

# Frequently Asked Questions (FAQs) for Auziros

Effective January 1, 2022, Auziros will move to Okta's benefits program, and all employees will have the same benefits moving forward. Your current Auth0 benefit plans will end on December 31, 2021.\*

During Open Enrollment (November 1 – 15), we encourage you to review your new benefit options and enroll in the plans and programs that will best support your needs through 2022.

While benefits will change next year, Okta's plans include the same types of plans and coverage that you're used to, often with increased or enhanced coverage.

This FAQ answers questions about the transition to Okta benefits.

For details about all of Okta's benefits, go to [rewards.okta.com](https://rewards.okta.com). You can also review the [Auth0 enrollment summary](#) and [transition guide](#), and [see comparisons of Auth0's current plans to Okta's plans](#) to better understand how it will work to move to Okta's benefits.

\*Your eligible claims incurred through December 31, 2021, would still be covered in accordance with your Auth0 plans, even if filed after December 31, 2021.

# What you need to do

## 1. How do I enroll?

To enroll:

- Go to the Auth0 Workday app on your Okta dashboard
- Open the Open Enrollment task in your Workday inbox to get started (available November 1)
- Be sure to complete your enrollment by November 15, 2021

## 2. Can I enroll my qualified dependents for coverage?

Yes. Review each dependent's date of birth, Social Security number, and address. You will need this information to complete the enrollment process through Workday.

## 3. What happens if I don't take action during Open Enrollment?

Open Enrollment is your only chance to enroll for 2022 benefits. If you miss the November 15 deadline, you and any eligible dependents you wish to enroll will not have benefits like medical, dental, vision, and voluntary life coverage through Okta in 2022.

Instead, you will only have company-provided benefits, such as disability coverage and basic life/accident coverage starting January 1, 2022.

## 4. I was just hired. How do I enroll for benefits?

If you were hired on or after November 1, 2021, you will need to enroll in benefits twice — once for coverage through the remainder of 2021 and once for 2022. You will receive additional instructions on the timeline to complete your enrollment for 2021 and 2022.

# Where to get information

## 5. Who can help me understand my healthcare plan options?

Contact Rightway for personalized confidential support. Experts will help you decide which plans are right for you. Visit their [website](#) or download the Rightway app.

## 6. Where do I learn more about 2022 benefits?

Okta's [total rewards website](#) has comprehensive information about all of our benefits.

During Open Enrollment, we'll also offer several webinars to explain Okta's plans and answer questions.

# Benefit details

## 7. How do Okta's plans compare to Auth0 plans?

Okta's plans include the same types of plans and coverage that you're used to, some with increased or enhanced coverage. You can review plan information with comparisons to Auth0 coverage [here](#).

Go to [rewards.okta.com](https://rewards.okta.com) to learn more.

Okta also offers great options and perks:

- [Modern Health](#)
- [Headspace](#)
- [One Medical](#)
- [OktaFIT](#)
- [Carrot fertility and adoption services](#)
- [Gradifi](#)
- [Business Travel Accident](#)
- [Personal Travel Assistance](#)
- [Auto & Home Insurance](#)
- [Grayce](#) (available starting January 1, 2022)
- [Bright Horizons child care and learning help](#)
- [Bump Boxes](#)
- [Employee Experience Marketplace](#)
- [Identity theft insurance](#)
- [Legal assistance](#)
- [Cell phone/internet reimbursement](#)
- [Okta for Good](#)

## 8. Will I receive new ID cards for healthcare coverage?

Yes, if you enroll in medical and/or dental coverage, you will receive an ID card.

VSP does not provide ID cards.

## 9. What if my ID cards don't arrive before the new plan year?

Contact your medical and dental insurance provider. You may also be able to get a digital card from their website or mobile app.

## 10. Is Blue Shield available outside of California?

Yes, the Blue Shield plans are available nationwide (except Hawaii) but are underwritten by Blue Shield of California. Outside of California the plans make use of the Blue Card national network of providers.

## 11. How do I compare the Blue Shield plan options?

Use the [EngageOne Video](#) to compare plans, get benefit details, find network providers, and learn more about programs/services.

## 12. Can I check to see if my current medical providers are in the Blue Shield Network?

Although your medical plan will change from Premera Blue Cross to Blue Shield of California, the vast majority of the providers in Premera's network are also in Blue Shield's network.

