

KNOX COUNTY BENEFITS OPEN ENROLLMENT

Information Sheet – Fall 2020

Open Enrollment Dates: October 19 – November 13

- Employee Self Service (ESS) passwords will not be reset this year. Use your current ESS password to log in or email benefits@knoxcounty.org to request a password reset.
- 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 will be required 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. – 5:30 p.m.	City County Building Suite 345
October 20 & 21 November 3 & 4 7:30 a.m. – 3:30 p.m.	Parks and Rec Conference Room
Thursdays & Fridays (during OE dates) 7:30 a.m. – 5:30 p.m.	Engineering and Public Works Stormwater Building

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*

- **NEW THIS YEAR:** 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.