

Rockwell Automation U.S. Benefits Annual Enrollment 2016 Frequently Asked Questions

The following information is intended to clarify communications provided to Rockwell Automation employees in connection with 2016 Benefits Changes. For further information, employees should contact:

For benefits eligibility and enrollment questions:

Rockwell Automation Service Center
1.877.687.7272 8 a.m. to 4 p.m. Central time
<http://employeeconnect.rockwellautomation.com>

For medical providers and coverage questions:

UnitedHealthcare
1.844.234.7924 8 a.m. to 8 p.m. in your time zone
<http://welcometouhc.com/rockwellautomation>

General Annual Enrollment Questions

1. Where can I get more information?

In addition to the 2016 Annual Enrollment Guide, refer to the following sources for information:

- The Rockwell Automation Service Center, 1.877.687.7272, from 8 a.m. to 4 p.m. Central time.
- Employee Connect/Your Benefit Resources: <http://employeeconnect.rockwellautomation.com/>
- UHC Pre-member site <http://welcometouhc.com/rockwellautomation> (before 2016) and UHC member site www.myuhc.com (2016 and beyond) or by phone at 1.844.234.7924 8 a.m. to 8 p.m. in your time zone.

2. When is annual enrollment? What happens if I don't take any action during AE?

Annual Enrollment is Oct. 24 through Nov. 15. If you take no action during enrollment:

- You'll be enrolled in your current medical option at your current coverage level. If you are not enrolled in coverage(s) in 2015 and take no action, you won't have any coverage(s) in 2016.
- You won't have vision benefits which requires you to elect coverage.
- You won't have Flexible Spending Accounts which require you to elect coverage.

3. When does the benefit plan year start and end?

The benefit plan year runs from Jan. 1 through Dec. 31. Your current coverage will terminate after Dec. 31, 2015, and your new coverage will start Jan. 1, 2016.

4. When am I eligible to enroll in benefits?

See the Annual Enrollment Guide (on www.raquickfind.com) or the Summary Plan Description (on EmployeeConnect/Your Benefits Resources at <http://employeeconnect.rockwellautomation.com>) for detailed information about benefit eligibility.

Rockwell Automation U.S. Benefits Annual Enrollment 2016 Frequently Asked Questions

5. How long can my child be covered under the Rockwell Automation benefit plan?

Beginning in 2016, all of our benefit plans will cover eligible dependent children through the end of the month in which they become age 26. They can be covered under medical, dental, vision, and life insurance benefits. Previously only the medical plan covered dependents to age 26.

6. I'm retiring Dec. 1, 2015. How do these changes affect me?

If you or your covered dependents are under age 65, and you qualify for retiree medical benefits from Rockwell Automation, you will choose from the same medical options you had as an active employee. Effective January 2016 these plans will be administered by UnitedHealthcare.

UnitedHealthcare is our New Medical Vendor

7. Why is Rockwell Automation offering benefits through UHC (again?)

At Rockwell Automation, we want to provide resources to our employees and their families to make informed, personally appropriate health care choices. We re-evaluated our medical vendor to be sure we have the best partner to help you. We selected UnitedHealthcare to replace both Aetna and Humana because UHC recognizes the relationship between health care quality and successful outcomes. We believe that UHC is uniquely positioned, through their Premium Designation program, to give you the quality and cost tools you need when it comes to choosing your health care providers.

8. How is this move better for me as a plan member and/or how is this move better for the company?

We made this change to consolidate medical vendors. With UnitedHealthcare, U.S. employees in all states will have the same administrator.

9. When does the UnitedHealthcare coverage start?

The benefit plan year runs from Jan. 1 through Dec. 31. Your current coverage (with Aetna or Humana) will terminate after Dec. 31, 2015, and your new coverage (with UHC) will start Jan. 1, 2016.

10. Will I receive a new ID card and when?

Employees should receive their new UHC ID card on or before Jan. 1, 2016. After January 1, and after you register online, you will also be able to print an ID card from MyUHC.com.

11. I used to have coverage through UHC and had a MyUHC account. Will I be able to see my old claim history from when I was previously enrolled at UHC?

No, your new MyUHC account is specific to the coverage you have through Rockwell Automation. It will not show any of the history you had when you were enrolled in UHC previously.

Rockwell Automation U.S. Benefits Annual Enrollment 2016 Frequently Asked Questions

12. Will I get EOBs and statements from UHC?

After Jan. 1, 2016, access to UHC EOBs will be available to you electronically through your MyUHC account. By changing your account settings, you can have paper copies mailed to you home.

