



Amy's<sup>®</sup>

Taking Care of  
The Whole You



# Employee Benefits Guide

[www.amys.com](http://www.amys.com) | Amy's Kitchen, Inc.

Revised January 2023



**Disclaimer**

This guide only provides highlights of the benefits offered at Amy's. If there are inconsistencies between this document and the legal plan documents, the legal plan documents will govern. Amy's may modify, amend or terminate any of the company-sponsored benefit plans offered at any time, with or without notice. This document does not serve as a contract or offer of employment.

Please be aware that because of the Affordable Care Act, all Americans must have health insurance. If you do not have medical coverage that meets the Minimum Essential Coverage requirements under the ACA, through your spouse or another source, we encourage you to enroll in the company health plan or through the Marketplace Exchange. Please contact your local People Department for more information or go to [www.healthcare.gov](http://www.healthcare.gov).

**Amy's Benefits Website**

A benefits website has been created for Amy's employees. The benefits website contains all plan summaries, legal plan documents/required notices, claim forms and much more. Type the URL into your browser or scan the QR code with your mobile phone.



[benefits.filice.com/amys](http://benefits.filice.com/amys)

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# BENEFITS ELIGIBILITY & ENROLLMENT

Regular employees scheduled to work 24 or more hours per week are eligible for benefits.

## Eligibility Period

You will be provided the opportunity to make your benefit elections as of your date of hire with Amy's. The waiting period for the start date of benefit plans/programs varies as detailed in the table below.

Once you enroll in benefits, your elections are active for the remainder of the Amy's plan year (through December 31).

Plan/Benefit	Effective Date	Eligible Dependents
<ul style="list-style-type: none"> <li>Amy's Family Health Center</li> <li>Lyra Behavioral &amp; Mental Health</li> <li>Travel Assistance Program</li> <li>401(k) Plan</li> </ul>	Date of Hire	Dependents are eligible to participate in the health plans in green, listed in the Plan/Benefit column to the left.
<ul style="list-style-type: none"> <li>Medical, Dental and Vision Coverage</li> <li>Flexible Spending Account (FSA)</li> <li>Employer-Paid Life/AD&amp;D and Voluntary Life/A&amp;D</li> </ul>	1st of the Month Following (or Coinciding with) 45 Days of Employment	Eligible dependents are defined as: <ul style="list-style-type: none"> <li>Your legal spouse or qualified domestic partner</li> <li>Your children up to age 26</li> <li>Any dependent child over the age of 26 who is incapable of self-support (if they were enrolled prior to attaining age 26)</li> </ul>
<ul style="list-style-type: none"> <li>Short Term and Long Term Disability</li> <li>Salary Continuation Policy</li> </ul>	1st of the Month Following (or Coinciding with) 6 Months of Employment	
<ul style="list-style-type: none"> <li>Whole Life and Accident Sickness</li> </ul>	Available only during the annual Open Enrollment period.	
<ul style="list-style-type: none"> <li>401(k) Employer Match</li> <li>Scholarship Program</li> </ul>	12 Months from Date of Hire	

## Making Changes After Your Eligibility Period

Because of IRS regulations, you may only make changes to your benefits under the following circumstances:

- If you have a Qualifying Life Event (QLE), such as a change in the number of your dependents (due to marriage/divorce, birth/adoption of a child), a loss of coverage or change in another group plan. *You have 30 days to request the change to your benefit elections due to a QLE!*
- During the annual Open Enrollment period. This takes place at the end of October/beginning of November each year. *Changes made during Open Enrollment are effective January 1 - December 31, unless you experience a QLE as described above.*

# AMY'S PPO MEDICAL PLAN



Amy's is proud to offer a nationwide Preferred Provider Organization (PPO) Medical Plan to you and your family. With our Anthem Blue Cross PPO plan, you'll have the benefits of an extensive, widely recognized network and competitive pricing that Anthem Blue Cross provides, along with bilingual claim and member service support and access to online and mobile tools. The plan offers both in and out-of-network benefits. We highly encourage members to stay within the Anthem network—this will keep your out of pocket expenses lower. When you utilize an out-of-network provider or facility, the medical plan will only cover 70% of your expenses after the deductible. In addition, the out of network provider may charge you for the difference between the allowed amount for the service and their billed charge. The benefit summary for our medical program is laid out over the next few pages.

## How to Find Providers or Verify That Your Current Providers are In-Network

Once you are enrolled in Anthem, you can register on the member portal at [www.anthem.com/ca](http://www.anthem.com/ca) to access the provider directory. You will need your Anthem ID number to register. You can also access the provider list as a guest (without completing registration) by following the steps below:

1. Visit [www.anthem.com/ca](http://www.anthem.com/ca)
2. Select **Find Care** at the top right of the homepage
3. Make sure the **Guests** tile is selected
4. Make the below selections in the following drop down menus (shown in the screenshots below)

### Search in CA

What type of care are you searching for?  
Medical

Providers for Behavioral Health & Substance Use Disorder Services are listed under Medical Care.

What state do you want to search with?  
California

What type of plan do you want to search with?  
Medical (Employer-Sponsored)

Select a plan/network  
Blue Cross PPO (Prudent Buyer) - Large Group

Continue

### Search Outside of CA

What type of care are you searching for?  
Medical

Providers for Behavioral Health & Substance Use Disorder Services are listed under Medical Care.

What state do you want to search with?  
Idaho

What type of plan do you want to search with?  
Medical (Employer-Sponsored)

Select a plan/network  
National PPO (BlueCard PPO)

Continue

5. Select **Continue**
6. Enter your **Zip Code**
7. Select **Provider** criteria

# THE WHOLE YOU ANNUAL EXAM

## Medical Plan Deductible Credit - The Whole You Annual Exam

Amy's offers employees and covered spouses/domestic partners a significant incentive for participation in the Whole You Annual Exam Program. Employees will have the opportunity to receive credit towards their medical plan deductible. Employees hired August 31 or earlier in the plan year are required to complete an annual physical exam with basic metabolic blood panel no later than November 30 in order to receive the deductible credit for the following year.

### Reporting Your Participation

When you complete the physical exam with basic metabolic blood panel through your provider or at the Amy's Family Health Center, completion of your services is automatically reported to Anthem.

### Verifying Your Participation

It is your responsibility to confirm that Amy's has received verification of your participation in the program no later than November 30. You can confirm by contacting the Amy's Dedicated Bilingual People Service Center. Contact information can be found on page 21 of this booklet.

