

AON BENEFIT EXPERIENCE

Quick Guide

Know how to find what you need—
when you need it!

whitecastle.makeityoursource.com

make it yours



AON
New Hire

Choose Your Benefits

Get Ready Now, Enroll Before Your Deadline

The Aon Benefit Experience (BenX) makes it easy to find the right fit. Just choose your coverage level, the price you want to pay, and the insurance carrier you want to work with.



Get Up to Speed

Visit the Make It Yours website at whitecastle.makeityoursource.com.

- Watch quick videos to see what BenX is all about.
- Compare the coverage levels side-by-side.
- Understand the costs of your health care options to find the best deal.
- Get to know the carriers through [Your Carrier Connection](#)—get overviews, compare specially designed programs, and access preview sites to see provider networks and prescription drug information.



Enroll

Log on to the enrollment website at whitecastle.benefitsnow.com and click **Enroll Now**. Or, you can enroll through the Aight Mobile app (available through the Apple App Store or Google Play).

- Get fast answers about the best medical options for your situation by sharing what's important to you.
- See how others evaluated the health insurance carriers by looking at carrier ratings for customer service, provider networks, and online experience.

Once you've completed your enrollment online, you can view your coverages and follow-ups on a confirmation page. You can also view this information through the enrollment website at any time before your benefits begin.



Remember, you must enroll to have coverage through White Castle next year. If you don't enroll, you'll have:

- No medical or prescription drug coverage.
- No Health Savings Account (HSA) contributions, if eligible.

Use Your Benefits

Throughout the year, there are lots of ways to stay on top of your health, and to make the most of your benefits and your health care dollars. Make sure you're up to speed before your benefits take effect.



Get the Inside Scoop

Visit the Make It Yours website at whitecastle.makeityoursource.com.

- Get insider tips for “how to work the health care system” on many topics.
- Make the most of your benefits and your health care dollars.



Manage Your Benefits

Log on to the enrollment website at whitecastle.benefitsnow.com or the Alight Mobile app.

- See what's covered and who you're covering.
- Make benefits changes when your life changes (e.g., marriage, birth of a child).



Stay in Step With Your Carrier

Once your coverage begins, register on the [insurance carrier](#) member site (you can get to it from the Make It Yours website).

- Keep track of your provider bills and payments online (once your coverage begins).
- Take advantage of all that your carrier offers, which may include virtual care, lifestyle coaching and fitness discounts, and mental health support.



Questions?

Once logged on to the enrollment website at whitecastle.benefitsnow.com, look for the “Need Help?” icon to ask Lisa, your virtual assistant, any questions you may have. Lisa can also connect you with a web chat representative and other helpful resources. For additional support, you can schedule an appointment with a customer service representative through the enrollment website. You can also call the Corporate Health Exchange Call Center for White Castle at **1.855.564.6151** from 8:00 a.m. to 5:00 p.m. ET, Monday through Friday.