



COMMONWEALTH OF VIRGINIA

COUNTY OF HENRICO

DEPARTMENT OF HUMAN RESOURCES

Via Benefits' phone number is (844) 256-0914. The number may have been listed incorrectly in your letter. We apologize for any inconvenience this may have caused.

October 12, 2026

RE: 2027 Annual Benefits Open Enrollment Period

It's time for Henrico County's Retiree 2027 Annual Benefits Open Enrollment. This year's Open Enrollment period will begin on **November 2, 2026, and end on November 25, 2026**. During this Open Enrollment period, you may change or waive your Anthem healthcare and/or Delta Dental plan coverage. You may also add or remove dependents on your plan(s). However, if you waive or have previously waived coverage, you are not permitted to re-enroll later. Medicare's **Open Enrollment period is October 15, 2026 through December 7, 2026**.

If you do not take action during the Open Enrollment period, your current coverage will carry over to 2027. We recommend reviewing your options each year to make sure they continue to meet your needs. If you are a Medicare retiree enrolled in coverage through Via Benefits, your insurance carrier will notify you directly of any changes to your plan.

Important Information for Pre-65 Retirees:

- **HDHP with HSA:** The deductible for the High-Deductible Health plan with Health Savings Account is increasing for 2027 – from \$3,400 to \$3,500 (individual) and \$6,800 to \$7,000 (family). There are no other plan design changes.
- **Monthly Premiums:** All plans will see a rate increase beginning January 1, 2027. This includes both health and dental insurance. Please review the updated plan information, rate sheets, and additional details available on the [Retiree Open Enrollment website](#).

Important Information for Post-65 Retirees (Medicare):

If you are Medicare-eligible, you must contact Via Benefits directly about your retiree health coverage. Their phone number is **(844) 256-0914** or you can visit myviabenefits.com/Henrico.

- Plan reviews and comparisons
- Enrollment assistance
- Updating personal or Medicare information

You will receive a newsletter from Via Benefits with information about Medicare's Open Enrollment. You will receive this newsletter by email (if you have provided a valid email address) or by U.S Mail.

Via Benefits Important Dates & Resources:

Partnering a World Class Workforce for a World Class Community

Parham And Hungary Spring Roads, P.O. Box 90775
Henrico, Virginia 23273-0775 | <https://henrico.gov>



COMMONWEALTH OF VIRGINIA

COUNTY OF HENRICO

DEPARTMENT OF HUMAN RESOURCES

- **Expect High Call Volumes:** Please note that **wait times may be longer during Medicare Open Enrollment**, which runs from **October 15 to December 7, 2026**.
- **Last Day to Call or Enroll Online Through Via Benefits:** The **Via Benefits Call Center** will accept Open Enrollment calls through **Monday, December 7, 2026**. You may also continue to **enroll or make changes online** at the [Via Benefits website](#) through this date.
- **Schedule a Call:** You can [schedule a call with Via Benefits](#).
- **Virtual Resource Center:** For on-demand tools, videos, and guidance, [visit the Via Benefits virtual resource page](#): thegrooveviabenefits.com.

Benefits Information and Forms are Online

Whether you are Pre-65 or Post-65, we encourage you to:

- Review your plan materials carefully. All information related to group-sponsored plans through Anthem HealthKeepers (pre-65 only) and Delta Dental are available on the [Retiree Open Enrollment webpage](#).
- Understand how changes may affect your healthcare and budget.
- Contact the appropriate resource (HR Benefits Office or Via Benefits) early to avoid delays.

To make benefit changes for 2027, waive coverage, or add/drop dependent(s), complete the [Anthem election form](#) and/or the [Delta Dental election form](#) found on the [Retiree Open Enrollment website](#). Full details regarding coverage, rates, and eligibility can also be found here. **If you want to keep the same coverage you have today for next year, you do not need to do anything.** If we do not receive a form from you during the enrollment period, you will automatically be enrolled in the same plan(s) for 2027 that you have today. **All forms must be submitted no later than 4:30pm on November 25, 2026.**

The Retiree Digest has gone digital! [Please visit our website](#) to view the 2026 Retiree Digest.

If you have any questions or concerns, please contact the Benefits Office at HR-Benefits@henrico.gov or 804-501-7371.

Sincerely,
HR Benefits Division
Henrico County