Coverage Level	Participation in The Whole You Annual Exam Program	Deductible Credit
Employee Only	You (the employee)	\$1,500 100% of your individual deductible
Employee + Spouse/Domestic Partner	You (the employee)	\$1,500 50% of your family deductible
	Your Spouse/Domestic Partner	\$1,500 50% of your family deductible
Employee + Child(ren) <i>Children are not required to participate.</i>	You (the employee)	\$3,000 100% of your family deductible
Employee + Family <i>Includes Employee, Spouse/Domestic Partner and Child(ren) Children are not required to participate.</i>	You (the employee)	\$1,500 50% of your family deductible
	Your Spouse/Domestic Partner	\$1,500 50% of your family deductible

# MEDICAL PLAN BENEFITS

# COVERED PERSON PAYS

Network	In-Network PPO Prudent Buyer (CA) BlueCard (Outside of CA)	Out-of-Network
<b>Member Coinsurance</b>	<b>0%</b>	<b>30%</b>
<b>Calendar Year Deductible*</b>		
Individual	\$1,500	
Family Maximum	\$3,000	
Family Maximum Deductible Calculation	2+ Members Utilize Plan	
<b>Out-of-Pocket (OOP) Maximum*</b>		
Individual	\$2,500	
Family Maximum	\$5,000	
Family Maximum OOP Calculation	2+ Members Utilize Plan	
Includes Deductible	Yes	
Includes Copays for Medical Services	Yes	
Includes Prescriptions (RX)	No, separate RX OOP	
<i>OOP does not apply to: prescription copays and prescription copay assistance, Dispense-As-Written (DAW) penalties, premiums, balance-billed charges, health care this plan doesn't cover, and any charges incurred for failure to satisfy any applicable pre-certification requirements.</i>		
<b>Prescription Out-of-Pocket (OOP) Maximum</b>	\$2,000 per covered person	
<b>Physician Services - including Telehealth</b>		
Primary Care Physician's Office Visit	\$10 copay, deductible waived	30%, deductible waived
<b>Specialty Care Services</b>		
Specialist Office Visit	\$10 copay, deductible waived	30%, deductible waived
Second Opinion Consultations— services will be provided on a voluntary basis	\$10 copay, deductible waived	30%, deductible waived
Allergy Treatment/Injections	\$10 copay, deductible waived	30%, deductible waived
Allergy Serum— dispensed by the physician in the office	\$10 copay, deductible waived	30%, deductible waived
<b>Preventive Care</b>		
Routine Preventive Care & Immunizations for children through age 17	\$0 deductible waived	30%, deductible waived
Routine Preventive Care for adults	\$0 deductible waived	30% deductible waived
Immunizations for adults	\$0 deductible waived	30% deductible waived
Mammograms, PSA, Pap Smear	\$0 deductible waived	30% deductible waived
Breast Cancer Genetic Testing counseling (BRCA) for women at higher risk	\$0 deductible waived	30% deductible waived
<b>Inpatient Hospital: Facility Services Requires Pre-Certification</b>		
Room - semi-private room	0% after deductible	30% after deductible
Room - Private room	0% after deductible	30% after deductible
Board (includes intravenous delivery of nutrients)	0% after deductible	30% after deductible
<b>Inpatient Hospital: Professional Services Requires Pre-Certification</b>		
Primary Care Physician	0% after deductible	30% after deductible
Specialist	0% after deductible	30% after deductible
Surgeon	0% after deductible	30% after deductible
Radiologist	0% after deductible	30% after deductible
Pathologist	0% after deductible	30% after deductible
Anesthesiologist	0% after deductible	30% after deductible

\*Deductible and Out-of-Pocket Maximums cross-accumulate for in-network and out-of-network services.

# MEDICAL PLAN BENEFITS

# COVERED PERSON PAYS

Network	In-Network PPO Prudent Buyer (CA) BlueCard (Outside of CA)	Out-of-Network
<b>Outpatient Facility Services</b> <b>Requires Pre-Certification</b> Includes Operating Room, Recovery Room, Treatment	0% after deductible	30% after deductible
<b>Outpatient Professional Services</b> Primary Care Physician Specialist Radiologist Pathologist Anesthesiologist	0% after deductible 0% after deductible 0% after deductible 0% after deductible 0% after deductible	30% after deductible 30% after deductible 30% after deductible 30% after deductible 30% after deductible
<b>Infusion Therapy</b> Requires Pre-Certification if over \$1,500	0% after deductible	30% after deductible
<b>Dialysis Treatment—Outpatient</b> Requires Pre-Certification	0% after deductible	30% after deductible
<b>Emergency Room Services</b> Hospital Emergency Room (copay waived if admitted) Outpatient Facility Ambulance	\$100, then 0% after deductible \$100, then 0% after deductible 0% after deductible	
<b>Urgent Care Services</b> Urgent Care Office Visit	\$10 copay, deductible waived	30%, deductible waived
<b>Other Health Care Facilities</b> Requires Pre-Certification—combined 180-day visit limit per calendar year Skilled Nursing Facility Rehabilitation Facility Sub-Acute Facility	0% after deductible 0% after deductible 0% after deductible	30% after deductible 30% after deductible 30% after deductible
<b>Laboratory and Radiology Services</b> <b>Advanced Radiology Requires Pre-Certification</b> Routine Laboratory & Radiology Services EKG/ECG MRI / CT / PET Independent X-ray and/or Lab Facilities	0% after deductible 0% after deductible 0% after deductible 0% after deductible	0% after deductible 30% after deductible 30% after deductible 0% after deductible
<b>Outpatient Short-Term Rehabilitative Therapy</b> Requires Pre-Certification—combined 180-day visit limit per calendar year Physical Therapy ( <i>no pre-cert for first 12 visits</i> ) Speech Therapy ( <i>no pre-cert for first 12 visits</i> ) Occupational Therapy ( <i>no pre-cert for first 12 visits</i> ) Respiratory Therapy Post-Cochlear Implant Aural Therapy Cognitive Therapy (Behavioral)	0% after deductible 0% after deductible 0% after deductible 0% after deductible 0% after deductible 0% after deductible	30% after deductible 30% after deductible 30% after deductible 30% after deductible 30% after deductible 30% after deductible
<b>Chiropractic Services</b> —24-day visit limit per calendar year Office Visit	\$10 copay, deductible waived	30%, deductible waived
<b>Acupuncture and Naturopathic Services and Biofeedback</b> —24-day visit limit per calendar year Office Visit	\$10 copay, deductible waived	30%, deductible waived
<b>Nutritional Counseling</b>	\$10 copay, deductible waived	30%, deductible waived

