

Benefits of Caring

Spring 2026 newsletter



How can we help? A look at Catholic Health's 2026 benefits offerings.

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Resources for Employee Navigation, Engagement & Well-Being (RENEW) is a free comprehensive health and wellness resource that helps Catholic Health employees and their families get the most from their benefits.

It isn't always easy to navigate health care. That's where a RENEW Wellness Navigator can help. You can contact a Wellness Navigator if you are enrolled in a Catholic Health Medical Plan.

You might need a Wellness Navigator if:

- You have a health condition that places you at high risk of developing more serious health issues.
- You have a chronic health condition, requiring several specialists to work together.
- You experience a severe health episode and suddenly need to find new services you've never used before.
- You were recently discharged from a hospital and have questions about your care.

When you enroll in RENEW, you and your covered family members access personalized support to achieve wellness goals and help manage the cost and coordination of complex care. You work with a Wellness Navigator and your providers to receive coordinated, cost-effective and high-quality care. Wellness Navigators help set goals, build good habits and guide you through the health care system.

Your RENEW Wellness Navigator is employed by Catholic Health. Wellness Navigators adhere to Catholic Health's Privacy and HIPAA policies. Only authorized care team members directly involved in your care will have access to your information.

Testimonials:

- A Catholic Health Medical Plan member couldn't get an appointment with an in-network endocrinologist in under a year. The RENEW team connected her with a Tier 1 endocrinologist for a timely appointment—which she appreciated!
- A Catholic Health Medical Plan member was very concerned for her dependent's mental health. The RENEW Wellness Navigator was able to connect her with behavioral health services to assist with stress and anxiety. The plan member contacted the Wellness Navigator the next day to express her gratitude—and she fully enrolled her dependent in much-needed services.
- A Catholic Health Medical Plan member was having difficulty getting a necessary specialty infusion. The RENEW Wellness Navigator worked with My CHS Rx and the pharmacy pre-authorization department to facilitate delivery and infusion of the medication on time. The member expressed great satisfaction and called the program a "blessing".

Learn more:

If you or a covered family member can benefit from working with a Wellness Navigator, call **(631) 465-4300** or email renew@chsli.org.

More information is available under the LiveWell section of the Catholic Health intranet.

Benefit spotlight on MetLife Hospital Indemnity Insurance

MetLife Hospital Indemnity insurance provides extra financial protection alongside your medical coverage when serious health events happen.

Hospital Indemnity Insurance pays a set cash benefit for covered hospital stays to help with bills your medical plan doesn't fully cover. It pays a benefit for admission to the hospital, as well as a daily benefit while you are confined or receiving inpatient rehabilitation.

- In 2026, the Hospital Indemnity Plan now pays you an additional \$250 benefit if you are hospitalized at a Catholic Health hospital.
- For those enrolled in a Catholic Health Medical Plan, you may not need to file claims with MetLife. You will automatically receive this benefit for eligible claims.

About this plan:

MetLife Hospital Indemnity Insurance is voluntary, employee-paid and portable if you leave Catholic Health or retire. Catholic Health does not sponsor or subsidize this plan. The plan is designed to supplement your existing medical coverage and **it is not a substitute for medical insurance.**

More information on the MetLife Hospital Indemnity plan is available on the benefit portal, mychbenefits.org, under the Important Resources box.

Where should you go first?

Choosing between urgent care or the emergency department

Urgent Care

An urgent care visit can take 60 minutes or less.

Visit Urgent Care for minor or non-life-threatening conditions, including:

- Cold or flu
- Fever, cough or sore throat
- Mild headache or migraine
- Minor ear/eye infections
- Minor allergic reactions, asthma attacks or rashes
- Moderate vomiting and diarrhea (gastroenteritis)
- Urinary tract infections (painful urination)
- Minor cuts or wounds requiring stitches
- Minor burns
- Minor orthopedic injuries, sprains and strains
- Insect bites
- Toothache

Open every day, walk-ins welcome:

- Monday – Friday, 8 am – 8 pm
- Saturday & Sunday, 9 am – 4 pm

Urgent Care at Centereach

(631) 468-6900

2112 Middle Country Road
Centereach, NY 11720

Urgent Care at Melville

(631) 301-3007

610 Broadhollow Road
Melville, NY 11747

Urgent Care at Ronkonkoma

(631) 301-3012

3 Hawkins Avenue, Unit #1106
Ronkonkoma, NY 11779

Emergency Department

An Emergency Department visit might take two hours or more.

