2027 Benefits Open Enrollment: FAQs

As of Oct. 12, 2026

Enrollment process and new enrollment system

What's changing with the enrollment process this year?

Updates to the My HR platform will change how you access HR resources and how you enroll in benefits during Open Enrollment, **Oct. 28 to Nov. 18**. Once you review your benefit options and decide to make changes to your 2027 benefits coverage, you can access step-by-step job aids and chat with live, virtual or in-person Benefits and HR support team members to help guide you through the enrollment process.

Why is the system changing for how we enroll in benefits?

As part of our ongoing stewardship efforts, PeaceHealth has elected to leverage our Infor technology partnership and our HR Service Center for benefits enrollment. This is an important step toward creating a more seamless and connected caregiver experience — one designed to simplify how you navigate work and life, strengthen the support around you, and help you thrive at PeaceHealth. This means that enrollment will be completed through technology we already have vs. contracting with an outside partner. Additionally, all benefit related questions will be supported by the HR Service Center.

Do I need to enroll this year if I don't want to make any changes?

We are transferring your 2026 enrollment elections from the previous My HR platform into new My HR platform that launches Oct. 19. To ensure your current elections transferred correctly, *between Oct. 28 and Nov. 18, all caregivers should log in to the new enrollment system in My HR and review their benefits for 2027 and ensure elections/dependents, even if no changes are needed.*

When you are verifying your current elections, make sure you also confirm that you have an up-to-date beneficiary listed for your life insurance coverage.

Why do my benefit costs keep increasing?

We understand that any increase in benefit costs can be difficult, and we want to be transparent about why this is happening. Like many employers across the country, PeaceHealth is facing higher healthcare costs as medical services, prescription drugs, and other healthcare expenses continue to rise nationwide.

Sensitivity: General Business Use. This document contains proprietary information and is intended for business use only.

While some benefit costs are increasing for the upcoming plan year, PeaceHealth remains committed to helping keep coverage as affordable as possible. PeaceHealth continues to pay the majority of the cost of medical coverage, contributing approximately $18,072 per year (89%) of the total premium cost for full-time caregivers and $15,535 per year (80%) for part-time caregivers.

Our goal is to continue providing high-quality, comprehensive benefits while sharing as little of these rising costs with caregivers as possible.

How can I get help with my enrollment or if I have questions on the plans?

To help ensure a successful transition, PeaceHealth is extending the Open Enrollment period to three weeks and providing multiple ways you can get assistance during Open Enrollment, including:

- On-site support events at key locations where caregivers can receive hands-on help with the new My HR enrollment experience.
- Live webinars **at noon on Oct. 28 and Nov. 5, 13 and 17** to walk caregivers through the new enrollment process and get answers to common questions.
- **Step-by-step job aids,** guides and online resources available throughout the enrollment period.
- **Dedicated Benefits support resources** for caregivers who need additional assistance through the HR Service Center by calling 855-333-MyHR (6947).

Moda Health medical plans

How are network assignments determined?

You are assigned to a Moda Health network based on your home address ZIP code. Your assigned home network is listed on your member identification card. Learn more at modahealth.com/peacehealth.

- Caregivers in Cowlitz and Clark counties access the Connexus Network, and caregivers in all other Washington counties will access the Aetna PPO Network by Aetna Signature Administrators.
- Caregivers in Oregon access the Connexus Network.
- Caregivers in Alaska access the Endeavor Select Network and the Aetna PPO Network
- If you don't live in Oregon, Washington or Alaska, you will access the Aetna PPO Network by Aetna Signature Administrators.

How can I confirm if my provider is in-network?

Visit your personalized Member Dashboard at modahealth.com/peacehealth. The Find Care search tool makes identifying in-network physicians, clinicians and care facilities faster and easier.

You can also call a Moda Health Navigator at 833-599-8602. The Moda Care Navigator Team has received additional training, to ensure they have a better understanding of PeaceHealth culture and plan design.

Why are some local healthcare organizations not part of PeaceHealth's care network with Moda Health?

Sensitivity: General Business Use. This document contains proprietary information and is intended for business use only.

Our care networks are focused on encouraging caregivers to choose PeaceHealth and ZoomCare for care and offering innovative solutions that improve access and meet the unique needs of our caregivers. When you choose PeaceHealth and ZoomCare for your care, you help sustain our Mission and make a positive contribution for our community of talented caregivers, physicians and clinicians.

While some local healthcare organizations are not covered or are considered out-of-network, we are committed to helping caregivers find quality PeaceHealth physicians and clinicians for primary care.

To help you get established with a PeaceHealth physician or clinician, we set up the Care Navigation Line for PeaceHealth caregivers and dependents at 833-838-6307. Navigators can answer questions and schedule your first appointment.

What is included in Moda's pharmacy plan?

