

A Quick Guide to Your United HealthCare Group Retiree  
Medicare Advantage National PPO Plan  
Including Optum Rx prescription coverage.

**Changing Your Address in Retirement**

If you move, you must notify the Conference Office of any *change in legal or preferred mailing address* so that we can update United HealthCare with your new address. UHC has been instructed not to take address changes from the participant. UHC mail is NOT FORWARDED, but is returned to the company.

**Enrolling in another Medicare Plan**

During the year (and particularly the last quarter of each year), you may receive information pertaining to other Medicare Advantage (MA) and Part D Prescription Plans available in the marketplace. **Please note that if you enroll in another Medicare Advantage or another Part D Prescription Plan even if offered through a spouse's employment, you will be removed completely from the Conference Health Plan and have no medical or prescription coverage through the Conference.** You can't have 2 Medicare Advantage or Part D plans.

**Your Doctor or Hospital Participating with United HealthCare**

This UnitedHealthcare® plan is a custom group Medical plan, designed for The Conference. It does not require you to seek the care of a United HealthCare participating doctor. Reimbursement to the provider (100% of Medicare allowed amount) is the same whether they are participating or not. Please utilize the enclosed flyer Provider Guide to Care when communicating with your physician regarding payment of claims under the Plan. **Present only your UHC ID card – do not present your Medicare card!**

If you experience any difficulty with your doctor accepting the new plan, need help finding a doctor, have a claims issues, benefits questions, or would like help researching the cost of a procedure, please contact our **participant advocacy service**, a service provided through our broker's office:

**PatientCare**  
**(800) 640-1898**  
**Monday-Friday 8 am to 9 pm ET**  
**Saturday 9 am to 2 pm ET**

**Medical ID Cards and Plan Guides**

If you do not receive your ID card from United HealthCare, please contact **UHC Customer Service** [toll-free]: 1-800-457-8506, TTY **711**. Request a current year Plan Guide from the Insurance Administrator at the Mission and Resource Center of the UMC of Greater NJ: (732) 359-1037 or [bgruezke@gnjumc.org](mailto:bgruezke@gnjumc.org).

**Medical Services Needing Authorization Prior to Receiving Care**

Some services will require authorization from United Healthcare prior to receiving them. For example, if you have a planned stay in a hospital, please have the hospital contact United Healthcare no later than two weeks before your stay. Expedited requests can be reviewed within 72 hours. You may refer to the United Healthcare website for more details.

**Prescription Plan – OptumRx through United HealthCare**

The phone # for OptumRx for UHC is on the back of your UHC ID card. You may use a local retail pharmacy to fill any prescription. For a lower copayment, consider using the mail order pharmacy of OptumRx through United HealthCare. See your Plan Guide for information on retail pharmacies and mail order.

**OVER**

Just like under the HealthFlex OptumRx plan, *some prescriptions require authorization by United HealthCare prior to obtaining at the pharmacy.* Please contact United HealthCare if you are unsure if your prescription needs a special authorization.

### **Nursing Home Participants**

If you enter a Nursing Home, Assisted Living Facility, etc. it is important that the Pharmacy Manager is aware of the United HealthCare program so there is no delay in obtaining prescriptions. And *you must update your address with the Conference Office.*

### **WageWorks Account**

WageWorks was a HealthFlex benefit provided by The UMC of Greater NJ to assist participants in paying their medical plan deductible. Since the United HealthCare Plan has no deductible, no further deposits will be made to this account. However, if there is money left in your WageWorks account going into retirement, you may use this money until the account is depleted. Call the number on the back of your WageWorks card if you have any questions.

### **Virgin Pulse**

Virgin Pulse and associated incentives were HealthFlex benefits and are no longer provided. The pedometer is yours to keep. **You will have 30 days from your retirement date to redeem HealthCash from your VP account.** After 30 days, you will have no access to your account and any remaining HealthCash is forfeited to the Plan. *Fitness programs, such as SilverSneakers® and Silver Steps are available. See United HealthCare's website [www.uhcretiree.com](http://www.uhcretiree.com) for addition information, or [www.silversneakers.com](http://www.silversneakers.com)*

### **United HealthCare Website.**

Don't forget to register for United HealthCare's website at [www.uhcretiree.com](http://www.uhcretiree.com) to find more information about the Plan. If you need assistance registering for the website, please contact United HealthCare.

### **UnitedHealthcare® Additional Benefits**

- Vision coverage – Routine Exam and Eyewear. Vision claims are submitted directly to UHC.
- Hearing Aids
- Extra value added programs, like wellness programs, online tools, and more.
- Nurse Line<sup>SM</sup> – Whether you have questions about a medication or have a health concern in the middle of the night, a nurse is only a phone call away. Phone number is on the back of your ID card.
- Solutions for Caregivers - support for you when you're caring for a loved one.
- Stretch, lift or jog your way to better health with SilverSneakers® classes at hundreds of gym locations.
- 100% of the drugs covered by Medicare Part D.
- More than 65,000 pharmacies in the network including national and regional chains as well as independent neighborhood pharmacies.
- Additional coverage through United HealthCare Rx Supplement™. The United HealthCare Rx Supplement plan provides additional coverage to your Part D coverage.
- Behavioral Health – Call a behavioral health specialist that could help you manage stress, quit an unhealthy habit, deal with loss, and more. They are available 24 hours a day. Phone number is on the back of your ID card.
- HouseCalls – For qualified members, HouseCalls is designed to support and complement your regular doctor's care through a visit with a licensed health care practitioner in your home.