13. How do I register on MyUHC.com?

On or after Jan. 1, 2016, go to MyUHC.com and click on "Register Now". You will need the ID Number and Rockwell Automation policy number on your UHC ID card - or subscriber SSN and Rockwell Automation policy number 904936 to complete your registration.

Using the UnitedHealthcare Provider Network

14. I see more than one provider network in the UHC directory. Which one should I use?

Rockwell Automation members will use the Choice Plus network.

15. Are there changes to my medical plan as a result of this change to UHC?

The change in medical vendors means a change in provider networks. The UHC **Choice Plus** network is one of the largest provider networks in the country—reaching 99% of the U.S. population. In fact, most providers used by Rockwell Automation employees are in the Choice Plus network. Even better, the large network means you'll have access to providers who aren't in other networks.

After you meet your deductible, you and the Company share the cost of care—when you use network providers you pay 20% and Rockwell Automation pays the remaining 80%. However, beginning in 2016, when you choose a network **Premium® Tier 1** provider or network **Freestanding Facility**, the Company will pay 85%¹ after the deductible.

16. What is a Premium® Tier 1 provider, and how do I tell if my provider is one?

Premium® Tier 1 providers consistently meet national industry guidelines for quality and local benchmarks for cost efficiency. Visiting a Tier 1 physician may result in higher-quality care and lower overall health costs. UHC designates Premium® Tier 1 providers for 27 different specialties and re-evaluates them on an annual basis. UHC assesses quality first, then cost. The quality standards are based on evidence-based medicine and national industry guidelines. The cost efficiency standards are based on local market benchmarks for the efficient use of resources in providing care.

¹ Due to UnitedHealthcare provider contract restrictions, Rockwell Automation is unable to provide 85% coinsurance for **Premium® Tier 1** providers in Northern California. Participants in Northern California will be eligible to receive 85% coinsurance for network Freestanding Facility charges only.

Rockwell Automation U.S. Benefits Annual Enrollment 2016 Frequently Asked Questions

The availability of Premium® Tier 1 providers varies by location and specialty. UHC assigns the designation only where there is enough claims data to determine quality and cost efficiency. A Tier 1 provider may not be available for the specialty you need.

Note that if a provider isn't listed as Tier 1, it doesn't mean the provider isn't a high quality doctor. It might be because there isn't enough data on the doctor, or because the doctor isn't in a specialty that is eligible for tiering.

17. How do I find a Premium® Tier 1 provider?

To find a Tier 1 physician, log into myuhc.com, choose Physicians & Facilities or Find a Doctor, select Find a Provider and then enter your search criteria. Tier 1 physicians will show up at the top of your list – just look for the Tier 1 symbol. You can also call UnitedHealthcare at 1.844.234.7924.

18. What specialties have Premium® Tier 1 designations?

UnitedHealth Premium® Specialties

Primary Care Specialty Areas

- Family Medicine
- Internal Medicine
- Obstetrics and Gynecology
- Pediatrics

Other Specialty Areas

- Allergy
- Cardiology
- Cardiology – Electrophysiology
- Cardiology – Interventional
- Ear, Nose and Throat (ENT)

- Endocrinology
- Gastroenterology
- General Surgery
- General Surgery –Colon/Rectal
- Nephrology
- Neurology
- Neurosurgery – Spine
- Ophthalmology
- Orthopaedics – Foot/Ankle
- Orthopaedics – General

- Orthopaedics – Hand
- Orthopaedics – Hip/Knee
- Orthopaedics –
Shoulder/Elbow
- Orthopaedics – Spine
- Orthopaedics – Sports
Medicine
- Pulmonology
- Rheumatology
- Urology

19. What is a Freestanding Facility, and why should I use one?

A Freestanding Facility is an outpatient, diagnostic or ambulatory center or independent laboratory that performs services and submits claims as a freestanding entity and not as a hospital. Outpatient care you receive in a hospital will typically cost more. Freestanding facilities are held to the same high-quality standards as hospital-based facilities, but they don't have the same overhead, so they cost less.

Beginning in 2016, when you choose a Freestanding Facility, the Company will pay 85% after the deductible. The expanded coverage for services at Freestanding Facilities will replace the LabCard program. You'll get the higher level of benefit just by going to a network Freestanding Facility.

Rockwell Automation U.S. Benefits Annual Enrollment 2016 Frequently Asked Questions

20. How do I find a Freestanding Facility?

To find a Freestanding Facility for care, log into myuhc.com and choose Physicians & Facilities or Find a Doctor, select Find a Provider, then select a facility type under Search by Facility. Freestanding Facility status is noted next to the provider's name on the UHC provider directory of facilities. You can also call UnitedHealthcare at 1.844.234.7924 to locate a Freestanding Facility.