# MEDICAL PLAN BENEFITS

# COVERED PERSON PAYS

Network	In-Network PPO Prudent Buyer (CA) BlueCard (Outside of CA)	Out-of-Network
<b>Maternity Care Services</b> <b>High Risk Maternity Care Requires Pre-Certification</b> Initial Visit to Confirm Pregnancy All Subsequent Prenatal Visits Physician Delivery Charges (e.g., global maternity fee) Postnatal Visits (1st 90 days after delivery) Postnatal Visits (from 91st day after delivery on) Delivery—Facility (inpatient hospital, birthing center or home birth)	\$10 copay, deductible waived \$0, deductible waived 0% after deductible \$0, deductible waived \$10 copay, deductible waived 0% after deductible	30%, deductible waived 30%, deductible waived 30% after deductible 30%, deductible waived 30%, deductible waived 30% after deductible
<b>Family Planning Services</b> <b>Medical Necessity and Pre-Certification Required—\$5,000 limit per calendar year</b> Office Visit Lab and Radiology Tests Counseling Surgical Vasectomy Surgical Tubal Ligation, including Reversals Infertility Treatment (in vitro, GIFT, ZIFT, etc.) Inpatient Facility Outpatient Facility Physician Services	\$0, deductible waived 0% after deductible \$0, deductible waived 0% after deductible 0% after deductible 0% after deductible 0% after deductible 0% after deductible 0% after deductible 0% after deductible	30%, deductible waived 30% after deductible 30%, deductible waived 30% after deductible 30% after deductible 30% after deductible 30% after deductible 30% after deductible 30% after deductible 30% after deductible
<b>Gender Confirmation/Affirmation Services</b> <b>Requires Pre-Certification for other than Physician Services—\$10,000 for travel per surgery or series of surgeries</b> Inpatient Facility Physician Services Hormone Therapy	0% after deductible 0% after deductible 0% after deductible	30% after deductible 30% after deductible 30% after deductible
<b>Home Health Care Requires Pre-Certification—combined 180-day visit limit per calendar year</b>	0% after deductible	30% after deductible
<b>Hospice/Respite Care Requires Pre-Certification—combined 180-day visit limit per calendar year</b> Facility Services	0% after deductible	30% after deductible
<b>Organ Transplant</b> <b>Requires Pre-Certification for other than Physician Services—\$25,000 for travel and lodging per calendar year per family unit</b> Inpatient Facility Physician Services	0% after deductible 0% after deductible	30% after deductible 30% after deductible
<b>Durable Medical Equipment</b> <b>Requires Pre-Certification if over \$2,500</b> General Equipment (Crutches, Walkers, Casts/Splints) Prosthetics & Orthotics Machinery/Other Durable Medical Equipment External Cochlear Devices and Systems	0% after deductible 0% after deductible 0% after deductible 0% after deductible	30% after deductible 30% after deductible 30% after deductible 30% after deductible
<b>Mental Health and Substance Abuse Services</b> Inpatient—Requires Pre-Certification Outpatient—If services are provided in an office setting, no pre-certification is required.	0% after deductible \$10 copay, deductible waived	30% after deductible 30%, deductible waived
<b>Hearing Services—\$4,000 maximum every 4 years</b> Physician’s Office / Physician’s Services Inpatient Facility / Outpatient Surgical Facility Hearing Aids/Devices	0% after deductible 0% after deductible 0% after deductible	30% after deductible 30% after deductible 30% after deductible



# MEDICAL PLAN BENEFITS

# COVERED PERSON PAYS

**Prescription Drug Network is provided through CVS Caremark**

## Retail 30-day Supply, Plan Deductible Waived

	In-Network	Out-of-Network
Generic	\$10 Copay	\$20 Copay
Brand Name	\$20 Copay	\$40 Copay
Non-Formulary	\$40 Copay	\$80 Copay
Mail Order or Retail (Maintenance Medication Only)	2x Copay, 90 days	Not Applicable

Dispense-As-Written (DAW) Penalties: DAW mandates the use of generic medications unless there is a medical necessity for use of a brand name. Your provider must submit a written request to obtain approval for the use of a brand name medication when a generic is available. Please see the Summary Plan Description (SPD) for full details or contact the Amy's Dedicated Bilingual People Service Center to request the appropriate form to request approval.

Specialty Medication—30-day supply  
Requires pre-certification  
Must be filled through CVS Specialty Pharmacy

**No cost** when you enroll in the PrudentRX Copay Program. See description below. *If you do not enroll in the Program, you will pay 30% of the cost of the medication.*

## PrudentRx Copay Program for Specialty Medications

The PrudentRx Copay Program assists members by helping them enroll in manufacturer copay assistance programs. If you or covered family members are not currently taking, but will start taking, a new medication covered under the PrudentRx Copay Program, you can reach out to PrudentRx, or they will proactively contact you so that you can take full advantage of the PrudentRx program. PrudentRx can be reached at 1-800-578-4403. To review the PrudentRX medication list, visit the Amy's benefits website at [benefits.filice.com/amys](http://benefits.filice.com/amys).

**CVS Pharmacy Advisor Program:** The CVS Pharmacy Advisor Program provides member education and counseling by phone or at one of the participating 56,000 retail network pharmacies. You may receive a call from a CVS counselor or be asked if you would like an in-person consultation when you pick up your medication at the pharmacy. This personalized program is intended to help you understand your medication's safety precautions as well as help you stay on track with your refills. We highly encourage you to participate in the program. This is offered at no cost to you.

## Health Center Prescription Drugs, 30-day supply

## Retail Pharmacy: In-Network Only

### Copays when script is written by an Amy's Family Health Center Provider

Generic	\$5
Brand Name	\$10
Non-Formulary	\$20

## \$5 Maintenance Drug Program—Generic is Mandated When Available

**Your cost is \$5 per fill when filled at an in-network pharmacy or through the Mail Order Program**

### Diabetes

Metformin  
Basaglar  
Tresiba  
Novolog  
Amaryl (glimepiride)  
Glyburide  
Glipizide/Glucotrol

### Behavioral Health

Citalopram  
Sertraline  
Escitalopram/Lexapro  
Venlafaxine (Standard and XR)  
Bupropion (Standard, IR and XR)  
Trazodone

### Cholesterol

Simvastatin  
Lovastatin  
Pravastatin  
Lipitor (atorvastatin)  
Rosuvastatin

### Asthma

ProAir (albuterol)  
Advair (fluticasone/salmeterol)  
Budesonide/formoterol  
Flovent (fluticasone diskus)  
Qvar (beclomethasone)  
Montelukast Sodium

### Hypertension

Lisinopril  
Atenolol  
Carvedilol  
Metoprolol  
Amlodipine  
Doxazosin  
Chlorthalidone  
Candseartan  
Losartan  
Losartan-hydrochlorothiazide  
Verapamil  
Diltiazem  
Furosemide/Lasix  
Hydrochlorothiazide  
Enalapril

# DIGITAL EXERCISE THERAPY

Your medical plan includes digital exercise therapy programs for back and joint pain. Meet Hinge Health.

As an Amy's Kitchen medical plan participant, you have access to Hinge Health, a digital exercise therapy program, to support back and joint health. Hinge Health gives you the tools you need to conquer back and joint pain, recover from injuries, prepare for surgery, and stay healthy and pain free. Their programs are available to you and your eligible dependents at no cost. Plus, you can complete your customized care plan anywhere, any time. Participants must be 18+ and enrolled in a medical plan through Amy's Kitchen. If you have any questions, contact Hinge Health at (855) 902-2777 or hello@hingehealth.com.



