

# KNOX COUNTY BENEFITS OPEN ENROLLMENT

## Information Sheet – Fall 2023

### Open Enrollment Dates: October 23 – November 17

- Employee Self Service (ESS) passwords **will** be reset this year. Password information will be emailed to you.
- 2024 Benefits Guides are **digital only** this year. Visit [www.knoxcounty.org/benefits](http://www.knoxcounty.org/benefits) to access the guide.
- 2024 Benefits Guide acknowledgements need to be completed in each teammate’s own ESS account. Instructions on how to complete the guide acknowledgement are available on our website at [www.knoxcounty.org/benefits](http://www.knoxcounty.org/benefits). It will also be sent as a PDF attachment with your Open Enrollment email notifications.
- To assist with the enrollment process, we now have an ESS Benefits Enrollment Instruction sheet available on our website at [www.knoxcounty.org/benefits](http://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](mailto:benefits@knoxcounty.org)) or by phone (865-215-3800) to schedule an appointment.

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 360
Tuesdays (during OE dates) 7:00 a.m. – 4:30 p.m.	Engineering and Public Works Stormwater Conference Room
Thursdays (during OE dates) 7:30 a.m. – 12:00 p.m.	Parks and Rec 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, Ste 360  
Knoxville, TN 37902

*Dwight Kessel Garage*  
900 State Street  
Knoxville, TN 37902