Location	Network	How to Find In-network Providers
California employees	Blue Shield's Full PPO and Full PPO Savings network	Go to <a href="https://choose.blueshieldca.com/okta">https://choose.blueshieldca.com/okta</a> to find providers.
Outside of California	Blue Shield's BlueCard network	Go to <a href="#">BlueCard's website</a> . <ul style="list-style-type: none"><li>• Enter your city and state.</li><li>• Enter OTX as "Your Plan."</li><li>• Select the type of provider you need.</li><li>• Complete your search from there.</li></ul> Call Blue Shield at 855-599-2650 if you need help.

## 13. Where is Kaiser available?

Kaiser plans are available to employees who live in the following service areas:

- California
- Colorado
- Georgia
- Hawaii
- Mid-Atlantic States (Virginia, Maryland, Washington DC)
- Oregon
- Washington

A list of Kaiser facilities can be found [here](#).

## 14. What happens if I'm undergoing long-term medical treatment?

You may be eligible for transition of care if you're currently going through long-term treatment. Long-term treatment includes being in your third trimester of pregnancy, cancer treatment, HIV treatment, dialysis, etc. This allows you to complete ongoing care with your current provider or transition smoothly to a provider in your new medical plan network. Blue Shield or Kaiser will assign a case manager who will support you throughout the transition.

- **Blue Shield:** Although your medical plan will change from Premera Blue Cross to Blue Shield of California, the vast majority of the providers in Premera's network are also in Blue Shield's network. Therefore, we anticipate most, if not all, of your ongoing care with current in-network providers will continue to be in-network through Okta's plans. Call Blue Shield at 855-599-2650 if you have additional questions.
- **Kaiser:** You may be eligible for transition of care if you're currently going through long-term treatment. Call Kaiser at 800-464-4000 for information about transition of care.

**Rightway** can help you navigate this transition. (You can also download the Rightway app.)

## 15. Do I need to use a specific pharmacy for prescriptions?

If you're in a Kaiser medical plan, you must use Kaiser pharmacies.

If you're in a Blue Shield medical plan, you can use any pharmacy, but you pay the lowest cost when you use in-network pharmacies. You can find in-network pharmacies here:

<https://choose.blueshieldca.com/okta>.

## 16. I take medication each day. Can I order a refill now so there are no issues when transferring to the new plan?

If needed, you can call Premera (your current prescription drug administrator) and ask for a vacation override to fill your prescription early. This will allow you to have medication while making the transition to Okta's plan.

Note that with both Blue Shield and Kaiser, you can use a network pharmacy to fill prescriptions for regular medication. You can also use the mail order program, but you're not required to.

## 17. Will Blue Shield or Kaiser cover my current medication?

Both Blue Shield and Kaiser have a list of drugs covered by their respective plans. There may be differences between Blue Shield's list and Premera's list, and Kaiser's list and Premera's list:

- **Blue Shield:** View [Blue Shield's plan formulary online](#).
- **Kaiser:** View [Kaiser's formulary online](#).

Note that formulary lists may change during the year.

If you have specific concerns regarding medication for a long-term health condition, you can call [Rightway](#) for additional help.

## 18. I've been approved for a certain medication. Will this approval transfer over?

It depends on the plan in which you enroll:

- **Blue Shield:** If you have authorization for a specific drug, this authorization will not automatically transfer to Blue Shield. Prior authorization and step therapy requirements are waived if you fill a script in the first 90 days (by March 31, 2022) for the medications on this [list](#).

**If your medication is on the [list](#):** Just get your prescription filled by March 31, 2022. If you do, you can fill subsequent scripts without prior authorization.

**If your medication is not on the [list](#) or you miss the March 31, 2022 deadline:** You or your physician will need to obtain **prior authorization** for your medication. Your physician's office may be required to provide supporting medical documentation.

Ahead of January 1, 2022, take inventory of your medication and, if possible, obtain a refill prior to this date so you have sufficient medicine during this transition period.

- **Kaiser:** If you enroll in a Kaiser plan and you have authorization for a specific drug through Premera, this authorization will **not** transfer to Kaiser. You will need to establish a relationship with a Kaiser primary care physician (PCP) to review the requested authorization and agree on a treatment protocol.

## 19. Does Okta's medical plan include coverage for mental health?

Yes, mental health coverage is a covered service under all of Okta's medical plans. The amount you pay varies by plan — please refer to the plan documents to confirm coverage. Also note that the vast majority of the providers in Premera's network are also in Blue Shield's network. The Kaiser network is the same. Therefore, we anticipate most, if not all, of your ongoing care with current in-network providers will continue to be in-network through Okta's plans.

In addition to coverage through the medical plans, Okta offers Modern Health, where you and your eligible dependents have access to eight private coaching sessions and eight therapy sessions per year; all at no cost to you.