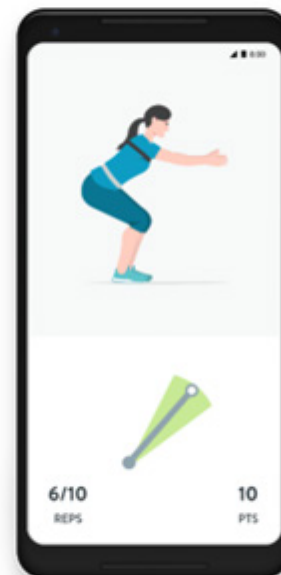
## Free benefit for your back and joint health

Taking care of the whole you – we provide all the tools you need to get moving again from the comfort of your home. You'll get exercise therapy tailored to your condition and a personal care team of experts. Best of all, **it's free** – 100% covered by Amy's Kitchen.

Sign up today for help with any of the following:

- Conquer pain or limited movement
- Recover from a recent or past injury
- Keep joints healthy and pain free
- Get a second opinion on your treatment plan

Eligibility: Employees and dependents 18+ enrolled in a medical plan through Amy's Kitchen.



To learn more call (855) 902-2777, or visit:  
**HINGEHEALTH.COM/AMYS**

# AMY'S FAMILY HEALTH CENTERS

Maintaining your health and the health of your family is an important priority for Amy's.

To help you improve your health and well-being, we have designed the Amy's Family Health Centers exclusively for Amy's employees and their families. Our goal is to make it easier for you and your family to access health care by offering you accessible, affordable care right at your workplace.

Amy's Family Health Centers are located near our plant sites and are designed to provide you and your family with high-quality and convenient health care with a focus on wellness. Employees and their families can take advantage of the Health Centers for a wide range of routine, preventive, episodic and wellness health care services. **You can get your annual exam and lab work at the Health Center for the The Whole You Annual Exam Program!**

*Amy's* Family Health Center  
Centro De Salud Familiar

OPERATED BY  VERA WHOLE HEALTH

## Holistic Patient-Centered Care

Providers at the Amy's Family Health Centers practice a holistic approach to care. Rather than the typical rushed medical appointments, the Amy's Family Health Center allows for extended appointment times. This approach gives you and your provider plenty of time to discuss both your immediate needs and overall health and wellness strategy.

## Overview of Services - including on-site Health Coaches!

- Designed to be your medical home and your primary health care source to keep you well and treat you when you are ill
- Committed to ongoing personal and family wellness management
- Staffed with a licensed physician and/or a nurse practitioner with bilingual (English/Spanish) capabilities
- Available on-site pre-packaged prescriptions (for example: anti-inflammatory or antibiotic medications)
- Preventive Care (annual physical exams or immunizations)
- Illness Treatment (sore throat, cold, flu, rash, COVID)
- Injury Treatment (stitches, sprains or strains)
- Chronic condition and illness management (diabetes, asthma, blood pressure)
- Health and wellness coaching (help to stop smoking, lose weight, biometrics, etc.)
- Coordination with specialty providers
- Laboratory services

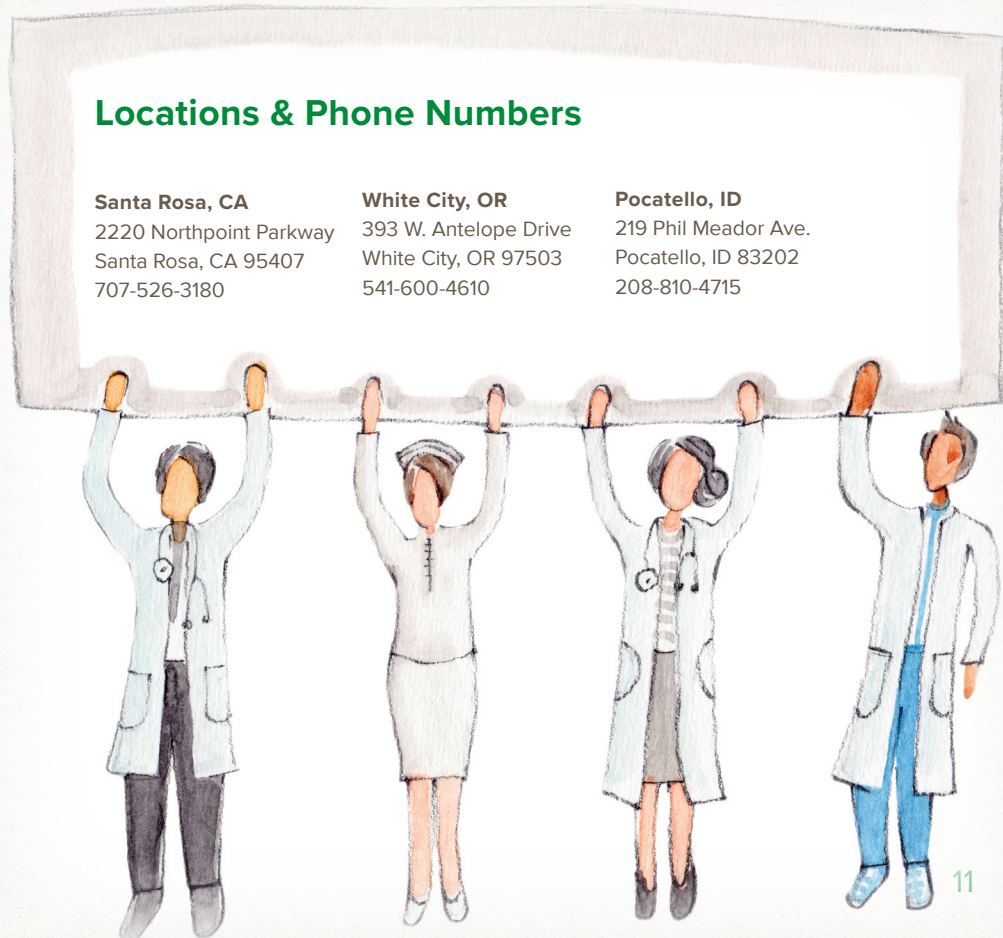
All services provided at the Health Center are \$0 for you and your covered family members!

## Locations & Phone Numbers

**Santa Rosa, CA**  
2220 Northpoint Parkway  
Santa Rosa, CA 95407  
707-526-3180

**White City, OR**  
393 W. Antelope Drive  
White City, OR 97503  
541-600-4610

**Pocatello, ID**  
219 Phil Meador Ave.  
Pocatello, ID 83202  
208-810-4715



# ACCESSING HEALTH CARE IN THE PROPER SETTING

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## Emergency Room (ER) or Urgent Care (UC): Which one should you go to?



