

TRUST CONNECT

Stay in tune with your health & wellness

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Winter Months Are Upon Us

Ushering in the colder months can be fun and challenging. As you prepare for the winter, it's important to keep yourself and your health top of mind.

This winter, be sure you're up-to-date on preventive vaccines for the flu, COVID-19, and more.

Talk to your primary care physician (PCP) about which vaccines are right for you. If you don't have a PCP, call the phone number on the back of your medical health plan ID card for assistance finding one near you.



As always, visit uawtrust.org for more information on your Trust benefits.

About the OTC Benefit

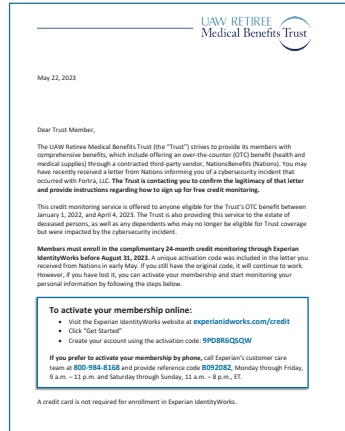
The Trust OTC benefit gives members an allowance to order approved non-prescription medications and health-related items—such as bandages, aspirin, cold and sinus medicine, vitamins and more.

Beginning January 1, 2024, the benefit is administered by CVS.

For more info visit:
uawtrust.org/otcbenefit

Be sure to use your benefit! You must use the full benefit amount before December 31; it does not carryover to the following year.

New in 2024



CVS OTC Benefit

Recently, you received a letter from the Trust announcing a new over-the-counter (OTC) benefit.

In 2024, all Trust members will have a \$200 annual allowance for OTC products. You will be automatically enrolled into the benefit; no action is required.

You will receive a pre-loaded "flex card" in the mail, which will need to be activated prior to use. Use your OTC benefit by placing an order for products by phone, online, or making purchases in store where you see the "OTC Network" logo.

Every Trust household will receive a catalog in January, which will have detailed instructions on using your benefit. You will want to keep the catalog in order to look up OTC items.

Look out for mailed information on upcoming webinars to learn more!

Eligibility Termination: Retroactive Enrollment

Effective January 1, 2024, members who were dropped from Trust coverage during an dependent eligibility audit will be retroactively reinstated for a period up to one year (or the first of the month following the drop from coverage), if documentation is provided within one year of the drop from coverage.

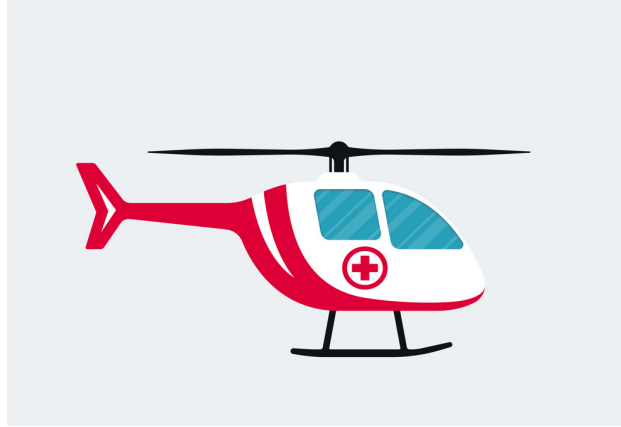
The Trust's goal is to help ensure there is a continuity of coverage for Trust members who were dropped from coverage following an eligibility audit.

If you have questions, contact Retiree Health Care Connect (RHCC) at **866-637-7555**.

Air Ambulance Coverage

Effective January 1, 2024, the Trust will cover professional air ambulance services to and from:

- The nearest hospital qualified to provide necessary treatment in the event of an emergency.
- An in-network hospital, if the network/claim administrator authorizes the transfer.



Services are covered when, in the opinion of the attending provider (including an emergency services provider), services are medically necessary, cannot be safely and adequately performed in a local facility, and the covered person's condition requires immediate medical attention for which ground ambulance or other ground transportation services might compromise the covered person's life.

Services will be paid at the rate negotiated or otherwise approved by the claim administrator. In the event that a rate has not been negotiated or otherwise approved, covered air ambulance services will be paid according to the lesser of:

- 140% of the rate that the federal Medicare program would pay for the service.
- An amount based on 60% of the reasonable and customary charge as determined by the network/claim administrator using its internal claims databases.
- 50% of the provider's billed charge.



BCBS MA PPO Campaign Opt-Out Info

The Blue Cross Blue Shield Medicare Advantage (MA) PPO plan offers enrolled members opportunities to participate in various programs throughout the year.

If you don't wish to participate in campaigns/ programs or no longer want to receive communications from Blue Cross Blue Shield of Michigan or their vendor partners, call **888-322-5616**, have your membership ID available and indicate which campaigns you wish to opt out of.

Healthcare Contact Info on Your Devices

It's important you have access to phone numbers and websites when you need them.

Follow the QR code instructions here to get important phone numbers and websites saved to your smartphone or tablet. Information saved under your "UAW Trust Health Benefits" contact will include:

- **RHCC** (Retiree Health Care Connect): Trust customer service center.
- Your **dental, vision, and hearing** plan carriers.



Have Ideas?

Are there other topics you'd like covered in this newsletter?

We'd love to hear from you, email us at uawtrust@rhac.com with your ideas.

Hold your smartphone's camera over the QR code below to scan:



1 Tap the link that pops up.

2 Click the blue button.

3 iPhone / iPad
(using the Safari browser)

- Click the export button in the top right corner of the preview.
- Tap "Contacts."
- Tap "Save."

Android

- Tap "Open" or slide down the screen.
- Save the card to the "Phone" option.

4 You're done!
Search in your contacts for "UAW Trust Health Benefits" to locate the contact card.

If you've previously downloaded the contact card using the Trust-provided QR code, follow the instructions below to update your digital contact card.

- Locate and select "UAW Trust Health Benefits" in your device's contact list.
- Select "Edit."
- Delete the "Express Scripts" phone number and listed website.

Email support@aerogami.co if you experience issues updating your contact card or need support.