



US Benefits



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YOUR BENEFITS, YOUR WELLBEING

Iron Mountain offers a variety of benefits and resources to support the wellbeing of you and your family.

LIFE EVENTS

[Becoming a New Mountaineer](#)

[Getting Married](#)

[Getting Divorced](#)

[Growing My Family](#)

[Being Well](#)

[Changing Coverage](#)

[Saving Money](#)

[Managing an Illness](#)

AETNA ONE ADVISOR

888.216.8573

Aetna One Advisor (A1A) can help you and your family with personalized support when you need help navigating your benefits. This free concierge service is here for you year-round.

[Learn More](#)

[Call Now](#)

CARE@WORK

Need help taking care of your loved ones? Find qualified caregivers through the Care@Work program.

[Learn More](#)

NEED TO CHOOSE OR CHANGE YOUR BENEFITS?

If you just started at Iron Mountain or have a qualifying life event, you have 30 days from the date of the event to choose or change your benefit elections.

[Learn More](#)

GET STUFF DONE

[Find a Medical Provider](#)

[See Prescription Drug Coverage](#)

[Take a Leave of Absence](#)

[Add a Dependent to My Coverage](#)

QUICK LINKS

Contacts

Access contacts for your medical plan, life insurance, education assistance and more.

[LEARN MORE](#)

Paid Time Off

Work hard, play hard. Take time off when you need to rest and recharge.

[LEARN MORE](#)

401(k)

Reaching your retirement goals doesn't just happen — you need to plan for your long-term future today.

[LEARN MORE](#)

Health Support

Our supplemental health programs can help when you need non-emergency medical care.

[LEARN MORE](#)

ENROLLMENT

Welcome New Mountaineers!

We look forward to welcoming you as new—or newly benefits-eligible—Mountaineers and supporting you in making important coverage decisions for you and your family. We have resources and tools to help you learn about and elect your benefits.

THE BASICS

As a new hire or newly benefits-eligible Mountaineer, you become eligible for benefits retroactive to your date of hire or benefits-eligible date, as long as you enroll within 30 days of becoming eligible. Retroactive benefit payments will be deducted from your paycheck after you enroll.

Review the information below to learn how our model and resources are designed to support you with the following:

- Understanding and choosing the right medical plan
- Managing benefits when you have a chronic condition or planned surgery or birth of a child
- Dealing with the disruption of provider relationships or prescription drugs
- Choosing your benefits when you have limited access to a computer
- Understanding differences in costs and coverage
- Getting support in different languages

WHAT TO DO

Before your eligibility effective date (new hire or newly eligible)

1. Helpful “to-do’s” before you join us:

Gather dependent verification documents

We require documentation to enroll dependents. Documentation must be received within 30 days of your eligibility date. Access documentation or learn more about who’s eligible.

Resources

- [Documents](#)
- [Eligibility Information](#)

Schedule medical appointments and fill any routine prescriptions

If possible, before joining Iron Mountain, to avoid any concerns with gaps in care:

- Complete any standard preventive medical or dental examinations.
- Fill any maintenance medications or prescriptions.
- Make sure you’ve incurred your expenses for your Flex Spending Accounts, if applicable.

Learn before you elect

- www.irmbenefits.com: This site is a publicly accessible and mobile-friendly site for you and your family. If you have a loved one who helps make the benefit decisions, he/she can view all the information — plan design, costs, etc. On this site, you can view all benefits offered, compare plan design options and costs, and review provider networks to confirm if your providers are in network.
- **ALEX**: ALEX is an interactive online experience designed to help you make confident choices about your benefits. Go to www.start.myalex.com/irm to get started.
- **Virtual Benefits Fair**: This publicly accessible site provides a virtual benefit fair experience where you can visit vendor booths, watch videos and access documents highlighting our benefits.
- **Pre-member websites** also allow you to view provider networks to review if your current providers are in network with our plans.

Important!

Our Global HR Service Support team and benefit vendor contact information is on pre-member sites, but they won't have information to support you and your questions until your benefits-eligibility date. Please wait until your benefits-eligibility effective date before contacting vendors to ensure the best experience.

When you join us/become eligible for benefits

2. Helpful “to-do’s” when you join us/become eligible for benefits:

Use our Global HR Service Support Center

Our Global HR Service Support center has:

- Full language line capabilities — The HR Service Center can support all languages.
- Multichannel access — We can support your preferred method for contact.
 - Online: [myMAP](#)
 - Phone: 855.IM.ASK.HR (855.462.7547)
 - Chat: [myMAP](#)
 - Email: irmHR.NAM@ironmountain.com
 - Hours of operation: Monday – Friday, 9 a.m. to 6 p.m. EST
- Support for online or phone enrollments

Note: If you're concerned about gaps in coverage, be sure to review the section “Before your enrollment effective date,” and then contact our HR Service Support team for support and enrollment assistance. [A1A](#) can also help you navigate medical and pharmacy clinical needs.

We have resources to help you learn before you elect benefits

- www.irmbenefits.com: This site is a publicly accessible and mobile-friendly site for you and your family. If you have a loved one who helps make the benefit decisions, they can view all the information too.
- Virtual Benefits Fair: virtualfairhub.com/ironmountain
 - Important: Our vendor contact information is on these sites, but our vendors won't have information about you and your eligibility so they won't be able to answer your questions until your new hire date.

- Concierge navigation and support: Our [A1A](#) concierge team at Aetna is available to help you understand all the benefits we offer. They can also help you navigate to our different vendors and help you understand all of your medical plan options—not just Aetna plans. They can help you:
 - Understand all of our benefits
 - Understand the different medical plans offered (not just Aetna plans)—you can use online decision support tools as well as [A1A](#) concierge support
 - Understand provider networks
 - Online tool or through [A1A](#) phone support
 - Find new providers and make appointments
 - Understand clinical, lifestyle and wellbeing, and incentive programs

Important!

Generally, it takes three days after joining Iron Mountain for you to have an “open event” to elect your benefits. Your coverage will be retroactive to your date of hire or your eligibility date assuming you enroll within the 30-day window.

AVOIDING GAPS IN CARE

If you have any concerns about gaps in care, be sure to review the [“Before your eligibility effective date” section](#) to be best prepared and contact the Global HR Service Support team on day one of your benefits eligibility. They will support you with elections and then connect you with [A1A](#) concierge to support any care navigation.

Don’t forget! You can [download your digital ID card](#) while waiting for your card to arrive in the mail.

Your health care ID card information

	Member site	Electronic card	Physical card
Aetna*	Visit MyAetnaWebsite.com to register for your member website.	Available within 3 business days of enrollment	7–10 business days mail time
Kaiser	Visit healthy.kaiserpermanente.org .	Available within 6 business days	7–10 business days mail time
Delta	Visit deltadentalma.com .	Available within 1 business day by calling customer service	10 business days

*Timing depends on the day you enroll and the frequency of enrollment files to vendors. Typically, Aetna files are sent twice per week to our vendors on Tuesday or Thursday. If you have a time-sensitive need for your ID card, contact our Global HR Service Support team.

Note: You won’t receive a physical or digital ID card from VSP.

Understanding Health and Welfare Eligibility

- [Eligibility](#) — Whether you're full time or part time, understand what you can elect and what benefits are paid for by Iron Mountain.

Understanding When You Can Elect Coverage and When It Becomes Effective

- [See](#) when you can elect coverage and when it becomes effective.
- If you are joining us as a result of a corporate action, please review your HR Onboarding materials. Get answers to your benefits questions by contacting the [Global HR Service Support team](#).

Understanding Retirement Plan Eligibility and Options

The [Iron Mountain 401\(k\)](#) Plan helps you save for your future. In addition to your own contributions, Iron Mountain helps you prepare for retirement with a generous employer match. As you explore, keep in mind that some Fidelity resources will only be available once you're eligible.

- Get an [overview of the Iron Mountain 401\(k\) Plan](#).
- Browse [general FAQs](#) (or [FAQs for Puerto Rico](#)) to understand Plan options, including eligibility, rolling over prior retirement plan balances*, and information on loans and withdrawals.
- Learn about the [impact of retirement savings](#) and prepare to enroll.
- Discover resources and personalized support to improve your financial health at [imfinancialwellbeing.com](#).

*Rollover options may vary if you're transitioning employment due to a corporate action.

Helpful Tools and Recommendations

- Bookmark this site: www.irmbenefits.com.
- [Download the Aetna Health app](#) where you can:
 - Access your digital ID card.
 - Learn more about your [medical ID cards](#).
- [Download the Delta Dental Mobile App](#).
- Download the Peak App to get mobile updates for all things Iron Mountain including benefit updates and reminders. On an Iron Mountain or personal mobile device:
 - Download the Firstup app from the [Apple App Store](#) or [Google Play Store](#). (“Firstup” is the name of the platform provider for Peak.)
 - Log in using your Iron Mountain email address. You'll need to authenticate using Okta the first time you use the app.
 - When you're prompted for an organization code, enter iron.
- [Download the Fidelity NetBenefits app](#) where you can:
 - Review your 401(k) details.
 - Make your contribution and investment elections.
 - Designate your beneficiary.
- Wellbeing is an important part of Iron Mountain culture. All benefits-eligible Mountaineers have access to

LiveWell and to Resources for Living, a global program supporting emotional and social wellbeing.

- Start with a strong foothold — Go to the [LiveWell page](#) and take action on your health assessment and biometric screenings to start earning wellbeing incentives.
- Register for [Resources for Living](#) and explore resources to Help You Thrive in Life.
- Access the weekly Wellbeing Skillbuilding videos on [Peak](#) each week and add a recurring wellbeing moment into your calendar.

Please Note:

Refer to the Plan Document information found on the IMBenefits enrollment site for exact terms and conditions of coverage.

Any special considerations for benefits as a result of a corporate transaction may be separately communicated. [Contact Global HR Service Support](#) with any questions.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

CONTACTS

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Aetna
Medical
888.216.8573
www.aetna.com
[Pre-member site](#)
Text "AetnaHealthApp" to 90156 for a download link.
App Store: [Download here](#)
Google Play: [Download here](#)

Aetna One Advisor
Benefits concierge
888.216.8573
www.aetna.com

Kaiser Permanente

Medical and prescription drugs (California residents only)
800.464.4000
healthy.kaiserpermanente.org

Delta Dental
Dental
800.872.0500
www.deltadentalma.com

Vision Service Plan
Vision
800.877.7195
www.vsp.com

Inspira Financial
Flexible Spending Accounts (FSAs)
844.729.3539
www.inspirafinancial.com

Lincoln Financial Group
Life Insurance / Evidence of Insurability (EOI) and Portability
Accidental Death & Dismemberment (AD&D)
800.423.2765
Life Insurance Claims
888.787.2129

Resources for Living
Employee Assistance Program (EAP)
1-833-657-2101, TTY: 711
ResourcesForLiving.com
Username: IRM
Password: Mountaineer
go.rfl.com/IRM

Fidelity Investments
401(k)
Health Savings Account (HSA)
800.835.5095 (English)
800.587.5282 (Spanish)
www.netbenefits.com

Choice Platform
Auto and Home Insurance
855.277.7592
www.ironmountainvoluntarybenefits.com

Working Advantage

Discounts

800.565.3712

www.im.savings.workingadvantage.com

International Scholarship and Tuition Services

Tuition reimbursement

855.670.4787

<https://aim.applyists.net/iron>

Benefits Overview

We offer an array of benefits to meet the needs of you and your family. Here are the benefits you choose and those you automatically receive from Iron Mountain at no cost to you.

THE BASICS: ELIGIBILITY

The benefits coverage you're eligible for depends on whether you're in a full-time or part-time role. You may enroll dependents but they must meet certain requirements. Review the details below so you can decide who to cover.

YOU

- If you're regularly scheduled to work 30 or more hours per week, you're eligible for all of our benefit programs.
- If you're a part-time employee regularly scheduled to work between 20 – 30 hours per week, you're eligible for certain benefits, including medical coverage in the Savings Medical Plan.
- If you're a bargaining unit Mountaineer, you'll follow the Collective Bargaining Agreement regarding any benefits-related programs.

Note: If you are married to or in a domestic partnership with another Company employee, you may enroll as an employee under the Plan, but you can't enroll as both a dependent and an employee. If you are both a Company employee and the dependent of a Company employee, you may enroll as an employee under the Plan, or a dependent, but you can't enroll as both an employee and a dependent. Eligible dependents may be enrolled under one employee's coverage only under the Plan. See the [Iron Mountain Plan Wrap Document](#) for more details on dependent eligibility.

SPOUSE/DOMESTIC PARTNER

Your legal spouse or domestic partner (same- or opposite-sex) is eligible. Your spouse is the person you're legally married to; your domestic partner must meet the following criteria:

- You're both at least 18 years of age or older and are mentally competent;
- You share the same regular and permanent residence for no less than one year (12 months) and intend to do so indefinitely;
- You aren't related by blood any closer than would prohibit legal marriage;
- You have a close and committed personal relationship and are each other's sole domestic partner and are not married to or partnered with any other spouse, spouse equivalent or other domestic partner;
- You're financially interdependent and have proven this by providing documentation for at least two of the following: common ownership of real property or a common leasehold interest in such property; community ownership of a motor vehicle; a joint bank account or a joint credit account; designation as a beneficiary for Life insurance or retirement benefits or under your partner's will; assignment of a durable power of attorney or health care power of attorney; or other proof that's considered sufficient by applicable insurance carriers to establish financial interdependency under the circumstances of your particular case;
- You've registered as domestic partners, if required by your state of residence; and
- Neither of you have signed a domestic partner affidavit or declaration with any other person within 12 months prior.

Complete the Affidavit of Domestic Partnership if enrolling a domestic partner. The affidavit can be found on the Library

tab in IMBenefits via the [Mountaineer Assistance Portal \(myMAP\)](#).

Note: If you are married to or in a domestic partnership with another Company employee, you may enroll as an employee under the Plan, but you can't enroll as both a dependent and an employee. If you are both a Company employee and the dependent of a Company employee, you may enroll as an employee under the Plan, or a dependent, but you can't enroll as both an employee and a dependent. Eligible dependents may be enrolled under one employee's coverage only under the Plan. See the [Iron Mountain Plan Wrap Document](#) for more details on dependent eligibility.

CHILDREN

- Your children up to **age 26** are eligible for medical, dental, vision and Supplemental Life insurance. Eligible dependent children include legally adopted children, stepchildren or foster children who live with you, and your domestic partner's children who live with you. (Grandchildren aren't eligible.)
- Your children, at any age, are eligible if they're primarily supported by you and incapable of self-sustaining employment due to mental or physical handicap or disability. (Disability has to occur prior to age 26.)

Note: If you are married to or in a domestic partnership with another Company employee, you may enroll as an employee under the Plan, but you can't enroll as both a dependent and an employee. If you are both a Company employee and the dependent of a Company employee, you may enroll as an employee under the Plan, or a dependent, but you can't enroll as both an employee and a dependent. Eligible dependents may be enrolled under only one employee's coverage under the Plan. See the [Iron Mountain Plan Wrap Document](#) for more details on dependent eligibility.

Are You Newly Eligible?

As a new hire, you become eligible for benefits retroactive to your first day of work if you enroll during the first 30 days of employment. If you become newly eligible due to a role change, you have 30 days to enroll from the date of your eligibility update. Retroactive benefit premium payments will be deducted from your paycheck after enrollment.

Review the [How to Enroll page](#) for more details on key enrollment deadlines and tools and resources available to help you make the best benefits selections. Also, check out [What to Know & Do](#) for helpful tips for a successful transition.

BENEFITS DESIGNED WITH YOU IN MIND

Here are the benefits available to Mountaineers. Premiums or contribution deductions are conveniently taken directly from your paycheck before-tax (reducing your taxable earnings) or after-tax based on the type of benefit selected.

Before-Tax Contributions

- [Medical](#)
- [Dental](#)
- [Vision](#)
- [Tax-Advantaged Accounts](#)
- [401\(k\)](#)
- [Commuter Benefits](#)

After-Tax Contributions

- [Supplemental Life Insurance](#)
- [Accident Insurance](#)
- [Critical Illness Insurance](#)
- [Hospital Indemnity](#)
- [Auto and Home Insurance](#)
- [Legal Plan](#)
- [Pet Insurance](#)
- [Identity Protection](#)
- [Employee Stock Purchase Plan](#)
- [529\(c\) College Savings Plan](#)

BENEFITS PAID BY IRON MOUNTAIN

These are the benefits you automatically receive from Iron Mountain at no cost to you.

- [Basic Life and Accidental Death & Dismemberment \(AD&D\) Insurance](#)
- Business Travel Accident Insurance
- [Basic Short- and Long-Term Disability](#)
- [Resources For Living](#)
- [LiveWell Wellness Program](#)

Benefits for Part-time Mountaineers

If you're a part-time employee working between 20 – 29 hours per week, you're eligible only for the following benefits:

- [Savings Medical Plan](#)
- [Dental](#)
- [Vision](#)
- [Resources For Living](#)
- [401\(k\)](#)
- [Accident Insurance](#)
- [Critical Illness Insurance](#)
- [Hospital Indemnity](#)
- [Auto and Home Insurance](#)
- [Legal Plan](#)
- [Pet Insurance](#)
- [Identity Protection](#)
- [Commuter Benefits](#)
- [529\(c\) College Savings Plan](#)

HELPFUL RESOURCES TO LEARN MORE

- **Visit the Virtual Benefits Fair** – Visit virtualfairhub.com/ironmountain to explore benefits materials and interact with vendors. Plus, view a recorded webinar about your 2024 benefit!
- **Meet Alex** – Go to start.myalex.com/irm to access Alex, a personalized, interactive online experience designed to help you make confident choices about your benefits.
- **Explore this site** – Review irmbenefits.com — also available to your family members — to learn about all the

benefits we offer to support your wellbeing.

SmartConnect

We have partnered with SmartConnect to provide all employees year-round access to free Medicare resources, personalized guidance, and enrollment services. SmartConnect makes the transition to Medicare easier than ever by offering free Medicare resources and one-on-one consultations with licensed insurance agents. This service is beneficial to anyone 64 ½ or older (or otherwise eligible for Medicare), including your family members and friends.

How does it work?

With SmartConnect, you can easily compare the cost of group coverage with Medicare! Our expert guidance can help you:

- Break down and evaluate the specifics of your group coverage, so you can make an informed decision.
- Understand any key terms you may come across in your employer benefits guide.
- Ensure you have a clear understanding of your healthcare options.
- It is available to all full-time AND part-time Medicare-eligible employees.

When you're ready, they can be reached at <https://gps.smartmatch.com/ironmountain> or by calling 855.241.1802.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

How to Enroll

It's easy to enroll. Find out what to know and do to enroll in your benefits.

WHEN YOU CAN ENROLL

Here's how enrollment works based on your situation.

OPEN ENROLLMENT

During Open Enrollment

When You Enroll

- During the fall

When Your Elections Take Effect

- January 1 of the following year

NEWLY BENEFITS ELIGIBLE

When You're Newly Eligible for Benefits

When You Enroll

- Within 30 days of your hire date (or the date you become eligible for benefits)

When Your Elections Take Effect

- On your hire date

QUALIFYING LIFE EVENT

Because of a Qualifying Life Event

When You Enroll

- You can only make changes to your benefits outside of Open Enrollment if you have a qualifying life event, such as a marriage, birth, divorce or loss or gain of coverage outside of Iron Mountain. You must make changes within 30 days of the event or wait until the next Open Enrollment or qualifying life event.

When Your Elections Take Effect

- The date of the qualifying life event

2024 BENEFITS ENROLLMENT CHECKLIST

Your Benefits, Your Wellbeing: Designed with you in mind

Here's your checklist for what you need to know and do to enroll for 2024 benefits.

1. Do I need to take action?

Yes! We encourage everyone to do a complete review of your benefits each year to ensure they still meet your needs. Please note the following actions required of you during Open Enrollment:

- Actively update your tobacco and spousal attestations, which you must do each year during Open Enrollment to avoid the surcharges. If you don't take action, you'll pay the defaulted surcharges for 2024.
- Consider your one-time opportunity during this year's Open Enrollment to increase your life insurance up to 3x your annual base salary, up to the guaranteed issue amount of \$300,000.
- Make any elections into a tax-advantaged account, including a Health Savings Account (HSA), if you wish to participate. If you currently have an HSA and want to transfer it over to our new partner, Fidelity, you'll also need to make this election during Open Enrollment. Important: If you enroll in the Savings Medical Plan and want to open an HSA, you must make an active election in order to receive Iron Mountain's contribution to your account.

2. What do I need to know?

Open Enrollment is every fall.

Elections are effective the first day of the next calendar year.

If you're a new hire, you must enroll within 30 days of your hire date (or the date you become eligible for benefits).

Your benefits will take effect on your hire date.

3. Where do I learn more?

Visit the Virtual Benefits Fair

Visit virtualfairhub.com/ironmountain to explore benefits materials and interact with vendors. Plus, view a recorded webinar about your 2024 benefit!

Meet Alex

Go to start.myalex.com/irm to access Alex, a personalized, interactive online experience designed to help you make confident choices about your benefits.

Explore This Site

Review irmbenefits.com — also available to your family members — to learn about all the benefits we offer to support your wellbeing.

Call Aetna One Advisor (A1A) at 888.216.8573.

This specially designated team is trained on Iron Mountain benefits and can help you learn more about those best suited to your needs.

ENROLL

1. Go to [myMAP](#). Note: If you're a new hire, your access to myMAP will be available shortly after your first day of employment.
2. Click on "IMBenefits" and then select "Enroll Now." (If you're making changes due to a qualifying life event, click on "IMBenefits," find "Report a life event" and then select "Go." You will be able to choose the appropriate life event based on your situation.)

3. Make your elections by going through each benefit available to you and clicking on the “Change” button. (You will need to click on the “Change” button to tell us whether your spouse/domestic partner has access to other medical coverage through his/her employer. If you don’t do this, you’ll default to paying the surcharge.)
Important note: You must update your tobacco and spousal attestations. The default is to receive a surcharge, so you must select the “Change” button to update your status.
4. After you complete your elections, click the “Submit” button.
5. Print or save a copy of your confirmation for your records.

Having Trouble Enrolling?

If you experience technical difficulties with the IMBenefits enrollment system, contact Global HR Service Support at 855.462.7547 or irmHR.NAM@ironmountain.com.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

CONTACTS

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

What's New For 2024

Take a look at what to expect.

CHANGES FOR 2024

We're committed to providing competitive benefits to meet the needs of you and your family. We'll continue to offer the same great benefits, along with a few new enhancements.

Care Management Programs for Musculoskeletal and Cardiac Care

Aetna medical plan members will have access to two care management programs: Hinge Health and Hello Heart. Hinge Health, Aetna's Back & Joint Care offering, provides personalized virtual physical therapy services and dedicated one-on-one support from a health coach and a physical therapist. The Hello Heart program helps reduce the risks of high blood pressure, high cholesterol, and heart disease.

Health Savings Account (HSA) now through Fidelity

Our HSA, previously through PayFlex, is now offered through Fidelity. Those who took action during Open Enrollment will have HSA funds transferred to Fidelity; if no action was taken, your HSA balance will remain with PayFlex.

Life Insurance now offered by Lincoln Financial

Lincoln Financial will administer our life insurance benefits starting in 2024.

Identity Protection benefit with Norton LifeLock

You have the option to safeguard you and your family's identity, privacy, and security with all-in-one protection through Norton LifeLock Benefit Plans. Visit ironmountainvoluntarybenefits.com to learn more and enroll.

For Mountaineers in Puerto Rico:

Your medical, dental, and vision coverage will be offered through Triple-S and all coverage will be bundled under one plan.

READY TO ENROLL?

Here's what you need to know and do.

WHAT YOU NEED TO KNOW

- **Do I need to take action?**
 - Yes! We encourage everyone to do a complete review of your benefits each year to ensure they still meet your needs.