### Emergency Room

1. Life-threatening
2. Average wait time is 4 hours
3. Copay \$100 minimum



### Urgent Care

1. Non-life-threatening
2. Average wait time is 1 hour
3. Copay \$10

#### Go to Emergency Room for these symptoms:

- Coughing up blood
- Fever over 102
- Trouble breathing
- Burning during urination with lower back pain

#### Go to Urgent Care for these symptoms:

- Cough
- Cold
- Fever
- Burning during urination with a fever less than 102

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## After-Hours Care and Telehealth Through Vera Direct

Have you ever gotten sick in the middle of the night or had a sick child and you didn't need to go to an emergency room or urgent care? You have two options for virtual and telephonic care when you enroll in the Health Center.

### Telehealth

The use of telehealth/virtual visits can help prevent the spread of illnesses. The current average wait time is 5 minutes.

To get started with Telehealth:

Go to [www.VeraDirect.com](http://www.VeraDirect.com) or download the VeraDirect app on your smart phone.

Follow the prompts to complete the registration.

Keep your Amy's medical ID card handy for your registration. This service is no cost for members enrolled in the Health Center.

### After-Hours Line

The after-hours line can assist you with any non-urgent concerns or questions. The current average wait time is 5 minutes or less.

They can give you answers over the phone and help you determine if your condition or symptoms require a trip to your doctor or if Telehealth through Vera Direct is appropriate for your situation.

Santa Rosa: 707-526-3180

White City: 541-600-4610

Pocatello: 208-810-4715



**Because  
sometimes you're  
too sick to leave  
the couch**

**Porque a veces usted  
está demasiado  
enfermo para  
levantarse del sofá**



### **24/7 appointments with VeraDirect**

Talk with a provider using your computer, smartphone, or tablet. Any time. Any place.

Video appointments with providers are available 24/7. Wait times are usually 1 minute or less.

### **Citas 24/7 con VeraDirect**

Hable con un proveedor usando su computadora, teléfono inteligente o tableta. En cualquier momento. En cualquier lugar.

Las citas por video con los proveedores están disponibles las 24 horas, los 7 días de la semana. Los tiempos de espera suelen ser de 1 minuto o menos.



Download VeraDirect from the Apple App Store or Google Play. Visit [veradirect.com](http://veradirect.com) to learn more.

Descargue desde el sofá VeraDirect de la App Store de Apple o Google Play. Visite [veradirect.com](http://veradirect.com) para obtener más información.

# DENTAL & VISION COVERAGE

## Our Dental Plan



DENTAL PLAN FEATURES	PLAN BENEFITS
<b>Calendar Year Deductible</b> Individual Family	\$25 \$75
<b>Maximum Annual Benefit (per person):</b>	<b>\$1,500</b>
<b>Preventive Services (deductible waived):</b> Exams, Cleanings, X-rays & Fluoride Treatments	<b>Your Responsibility = 0%</b>
<b>Restorative Services:</b> Fillings, Simple Extractions, Space Maintainers, Root Canal, Periodontal, Emergency Treatments	<b>Your Responsibility = 20%</b>
<b>Major Services:</b> Crowns, Bridges, Implants & Dentures	<b>Your Responsibility = 50%</b>
<b>Orthodontia (children and adults):</b>	<b>Lifetime Benefit = \$1,500/person</b>

Dental benefits are offered through Anthem Blue Cross. Your dental plan uses the Dental Complete network.

**Please note:** Out-of-network dental services are subject to Usual, Reasonable and Customary (UCR) fees. UCR fees may mean additional costs to you if your dentist charges above the carrier contracted fees for services (“balance billing”). Seeking care from an in-network dentist ensures no balance billing.

## Our Vision Plan



VISION PLAN	Anthem BlueView Vision	
	In-Network	Out-of-Network
<b>Service</b>		
<b>Eye Exams:</b>	<b>Copay \$20</b> then covered at 100% (Every 12 months)	Up to \$50
<b>Eyeglass Lenses:</b>	<b>Copay \$0</b> (combined with exam) Single vision, lined bifocal or trifocal lenses Polycarbonate lenses for dependent children (Every 12 months. Additional lens options available. Please see benefits summary for additional associated costs.)	Single vision - up to \$50 Lined bifocal - up to \$75 Lined trifocal - up to \$100
<b>Frames:</b>	<b>\$150 Maximum Allowance</b> 20% additional discount over allowance	Up to \$70
<b>Contact Lenses:</b> in lieu of glasses	<b>Copay up to \$60</b> \$150 Maximum Allowance (includes fitting & evaluation) (Every 12 months)	Up to \$105

If you enroll in the Amy’s Medical Plan, you are automatically enrolled in vision care coverage.

**Please note:** Benefits listed are covered every 12 months, not every calendar year. For example, if you have an eye exam on April 1, you will be eligible for your next eye exam on April 1 of the following year.

### All-in-one Anthem ID Card—

All Anthem plan information will be on one ID card. This makes it easy for you to access all medical, prescription, vision and dental information in one place.

# FLEXIBLE SPENDING ACCOUNTS



## Amy's offers two flexible spending accounts (FSAs).

The Health Care and Dependent Care FSA plans administered by ISolved allow you to use pre-tax dollars to pay for IRS-qualified health and dependent care expenses. Eligible employees may participate in one or both of the FSA accounts. Each year, you decide how much to contribute to your FSA on a pre-tax basis. The annual amount you elect is deducted from your paycheck in equal amounts each pay period. As you incur eligible expenses during the year, you may use your debit card or request reimbursement from the plan administrator from the appropriate account.

### Health Care Flexible Spending Account (HCFSA)

The Health Care FSA allows you to pay for certain health care expenses that are not covered or only partially covered by your health care plans (medical, dental, vision and prescription drug). You can use your health care FSA dollars for:

- Copays for office visits
- Copays for prescription drugs
- Deductibles (if applicable)
- Over-the-counter medications
- Laser eye surgery
- Orthodontia

There are certain IRS-approved household items, such as Band-Aids, sunscreen, feminine care products, first aid supplies and much more! For additional information and to view an exhaustive list of expenses, visit [benefits.filice.com/amys](http://benefits.filice.com/amys).

Eligible expenses incurred by you or any of your eligible dependents may be claimed on your federal income tax return. You may contribute up to the annual plan maximum per year to the Health Care FSA. The plan maximum is announced annually during Open Enrollment. You will receive a debit card to use at participating vendors. This card will only work for eligible FSA expenses.

#### Out-of-Network Expenses & the FSA

We highly encourage health plan members to seek care from in-network providers as this helps keep your out-of-pocket costs lower. If you do obtain services that are out-of-network due to necessity or preference, you can use your FSA dollars to help pay for the patient responsibility that the health plans do not cover.