## 20. I recently connected with a coach or therapist through Modern Health. Can I continue to use that coach or therapist?

Yes, you can continue to use your coach or therapist through Modern Health. Okta offers the same coverage through Modern Health that you have now. This includes eight private coaching sessions and eight therapy sessions per year all at no cost to you. The network of providers is also the same.

21. I have been using Whil for meditation and Talkspace for access to virtual counseling sessions. Can I continue doing so?

Your access to Whil and Talkspace will sunset on January 1, 2022. Okta, Blue Shield, and Kaiser all have great alternatives that will be available starting January 1, 2022.

**Headspace**

Learn the essentials of meditation and mindfulness. Available to all Okta employees and also to Blue Shield members.

**Modern Health**

Access on-demand digital tools with virtual coaching and therapy, you set up the approach that best meets your needs to address work performance, financial well-being, life challenges, stress and anxiety, healthy lifestyle choices, mindfulness and meditation, and relationship guidance. Available to all Okta employees and their eligible dependents.

**Blue Shield Teladoc**

Get support from a mental health professional by phone or video (\$0 after deductible for HDHP plan members).

**Blue Shield Wellvolution**

Connect with a variety of apps and resources to help set and achieve health goals — from eating and exercise habits to sleeping better.

**Kaiser Mental Health Resources**

Access a broad range of mental health and addiction care options. Talk with anyone on your care team at any time, and they'll connect you to the support you need, or visit our **Mental Health Resources** page for more information.

**Kaiser Calm**

Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality.

**Kaiser myStrength**

myStrength is a personalized program that helps you improve your awareness and change behaviors through interactive activities, in-the-moment coping tools, community support, and more at no cost to you.



## 22. Will I have access to 98point6?

Your access to the 98point6 will sunset on January 1, 2022. Blue Shield and Kaiser both have options that continue to put great medical care as close as your phone.

### **Blue Shield NurseHelp 24/7**

Available to Blue Shield members, you can chat online with a registered nurse at any time of the day or night about minor illnesses and injuries. Find them at [blueshieldca.com/nursehelp](https://blueshieldca.com/nursehelp) or call 877-304-0504 (TTY: 711).

### **Blue Shield Teledoc**

Talk to a doctor by phone or video for conditions such as the flu, allergies, sinus problems (\$0 after deductible for HDHP plan members). Request a consult at [blueshieldca.com/teladoc](https://blueshieldca.com/teladoc) or the Blue Shield mobile app.

### **Kaiser Telehealth**

Access e-visit, phone appointments, email and video visits for primary care, specialty care and behavioral health needs; \$0 copay for Kaiser HMO. Kaiser HDHP not subject to deductible.

## 23. Does Okta provide discounts for gym memberships?

Okta offers employees several resources for healthy discounts including gym memberships.

Okta offers gym discounts to selected gyms. You can access Okta-paid and discounted programs and services through Okta's **Employee Experience Marketplace** using the Espresa app.

## 24. Are there other health resources available through Blue Shield or Kaiser for my overall wellness and well-being?

### **Blue Shield**

Blue Shield's members have access to **Wellvolution**, which offers total wellbeing support for:

- Stress, sleep, and behavioral health
- Tobacco cessation
- Disease prevention programs for weight management, diabetes prevention and cardiovascular health
- Condition-specific program providers for diabetes, obesity, hypertension, and heart disease.

Blue Shield members can also find **wellness discounts** for acupuncture, chiropractic care, and massage therapy.

Blue Shield's **Fitness Your Way™ program** gives members access to extremely low rates at gym facilities nationwide.

### **Kaiser**

Kaiser members have access to a variety of well-being **solutions**:

- **Health classes** and support groups offered at local facilities. Classes vary at each location, and some may require a fee.
- **Wellness Coaching** at no cost to make a personal plan to help you reach your health goals.
- Reduced rates through the **ChooseHealthy® program**:
  - Active&Fit Direct — members pay \$25 per month (plus a one-time \$25 enrollment fee) for access to a national network of more than 10,000 fitness centers.
  - Up to 25% off a contracted provider's regular rates for acupuncture, chiropractic care, and massage therapy.

## 25. Is massage covered?

For Blue Shield members, massage therapy is only covered if it is a component of multimodality rehab treatment (delivered by a physical therapist). Prior authorization is required and regular review for progress.

For Kaiser members, massage is covered when it is considered medically necessary. If massage is not considered medically necessary you may still be eligible for discounts on services.

