

KNOX COUNTY BENEFITS OPEN ENROLLMENT

Information Sheet – Fall 2024

Open Enrollment Dates: October 21 – November 15

- Employee Self Service (ESS) passwords **will** be reset this year. Password information will be emailed to you.
- 2025 Benefits Guides are **digital only** this year. Visit knoxcounty.org/openenrollment/ to access the guide.
- To assist with the enrollment process, we now have an ESS Benefits Enrollment Instruction sheet available on our website at knoxcounty.org/openenrollment/. 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 (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) 7:30 a.m. – 12:00 p.m.	Parks and Rec Conference Room
Wednesdays (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, Ste 360
Knoxville, TN 37902

Dwight Kessel Garage
900 State Street
Knoxville, TN 37902