



# THOUGHTS

Newsletter Issue No. 43

October 2019

## Understanding your Health Benefits

October is here and we are officially in the new benefit year. We have had some questions from employees during the transition to Cigna which has prompted us to provide additional clarification on our benefits.

If you enrolled in the Cigna Medical plan you should have received a Medical ID card and Cigna Health Debit Card (HRA) in the mail. If you have not received either of these cards please contact Cigna at 866-294-2111.



### Cigna Medical

#### Paying Claims with Your HRA Funds

If your provider is In-Network, you should not be asked to make a payment at the time of your office visit. Instead, your doctor sends your claim directly to Cigna. Cigna processes the claim and sends you an Explanation of Benefits (EOB) that tells you:

- If your plan covers the services that were provided
- What portion of the covered services your plan pays and what portion of your deductible (HRA Fund) was used
- How much you owe your doctor, if anything
- If you have met/not met your deductible and any balance due

If you receive a bill from your doctor, you should always make sure it has been sent to Cigna for processing before you pay it. You can:

- Review your fund activity on myCigna
- Determine whether you've received an EOB
- Call the toll-free number on your Cigna ID Card

#### Your Cigna HRA Health Care Debit Card

- This card is to be used for medical prescriptions only; it can not be used with your dental or vision plan
- Employees can request additional debit cards by calling Cigna



#### If You Are Asked to Make a Payment

If your doctor asks you for a payment before your claim is processed, here are some questions you can ask:

- Has your doctor considered how much Cigna will pay for the service?
- Has your doctor checked your current deductible status and verified coverage for

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## Emergency Contacts

Reminder to please complete your Emergency Contact information in your ADP Personal Profile.

It is critical that, in the event of emergency, we have a contact on file.

Please login to ADP and navigate to: Myself > My Information > Profile



## KUDOS

**John Kayastha** was recognized at NRC for proactively tackling routine and non-routine requirements while working extended hours to ensure coverage and maintain timely incident response to our customers.



DLA South - Richmond reached out to tell us they greatly appreciated the recent efforts of **Chris Vontomaszewski**.

**Pan Chuba, Jim Shilling, Nouredine Benahmed and Abunassar Shaheen** were all recognized by name in the results of the recent CSAT report for NRC. Overall our

- Has your doctor checked your current deductible and verified coverage for service?
- Does your doctor know about automatic claim forwarding, and that Cigna may make an automatic payment on your behalf using money from your health account (HRA) ?
- Can your doctor contact Cigna to verify that there is money available in your account?
- If your provider has any questions have them call Cigna at 866-494-2111.

*\*this information was sourced from Cigna.com*

## Reimbursement Process

If you need to submit a claim for reimbursement you can accomplish this in two ways:

- Login to your Cigna account and complete the [Reimbursement Request Form](#). Please make sure to follow all the directions.
- Download the Cigna App and navigate to Home>Spending Accounts>Submit Reimbursements>Submit New Requests>Blank Expense Form. Employees will be able to add receipts and submit claims through this process.

## Cigna Dental

The Cigna Dental subscriber ID card can be found in ADP under resources > company information > forms library.

*Cigna DPPO Advantage*  
Cigna Health and Life Insurance Company



TekSynap Corporation  
Participant Name:  
Participant Number: Use Cigna ID

To find a network dentist or verify coverage call toll free:  
1.800.Cigna24 or 1.800.244.6224  
Cigna Dental Insured Plan ID:  
P.O. Box 188037 Chattanooga, TN 37422-8037 0626811

**Cigna DPPO Advantage ID card**

## Vision Services Plan (VSP)

There is not a subscriber ID card. Tell your provider that you are enrolled in VSP and they will use your social security number to verify your coverage.

Our managers, HR Team and senior leadership are equally dedicated to enabling our workforce to focus on supporting our customers, unhindered by concerns over the adequacy or reliability of their benefits.

Our promise to you is that we will continue to refine and improve our benefits offerings, keeping pace with industry trends and innovations, and ultimately, to maximize their effectiveness and value for you - our most valued asset.

If you have any questions or concerns, please feel free to contact [hr@teksynap.com](mailto:hr@teksynap.com). We are here to assist you in any way possible.

**Toni Fisher**  
**Ruben Hormostay**

recent CSAT report for NRC. Overall our average team rating was 5 out of 5!

**Adelina Ramirez and Chris Chall** were recently thanked by FedEx for the OMC team's professionalism and friendly attitudes.

**Richard Morisset** received kudos from a team member for his outstanding efforts in support of the NetOps tech refresh team at DLA - Mechanicsburg. The entire **New Cumberland team** was also recognized by DLA leadership for their coverage of this event as a whole.

**Steve Sandum** has been recognized for his leadership of a team, that completed a recent high visibility task, on time and with 100% accuracy.

DLA J6 (ASOC) highlighted the positive impact **Robert (Jason) Bennet and Steve Sokhan** have had on the quality of customer service to our customer.

**Tom Owens and Matt Jewett** were recognized for their support of the recent EEO event by the DLA Susquehanna Commander.

