

2021 Benefit Plan

American Postal Worker's Union
HPR Open Season Seminar

Aimee Sheik, Client Service Manager

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APWU HEALTH PLAN United Healthcare

Welcome

1 APWU Health Plans and UnitedHealthcare

2 UnitedHealthcare Value Story

3 Medicare Basics and Eligibility

4 Plan Benefits, Programs and Features

5 How to Enroll & What to Expect Next



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New Medicare Advantage Plan

The new Medicare Advantage plan was designed specifically for FEHB retirees!

It was designed to compliment the High Option that will provide retirees with beneficial services as they make the most from their retirement years!

To be eligible, retirees must:

- Be Retired
- Be Enrolled in Medicare A and B
- Be Enrolled in the High Option - Enrollment Codes: 471, 472, 473
- Remain Enrolled in the High Option
- Retirees will retain their FEHB plan status when they enroll in this enhanced level of benefits
- Retirees who enroll in the Medicare Advantage plan will also be eligible to receive a $50 Medicare Part B premium credit each month



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UnitedHealthcare is here for retirees

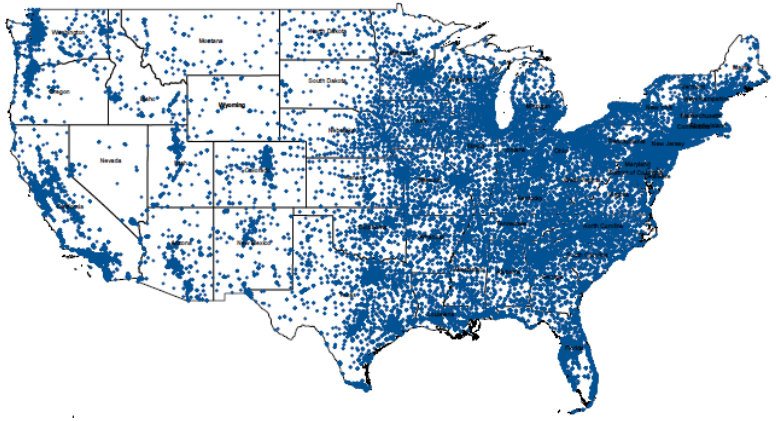
Helping retirees make the most of their plan

UnitedHealthcare® Group Medicare Advantage PPO

- National Service Area – including U.S territories
- All willing Medicare Providers
- Non-differential PPO – same benefits in and out-of-network
- No need to obtain a referral

Value to Retirees

- Broad Provider Access
- One ID card
- Benefits travel with them across the U.S.
- Easier to understand



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UnitedHealthcare is here for retirees (continued)

Helping retirees make the most of their plan

- Dedicated Group Retiree Call Center
- Fully-integrated medical and pharmacy benefits eliminating the need for a standalone Rx plan
- Dedicated Group Medicare Advantage Service Model
  - single national network platform
  - single nationwide plan design for all retirees
  - single ID card for medical/pharmacy
  - single claims and administrative platform



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Original Medicare Basics

When are retirees eligible for Medicare?

- You're 65 years old, or you're under 65 and qualify on the basis of disability or other special situation

AND

- You're a U.S. citizen or a legal resident who has lived in the United States for at least 5 consecutive years

If retirees (or their spouse) have contributed payroll taxes to Medicare throughout their working life, retirees are eligible for Medicare when retirees reach age 65 — regardless of their income or health status.



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Understanding their Medicare choices

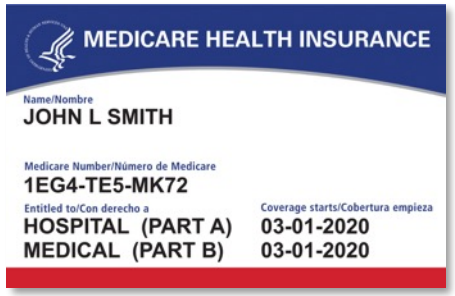
After retirees enroll in Original Medicare (Parts A and B), retirees may choose to enroll in additional Medicare coverage

Step 1: Enroll in Original Medicare

Original Medicare
Provided by the federal government

Part A
Helps pay for hospital stays and inpatient care

Part B
Helps pay for doctor visits and outpatient care



Step 2: Decide if retirees need additional coverage. There are two ways to get it.