- Click [here](#) to see the actions required of you during enrollment.

WHERE YOU CAN LEARN MORE

- **Visit the Virtual Benefits Fair**
Visit virtualfairhub.com/ironmountain to explore benefits materials and interact with vendors. Plus, view a recorded webinar about your 2024 benefit!
- **Meet Alex**
Go to start.myalex.com/irm to access Alex, a personalized, interactive online experience designed to help you make confident choices about your benefits.
- **Explore This Site**
Review www.irmbenefits.com — also available to your family members — to learn about all the benefits we offer to support your wellbeing.
- **Call Aetna One Advisor (A1A) at 888.216.8573**
This specially designated team is trained on Iron Mountain benefits and can help you learn more about those best suited to your needs.

GET READY TO LEARN MORE...

Increase to the 401(k) Retirement Match Contribution

Effective January 1, 2024, Iron Mountain will contribute 1% more towards your retirement savings. Instead of matching 50 cents for each dollar, up to 6% of your eligible earnings per paycheck, Iron Mountain will contribute 67 cents for each dollar, up to 6% of your eligible earnings per paycheck.

NOTE: For Puerto Rico employees, Iron Mountain will contribute up to 1.5% more in matching contributions towards your retirement savings. Instead of a match of 50 cents for each dollar, up to 5% of your eligible earnings per paycheck, Iron Mountain will contribute 67 cents for each dollar, up to 6% of your eligible earnings per paycheck.

Changes to Paid Time Off (PTO) Policies

For all Mountaineers: We're modernizing our sick time policy to reflect our commitment to wellbeing. By changing to wellbeing time, we emphasize the importance of emotional wellbeing, rather than the traditional, narrow concept of physical health "sick" days.

For exempt Mountaineers: Vacation accrual will now occur on a weekly basis (instead of annually) and the accrual amounts are staying the same.

For Director and P-Level Equivalent (M4/M5/P5/P6) Mountaineers: We're introducing flexible vacation time starting January 1, 2024. You'll be eligible to participate in this plan once your 2023 vacation balance is depleted. As in past years, you can carry over up to 40 hours of your 2023 balance into 2024, which must be used by **March 31, 2024**. **Therefore, you'll be eligible once you use your 2023 balance or on April 1, 2024, whichever comes first.**

To learn more about these policies and see frequently asked questions related to these changes effective January 1, 2024, go to [myMap](#).

EAP through Resources for Living

We're pleased to announce our affiliation with Resources for Living, a brand-new confidential employee assistance program for Mountaineers and their families, coming in 2024. Resources for Living will provide exactly what it sounds like for those moments when you need extra support for managing work and life, and helping with emotional, social, legal, financial, and other matters. In-the-moment support will be available to you 24 hours a day by phone. You'll also have access to helpful articles, videos, webinars, and more on the member website.

HEALTH

Medical

You have a choice of four medical plans, all administered by Aetna — the Network Medical Plan, the Value Medical Plan, the Savings Medical Plan and the Upfront Advantage Medical Plan.

OVERVIEW

All Aetna plans:

- Provide preventive care — which generally includes annual exams, immunizations and routine screenings — at no cost to you when you use in-network providers.
- Cover the same services, like doctor visits, hospital care, lab work and X-rays.
- Give you access to a comprehensive network of providers.
- Come with [prescription drug coverage](#), administered by Aetna/CVS.
- Include free access to virtual reproductive health and family planning (Maven), cardiac care (Hello Heart), back and neck pain (Hinge Health), and diabetes management (Livongo) programs. [Click here](#) to learn more about these virtual care programs.

But **what and how you pay for care** are different.

If you live in California, you can also elect the **Kaiser Permanente Plan**. [Learn about this plan option](#).

Compare Plans

Learn about how the plans work and what you pay when you need care.

[COMPARE NOW](#)

About Networks

Get details on choosing and using the networks.

[LEARN MORE](#)

See Costs

See what you pay to have care and understand the surcharges.

[LEARN MORE](#)

Medical ID Cards

Once you have selected your medical coverage, ID cards will arrive in the mail within 10–14 business days. If you've selected Aetna, you can go to the Aetna site for a digital ID card. [Get instructions](#) on how to register on the Aetna site or download the Aetna Health app.

Mountaineers in Puerto Rico

If you're a Mountaineer based in Puerto Rico, you're eligible for the Triple-S HMO Medical Plan. Your costs for the Triple-S HMO can be found on the [Costs page](#) or within the enrollment experience.

Aetna One Advisor

Contact Aetna One Advisor (A1A) for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

CONTACTS

Aetna

Medical

888.216.8573

www.aetna.com

Text "AetnaHealthApp" to 90156 for a download link.

App Store: [Download here](#)

Google Play: [Download here](#)

Kaiser Permanente

Medical and prescription drugs (California residents only)

800.464.4000

<http://healthy.kaiserpermanente.org/>

Triple-S

Medical

Service Call Center: 787.774.6060 / 1.800.981.3241

www.ssspr.com

[Mi Triple-S \(iOS\)](#)

[Mi Triple-S \(Google Play\)](#)

Prescription Drug Coverage

If you enroll in an Aetna medical plan, you automatically get prescription drug coverage through Aetna/CVS. Kaiser administers prescription drug coverage for the Kaiser Permanente Plan.

COVERAGE WITH THE AETNA PLANS

The chart below shows what you pay to fill prescriptions with the Aetna medical plans.

NETWORK MEDICAL PLAN

	30-Day Supply	90-Day Supply
Tier 1 (Generics)	\$10 copay	\$20 copay
Tier 2 (Preferred Brands)	\$15 minimum, \$60 maximum 35% coinsurance	\$45 minimum, \$150 maximum 35% coinsurance
Tier 3 (Non-Preferred Brands)	\$35 minimum, \$90 maximum 35% coinsurance	\$90 minimum, \$225 maximum 35% coinsurance

VALUE MEDICAL PLAN

	30-Day Supply	90-Day Supply
Tier 1 (Generics)	\$10 copay	\$20 copay
Tier 2 (Preferred Brands)	\$15 minimum, \$60 maximum 35% coinsurance	\$45 minimum, \$150 maximum 35% coinsurance
Tier 3 (Non-Preferred Brands)	\$35 minimum, \$90 maximum 35% coinsurance	\$90 minimum, \$225 maximum 35% coinsurance

SAVINGS MEDICAL PLAN

	30-Day Supply	90-Day Supply
Tier 1 (Generics)	20% after deductible (maintenance medications aren't subject to the deductible)	
Tier 2 (Preferred Brands)	20% after deductible (maintenance medications aren't subject to the deductible)	

Tier 3 (Non-Preferred Brands)	20% after deductible (maintenance medications aren't subject to the deductible)
--------------------------------------	--

UPFRONT ADVANTAGE PLAN

	30-Day Supply	90-Day Supply
Tier 1 (Generics)	10% after deductible	
Tier 2 (Preferred Brands)	10% after deductible	
Tier 3 (Non-Preferred Brands)	10% after deductible	

Preventive Medications

Certain [preventive care prescriptions](#) Preventive care medications are prescribed to high-risk individuals to prevent a disease or condition. will be covered at 100% or will not be subject to the deductible. Preventive prescriptions include drugs that help prevent heart attacks, heart disease, high blood pressure, stroke, blood clots and diabetes.

Maintenance Medications

With the Maintenance Medication Program, you're allowed two refills of maintenance medications A maintenance medication is prescribed for chronic or long-term conditions and is typically taken on a regular basis. (such as insulin or blood pressure medication) at any retail pharmacy. After that, you can fill a 90-day supply at a discounted rate with our mail service pharmacy or at CVS Pharmacy locations. After two retail fills, you'll need to fill 90-day supplies with CVS Caremark Mail Service Pharmacy™ or at CVS Pharmacy stores. If you keep your prescription at a non-CVS Pharmacy after two refills, the plan will cover only 50% of your cost.

Specialty Medications

To provide a comprehensive, cost-effective prescription drug program for you and your family, Iron Mountain will now offer the **PrudentRx** copay program for certain specialty medications used to treat medical conditions like Hepatitis C, autoimmune disorders and and multiple sclerosis. The program will be available to Mountaineers and their dependents enrolled in the Value, Network or Upfront Advantage plan.

With PrudentRx, you'll receive help enrolling in a manufacturer copay assistance program, which will entitle you to a \$0 copay for specialty medications covered under the program. If you or your dependents are eligible for the program, PrudentRx will contact you to assist with enrollment. If you do not enroll in the program, you'll be subject to 30% coinsurance for these medications.

If you're prescribed a specialty medication A specialty medication is a high-cost medication used to treat complex, chronic conditions such as cancer, rheumatoid arthritis, HIV and hepatitis C., please reach out to Aetna One Advocate (A1A) for assistance at **888.216.8573**.

Prior Authorization and Step Therapy

Prior Authorization and/or Step Therapy may apply to your medications.

Prior Authorization (PA)

PA makes sure you're getting the right medication for your condition. It may also help keep your medication affordable. The following are some common reasons PA is needed:

- There may be a lower cost option that's just as effective.
- The medication has the potential for misuse or abuse.
- The medication is for certain conditions or diagnoses.

Step Therapy

Medications that cost more don't always work better. Many lower-cost medications provide great health benefits and save you money. In fact, you may be paying too much to treat your condition. We want to help you and your doctor choose a lower-cost medication as the first step in treating your health condition. This is called step therapy.

Learn More

To find an in-network pharmacy, look up a particular drug or view the formulary, visit www.aetna.com and register or sign into your account. You can also download the [Aetna Health](#)SM app for easy access to your benefits, claims, ID card and more.

COVERAGE WITH THE KAISER PERMANENTE PLAN

The chart below shows what you pay to fill prescriptions with the Kaiser Permanente Plan.

30-Day Supply	90-Day Supply
Most generics: \$10 Most brand drugs: \$30 Most specialty drugs: \$30*	Most generics: \$20 Most brand drugs: \$60

*Specialty drugs aren't offered as a 90-day supply.

Aetna One Advisor

Contact Aetna One Advisor (A1A) for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

CONTACTS

Aetna
Medical
888.216.8573
www.aetna.com



Text "AetnaHealthApp" to 90156 for a download link.

App Store: [Download here](#)

Google Play: [Download here](#)

Kaiser Permanente

Medical and prescription drugs (California residents only)

800.464.4000

<http://healthy.kaiserpermanente.org/>

Dental

You have two dental options: the Core Plan and the Enhanced Plan. These plans are provided through Delta Dental.

DENTAL OPTIONS

Both options cover in-network preventive and diagnostic care at no cost to you. You can see any dentist you want, but you'll save money by seeing a dentist in one of the preferred Delta Dental networks. To find an in-network dentist, visit www.deltadentalma.com.

PLAN FEATURES

See what the Plans pay for care.

Coverage Options	Core Plan	Enhanced Plan
Annual Deductible	\$50 (Individual) \$100 (Family)	\$50 (Individual) \$100 (Family)
Annual Benefit Maximum	\$750 per person	\$2,000 per person
Type I (Preventive and Diagnostic)	100% (no deductible)	100% (no deductible)
Type II (Basic Restorative)	80%	80%
Type III (Major Restorative)	Not covered	50%
Orthodontia	Not covered	50% coverage \$2,000 per person lifetime maximum

Note: You must remain enrolled in the Core Dental Plan for two consecutive years.

Rollover Provision

You can roll over up to \$600 to the following year's annual benefits maximum for dental coverage if:

- You're enrolled in the Enhanced Plan before October 1 of the current plan year,
- You receive a cleaning and oral exam during the calendar year, and
- Your paid claims for the current year don't exceed \$1,500.

Rollover coverage can't be applied to orthodontia services.

Let's say Anthony enrolls in the Enhanced Plan and gets a cleaning and oral exam each year. He has basic dental work for a couple of years, but needs major dental work in year three. Here's how the rollover provision helps him save money on the care he needs.

	Year One	Year Two	Year Three
Annual Benefit	\$2,000	\$2,000	\$2,000

Maximum			
Rollover from Previous Year	\$0 (first year in the plan)	\$600	\$600
Adjusted Annual Benefit Maximum	\$2,000	\$2,600	\$3,200
Total Paid Claims (cleaning, oral exam + other services)	\$400	\$300	\$3,000*
Eligible for Rollover	Yes (claims don't exceed \$1,500)	Yes (claims don't exceed \$1,500)	No (claims exceed \$1,500, but the \$200 left from Year 2 will roll over)
Rollover Amount	\$600	\$600	\$0

*Anthony exceeded the \$2,000 annual benefit maximum, but he rolled over enough money to cover the additional \$1,000, so he didn't have to pay the extra amount out of pocket.

COSTS

Here's what you pay per paycheck to have dental coverage.

Coverage Level	Core Plan	Enhanced Plan
Employee	\$1.20	\$5.74
Employee + Spouse/Domestic Partner	\$3.01	\$13.80
Employee + Child(ren)	\$2.40	\$11.50
Family	\$4.81	\$20.11

Stay In Network and Save Money

Here's a comparison of what it would cost for a porcelain crown if you're enrolled in the Enhanced Plan and use a dentist in one of the preferred networks versus using an out-of-network dentist. As the table shows, you'll pay less when you see an in-network dentist.

Coverage Options	Delta Dental PPO Network	Delta Dental Premier Network	Out of Network
Cost Billed by Dentist	\$1,288	\$1,288	\$1,288
Delta Dental Negotiated Rate	\$907	\$1,030	N/A
Plan Pays (50%)	\$454	\$605	\$644

Coinsurance)			
What You Would Pay	\$454	\$605	\$644

GET STARTED

1. Find an [in-network dentist](#).
2. Schedule an appointment.
3. Bring your Delta Dental ID card when you go. (You'll receive your card in the mail after you enroll.)

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

CONTACTS

Delta Dental

Dental

800.872.0500

www.deltadentalma.com

Vision

Vision coverage is provided through Vision Service Plan (VSP). Annual coverage includes routine eye exams, lenses and contacts. Benefits for frames are provided every other year.

VISION PLAN

You can enroll in vision coverage through VSP. You can see any provider you want, but you'll pay less if you go to a VSP provider.

WHAT YOU PAY WHEN YOU NEED CARE

Coverage Options	Frequency	VSP Provider	Non-VSP Provider
WellVision Exam	Once every calendar year	\$15 copay	Up to \$55
Prescription Glasses	See frames and lenses	\$15 copay	See frames and lenses
Lenses Single Vision Lined Bifocal Lined Trifocal Standard Progressive Lenses	Once every calendar year	Included in prescription glasses copay	Up to \$50 Up to \$75 Up to \$100 Up to \$75
Frames (for Prescription Glasses)	Once every other calendar year	Covered up to \$150 (\$200 on featured brands); 20% savings thereafter	Up to \$70
Contact Lenses (Instead of Glasses)	Once every calendar year	Covered up to \$150	Up to \$105
Laser Vision Correction	Not applicable	15% off regular cost, or 5% off of the promotional cost (discounts only available from contracted facilities)	Not covered

COSTS

Here's what you pay per paycheck to have vision coverage.

Coverage Level	VSP Plan
Employee	\$3.03
Employee + Spouse/Domestic Partner	\$6.05
Employee + Child(ren)	\$6.47
Family	\$10.35

GET STARTED

1. Find an in-network provider at www.vsp.com.
2. Schedule an appointment.
3. Share your name and the last four digits of your Social Security number (SSN) with your chosen provider. (The last four digits of your SSN are your ID; VSP doesn't issue ID cards.)

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

CONTACTS

Vision Service Plan (VSP)

Vision

800.877.7195

www.vsp.com

Tax-advantaged Accounts

Our tax-advantaged accounts, administered by Inspira Financial, allow you to save money tax-free that you can use to pay for eligible expenses.

IMPORTANT DATES RELATED TO FLEXIBLE SPENDING ACCOUNTS (FSAS)

If you don't incur expenses and submit them for reimbursement per the deadlines outlined below, you'll forfeit your balances.

Claims Incurred	Deadline to Submit Claims to Inspira Financial
January 1, 2023 – March 15, 2024	March 31, 2024

ABOUT THE ACCOUNTS

HSA

Health Savings Account

Available if you're enrolled in the Savings Medical Plan

[Learn About HSA](#)

HCFSA

Health Care FSA

Available if you're enrolled in the Network Medical Plan, Value Medical Plan, Kaiser Permanente Plan or if you waive medical coverage

[Learn About HCFSA](#)

LPFSA

Limited Purpose FSA

Available if you're enrolled in the Savings Medical Plan

[Learn About LPFSA](#)

DCFSA

Dependent Care FSA

Available if you meet certain conditions

[Learn About DCFSA](#)

CONTACTS

Inspira Financial
Flexible Spending Accounts (FSAs)
844.729.3539
www.inspirafinancial.com

Fidelity
Health Savings Account (HSA)
800.544.3716
www.netbenefits.fidelity.com

Virtual Care Programs

Not sure where to go for care?

Review your options [here](#).

HEALTH SUPPORT OPTIONS

If you're enrolled in one of our Aetna medical plans, consider using these health support options for non-emergency medical care when you can't make it to the doctor's office.

If you're enrolled in the Kaiser Permanente Plan, you have access to telehealth appointments. Call **800.464.4000** for more information.

TELADOC

You can access board-certified doctors, including licensed behavioral health providers, online or by phone through Teladoc. With Teladoc, you can talk to a doctor 24/7 to get help with non-emergency medical conditions, such as:

- Cold and flu
- Respiratory infections
- Allergy and sinus problems
- Skin rashes, other dermatologic issues and more

In most cases, you'll pay less than you would for an office visit.

How It Works

1. Request a visit via web, phone or mobile app.
2. Talk to your doctor about your symptoms.
3. Your doctor will diagnose your condition, recommend treatment and prescribe medication, if needed.

What You'll Pay When You Need Care

Your Medical Plan	Cost Per Video or Phone Visit*
Network Medical Plan	\$20
Value Medical Plan	\$25
Savings Medical Plan	\$59 or less

*Costs shown are for general medical visits only. Costs for dermatology and behavioral health visits are based on what you pay for this care under your medical plan.

Get Started

- Go to www.Teladoc.com/Aetna. (As a bonus, when you register, you'll automatically receive 50 LiveWell points!)

- Follow the instructions to set up your account.

Telemedicine for Kaiser Permanente Plan Members

If you're enrolled in the Kaiser Permanente Plan, you have access to telehealth appointments. Call 800.464.4000 for more information.

24/7 NURSE LINE

You and your covered family members can **connect with a registered nurse** anytime, anywhere.

Get Started

Call the Nurse Line at **800.556.1555** to use this free service whenever you need care.

CVS MINUTECLINIC

You can visit a [CVS MinuteClinic](#) when you have a minor illness or need a vaccination.

Clinic visits are free if you're enrolled in the Network or Value Medical Plan. If you're enrolled in the Savings Medical Plan, visits will typically cost less than a doctor or urgent care visit.

Get Started

To find a MinuteClinic near you, go to www.cvs.com/minuteclinic/clinic-locator/.

HELLO HEART

Hello Heart puts you in control of your heart health. Track blood pressure and cholesterol readings in one place, and get personalized insights on how to improve your health. The easy-to-use app makes it fun to stay on track.

How will Hello Heart help me?

- No more guessing. Your free Hello Heart monitor pairs with your phone and automatically sends blood pressure readings to the app, so you can easily track trends over time.
- Get instant health readings, with clear explanations so you know what they mean. Want to share your health data and reports with your doctor? No problem.
- Hello Heart is all about YOU. Personalized insights, heart health tips, and easy-to-understand graphs so you can see how your daily choices may be impacting your heart health.
- Does that extra five minutes of walking really make a difference? It might. With Hello Heart, you can see how activity, weight, and medications may impact your readings.
- Enjoy your own privacy. The Hello Heart app is designed with technical and organizational controls to keep your data safe. You can share your info if you want, or not. Either way, you can use the app to access your health data whenever you need it.

Eligibility

Hello Heart is available to Mountaineers and their adult dependents enrolled in an Aetna medical plan.

Can I earn points through the LiveWell program for participation?

Yes! Take your blood pressure two times per month for three months in a row to earn 50 points!

What It Costs

Hello Heart is offered at no cost!

Get Started

Get started in a few simple steps:

1. Visit join.helloheart.com
2. Select Iron Mountain in the dropdown list

AETNA BACK AND JOINT POWERED BY HINGE HEALTH

Take control of your pain! You and your eligible family members may qualify for Hinge Health's programs for muscle and joint pain. It's no cost to you and you can earn 50 points through the LiveWell program for participating.

Each program is tailored to your needs. You could receive:

- Personalized exercise therapy
- Wearable sensors for live feedback in the app
- Unlimited 1-on-1 health coaching
- Personal physical therapist with video visits

Over 300,000 members have joined so far. They are regaining the active lifestyle they thought they'd left behind!

Eligibility

Mountaineers and dependents 18+ enrolled in an Aetna® medical plan through Iron Mountain are eligible.

Can I earn points through the LiveWell program for participation? Yes! Requirements to do so? Where to go to learn more?

- Register for Hinge Health and complete at least one exercise therapy session
- Timeframe 1/1/24 –10/31/24
- Points value: 50 points

What It Costs

The program is FREE to Mountaineers and dependents 18+ enrolled in an Aetna® medical plan through Iron Mountain.

Get Started

Register at hinge.health/ironmountain.

MAVEN

No cost, 24/7 support for starting and raising a family
Sometimes it takes more than a village. Meet Maven.

Maven is a digital health platform that provides members navigating fertility treatments, adoption, surrogacy, pregnancy, and postpartum with no-cost, 24/7 access to specialized virtual care, personalized guidance, trustworthy resources, and more. You and your partner get:

- **Unlimited, 24/7 virtual access to quality providers**
Book video appointments or chat with providers spanning 35+ specialties, including OB-GYNs, reproductive endocrinologists, and pediatricians—with wait times of less than 2 hours.
- **Your own dedicated Care Advocate**
Need help navigating the Maven platform, connecting with a provider, or have a question about your benefits? Message your Care Advocate, and they'll get back to you within the hour.
- **On-demand content & virtual classes**
Access Maven's extensive library of vetted articles and provider-led classes covering topics like IUI & IVF, childbirth, breastfeeding, and more—wherever you are, on your own time. Activate your no-cost membership here or by downloading the Maven Clinic app.

Eligibility

Aetna medical employees + partners/spouses (partners don't need to be on Aetna plan)

Can I earn points through the LiveWell program for participation? Yes.

What It Costs

This program is free.

Get Started

Activate your no-cost membership [here](#) or by downloading the Maven Clinic app.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

CONTACTS

Teladoc
Telemedicine
855.Teladoc (855.835.2362)
www.teladoc.com/aetna

CVS MinuteClinic
Care for minor illnesses or vaccinations
www.cvs.com/minuteclinic/clinic-locator/

Aetna
Medical
888.216.8573
www.aetna.com
Text "AetnaHealthApp" to 90156 for a download link.
App Store: [Download here](#)
Google Play: [Download here](#)

Hello Heart
Heart Health Program
support@helloheart.com
800.767.3471
Mon–Fri, 8am–8pm ET (except holidays)

Hinge Health
Aetna Back and Joint
855.902.2777
hingehealth.com/ironmountain

Maven
Family support
support@mavenclinic.com
mavenclinic.com/join/aetnafamily

Executive Physical Program

OVERVIEW

Iron Mountain offers U.S. executives (SVP+) access to an [Executive Physical Program](#) through Massachusetts General Hospital (MGH). The Executive Physical Program is designed to help you take time to focus on your health and stay well.

By providing a comprehensive physical evaluation in what is typically a single day, this program enables you to prioritize your personal health and wellness without interfering with your demanding schedule. If you're located in Boston, MA, or visiting the area, you can schedule your annual physical at MGH at no cost to you.

To learn more, [watch this short video](#) or view the FAQs below for details. If you're ready to schedule your physical, call **617.726.4444** or email executivehealthservices@mgh.harvard.edu.