## 26. Do Blue Shield or Kaiser offer discounts for massage therapy?

Blue Shield members receive 25% off on services. **Click here** for more.

Kaiser members can also access 25% discounts on alternative care services through the **ChooseHealthy** program.

27. How can I find out if my current dentist is in MetLife's network?

The provider network will be through MetLife's PDP Plus Network. Go to [MetLife's website](#), click "Find a Dentist," choose PDP Plus and enter your location to find a network provider.

28. How can I find out if my current eye doctor is in-network with VSP?

Go to [VSP's website](#) to find a network provider.

29. Auth0's medical insurance plan included fertility treatments. How does Okta's coverage compare?

Under Okta's benefits plans, you have access to inclusive and globally-available fertility, adoption, and surrogacy coverage through Carrot. Okta also offers a financial benefit to help you pay for care. You can learn more by creating an account at [get-carrot.com/signup](#).

Here's how Okta's fertility, adoption, and surrogacy plan compares:

- Carrot includes a \$5,000 lifetime maximum. (This is lower than Auth0's current \$10,000 lifetime maximum. However, you do not need to enroll in a medical plan to use this coverage, and it does not require an infertility diagnosis.)
- Carrot includes coverage for adoption and surrogacy. (These services are not included in Auth0's current plan.)
- Carrot does not require a diagnosis of infertility to use benefits and supports all Okta families.

30. I have been using my health insurance benefits for fertility treatments. Will I be able to continue with my current treatment plan?

If you're currently going through fertility treatment, you may be eligible for transition of care. Before Carrot becomes effective on January 1, 2022, the Carrot Care Team can help you understand your fertility benefits, check if your current provider is in the Carrot network, and help you find an eligible provider if needed.

If you are in the middle of treatment with a provider that is not in Carrot's provider network, Carrot will approve relevant reimbursements to ensure a seamless transition. Once your treatment has ended, the Care Team can help you find an eligible Carrot provider for future care.

Contact the Carrot Care Team at [support@get-carrot.com](mailto:support@get-carrot.com) to any questions and to discuss transition of care.

31. Will Okta's parental leave be available to me to bond with my newborn?

Yes, Okta offers employees 18 weeks of parental leave. Okta's parental leave will be available to you to bond with your newborn until your child is age one.

# Financial questions

**32. Will I receive a debit card for the HSA, healthcare or dependent care FSA, and/or commuter account?**

Yes, if you enroll during Open Enrollment, you will receive a new debit card by January. The HSA card will be sent by Optum Bank. The FSA and commuter account card will come from Navia.

**33. What happens with my existing HSA if I choose to enroll in a non-HDHP for 2022?**

If you are not enrolled in an HDHP, you may not make or receive contributions to an HSA. However, funds that already exist in an HSA may continue to be used for qualifying expenses tax free.

**34. Can I have an HSA and enroll in the EPO plan?**

The EPO is not a high deductible health plan (HDHP). Therefore, you may not open a new HSA or make/receive contributions to an existing HSA while enrolled in the EPO plan.

**35. I have an HSA. Can I transfer my account to Optum Bank?**

Yes, if you enroll in an HDHP and elect an HSA for 2022. More information will be provided if you elect an HSA-eligible plan during the 2022 Open Enrollment period.

**36. Will I get a match for my 401(k) contributions in January?**

You will be eligible to participate in the Okta's 401(k) plan on January 1, 2022, the plan's matching provision starts on February 1, 2022, therefore your January contributions (if any) will not be matched.

**37. Do I need to do anything with my Auth0 401(k) account?**

No, you will receive information about your Auth0 account in the next few weeks.

**38. How quickly do I need to submit my expenses for mobile and internet reimbursement?**

Expense reports should be submitted within 45 days of the date of the related expense.

### 39. Is my personal mobile expense covered under the mobile and internet reimbursement policy?

Mobile device payments, upgrades, and replacements can now be expensed as long as the total amount being reimbursed is within the \$200/month limit.

The reimbursement policy is as follows:

Mobile phone:

1. If you are issued an Okta-provided mobile device, you are not eligible for reimbursement of mobile plan expenses for another device.
2. If expensing personal mobile devices, upgrades, or replacements, the cost should be included as a part of the \$200 monthly allowance.
3. If being reimbursed by Okta, your mobile phone must be used to send and receive Okta emails and phone calls.
4. Please submit the “summary of charges” page (or equivalent) with expense reports.
5. For mobile phone bills which include multiple phone lines, only the employee's phone number may be reimbursed.