OPTION 1 ——— or ——— **OPTION 2**

Add one or both of the following to Original Medicare:

Medicare Supplement Plan
Offered by private companies

Helps pay some or all of the out-of-pocket costs that come with Original Medicare

Medicare Part D Plan
Offered by private companies

Helps pay for prescription drugs

Choose a Medicare Advantage plan:

Medicare Advantage Plan or Part C Plan
Offered by private companies

Part C:
Combines Part A (hospital insurance) and Part B (medical insurance) in one plan

Part D:
Usually includes prescription drug coverage

Provides additional benefits, services and programs not provided by Original Medicare

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UnitedHealthcare Medicare Advantage PPO for APWU Health Plan

1) The UnitedHealthcare® Group Medicare Advantage PPO plan is offered in conjunction with the APWU High Option

2) Retirees should not cancel or suspend their APWU High Option as retirees must be actively enrolled in plan codes 471, 472, or 473 to enroll in the UnitedHealthcare Medicare Advantage PPO Plan

3) If retirees suspend or cancel their APWU High Option Plan, their Medicare Advantage PPO Plan will also be canceled

4) Enrollment into this plan provides a $50 Medicare Part B monthly credit

Medicare Advantage Plan or Part C Plan
Offered by private companies

Part C:
Combines Part A (hospital insurance) and Part B (medical insurance) in one plan

Part D:
Usually includes prescription drug coverage

Provides additional benefits, services and programs not provided by Original Medicare

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Plan Benefits, Programs and Features

APWU Health Plan
MAPD PPO

Medicare Advantage Part C Plans

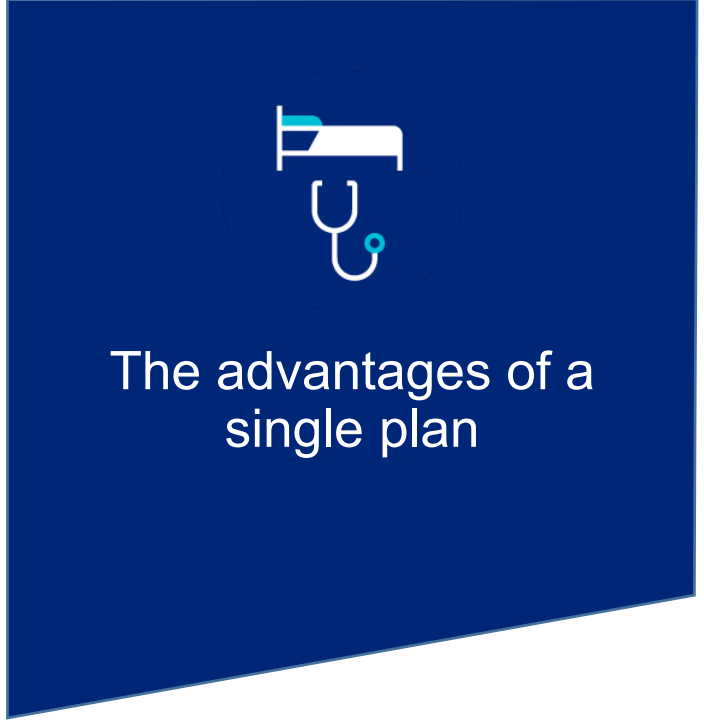
Medicare Advantage (Part C) plans are provided through private insurers, like UnitedHealthcare.