### Dependent Care Flexible Spending Account (DCFSA)

The Dependent Care FSA is designed for people who need dependent care so that they can work. You are eligible to participate if you are single or married. However, if you are married, your spouse must either work or go to school full-time, or be unable to care for your dependents due to a disability in order for you to be eligible for the Dependent Care FSA.

Dependent care can be for your children, spouse or parents. The dependent must live with you and be claimed as a dependent on your federal income tax return. You may contribute up to the allowed annual plan maximum per year to the Dependent Care FSA. The plan maximum is announced annually during Open Enrollment.



## IMPORTANT IRS RULES RELATED TO FSAs

- **Amy's has modified the Health Care FSA "use-it-or-lose-it" provision to allow up to a \$570 rollover of FSA funds to the following plan year. Your rollover amount is not available until April 1 of the following year.**
- **You cannot change or stop your contributions to the FSAs during the year unless you have a qualifying change in status (see page 3 for more information on status changes).**
- **Money cannot be transferred between accounts. For example, you cannot use your Dependent Care FSA for health care expenses or vice versa.**
- **You have 90 days after the end of the plan year to submit claims for expenses incurred in the prior year. Your rollover amount from the previous year is not available until the end of this 90-day period as described above.**

# LYRA BEHAVIORAL & MENTAL HEALTH



Amy's provides an employer-sponsored behavioral, mental, and emotional wellness benefit to all benefits-eligible employees working 24 or more hours per week, as well as your eligible dependents, available through Lyra Health. This benefit was put in place to enhance Amy's *Taking Care of the Whole You*. All Lyra coaches and therapists have been vetted for their expertise, effectiveness and evidenced-based practices. Lyra practices culturally-responsive care, meaning they see, respect and celebrate the aspects that make each member unique.

You and your eligible dependents can receive up to **16 free sessions** per year with a Lyra therapist or coach. Services are provided by contacting Lyra's Care Team at the phone number below. Your eligible dependents age 2 and up are eligible for services. You can begin accessing Lyra services as of your date of hire with Amy's.

## How Members Access Care— *get started in just 5 minutes!*

Visit: [amys.lyrahealth.com](https://amys.lyrahealth.com)  
 Call the Care Team 24/7/365: 877-500-3244\*

\*If you do not have an email address or prefer to speak to someone in a language other than English, such as Spanish or Vietnamese, please call the phone number above.

- Guided Self-Care and Coaching are offered via live video
- Therapy is offered in-person or via live video and messaging



## How Lyra Works

### 1. Share what you are experiencing.

Getting started with Lyra only takes 5 minutes. Call (877) 500-3244 and complete a telephonic questionnaire through Lyra's Care Team. You can also complete on the Lyra mobile app and website.

### 2. Review available care options.

Based on the questionnaire, Lyra will match you with the right care option(s) based on your individual needs.

### 3. Choose your provider.

Lyra has over 6,000 providers. You can meet with them right away by scheduling an appointment. Appointments are available during the day, evenings and the weekend to ensure you find a time that works best for you.

## WHAT LYRA CAN SUPPORT YOU WITH

- Parent & caregiver stress
- Safe space for children and teens
- Anger management
- General anxiety & depression
- Situational anxiety
- Drug & alcohol use
- Work stress & burnout
- Relationship challenges
- Grief & loss
- Work Life Services:
  - Legal services
  - Financial & tax services
  - Dependent care referrals 24/7
  - Identity theft



### Lyra Essentials

- Access through the Lyra app or on the web
- Tap into guided meditations, videos, and mindfulness tactics



### Lyra Guided Self-Care

- Meet with your Lyra coach for a live video session
- Your coach will craft your personalized 6-week care plan



### Lyra Coaching

- Connect with your coach via live messaging or video
- Meet on a recurring basis to develop skills and strategies to support your mental & behavioral health



### Lyra Therapy

- Available virtually or in-person
- Lyra therapists must practice evidence-based techniques proven to reduce your symptoms

Wellness & Preventive Care

Moderate Care

Complex



You are automatically enrolled in this coverage.

Amy's provides all eligible employees with Basic Life and Accidental Death & Dismemberment (AD&D) Insurance through Prudential at no cost to you. As a benefits-eligible employee, you are automatically enrolled in this coverage on the 1st of the month following or coinciding with 45 days from your date of hire. Be sure to complete beneficiary information at time of enrollment and update your information as appropriate.

## Basic Life Insurance

**Hourly Employees:** In the event of your death, this plan pays your beneficiary a benefit of \$50,000.

**Exempt\*:** In the event of your death, this plan pays your beneficiary a benefit equal to one times your annual base salary to a maximum of \$200,000.

## Basic AD&D Insurance

**Hourly Employees:** In the event of your accidental death, this plan pays your beneficiary an additional benefit of \$50,000.

**Exempt\*:** In the event of your accidental death, this plan pays your beneficiary an additional benefit equal to one times your annual salary to a maximum of \$200,000.

If you are seriously injured as the result of an accident (for example: lose your eyesight, paralysis), this plan will pay a partial benefit to you.



\*If an employee classified as exempt makes less than \$50,000 annually, this plan pays a minimum benefit of \$50,000.

## Travel Assistance Program

Prudential provides employees with 24-hour, 365-days-a-year travel assistance whenever you or your family members are travelling domestically or internationally 100+ miles from home. This service is brought to you by IMG Travel Assistance. Services include but are not limited to:

- **Medical assistance services**
- **Prescription transfer and shipping**
- **Pre-trip assistance and cultural information**
- **Lost document and baggage or passport**
- **Bail bond services**
- **Emergency transportation services, such as emergency evacuation, repatriation, family or friend travel arrangements and return of dependent children.**
- **Medical referrals and telemedicine**
- **Translation or interpreter service**
- **Urgent message relay on your behalf to your family and friends**
- **Emergency cash**
- **Locating legal service**

## Income Protection



Just in case you become ill or injured and are unable to work.

If you become ill or injured and are unable to work, Amy's provides income protection benefits through Prudential at no cost to you. These benefits have been designed to protect your income in the case of either a short term disability or a longer period of disability. Please note that specific restrictions apply to these benefits. In addition, because Amy's pays for the cost of these premiums, any benefit, if received, would be taxable.

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### Short-Term Disability Insurance (STD)

STD coverage provides financial assistance if you are unable to work for a limited period of time due to an illness or injury that is not work-related. You are automatically enrolled in this coverage on the first of the month following six months of employment.

