

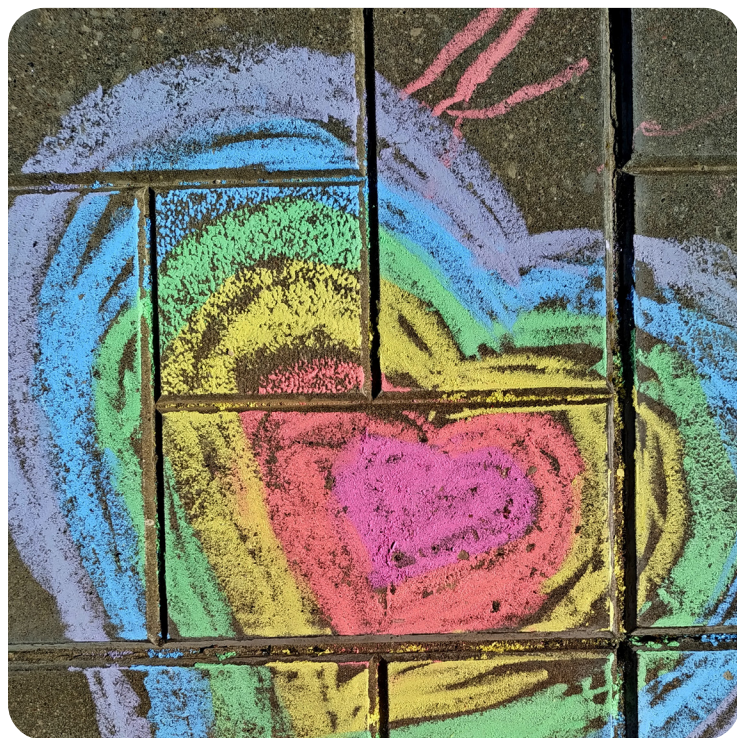
Aon Active Health Exchange™

# Quick Guide

Know how to find what you need—when you need it!

[richs.makeityoursource.com](https://richs.makeityoursource.com)

**make it yours**



Get the coverage you need.



# Choose Your Benefits

## Get Ready Now, Enroll Before Your Deadline

The Aon Active Health Exchange™ makes it easy to find the right fit. Just choose your coverage level, the price you want to pay, and the insurance carrier you want to work with.



### Get Up to Speed

Visit the Make It Yours website at [richs.makeityoursource.com](https://richs.makeityoursource.com).

- Watch quick videos to see what the exchange is all about.
- Compare the coverage levels side-by-side.
- Compare the costs of your health care options to find the best deal by clicking **Compare Your Costs** on the home page and entering the access code provided in recent communications.
- Get to know the carriers through [Your Carrier Connection](#)—get overviews, compare features and services, and access preview sites to see provider networks and prescription drug information.



### Enroll

Log on to the enrollment website at [benefits.rich.com](https://benefits.rich.com) and click **Enroll Now**. Or, you can enroll through the Alight Mobile app (available through the Apple App Store or Google Play).

- Get fast answers about the best medical options for your situation by sharing what's important to you.
- See how others evaluated the health insurance carriers by looking at carrier ratings for customer service, provider networks, and online experience.

Once you've completed your enrollment online, you can view your coverages and follow-ups on a confirmation page. You can also view this information through the enrollment website any time before your benefits begin.



### Remember, you must enroll to have coverage through Rich's. If you don't enroll, you'll have:

- No medical or prescription drug coverage.
- No Health Savings Account (HSA) contributions, if eligible.
- No dental coverage.
- No vision coverage.
- No flexible spending account (FSA).

# Use Your Benefits

Throughout the year, there are lots of ways to stay on top of your health, and to make the most of your benefits and your health care dollars. Make sure you're up-to-speed before your benefits take effect.



## Get the Inside Scoop

Visit the Make It Yours website at [richs.makeityoursource.com](https://richs.makeityoursource.com).

- Get insider tips for “how to work the health care system” on many topics.
- Make the most of your benefits and your health care dollars.



## Manage Your Benefits

Log on to the enrollment website at [benefits.rich.com](https://benefits.rich.com) or the Aight Mobile App.

- See what's covered and who you're covering.
- Make benefits changes when your life changes (e.g., marriage, birth of a child).



## Stay in Step with Your Carrier

Once your coverage begins, register on the [insurance carrier](#) member site (you can get to it from the Make It Yours website).

- Keep track of your provider bills and payments online (once your coverage begins).
- Take advantage of all that your carrier offers, which may include telemedicine, health experts, and discount programs.



## Questions?

You can reach a customer service representative by web chat or by scheduling an appointment through the enrollment website.

Call the Associate Services Center at **1.800.455.2587 (press “1” to reach a customer service representative)**. If you don't connect with a representative right away, you will be given the option to save your place in line and be called back once a representative is available.

Get support from 8:00 a.m. to 6:00 p.m. ET, Monday through Friday.