All the benefits of Part A
- Hospital stays
- Skilled nursing
- Home health

All the benefits of Part B
- Doctor visits
- Outpatient care
- Screenings and shots
- Lab tests

Prescription drug coverage
- Included in many Medicare Advantage plans

Additional benefits, programs and features
- May be bundled with the plan



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APWU Health Plan Requirement

- Retirees have a single plan through their High Option offering.
- To enroll in the Medicare Advantage plan, retirees need to keep their APWU High Option program (plan codes 471, 472, or 473) and will continue to pay for the High Option program once enrolled in the Medicare Advantage plan.
- If they are not currently in the APWU HP High Option plan, they can enroll during Open Season by calling OPM at 1-888-767-6738.
- Since the Medicare Advantage plan works in conjunction with their High Option plan, any cancelation or suspension of their High Option plan will automatically cancel their enrollment into the Medicare Advantage plan.
- Most Medicare Advantage plans are provided by a private insurer, whereas this plan is specifically designed to work WITH their existing APWU Health Plan. Retirees MUST REMAIN enrolled in their APWU High Option to receive benefits.



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Plan overview

- Coverage for visiting doctors, clinics and hospitals
- Prescription drug coverage
- Hearing, acupuncture and chiropractic coverage
- No referral needed to see a specialist
- Retirees can see a doctor outside the network for the same cost share as in-network providers as long as the provider participates in Medicare and accepts the plan
- Medicare Part B premium reimbursement of $50 per month



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UnitedHealthcare Medicare Advantage PPO Providers

- This plan lets retirees visit doctors, specialists and hospitals in or out of our network for the same cost share as long as the provider participates in Medicare and accepts the plan.
- Even though retirees are not required to see a network doctor, their doctor may already be part of our network. To find out, search our online Provider Directory at **www.uhcvirtualretiree.com/apwuhp** or call UnitedHealthcare® Customer Service at 1-855-383-8793.
- If their doctor is in the network, he or she must accept this plan if retirees are a current patient. If their doctor is not in our network, he or she may choose not to treat the retiree unless it is an emergency.



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Medicare Advantage PPO

	retirees Pay
Annual deductible	$0
Annual out-of-pocket maximum	$0

Retirees will continue to pay their APWU Health Plan premium, however, the UnitedHealthcare Medicare Advantage plan has no out of pocket costs for ALL covered medical services



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MAPD PPO

Benefit Coverage	In-Network	Out-of-Network
Primary Care Provider (PCP) office visit	$0	$0
Specialist office visit	$0	$0
Urgent care	$0	$0
Emergency room	$0	$0
Inpatient hospitalization	$0	$0
Outpatient surgery	$0	$0

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MAPD PPO

Preventive Services

Benefit Coverage	In-Network	Out-of-Network
Annual physical	$0	$0
Annual wellness visit	$0	$0
Immunizations	$0	$0
Breast cancer screenings	$0	$0
Colon cancer screenings	$0	$0



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MAPD PPO

Benefit Coverage	In-Network	Out-of-Network
Medicare-covered podiatry	$0	$0
Medicare-covered chiropractic care	$0	$0
Medicare-covered vision services	$0	$0
Medicare-covered hearing services	$0	$0
Hearing Aid Allowance	$1500 every 36 months When using a UnitedHealthcare provider	



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MAPD PPO

Benefit Coverage	Cost Share	Benefit
Routine Podiatry	$0	6 visits per year
Chiropractic	$0	24 visits per year
Acupuncture	$0	26 visits per year



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Diabetes testing and monitoring supplies

- When retirees use one of the approved meters and corresponding strips, their cost-share for diabetes testing and monitoring supplies is a **$0 copay**.
- These supplies also include any brand of lancets, lancing device, glucose control solution (to test the accuracy of their meter), and replacement batteries for their meter.
- To switch to one of the preferred brands, retirees may be required to get a new prescription from their doctor. A temporary supply of their current brand can be requested.



their plan provides coverage for many of the OneTouch® and ACCU-CHEK® blood glucose testing strips and meters



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Part D (prescription drug) Plan

- UnitedHealthcare® has over 67,000 national, regional, local chains and independent neighborhood pharmacies in our network
- Thousands of covered brand name and generic prescription drugs
- