



t11/28/2022

To: All Jan-Care Ambulance, Inc. Employees:

On November 22, 2022, the Benefits Department at EIN made the decision to extend the deadline for open enrollment due to ongoing system wide technical issues that were being experienced amongst all EIN clients. This included all Jan-Care Ambulance, Inc. team members.

The following language was shared via email from EIN;

- ***“The deadline for open enrollment has been extended from Wednesday, November 23rd to Friday, December 2nd”***
- *“We (EIN) would like to apologize for the technical errors and the frustration that comes with them and assure you we are working with Prism to fix them as soon as possible”*
- *“Please note that we (EIN’s Benefit Department) are returning calls and emails in the order they are received and will get back to you as soon as we can. We appreciate your patience and understanding.”*

As of 11:00 am on 11/28/2022, Jan-Care is at almost a 90% completion rate. For those of you that have not logged into Prism to select or waive benefit elections now have a second chance to do so. Anyone that wishes to log in to Prism and make any edits will have the ability to do so up until Friday, December 2nd.

I personally want to say thank you to everyone for their cooperation in completion of open enrollment, it is an extremely important time that is only added on to everyone’s busy schedule. We successfully reached our completion goal ahead of the original deadline!

Thank you,

Brent Osborne

Director of Human Resources

Jan-Care Ambulance, Inc.