### 40. Am I able to expense my mobile and internet for reimbursement while I am on leave?

The intent of the mobile and internet reimbursement is to help you stay connected while working and would not be required when on leave. With that being said, it is not reimbursable during the time you are on leave.

### 41. Who do I contact if I have questions on the mobile and internet reimbursement policy?

Expense-related questions should be sent to [expenses@okta.com](mailto:expenses@okta.com)

### 42. How much can I expense for remote work equipment?

Expense what you need to be productive. We trust you to make the right decisions as an owner of this company.

#### 43. How do I submit the expense?

You can submit your expenses in Workday. Please see the submission requirements below.

Expense must be submitted within 45 days of incurring the expense. When submitting your expense in Workday, please note the following:

**Expense type:** office supplies

**Department:** Your own cost center

**Memo:** Remote work equipment due to COVID-19

#### 44. What types of things can I expense?

You may **expense the necessary equipment** in order to work from home successfully.

Examples of purchases may include a desk chair, technology peripherals (i.e. printer/scanner, monitors, keyboards, mice), filing cabinets, etc. Please refer to the **Remote Home IT Setup page** for additional assistance regarding IT equipment standards.

#### 45. Who do I contact if I have questions on the remote work equipment reimbursement policy?

Expense related questions should be sent to **expenses@okta.com**. Please continue to refer to the **Remote Work Wiki page** for remote work best practices.

#### 46. Will I still get my ORCA pass for commuter/parking?

Okta does not offer paid ORCA passes. The pretax commuter program replaces existing transportation benefits.

# US Holidays

## 47. What holidays does Okta recognize?

Holiday	Date
New Year's Day	Friday, December 31, 2021
Martin Luther King, Jr. Day	Monday, January 17, 2022
Presidents' Day	Friday, February 21, 2022
Memorial Day	Monday, May 30, 2022
Juneteenth	Monday, June 20, 2022
Independence Day	Monday, July 4, 2022
Labor Day	Monday, September 5, 2022
Veterans Day	Friday, November 11, 2022
Thanksgiving	Thursday, November 24, 2022
Friday After Thanksgiving	Friday, November 25, 2022
Christmas Day (observed)	Monday, December 26, 2022

## 48. Why aren't Christmas Eve and New Year's Eve observed as holidays?

Christmas Eve and New Year's Eve are not standard holidays. You can use your flexible PTO to take these days off with manager approval.

# Employee premiums

## 49. How much will I pay for benefits?

The amount you pay for benefits coverage will change. Review the 2022 monthly premiums for healthcare coverage below.\* Go to [rewards.okta.com](https://rewards.okta.com) for premiums of other plans.

Plan	Employee Only	Employee + Spouse/Partner	Employee + Child(ren)	Employee + Family
Blue Shield HDHP + HSA*	\$0.00	\$115.00	\$85.00	\$195.00
Blue Shield EPO*	\$100.00	\$320.00	\$250.00	\$500.00
Blue Shield PPO*	\$110.00	\$350.00	\$270.00	\$525.00
Kaiser HDHP + HSA (CA, CO, GA, MAS, OR, WA)	\$0.00	\$115.00	\$85.00	\$195.00
Kaiser HMO (CA, CO, GA, HI, MAS, OR, WA)	\$85.00	\$250.00	\$215.00	\$380.00
MetLife Dental	\$0.00	\$16.00	\$22.10	\$38.10
VSP Vision	\$0.00	\$1.80	\$1.90	\$4.60

\*Available nationwide, except Hawaii. Employees in Hawaii can find monthly premiums for HMSA on [rewards.okta.com](https://rewards.okta.com).

\*\*Mid-Atlantic states (Virginia, Maryland, and Washington DC).



# Additional resources

## 50. Where can I find more information about my 2022 benefits?

- **Total Rewards website:** [rewards.okta.com](https://rewards.okta.com).
- **Transition materials:** Review the [Open Enrollment summary](#) and [transition guide](#) and see [comparisons of Auth0's current plans to Okta's plans](#) to better understand how it will work to move to Okta's benefits.
- **Rightway Healthcare:** [consumer.rightwayhealthcare.com/signup](https://consumer.rightwayhealthcare.com/signup)
- **Drop-ins:** Drop in November 1 – 15 to ask the Okta benefits team questions.
- **Virtual benefit webinars:** Hear from Okta's benefit providers to learn firsthand about your benefit options and get answers to questions.

### Your benefit resources

- [rewards.okta.com](https://rewards.okta.com)
- [Rightway Healthcare](#)
- Drop-ins with the Okta benefits team
- [benefits@okta.com](mailto:benefits@okta.com)