

MA PPO READINESS: 1/1/2018

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Reminders for Member Transition to MA PPO Plan

On January 1, 2018, the Trust will transition between 150,000 to 200,000 Trust members to a Medicare Advantage (MA) PPO plan. The Trust, along with carrier partners are fully prepared to assist you and members if any issues arise during this period. Below are resources you will need for various member issues you may encounter. As a reminder, these support services are exclusively for UBRs only and are not intended to be shared with members directly.

Member Claim Issue Resolution

1. Step 1: UBR Hotlines As a first step, you have access to UBR-dedicated carrier call lines to help resolve member claim-related inquiries or issues:

Express Scripts:	800-346-1325	
Aetna (based on region):	Pam Killebrew, Region 2B	(860) 900-5962
	Angela Plante, Region 4	(860) 900-5964
	Brian Perkins, Region 5	(959) 299-5290
	Anthony Kemp, Region 8	(860) 900-5970
	Diane Peers, Region 9 & 9A	(860) 900-5971
Blue Cross Blue Shield:	800-348-6559	

2. Step 2: Escalation If your issue cannot be resolved through the UBR hotlines, the following escalation contacts are available to you:

Express Scripts:	Matt Hammons, 513-502-7156, or JMHammons@express-scripts.com
Trust:	Barb Fiddler, 313-324-5949 (p), 313-324-5910 (f), or bfiddler@rhac.com

Member Enrollment Issue Resolution

To change a member's elected plan, manage dependents, or handle other similar requests, contact Retiree Health Care Connect (RHCC) using the UBR hotline: (866) 617-2216.

Note: While members received multiple communications regarding this change, we still anticipate there will be some who are unaware or unprepared. In this instance, if they attempt to obtain service using their 2017 medical ID card, their services will be denied. It is important to note, they do have health care coverage and all claims will need to be processed under the new plan. If they choose to change plans mid-year (for instance, they decide to go back to the Traditional Care Network), any amount applied toward cost share (deductible, etc.) will not transfer.

Additional UBR Resources

More information, including copies of member communications, can be found online:

- ⇒ **Trust UBR File Cabinet:** <http://uawtrust.org/UBRFileCabinet>
- ⇒ **Aetna UBR Site:** <https://www.aetnamedicare.com/uawtrust/en/ubr.html>

Visit us online:

www.uawtrust.org

OTHER RESOURCES

MA PPO Plan Member Resources

Below are references for members interested in learning more about the MA PPO plan:

- ⇒ **BCBS:** www.bcbsm.com/uawtrust or (888) 322-5616
- ⇒ **Aetna:** www.aetnamedicare.com/uawtrust/en/index.html or (800) 663-0885

New Retirees

As you have individuals expressing interest in retirement, we encourage you to share the pre-retirement webpage on the Trust website. This page is designed to provide future Trust members a snapshot of what to expect upon retiring with Trust health care benefits.

- ⇒ www.uawtrust.org/preretirement

2018 Medicare Cost Share

There is **no increase** in the standard Medicare premium and Part B deductible for 2018.

- ◆ The **standard Medicare premium remains \$134** (or higher depending on income).
 - Some individuals receiving Social Security benefits pay less than this amount—\$130, on average—or more, due to adjustments to each recipient's payment by the Social Security Administration.
- ◆ The **Medicare Part B annual deductible remains \$183.**

- ⇒ To learn more, [click here](#) and [here](#).

2018 MEDICARE UPDATES

Coming in 2018: New Medicare Cards for All Enrolled Individuals

To help protect people's identity, the Centers for Medicare and Medicaid Services (CMS) is removing Social Security numbers from Medicare cards and issuing new cards for all enrollees.

What Trust members need to know:

1. No action is required to get a new Medicare card and Medicare benefits are not changing.
2. Medicare cards no longer use Social Security numbers and will feature a randomly assigned Medicare Beneficiary Identifier (MBI).
3. New Medicare cards will mail between April 2018 and April 2019.
4. Once members receive their new Medicare card, they should properly destroy their old card.
5. This does not affect Trust benefits.
6. MA PPO plan enrollees will keep their new Medicare card safely stored at home with other important documents (they do not present this card when obtaining services, rather only present their MA PPO plan card).

Members should ensure their mailing address is up-to-date with Medicare. If an address needs to be corrected, contact Social Security www.ssa.gov/myaccount/, (800) 772-1213, TTY: 800-325-0778.

- ⇒ To learn more, [click here](#).

Medicare Diabetes Prevention Program (MDPP) Expansion

Twenty-five percent of Americans age 65 or older have type 2 diabetes and almost half have prediabetes. To combat this \$104 billion epidemic, Medicare will add an expansion to its Medicare Diabetes Prevention Program (MDPP). This new program, effective April 1, 2018, aims to prevent the onset of type 2 diabetes among Medicare beneficiaries with an indication of prediabetes.

Participants of the program will attend CDC-approved classes with training for long-term dietary change, increased physical activity and behavior strategies for weight control.

More details will come in the first quarter of 2018.

- ⇒ To learn more, [click here](#).