Go to an Emergency Department for major or life-threatening conditions, including:

- Possible heart attack (pain, pressure or tightness in chest, arm, jaw, neck or back)
- Loss of consciousness
- Possible stroke (numbness on one side of face, arm or leg; difficulty speaking; confusion)
- Seizure
- Traumatic injury
- High fever with stiff neck, mental confusion or difficulty breathing
- Severe shortness of breath or abdominal pain
- Coughing up or vomiting blood
- Wounds that won't stop bleeding
- Severe burns
- Suspected poisoning or overdose of alcohol or drugs
- Orthopedic injuries causing severe pain or swelling
- Severe headache or head injuries
- Severe abdominal pain, vomiting, diarrhea or dehydration
- Children under four months who need care
- Pregnancy issues/ complications

All Catholic Health hospitals have 24-hour, seven-days-a-week emergency departments:

Good Samaritan

University Hospital

1000 Montauk Highway
West Islip, NY 11795

Mercy Hospital

1000 North Village Avenue
Rockville Centre, NY 11570

St. Charles Hospital

200 Belle Terre Road
Port Jefferson, NY 11777

St. Catherine of Siena Hospital

50 NY-25A
Smithtown, NY 11787

St. Francis Hospital & Heart Center

100 Port Washington Boulevard
Roslyn, NY 11576

St. Joseph Hospital

4295 Hempstead Turnpike
Bethpage, NY 11714



Here to help!



The Employee Benefits Center

- Do you want to learn more about the benefits available to you?
- Do you need help finding a network provider?
- Are you ready to enroll?
- Want to order a new or replacement ID card?
- Have you had a recent life event like marriage, birth of a child, etc., and you need to add your new dependent(s) to your coverage?

The Employee Benefits Center can answer these questions and more, courtesy of our partner Baker Tilly. Reach out however you feel most comfortable:

Call

(877) 87MYBEN

(877) 876-9236

Hours: M–F, 8 am – 8 pm ET

Chat online

Visit the Employee Benefits Center and hit the “Chat” button

Hours: M–F, 8 am – 8 pm ET

Email any time

employeebenefits@bakertilly.com

TruePlan Benefit Advisors

- Are you considering taking a loan from your retirement plan?
- Do you need to explore whether a hardship withdrawal from your retirement plan makes sense?
- Do you have old retirement accounts from previous employers and want to roll them into your current plan?
- Are you unsure if you’re saving enough for retirement and would like a review of your contribution rate and projected retirement income?
- Have you experienced a major life event (marriage, divorce, birth, or death in the family) and need guidance on your retirement strategy?

TruePlan (formerly HANYS) offers a team of retirement and employee benefit professionals to help you make informed decisions about your workplace retirement plan. They focus on practical, one-on-one guidance. You can reach out:

Call or schedule a chat:



Kentrel Herbert

(631) 495-0318

calendly.com/hbsedu4/kentrel



John Rosenfeld

(914) 907-3791

calendly.com/hbsedu6/john

What to do when things change

What is a qualifying life event and how does it affect your benefits?

Once you have made your enrollment choices for the new plan year, you generally cannot make any changes until the next annual open enrollment period.

However, you may make certain changes if you have a status change—called a qualifying life event, or QLE for short. A QLE is an event that makes you or a member of your family newly eligible (or ineligible) for some benefits.

Below are examples of qualifying status changes and life events—this list is not comprehensive!

- Your legal marital status changes (i.e.: marriage or divorce)
- You increase or decrease your number of dependents (i.e.: birth, death, adoption or placement for adoption).
Newborns are not automatically added to coverage.
- Your dependent child is no longer eligible for coverage according to the terms of the plan (exceeds age limitations). Our medical, dental and vision plans cover dependent children until the end of the year in which they turn age 26.
- A court decree orders that you must provide health coverage for your dependent.
- Coverage under your spouse's plan is significantly curtailed or ceases.
- You, your spouse, or your dependent child begin or terminate employment, or your spouse or dependent child switches from full-time or part-time employment (or vice versa) and you, your spouse or dependent child becomes or ceases to be eligible for coverage.
- You switch from full-time to part-time employment (or vice versa). Benefit changes become effective the first of the month following this type of change.
- Your spouse or dependent child(ren), who formerly was not a resident of the United States, arrives in the United States.

If you have a qualified status change or life event, you must report your event at mychbenefits.org or by calling Baker Tilly at (877) 876-9236 within 31 days of the event.

You must also send in documentation with proof of the event (i.e. proof of gain/loss of other insurance, marriage certificate, death certificate, etc.). Failure to report this within the designated time frame will result in no coverage until the next open enrollment period.

Don't forget to verify dependents you are covering on your plan

Dependents who are enrolled in the medical, dental or vision coverage must be verified as your legal dependent.

Eligible dependents are: your spouse, children (natural, legally adopted, stepchildren, eligible foster children) under the age of 26, and biological grandchildren (considered a “qualifying relative” under the Internal Revenue Code).

Whenever you newly enroll a dependent under the medical, dental or vision plan, you must provide the required dependent documentation in order for your dependent to be covered.

For more information on the types of documentation required for each dependent, visit the benefit portal at mychbenefits.org and navigate to the **Enrollment Eligibility** section.

Or, contact Baker Tilly at **(877) 876-9236**.





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Questions about your voluntary benefits?

Catholic Health now has a dedicated call center to answer your questions about these voluntary benefits:

- MetLife Accident
- MetLife Critical Illness
- MetLife Hospital Indemnity
- MetLife Legal
- Allstate Identity Protection

**Call (866) 554-8713
for the Voluntary Benefits
Specialist Call Center.**