FAQS

What is the Iron Mountain Executive Physical Program?

The Iron Mountain Executive Physical Program, in partnership with Massachusetts General Hospital (MGH), provides the executive leadership team with convenient access to a world-class physical examination.

Who is eligible for the program? What happens if my role changes and I'm no longer eligible?

All executives with a job title of Senior or Executive Vice President are eligible for the program. Spouses or dependent children of eligible executives aren't entitled to benefits under this program.

If your role changes during the year, you'll remain eligible for an executive physical until the end of that calendar year.

Do I have to file an insurance claim or submit an expense report for my executive physical?

No. All program costs are billed directly to Iron Mountain. However, medical services outside of the executive physical that may be recommended as follow-up care with specialists would be filed with your insurance.

What tests are performed during my executive physical?

The executive physical generally consists of a health questionnaire, medical history review, comprehensive exam, lab tests or screenings, cardiac stress test, nutrition consultation and immunizations, as required.

Are there any limitations on the cost or number of tests that are performed during my executive physical?

No. You and your physician will decide what tests are medically necessary based on your specific circumstances.

How often can I get a physical under the program?

You can get an executive physical once per calendar year.

Is my executive physical confidential? Are the results of my executive physical shared with Iron Mountain?

Your results are confidential and aren't shared with Iron Mountain. At your direction, you may elect to have the results of your executive physical shared with your personal physician.

How do I schedule my executive physical? If I have other questions about this program, who should I contact?

To schedule your executive physical, please call MGH at **617.726.4444** and a coordinator from the MGH team will work with you to schedule the appointment and answer any questions that you might have about the program. In advance of your executive physical, MGH will send you an itinerary of the day and directions to MGH.

NOTE: The executive physical isn't intended to replace ongoing primary care. Physicians you see for an executive physical aren't required to perform tasks such as refilling prescriptions or triaging urgent care inquiries.

CONTACTS

Massachusetts General Hospital
Executive Physical Program

www.massgeneral.org/executive-health

617.726.4444

executivehealthservices@mgh.harvard.edu

MONEY

401(k)

The Iron Mountain 401(k) Retirement Plan helps you save for the future, so you'll be ready for where life takes you.

How It Works

You'll be automatically enrolled in the Plan at a contribution rate of 3% per pay period. We'll automatically increase this contribution by 1% each year, up to a maximum of 15% of pay. Iron Mountain matches 67 cents for each dollar you contribute, up to the first 6% of your eligible earnings each paycheck. If you contribute 6%, you'll see 4% in employer matching contributions added to your retirement savings.

You can contribute up to 75%* of your base pay in before-tax (traditional) and Roth** (after-tax) contributions, up to IRS or Puerto Rico code limits. If you want to opt out, you need to do so within 30 days of your hire date through the [Fidelity NetBenefits website](#) or mobile app or by calling the Fidelity Retirement Benefits Center at **800.835.5095 (English)** or **800.587.5282 (Spanish)**, Monday through Friday, from 8:30 a.m. to midnight ET.

*100% for Puerto Rico.

**Roth contributions are not available in Puerto Rico.

Ways to Save

Planning for the future is important, but there's more than one way to do it. We offer two contribution options to help you meet your retirement planning needs.

Before-Tax

Contributions

Your contributions are deducted before taxes are taken from your paycheck.

Matching Contributions

67 cents for each dollar, up to 6% of your eligible earnings each paycheck.

Contribution Limits**

For 2024, the combined annual contribution limit for the before-tax and Roth options is:

- Age 49 or younger: \$23,000
- Age 50 or older: \$30,500 (you may contribute an additional \$7,500 as a catch-up contribution)

Distributions

You owe taxes on your distributions and any investment earnings.

*Roth contributions are not available in Puerto Rico.

**The Puerto Rico code contribution limit is \$15,000, or \$16,500 for those age 50 or older.

***Contact a tax professional for more information.

Roth*

Contributions

Your contributions are deducted **after taxes are taken from your paycheck**.

Matching Contributions

67 cents for each dollar, up to 6% of your eligible earnings each paycheck.

Contribution Limits**

For 2024, the combined annual contribution limit for the before-tax and Roth options is:

- Age 49 or younger: \$23,000
- Age 50 or older: \$30,500 (you may contribute an additional \$7,500 as a catch-up contribution)

Distributions

You get **tax-free distributions** of your contributions and any investment earnings that meet certain criteria.***

*Roth contributions are not available in Puerto Rico.

**The Puerto Rico code contribution limit is \$15,000, or \$16,500 for those age 50 or older.

***Contact a tax professional for more information.

Vesting

Vesting refers to a portion of the 401(k) account that you own. You vest, or own, all of the contributions made to your account, including any matching contributions from Iron Mountain.* This means you own all contributions you and Iron Mountain make to your account.

*Any company match made into the US 401(k) prior to 2020 or the Puerto Rico 401(k) prior to 2024 is subject to a vesting schedule.

How to Change Your 401(k) Contributions

You can change the amount you contribute to your 401(k) account at any time. Go to the [Fidelity NetBenefits website](#) or mobile app to increase, decrease or stop your contributions.

Withdrawals

In-service withdrawals are allowed in certain situations specified by your plan, such as:

- Loans
- Hardship
- Disability

For more information, visit the [Fidelity NetBenefits website](#) or contact the Fidelity Retirement Benefits Center at **800.835.5095 (English)** or **800.587.5282 (Spanish)**, Monday through Friday, from 8:30 a.m. to midnight ET.

Designate a Beneficiary

It's important to designate one or more beneficiaries for your 401(k). Designate or update your beneficiaries through your Profile & Settings on the Fidelity NetBenefits website or mobile app.

Have a 401(k) Account from a Previous Employer?

You may be able to roll over account balances from other employer-sponsored, qualified 401(k) accounts into your Iron Mountain Retirement 401(k) Plan. Go to the [Fidelity NetBenefits website](#) to access the rollover instructions. If you need help, contact the Fidelity Retirement Benefits Center at **800.835.5095 (English)** or **800.587.5282 (Spanish)**, Monday through Friday, from 8:30 a.m. to midnight ET.

Contacts

Fidelity Investments
401(k)
800.835.5095 (English)
800.587.5282 (Spanish)
www.netbenefits.com

John Hancock Retirement Plan Services
For US 401(k) Statements prior to July 1, 2022
800.294.3575 (English)
888.440.0022 (Spanish)
<http://myplan.johnhancock.com>

ADP
For ITRenew 401(k) statements prior to January 1, 2023
800.695.7526
www.mykplan.com

Ascensus
For Clutter 401(k) statements prior to January 1, 2024
888.652.8086
myaccount.ascensus.com

Employee Stock Purchase Plan

If you're a full-time Mountaineer, you can share in Iron Mountain's success by enrolling in the Employee Stock Purchase Plan (ESPP).

How It Works

Administered by Fidelity, the ESPP allows you to purchase Company stock at a discounted rate. Once you've worked at Iron Mountain for six months, you can enroll in the ESPP, provided you're scheduled to work at least five months per year.

To participate in the ESPP, visit [Fidelity's website](#) in May or November. Offering periods — the periods of time when Iron Mountain accumulates employee payroll contributions for the ESPP — run June 1 through November 30 and December 1 through May 31.

Contributions

You can make after-tax contributions of up to 15% of your paycheck each pay period, which will be credited to a stock purchase account on your behalf. You're 100% vested in your contributions.

What to Know About Changing Your Contributions

You can decrease your contributions during the offering periods, but you can only increase them during ESPP Open Enrollment (May or November). If you wish to cancel your contributions, you must do so no later than 21 days prior to the purchase of stock.

Selling Your Shares

Shares may not be transferred from Fidelity to another broker until the end of the disqualifying period. There may be tax implications if you sell shares. Contact a tax advisor for more information.

Get a Quote

To get an Iron Mountain stock quote, visit our [website](#) or [Fidelity's website](#).

Contacts

Fidelity
Employee Stock Purchase Plan
800.544.9354
www.netbenefits.fidelity.com/

Life and AD&D Insurance

We offer Basic Life and Accidental Death & Dismemberment (AD&D) insurance to protect you and your family, at no cost to you. You can also purchase additional coverage.

NOTE: Effective January 1, 2024, Lincoln Financial will administer our life insurance benefits. As a part of this change, you have a one-time opportunity during Open Enrollment to increase your life insurance up to 3x your annual base salary, up to the guaranteed issue amount of \$300,000.

How it Works

If you're regularly scheduled to work **30 or more hours a week**, you're eligible for Basic Life and AD&D insurance, as well as our Supplemental Life and AD&D plans. Life insurance benefits are paid to your covered beneficiaries in the event of death, and AD&D pays benefits in the event of accidental death or dismemberment.

If you're suffering from a terminal illness, you can request an accelerated death benefit from your Life insurance plan to help with estate planning and funeral expenses.

Coverage

Basic Coverage Provided by Iron Mountain

Basic Life & AD&D	
Benefit Amount	1.5 times your annual base pay
Maximum	\$500,000*

*You can limit your Basic Life coverage to \$50,000 for tax purposes. (Basic Life coverage amounts over \$50,000 are subject to imputed income.)

Optional Coverage You Buy

	Supplemental Life and AD&D	Spouse or Domestic Partner Life	Child Life
Benefit Amount	1 to 7 times your annual base pay	Choose:* \$10,000 \$50,000 \$75,000 \$100,000	Choose:* \$5,000 \$10,000 \$15,000 \$20,000 \$25,000
Maximum	\$1,200,000 overall	\$100,000	\$25,000

	Plan maximum (Basic and Supplemental coverage combined)		
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*The benefit amount you choose can't exceed your own coverage amount.

Age Reductions

If you're age 70 or older, Basic and Supplemental Life insurance benefits will be reduced:

- If you're 70 – 74 years old, the Plan will pay **65%** of the benefits.
- If you're 75 years old or older, the Plan will pay **50%** of the benefits.

Evidence of Insurability (EOI)

In certain instances, you or your spouse/domestic partner and eligible children may be asked to **provide proof of your health** before your Supplemental Life insurance coverage is approved. This is called Evidence of Insurability, or EOI. You must provide EOI when:

- You choose to buy Supplemental Life or Supplemental AD&D coverage over five times your base pay salary or \$300,000, whichever is lower.
- If you're enrolling after your new hire or newly eligible period.*
- You enroll in or increase your Spouse or Domestic Partner Life insurance above \$50,000.

*If you have a qualifying life event An event that affects your benefits coverage or the coverage of your dependents. Examples include marriage, divorce, birth, adoption or loss of other coverage. and apply for Supplemental insurance within 31 days of the event, EOI may be waived for certain amounts.

Designate a Beneficiary

It's important to designate one or more beneficiaries for your Life and AD&D benefits. To designate or update your beneficiaries, go to [myMAP](#) > **IMBenefits** > **My Profile** and select the "Beneficiaries" tab on the left.

Questions About Your Life and AD&D Benefits?

Call **Aetna One Advocate (A1A)** at **888.216.8573**.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts



Lincoln Financial Group
Life Insurance / Evidence of Insurability (EOI) and Portability
Accidental Death & Dismemberment (AD&D)
800.423.2765
Life Insurance Claims
888.787.2129

Accident Insurance

What It's For

You can **supplement your coverage** by purchasing Accident Insurance from Aetna during Open Enrollment. This insurance pays you a lump sum to help cover out-of-pocket costs associated with an unexpected injury. You can use the money to cover deductibles, coinsurance, lost wages and more.

Accident Coverage

You can't plan for accidents — but you can protect yourself financially in the event of one. Aetna Accident Insurance can help cover expenses related to an injury caused by a covered accident. You receive cash benefits if you or an eligible covered dependent is injured at home or at work, no matter what's covered by your medical plan or other insurance.

Cash benefits can pay for:

- Deductibles
- Coinsurance
- Initial and follow-up care
- Medical imaging and X-rays
- Hospitalization and surgeries
- Dislocations and fractures
- Physical therapy
- Ambulance trips and transportation expenses (e.g., cabs, Uber, etc.)

Benefits can also be used to cover everyday expenses like mortgage payments, child care or groceries.

If you or a covered dependent is injured participating in an organized sport, you're eligible for additional benefits.

Benefits Example

Here's an example of the benefits you would receive if you fractured your ankle, resulting in an ambulance ride, a one-night stay in the hospital and a walking boot.

	Coverage
Ankle Fracture Benefit	\$500
Ambulance Benefit	\$200
Initial ER Benefit	\$100
X-Ray/Lab Benefit	\$25
Hospital Admission Benefit	\$1,000
Walking Boot Benefit	\$50
Total Benefits Paid	\$1,875

Learn More

For more information about Accident Insurance, visit the [Voluntary Benefits section of our website](#).

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Aetna Voluntary
Accident Insurance
800.607.3366
www.myaetnasupplemental.com

Critical Illness Insurance

What It's For

You can **supplement your coverage** by purchasing Critical Illness Insurance from Aetna during Open Enrollment. This insurance pays you a lump sum to help cover out-of-pocket costs associated with an unexpected illness. You can use the money to cover deductibles, coinsurance, lost wages and more.

Critical Illness Coverage

Critical Illness coverage can help you focus on your health and ease financial worries during a difficult time. This coverage can protect your finances by paying cash benefits when you're diagnosed with a serious condition, such as:

- Heart attack or stroke
- End-stage renal failure
- Cancer

You can use the money to pay your deductible or everyday expenses like utility bills, mortgage payments and groceries. Coverage also includes a preventive health screening benefit.

The face-value for Critical Illness Insurance is **\$10,000**, but what it actually pays is based on the illness/diagnosis. The tables below show what the insurance covers based on a particular illness.

Critical Illness Benefits

Illness/Diagnosis	Coverage
Heart Attack (Myocardial Infarction)	100%
Stroke	100%
Coronary Artery Condition Requiring Bypass Surgery	25%
Major Organ Failure	100%
End-Stage Renal Failure	100%
Paralysis	100%
Loss of Sight (Blindness)	100%
Loss of Speech	100%
Loss of Hearing	100%
Occupational HIV	100%
Coma	100%
Benign Brain Tumor	100%
Third-Degree Burns	100%
Alzheimer's Disease	25%

Parkinson's Disease	25%
Lupus	25%
Multiple Sclerosis	25%
Muscular Dystrophy	25%

Cancer Benefits

Illness/Diagnosis	Coverage
Cancer (Invasive)	100%
Carcinoma In Situ (Non-Invasive)	25%
Skin Cancer	\$1,000

Additional Plan Benefits

	Coverage
Health Screening (Maximum One Day Per Plan Year)	\$50

Learn More

For more information about Critical Illness Insurance, visit the [Voluntary Benefits section of our website](#).

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Aetna Voluntary
 Critical Illness Insurance
 800.607.3366
www.myaetnasupplemental.com

Hospital Indemnity Plan

Overview

You can elect a voluntary hospital indemnity plan that pays a lump sum if you or a covered dependent is hospitalized. This benefit can provide peace of mind in the event you or a covered family member is admitted to the hospital for reasons like illness, injury or pregnancy.

The amount you receive varies based on the reason for and length of your visit. You can use the money to pay for medical bills or to cover expenses not covered under your medical plan. Learn more about what's covered by the hospital indemnity plan and get answers to frequently asked questions [here](#).

What It Costs

Here's what you pay per month for the plan.

Hospital Indemnity Plan	
Employee	\$12.90
Employee + Spouse/Domestic Partner	\$29.52
Employee + Child(ren)	\$22.14
Family	\$37.56

Get Started

You may enroll or update your hospital indemnity plan coverage as a new hire, during annual enrollment or if you experience a life event. To enroll or update coverage, visit [myMAP](#) and select **IMBenefits**.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Aetna Voluntary
Hospital Indemnity Plan
800.607.3366
www.myaetnasupplemental.com

Auto and Home Insurance

Auto and Home Choice Program

Protect your car and home with insurance from the **Auto and Home Choice Program**. You can get quotes from multiple carriers — including MetLife, Progressive, Liberty Mutual, Travelers, Electric Insurance and Safeco — so you can choose the coverage and price that's right for you.

Through the program, **you can get quotes on coverage** for the following items:

- Car
- Boat
- RV
- Seasonal home
- Motorcycle
- Renters insurance
- Personal property (e.g., jewelry and artwork)

For your convenience, the cost for coverage can be deducted from your paychecks.

Get Started

To get a quote or apply for coverage, call **855.277.7592**, Monday through Friday, from 7 a.m. to 7 p.m. CT, and Saturday, from 8 a.m. to 12 p.m. CT. For more information about the program, visit the [Voluntary Benefits section of our website](#).

Contacts

Choice Platform

Auto and Home Insurance

855.277.7592

www.ironmountainvoluntarybenefits.com/

Legal Assistance

Legal Plan

We've partnered with MetLife Legal Plans to give you **access to a network of national attorneys and legal services**.

Get help with:*

- Estate planning
- Defense of civil lawsuits
- Financial real estate
- Family law and juvenile matters
- Immigration assistance
- Document review
- Traffic offenses
- Identity theft

*Employment and business-related matters can't be handled through this program.

How it works

You pay **\$6.92** per pay period (through payroll deductions) to be enrolled in the legal plan. Attorneys' fees are typically covered at 100% in network. Out-of-network attorneys' fees are reimbursed based on MetLife Legal Plans' fee schedule. There are no waiting periods, dollar caps or hour limits.

Get Started

You may enroll or update your Legal Plan coverage as a new hire, during annual enrollment or if you experience a life event. To enroll or update coverage, visit [myMAP](#) and select **IMBenefits**.

Learn More

For more information about the legal plan, visit the [Voluntary Benefits section of our website](#).

Contacts

MetLife Legal Plans
Legal assistance
800.821.6400
www.legalplans.com
(Password: 101120)

Pet Insurance

How It Works

Pet insurance reimburses you for your pet's eligible veterinary bills. Pets Best helps provide peace of mind to pet parents by offering flexible coverage that reimburses the cost of eligible veterinary treatment. Get flexible accident, illness and routine care coverage customized to your pet and your budget.

There are many benefits to choosing Pets Best, including:

- **Saving Money** – You can save up to 12% with exclusive savings on your monthly premiums, plus receive multiple discounts if you enroll two or more pets.
- **Choice of Veterinarian** – Choose any licensed veterinarian, emergency vet or specialist in the U.S. There are no networks.
- **24/7 Pet Helpline** – All Pets Best policyholders get free 24-hour access to veterinary experts to answer all your pet health and behavior questions, and to help assess if urgent care is needed.
- **Easy Claims Processing** – Submit and track the status of your claim online or on the Pets Best mobile app.
- **Mobile App** – With the Pets Best app, you can access your account or file a claim from anywhere, even while at the veterinarian's office.

Get Started

For more information about the program, visit the [Voluntary Benefits section of our website](#).

You may enroll or change your coverage anytime by visiting the [Iron Mountain Pets Best site](#) or by calling **888.984.8700**, Monday through Friday from 8 a.m. to 9 p.m. ET, or Saturday from 8 a.m. to 4 p.m. ET. Use the special code *IronPet*, if prompted.

Additional discounts on products, services and insurance for your pets are available with LifeMart through the [Care@Work program](#).

Disclaimer: Iron Mountain offers Mountaineers the opportunity to receive pet insurance with discounted premiums and convenient payroll deductions through Pets Best. Participation in the Pets Best program is completely voluntary and can be canceled at any time. Pets Best has partnered with CareCredit as one option for financing of out-of-pocket veterinary expenses. Iron Mountain is not associated with CareCredit, and the Company does not endorse or recommend the use of CareCredit. Carefully consider all options available to you and select the most appropriate solution for your situation.

Contacts

Pets Best

Pet insurance

888.984.8700

www.petsbest.com/ironpet

(Use promo code: IronPet)



Identity Protection

Overview

Identity protection provides peace of mind by monitoring and protecting you and your family's identity, privacy and security. Norton LifeLock Benefit Plans provide varying levels of protection, security and monitoring beginning as low as \$9.99 per month.

How It Works

Norton LifeLock protects you with its dedicated restoration specialists and Million Dollar Protection™ package. The package includes reimbursement for stolen funds and coverage for personal expenses, lawyers and experts, up to \$1 million, to resolve your case.

Security and Monitoring

Identity

Protect your sensitive information and new or existing account fraud through:

- LifeLock Identity Alerts
- Financial protection
- Credit monitoring

Device Security

Protect yourself from phishing emails and using weak passwords through:

- Norton Device Protection
- Password Manager

Privacy

Protect yourself from constantly evolving threats to your private information through:

- Secure VPN
- Child Online safety tools (parental controls)

Once you activate your account, you'll have 24/7 access to trained agents who help with identity-related questions. You can get support by calling 800.607.9174 or through the LifeLock identity app ([App Store](#) or [Google Play](#)).

For more FAQs and detailed information about the program, visit the [Voluntary Benefits section of our website](#).

Get Started

You may enroll or update your coverage anytime by visiting the [Iron Mountain Norton LifeLock Benefit Plan site](#). New coverage is typically effective the first of the following month.

Even if you already have a Norton LifeLock account, in most cases, your existing membership can be transitioned to the

new Norton LifeLock Benefit Plan through Iron Mountain. For more details, please see the FAQ “What if I already have a Norton LifeLock Account?” on the [Voluntary Benefits section of our website](#).

Contacts

Norton LifeLock Benefit Solutions

Identity protection

800.607.9174

[Iron Mountain Norton LifeLock Benefit Plan site](#)

[App Store](#)

[Google Play](#)

TIME OFF

Paid Time Off

As a Mountaineer, you get paid time off for holidays, vacation and wellbeing time. The amount of time you receive depends on your work schedule, your role and how long you've worked for the Company.

2024 Holidays

These are the company-paid holidays for all Mountaineers:*

Holiday	Date
New Year's Day	Monday, January 1
Martin Luther King, Jr. Day	Monday, January 15
Memorial Day	Monday, May 27
Independence Day	Thursday, July 4
Labor Day	Monday, September 2
Thanksgiving Day	Thursday, November 28
Christmas Day	Wednesday, December 25

*Mountaineers who are veterans, as well as active duty, National Guard or Reservists who are currently serving, are eligible for PTO in observance of Veteran's Day. Additionally, Mountaineers are eligible to request Veteran's Day as PTO if they have completed their veteran status in Workday by November 5.

Puerto Rico employees will observe Observación del Día de Reyes, Viernes Santo, Día de la Constitución using their three floating holidays.

U.S. (non-Puerto Rico) employees have up to three floating holidays per year, prorated for your first year of hire based on your start date.

Your Start Date	Number of Floating Holidays You Receive
Before July 1	3
Between July 1 and September 30	2
On or after October 1	1

For more information on holiday time off, access the holiday schedule at [myMAP](#) > Human Resources > My Benefits & Wellbeing > Time for You or view it via PDF [here](#).

Vacation

All full-time Mountaineers scheduled to work 30 or more hours per week are eligible for paid vacation time, as described below.

Hourly Vacation Accrual Schedule (Non-Exempt)

If you're a **non-exempt Mountaineer**, your vacation time is accrued weekly based upon your regularly scheduled work hours and years of service.

For the first 6 months of continuous service with IRM, your vacation time is accruing, but it is not visible or available for use until the completion of 6 months of continuous service.

Years of Service	Vacation Time Accrued
0 – 4	2 weeks
5 – 9	3 weeks
10 – 20	4 weeks
21+	5 weeks

Weekly Vacation Hours Earned

Work Hours Scheduled Each Week	Years of Service			
	0 – 4	5 – 9	10 – 20	21+
29 or less	Not Eligible			
30	1.15	1.73	2.31	2.88
31	1.19	1.79	2.38	2.98
32	1.23	1.85	2.46	3.08
33	1.27	1.90	2.54	3.18
34	1.31	1.96	2.62	3.28
35	1.35	2.02	2.69	3.38
36	1.38	2.08	2.77	3.45
37	1.42	2.13	2.85	3.55
38	1.46	2.19	2.92	3.65
39	1.50	2.25	3.00	3.75
40	1.54	2.31	3.08	3.85

You can accrue up to two times your annual vacation benefit. If your accrued vacation amount reaches the maximum amount, you'll stop accruing vacation time. Once you use vacation time and fall below the maximum, you'll resume accruing vacation time until the maximum is reached again.

Vacation Cash Out

Vacation Cash Out is available only to non-exempt (hourly) employees in the U.S. with two (2) or more years of service. Employees in this category can cash out 40 hours of vacation time once per calendar year and receive compensation in lieu of taking that time off.

The Vacation Cash Out benefit is not eligible for inclusion in overtime payment and does not add to the hours worked for overtime calculation purposes. The cash out is used for Vacation time only and does not include Wellbeing time or Floating Holidays.

Employees should contact their direct supervisor if they are interested in a vacation cash out. The employee's direct supervisor will process the cash out request directly in Workday.

Salaried Vacation Accrual Schedule (Exempt)

If you're an **exempt Mountaineer** in senior manager level and below (Business Support, Operations Support, Professional P1-P4, & Manager M1-M3) job profiles, you receive a weekly accrual of vacation time based on years of service at the beginning of each year.

Years of Service	0 – 9	10 – 20	21+
Vacation Allotment	3 weeks (120 hours)	4 weeks (160 hours)	5 weeks (200 hours)
Weekly Accrual	2.31	3.08	3.85

You can carry over up to 40 hours of unused time, which must be used by March 31 of each year (except as required by law). Any unused carryover time not used by the deadline will be forfeited.

For California (CA), Montana (MT), and Colorado (CO) employees, vacation time is accrued weekly. The weekly accrual is your annual vacation allotment divided by 52. CA and MT employees can accrue up to 1.5 times their annual allotment, and CO employees can accrue up to 2 times their annual allotment.

For California and Montana Employees: To comply with state laws, exempt employees (Sr. Manager level and below) in California and Montana can accrue up to 1.5 times their annual vacation benefit. If an employee's accrued vacation amount reaches the maximum amount, the employee will cease accruing vacation. Once the employee uses vacation and falls below the maximum, he/she will resume accruing vacation until the maximum is reached again. Employees will accrue vacation on a weekly basis. Unused, accrued vacation is paid out when you leave Iron Mountain.

For Colorado Employees: To comply with state laws, exempt employees (Sr. Manager level and below) in Colorado can accrue up to 2 times their annual vacation benefit. If an employee's accrued vacation amount reaches the maximum amount, the employee will cease accruing vacation. Once the employee uses vacation and falls below the maximum, he/she will resume accruing vacation until the maximum is reached again. Employees will accrue vacation on a per period basis. Unused, accrued vacation is paid out when you leave Iron Mountain.

Employee Status Change

If your status as an exempt or non-exempt employee changes, here's how this change in your position will affect your vacation balance.

Non-exempt>Exempt

If you transfer from a non-exempt to exempt position, once you transfer to your exempt position, you will receive vacation accrual on a weekly basis according to your years of service.

Example:

John has been with Iron Mountain for three years and transferred from a non-exempt to exempt position on October 31. He would begin accruing a weekly vacation accrual as an exempt employee based on his years of service. If he is at his maximum accrual, he would not continue to accrue again until he used vacation time.

Exempt>Non-exempt

If you transfer from an exempt to a non-exempt position, your vacation balance will not be paid out; you will keep your vacation balance and then begin to accrue vacation time on top of that balance.

Example:

Joan has been with Iron Mountain for three years and has 120 hours in her vacation balance transfer from her exempt to non-exempt position. She would continue to accrue vacation weekly, in addition to having her 120 hours following the non-exempt accrual schedule.

New Hires

If you're a new hire, you earn paid vacation time when you come on board. The amount is prorated based on your hire date.

Hire Date	January 1 – June 30	July 1 – September 30	October 1 – December 31
Vacation Allotment	3 weeks	2 weeks	1 week

Flexible Vacation Policy (formerly Executive Vacation)

Mountaineers with job classification of P5/6 or M4/5 or above (typically, but not always, those with titles of Director, Vice President, Senior Vice President and Executive Vice President) in the United States and Puerto Rico are eligible for flexible vacation time.

Wellbeing Time

Please note: Effective January 1, 2024, Iron Mountain is transitioning from sick/personal days to Wellbeing days. Please review the policy on [MyMap](#) for details or contact the Global HR Service Delivery center.

All eligible Mountaineers accrue wellbeing time after two continuous months of employment based on the schedule below:

Work Week Hours	Hours Accrued Per Week
20 hours or less	0.66
21 – 29 hours	1.00
30 hours or more	1.40

Unused wellbeing time may be accumulated and carried over each year to a maximum of 120 hours (15 days). If your

accrued wellbeing time balance reaches the maximum amount, wellbeing time will stop accruing. Once you use wellbeing time and the balance falls below the maximum, accruals will resume until the maximum is reached again.

When you leave the Company, you aren't compensated for earned, unused wellbeing time, unless required by state law. Your last day of employment may not be a wellbeing day.

Need to Request Paid Time Off?

Use the Kronos system. Learn how for [clock users](#) and for [web users](#).

Contacts

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Leaves

You can take time away from work when you need it — for a variety of reasons, like:

- The birth or adoption of a child
- Your own or your family member's medical condition
- Military service
- The loss of an immediate family member
- Other personal reasons

Maternity Leave

[Learn More](#)

Paid Parental Leave

[Learn More](#)

Family and Medical Leave Act (FMLA)

[Learn More](#)

Bereavement Leave

[Learn More](#)

Military Leave

[Learn More](#)

Personal Leave

[Learn More](#)

Contacts

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Lincoln Financial Group
Leaves of absence and Short-Term and Long-Term Disability
800.213.1532
www.MyLincolnPortal.com
Company code: IronMountain (claims)

Disability

Family Support with Maven

If you're enrolled in one of Iron Mountain's plans administered by Aetna, you have access to Maven, a virtual program that provides family building support for every path to parenthood. Through Maven, you can video chat or message about topics like fertility, IVF, pregnancy, adoption, surrogacy, and more. For more information about the program and how to sign up, go to mavenclinic.com/join/aetnafamily.

The Basics

Iron Mountain pays the full cost of basic Short-Term Disability (STD) and basic Long-Term Disability (LTD) benefits for full-time Mountaineers scheduled to work 30 or more hours per week. So, if you have a qualified medical condition or injury, you'll have a source of income while you recover.

HOW IT WORKS

	Short-Term Disability	Long-Term Disability
When It Pays	<p>When you become unable to work because of a qualified medical condition or injury and you meet the eligibility requirements.*</p> <p>Benefits for an illness begin on the eighth calendar day after you become totally disabled.</p> <p>Benefits for an accident begin on the same day you become totally disabled.</p>	<p>When you can't work due to a qualified medical condition or injury lasting more than 26 weeks.</p>
How Much It Pays	<p>Weeks 1–8: 100% of base pay</p> <p>Weeks 9–26: 66.67% of base</p>	<p>60% of your annual base pay until you're no longer disabled or you reach Social Security normal retirement age.</p> <p>Maximum benefit: \$15,000 per month</p>

	pay	
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*[FMLA](#) leave runs concurrently with any time taken under STD. Also, depending on your location, you may be eligible for state benefits. Your Iron Mountain benefits will coordinate with the benefits paid out by the state. STD pays benefits for non-occupational illness and injury only.

How to Apply for Benefits

- File your claim no earlier than 30 days before your planned disability absence, or as soon as you're aware that you'll be disabled for seven or more calendar days.
- Call Lincoln Financial Group at **888.787.2129** and a representative will walk through the process with you.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Lincoln Financial Group
Leaves of absence and Short-Term and Long-Term Disability
800.213.1532
www.MyLincolnPortal.com
Company code: IronMountain (claims)

WELLBEING

Emotional Wellbeing

Life can be a lot. This page can help you easily navigate to all our resources that support your emotional wellbeing.

Remember to visit **Peak** for additional Wellbeing Resources including the weekly Wellbeing Skill Building Series.

[Go Now](#)

Care for Your Emotional Wellbeing

Mental health is essential for leading a happy life, and we have a variety of resources to support you — including a message from our CHRO, Edward Greene, a **new** wellbeing guide, resources for People Leaders and access to PsychHub, the world’s largest mental health platform with curated content from trusted experts.

[Watch the Video](#)

Our benefits include a variety of emotional wellbeing resources so you can live healthier and happier. This interactive guide will lead you to these resources, which can help you in many life scenarios. Many programs are offered at no cost to you. We encourage you to take advantage of all that’s available to build resilience and get help when needed.

[Review Guide](#)

Resources for People Leaders

We know as People Leaders you have a number of competing demands and may need support for your own resilience, but you may also want guidance on how best to support your team’s emotional wellbeing. Our EAP features clinicians dedicated to supporting you with any employee or team situations where you would benefit from 1:1 coaching on what to say and do. You can also access EAP trainings on a variety of topics that can be delivered for one of your team meetings.

[Learn more on page 9 of the wellbeing guide.](#)

Learning More About Mental and Emotional Health

Mental and emotional health are important parts of our overall wellbeing, but it can be difficult to focus on these things when one’s overwhelmed by life’s challenges. And when dealing with more serious issues, overcoming the stigma associated with mental health conditions can prevent some people from seeking help.

PsychHub, the world’s largest mental health education platform, aims to create awareness of and increase literacy around mental health issues through videos, podcasts, shareable content and more. Through education, PsychHub strives to help people better understand and overcome mental health challenges. To access PsychHub, go to <https://app.psychhub.com/signup/ironmountain> and follow these steps:

- Enter your email and first and last name.
- Check the box to agree to the terms and conditions.
- Click the “Sign up” button.

PsychHub Mental Health Ally Certificate

Once you've registered, go to your Dashboard and scroll to the bottom to review the **Series: Mental Health Ally**. Demonstrate your support and empathy by showing your Mental Healthy Ally Certification in your IRM email signature.

Financial Wellbeing

Health is critical to a happy life and when it comes to financial wellbeing, health is wealth. Iron Mountain is here to help you every step of your journey.

Your Money, Your Wellbeing

Financial wellbeing is unique to every individual, and each of us has different needs. imfinancialwellbeing.com provides you with engaging tools and resources to make a positive impact on your financial health:

- Evaluate your current financial health with the Financial Wellness Check-up
- Create a plan so you'll feel empowered in your spending
- Learn how to comfortably manage debt while balancing other priorities
- Understand ways to save and invest for the things you care about
- Receive tips on how to protect your money and gain peace of mind

Visit imfinancialwellbeing.com to get started today!

Resources to support you

- **Contact Fidelity.** Fidelity representatives are available to answer your financial wellness questions, big or small. Call 800.835.5095, Monday through Friday, from 8:00 a.m. to midnight ET or visit [Fidelity NetBenefits®](https://www.fidelity.com/netbenefits).
- **Explore Resources for Living.** We all face challenges. Whatever the situation, you can turn to [Resources for Living](#) for help. It's free and confidential for you and your family.

LiveWell

We've redesigned our wellbeing program with you in mind.

Overview

Iron Mountain's [LiveWell Wellbeing & Incentive Program](#), administered by Aetna, is available to Mountaineers who are regularly scheduled to work 20 or more hours per week. The program is designed to support you in prioritizing and elevating your holistic wellbeing — emotional, social, financial and physical.

We have added required activities to the Incentive design with the goal of:

- Encouraging you to prioritize knowing your important health care “numbers” and to prioritize your self-care focus areas;
- Engage you in the wellbeing priority that matters most to you;
- Help you take advantage of all the Iron Mountain wellbeing resources across our full benefit offering to support your journey.

The LiveWell program, A1A Concierge Team and the full Iron Mountain wellbeing offering are all available to help you thrive in life to assist you every step of the way.

Key Highlights

- **Personalized recommendations** based on submitted biometric information.
- **Lifestyle coaching:** All Mountaineers can be supported with free and confidential personal or group lifestyle coaching for the following topics (sleep, healthy eating, tobacco cessation). [Learn more.](#)
- **Chronic Condition Coaching:** For enrolled Aetna members who have a chronic condition (diabetes, asthma, migraines), you are provided with clinical coaching support. [Learn more.](#)
- **Incentives** are provided to eligible members to encourage your active engagement in required and optional activities. [Learn more.](#)

Who's Eligible

Mountaineers, regularly scheduled to work 20 or more hours per week, and their spouses or domestic partners can participate in the LiveWell Wellbeing & Incentive Program.

Mountaineers and spouses or domestic partners enrolled in any Iron Mountain medical plan are eligible to participate and earn cash rewards.

For Mountaineers and spouses/partners enrolled in a medical plan: You can each earn up to **\$150** each plan year between January 1 and October 31.

Unlock Your Rewards

Complete these steps by October 31 to earn your rewards.

- Required Activity: Earn \$50 with a confidential Biometric screening and completing your health assessment, a required step to unlock earning any reward.
- Earn \$100 more with many more activity options — whether you want to feel healthy, be less stressed, control a health condition, or get financially fit.

The health assessment and biometric screenings are required to reach and earn the full incentive. If you or your spouse/domestic partner has a medical condition that makes it unreasonably difficult or medically inadvisable to complete the health screening, you can select from a variety of activities, paths 1:1 coaching, and daily tracking items to earn points as an alternative. LiveWell offers activities and interactive challenges focused on topics such as:

- Lifestyle and health
- Purpose and contribution
- Relationships and community
- Development and growth
- Money and prosperity
- Mindset and resilience

If you engage in any of these activities prior to completing the first step, points for the activities will not appear until you have fully completed the required activities.

Biometric Screening

Do you know your numbers for this year? Your numbers, or results, can show key insights about your health.

Why It's Important

Knowing whether your numbers are in a healthy range is essential to your doctor. If they're not, you and your doctor can work together to improve them and promote better health.

What to Do Next

Be sure to schedule your biometric screening today. Completion of your biometric screenings may include:

- Blood pressure
- Blood sugar (glucose)
- BMI (body mass index)
- Triglycerides
- HDL (good) cholesterol
- Total cholesterol
- Waist circumference

Please note: This activity is reliant on receiving biometric screening results. So, it may take several weeks to show as complete. Please plan accordingly and be sure to complete [this activity](#) before the deadline to earn points.

Please contact Aetna at www.aetna.com if you have any additional questions.

How It Works

The LiveWell program rewards you for taking action to boost your wellbeing, in the ways that are most meaningful to you.

This year, we've taken rewards to a whole new level. Complete all goals and activities by October 31, 2024, to receive your 2024 LiveWell rewards.

Incentive Payouts

Please note that you will receive your payout for Tier 1 in the quarter following activity completion. Any Tier 2 incentives earned will be paid out at the end of the year.

Biometric Process

Create your account on the [LabCorp site](#) from the biometric screening card on your rewards platform. You will be able to schedule your appointment or download a Physician Results Form that your doctor will be able to complete and send back for credit. Ask your doctor to complete the form using lab results performed between November 1, 2023, and October 31, 2024. Make sure the form includes all required screening results, biometric values and signatures, and is completed within the specified timeframe. Fax the completed form to the fax number on the form on or before the required completion date. Or, you can use the Upload Physician Form option on the Labcorp website to submit it yourself. Please review the FAQs or log into your ActiveHealth account for more information.

Step	Suggested Activities	Reward*
1 Note: Step 1 is required to unlock step 2	Complete your Health Assessment Get a Biometric Screening	\$50
2	Emotional wellbeing, condition management, financial wellbeing, preventive, movement and more	\$100

*An earned financial reward is a taxable payment paid via payroll.

You must be an active employee and complete the program requirements by the deadlines to earn rewards.

For additional information, [click here](#) to see FAQs.

Register and Log In

Option 1:

- Visit www.aetna.com.
- Log in or register:

- **Aetna members** – Use your Aetna ID to register (your Aetna ID is a W followed by 9 digits — WXXXXXXXXX on your ID card).
- **Non-Aetna members** – Use your SSN to register/create an account. Contact A1A if you need assistance registering.
- Click **Health & Wellness** at the top of the page, then **Discover A Healthier You**. If you have trouble creating or accessing your account, contact Aetna at www.aetna.com if you have any additional questions.

Option 2:

- Download the ActiveHealth mobile app from the [App Store](#) or [Google Play](#).

You can also access adventure challenges, your personalized health dashboard, health actions and on-the-go coaching through the ActiveHealth mobile app. To start using the app, follow these instructions:

- Download the **ActiveHealth** mobile app from the [App Store](#) or [Google Play](#). The following info will be required: Name, date of birth, zip code and email address.
- Create username and password.
- Enter a security question.
- Confirm address and enter phone number.
- Accept terms and conditions.
- Click **Complete**.

Download the App

You can also access adventure challenges, your personalized health dashboard, health actions and on-the-go coaching through the **ActiveHealth** mobile app. To start using the app, follow these instructions:

1. Download the **ActiveHealth** app from the [App Store](#) or [Google Play](#). The following info will be required: Name, date of birth, zip code and email address.
2. Create username and password.
3. Enter a security question.
4. Confirm address and enter phone number.
5. Accept terms and conditions.
6. Click **Complete**.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Aetna
LiveWell
www.aetna.com
888.216.8573



Coaching Support

Lifestyle Coaching

Ready to do something good for yourself? It's easier than ever with **Aetna Lifestyle Coaching**. This personalized coaching program can help you eat better, be more active, and take charge of your health.

You can participate whether you're an Aetna member or not. When you participate, you become eligible for [LiveWell program rewards](#). Should you choose to participate in coaching through Kaiser, that activity will not count toward your points to earn a reward.

Health coaching provides helpful advice and recommended health activities, but you set the tone and pace. You also choose how and when to interact with your coach(es). You can contact your team directly through calls or secure messages and access the program anytime, anywhere, with the ActiveHealth® app.

There are three kinds of health coaching: one-on-one phone coaching, live group coaching webinars, and self-directed digital coaching. Coaching offers tips and advice on many topics of healthy living, including:

- Sleep
- Mindfulness and emotional wellbeing
- Work-life balance
- Metabolic syndrome
- Pre-diabetes
- Elevated blood pressure
- Exercise and activity
- Healthy eating habits
- Tobacco cessation
- General health education
- Women's health

Contact A1A at **888.216.8573** to learn more or contact Aetna Lifestyle Coaching directly at **866.533.1410** to get started.

Condition Coaching

Aetna Condition Coaching can help you reach your personal health goals, one step at a time. Due to the customized support based on your medical history, **condition management coaching is only available to Mountaineers enrolled in an Aetna medical plan.**

You choose how and when to interact with the program's coaches. You can contact the team directly through calls or secure messages and access the program anytime, anywhere, with the ActiveHealth® app.

There are three kinds of condition coaching: one-on-one phone coaching, live group coaching webinars, and self-directed digital coaching. Coaching offers tips and advice on many conditions living, including:

- Diabetes

- High blood pressure
- High cholesterol
- Back and neck pain
- Asthma
- Coronary artery disease
- Heart failure
- Chronic obstructive pulmonary disease
- Rheumatoid arthritis
- Osteoporosis
- Chronic hepatitis
- Migraines
- Osteoarthritis
- Peptic ulcer disease
- Colitis/Chron's
- Cancer

Contact A1A at **888.216.8573** to learn more or contact Aetna Condition Coaching directly at **866.533.1410** to get started.

Tobacco Surcharge

Annually, you will be asked to confirm your tobacco use status during Open Enrollment. All Mountaineers default to tobacco user status; if you are not a tobacco user, you must take action to update your status during Open Enrollment. You and your enrolled spouse/domestic partner pay a surcharge if either of you uses tobacco or nicotine products. The surcharge is based on your base pay.

Surcharge for using a tobacco product in the past six months

	Mountaineers making less than \$85,000 per year	Mountaineers making more than \$85,000 per year
You or your spouse/domestic partner only	1% of your regular bi-weekly pay	\$35 per paycheck
You and your spouse/domestic partner	2% of your regular bi-weekly pay	\$70 per paycheck

Note: Your tobacco status also affects your rates for [Critical Illness Insurance](#).

If you missed your opportunity to update your tobacco use status during Open Enrollment, you must participate in lifestyle coaching sessions to remove your surcharge. Participate in three tobacco cessation or any other of the lifestyle coaching sessions before March 31 of the following year and you will have your surcharge removed going forward. If this window has passed, you will still be able to work with a coach at no cost. If you participate after the deadline has passed, you can earn points in LiveWell. If you are able to successfully quit tobacco use, you will be able to indicate that you are a non-tobacco user during open enrollment in the Fall.

Coaching offers tips and advice on many conditions and topics of healthy living.

Contact A1A at **888.216.8573** to learn more or contact Aetna Lifestyle Coaching directly at **866.533.1410** to get started.

Tobacco User

Would you like to quit smoking or using other tobacco products? Aetna's one-on-one coaching program pairs you with a wellness coach who can help you break the habit and live the healthy life you deserve.

Your wellness coach will be there for you at every step. Together, you'll:

- Work on proven ways to quit.
- Spot and manage your triggers for tobacco use.
- Learn to make changes in your life to live tobacco-free.
- Find healthy ways to replace the feeling you get from smoking and using tobacco.

Contact A1A at **888.216.8573** to learn more or contact Aetna Lifestyle Coaching directly at **866.533.1410** to get started.

Non-Tobacco User

Are you a non-tobacco user but need to have your tobacco usage surcharge removed? Aetna Lifestyle and Condition Coaching can help! A personalized coaching program can help you eat better, be more active, and take charge of your health.

Contact A1A at **888.216.8573** to learn more or contact Aetna Lifestyle Coaching directly at **866.533.1410** to get started.

Contacts

Aetna One Advisor (A1A)
Benefits concierge
888.216.8573
www.aetna.com

Resources for Living

Here to help you thrive in life.

Find Help for Life's Challenges

Resources for Living is a global network of experts to support your physical, emotional, social and financial wellbeing. Whether you are looking to boost your resilience or manage life's challenges, Resources for Living is here for you—free of charge and completely confidential.

Resources for Living is available to all Mountaineers confidentially and at no cost for you and all members of your household, including children living away from home up to age 26. Services are available 24 hours a day, 7 days a week.

The Resources for Living care team will:

- Listen to your concerns
- Help you learn about and get the most from your benefits
- Guide you to resources

[See Overview](#)

What Resources for Living Offers

Mountaineers can call on Resources for Living to help manage life's moments and matters. Professional, confidential, and caring consultants help you and members of your household with mental health, financial, legal, and community resources, including:

Emotional Wellbeing Support

You can access up to 5 free counseling sessions per issue each year. You can also call 24 hours a day for in-the-moment emotional wellbeing support. Services are free to you and are available from any location, in any language. Counseling sessions available in person, via phone, as virtual visits, or chat therapy (text messaging sessions) where available.

Support is available for a wide range of issues such as:

- Resilience
- Anxiety
- Relationship support
- Stress management
- Grief and loss
- Depression
- Substance misuse and more

We can also help you find the best option for continued care.

[See Infographic](#)

Legal and Financial Services

If you are faced with legal or financial challenges, Resources for Living can refer you to a local expert for help. Common requests include:

- Consumer rights
- Matrimonial law
- Housing and rental agreements
- Civil litigation
- Wills and probate
- Credit, debt and budgeting
- Taxation
- Mortgages and insurance
- Retirement
- Preventing or recovering from identity theft

Referrals will take into account both government and private resources available in your location.

Daily Life Assistance

Competing day-to-day needs can make it tough to know where to start. Resources for Living can help you find resources for:

- Child care
- Care for older adults
- Caregiver support
- Pet care
- Relocation support
- Support and interest groups
- Community resources/ basic needs

Online Resources

Your member website offers a full range of tools and resources to help with emotional wellbeing, work/life balance and more. Visit go.rfl.com/IRM to explore:

- Articles and self assessments
- Resources for global current events
- Video resources
- Live chat with Resources for Living
- Live and recorded webinars

Visit your [member website](#) to find video resources, podcasts, articles, assessments, webinars, and more.

