

## Welcome to the Perrigo Benefits Center!

The Perrigo Benefits Center is your central resource for benefit plan information, enrollment, and benefit change requests! It includes an information portal, with tools & resources, along with a dedicated call center to answer any questions **and even enroll in benefits over the phone!** The Perrigo Benefits Center also supports Spanish and other languages.

Perrigo Benefits Center is available starting Monday, and replaces the ADP Enrollment System.

**Web site:** <https://benefitscenter.perrigo.com>

- *Single sign-on when connected to the Perrigo network (more information about Single Sign-On below)*
- *Accessible outside of the Perrigo network by signing in with your Perrigo Network ID and Password*
  - *Enter <https://benefitscenter.perrigo.com> in your Internet browser, or access the link at [www.perrigo.com](http://www.perrigo.com), then click Perrigo Employees (lower right hand corner)*
  - *Please call TAG (33-HELP) with any sign-on questions*

**Customer service: 800.974.5176, available Monday – Friday 8:00 a.m. through 7:00 p.m. Eastern Time (ET)**

### 1. Which system do I use to make changes (i.e. as a new hire, a recent life event, etc.)?

The Perrigo Benefits Center is managed by Mercer and consists of a web site and call center. The system is available through single-sign on, where you can find plan information, forms, tools, and carrier contact information. The system is also used to enroll and make changes to your benefits, including:

- **Newly Eligible** (New hires, rehires, etc.)
- **Family Status Changes** (Marriage, birth / adoption, divorce, loss of coverage, etc.)
- **Updating life insurance elections and beneficiaries**
- **Enrolling / changing HSA elections** (if enrolled in the CDH Plan)
- **And much more!**

The Perrigo Benefits Center also consists of a team of representatives available to assist you with benefit plan, web site navigation questions, and **you can even enroll in benefits over the phone.** The team can support Spanish, as needed, as well as other languages!

### 2. What is Single Sign-On?

When logged on to the Perrigo network or VPN, you can access the Perrigo Benefits Center without having to sign-in separately. You can also sign-in (<https://benefitscenter.perrigo.com>) from your home computer or mobile device, using your Perrigo Network User ID and Password. If you've forgotten your password, please call TAG for assistance.

### 3. Has my benefit information transferred from my ADP Enrollment system to the Perrigo Benefits Center?

No, it has not; you must actively elect your 2021 benefits at Open Enrollment this Fall (Monday, 10/19 – Friday, 10/30).

### 4. What should I expect when after I elect benefits in the Perrigo Benefits Center?

We partner with Mercer to perform verification services for our healthcare plans. For any enrollments, changes or updates from the Perrigo Benefits Center, Mercer will be sending verification requests to your home address and it can include:

- **Newly Enrolled Dependents** (verifying spouse and / or dependent relationship(s))
- **Life Event** (verifying loss of coverage, marriage, divorce, etc., as applicable)
- **Spousal Surcharge** (if enrolling your spouse on medical, verifying he / she isn't eligible for other group coverage)
- *Note – these will only apply to changes / enrollments made after September 1*

## 5. What information do I need when I call the Perrigo Benefits Center to enroll?

For confidentiality reasons, the customer service team will initially ask you questions you can easily answer to verify your identity. When calling, you will need:

- **An email address** – this will be required to finalize your profile with the Perrigo Benefits Center
  - a. Yahoo (@yahoo.com) and Google (@gmail.com) offer free email address set-up
- If you are enrolling a spouse and / or dependents, please have their social security numbers (or ITIN) available. Spouse and dependent names and SSN (or ITIN) need to be entered exactly as printed on the cards.
- A social security number will not be required for child(ren) under 3 months, but please update once the social security card and number are received.

## 6. What information do I need when I enroll through the Perrigo Benefits Center web site?

Log in at the Perrigo Benefits Center web site (<https://benefitscenter.perrigo.com>). If you are connected to the Perrigo Network (or VPN), you will automatically be signed in. If accessing outside of the Perrigo network, please sign in with your Perrigo network ID and password (please use the “Forgot” feature if you need assistance, or call TAG).

Once signed-in, you’ll find information regarding benefit plan, enrollment, forms, calculators, and other great resources. To begin enrollment, click “Select Benefits” under “Enroll Now” (upper left hand corner). Prior to starting the enrollment process, you will need:

- **An email address** – this will be required to finalize your profile with the Perrigo Benefits Center
  - a. Yahoo (@yahoo.com) and Google (@gmail.com) offer free email address set-up
- If you are enrolling a spouse and / or dependents, please have their social security numbers (or ITIN) available. Spouse and dependent names and SSN (or ITIN) need to be entered exactly as printed on the cards.
- A social security number will not be required for child(ren) under 3 months, but please update once the social security card and number are received.

While navigating through enrollment, please also consider:

- Once you begin enrolling, please complete the process until you see a confirmation number
  - a. Past transactions can be located on the Perrigo Benefits Center as well
- Please do not use the “back” or “forward” arrows on your browser; you may lose your progress
  - a. Please only use “Continue” (you may edit elections on the Pre-Confirmation screen before submitting)
- The Perrigo Benefits Center system will time-out after 15 minutes of inactivity and progress is not saved
- Please utilize the Perrigo Benefits Center customer service team if you have any questions (800.974.5176)

Once complete, please click “Log Out” (blue bar) and you’ll be redirected to the Vanguard site (our 401k administrator). Please take an opportunity to create your profile (if you haven’t already) where you can update your 401k contribution, financial well-being strategy, and / or update your 401k beneficiaries.

## **BENEFIT CONSIDERATIONS**

The Frequently Asked Questions (FAQs) offer considerations from a systems perspective. If you have specific questions on eligibility, coverage, or enrollment, please contact the Perrigo Benefits Center. The questions below are intended to provide a brief overview and may not be all inclusive. If you have more detailed questions, we encourage you to call the Perrigo Benefits Center 800.974.5176, Monday – Friday 8:00 a.m. – 7:00 p.m. Eastern Time.

## 7. System considerations for the medical benefit?

If you've added your spouse to your Perrigo Benefits Center profile and are in the process of electing medical benefits, the system will ask you about the spousal surcharge, even if you haven't enrolled your spouse in the medical plan. Please choose the appropriate option.

If you are enrolling your spouse in the medical plan (after September 1 only) and indicate the spousal surcharge isn't applicable, the Mercer team will send you a request to confirm if your spouse is eligible for other coverage (note – this does not apply to Perrigo spouse coverage). Please be sure to respond by the deadline noted in the letter or Mercer may apply the surcharge.

#### **8. System considerations for dependent profiles?**

When you sign into the Perrigo Benefits Center web site, the system may ask you to verify your dependent information. This is part of an ongoing quality check, and we appreciate your participation. Other considerations for spouse and dependent profiles are listed below:

- Children age 26 and over may not be added in the dependent section
  - You may add them as a beneficiary
  - If your child is turning age 26, the system will ask you to update (the system will walk you through)

#### **9. System considerations for the HEALTHYyou benefit?**

In the myHR Benefits Enrollment system, the HEALTHYyou discount was automatically applied to your medical plan premium. Within the Perrigo Benefits Center, you'll see the HEALTHYyou discount listed as its own benefit, so you can easily see the value of your achievement!

To determine your payroll deduction for the medical premium, please subtract the HEALTHYyou wellness discount from the medical premium.

#### **10. System considerations for Optional AD&D benefits?**

If you have a spouse and / or dependent children profiles in the Perrigo Benefits Center **and elect** Optional AD&D benefits for Family, the Perrigo Benefits Center will apply the following (note – the benefit premium is the same in both instances):

- Spouse Only: 50% of **your** Optional AD&D election, up to max \$250,000
- Child(ren) Only: 15% of **your** Optional AD&D election, up to \$15,000
- Spouse & Child(ren): 40% of **your** Optional AD&D, up to max \$250,000 for spouse and 10% of your Optional AD&D election, up to \$10,000 for your children

The above does not apply if you elect Employee Only coverage for Optional AD&D.

#### **11. System considerations for the voluntary benefit programs?**

The benefit premiums for our Humana benefits (Critical Illness & Cancer and Accident) and ID Watchdog (Identity Theft protection assistance) are listed as monthly premiums in the Perrigo Benefits Center. The premium will be converted to a weekly or semi-monthly amount based on your payroll schedule.

#### **12. New benefit programs?**

You'll see the Employee Assistance Program and Perrigo Perks in the Perrigo Benefits Center. No action is needed, and if eligible, you will be automatically enrolled in these benefit programs. You can find additional information about these programs under Benefit Information tab on the Perrigo Benefits Center site (<https://benefitscenter.perrigo.com>).

Additional information about Perrigo Perks can also be found on the Perrigo Benefits Center or myHR Perrigo Perks on Inside Perrigo.

**13. When can I access the Perrigo Benefits Center?**

The Perrigo Benefits Center customer service team is available, Monday through Friday, 8:00 a.m. – 7:00 p.m. Eastern Standard Time (EST). They are closed on major holidays, and may close at 6:00 p.m. EST the day prior to holidays.

The Perrigo Benefits Center web site (<https://benefitscenter.perrigo.com>) can be accessed 24 / 7, except for regularly scheduled maintenance time which occurs weekly on Sunday 3:00 a.m. – 2:00 p.m. EST, January – September, and weekly on Sunday 3:00 a.m. – 12:00 p.m. EST, October – December.

**14. I updated my Family Status Event (i.e., married, birth, etc.), but I don't see it on my benefit statement yet, why?**

The Perrigo Benefits Center updates statements and system elections weekly. You'll see your election in the system on your benefit confirmation statements or on "View my current elections" the following Thursday.

**15. I refreshed my screen, and the site isn't recognizing my user name / password. How do I sign in?**

For your convenience, please always sign-in at <https://benefitscenter.perrigo.com> using Single Sign-On. Thank you!

**16. Considerations for Life Event updates?**

If you have a mid-year Family Status Event (i.e., marriage, divorce, loss / gain of coverage, etc.), please select your benefits (i.e. medical, dental, as applicable) **and** the appropriate coverage tier (i.e. employee plus spouse, employee plus child(ren), etc.). The Perrigo Benefits Center system may default your election to Employee Only otherwise.

**17. Do I call Perrigo Benefits Center with all benefit questions?**

Insurance carriers will still be your best contact for specific claims questions, but any eligibility, enrollment, assistance, or benefit plan information questions can be provided through the Perrigo Benefits Center!

**18. Where can I learn more about the Perrigo Benefits Center?**

You can learn more about the Perrigo Benefits Center through several opportunities:

- The Perrigo Benefits Center customer service team, available Monday – Friday, 8:00 a.m. – 7:00 p.m. Eastern Time

Please use the Perrigo Benefits Center customer service team to assist you with all your benefit needs! They're available at 800.974.5176, Monday through Friday 8:00 a.m. – 7:00 p.m. Eastern Time. The web site (<https://benefitscenter.perrigo.com>) also provides information, forms, and other tools & resources.