LegalEASE Offering Simplifying Legal Support: Q&A Digest

Coverage

Q1. Representation or Preparation is Fully Covered??

Answer: If representation in court is required as part of your legal matter, and the state, county and court allow representation by an attorney in court for that legal matter, then yes, the attorney will work with members to take on the case through the court appearance. Preparation for such court matter is covered.

Coverage

Q2. Where do we find the Miscellaneous Law Office Services
Covered Miscellaneous Hours details and what is not covered?

Answer: Here is the definition of Miscellaneous Law Office Services:

This benefit will cover any legal services to review and/or prepare documents, or any other service required on any legal matters not listed as a Covered Service or Exclusion. This benefit may not be used to extend the coverage for any other service shown in the Sch. Of Benefits beyond the limits of coverage. This benefit is limited to the max number of hours shown (10) on the Sch. Of Benefits per year and may only be used for a single matter.

Coverage

Q3. I may have missed it on the slide but does legalEase cover custody agreements?

Answer: Yes, on Option #2 and Option #3, under the Family Matters area, Child Custody is covered up to 30 hours with remainder at 25% discount to the member. Please see policy for more information.

Coverage

Q4. I may have missed it on the slide but does legalEase cover custody agreements?

Answer: The Option 2/High plan covers child custody covered up to 30 hours with remainder at 25% discount.

Coverage

Q5. Can you tell me if LegalEASE covers attorney fees for attaining dual citizenship?

Answer: We cover immigration to the US but not outside of the US. If you are seeking citizenship in another country, we do not cover it.

Coverage

Q6. Are family matters such as back child support owed to an employee, something that would be covered? Like getting a lien placed on an individual and other means to recoup back child support owed to an employee?

Answer: Member will need to enroll in Option 2/High Plan which covers Post Divorce Proceedings. If the member was previously married to the other party and has a post-divorce benefit in the policy, child support matters are covered under that benefit. If they were not previously married to the other party and the policy has Never married parents' benefits (which Option #2/High Plan does) then child support is covered under that benefit.

Estate Planning

Q7. Does LegalEase cover the creation of a will?

Answer: Yes. Estate Planning Documents are covered under option 1 & 2

General

Q8. Where do we share the attorney info?

Answer: We do not share the attorney directory online. If you want to know if your personal attorney is in our network, please call 800-248-9000. Member Services will be able to let you know.

General

Q16. I asked in an earlier benefits session and was told In-Laws are not included. Please confirm.

Answer: The parents and grandparents of the Member or Covered Spouse, regardless of age, and includes, biological parents, stepparents and adoptive parents

General

Q17. Does Legal Ease attorneys go to court for lets say a traffic violation without the individual needing to be present.

Answer: Yes, however, there are some states, counties and courts that do not allow in person representation by an attorney in court. Please ask your Member Services Advocate at time of opening case with an attorney and indicate which state you reside in.

General

Q18. Where do we see this side by side comparison?

Answer: The side-by-side comparison can be found on the Nordstrom Virtual Benefit Fair site under Resources tab.

General

Q19. Does LegalEase have an international component. For example, a situation arries at a hotel in Dubai and one needs Legal advice.

Answer: No, International Law is covered.

General

Q20. Would it be possible to share the presentation slides or a video recording of this session?

Answer: All Virtual Benefits Fair presentation recordings will be available on demand through February 15th on the Virtual Benefits Fair platform. You can catch a replay of this presentation tomorrow 1/15 at 2pm PT, with a representative answering Q and A during the replay.

General

Q21. How many hours do you get free or is there a percentage off per hour?

Answer: Under Misc. Benefits, there is 10 hours per year to be used if needed. Under Immigration, there are 15 hours in that category. Landlord Dispute with Tenant has 10 hours max, Same with Security Deposit Dispute with Tenant. On the High Plan and in the Family Matters category, Child Custody is covered up to 30 hours. After those hours have been exhausted, then the attorney will charge the members the additional hours with a 25% discount off their hourly rates.

General

Q22. So does the Low Plan only apply to the employee and the High Plan applies to the employee, spouse, and children?

Answer: No, all three-options cover Member, Spouse and dependent children up to age 26.

General

Q23. How does LegalEase compare to LegalShield

Answer: We have completed a 6-page document showing the comparison of LegalEASE vs. Metlife (former carrier). I do not have anything to share with you all about LegalShield at this time. Comparison chart can be found on the Resources tab in the Virtual Benefit Fair site.

General

Q24. Is this a benefit we can enroll in without being enrolled in medical?

Answer: Yes, you do not need to be enrolled in medical coverage in order to enroll in the LegalEASE plan.

General

Q25. What number do we call to ask if a specific attorney is part of the plan?

Answer: Please call Member Services at 800-248-9000. MS is open M-F 7 am- 730 pm CT.

Immigration

Q26/27. Immigration?

Answer: Immigration assistance is covered up to 15 hours with
remainder at 25% discount (Representation) | Fully Covered (Preparation)

Immigration

Q28. LegalEASE - Cover immigration process or Immigration Lawyer and how would it work?

Answer: The immigration assistance is covered up to 15 hours with remainder at 25% discount (Representation) | Fully Covered (Preparation). Should you need to be matched with an Attorney for Immigration assistance, please call Member Services at 800-248-9000.

Parents/Grand parents

Q29. Can this help with setting up a Lady bird deed for Parents?

Answer: Lady bird deed is considered by attorneys to be a Specialized estate-planning deed, not a routine or simple deed - Members parents would only receive a 25% off their attorneys' hourly rates to complete a Lady Bird deed.

Parents/Grand parents

Q30. Clarifying if Parents of Spouse are covered for Wills and estate planning. I saw this question above, but was unclear with your answer.

Answer: Yes, the parents of Covered Spouse, regardless of age, and includes, biological parents, stepparents and adoptive parents are covered for Will Prep, living will, health care or advanced directive. Durable POA and Health care POA have a $45.00 co pay, paid directly to the attorney you are matched to.

Parents' wills/trusts

Q31. Can we use LegalEASE to help our older parents create their wills or trusts?

Answer: The plan has Elder Law categories and we do help your parents and spouses' parents do a will. Trust is not included for parents.

Criminal issues

Q32. What about criminal issues?

Answer: Go to Page 5-6 of the Plan Comparison document that will show you what is covered under criminal law.

Criminal issues

Q33. Does this plan cover anything that would be considered a criminal matter? I don't have actual examples but anything that may have to go to criminal court to be resolved

Answer: Go to Page 5-6 of the Plan Comparison document that will show you what is covered under criminal law.

Step-parent adoption

Q34. Is step parent adoption covered?

Answer: Yes.

Reimbursement

Q35. For out of network benefits, do we submit claims for reimbursement to LegalEASE, and are the amounts in the benefits summary the reimbursable amount or the most we'd pay for those services?

Answer: For OON claims, members must first call Member Services and open an OON case. Once case # has been assigned, the member completes their legal work with their OON provider and then files a claim with us. It is very important that we speak to member first and assign a case #.