21. How can I determine if my doctor is in the network?

Before your UnitedHealthcare coverage begins Jan. 1, 2016, you can access information about the Choice Plus provider network at the Pre-member site, <http://welcometouhc.com/rockwellautomation>. After your coverage begins, you access your account and the provider network at www.myuhc.com.

22. How can my doctor join the UHC network?

Your provider can visit www.unitedhealthcareonline.com, "Contact Us/Network Contacts" to find the network contact for their state. Network contacts can explain how the provider can join the network.

23. What happens to my benefits if my doctor is not in the Choice Plus network?

If your current provider is not in the Choice Plus network, you can search for a new network provider, or you can continue to use your current provider and you will pay out of network pricing for services.

24. I live in Richland Center and can't find the Richland Hospital and clinics in the Choice Plus network. How do I access an in-network provider?

UHC is currently in negotiation with Richland Hospital and associated providers. We expect those negotiations to be successfully completed prior to January 1, 2016. However, regardless of the contract negotiation status, Rockwell Automation **will provide** in-network coverage for Richland Hospital and associated physicians in 2016.

Ongoing and Proposed Treatment Concerns

25. What if I'm midway through a treatment for a medical condition or I'm in my second or third trimester of pregnancy, and my provider isn't in the network?

If your current provider is not in the Choice Plus network, you can request a short-term exception to receive in-network benefits while your treatment is completed. Some examples of transition of care include: second or third **trimester pregnancy, active Chemotherapy or radiation treatment for cancer, and acute treatment of heart attack or stroke**. You can find the Transition of Care form on the Pre-member website, <http://welcometouhc.com/rockwellautomation>, or you can call UHC at 1.844.234.7924.

Rockwell Automation U.S. Benefits Annual Enrollment 2016 Frequently Asked Questions

26. Is there a transition of care benefit for my out-of-network behavioral health provider?

Yes, but there is a different process. For more information on TOC benefit for behavior health providers call United Behavioral Health at 1.844.234.7924.

27. Do I need to have a primary care physician (PCP)?

No, you do not need to designate a PCP. However, having a PCP ensures some continuity in your healthcare and provides you and your family with a valuable resource. Your PCP can also be a helpful personal care advocate.

28. Can I choose my own provider or do I need referrals?

You can choose your own provider and you will not need a referral in order to see a specialist. For the best benefit, choose a provider in the Choice Plus network, and consider a Premium Tier 1 provider if available.

29. Do I need to get precertification for any services and if so, how do I do that?

If you are receiving services from a Choice Plus network provider, your provider is responsible for securing prior authorization on your behalf. If you are receiving services out-of-network, you are responsible for getting prior authorization. In general, all in-patient services require prior authorization. Contact UHC at 1.844.234.7924 for a complete list of services that require prior authorization. Note that prior authorizations cannot be approved until after January 1 when Rockwell employees are members in UHC's system.

HRA and HSA Accounts

30. What will happen to my HRA account balance?

UHC will be the HRA account administrator, and you will have access to your 2016 HRA contribution beginning Jan. 1, 2016. Aetna and Humana will finalize any claims and HRA payments for 2015 by Feb. 29, 2016, and any remaining HRA funds will transfer to UHC by April 1.

31. How does UHC pay HRA claims via my HRA account? **NEW!**

UHC will **automatically pay** claims from your HRA account with no action needed by you. This is the same practice that is currently in place for participants in the Aetna HRA. This will be a change for participants in the Humana HRA, in that you will no longer need to actively pay claims with your HRA debit card.

32. How can I use my HealthEquity account for health claims in 2016?

You will continue to see your medical, dental and pharmacy claims (if you have coverage through Rockwell Automation) in your HSA member portal. The HealthEquity member portal allows you to track your cost for health expenses, and to reimburse them through your HSA if you want.

Rockwell Automation U.S. Benefits Annual Enrollment 2016 Frequently Asked Questions

33. How do I contact HealthEquity?

You can access your account online at <http://healthequity.comed/rockwell/> or call 1.866.346.5800, 24/7/365.

Aetna and Humana after Dec. 31, 2015

34. What do I do if I have claims for services before Dec. 31, 2015, but they have not yet been paid by Aetna or Humana?

Aetna and Humana will accept all claims for services delivered in 2015 as long as they are submitted no later than 12/31/2016. If your claim has not been paid, check with your provider to make sure it is submitted.

35. Will I have access to my claim history at Aetna or Humana after Jan. 1, 2016?

You will continue to have access to your claim history at Aetna or Humana online or by phone for 18 months.