

Delta Air Lines 2011 Open Enrollment Plan

October 20 – November 18, 2010

2011 Open Enrollment Communication Plan

→ Highlights Magazine - Week of September 20th

→ Website Launch Initial Launch – Starting Week of September 20th

- Week of September 20, 2010 - Updated 2011 Summary Plan Descriptions (SPDs) will be posted (“Benefit Handbooks”)
- Week of October 11, 2010 – Additional information will be posted on the website including a recorded open enrollment meeting and the presentation used at the meeting.
- October 20, 2010 – Add a link to Benefits Direct & decision support tools. These tools designed to provide employees with personalized data and the ability to compare benefits available under the various plan options.

→ Open Enrollment Road Show Tour - October – November 2010

→ 2011 Open Enrollment Webinar Sessions - October 2010

→ Enrollment Election Event - October 20th to November 18th (Active & Retiree)

→ Decision Support Tools - Various

- Health Plan Evaluator
- Flexible Spending Account (FSA) and Health Savings Account (HSA) Calculator
- Life Insurance Calculator
- Medical Treatment Cost Estimator (NEW)

→ Employee Reminder Communication - October – November 2010

→ Confirmation Statement Notifications - Date: Varies (NEW)

→ Benefit ID Cards - Date: December 31, 2010 (MAILED FOR CHANGES ONLY)

→ Cutover to Benefit Plan Year - January 2011

2011 Enrollment Process Improvements

- 2011 Delta Employee Service Center (ESC) support
- Summary Plan Descriptions
- Family members Pre-Populated in Enrollment System
- Dual Eligibility
- Retiree premiums