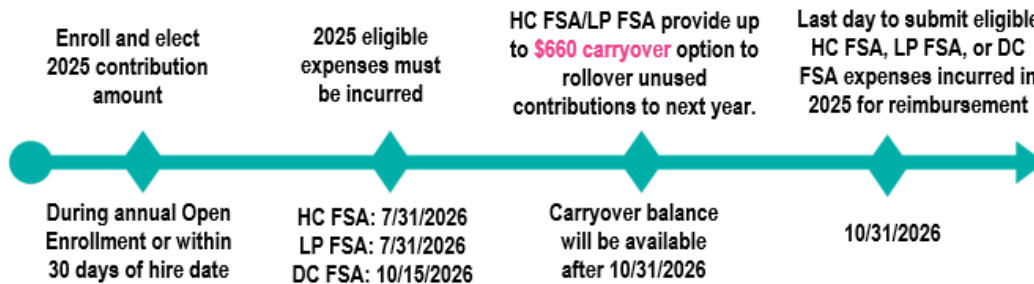
Call Synergy at **858-282-0660** and a representative will walk you through the process over the phone.



**15. When is the last day to submit reimbursement claims to The Advantage Group (TAG) for my Healthcare and Dependent care accounts for the current Benefit Year 2025 - 2026?**

The current plan year will end on **Friday, July 31, 2026**. You will have a limited amount of time to submit claims after the end of the plan year. Below are the key deadlines. **(Use It or Lose It...)**

**FSA Key Deadlines for current Benefit Year 2025-2026**



For additional information, reimbursement forms and questions regarding your FSA account, please call TAG at (877) 506-1660 or email [support@enrollwithtag.com](mailto:support@enrollwithtag.com).

**16. Current 2025 – 2026 FSA plan – rollover (also known as the carryover).**

Your Healthcare FSA and Limited Purpose FSA offer **Carryover** option. Up to \$660 of any remaining balance as of October 31, 2026, can be rolled over for use in 2026/2027 plan year.

**17. Where do I view the new Benefits Guide, Plan Summaries, and Recorded Webinars?**

The new Benefits Guide, Plan Summaries, and Recorded webinars 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](#)



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

Also, 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](mailto:LosAngeles.ESC@ajg.com).

### 19. What is Nonstop Health?

Nonstop Health is a Medical Expense Reimbursement Program (MERP). Nonstop is only designed for **in-network** medical services and prescriptions approved by UnitedHealthcare Harmony HMO, Kaiser, or Balance by CCHP. As such, you cannot use the Nonstop Visa card for dental or vision payments.

### 20. Who do I contact for Nonstop Health information?

If you are currently enrolled in Kaiser, United Healthcare Harmony HMO, and Balance by CCHP HMO contact Nonstop to check your balance, claims information and how to log into your account at 877-626-6057 or email [clientsupport@nonstophealth.com](mailto:clientsupport@nonstophealth.com)

### 21. 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**.