Your Moda Health plan offers an expansive and flexible pharmacy plan with enhanced benefits when using PeaceHealth pharmacies, which are available systemwide via in-person employee pharmacies and the online pharmacy system. You'll be served by dedicated pharmacists and pharmacy technicians who work to help get your medications at affordable prices, while watching out for your safety from drug interactions. Your plan also includes tools and services that make it easier to manage your prescriptions:

- A prescription price check tool, so you can estimate costs before you go to the pharmacy.
- 90-day fills for many medications, so you have less trips to the pharmacy.
- Mail-order prescriptions received from the PeaceHealth pharmacy, so medication is delivered right to your door.
- For caregivers in Northwest Washington, Rx Mart with locations in Bellingham and Ferndale serve as Tier 1 pharmacy options.

What support is available if I have a chronic condition?

All PeaceHealth medical plans include enhanced support for caregivers with chronic conditions. Moda Health offers health coaching programs that are a supportive and empowering resource designed to help you achieve your health goals and live your best life. In addition, caregivers and their eligible dependent(s) who enroll, have one of the seven chronic conditions below, and meet other participation requirements may receive 100% coverage for certain preventive medications.

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart Disease
- Heart Failure
- Hypertension

Prescriptions must be filled at the following eligible pharmacies: PeaceHealth RiverBend Outpatient Pharmacy in Springfield, Oregon; PeaceHealth Southwest Medical Center Outpatient Pharmacy in Vancouver, Washington; and PeaceHealth St. John Medical Center Outpatient Pharmacy in Longview, Washington.

Sensitivity: General Business Use. This document contains proprietary information and is intended for business use only.

What is the Specialty Medication Clinic?

The PeaceHealth Specialty Medication Clinic is an innovative collaboration between Benefits, Pharmacy and PeaceHealth Medical Group that launched Jan. 1, 2025. The clinic provides enhanced clinical support and tools to caregivers who use certain specialty prescriptions and covered GLP-1s.

Do I have coverage if I travel?

If you require urgent or emergency care while traveling outside your designated network area:

- All true medical emergencies will be covered under all plans regardless of network.
- Urgent care will be covered under the Aetna network for all plans.

What happens if my dependents live outside my designated service area?

If you have dependents that live outside your designated network coverage area, mark "Out of Area Dependents" in the enrollment system as not living with you to ensure they can see care with in-network providers.

If you haven't done so already, provide your dependents' address to Moda by calling a Moda Health Navigator at 833-599-8602 for proper provider network placement.

What happens if I live out-of-state?

We have networks and plans to cover all our caregivers. Your network is assigned based on where you live and will be on your member ID card.

What behavioral health support is available?

Counseling, coaching, monthly webinars and other support available through Spring Health, PeaceHealth's Employee Assistance Program.

You and your dependents receive 8 free coaching sessions and 8 free counseling sessions a year, fully covered by PeaceHealth. If you have used all 8 counseling sessions available through Spring Health, you and your eligible dependents enrolled in the PeaceHealth medical plan can continue seeing the same provider at the in-network (Tier II) benefit level.

Will the plans cover GLP-1 medications for weight loss in 2027?

GLP-1s for weight loss will not be covered by our caregiver health plans in 2027.

PeaceHealth currently offers a variety of resources to support you in your weight loss and weight management journey, including coaching through Spring Health, Well-Being Program, nutrition counseling and bariatric surgery.

Who can I contact with questions?

Whether you have questions about your 2027 benefits or want to confirm if your provider is in-network in 2027, Moda Health Navigators are ready to help. Just call 833-599-8602.

Sensitivity: General Business Use. This document contains proprietary information and is intended for business use only.

Is there help available if I want to find a new provider?

Moda Health Navigators are here to help. Just call 833-599-8602.

Can my current provider join the Moda network?

If you'd like to nominate a physician or clinician to join the Moda network, please complete this nomination form. Don't forget all PeaceHealth and ZoomCare providers are already part of the preferred Tier I network.

What other benefits are offered by PeaceHealth to support whole-person well-being?

PeaceHealth's comprehensive health and well-being benefits support your whole-person health and well-being, offering programs that are easily accessible, inclusive and responsive to your needs. It's what we call Nurture360 and it's part of who we are at PeaceHealth. This includes:

- Well-Being Program provides motivation and incentives to help you reach your health and wellness goals.
- Spring Health employee assistance program offers counseling, coaching, monthly webinars and more.

Learn more about PeaceHealth's Nurture360 benefits.

Do I have identity theft protection?

Yes. You can enroll in IDX identity protection at no extra cost and keep your financial and medical information safe. You can access and enroll in this program in your Member Dashboard. Be sure to have your member ID card with you, prior to enrolling.

Sensitivity: General Business Use. This document contains proprietary information and is intended for business use only.