Additional Services

- **Digital self-paced support:** You have access to digital cognitive behavioral therapy tools, mindfulness resources, and online tools to help manage depression, anxiety, stress, substance misuse and more.
- **Proactive placement:** Don't wait weeks for an appointment. Resources for Living can help you find a local provider and schedule the earliest available appointment within 3–5 business days for routine visits and 1–2

business days for urgent visits.

Sense of Belonging

At Iron Mountain, every Mountaineer should feel a sense of belonging wherever you are in life's journey. That's why Resources for Living offers:

- Accessibility features: Access services online, by mobile device, phone or face-to-face.
- Clinician diversity: Our network includes counselors from diverse communities to support members from all backgrounds.

Get Started

A1A or Resources for Living is available for guidance. Call or chat online with A1A or a care partner for support and resources. You can connect with a care partner online 24/7 through the live chat feature on the [Resources for Living member website](#). Ask questions, get access to counseling sessions, resources and more. [Click here](#) to see the Resources for Living contact directory.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

CONTACTS

Resources for Living
Employee Assistance Program (EAP)
1-833-657-2101, TTY: 711
ResourcesForLiving.com
Username: IRM
Password: Mountaineer
go.rfl.com/IRM

Benefits for Belonging

BENEFITS TO SUPPORT ALL MOUNTAINEERS

Iron Mountain's commitment to belonging and inclusive benefits means you have a wide array of options from which to choose, and you can take advantage of those that you find most meaningful. To assure your understanding and full use of Iron Mountain's benefits and features, we also provide multiple ways to learn about and access them, with sensitivity to different learning styles and abilities.

Review the Interactive Guide

Read this interactive guide to learn about our wide array of inclusive offerings and how you can access them.

[Review Guide](#)

Get Involved

Do you want to get involved in one or several of the Employee Resource Groups that are offered at Iron Mountain? [Click here](#) to learn more.

Richard Reese Employee Relief Fund

Overview

The Richard Reese Employee Relief Fund was established to support employees and their families in times of need. The fund helps cover basic living expenses when employees experience catastrophic events that are outside of their control, such as severe storms or fires.

This fund provides temporary financial assistance to our colleagues and their families impacted by a catastrophic event.

If you've been affected by a tragedy or would like to give to the fund, learn more by visiting the [Richard Reese Employee Relief Fund page](#).

Contacts

Richard Reese Employee Relief Fund
ReliefFund@ironmountain.com
onfirstup.com/iron/ironmountain/contents/35412113

Diabetes Management

Livongo Health

More than 30 million Americans have diabetes, which places them at high risk of heart disease, stroke and other serious health complications. We're committed to helping Mountaineers with Type 1 or Type 2 diabetes manage their condition by offering **Livongo Health**, a data-based health coaching program.

If you participate, you get:

- A state-of-the-art glucose meter,
- A monthly supply of test strips with free refills,
- 24/7 support from diabetes health coaches, and
- Glucose and other key biometric data to provide to your primary care or other treating physician to help improve care.

Plus, if you test your blood sugar with the Livongo glucose meter at least 15 days each month and review the results with a Livongo Certified Diabetic Counselor, you're eligible for **low-cost or free diabetes medication and supplies**.

For details about Livongo Health, call **Aetna One Advocate (A1A)** at **888.216.8573** or learn more here.

Get Started

Register for Livongo by:

- Visiting the [Iron Mountain Livongo website](#), or
- Calling **800.945.4355** and using code IRONMOUNTAIN.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Livongo Health

Diabetes management

800.945.4355

<http://member.livongo.com>

(Use promo code: IRONMOUNTAIN)

WORK PERKS

Discounts

Discount Program

As a Mountaineer, you have access to **exclusive offers and discounts** through **Working Advantage**, a leading national employee discount program. You can save up to **60%** on your purchases and earn FunLife Rewards points on eligible offers for even more savings.

- **There's something for everyone.** Discover thousands of discounts on travel, entertainment, shopping, services and more!
- **Access anytime, anywhere and from any device.** Get the best prices and shop discounts wherever you are. Use the Near Me feature to locate discounts for businesses in your area.
- **Change the site to your preferred language.** The entire marketplace can be translated into any language. Right click anywhere on the site and choose the Translate to selection to open the Google Translate feature. Then simply choose another language.
- **Earn rewards with the FunLife Rewards loyalty program.** You can earn points on eligible purchases and use those points towards future purchases. [Learn more about FunLife Rewards.](#)

Get Started

- Visit [Working Advantage](#) to sign up.
- As part of the registration, you'll receive an email with a one-time code to confirm your email address. You must use this code to access the marketplace for the first time. Future visits won't require a confirmation code.
- After your registration is complete, you'll receive a welcome email with a special promo code for up to \$30 off your first purchase.

Contacts

Working Advantage

Discounts

800.565.3712

www.im.savings.workingadvantage.com

Employee Banking

Overview

Iron Mountain has partnered with [Bank of America](#) and [PNC Bank](#), two leading financial services companies, to provide Mountaineers with special offers on preferred products and services through the Employee Banking program. Browse the exclusive offers below and select the banking solution that's right for you.

NOTE: Employee Banking is not yet available in Puerto Rico.

Bank of America Benefits for Iron Mountain

As a result of the relationship between Iron Mountain and Bank of America, you're able to enjoy special banking benefits with the Banking and Investing Program for Iron Mountain.

Program benefits include:

- Special access to the Bank of America Preferred Rewards® program with Gold tier benefits, which rewards how you spend, save and borrow. Visit the Iron Mountain program page to learn more.
- Dedicated specialists who can work one-on-one with you to help you pursue your financial goals. Schedule a complimentary appointment.
- Join us for an upcoming financial education webinar to learn strategies for pursuing financial success. Register here.

We hope you'll explore all the benefits available to you with this exclusive program.

Legal disclosures and information

Bank of America Preferred Rewards is a registered trademark of Bank of America Corporation.
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Select customer offers from PNC Workplace Banking®

This bank-at-work program can help improve your financial wellness in every stage of your career. When you open a new, eligible PNC WorkPlace Banking® Virtual Wallet® product, you can enjoy Low Cash ModeSM in the PNC Mobile app to help you avoid overdraft fees. You may also earn certain cash rewards on select products and services, including credit card, mortgage and more.

You must use this link to learn what rewards or offers may be available to you and to apply for an eligible PNC WorkPlace Banking Virtual Wallet product.

[Learn More and Apply Now](#)

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Member FDIC

Contacts

Bank of America
Employee Banking
888.383.7200
<https://go.bofa.com/IRM>

PNC Bank
Employee Banking
888.762.2265
www.pnc.com/wellness

Education Assistance

Overview

We understand the importance — and the cost — of education. That’s why we provide an account for saving tax-free for college, a commercial driver’s license (CDLs) and professional certifications.

529 College Savings Plan

We’ve partnered with **Wells Fargo** to offer a tax-free college savings plan for Mountaineers. With this plan, you can:

- Start saving for your own — or a family member’s — educational expenses.
- Use account funds to pay for tuition and books at most accredited two- and four-year colleges and universities, as well as vocational/technical schools anywhere in the U.S.

Get Started

To learn more and set up your account, call Wells Fargo Advisors at **800.221.2655**, Monday through Friday, 8:30 a.m. to 5 p.m. ET.

Tuition Reimbursement

The Tuition Reimbursement program provides financial assistance for employees who want to complete undergraduate or graduate degrees at accredited institutions, professional certifications or obtain a commercial driver’s license (CDL). Requests are subject to review and approval. Professional certifications pursued must align with Iron Mountain career/business roles.

Eligibility

All part-time Mountaineers working 20–29 hours per week and all full-time Mountaineers.

Tuition Reimbursement Schedule	
Full-time working 30 hours or more per week:	\$5,250 per calendar year
Part-time working 20–29 hours or less per week:	\$2,250 per calendar year

For more information on tuition assistance, access the policy on [myMAP](#).

Get Started

1. Create an International Scholarship and Tuition Services (ISTS) account [here](#).
2. Complete the Course/Manager Approval Form.
3. Enter your manager’s name and email. He/she will be sent an email that needs to be completed before the first day of the course(s). Click “Save/Submit.”

4. After your approved course work is finalized and grades have been received, log back into your ISTS account to complete “Step 2: Reimbursement of Approved Courses.” (Be sure to do this within 60 days of the course completion date.)
5. Click “Save/Submit.”

Contacts

Wells Fargo Advisors
529 college savings plan
800.221.2655
www.wellsfargoadvisors.com/

International Scholarship and Tuition Services
Tuition reimbursement
855.670.4787
<https://ironmountain.applyists.net/>

Adoption Assistance

Adoption Assistance Program

We believe in helping Mountaineers build their families. Through our Adoption Assistance program, we help **offset the cost** of adopting children under age 18 and provide a [parental leave of absence](#) during the transition.

All full-time employees are eligible for adoption benefits after being employed at Iron Mountain for six months.

Iron Mountain will reimburse up to **\$5,000** (lifetime maximum) for eligible expenses, including:

- Application fees
- Home studies
- Agency and placement fees
- Legal fees and court costs
- Immigration and immunization fees
- Transportation, meals and lodging while away from home

Get Started

Submit claims for eligible adoption expenses by completing the [Adoption Assistance Form](#). You'll be asked to provide copies of all supporting documents and receipts when submitting a claim. If you have questions about the process, contact Global HR Service Support at **855.IM.ASK.HR** or irmHR.NAM@ironmountain.com, or contact **A1A** at **888.216.8573**.

CONTACTS

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Caregiving Assistance

The Care@Work program gives you access to quality care providers.

Overview

The Care@Work program by Care.com can help you find the right person to care for your child, aging parent and even your pet while you're at work. You can also use this service to find tutors and housekeepers. Care.com specialists screen qualified caregivers and conduct a needs assessment to make sure you find the help you're looking for.

How It Works

Through the [Care@Work website](#) or app, you can search for hourly or long-term care options for your loved ones. You'll receive personalized support from care specialists who get to know your needs and preferences.

Caregivers can assist with the following:

- Backup care for your children: Help during school holidays, sick days and last-minute sitter cancellations.
- Backup care for adult seniors: Offer rides to doctor appointments, prep meals and help when your loved one is recovering from surgery.

What It Costs

When you enroll in the program, you receive 10 days a year to use for child or adult backup care. Caregivers cost \$4 per hour for child or adult care in the home. In-center care costs \$24 per child per day.

Get Started

Sign up at <http://im.care.com> or download the Care@Work app from the [App Store](#) or [Google Play](#). You can also call **855.781.1303** or email careteam@care.com to get started.

Contacts

Care@Work
Caregiving Assistance
855.781.1303
<http://im.care.com>
careteam@care.com

Commuter Benefits

NOTE: Effective June 1, 2024, all enrollments in the commuter benefit program will need to be re-established.

Eligibility

To participate in this program, you must be a benefits-eligible employee. The IRS allows this pre-tax and/or post-tax benefit only for employees who use parking or mass transit related to commuting to their workplace. If you're currently working exclusively from home, you're not eligible for the commuter benefit.

How to Use Commuter Benefits

Commuter benefits should be utilized for expenses directly related to commuting to and from work. This includes:

- **Public transportation:** Including bus, train, subway, ferry, and eligible vanpool services.
- **Parking:** Expenses related to parking at or near work or at a location from which you commute to work using mass transit, vanpooling, or carpooling.

Eligible Expenses

Eligible transit expenses include public transportation (such as a bus or train), vanpools, carpools and commuter highway vehicles. Parking includes parking at or near where you work. It may also include where you park to use public transit or a vanpool or carpool.

If you carpool and one Mountaineer obtains a qualified parking space as a result of membership in a carpool or vanpool, the commuter benefit parking limit for the qualified parking expense applies to the Mountaineer to whom the parking space is assigned. If Iron Mountain provides the parking space to a carpool, Iron Mountain must designate the Mountaineer who will be the prime member to bear any tax benefits/consequences. If the carpoolers are using a park-and-ride lot, then the parking expenses of each Mountaineer of the carpool would qualify for parking expenses.

If you vanpool, the van must be used mainly for commuting (at least 80% of the time). The van must seat at least six adults, plus the driver. On a regular basis, it must be at least half full. A van that you or one of the other riders owns or operates as your personal vehicle isn't an eligible vanpool.

Parking doesn't include parking where you live.

Did You Know?

If you place an order for a transit pass, Iron Mountain will contribute up to \$80 a month to your account.

Get Started

If you're an Aetna member with another Inspira Financial tax-

advantaged account (e.g., Health Care FSA):

1. Log in to the [Aetna website](#).
2. Click on “Access Your Account” to get to the Inspira Financial member portal. (Otherwise, go to the [Inspira Financial](#) website and click on “Employee Account Login.” Enter your username and password, and then click “Login.”)

If you’re a new user and need to create an account:

1. Go to the [Inspira Financial](#) website and click “Sign in.”
2. Select “Create Your Profile” at the bottom of the page.
3. Enter your last name, mailing address, ID number (your Social Security number or employer-assigned number), date of birth, and then click “Submit.”

Order a transit pass or reload a fare card:

1. Log in to the [Inspira Financial](#) website. Click on “Commuter Benefits” on the left-hand side of the screen.
2. Click on “Place an Order.”
3. Select “Transit” from the drop-down menu. Enter the name of your transit provider or enter your ZIP code.
4. Click “Search.”

Contacts

Inspira Financial
Commuter Benefits
888.678.8242
www.inspirafinancial.com

RESOURCES

Aetna One Advisor (A1A)

Get Help with Your Benefits

We want you and your family to be able to focus on staying healthy — not on thinking about how complicated benefits can be. That's why we offer year-round personalized support through **Aetna One Advisor (A1A)**. A1A can help you better understand and get the most out of your Iron Mountain benefits.

Call your A1A for:

- Answers to your questions about Iron Mountain benefits, including:
 - Medical
 - LiveWell
 - Disability
 - 401(k)
- Help resolving claim issues
- Information about which doctors are in network
- Education about treatment options and decision support
- Administrative tasks like scheduling appointments and confirming pre-certifications
- Coordinating calls with providers and caregivers

Note: All conversations with your advisor are **completely confidential** — no information is shared with Iron Mountain.

Get Started

If you are eligible for an Iron Mountain medical plan administered by Aetna, you can contact an advisor by phone or online chat through the [Aetna member website](#). To reach an advisor by phone, call **888.216.8573** Monday through Friday, from 8 a.m. to 8 p.m. EST.

Note: You won't be able to chat with an advisor until you've enrolled and registered on the Aetna member website.

Transparency in Coverage

The [Transparency in Coverage Final Rules](#) require certain group health plans to disclose on a public website information regarding in-network provider rates and historical out-of-network allowed amounts and billed charges for covered items and services in two separate machine-readable files (MRFs). The MRFs for the benefit package options under Aetna — the Network Medical Plan, the Value Medical Plan, the Savings Medical Plan, and the Upfront Advantage Medical Plan — [are here](#).

CONTACTS

Aetna One Advisor (A1A)
Benefits concierge

888.216.8573

www.aetna.com

Contacts

General Help

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Aetna One Advisor (A1A)
Benefits concierge
888.216.8573
www.aetna.com

Health

Aetna
Medical
888.216.8573
www.aetna.com
Text "AetnaHealthApp" to 90156 for a download link.
App Store: [Download here](#)
Google Play: [Download here](#)

Kaiser Permanente
Medical and prescription drugs (California residents only)
800.464.4000
<http://healthy.kaiserpermanente.org/>

Triple-S
Medical
Service Call Center: 787.774.6060 / 1.800.981.3241
www.ssspr.com
[Mi Triple-S \(iOS\)](#)
[Mi Triple-S \(Google Play\)](#)

Delta Dental
Dental
800.872.0500
www.deltadentalma.com/

Vision Service Plan (VSP)

Vision
800.877.7195
www.vsp.com/

Inspira Financial
Flexible Spending Accounts (FSAs)
COBRA
844.729.3539
www.inspirafinancial.com

Fidelity
Health Savings Account (HSA)
800.544.3716
www.netbenefits.fidelity.com

Teladoc
Telemedicine
855.Teladoc (855.835.2362)
<https://www.teladochealth.com/benefits/aetna>

24/7 Informed Nurse Line
Registered nurses available by telephone
800.556.1555

CVS MinuteClinics
Care for minor illnesses or vaccinations
www.cvs.com/minuteclinic/clinic-locator/

Wellbeing

Aetna
LiveWell
www.aetna.com
888.216.8573

Resources for Living
Employee Assistance Program (EAP)
1-833-657-2101, TTY: 711
ResourcesForLiving.com
Username: IRM
Password: Mountaineer
go.rfl.com/IRM

Livongo Health
Diabetes management
800.945.4355

<http://member.livongo.com>

(Use promo code: IRONMOUNTAIN)

PsychHub

Emotional Wellbeing

<https://app.psychhub.com/signup/ironmountain>

Enter your email and first and last name.

Check the box to agree to the terms and conditions.

Click the “Sign up” button.

Money

Fidelity Investments

401(k)

800.835.5095 (English)

800.587.5282 (Spanish)

www.netbenefits.com

Fidelity

Employee Stock Purchase Plan

800.544.9354

www.netbenefits.fidelity.com/

Lincoln Financial Group

Life Insurance / Evidence of Insurability (EOI) and Portability

Accidental Death & Dismemberment (AD&D)

800.423.2765

Life Insurance Claims

888.787.2129

Aetna Voluntary

Critical Illness, Accident and Hospital Indemnity

800.607.3366

www.myaetnasupplemental.com

Choice Platform

Auto and Home Insurance

855.277.7592

www.ironmountainvoluntarybenefits.com/

MetLife Legal Plans

Legal assistance

800.821.6400

www.legalplans.com

(Password: 101120)

Inspira Financial
Flexible Spending Accounts (FSAs)
Commuter Benefits
844.729.3539 (FSAs)
888.678.8242 (Commuter Benefits)
www.inspirafinancial.com

PetsBest
Pet insurance
888.984.8700
www.petsbest.com/ironpet
(Use promo code: IronPet)

Norton LifeLock Benefit Solutions
Identity protection
800.607.9174
www.ironmountainvoluntarybenefits.com

Time Off

Lincoln Financial Group
Leaves of absence and Short-Term and Long-Term Disability
800.213.1532
www.MyLincolnPortal.com
Company code: IronMountain (claims)

Work Perks

Working Advantage
Discounts
800.565.3712
www.im.savings.workingadvantage.com

Wells Fargo Advisors
529 college savings plan
800.221.2655
www.wellsfargoadvisors.com/

International Scholarship and Tuition Services
Tuition reimbursement
855.670.4787
<https://aim.applyists.net/Iron>

Care@Work

Caregiving Assistance
855.781.1303
<http://im.care.com>
careteam@care.com

Documents

Plan Documents

[Iron Mountain Companies Welfare Plan](#)

Other Notices

[Required Notices](#)

[No Surprise Billing Notice](#)

[Illinois CCDA – Consumer Coverage Disclosure Act](#)

Miscellaneous

[Acceptable Documentation for Dependent Verification](#)

TAX-ADVANTAGED ACCOUNTS

Health Savings Account (HSA)

The Basics

Here's what you need to know about the HSA.

Who's Eligible

You can have an HSA if:

- You're enrolled in the Savings Medical Plan.
- You're not covered under any other health plan that's not a high-deductible health plan, including Medicare, Veterans Affairs (VA) benefits or TRICARE.
- None of your eligible health care dependents has a Health Care Flexible Spending Account (FSA).
- You're not a dependent on anyone else's tax return.

What the Money Can Be Used For

You can use HSA funds to pay for **eligible medical, prescription drug, dental and vision expenses**.

[IRS Publication 502 Form](#)

Triple-Tax Advantages

An HSA allows you to save for health care expenses, now or in the future, and comes with these **triple-tax advantages**.*

Money GOES INTO your account before taxes

Money GROWS tax-free

Money COMES OUT tax-free when spent on eligible expenses

*Tax advantages described here are for federal income tax purposes only. State income tax treatment of contributions and earnings may vary. Check with your tax advisor for more information.

How It Works

If you enroll in the Savings Medical Plan, we'll automatically open an HSA in your name with Fidelity. **You own the account** — even if you switch plans or leave Iron Mountain — and **any unused funds roll over from year to year**. (Unlike a Flexible Spending Account, the HSA has no “use it or lose it” rule.)

1. Contribute

Both you and Iron Mountain contribute to your HSA

Both you and Iron Mountain contribute to your HSA, up to the annual IRS limits. **You can change your contribution at any time** during the year.

	Iron Mountain's Contribution	Your Optional Contribution Limit*	Total Annual HSA Contribution Limits
Individual	\$400	\$3,750	\$4,150
Family	\$800	\$7,500	\$8,300

*If you'll be 55 or older in 2024, you may contribute an additional \$1,000.

2. Pay

Use your HSA debit card or file claims online

Use your HSA debit card to pay for eligible [medical, prescription drug, dental and vision expenses](#), or file claims [online](#).* Remember to save any itemized receipts or Explanation of Benefits (EOBs) statements to verify your claims as required by the IRS.

* Generally you can't submit expenses for your domestic partner or his/her dependents.

3. Save

No limit on when you can use your HSA funds

There is no time limit on when you can use your HSA funds. So, you can use them now or for future health care needs, even into retirement. When you reach age 65, you can use the money for non-health care expenses with no tax penalty.

If you're currently enrolled in the Health Care Flexible Spending Account (HCFSA) and are electing to participate in an HSA (with the Aetna Savings Medical Plan) for 2024, contributions will be delayed until the first paycheck in April if you still have a balance in your HCFSA as of December 31, 2023. This is in compliance with the IRS guidelines for savings accounts.

Contacts

Fidelity



Health Savings Account (HSA)
800.544.3716
www.netbenefits.fidelity.com

Health Care FSA

The Basics

Here's what you need to know about the Health Care Flexible Spending Account (FSA).

Who's Eligible

You can have a Health Care FSA if you're enrolled in the Network Medical Plan, Value Medical Plan or Kaiser Permanente Plan (or if you waive medical coverage).

What the Money Can Be Used For

You can use FSA funds to pay for **eligible medical, prescription drug, dental and vision expenses**, including deductibles, coinsurance and copays.

[IRS Publication 502 Form](#)

How It Works

Here's how you can use a Health Care FSA.

1. Contribute

Elect your contribution amount

Elect your contribution amount annually during Open Enrollment. You can **only make changes** during the year if you experience a qualifying life event.

You can contribute up to **\$3,200**. The money will be deducted from your paycheck in equal amounts throughout the year before taxes are calculated. Your eligible expenses must be incurred by December 31.

2. Pay

Use your Inspira Financial debit card or file claims online

Use your Inspira Financial debit card to pay for eligible [medical, dental and vision expenses](#), or file claims [online](#). Remember to save any itemized receipts or Explanation of Benefits (EOBs) statements to verify your claims as required by the IRS.

3. Spend

Use your funds for eligible health care expenses incurred by March 15

Funds can be used only for eligible health care expenses incurred by March 15, but you must submit claims to Inspira Financial by the dates noted below. If you don't incur expenses and submit them for reimbursement per the deadlines outlined below, you'll forfeit your balances.

Claims Incurred	Deadline to Submit Claims to Inspira Financial
January 1, 2023 – March 15, 2024	March 31, 2024

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

If you're currently enrolled in the Health Care Flexible Spending Account (HCFSA) and are electing to participate in an HSA (with the Aetna Savings Medical Plan) for the current year, contributions will be delayed until the first paycheck in April if you still have a balance in your HCFSA as of December 31. This is in compliance with the IRS guidelines for savings accounts.

