

FAQs for Direct Billing Process for Furloughed Team Members

Can Furloughed Team Members (TMs) continue their benefits?

They can continue most elected benefits, as long as they pay their share of the benefits (please refer to Furlough FAQs on which benefits can be continued during furlough)

Certain benefits (eg Medical, Dental) are partly TM paid, others are wholly TM paid (eg Vision, STD buy up, LTD, Critical Illness, Auto/Home) and others are Hilton paid (eg Basic Life, BTA)

How do these TMs pay for their benefits?

They will be sent a direct bill to their home address on TMX.

How can TMs make direct bill payments?

TMs can pay by check or direct debit; they can pay online via Your Benefits Resources <http://digital.alight.com/hilton>

Are all benefits direct billed?

There are some benefits which will be direct billed by MetLife (Auto/Home/Pet/Legal). A separate bill is sent to the TM home from MetLife. Note that 401k and ESPP deductions will continue to be taken from TMs paychecks

What if they get PTO payout in their paycheck?

TMs who receive PTO payout in their paycheck will **not** receive payroll deductions for these benefits during the furlough period. They will be direct billed through the furlough period.

What does the direct bill look like?

TMs will first get a Confirmation of Coverage document addressed for Leaves of Absence, this will detail all benefits that the TM has elected. Then, TMs will get a bill, which will detail amounts owed, and deadline for payment.

How does the billing cycle work?

- First bill will go out week of March 30 (this will capture amount TM owes, which was not deducted from his paycheck from date of furlough through end of March and also pre bill for what TM owes for April)
- Second bill will be sent mid-April, and will cover the amounts billed and not paid by first bill, and will pre bill for May

When does the TMs coverage get cancelled?

If TM doesn't pay for 2 consecutive months (eg if the TM doesn't pay for March and April within 30 days of the April bill), their coverage will be marked for cancellation. Alight will report to Hilton on a bi weekly basis which TMs are overdue with billing before they cancel coverage.

How does the TM know their coverage is cancelled?

They will receive notification of cancellation from Alight. This would be a drop letter in the same format as a Confirmation of Coverage letter but in this case would say TM's benefits are cancelled with a date of cancellation.

If a TMs coverage is cancelled retroactively, but has had a medical service after date of cancellation, does he need to pay for this service?

If they are cancelled retroactively, and have had a service, after date of cancellation, carrier will pay for the service. Carrier would pursue TM for payment for the service, when they learn of the cancellation from Hilton, and cannot recoup from provider. Carrier would reduce Hilton's claims bill by anything they are able to recoup for overpayments.

What happens to payments collected via the direct billing process?

These are sent to Hilton by Alight, and Hilton will make sure that payments received are sent back to hotels/owners, as Hilton charges hotels/owners for the entire premium (employer portion plus TM portion).

How are benefits handled when TM returns to work?

When TM returns to work, they will be moved back to active status and the benefits which they elected will be reinstated. Deductions will be taken from paycheck.

Where should TMs call with questions on this billing process?

TMs should call the Hilton Benefits Center at 1-877- 442 4772 M-F 9am-6pm CT