

**UPDATE TO IMPORTANT NOTICE:**  
**THE PUBLIC HEALTH EMERGENCY ENDS ON MAY 11, 2023**

Effective May 11, 2023, the National Emergency Period that was declared due to COVID-19 has ended. Starting May 12, 2023, some of the temporary rules and extensions will no longer apply and this Temporary Extension Notice is no longer applicable. If you have any questions regarding your medical or prescription drug coverage, please contact the AGBenefits Advisors at (800) 397-9249. If you have any COBRA questions, please contact the AGBenefits Service Center at (877) 213-6240.

**IMPORTANT NOTICE:**  
**TEMPORARY EXTENSIONS UNDER THE AMERICAN GREETINGS INSURED**  
**WELFARE BENEFITS PLAN, AMERICAN GREETINGS WELFARE BENEFITS**  
**PLAN AND THE AMERICAN GREETINGS CORPORATION CONSOLIDATED**  
**WELFARE BENEFITS PLAN DUE TO COVID-19**

Effective March 1, 2020, due to the COVID-19 National Emergency, there are new rules that temporarily extend some of the deadlines under the American Greetings Insured Welfare Benefits Plan (plan number 502) and the American Greetings Corporation Welfare Benefits Plan (plan number 555) prior to March 1, 2023 and the American Greetings Corporation Consolidated Welfare Benefits Plan (plan number 556) on or after March 1, 2023. The events subject to the extensions may be described in the Plan's Summary Plan Descriptions (SPDs), summaries/booklets provided by the insurance carriers, or other materials that further describe benefits available under the Plans.

The extensions apply to the following events:

1. **Coverage Continuation (COBRA)**
  - the requirement to notify the Plan of the occurrence of certain qualifying events;
  - the period for eligible individuals to elect COBRA coverage; and
  - the period COBRA premium must be paid
2. **HIPAA Special Enrollment Rights** - the requirement to notify the Plan of the request for special enrollment
3. **Claims and Appeals** - the periods to file a claim, an appeal or request an external review

Under the rules related to the extensions, the above referenced periods must disregard the "Outbreak Period" when determining the deadline applicable to the event. The "Outbreak Period" is the period beginning on March 1, 2020 and ending sixty (60) days after the announced end of the COVID-19 National Emergency. As of the date of this notice, the end date of the National Emergency has not been announced. Therefore, at this time, the Plan will not be able to calculate a specific deadline for any of the applicable events.

Below is a summary of the events subject to extension and how the extension applies for illustrative purposes.

**CONTINUATION COVERAGE – COBRA**

Extension for Notifying the Plan of a COBRA Qualifying Event

Notification must be given to the Plan when certain COBRA qualifying events occur that cause a loss of coverage, such as a divorce or legal separation, or a dependent child no longer meeting the Plan's eligibility rules. Generally, the notification to the Plan must be given within 60 days of the event that causes a loss of coverage. During the temporary extension, the time during the Outbreak Period must be disregarded when calculating the 60-day period.

Example. On April 3, 2020, an event occurs which requires an individual to notify the Plan. For the purposes of this example, the National Emergency ends on June 30, 2020. In this case, the

Outbreak Period ends on August 29, 2020 (sixty (60) days after the National Emergency ends). The individual has until October 28, 2020 (sixty (60) days after the Outbreak Period) to notify the Plan.

#### Extension for Electing COBRA

Generally, individuals eligible for COBRA must elect to continue coverage within 60 days of receiving the COBRA Election Notice. Under the temporary extension, the time during the Outbreak Period must be disregarded when calculating the 60-day period.

Example: Individual receives COBRA election notice on May 1, 2020. For the purposes of this example, the National Emergency ends May 31, 2020. In this case, the Outbreak Period ends on July 30, 2020 (sixty (60) days after the National Emergency ended). The COBRA eligible individual has until September 28, 2020 (sixty (60) days after the Outbreak Period) to elect COBRA.