Contacts

Inspira Financial
Flexible Spending Accounts (FSAs)
844.729.3539
www.inspirafinancial.com

Limited Purpose FSA

The Basics

Here's what you need to know about the Limited Purpose Flexible Spending Account (FSA).

Who's Eligible

You can have a Limited Purpose FSA if you're enrolled in the Savings Medical Plan.

What the Money Can Be Used For

Limited Purpose FSA funds can be used to pay for eligible dental and vision expenses and eligible medical expenses that exceed your deductible. For a full list of eligible expenses, view IRS Publication 502. To review the legal requirements governing health FSAs, see IRS Publication 969.

[IRS Publication 502](#)

[IRS Publication 969](#)

How It Works

Here's how you can use a Limited Purpose FSA. And it's compatible with a Health Savings Account (HSA) — you can have both accounts at the same time.

1. Contribute

Elect your contribution amount

Elect your contribution amount annually during Open Enrollment. You can **only make changes** during the year if you experience a qualifying life event.

You can contribute up to **\$3,200**. The money will be deducted from your paychecks in equal amounts throughout the year before taxes are calculated. Your eligible expenses must be incurred by December 31.

2. Pay

Use your Inspira Financial debit card

Use your Inspira Financial debit card to pay for [dental and vision expenses](#), and eligible medical expenses that exceed your deductible. Remember to save any itemized receipts or Explanation of Benefits (EOBs) statements to verify your claims as required by the IRS.

3. Spend

Use your funds for eligible health care expenses incurred by March 15

Funds can be used only for eligible health care expenses incurred by March 15, but you must submit claims to Inspira Financial by the dates noted below. If you don't incur expenses and submit them for reimbursement per the deadlines outlined below, you'll forfeit your balances.

Claims Incurred	Deadline to Submit Claims to Inspira Financial
January 1, 2022 – March 15, 2023	October 8, 2023
January 1, 2023 – March 15, 2024	March 31, 2024

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Inspira Financial
Flexible Spending Accounts (FSAs)
844.729.3539
www.inspirafinancial.com

Dependent Care FSA

The Basics

Here's what you need to know about the Dependent Care Flexible Spending Account (FSA).

Who's Eligible

All Mountaineers are eligible for a Dependent Care FSA; you don't need to be enrolled in an Iron Mountain medical plan. If you're married, both you and your spouse must either be working, a full-time student, actively looking for work or incapable of self-care.

What the Money Can Be Used For

Dependent Care FSA funds can be used to pay for eligible expenses necessary for you to work or attend school full-time, including:

- Day care inside or outside your home for children under age 13, or any age, if disabled.
- Tuition for pre-school, day camp or before- and after-school programs for children under age 13.
- Day care for a disabled dependent or parent who lives with you at least eight hours a day and who you claim on your income tax return.

How It Works

Here's how you can use a Dependent Care FSA.

1. Contribute

Elect your contribution amount

Elect your contribution amount annually during Open Enrollment. You can only make changes during the year if you experience a qualifying life event.

You can save up to **\$5,000*** if you and your spouse file taxes jointly (or **\$2,500** if you're single or married but filing separately). The money will be deducted from your paychecks in equal amounts throughout the year before taxes are calculated. You lose any money left in your account at the end of the year.

*The IRS defines highly compensated employees (HCEs) as individuals who earned \$150,000 or more in 2023. HCEs are restricted to an annual maximum of \$1,700 for the Dependent Care FSA.

2. Pay

Pay for eligible child or elder care expenses

Use your Dependent Care FSA to pay for [eligible child or elder care expenses](#). Remember to save any itemized receipts or Explanation of Benefits (EOBs) statements. Submit your claims online at www.inspirafinancial.com.

3. Spend

Use your funds for eligible child or elder care expenses incurred by March 15

Funds can be used only for eligible child or elder care expenses incurred by March 15, but you have until March 31 to submit claims to Inspira Financial.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Inspira Financial
Flexible Spending Accounts (FSAs)
844.729.3539
www.inspirafinancial.com

PLANS

About the Networks

Network Coverage

With the **Network Medical Plan**, your care is covered only if you see **in-network providers**. With the **Value, Savings and Upfront Advantage Medical Plans**, you can also see **out-of-network providers**, but you'll pay more.

Here's an example of what it would cost to see an in-network versus an out-of-network specialist with the Value Medical Plan after the deductible has been met.

	In-Network	Out-of-Network
Visit Cost Billed by Specialist	\$500	\$500
Aetna Negotiated Rate	\$300	N/A
Copay or Coinsurance	\$40 copay	40% coinsurance after deductible
What the Plan Would Pay	\$260	\$300
What You Would Pay	\$40	\$200

Choosing a Network

When you enroll in the Aetna Network, Value or Savings Medical Plan, you may have the option to choose between the two following networks:

- A larger **Aetna Broad Network** of providers or
- A smaller **Aetna Premier Care Network+ (APCN+)** network of providers available only in certain ZIP codes; if this option is available where you live, it will appear as an option when you enroll.

If you choose the smaller APCN+ network, your cost per paycheck to have coverage will be lower than if you choose the Aetna Broad Network. The tradeoff is, you must use the providers in the smaller network for your care to be considered in network. In a few rare cases, you can use providers in the Aetna Broad Network and have your care covered as in network:

- Emergency room care
- Care when traveling in an area without access to the APCN+ Network
- Care for covered dependents living in an area without access to the APCN+ Network

If you enroll in the Aetna Upfront Advantage Plan, you must choose providers from the broad network only; if you see a provider in the APCN+ network, your care will not be covered.

Meet Alex, Your Go-To Virtual Assistant

Do you know which benefits are best for you? These decisions are important, and a lot goes into making the right choice. To help you understand your benefits options, we offer an easy-to-use, interactive tool called Alex. Simply log on and answer a few questions about your personal situation and needs (all of this info remains confidential, of course). Based on your answers, Alex will help you figure out which benefits are right for you.

[Go to Alex](#)

FINDING IN-NETWORK PROVIDERS (FOR CURRENTLY ENROLLED AETNA PLAN)

1. Go to the [Aetna website](#).
2. Log in with your username and password. If you don't have an account, [register here](#).
3. On the **Home** page, scroll down and select **Find a Provider**.
4. To find a participating provider, search by key word(s), such as a particular physician or facility, or choose a provider category in the corresponding tile.

FINDING IN-NETWORK PROVIDERS (FOR AN AETNA PLAN YOU ARE NOT CURRENTLY ENROLLED IN)

Aetna Broad Network

Note: if you log into your current member website and are not in an Aetna Broad network plan today, you will not have the option to look up providers in the member website.

To find out if a doctor or facility is in the Aetna Broad Network:

1. Go to the [Aetna website](#). Warning: Do not click on Member Login, you must login as a "Guest" (step 3 below).
2. Select **Find a doctor**.
3. From the "Guests" menu, select **Plan from an employer**.
4. Enter your **zip code** and mileage search parameters and click **Search**.
5. The below chart includes the plan names on Aetna's website associated with Iron Mountain's medical plans. Select **Aetna SelectSM (Open Access)** to research the network for the **Network** plan. Select **Aetna Choice[®] POS II (Open Access)** to research the networks for the **Value, Savings and Upfront Advantage** medical plans and click **Continue**.

Network Medical Plan	Value Medical Plan	Savings Medical Plan	Upfront Advantage Medical Plan
Search for providers and facilities under the Aetna Select SM (Open Access) network.	Search for providers and facilities under the Aetna Choice [®] POS II	Search for providers and facilities under the Aetna Choice [®] POS II (Open Access) network.	Search for providers and facilities under the Aetna Choice [®] POS II (Open Access) network.

To find a participating provider, search by key word(s), such as a particular physician or facility, or choose a provider category in the corresponding tile.

APCN+ Network

Note: if you log into your current member website and are not in an APCN+ plan today, you will not have the option to look up APCN+ providers in the member website.

To find out if a doctor or facility is in the APCN+ Network:

1. Click [here](#) for the **Network** plan or [here](#) for the **Value** or **Savings** plans.
2. Enter your residential **zip code** and click **Start Your Search**.
3. Re-enter your residential **zip code** under **Continue as a guest** and select desired traveling radius.
4. Then to find a participating provider, search by key word(s), such as a particular physician or facility, or choose a provider category in the corresponding tile.

Having Trouble Finding a Provider?

If you've checked the [Aetna website](#) and still aren't sure a doctor or facility is in network, call **Aetna One Advocate (A1A)** at **888.216.8573** before receiving care.

Mountaineers in Puerto Rico

If you're a Mountaineer based in Puerto Rico, you're eligible for the Triple-S HMO Medical Plan. Your costs for the Triple-S HMO can be found on the [Costs page](#) or within the enrollment experience.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Aetna
Medical
888.216.8573
www.aetna.com

Text "AetnaHealthApp" to 90156 for a download link.

App Store: [Download here](#)

Google Play: [Download here](#)

Triple-S
Medical
Service Call Center: 787.774.6060 / 1.800.981.3241

www.ssspr.com

[Mi Triple-S \(iOS\)](#)

[Mi Triple-S \(Google Play\)](#)

Comparing the Plans

Plan Features

When comparing medical plans, consider the following plan features:

- **Network.** A group of providers who contract with your plan. You'll save money by seeing in-network providers. [Learn more about the networks.](#)
- **Deductible.** The amount you need to pay before your plan starts paying benefits.
- **Out-of-pocket maximum.** The most you'll pay in a given year for all covered health care expenses. After you pay this amount, your plan pays 100% for the rest of the calendar year.
- **Coinsurance and copays.** Coinsurance is the amount you pay for care after you meet your deductible, generally a percentage of the total cost of care for specific services. A copay is a fixed amount you pay for specific services.
- **Tax-advantaged accounts.** If you choose the Network or Value Medical Plan or waive medical coverage, you can contribute to a Health Care Flexible Spending Account (FSA). With the Savings Medical Plan, you can contribute to a Health Savings Account (HSA) and a Limited Purpose FSA. In addition, all Mountaineers can contribute to a Dependent Care FSA. [Learn more about tax-advantaged accounts.](#)

What You Pay for Care

Aetna Medical Plans	Network	Value	Savings	Upfront Advantage
Medical Annual Deductible	In Network Only \$400 (Individual) \$800 (Family)	In Network \$1,000 (Individual) \$2,000 (Family) Out of Network \$1,800 (Individual) \$3,600 (Family)	In Network \$1,700 (Individual) \$3,400 (Family) Out of Network \$3,000 (Individual) \$6,000 (Family)	In Network \$1,300 (Individual) \$2,600 (Family) Out of Network \$2,400 (Individual) \$4,800 (Family)
Annual Out-of-Pocket Maximum	In Network Only \$3,100 (Individual) \$6,200 (Family)	In Network \$3,600 (Individual) \$7,200 (Family) Out of Network \$7,000 (Individual) \$14,000 (Family)	In Network \$4,100 (Individual) \$8,200 (Family) Out of Network \$8,000 (Individual) \$16,000 (Family)	In Network \$3,600 (Individual) \$7,200 (Family) Out of Network \$7,000 (Individual) \$14,000 (Family)

Company Contributions to HSA or Aetna Plan Fund	Not available	Not available	\$400 (Individual) \$800 (Family)	\$600 (Individual) \$1,200 (Family)
Preventive Care	\$0 copay	In Network \$0 copay Out of Network 40%	In Network \$0 copay Out of Network 40%	\$0 copay
Physician Office Visit (Primary Care)	In Network Only \$20 copay	In Network \$25 copay Out of Network 40%	In Network 20% Out of Network 40%	In Network 10% Out of Network 30%
Physician Office Visit (Specialty Care)	In Network Only \$35 copay	In Network \$40 copay Out of Network 40%	In Network 20% Out of Network 40%	In Network 10% Out of Network 30%
MinuteClinic Visit	In Network Only \$0 copay	In Network \$0 copay Out of Network \$0 copay	Depends on care received; subject to deductible	\$0 copay
ER Visit	In Network Only \$200 copay	In Network \$200 copay Out of Network \$200 copay	In Network 20% Out of Network 20%	In Network 10% Out of Network 30%
Urgent Care Facility Visit	In Network Only \$35 copay	In Network \$40 copay Out of Network 40%	In Network 20% Out of Network 40%	In Network 10% Out of Network 30%
Inpatient Hospital Admission	In Network Only 10%	In Network 20% Out of Network 40%	In Network 20% Out of Network 40%	In Network 10% Out of Network 30%
Outpatient Surgery	In Network Only 10%	In Network 20% Out of Network 40%	In Network 20% Out of Network 40%	In Network 10% Out of Network 30%
Standard Imaging (Lab and X-ray)	In Network Only 10%	In Network 20%	In Network 20%	In Network 10%

		Out of Network 40%	Out of Network 40%	Out of Network 30%
Advanced Radiological Imaging (e.g., MRI, CT, PET scans)	In Network Only 10%	In Network 20% Out of Network 40%	In Network 20% Out of Network 40%	In Network 10% Out of Network 30%
Short-Term Rehab/Physical Therapy	In Network Only \$35 copay	In Network \$40 copay Out of Network 40%	In Network 20% Out of Network 40%	In Network 10% Out of Network 30%
Infertility Treatment	Certain services covered to a lifetime maximum of \$30,000	Certain services covered to a lifetime maximum of \$30,000	Certain services covered to a lifetime maximum of \$30,000	Certain services covered to a lifetime maximum of \$30,000
Mental Health/Substance Abuse Services (Inpatient)	In Network Only 10%	In Network 20% Out of Network 40%	In Network 20% Out of Network 40%	In Network 10% Out of Network 30%
Mental Health/Substance Abuse Services (Outpatient)	In Network Only \$35 copay	In Network \$40 copay Out of Network 40%	In Network 20% Out of Network 40%	In Network 10% Out of Network 30%

Note: The Upfront Advantage Aetna Fund can be used to pay for everyday care before you meet the plan deductible. Everyday care includes illness visits, urgent care, behavioral health, telemedicine, labs, X-rays and generic prescriptions.

Family Coverage Under the Aetna Medical Plans

When you or any other eligible family member meets the individual out-of-pocket maximum, the Plan pays 100% for the cost of care. Or, after the family out-of-pocket maximum has been met, the Plan pays 100% for each eligible family member's expenses.

Need Urgent Care?

When you have a true emergency, you should always go to the ER. But if your situation isn't life-threatening, you can save time and money by visiting a local urgent care facility. Compare costs in the "What You Pay for Care" chart on this page and [click here](#) to learn more about where to go for care.

Institutes of Excellence (IOEs) and Institutes of Quality (IOQs)

You can save significantly when you receive care at one of Aetna's IOEs and IOQs — hospitals that have been identified as high-performing for certain medical procedures, such as:

- **IOEs:** Transplants or infertility treatments.
- **IOQs:** Bariatric, cardiac and orthopedic procedures.

Finding an IOE or IOQ

If you need help finding an IOE or IOQ, call **Aetna One Advocate** at **888.216.8573**.

Travel and lodging benefit

All Aetna plans offer a travel and lodging benefit to ensure access to quality care for transplants, gender affirmation surgery and abortion services. Reach out to **Aetna One Advisor** at **888.216.8573** with questions.

Virtual Telemedicine Reproduction Program

We are pleased to offer increased access to safe and legal abortion services through a new contractual relationship with **Hey Jane**, a virtual-only reproductive health provider. Hey Jane has been added as an in-network provider in CA, CO, CT, IL, NM, NJ, NY, and WA.

Kaiser Permanente Plan

(California residents only)

Kaiser Permanente is a Health Maintenance Organization (HMO). If you enroll in the Kaiser Permanente Plan, your primary care physician (PCP) coordinates your care, typically at one location. The Plan includes prescription drug coverage but pays only if you receive care in network.

Kaiser Permanente Plan		In Network Only
Medical Annual Deductible		\$0 (Individual) \$0 (Family)
Annual Out-of-Pocket Maximum		\$1,500 (Individual) \$3,000 (Family)
Company Contributions to HSA		Not available
Physician Office Visit	Primary Care	\$20 copay
	Specialty Care	\$20 copay
ER Visit		\$150 copay
Urgent Care Facility Visit		\$20 copay
Inpatient Hospital Admission		\$500 copay
Outpatient Surgery		\$100 copay
Standard Imaging (Lab and X-ray)		\$10 copay

Advanced Radiological Imaging (e.g., MRI, CT, PET scans)		\$50 copay
Short-Term Rehab/Physical Therapy		\$20 copay
Infertility Treatment		Certain services covered; 50% coinsurance
Mental Health/Substance Abuse Services	Inpatient	\$500 copay
	Outpatient	\$20 copay

Mountaineers in Puerto Rico

If you're a Mountaineer based in Puerto Rico, you're eligible for the Triple-S HMO Medical Plan. Your costs for the Triple-S HMO can be found on the [Costs page](#) or within the enrollment experience.

Meet Alex, Your Go-To Virtual Assistant

Do you know which benefits are best for you? These decisions are important, and a lot goes into making the right choice. To help you understand your benefits options, we offer an easy-to-use, interactive tool called Alex. Simply log on and answer a few questions about your personal situation and needs (all of this info remains confidential, of course). Based on your answers, Alex will help you figure out which benefits are right for you.

[Go to Alex](#)

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Aetna
Medical
888.216.8573

www.aetna.com

Text "AetnaHealthApp" to 90156 for a download link.

App Store: [Download here](#)

Google Play: [Download here](#)

Kaiser Permanente
Medical and prescription drugs (California residents only)

800.464.4000

<http://healthy.kaiserpermanente.org/>

Triple-S

Medical

Service Call Center: 787.774.6060 / 1.800.981.3241

www.ssspr.com

[Mi Triple-S \(iOS\)](#)

[Mi Triple-S \(Google Play\)](#)

Costs

What You Pay

See **what you pay per paycheck** to have medical coverage. These costs don't include spousal or tobacco surcharges. (Details about these surcharges are below.)

Network Medical Plan

	Aetna Broad Network	APCN+ Network
Employee	\$149.09	\$98.83
Employee + Spouse/Domestic Partner	\$353.79	\$233.16
Employee + Child(ren)	\$288.58	\$188.04
Family	\$506.48	\$330.56

Value Medical Plan

	Aetna Broad Network	APCN+ Network
Employee	\$74.89	\$51.15
Employee + Spouse/Domestic Partner	\$174.92	\$117.95
Employee + Child(ren)	\$138.07	\$90.59
Family	\$245.31	\$162.22

Savings Medical Plan

	Aetna Broad Network	APCN+ Network
Employee	\$36.61	\$16.87
Employee + Spouse/Domestic Partner	\$82.86	\$35.50
Employee + Child(ren)	\$71.69	\$32.23
Family	\$121.41	\$52.35

Upfront Advantage Plan

	Costs
Employee	\$76.71
Employee + Spouse/Domestic Partner	\$179.16
Employee + Child(ren)	\$141.41
Family	\$251.26

Kaiser Permanente Plan

	Costs
Employee	\$131.74
Employee + Spouse/Domestic Partner	\$311.92
Employee + Child(ren)	\$253.33
Family	\$444.88

Triple-S (Puerto Rico)

NOTE: Beginning in 2024, Triple-S will administer the health plan (medical, dental and vision) offered to Mountaineers in Puerto Rico.

	Costs
Employee	\$49.63
Employee + Spouse/Domestic Partner	\$123.88
Employee + Child(ren)	\$117.36
Family	\$181.13

Surcharges

Tobacco and spousal surcharges help keep medical costs equitable for all Mountaineers.

Spousal Surcharge

While many spouses/domestic partners have health coverage through their jobs, their employers may encourage them to seek coverage through other employer group plans. This means that companies like Iron Mountain end up paying claims for employees who work for other companies. Our spousal surcharge helps defray these costs and encourages you to think about which employer coverage best meets the needs of your spouse/domestic partner.

If you wish to cover a spouse/domestic partner, you must attest to whether or not he/she is eligible for other employer-sponsored health care coverage during Open Enrollment. If you elect to cover your spouse/domestic partner who is

eligible for other employer-sponsored coverage, you'll pay a **\$100 per month** surcharge. However, if your spouse loses access to his/her employer-sponsored coverage, the spousal surcharge will be waived. In order to have the surcharge removed, your spouse will need to provide proof of lost coverage (i.e., a letter from his/her former employer stating loss of eligibility to benefits). Then you can submit the proof by opening a Global HR Service Support ticket.

Tobacco Surcharge

You and your enrolled spouse/domestic partner pay a surcharge if either of you uses tobacco or nicotine products. The surcharge is based on your base pay.

Surcharge for using a tobacco product in the past six months

	Mountaineers making less than \$85,000 per year	Mountaineers making more than \$85,000 per year
You or your spouse/domestic partner only	1% of your regular bi-weekly pay	\$35 per paycheck
You and your spouse/domestic partner	2% of your regular bi-weekly pay	\$70 per paycheck

Note: Your tobacco status also affects your rates for [Critical Illness Insurance](#).

Interested in learning more about tobacco cessation? Explore our [LiveWell program](#) where you'll be able to sign up for tobacco cessation coaching sessions. Participants also have access to non-prescription Nicotine Replacement Therapy through the coaching program. If you are a current tobacco user and would like to quit smoking or using other tobacco products, Aetna's one-on-one coaching program pairs you with a wellness coach who can help you break the habit and live the healthy life you deserve.

Your wellness coach will be there for you at every step. Together you will:

- Work on proven ways to quit
- Spot and manage your triggers for tobacco use
- Learn to make changes in your life to live tobacco-free
- Find healthy ways to replace the feeling you get from smoking and using tobacco

Contact A1A at **(888) 216-8573** to learn more.

Are you a non-tobacco user?

Do you qualify to have your tobacco usage surcharge removed and are not a current tobacco user? Aetna's Lifestyle and Condition Coaching can help! A personalized coaching program can help you eat better, get more active and take charge of your health. Coaching offers tips and advice on many conditions and topics of healthy living, including:

- Diabetes
- High blood pressure
- High cholesterol
- Weight management
- Exercise and activity

- Healthy eating habits
- General health education

Contact A1A at **(888) 216-8573** to learn more.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Aetna

Medical

888.216.8573

www.aetna.com

Text "AetnaHealthApp" to 90156 for a download link.

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Medical and prescription drugs (California residents only)

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Triple-S

Medical

Service Call Center: 787.774.6060 / 1.800.981.3241

www.ssspr.com

[Mi Triple-S \(iOS\)](#)

[Mi Triple-S \(Google Play\)](#)

LEAVES

Maternity Leave

The Basics

We offer a maternity leave of absence so you can take **time off from work after the birth of your child**.

What It Does

Maternity leave provides eligible Mountaineers with **up to eight weeks of income replacement**, which is paid through your [Short-Term Disability \(STD\)](#) benefit.

Who's Eligible

Full-time Mountaineers who are scheduled to work **30 or more hours per week**.

State Benefits

Mountaineers in some states may be eligible for additional benefits under state-mandated temporary disability income laws. Contact Lincoln Financial Group at **800.213.1532** for more information.

When It Begins

When you're **absent from work following the birth of your child**.

If you're unable to continue working during your pregnancy or if you need to request an accommodation before you deliver, you have several options:

- You may be eligible for [Short-Term Disability \(STD\)](#) benefits. If your STD claim is approved, you'll need to satisfy a seven-day unpaid waiting period. After the birth of your child, a new maternity claim will be initiated and your pre-delivery STD benefits will stop. If you're not eligible for STD, you can use your vacation or wellbeing time.
- You can take unpaid [FMLA](#) leave during this pre-delivery time.
- You can work with Lincoln Financial Group on a temporary workplace accommodation, which will help you continue to work until you deliver.

How Long It Lasts

Your STD benefit covers the first part of your maternity benefit, up to eight weeks of paid leave. Any additional leave (up to a total of 12 weeks) will be covered under FMLA and unpaid.

You can also use any remaining paid time off for the remainder of the FMLA period. Talk to your manager about your leave. You may be able to put the time in Kronos before your leave, or your manager will need to complete the forms on [myMAP](#) and submit them on your behalf.