- **STD weekly benefits may replace up to 60% of your pre-disability salary, to a maximum benefit of \$1,400 per week.**
- **Your STD benefits will be offset by federal or state disability benefits so that the total benefit amount is not greater than 60% of your weekly earnings.**
- **STD benefits begin after a 7-day waiting period when your disability is due to a non-work related injury or illness.**
- **Your STD benefits may continue for up to a maximum of 25 weeks.**

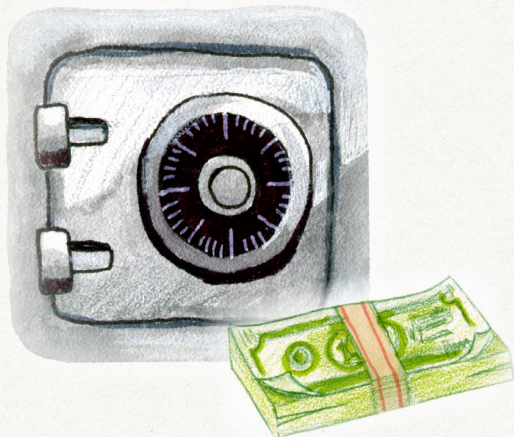
### Long-Term Disability Insurance (LTD)

LTD coverage provides financial assistance if you are not able to return to work after 180 days of disability due to an illness or injury that is not work-related. You are automatically enrolled in this coverage on the first of the month following six months of employment.

- **LTD benefits may replace up to 60% of your pre-disability salary, to a maximum benefit of \$6,000 per month.**
- **Any LTD benefits are offset by income from other sources, including Social Security or Workers' Compensation, so that the maximum monthly benefit you receive is not greater than 60% of your monthly earnings.**
- **LTD benefits begin only after you have been continuously disabled for 180 days.**

### Salary Continuation Policy

In addition to the disability coverages above, you may be eligible for a Salary Continuation Policy. This policy is designed to supplement STD benefits. Eligibility for this additional coverage is based upon your salary. For details, contact your Amy's Benefits Team at [amysbenefits@amys.com](mailto:amysbenefits@amys.com).



## Voluntary Benefits



### Voluntary Life and AD&D Insurance

You may also elect to purchase Voluntary Life and/or Accidental Death and Dismemberment (AD&D) Insurance for yourself and your eligible dependents. You must elect Voluntary Life and AD&D coverage for yourself in order to cover your spouse and/or child(ren). During your initial new hire eligibility period you/your spouse can enroll up to the Guarantee Issue Amount of the policy without Evidence of Insurability (EOI)\*.

If you or your spouse/domestic partner do not enroll in the Voluntary Life and AD&D plan when you are first eligible, you may enroll at a later date. However, ALL coverage amounts will require EOI and are subject to approval by Prudential.

Rate information is available on Amy's benefits website and on the Voluntary Life and AD&D enrollment form. Please ask your local Human Resources department or the Amy's Dedicated Bilingual People Service Center for more information.

#### Employee

- Purchase an amount between \$10,000 and \$500,000 in increments of \$10,000
- Guarantee Issue Amount: \$200,000 up to 3x your annual salary
- Maximum amount equal to five times your annual salary

#### Spouse/Domestic Partner

- Purchase an amount between \$5,000 and \$500,000 in increments of \$5,000
- Maximum amount equal to 100% of your employee-elected coverage
- Guarantee Issue Amount: \$25,000
- Benefits will be paid to the employee

#### Child(ren)

- Purchase Life/AD&D insurance for your child(ren) from ages birth to age 26 in the amount of up to \$10,000
- Benefits will be paid to the employee

\*Evidence of Insurability (EOI): Proof of good health/Evidence of Insurability (EOI), is an application process in which you provide information on the condition of your health or your dependent's health in order to be approved for coverage.



### Interest-Sensitive Whole Life Insurance

Unum's interest-sensitive whole life insurance is designed to pay a death benefit to your beneficiaries, but it can also build cash value you can use while you are living. This benefit offers an affordable, guaranteed level of premium that won't increase with age. Unlike term life insurance offered through the workplace, this coverage can continue into retirement.

**Eligible employees** must be actively at work to apply for coverage. Being actively at work means on the day the employee applies for coverage, the individual must be working at one of his/her company's business locations; or the individual must be working at a location where he/she is required to represent the company. If applying for coverage on a day that is not a scheduled workday, the employee will be considered actively at work as of his/her last scheduled workday. Employees are not considered actively at work if they are on a leave of absence.

The policies on this page, or their provisions, may vary or be unavailable in some states. The policies have exclusions and limitations that may affect any benefits payable. See the actual policy or your Unum representative for specific provisions and details of availability.

### Accident Sickness Insurance

Unum's accident insurance can pay benefits based on the injury you receive and the treatment you need, including X-rays, emergency room care and related surgery. The benefit can help offset the out-of-pocket expenses that medical insurance does not pay, including deductibles and copays.

## Access to Your Own Financial Planner



At Amy's, we care about your financial well-being. Today we are dealing with managing debt, credit, protecting assets and loved ones, identity theft, retirement and health care costs, caring for dependents who often include parents and children – where does one begin?

Amy's provides a Financial Wellness Program through Financial Finesse. You will have access to an online Financial Learning Center where you can take your confidential personal Financial Wellness Assessment. Based on your answers you'll be given a step-by-step personal action plan—just as if you had sat down with a financial planner. Follow your action plan and use the resources in the Financial Learning Center to help work toward meeting your financial goals. We encourage you and your family members to take advantage of this program!

The best part? You will have your very own bilingual Certified Financial Planner via phone. All calls are confidential, meaning that Amy's will not know that you called or what you called for, and are no cost to you. Some of the services offered:

- Basic budgeting
- Planning for college
- Buying your first house
- Debt management
- Building and maintaining good credit

Are you ready to work on your financial well-being? Let's get started!

**1. Speak to a Professional**

Talk with a Certified Financial Planner at 844-311-899.

Available Monday - Friday 6am-5pm PST

**2. Download the "Financial Finesse" App**

Use your email address and application code **amys4727** when logging in to access the Financial Learning Center.

**3. Visit the Financial Learning Center at <http://flc.im/amys>**

A great starting point is completing the assessment to build your personal action plan. This will get you on the right track based on your individual needs.

Financial Finesse App Code: amys4727

Call Toll Free (to reach your financial planner): 844-311-8994

<http://flc.im/amys>



# ABSENCE MANAGEMENT



## Amy's Provides One Simple Process to Request Leaves

Amy's complies with all state and federal regulations related to leaves of absence and partners with Tristar in order to ensure compliance. Contact Tristar to report a leave of absence.