#### Extension for COBRA Premium Payment

Individuals who elect COBRA have up to 45 days after the initial COBRA election to make the first COBRA premium payment. After the first payment, COBRA premium is due the first of the month of the applicable coverage period. If the premium is not paid by the first of the month, there is a grace period of up to 30 days. During the temporary extension, days during the Outbreak Period cannot be counted when determining the premium due date.

Example: Individual was receiving COBRA as of March 1, 2020 and has already made the initial COBRA payment. Monthly payments are due by the first of the month. The Plan allows a 30-day grace period to pay COBRA premium. The individual timely paid the February 2020 COBRA premium. For the purposes of this example, the National Emergency ends on April 30, 2020. In this case, the Outbreak Period will end on June 29, 2020 (sixty (60) days after the National Emergency ended). The individual has until July 29, 2020 (thirty (30) days after the Outbreak Period) to pay the COBRA premium for March, April, May and June 2020. Payments received for these months by July 29, 2020 are timely and the individual is eligible to receive coverage during this entire period even though the premium payments may not be received until July 29, 2020.

It is important to note that during the temporary extensions, claims will not be paid until COBRA coverage is elected and the COBRA premium has been paid. COBRA coverage that is timely elected and COBRA premium timely paid in accordance with the new extension rules may be retroactively effective.

#### **HIPAA SPECIAL ENROLLMENT**

Eligible employees generally have 30 days to request special enrollment (for him/herself, a spouse, or dependent child) if the individual loses coverage due to a loss of eligibility (and coverage was not elected under the Plan when the individual was first eligible due to the other coverage), or a new dependent is gained through marriage, birth, adoption or placement for adoption. Additionally, special enrollment may be requested within 60 days of a loss of eligibility for a state's Children's Health Insurance Program (CHIP) or Medicaid, or upon new eligibility for a premium assistance subsidy under Medicaid or CHIP.

During the temporary extension, the Outbreak Period may not be counted when determining the 30 or 60- day period an individual has to request special enrollment.

Example: John married Beth on May 1, 2020. John wishes to add Beth as a spouse under the Plan's medical benefit. For the purposes of this example, the National Emergency ends July 31, 2020. In this case, the Outbreak Period ends September 29, 2020 (sixty days after the end of the National Emergency). John has until October 29, 2020, thirty (30) days after the end of the Outbreak Period to add Beth to medical benefit. If he adds Beth before the October 29, 2020 deadline, coverage will be retroactively effective back to May 1, 2020 and John is required to pay any required contribution for spouse coverage as of the effective date of Beth's coverage.

## **CLAIMS AND APPEALS**

Under the Plan, an initial claim for benefits must be filed within a certain period. If a claimant receives an adverse benefit determination and wants to file an appeal, the appeal must be filed within a specified period. Also, if timely requested, a claimant may request a special external claim review under certain circumstances. The time periods applicable to filing claims and appeals may vary depending on the type of claim filed and are further described in the SPD and the summaries/booklets that describe the benefits.

During the temporary extension, the Outbreak Period may not be counted when determining the time limits applicable to filing a claim, an appeal or requesting an external review.

Example 1 - Claim incurred before the Outbreak Period: An employee covered under the medical benefit receives medical treatment on January 31, 2020. Under the medical benefit claim rules, claims must be submitted within 365 days of the date of service. For the purposes of this example, the National Emergency ends October 31, 2020 and the Outbreak Period ends December 30, 2020. The twenty-nine days before the start of the Outbreak Period (that calculated during February 2020) may be counted toward the claim submission deadline. The remaining 336 days (365 days – 29 days) will count toward the claim submission period after the end of the Outbreak Period. In this case, the employee has until December 1, 2021, 336 days after the end of Outbreak Period, to submit the claim.

Example 2 - Claim incurred during the Outbreak Period: A covered employee receives medical treatment on May 31, 2020. Under the medical benefit claim rules, claims must be submitted within 365 days of the date of service. For the purposes of this example, the National Emergency ends October 31, 2020 and the Outbreak Period ends December 30, 2020. In this case, the employee has until December 30, 2021, 365 days after the end of Outbreak Period to submit the claim.