

FAQ for the 2026 Open Enrollment:

What are the processes for enrolling in coverage?

Open enrollment options are below:

1. Self-Enrollment in Employee Navigator. See the attached online Employee Navigator instructions. The Company Identifier in Employee Navigator is **Owensboro**.
2. Employees can schedule a meeting with a Colonial representative on-site. The schedule of the locations, dates, and times that the Colonial representatives will be available is attached. **A Colonial Sign-Up Portal is provided below for scheduling open enrollment appointments and will be monitored throughout OE. When an employee signs up, it will notify the benefit counselor of the time and date of the enrollment session. It also allows Colonial to add reminders via email and/or text.**
 - a. Please click the link below, select the location, the highlighted date, and then select a time to schedule an appointment.
 - i. <https://calendly.com/diocese-of-owensboro>
3. Employees can call the Colonial Call Center from 9:00 am to noon and 1:00 pm to 5:00 pm at 1-833-703-1967—using account number 8686487. Leave a message if needed, and they will return the employee's call.
4. **Passive Enrollment Option - Employees who take no action during open enrollment will be enrolled in the same plan coverages they have for the current 2025 plan year.**

Do I need to print a Benefits Summary from EN? **Yes, you will print a benefit summary from Employee Navigator.**

Who do I need to contact for a Qualifying Event? **Contact your HR/Payroll person within 30 days of a qualifying event. The following link provides more information on Qualifying Events: [Qualifying Events](#).**

Will BAS still send the monthly billing? **Yes.**

If someone has a change within 30 days of open enrollment, who should they contact? **The HR/Payroll at your location should contact Greg Pack at BAS 1-800-446-8469.**

Will we receive a new Anthem/ True Scripts combined card? **No, members will continue to use their current Anthem card. New enrollees will receive a new card.**

Who do you contact for prescription questions? True Scripts 844-257-1955. We encourage you to use local pharmacies, or Walmart and Kroger, versus large-brand pharmacies (CVS, Walgreens) because they will be less expensive than the other pharmacies. We also encourage you to contact RX Manage to significantly reduce your prescription cost at 800-883-8841. If a prescription is available through RX Manage there is \$0 money due from the member and it's mailed to their address. See attached flyer for additional information.

Did the medical deductibles change this year? The deductibles will remain the same.

Is there a new dental carrier for the Employer Paid dental benefits? Yes, the new carrier will be HRI. They have a larger network of providers/dentists. If employees are enrolled in the medical plan, they will also be enrolled in the new HRI dental plan

What is the dental max annual benefit? The Annual Maximum is \$1,500.

Does the dental plan cover implants? Yes.

Does the dental plan cover orthodontia? Yes, for children and adults. The lifetime maximum benefit is \$2,000 per covered member.

What are the supplemental voluntary benefits this year? They are the same: Mutual of Omaha Short-Term Disability, Mutual of Omaha Life Insurance, Colonial Accident, Cancer and Critical Care, HRI Dental and Vision, and Anthem FSA.

How do the deductibles run? The medical deductibles are on a calendar year from January 1, 2026, to December 31, 2026.

Who do employees contact for International Drug Coverage? RX Manage 800-883-8841. Please encourage members to contact RX Manage to reduce their medicine costs by ordering through RX Manage. If a prescription is available through RX Manage there is \$0 money due from the member and it's mailed to their address. See attached flyer for additional information.

Are preventative services still covered? Preventive services are covered at 100%.

When is FSA open enrollment? There will not be a separate FSA open enrollment; it will occur at the same time as medical, etc., open enrollment.