You don't continue to accrue vacation or wellbeing time while on a leave of absence. When you return to work, you begin accruing these benefits again, as though the period of leave counted as active service.

Transition Back to Work

Need to temporarily work a modified, part-time schedule to help with your transition back to work? Find out about our [enhanced maternity and parental leave benefit](#).

What It Pays

Your Short-Term Disability (STD) benefit provides income replacement during your leave. In general, you'll receive **100%** of your base pay for the first eight weeks of your leave and then **66.67%** of your pay for as long as you remained disabled as defined under the Plan. There's no benefit maximum, but STD benefits are limited to **26 weeks**.

Your Health and Insurance Benefits

While on maternity leave, the costs you've been paying per paycheck to have health and insurance coverage will come out of your STD benefits payment. When you return to work, the benefit will be reconciled to confirm there were no over- or underpayments.

How To Request Leave

- Meet with your manager to talk about your upcoming leave.
- Contact Lincoln Financial Group at **800.213.1532** to file your claim no earlier than **30 days** before your expected delivery date but no later than **15 days** after the birth of your child. Once your baby is born, notify Lincoln Financial Group to confirm the delivery date.

Family Support with Maven

If you're enrolled in one of Iron Mountain's plans administered by Aetna, you have access to Maven, a virtual program that provides family building support for every path to parenthood. Through Maven, you can video chat or message about topics like fertility, IVF, pregnancy, adoption, surrogacy, and more. For more information about the program and how to sign up, go to mavenclinic.com/join/aetnafamily.

Benefits, Resources and Tips

Learn what you need to know and do about your benefits before and after you [welcome your child](#) — and about the resources Iron Mountain offers to support you.

Contacts

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Lincoln Financial Group
Leaves of absence and Short-Term and Long-Term Disability
800.213.1532
www.MyLincolnPortal.com
Company code: **IronMountain** (claims)

Paid Parental Leave

The Basics

Our paid parental leave allows you to **take time off from work after the birth, adoption or fostering of a child.**

What It Does

It provides eligible Mountaineers **income replacement to bond with their new child.** Your benefits with Iron Mountain will continue while you're on leave and costs will be deducted from your paycheck.

Who's Eligible

Full-time Mountaineers who are scheduled to work **30 or more hours per week.**

Employees in San Francisco are eligible for [additional paid parental leave benefits.](#)

State Benefits

Mountaineers in some states may be eligible for additional benefits under state-mandated temporary disability income laws. Contact Lincoln Financial Group at **800.213.1532** for more information.

When It Begins

Within **the first 12 months** of the birth or placement of an adopted or foster child/ren. You should make your request for a leave **30 days** before your desired leave date, but no later than **15 days** after the start of a leave.

Coordination with Other Leaves

- Family and Medical Leave Act (FMLA): Paid parental leave runs concurrently with FMLA, where applicable.
- Maternity leave: Paid parental leave runs consecutively with maternity leave. In other words, the paid parental leave period will begin after maternity leave ends. This will be set up automatically by Lincoln Financial Group.

For the full paid parental leave policy, [click here.](#)

How Long It Lasts

You may receive up to a maximum of eight weeks of paid parental leave. **You can take paid parental leave continuously or intermittently.** You're allowed to take time in weekly increments or all at once. You must use all paid leave time within the first 12 months after the birth, adoption or fostering of your child.

The Paid Parental Leave benefit is also available to employees who had a child born or placed through adoption, foster care or surrogacy.

What It Pays

100% of your base pay (Your base rate of pay, which doesn't include commissions, overtime or premium pay, bonuses

or any other additional compensation.) for the equivalent of up to eight weeks of paid time off. This benefit will be offset by any applicable state or municipal leave benefits.

How to Request Leave

- Work with your manager to request paid parental leave within the first **90 days** following the birth or placement of an adopted or foster child.
- Contact Lincoln Financial Group at **800.213.1532** to file your claim no earlier than **30 days** before your expected delivery, adoption or fostering date but no later than **15 days** after the start of the leave.

Family Support with Maven

If you're enrolled in one of Iron Mountain's plans administered by Aetna, you have access to Maven, a virtual program that provides family building support for every path to parenthood. Through Maven, you can video chat or message about topics like fertility, IVF, pregnancy, adoption, surrogacy, and more. For more information about the program and how to sign up, go to mavenclinic.com/join/aetnafamily.

Enhanced Maternity and Paid Parental Leave Policy

Need to temporarily work a modified, part-time schedule to help with your transition back to work? Find out about our [enhanced maternity and paid parental leave benefits](#).

Contacts

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Lincoln Financial Group
Leaves of absence and Short-Term and Long-Term Disability
800.213.1532
www.MyLincolnPortal.com
Company code: **IronMountain** (claims)

Family And Medical Leave

The Basics

The federal Family and Medical Leave Act (FMLA) provides **time off for qualified leaves**, such as:

- Managing your own serious health condition
- Caring for a spouse, child or parent who has a serious health condition
- Caring for a newborn baby, adopted child or newly placed foster child

Mountaineers with family members in the military may have expanded rights under FMLA.

What It Does

FMLA provides job-protected time off during any 12-month period.

Who's Eligible

- Full-time employees who are scheduled to work **30 or more hours** per week.
- Part-time employees scheduled to work **20 or more hours** per week.

You must be **continuously employed by Iron Mountain for 12 months and work at least 1,250 hours** to be eligible for FMLA.

When It Begins

When you need to take time off to **manage your own health condition or care for a family member**.

How Long It Lasts

Up to 12 weeks. **You can take paid FMLA continuously or intermittently.**

What It Pays

FMLA is an unpaid leave. However, **FMLA leave runs concurrently** with [Short-Term Disability](#) and any other Iron Mountain leave programs.

During the leave, Iron Mountain will maintain your group health benefits. If paid leave is substituted for unpaid FMLA leave, the Company will deduct your portion of your medical plan premium as a regular payroll deduction. If your leave is unpaid, Inspira Financial will bill you for your portion of the premium.

Learn More

Review the [Iron Mountain Family and Medical Leave Act Policy](#) and U.S. Department of Labor [Employee Rights and Responsibilities](#) under the FMLA for details.

How To Request Leave

- Contact Lincoln Financial Group at **800.213.1532** and request FMLA at least 30 days, if possible, before you take your leave. You must give Lincoln Financial Group notice as soon as you're aware you need to take a leave.

Contacts

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Lincoln Financial Group
Leaves of absence and Short-Term and Long-Term Disability
800.213.1532
www.MyLincolnPortal.com
Company code: **IronMountain** (claims)

Bereavement Leave

THE BASICS

We offer bereavement leave to regular full-time Mountaineers after the loss of an immediate family member, including your:

- Spouse/domestic partner
- Child or stepchild (includes children of domestic partners if the domestic partner affidavit has been completed and verified)
- Unborn child, due to miscarriage
- Parent
- Brother or sister
- Grandparent or grandchild
- Legal guardian or ward
- Aunt or uncle
- Cousin
- Niece or nephew
- In-laws (mother, father, son, daughter, grandparents, brother or sister); includes same- or opposite-sex domestic partner in-laws

Learn more about our bereavement leave policy on [MyMap](#) for details or contact the Global HR Service Delivery center.

What It Does

Bereavement leave provides eligible Mountaineers with paid time off to grieve the loss of a loved one, prepare for and attend a funeral, and handle any related matters. Iron Mountain reserves the right to require documentation of the reported death, such as a death certificate, obituary or documentation from a funeral home.

Who's Eligible

Full-time Mountaineers who are scheduled to work **30 or more hours per week**.

When It Begins

Bereavement leave can start the day you're notified of the death, but it **depends on your situation**. If you need to take bereavement leave, notify your manager as soon as possible.

How Long It Lasts

At the discretion of your manager, you may be allowed to take **up to five days of paid leave**. If you need more time off, talk to your manager.

What It Pays

Bereavement leave is calculated according to your base pay (Your base rate of pay, which doesn't include commissions, overtime or premium pay, bonuses or any other additional compensation.) at the time of your absence.

HOW TO REQUEST LEAVE

- Talk to your manager about taking bereavement leave.

Get Help

To help you deal with the impact of losing a loved one, we offer a support program through [Resources for Living](#). This free and confidential service is available 24/7. You can connect with a care partner online through the live chat feature on the [Resources for Living member website](#). Ask questions, get access to counseling sessions, resources and more.

[Learn More](#)

Contacts

Resources for Living
Employee Assistance Program (EAP)
1-833-657-2101, TTY: 711

ResourcesForLiving.com

Username: IRM

Password: Mountaineer

go.rfl.com/IRM

Military Leave

The Basics

Mountaineers who are away from work because of active military duty can take a **military leave of absence**. This time off complies with the Uniformed Services Employment and Reemployment Rights Act (USERRA) for serving in the uniformed services of the United States. See our [Military Leave Policy](#) for details regarding the types of uniformed services that qualify you for leave.

We also offer **family military leave** for Mountaineers who have a spouse or parent who has been called to active military duty.

What It Does

Military leave provides **paid time off** for Mountaineers who are on active military duty or whose spouse or parent is on active military duty.

Who's Eligible

- **Military leave of absence: Full-time Mountaineers** who are scheduled to work **30 or more hours per week**.
- **Family military leave:** Mountaineers employed by Iron Mountain for **at least 12 months** and who have worked for **at least 1,250 hours** of service during the 12-month period immediately before the leave begins.

When It Begins

You should request **military leave no later than 15 days after the leave begins**. To request **family military leave**, you must give Iron Mountain **at least 14 days' notice** of the date when the leave will begin (if the leave will consist of five or more consecutive work days). Notice for leaves of less than five days must be given as soon as possible.

How Long It Lasts

It depends on the type of military service, but per USERRA, the limit is **five years** — with the exception of emergencies, reserve drills and annually scheduled training. If you're ordered to remain on active duty longer than your requested leave period — no matter how long — contact your manager to request an extension. You can also request an extension if you're recovering from injuries sustained during service or training.

What It Pays

You're entitled to **up to 10 days of your base pay** (Your base rate of pay, which doesn't include commissions, overtime or premium pay, bonuses or any other additional compensation) **or hourly rate of pay** per calendar year from Iron Mountain, as long as your leave is approved by Lincoln Financial Group. You can use any earned paid time off (i.e., vacation or wellbeing time) for any unpaid military leave time.

YOUR BENEFITS WHILE ON LEAVE

If you're on an approved military leave, you can continue your benefits coverage for 30 days. You'll need to pay monthly

medical and insurance costs — i.e., what you've been paying per paycheck for coverage — to Inspira Financial while you're on leave.

If your leave extends beyond 30 days, you can continue your existing health and insurance benefits coverage. Here's how:

- [Medical coverage](#). You and your covered dependents can continue coverage through COBRA for up to 24 months. If you elect COBRA, you'll pay the same cost as you do for your current medical coverage for the first 90 days. After 90 days, you'll pay the full COBRA rate (your and Iron Mountain's contributions, plus administrative costs) for medical coverage.
- [Basic and Supplemental Life/AD&D insurance](#). Coverage will be continued for 12 months. (You'll need to continue your payments to keep Supplemental Life and AD&D insurance.) Claims resulting from war — declared or undeclared — are excluded from coverage. You can convert to an individual Life insurance policy within 31 days of when your Supplemental Life insurance coverage ends. Learn more on [myMAP](#).
- [Long-Term Disability Insurance](#). Coverage will continue for up to 31 days from the beginning of your leave. Disabilities caused by war — declared or undeclared — are excluded from coverage.
- [Time off](#). While you're on leave, you won't accrue vacation or sick leave. If you become reemployed, you'll begin accruing paid time off again.
- [401\(k\) plan](#). Upon reemployment, you'll be vested for the time period you spent in service. You can make contributions within a period that begins after your reemployment and doesn't last longer than three times the length of your military service. (This period can't be longer than five years.) You'll receive matching funds from Iron Mountain for these contributions.

Important Information About Your Job Rights

If you have questions about your rights and responsibilities while you're on leave, see the [USERRA Advisor on the Department of Labor website](#). Iron Mountain is committed to your job rights and it's our policy that no Mountaineer will be subjected to discrimination on the basis of serving in the military.

If you believe that you have been denied employment, reemployment or promotion, or have been subject to retaliation, notify your manager immediately or contact your HR representative for assistance. If you feel your USERRA rights have been violated, you can also contact the National Committee for [Employer Support of the Guard and Reserve \(ESGR\)](#) at **800.336.4590**.

HOW TO REQUEST LEAVE

- Meet with your manager to discuss your military leave plans. You must give Iron Mountain 14 days' notice from the date your leave will begin.
- Contact Lincoln Financial Group at **800.213.1532** and request a leave. You must give Lincoln Financial Group as much prior notice as possible.
- Designate a power of attorney, who can assist with any employment issues while you're on leave, if necessary. Share contact info for this person with your manager.
- Go to [myMAP](#) > **IMBenefits** to update your beneficiary information.

JOB REEMPLOYMENT

To return to work at Iron Mountain after your leave, follow these guidelines based on the duration of your service.

- **For service of less than 31 days:** You must return at the next regularly scheduled work period on the first full day after your release from service, not including time spent traveling home and an eight-hour rest period.
- **For service of more than 30 days but less than 181 days:** Apply for reemployment within 14 days of your release from service.
- **For service of more than 180 days:** Apply for reemployment within 90 days of your release from service.

You'll be reinstated to either the job you would have attained if you weren't away on military duty — with the same status and seniority, and training, if needed — or a different position if you no longer qualify for your previous position. You may not be reemployed by Iron Mountain if you don't follow the timeframes noted above, or:

- The Company's circumstances have changed, making reemployment impossible or unreasonable.
- Reemployment would pose an undue hardship on the Company.
- Your employment before your service was for a brief, non-recurrent period, and there was no reasonable expectation that the employment would have continued indefinitely or for a significant period.
- You didn't receive an honorable discharge.

When you return to work, your time spent on military leave will count toward your eligibility for FMLA leave.

If you fail to return to work on the date you specified when you requested leave, or you don't notify Iron Mountain that you intend to return to work, the company will consider these actions your resignation.

Need Support?

Whether you're getting ready to go on leave or are coming back to the workplace, we have resources to help you adjust to the changes related to your military leave.

The [EAP](#) can assist with emotional concerns such as stress and grief, as well as substance abuse and addictions. Call **866.695.6327** for free, confidential support.

Through the Veterans@Iron Mountain Employee Resource Group, you can network with other Iron Mountain veterans and ask members questions about military deployment, reintegration and reemployment. Contact Veterans@ironmountain.com.

Contacts

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
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800.213.1532
www.MyLincolnPortal.com
Company code: **IronMountain** (claims)

Personal Leave

THE BASICS

You can **take unpaid time off from work for personal reasons**. Approval of requests for unpaid personal leave is subject to business needs and is at management discretion.

What It Does

Personal leave provides time off for reasons not covered by other leave or time-off programs. **Before requesting personal leave, check to see if the reason for your leave is covered by another program**, such as the [Family and Medical Leave Act](#).

Who's Eligible

Full-time Mountaineers who are scheduled to work **30 or more hours per week**.

When It Begins

You should make your request for a leave **30 days** before your desired leave date, but no later than **15 days** after the start of a leave.

How Long It Lasts

Up to 30 calendar days in a 12-month period (and no more than once per rolling 12-month period).

What It Pays

Personal leave is an unpaid leave.

HOW TO REQUEST LEAVE

- Contact Lincoln Financial Group at **800.213.1532** and request personal leave at least 30 days, if possible, before you take your leave. You must give Lincoln Financial Group notice as soon as you're aware you need to take a leave.

Contacts

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Lincoln Financial Group
Leaves of absence and Short-Term and Long-Term Disability

800.213.1532

www.MyLincolnPortal.com

Company code: **IronMountain** (claims)

LIFE EVENTS

Getting Married

Tying the knot? Congratulations! Here are the next steps to take — and a look at the variety of benefits and programs that can support you as you build a life together.

The Basics

Getting married or starting a new domestic partnership is considered a qualifying life event. An event that affects your benefits coverage or the coverage of your dependents. Examples include marriage, divorce, birth, adoption or loss of other coverage. This means you can elect new coverage or make changes to your current benefits coverage within 30 days of the event. If you miss the 30-day deadline, you'll have to wait until the next Open Enrollment period or another qualifying life event to make changes.

What To Do

1. Before you get married or start a new domestic partnership

Review your benefit choices

Look at what's offered by our Company and what's offered by your spouse's/domestic partner's employer. Then decide whether to enroll in an Iron Mountain plan or a plan offered by his/her employer.

Some benefits will require Evidence of Insurability (EOI). Contact Global HR Service Support at 855.IM.ASK.HR (855.462.7547) or irmHR.NAM@ironmountain.com if you have questions.

Resources & Contacts

- [Benefits Overview](#)
- [Medical Benefits](#)
- [Dental Benefits](#)
- [Vision Benefits](#)
- [Life and AD&D Benefits](#)

Review our time off policies

Understand your options if you want to enjoy time away from work for a celebration, wedding or honeymoon.

Resources & Contacts

- [PTO](#)

2. Within 30 days of getting married or starting a new domestic partnership

Consider making any benefit changes that are allowed

Some examples include:

- Add your child your benefits, including medical, dental and vision coverage — go to [myMAP](#) > **IMBenefits**. If you're covered under your spouse's medical plan, make sure that he/she adds your child to that plan.
- Make allowable changes to your Life, AD&D and legal assistance coverage.
- Increase your Critical Illness and Accident Insurance.
- Make allowable changes to your Health Care Flexible Spending Account (FSA) or Limited Purpose FSA contribution amount.
- Enroll in a Dependent Care FSA.

Resources & Contacts

- [Benefits Overview](#)
- [Enrollment Information](#)
- [Medical Benefits](#)
- [Dental Benefits](#)
- [Vision Benefits](#)
- [Life and AD&D Benefits](#)
- [Critical Illness and Accident Insurance](#)
- [Tax-Advantaged Accounts](#)

Provide documentation

For a new spouse, provide a copy of your marriage certificate.

If enrolling a new Domestic Partner, complete the Affidavit of Domestic Partnership, which can be found on the [Mountaineer Assistance Portal](#).

Resources & Contacts

[myMAP](#) > IMBenefits

3.Any time after getting married or starting a new domestic partnership

Update your personal information

Make updates in Workday if you're changing your name, home address, phone number, emergency contacts or direct deposit information. (These changes may be made anytime, but should be done immediately after the changes become effective.)

Resources & Contacts

Workday

- From any browser: irm.service-now.com/mymap > My HR (Workday)
- From your Google Account: Access [myMAP](#) > My HR (Workday)

Review your tax-withholding elections

Make updates in Workday, if needed. Consult your tax advisor to determine what's right for you.

Resources & Contacts

Workday

- From any browser: irm.service-now.com/mymap > My HR (Workday)
- From your Google Account: Access [myMAP](#) > My HR (Workday)

Update your beneficiary information

Change information about beneficiaries for your Life and AD&D insurance and 401(k) plan.

Resources & Contacts

- Life and AD&D insurance: [myMAP](#) > IMBenefits > My Profile
- 401(k) plan: [Fidelity Netbenefits](#)

Consider adjusting your Health Savings Account (HSA) contribution
Make allowable changes to your [HSA](#), as needed.

Resources & Contacts

- [Tax-Advantaged Accounts](#)

Participate together in the LiveWell wellness program

If your spouse or domestic partner enrolls in an Iron Mountain medical plan, encourage him/her to participate in [LiveWell](#) with you.

Resources & Contacts

- [LiveWell](#)

Are You Marrying Your Domestic Partner?

If you're marrying your domestic partner who is already covered under Iron Mountain benefits, be sure to change your status to married by going to [myMAP](#) > **IMBenefits** > **My Profile** within 30 days.

Marriage will alter how your partner's benefits are taxed. The premiums you pay for medical and dental costs per paycheck for a domestic partner are after-tax. Plus, the contribution Iron Mountain makes to his/her premiums is counted as income, called imputed income, which is taxed. However, premiums for spouses are before-tax (reducing your taxable income), and any Iron Mountain contributions toward his/her premiums are not counted as imputed income.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

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irmHR.NAM@ironmountain.com

Aetna One Advisor
Benefits concierge
888.216.8573
www.aetna.com

Aetna
Medical
888.216.8573
www.aetna.com
Text "AetnaHealthApp" to 90156 for a download link.
App Store: [Download here](#)
Google Play: [Download here](#)

Fidelity
Health Savings Account (HSA)
800.544.3716
www.netbenefits.fidelity.com

Kaiser Permanente
Medical and prescription drugs (California residents only)
800.464.4000
healthy.kaiserpermanente.org/

Delta Dental
Dental
800.872.0500
www.deltadentalma.com/

Vision Service Plan
Vision
800.877.7195
www.vsp.com/

Inspira Financial
Flexible Spending Accounts (FSAs)
844.729.3539
www.inspirafinancial.com

Lincoln Financial Group

Life Insurance / Evidence of Insurability (EOI) and Portability
Accidental Death & Dismemberment (AD&D)
800.423.2765
Life Insurance Claims
888.787.2129

Lincoln Financial Group
Leaves of absence and Short-Term and Long-Term Disability
800.213.1532
www.MyLincolnPortal.com
Company code: IronMountain (claims)

Getting Divorced

Ending a marriage or domestic partnership can be an emotional and challenging time. As you decide what comes next, here's what you need to know and do when it comes to your benefits.

The Basics

Getting divorced or ending a domestic partnership is considered a qualifying life event. An event that affects your benefits coverage or the coverage of your dependents. Examples include marriage, divorce, birth, adoption or loss of other coverage. This means that you can elect new coverage or make changes to your current benefits coverage within 30 days of the event. If you miss the 30-day deadline, you'll have to wait until the next Open Enrollment period or another qualifying life event to make changes.

What To Do

1. Within 30 days of getting divorced or ending a domestic partnership

Consider making any benefit changes that are allowed

Some examples include:

- Remove your former spouse or domestic partner from your benefits, including medical, dental, vision and Life and AD&D insurance
- Decrease your Life insurance
- Make allowable changes to your Health Care Flexible Spending Account (FSA) or Limited Purpose FSA contribution amount

Resources & Contacts

- [Benefits Overview](#)
- [Enrollment Information](#)
- [Medical Benefits](#)
- [Dental Benefits](#)
- [Vision Benefits](#)
- [Life and AD&D Benefits](#)
- [Tax-Advantaged Accounts](#)

2. Any time after getting divorced or ending a domestic partnership

Update your personal information

Make updates in Workday if you're changing your name, home address, phone number, emergency contacts or direct deposit information. (These changes may be made anytime, but should be done immediately after the changes become effective.)

Resources & Contacts

Workday

- From any browser: irm.service-now.com/mymap > My HR (Workday)
- From your Google Account: Access [myMAP](#) > My HR (Workday)

Review your tax-withholding elections

Make updates in Workday, if needed. Consult your tax advisor to determine what's right for you.

Resources & Contacts

Workday

- From any browser: irm.service-now.com/mymap > My HR (Workday)
- From your Google Account: Access [myMAP](#) > My HR (Workday)

Update your beneficiary information

Change information about beneficiaries for your Life and AD&D insurance and 401(k) plan.

Resources & Contacts

- Life and AD&D insurance: [myMAP](#) > IMBenefits > My Profile
- 401(k) plan: [Fidelity Netbenefits](#)

Change your Health Savings Account (HSA) contribution

Make allowable changes to your [HSA](#), as needed.

Resources & Contacts

- [Tax-Advantaged Accounts](#)

Get Support from Resources for Living

Use Resources for Living to get emotional support and help with the transition — for you and all members of your family. This free and confidential service offers 24/7 online information and counseling sessions.

You can connect with a care partner online through the live chat feature on the [Resources for Living member website](#). Ask questions, get access to counseling sessions, resources and more.

