

# KNOX COUNTY BENEFITS OPEN ENROLLMENT

## Information Sheet – Fall 2022

### Open Enrollment Dates: October 17 – November 13

- Employee Self Service (ESS) passwords **will** be reset this year. Password information will be emailed to you.
- The Benefits Department will not be offering open enrollment information sessions this year. 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
Tuesdays (during OE dates) 7:00 a.m. – 4:30 p.m.	Engineering and Public Works Stormwater Conference Room
Wednesdays (during OE dates) 8:00 a.m. – 4:30 p.m.	City County Building Computer Training Lab, 3 <sup>rd</sup> Floor, Rm# 365
Thursdays (during OE dates) 7:30 a.m. – 3:30 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  
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. Email [benefits@knoxcounty.org](mailto:benefits@knoxcounty.org) for more information or to request a remote assistance session.