KNOX COUNTY BENEFITS OPEN ENROLLMENT

Information Sheet – Fall 2021

Open Enrollment Dates: October 18 – November 12

- Employee Self Service (ESS) passwords **will** be reset this year. Password information will be emailed to you.

- Due to COVID-19, the Benefits Department will not be offering open enrollment help sessions. To assist with the enrollment process, we now have an ESS Benefits Enrollment Instruction sheet available on our website at www.knoxcounty.org/benefits. It will also be sent as a PDF attachment with your Open Enrollment email notifications.

- For general enrollment assistance and questions, please contact your department administrators or Human Resources office.

- For benefits-specific enrollment assistance and questions, please contact our office via email (benefits@knoxcounty.org) or by phone (215-3800) to schedule an appointment.

*****Masks are recommended for any in-person visits*****

Benefits Department Staff will be available by appointment only at the following locations:

When	Where
Monday – Friday (during OE dates) 8:00 a.m. – 4:30 p.m.	City County Building Suite 345
October 21 November 10 7:30 a.m. – 3:30 p.m.	Parks and Rec Conference Room
Tuesdays (during OE dates) 7:00 a.m. – 4:30 p.m.	Engineering and Public Works Stormwater Conference Room

ADDRESSES

Parks and Recreation
2447 Sutherland Avenue
Knoxville, TN 37919

Engineering & Public Works
205 West Baxter Avenue
Knoxville, TN 37917

City County Building
400 Main Street
Knoxville, TN 37902

Dwight Kessel Garage
900 State Street
Knoxville, TN 37902

- If you have Windows 10 or Teams available on your computer system, the Benefits Department staff can assist you remotely with just a few clicks of the mouse. This is a very easy and convenient way for us to screen share and help you through enrollment while still maintaining safety precautions for COVID-19. Email benefits@knocounty.org for more information or to request a remote assistance session.