*If you have someone you would like to thank or recognize, email your message to the*

[news@teksynap.com](mailto:news@teksynap.com).

## Holiday Party

**Saturday, December 14th**  
**7:00pm - 11:30pm**



## Smithsonian National Museum of American History Washington DC

TekSynap has a block of rooms at the Washington Marriott at Metro Center, 775 12th St. NW Washington, DC at a rate of \$139, plus tax. This rate is guaranteed thru Nov 15 and is based on availability.

*Employees who reside 100 miles or more from the venue may expense the cost of room/tax.*

For reservations call 202-737-2200 and reference the TekSynap group rate.

## DLA Virtual Platform Team

On October 2nd, the Virtual Platform team took part in a group training session with the customer in Dayton, OH.



## Baby Boy!

Congratulations to **Ryan Duff (DLA South)** and his wife Jamie. On September 27th, 2019 they welcomed their healthy baby



Pictured from left to right: **Greg Culf, Leo Reich, Shemone Williams, Carlton Parker, Michael Russcher, Alex Peake, Roland Concepcion, Brooklyn Rivers and Russ McDermott.**

## Employee Spotlight

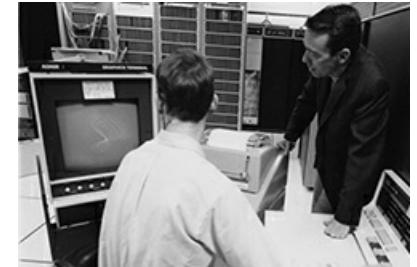
**Ryan Leland** (pictured) was recently recognized for overcoming several challenges to replace wireless AP's in support of DLA JETS LAN South Team - Jacksonville. Ryan inspires an environment of due diligence without stress. "We're going to make this work", "Everything will be just fine". He consistently deals with challenging customer issues with confidence and sincerity that results in full customer buy in for the project at hand. For example, during the Jacksonville wireless upgrade, placement of the necessary scissor lift was a constant challenge due to the competing needs of other teams requiring space for their own lifts. Ryan was key in negotiating space with the other teams and ensured the wireless project continued to proceed on

schedule. As an engineer, Ryan routinely tackles new technologies with enthusiasm. His desire to learn and improve his skills are notable. If he's never before supported a device, he'll be the first to volunteer his services in order to improve his skillset and his value to our customer. Ryan's associates report his unflinching willingness to assist, no matter the situation. By providing such consistent, superb support to our customer and our Teammates, Ryan exemplifies the qualities and value TekSynap employees provide every day.



boy, Jacob Ryan!

## 50 Years!



October 2019 marks 50 years since the first computer-to-computer message, "LO" was sent over ARPANET. To read more about the origins of the internet, check out the [Internet Society](#) or [American Historical Association](#) websites.



**DTRA - Fort Belvoir**  
SQL Database Developer  
Lead ISSO

**DLA ESD**  
Computer Operator - Richmond, VA  
IT Support Specialist - Various Locations  
Computer Operator (Basic) - Tracy, CA  
Computer Operator (Basic) - Warner Robbins, GA

**DLA Central LAN**  
Cyber Security Engineer - Columbus, OH  
Sr Network Engineer - Dayton, OH

**DLA South LAN**  
Network Engineer - Fort Belvoir, VA  
Sr Network Engineer - Warner Robins, GA

**JLOC**  
VTC Administrator - Ft Belvoir, VA

**DLA DSSS**  
Data Scientist - Richmond, VA

**Wireless**  
Jr Wireless Engineer  
Jr Core Network Engineer  
Sr Core Network Engineer

**AFNCR**  
Major Incident Response Lead - JB Andrews, MD  
ACAS System Administrator - Arlington, VA  
Info System Security Officer - Arlington, VA  
Technical Writer - Arlington, VA  
Technical Controller - Arlington, VA

**Kirtland**  
Client Support Technician (2) - Albuquerque, NM  
Telephone Systems ISP Technician - Albuquerque, NM

**50 SCS**  
Systems Administrator - Colorado Springs, CO

**NRC-SNCC (Rockville, MD)**  
Disaster Recovery Specialist  
Sr Security Engineer, SME II



SI Security Engineer, SME II  
Project Manager  
SailPoint - Subject Matter Expert II

Please email your referral resumes to:

[careers@teksynap.com](mailto:careers@teksynap.com)  
or visit [TekSynap Careers](#)

## Don't get HOOKED!

### TYPES OF PHISHING ATTACKS

#### **SPEAR PHISHING**

The fraudulent practice of sending emails ostensibly from a known or trusted sender in order to induce targeted individuals to reveal confidential information.

#### **WHALING**

Similar to spear phishing, but the targeted group becomes more specific, usually C-suite.

