

# UAW TRUST E-NEWS

## HEALTH CARE INFORMATION FOR UNION REPRESENTATIVES

### TOPICS INCLUDED

2020 Summary  
Plan Description

Pre-Retirement  
Video Series

Carrier Outreach  
to Members

Additional  
Information

To help you assist members understand the variety of materials they are receiving from the Trust, and other resources available to them, below is a summary of recent announcements for your reference.

## 2020 Summary Plan Description (SPD) New Pre-Retirement Video Series

### Member Mailing

One of the most important documents members are entitled to receive is a summary of the plan, called the summary plan description (SPD), which is:

- A legally-required document.
- Communicates health plan rights and obligations to participants.
- Updated/printed every five (5) years.

The Trust 2020 SPD began mailing to members in late April and continued through mid-May, via standard mail, which takes about 2-3 weeks for delivery (rather than first-class). However, because of the pandemic, mail delivery has suffered delays. This means members could receive their 2020 SPD as late as July or August.

**Please note:** This does not replace the annual Benefit Highlights that is mailed to members in early September.

### Download the 2020 SPD:

- [uawtrust.org/documents](http://uawtrust.org/documents)

### For Workers Considering Retirement

The Trust developed a series of educational videos for members thinking about retirement (or those who recently retired).

The video series, divided into chapters for ease of viewing, provides important information about transitioning from active to retired health coverage. Chapters available include:

- Active v. Retirement Coverage
- Eligibility Rules
- Key Terms
- Non-Medicare Plan Options
- Medicare Plan Options
- Prescription Drug Coverage
- Dental Coverage
- Vision Coverage
- Hearing Coverage

Please share these tools with active workers considering retirement (who qualify for Trust coverage), as well as recent retirees (who qualify for Trust coverage).

### Online Videos:

- [uawtrust.org/preretirement](http://uawtrust.org/preretirement)

## Health Plan Outreach to Members

In response to the pandemic, all Trust health plans have been reaching out to members, through a variety of channels including email, SMS text messaging, telephonic outreach, mobile and website content, and mailings to the home.

The messaging focuses on educational resources designed to provide support for all members, such as COVID-19 education; how to access medical and behavioral health care servicing; clinical, physical and emotional support programs; and tips for staying healthy at home.

### Care Packages

Many carriers are also sending “care packages” to Trust members. These packages include additional educational material, such as tips, activities, and information to help members maintain a healthy life at home. Some packages may include items such as masks, hand sanitizers, thermometers, tissues, or hand lotion.

It is important to note, packages vary based on carrier, availability of items and may contain items specific for the member based on his/her risk factors. This means that members may not all receive the same items/information in these care packages.

### Member Questions

Working with our carrier partners, it is our intent that this information will help provide our members with added support during this difficult time. If members have questions about the materials they are receiving from their health plan, they can call the number on the back of their medical ID card.

#### Resource:

- [uawtrust.org/UBRFileCabinet](http://uawtrust.org/UBRFileCabinet)

## ADDITIONAL INFO

### Trust Health Care Benefit Roll-Out

The announcement of 2021 Trust health care benefits remains on schedule. Should there be approved benefit changes for next year, the Trust communications team will schedule UBR and Retiree Chair conference calls to provide detail on changes and the communications roll-out plan.

### Dependent Audit

The Trust will conduct an audit of dependents aged 19-26 in July. Members will receive three notices requiring a response in the mail. If there is no response by October 31, 2020, the dependents will be dropped from coverage. Encourage members to respond to these requests for information in a timely manner to avoid coverage disruption.

### Member Inquiry Submission Form

For member issues such as claims or eligibility problems, please download, complete, and submit the form labeled “[Member Inquiry Submission Form](#)” found in the UBR file cabinet.

You can submit the form via postal mail, email or by fax:

1. Mail: UAW Retiree Medical Benefits Trust  
Attn: Member Experience Dept.  
P.O. Box 14309  
Detroit, MI 48214
2. Email: [memberexperience@rhac.com](mailto:memberexperience@rhac.com)
3. Fax: 313-324-5950

Upon submission, a representative will follow up with you within 72 hours.

#### Resource:

- [uawtrust.org/UBRFileCabinet](http://uawtrust.org/UBRFileCabinet)