[Learn More](#)

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

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Aetna
Medical
888.216.8573
www.aetna.com
Text "AetnaHealthApp" to 90156 for a download link.
App Store: [Download here](#)
Google Play: [Download here](#)

Fidelity
Health Savings Account (HSA)
800.544.3716
www.netbenefits.fidelity.com

Kaiser Permanente
Medical and prescription drugs (California residents only)
800.464.4000
healthy.kaiserpermanente.org/

Delta Dental
Dental
800.872.0500
www.deltadentalma.com/

VSP
Vision
800.877.7195
www.vsp.com/

Inspira Financial
Flexible Spending Accounts (FSAs)

844.729.3539

www.inspirafinancial.com

Resources for Living

Employee Assistance Program (EAP)

1-833-657-2101, TTY: 711

ResourcesForLiving.com

Username: IRM

Password: Mountaineer

go.rfl.com/IRM

Lincoln Financial Group

Life Insurance / Evidence of Insurability (EOI) and Portability

Accidental Death & Dismemberment (AD&D)

800.423.2765

Life Insurance Claims

888.787.2129

Lincoln Financial Group

Leaves of absence and Short-Term and Long-Term Disability

800.213.1532

www.MyLincolnPortal.com

Company code: IronMountain (claims)

Growing My Family

Giving birth or adopting? Congratulations on the newest addition to your family! We're here to support you during this exciting and busy time. Learn what you need to know and do about your benefits before and after you welcome your child.

The Basics

Having a baby or adopting a child is considered a **qualifying life event**. An event that affects your benefits coverage or the coverage of your dependents. Examples include marriage, divorce, birth, adoption or loss of other coverage. This means that you can make changes to your current benefits coverage within 30 days of the event. If you miss the 30-day deadline, you'll have to wait until the next Open Enrollment period or another qualifying life event to make changes.

What to Do

1. Before you have your baby or adopt your child

Review our time off and leave of absence policies

Consider how much time you might want to take off after your baby is born or if you adopt. Understand your [time off](#) and [leave](#) options. Meet with your manager to discuss your plans and keep him/her informed about when your leave begins and your anticipated return-to-work date.

Resources & Contacts

- [PTO](#)
- [Leaves of Absence](#)
- [Maternity Leave](#)
- [Parental Leave](#)
- [Family and Medical Leave Act](#)

Sign up for the LiveWell New Expectations program

This [program](#) can help you evaluate care providers, build a support team and prepare for physiological changes.

Resources & Contacts

- [LiveWell](#)

If you're adopting a child, find out if you're eligible for our Adoption Assistance program

benefit once the adoption has been completed. In addition, we provide a Parental Leave of Absence during the transition.

Resources & Contacts

- [Adoption Assistance](#)
- [Parental Leave of Absence](#)

Get family support through Maven

If you're enrolled in one of Iron Mountain's plans administered by Aetna, you have access to Maven, a virtual program that provides family building support for every path to parenthood. Through Maven, you can video chat or message about topics like fertility, IVF, pregnancy, adoption, surrogacy, and more.

Resources & Contacts

- [Activate your Maven membership](#)

2. Within 30 days of having your baby or adopting your child

Consider making any benefit changes that are allowed

Some examples include:

- Add your child your benefits, including medical, dental and vision coverage — go to [myMAP](#) > **IMBenefits**. If you're covered under your spouse's medical plan, make sure that he/she adds your child to that plan.
- Make allowable changes to your Life, AD&D and legal assistance coverage.
- Increase your Critical Illness and Accident Insurance.
- Make allowable changes to your Health Care Flexible Spending Account (FSA) or Limited Purpose FSA contribution amount.
- Enroll in a Dependent Care FSA.

Resources & Contacts

- [Benefits Overview](#)
- [Enrollment Information](#)
- [Medical Benefits](#)
- [Dental Benefits](#)
- [Vision Benefits](#)
- [Life and AD&D Benefits](#)
- [Critical Illness and Accident Insurance](#)
- [Tax-Advantaged Accounts](#)

Provide documentation

Provide a copy of your child's birth certificate or official hospital record, such as a hearing test, that displays your child's date of birth and names you as a parent, by:

- Emailing it to irmHR.NAM@ironmountain.com, or
- Calling Global HR Service Support at **1 855.IM.ASKHR** (1 855.462.7547) and someone will walk you through the process.

If you're adopting, provide a copy of legal documents showing proof of adoption, placement for adoption or legal guardianship.

Resources & Contacts

- [myMAP](#) > IMBenefits

3. Any time after having your baby or adopting a child

Review your tax-withholding elections

Make updates in Workday, if needed. Consult your tax advisor to determine what's right for you.

Resources & Contacts

Workday

- From any browser: irm.service-now.com/mymap > My HR (Workday)
- From your Google Account: Access [myMAP](#) > My HR (Workday)

Update your beneficiary information

Change information about beneficiaries for your Life and AD&D insurance and 401(k) plan.

Resources & Contacts

- Life and AD&D insurance: [myMAP](#) > IMBenefits > My Profile
- 401(k) plan: [Fidelity Netbenefits](#)

Consider changing your Health Savings Account (HSA) contribution

Make allowable changes to your [HSA](#), as needed.

Resources & Contacts

- [Tax-Advantaged Accounts](#)

Put your medical plan coverage to good use for your baby.

If you're enrolled in an Iron Mountain medical plan administered by Aetna:

- Well-baby checkups are covered at no cost to you when you use an in-network provider.
- You have access to online and telephone health support resources 24/7 for non-emergency medical care when you can't make it to the doctor's office.

Resources & Contacts

- [Medical Benefits](#)
- [Health Support](#)

Use the LiveWell New Expectations or Parental Fundamentals program

This [program](#) can help you prepare for caring for a new child.

Resources & Contacts

- [LiveWell](#)

Check out these other resources that can help you care for your baby

- Lactation support:

Iron Mountain locations in Boston, MA; Colleagueville, PA; and Royersford, PA offer lactation rooms, which provide a comfortable and private place to express milk during the workweek. If you work at another location, contact your manager or Global HR Service Support for more information or guidance.

These additional resources offer more information:

- [La Leche League](#)
- [Office on Women's Health](#)
- [Kelly Mom](#)
- **Phone apps:**
 - **Baby Connect.** Track nursing and feeding schedules, or keep track of diapers changed.
 - **My Kid's Health.** Keep track of doctor visits, vaccination schedules and more.
 - **Parenting Ages & Stages.** Learn about normal child development and parenting issues.
 - **WebMD Baby.** Find trusted information from doctors to keep your baby healthy.

- **Babysitter and child care:**

Get help finding quality providers with these resources:

- [Child Care Resources Inc.](#)
- [Child Care Aware](#)
- [National Association for the Education of Young Children](#)

Take care of your own health and wellbeing, too

[LiveWell](#) offers you a variety of tools, resources and incentives for participating in health and wellness activities.

Resources & Contacts

- [LiveWell](#)

Learn how to save money while saving for your child's future

Start saving for your child's future educational expenses tax-free with our 529 College Savings Plan.

Resources & Contacts

- [Education Assistance](#)

Get Support from Resources for Living

You and your family members can use the Resources for Living when you need to support your physical, emotional, social and financial wellbeing. This free and confidential service offers 24/7 online information and counseling sessions.

You can connect with a care partner online 24/7 through the live chat feature on the [Resources for Living member website](#). Ask questions, get access to counseling sessions, resources and more.

[Learn More](#)

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

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irmHR.NAM@ironmountain.com

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Benefits concierge
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www.aetna.com

Aetna
Medical
888.216.8573
www.aetna.com
Text "AetnaHealthApp" to 90156 for a download link.
App Store: [Download here](#)
Google Play: [Download here](#)

Fidelity
Health Savings Account (HSA)
800.544.3716
www.netbenefits.fidelity.com

CVS
For prescription drug questions, contact A1A.
888.216.8573
www.aetna.com

Kaiser Permanente

Medical and prescription drugs (California residents only)
800.464.4000
healthy.kaiserpermanente.org/

Delta Dental
Dental
800.872.0500
www.deltadentalma.com/

Vision Service Plan
Vision
800.877.7195
www.vsp.com/

Inspira Financial
Flexible Spending Accounts (FSAs)
844.729.3539
www.inspirafinancial.com

Resources for Living
Employee Assistance Program (EAP)
1-833-657-2101, TTY: 711
ResourcesForLiving.com
Username: IRM
Password: Mountaineer
go.rfl.com/IRM

Lincoln Financial Group
Life Insurance / Evidence of Insurability (EOI) and Portability
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Life Insurance Claims
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Lincoln Financial Group
Leaves of absence and Short-Term and Long-Term Disability
800.213.1532
www.MyLincolnPortal.com
Company code: IronMountain (claims)

Wells Fargo Advisors
529 college savings plan
800.221.2655
www.wellsfargoadvisors.com/

Being Well

Be your best – emotionally, physically and financially.

The Basics

Your overall wellbeing impacts your life at home and at work. Whether you want to reduce stress, get in shape or budget more effectively, we offer resources to help you take care of your body, mind and spirit — and even your wallet.

What To Do

1. Find balance with our mental and emotional wellbeing resources

Take advantage of the Employee Assistance Program (EAP) for help

When you (and your family members) are facing challenges, you can turn to the EAP for support. You can access free, confidential counseling sessions 24/7 for issues like family stress, legal matters, workplace conflicts and more.

Resources & Contacts

- [EAP](#)

Find behavioral health providers

If you're enrolled in an Iron Mountain medical plan administered by Aetna, contact A1A at **888.216.8573** for help finding in-network doctors who provide behavioral health support. If you're in California and enrolled in the Kaiser Permanente Plan, call Kaiser at **800.464.4000** to schedule an appointment with a behavioral health provider.

Resources & Contacts

- [A1A](#)
- [Kaiser Permanente](#)

Find balance with our LiveWell program

[LiveWell](#) isn't just about getting healthy physically. Through the program, you can use a health coach or complete a Growth & Development path to help manage stress and master mindfulness.

Resources & Contacts

- [LiveWell](#)

2. Use this checklist to stay or get in great physical shape

Take advantage of free in-network preventive care

All Iron Mountain medical plans cover eligible routine services, including wellness-related lab tests and cancer screenings, at no cost to you when you use in-network providers. It's one of the best ways to stay on top of your health and catch any problems early.

Resources & Contacts

- [About the Networks](#)

Participate in our LiveWell program

Our [LiveWell](#) program can help you meet your health and fitness goals. Explore health coaching, try new fitness challenges, learn how to improve sleep quality and change your diet, and more.

Resources & Contacts

- [LiveWell](#)

Register for Teladoc

Access board-certified doctors 24/7 via web, phone or mobile app for help with non-emergency conditions, such as colds and flu, respiratory infections, allergies and more. Register for [Teladoc](#) now so it's ready to go when you need it.

Resources & Contacts

- [Teladoc](#)

3. Take care of your financial health, too!

Help keep your finances in check with tips from LiveWell

Through [LiveWell](#), you can complete a Money & Prosperity path to rethink your relationship with money, learn how to be a better health care consumer and save for the future.

Resources & Contacts

- [LiveWell](#)

Manage your 401(k) contributions

You can contribute up to 75%* of your base pay, up to IRS or Puerto Rico code limits — and Iron Mountain matches 67 cents on the dollar up to 6%. Visit the [Fidelity NetBenefits website](#) to check your savings and adjust your contributions when you can to take full advantage of the Company match.

Resources & Contacts

- [401\(k\)](#)

*100% for Puerto Rico

Enroll in the Employee Stock Purchase Plan (ESPP)

If you're a full-time Mountaineer, you can enroll in the ESPP and purchase Company stock at a discounted rate. Learn how and when to enroll.

Resources & Contacts

- [ESPP](#)

Get the most out of your spending accounts

Understand how to manage the money in a Health Savings Account (HSA) or Flexible Spending Account (FSA) and use it to save on eligible expenses. Find out how an HSA can help you save for the future, too.

Resources & Contacts

- [Tax-Advantaged Accounts](#)

Get Support from Resources for Living

You and your family members can use the Resources for Living when you need to support your physical, emotional, social and financial wellbeing. This free and confidential service offers 24/7 online information and counseling sessions.

You can connect with a care partner online 24/7 through the live chat feature on the [Resources for Living member website](#). Ask questions, get access to counseling sessions, resources and more.

[Learn More](#)

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[Learn More](#)

[Call Now](#)

Contacts

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www.aetna.com

Aetna
Medical
888.216.8573
www.aetna.com

Text "AetnaHealthApp" to 90156 for a download link.

App Store: [Download here](#)

Google Play: [Download here](#)

Kaiser Permanente

Medical and prescription drugs (California residents only)

800.464.4000

healthy.kaiserpermanente.org/

Teladoc

Telemedicine

855.Teladoc (855.835.2362)

www.teladoc.com/aetna

Fidelity Investments

401(k)

800.835.5095 (English)

800.587.5282 (Spanish)

www.netbenefits.com

Fidelity

Employee Stock Purchase Plan

800.544.9354

www.netbenefits.fidelity.com

Fidelity

Health Savings Account (HSA)

800.544.3716

www.netbenefits.fidelity.com

Inspira Financial

Flexible Spending Accounts (FSAs)

844.729.3539

www.inspirafinancial.com

Global HR Service Support

Administration and general information

855.IM.ASK.HR (855.462.7547)

irm.service-now.com/mymap

irmHR.NAM@ironmountain.com

Changing Coverage

If you or an eligible dependent gains or loses benefits coverage, you might be able to make changes to your Iron Mountain benefits. Find out if your situation qualifies and what you need to do.

The Basics

To make a change to your benefits outside of Open Enrollment, you must experience a **qualifying life event*** as defined by the IRS. Here are some examples related to changes in benefits coverage.

- You or your spouse/domestic partner gains coverage outside of Iron Mountain (including joining the Marketplace)
- You, your spouse/domestic partner or your dependent child loses coverage outside of Iron Mountain
- Your or your spouse's/domestic partner's child gains or loses coverage under a state Children's Health Insurance Program (CHIP)
- You, your spouse/domestic partner or your dependent child gains or loses Medicare or Medicaid coverage

* An event that affects your benefits coverage or the coverage of your dependents. Examples include marriage, divorce, birth, adoption or loss of other coverage.

What To Do

1. Gaining or losing coverage outside of Iron Mountain

Review your benefit choices and make your elections within 30 days

1. Go to [myMAP](#) > IMBenefits, "Report a Life Event," and click "Continue."
2. Enter the date of the life event and click "Continue."
3. From there, you'll learn about which benefits you can change. Make your elections by going through each benefit available to you and clicking on the "Go" or "Change" button.
4. After you complete your elections, check the certification box and select "Finish."
5. Print or save a copy of your confirmation for your records.

Resources & Contacts

- [Benefits Overview](#)
- [Enrollment Information](#)

Provide documentation

You'll need proof of new or lost coverage, such as a letter stating the date you or your dependent gained or lost benefits (and any other covered dependents who lost benefits). If you have a domestic partner who has lost coverage and this is the first time he/she is being added to your benefits, complete the Affidavit of Domestic Partnership, which can be found on the [Mountaineer Assistance Portal](#).

Some benefits will require Evidence of Insurability (EOI). Contact Global HR Service Support at **855.IM.ASKHR** (855.462.7547) or irmHR.NAM@ironmountain.com if you have questions.

Resources & Contacts

- [myMAP](#) > IMBenefits

2. Gaining or losing coverage under a state Children’s Health Insurance Program (CHIP), Medicare or Medicaid coverage

Adjust your benefits within 60 days of the event

1. Go to [myMAP](#) > IMBenefits, “Report a Life Event,” and click “Continue.”
2. Enter the date of the life event and click “Continue.”
3. From there, you’ll learn about which benefits you can change. Make your elections by going through each benefit available to you and clicking on the “Go” or “Change” button.
4. After you complete your elections, check the certification box and select “Finish.”
5. Print or save a copy of your confirmation for your records.

Resources & Contacts

- [Benefits Overview](#)
- [Enrollment Information](#)

Provide documentation

You’ll need to provide proof of new or lost coverage, such as a CHIP, Medicare or Medicaid letter. Once you’ve submitted this documentation and it’s been approved, your benefit changes will be effective as of this notification date if submitted in a timely manner, or the first of the month following the CHIP, Medicare or Medicaid coverage start/end date.

Some benefits will require Evidence of Insurability (EOI). Contact Global HR Service Support at **855.IM.ASKHR** (855.462.7547) or irmHR.NAM@ironmountain.com if you have questions.

Resources & Contacts

- [myMAP](#) > IMBenefits

Having Trouble Enrolling?

If you experience technical difficulties with the IMBenefits enrollment system, contact Global HR Service Support at 855.462.7547 or irmHR.NAM@ironmountain.com.

Important

If you miss the window specified for electing benefits based on your situation, you’ll have to wait until the next Open Enrollment period to make changes, unless you experience another qualifying life event*.

*An event that affects your benefits coverage or the coverage of your dependents. Examples include marriage, divorce, birth, adoption or loss of other coverage.

Important Information About Medical Cost Deductions

If your benefit elections are effective on a date that reverts back to prior pay periods, you'll incur retroactive deductions back to the due date. These retroactive deductions will be taken from your subsequent paychecks for the number of pay periods that your elections revert back to, up to a maximum of four.

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Global HR Service Support
Administration and general information
855.IM.ASK.HR (855.462.7547)
irm.service-now.com/mymap
irmHR.NAM@ironmountain.com

Saving Money

From health care and retirement to education and entertainment, we've got tools to help you save money.

The Basics

Striking a balance between spending wisely and saving for the future isn't easy — that's why we have programs and resources that can help you save money in a variety of ways.

What To Do

1. Discover discounts and tips to stay on track financially

Stay in network to save on health care

You'll save money on care when you use in-network providers. Learn more about the [Iron Mountain medical plan networks](#), and if you're enrolled in an Iron Mountain medical plan administered by Aetna, visit the [Aetna website](#) to find out if a doctor or facility is in network.

Resources & Contacts

- [About the Networks](#)

Use tax-advantaged accounts to pay for eligible health care expenses

[Tax-advantaged accounts](#) like the Health Savings Account (HSA) and Flexible Spending Accounts (FSAs) allow you to save money tax-free to use to pay for [eligible](#) health care expenses. By understanding which expenses are eligible, you can get the most out of these accounts.

Resources & Contacts

- [Tax-Advantaged Accounts](#)

Manage your 401(k)

It's important not to choose your 401(k) contributions and forget about them — you need to adjust your contributions and investment selections from time to time to reflect your retirement savings goals. If you need help keeping your retirement on track, call the Fidelity Retirement Benefits Center at **800.835.5095 (English)** or **800.587.5282 (Spanish)**, Monday through Friday, 8:30 a.m. to midnight ET.

Resources & Contacts

- [401\(k\)](#)

Save on your commute

Contribute before-tax dollars to a commuter benefits account to save on parking and transit expenses.

Resources & Contacts

- [Commuter Benefits](#)

Get support for continuing your education

Our Tuition Reimbursement program provides financial aid when you complete undergraduate or graduate degrees. Plus, we've partnered with Wells Fargo on a tax-free college savings plan.

Resources & Contacts

- [Education Assistance](#)

Get discounts on auto and home insurance

Through our Choice Auto and Home Choice Program, review quotes from multiple carriers so you can choose the coverage you need at a lower cost.

Resources & Contacts

- [Auto and Home Insurance](#)

Access legal assistance at a reduced cost

When you enroll in the MetLife Legal Plan, you can get help with a variety of legal issues — and most of the attorney fees will be covered at 100%. From estate planning to family law to document review, a network attorney can assist you with these matters and more.

Resources & Contacts

- [Legal Assistance](#)

Have fun while saving money

You can get discounts for a variety of events, hotel stays, online shopping and more through a leading national employee discount program we offer as a perk for Mountaineers.

Resources & Contacts

- [Discounts](#)

Aetna One Advisor

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[Learn More](#)

[Call Now](#)

Contacts

Aetna
Medical
888.216.8573
www.aetna.com
Text "AetnaHealthApp" to 90156 for a download link.
App Store: [Download here](#)
Google Play: [Download here](#)

Inspira Financial
Flexible Spending Accounts (FSAs)
844.729.3539
www.inspirafinancial.com

Fidelity
Health Savings Account (HSA)
800.544.3716
www.netbenefits.fidelity.com

Wells Fargo Advisors
529 college savings plan
800.221.2655
www.wellsfargoadvisors.com/

International Scholarship and Tuition Services
Tuition reimbursement
855.670.4787
<https://aim.applyists.net/Iron>

Choice Platform
Auto and Home Insurance
855.277.7592
www.ironmountainvoluntarybenefits.com/

MetLife Legal Plans
Legal assistance
800.821.6400
www.legalplans.com
(Password: 101120)

Fidelity Investments
401(k)
800.835.5095 (English)
800.587.5282 (Spanish)
www.netbenefits.com

Managing an Illness

Learn how we can help you manage your health care needs — whether it's a short-term illness or a chronic condition.

The Basics

If you or a family member is managing an illness, we have resources to support your unique health care needs.

What To Do

1. Use this checklist to help you take care of yourself or a family member with a health condition

Choose the type of care that's best for your situation

If you aren't feeling well or have an accident, you'll need to decide whether to use Teladoc or the 24/7 Informed Health Line, visit a CVS MinuteClinic or urgent care clinic, or go to a doctor's office or the emergency room (ER). Save money on medical bills by going to the ER only for emergencies.

Resources & Contacts

- [Medical Benefits](#)
- [Health Support](#)

Use in-network providers

If you have a chronic condition and use health care services on a regular basis, it's important to learn about your [medical plan network](#) and find in-network providers. You'll receive more consistent care and also save money.

Resources & Contacts

- [About the Networks](#)

Take advantage of prescription drug programs

If you're enrolled in an Iron Mountain medical plan administered by Aetna and take maintenance or specialty medications, you'll save money through the Maintenance Medication Program and the Optum Specialty Pharmacy Program. If you're enrolled in the Kaiser Permanente Plan, check out coverage and prescription drug details.

Resources & Contacts

- [Prescription Drug Coverage](#)

Use Livongo Health if you have diabetes

[Livongo Health](#) can help you or a family member manage Type 1 or Type 2 diabetes. The program provides free coaching and supplies, along with data that your doctor can use to improve your care.

Resources & Contacts

- [Diabetes Management](#)

Understand the time off available to you

Learn about our time-off policies in case you need to take time off to care for yourself or a family member.

Resources & Contacts

- [Time Off](#)
- [Leaves of Absence](#)

Contact A1A for extra support

If you're enrolled in an Iron Mountain medical plan administered by Aetna, A1A can provide personalized support. An [A1A Advocate](#) can help coordinate appointments, explain treatment options and more.

Resources & Contacts

- [A1A](#)

Aetna One Advisor

Contact **Aetna One Advisor (A1A)** for help. Advisors can answer questions and help you resolve issues related to all of your Iron Mountain benefits, including medical, disability and the 401(k) plan.

[Learn More](#)

[Call Now](#)

Contacts

Aetna One Advisor
Benefits concierge
888.216.8573
www.aetna.com

Aetna
Medical
888.216.8573
www.aetna.com
Text "AetnaHealthApp" to 90156 for a download link.
App Store: [Download here](#)
Google Play: [Download here](#)

Kaiser Permanente
Medical and prescription drugs (California residents only)
800.464.4000

healthy.kaiserpermanente.org/

Livongo

Diabetes management

800.945.4355

member.livongo.com

(Use promo code: IRONMOUNTAIN)

Lincoln Financial Group

Leaves of absence and Short-Term and Long-Term Disability

800.213.1532

www.MyLincolnPortal.com

Company code: IronMountain (claims)

Global HR Service Support

Administration and general information

855.IM.ASK.HR (855.462.7547)

irm.service-now.com/mymap

irmHR.NAM@ironmountain.com