#### **IDENTIFYING A PHISHING SCAM**

- Unofficial "From" Address
  - When you receive an e-mail request from Kam, David, or any other exec, please verify the sender's domain. At TekSynap, the request should always come from @teksynap.com.
- Urgent action required
- Link to a fake website
  - Recommend hovering over a link before clicking to verify it's a legitimate website
- Asking for money or gift cards
- Requesting your personal phone number
- Requesting a change in someone's Direct Deposit or bank information

#### **YOUR ROLE IN KEEPING TEKSYNAP SECURE**

TekSynap is ISO 27001:2013 certified. We have defined processes for keeping our company data and information secure.

If you receive a phishing attempt via email or text, please forward it to [Quality@teksynap.com](mailto:Quality@teksynap.com) with the subject line "Security Threat:".

### We want to hear from you!

Send us your news -- babies, weddings, pets, trips and vacations, graduations, kudos to coworkers...

Send all submissions to the [Newsletter team](#).



## Wreaths Across America December 14, 2019

TekSynap will once again be participating in Wreaths Across America at Arlington National Cemetery. We are looking for volunteers to assist as members of our truck crew the day of the event. Volunteering in this capacity allows TekSynap to help spread the mission of REMEMBER. HONOR. TEACH. Each individual will assist in passing out wreaths to other volunteers as well as laying wreaths for our fallen heroes.

If you are interested in more information please contact Kearstin McGinnis,  
[Kearstin.McGinnis@teksynap.com](mailto:Kearstin.McGinnis@teksynap.com)

Not able to make it to DC? There are cemeteries nationwide seeking volunteers. Please visit [Locations](#) to find a site near you.

Would you like to assist in the goal of placing a wreath on every headstone at Arlington National Cemetery? Please consider [sponsoring](#) a wreath.



## Employee Anniversaries

#### **7 Years**

Antwan Glover  
Kellie Dorgan

#### **5 Years**

Lonny Legrand

#### **4 Years**



# LinkedIn

"Follow" us for the latest news and info!



Find us on:  
**facebook®**

Jennifer Neish-McMurdy

**3 Years**

Timothy Owens

**2 Years**

Thomas Pollack  
Wayne Wisneski  
Edward Stroebel  
Jennifer Neish-McMurdy



**1 Year**

Kayla Sailer  
Christopher Ray  
Scott Teegarden  
Ashley Frederick  
Bradley Stinson  
Ricky Latney  
Sandra Wright  
Andrew Oak  
Jeremy Johnson  
Julio Thomas  
Neri Dominguez  
Benjamin Lee  
John Rafaels  
Mohammad Khan  
Marc Loman  
Michael Thurston Jr  
Timothy Clarke  
Arland Smith  
Ivan Amankrah  
Willie Smith  
David Brunner  
Larry Sommer  
Matthew Strout  
Jeffrey Golden  
Samuel Tinsley  
Errol Graham  
Carroll Ridenhour  
Christopher Paulson  
Dwayne Foreman  
Jhonny Quispe  
Mohamed Ali  
Dominick Ditcharo Jr  
Chris Onuorah  
Leonard Newman  
Kathy Lincoln



**Welcome New Employees!**

Ami Bello, NRC SNCC  
Robert Skehan, DTRA  
Anthony Adams, DTRA  
Ternae Riley, DTRA  
Charles Carter, DTRA  
Parker Hoppens, VA WiFi  
Jeffrey McQuate, DTRA  
Dominique Williams, DTRA  
Erwin Joyner, DLA ESD  
Sara Hansen, DLA ESD

Daquante Martin, DLA ESD  
Nicholas Allen, DLA ESD  
Steven Niemeyer, DLA ESD  
Austin Burenheide, DLA ESD  
David Lyons, DLA ESD  
Jacob Schroeder, DLA ESD  
Kevin Persels, DLA ESD  
Michelle Kiobassa, DLA ESD  
Timothy Carpenter, DLA ESD  
Roberta Dean, DLA ESD  
Guy Gibson, DLA ESD  
Erin Biggers, DLA ESD  
Bryan Gaylord, DLA ESD  
Miguel Chandler, DLA ESD  
Arun Kapoor, DLA ESD  
Thomas Seay, DLA ESD  
Ivy Whitehouse, DLA ESD  
Christian Dolan, DLA ESD  
Ernest Sanford, DLA ESD  
Philip Trasatti, DLA ESD  
William Schafer, DLA ESD  
Shelva Hawkes, DLA ESD  
Brian Jenkins, DLA ESD  
Sharon Rowe, DLA ESD  
James Butler

Kelli Bigelow, Senate ITSC  
Darryl Johnson, Senate ITSC  
Farroll Speake, Senate ITSC

Robert Collum, Senate ITSC  
Ranjit Dhillon, Senate ITSC  
Chelsea Capizzi-Walsh, Senate ITSC  
Kenneth Summers, Senate ITSC  
David Crumm, Senate ITSC  
Jamiel Beckett, HQ  
John Abron, NRC SNCC  
Ryan Fondren, NRC SNCC  
Jason Welch, DLA ESD  
Jason Choi, HQ  
Brandon Snyder, JSP  
Pablo Briones, DLA ESD  
Kevin Grisba, DTRA  
Giovanni DelPrince, DLA ESD  
Christopher Fiotes, NRC SNCC