## Who Is Responsible for Notifying Amy's Kitchen of My Leave of Absence?

It is your responsibility to follow the normal Amy's Kitchen, Inc. leave of absence reporting procedures and notify your supervisor or manager of your leave of absence in addition to notifying Tristar. **Unless it's an emergency, leaves of absence must be submitted a minimum of thirty (30) days in advance of the leave of absence.**

## How Do I Notify Tristar About a Leave of Absence?

- If you need to report a leave of absence, call Tristar at 844-702-2352 which offers bilingual service; or
- Report it online at [amys.ess-absencetracker.com](http://amys.ess-absencetracker.com). From the login page for TRISTAR Self-Service, Register a new account with your work email. (You will receive an email from AbsenceSoft to create a password) e bottom right area of the home page. You will log in to AbsenceTracker. To create a new case you will click on the icon "New Request". Once you complete the request a specialist will reach out to you within two business days to discuss your case

# PAID HOLIDAYS

Regular full-time and part-time employees (working a minimum of 24 hours per week) are entitled to the following paid holidays:

- New Year's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day



# OTHER AMY'S BENEFITS

## Scholarship Program

Amy's promotes and fosters college-level education for the children of our employees through a Scholarship Program. This program, which started in the year 2000, has granted thousands of dollars in college scholarships. Applications for scholarships are distributed in the spring of each year. We encourage all employees who have completed 12 months of employment and who have children attending or preparing to attend college to apply for this program.

## Employee Discount Program for Amy's Food

Amy's offers our employees discounts on Amy's products. For more information on the company discount program, contact Human Resources.

## Amy's Education Assistance Program

Amy's recognizes that the skills and knowledge of our employees are critical to the success of the company. The Educational Assistance program encourages personal development through formal education and assists employees with improving job-related skills or enhancing their ability to advance to another position within Amy's. All regular full-time employees who have been employed by Amy's for at least 6 months may apply for Educational Assistance. Approved courses are eligible for reimbursement of up to \$2,000 per calendar year. For more information, contact your local Human Resources department.

# RETIREMENT SAVINGS PLAN

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A convenient, tax-advantaged way to save for your future

## 401(k)

The Amy's 401(k) Plan provides you with a convenient, tax-advantaged way to save for your future and build on your long-term retirement goals.

- You are automatically enrolled at 3% on your first day of employment, and you will receive a welcome packet via mail.
- You can opt out within your first 90 days of hire.
- Beneficiary information is completed online with Transamerica at [www.ta-retirement.com](http://www.ta-retirement.com).
- Includes an employer match (see details below).
- 1% salary deferral is automatically applied after your first year of employment. See details included in the Step Up Program section below.
- You may change your investment options anytime.

As a new hire, you may elect the percentage you wish to contribute each pay period and choose the investment accounts you wish to invest in. If you do not select a percentage or investment, Amy's will automatically enroll you at 3% and your funds will be automatically deposited into the default investment account. If you do not choose to enroll in the company-sponsored 401(k) on your date of hire, you may elect to do so at the start of each quarter by contacting your local Human Resources department or by visiting [www.ta-retirement.com](http://www.ta-retirement.com).

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## Step Up Program

This program is part of the automatic enrollment process where you are enrolled automatically at 3% upon date of hire. Amy's automatically increases your salary deferral from 3% to 4% on the first of the year after completing one year of employment.

- **2022 hires step up 1/1/2024**
- **2023 hires step up 1/1/2025**

Amy's will again automatically step up from 4% to 5% the following year, and the last step up will be 5% to 6%. This will only be done if there are no changes made to participation by the employee since hire date. Contact Human Resources for more information regarding the 401(k) Plan, requests for enrollment, loans from your 401(k), changes to contributions and investment selection changes you wish to make.

You can also visit: [www.trretire.com](http://www.trretire.com) or call: 800.755.5801.

## Important features of the 401(k) plan include:

- You can contribute between 1% and 100% of your eligible compensation, up to the IRS annual maximum. If you are age 50 or older, you may also make "catch-up" contributions.
- Once you have been employed by Amy's for twelve consecutive months and you have worked at least 1,000 hours during these twelve months, you will be eligible to participate in the matching feature of the plan. The matching feature of the plan means that Amy's will match your 401(k) contribution in the following manner: 100% of your first 3% contribution to the plan and 50% of your next 2% contribution to the plan. The employer match is 100% vested.
- Your contributions are deducted from your eligible compensation before federal (and most state) income taxes are withheld from your paycheck. As a result, your taxable income is reduced so you pay less in taxes and have more take-home pay.
- You may increase or decrease your 401(k) contribution via phone or online at any time.
- You can invest your contributions in select investment funds offered by the plan. Each investment option has a varying level of risk.
- Investment fund changes are allowed at any time.
- Rollovers from other qualified retirement accounts, including Individual Retirement Accounts (IRAs), are permitted.



# BENEFIT CARRIER CONTACTS

Scan to  
access your  
benefits  
website



A quick reference guide

PLAN	PHONE	WEBSITE/EMAIL	POLICY NUMBER
<b>MEDICAL</b>			
Administered by: Anthem Blue Cross	800-227-3771	www.anthem.com	L03541
<b>AMY'S FAMILY HEALTH CENTER</b>			
VeraDirect - Telehealth Available 24/7	To access, visit:	verawholehealth.com/veradirect	
Vera After-Hours Care:			
Santa Rosa Health Center	707-526-3180		
White City Health Center	541-600-4610		
Pocatello Health Center	208-810-4715		
<b>DENTAL</b>			
Anthem Blue Cross	844-729-1565	www.anthem.com	L03541
<b>VISION</b>			
Anthem Blue Cross	866-723-0515	www.anthem.com	L03541
<b>FINANCIAL WELLNESS PROGRAM</b>			
Financial Finesse	844-311-8994	flc.im/amys	N/A
<b>LYRA BEHAVIORAL &amp; MENTAL HEALTH</b>			
Lyra Care Team	877-500-3244	amys.lyrahealth.com	N/A
<b>TRAVEL ASSISTANCE</b>			
Travel Assistance—IMG Global	855-847-2194	www.imglobal.com / assist@imglobal.com	N/A
<b>FLEXIBLE SPENDING ACCOUNTS (FSA)</b>			
iSolved	866-370-3040	infinconsumer.lh1ondemand.com fbamail@iSolved.com	CN176191
<b>LIFE, AD&amp;D AND DISABILITY</b>			
Prudential Basic Life & AD&D	800-524-0542		
Prudential Voluntary Life & AD&D	800-524-0542	www.prudential.com	70368
Prudential Short & Long-Term Disability	877-367-7781		
<b>LEAVE OF ABSENCE REPORTING</b>			
Tristar	844-702-2352	amys.ess-absencetracker.com	
<b>401(k) PLAN</b>			
Transamerica	800-755-5801	www.trsrretire.com	QK63038
<b>WHOLE LIFE &amp; ACCIDENT</b>			
Unum	800-635-5597	www.unum.com	R0118208

## AMY'S BILINGUAL PEOPLE SERVICE CENTER

541-414-6131

peoplehelp@amys.com

Amy's Extension 7762

## AMY'S BENEFITS WEBSITE

benefits.filice.com/amys



We love to  
Cook for you®

Amy's®

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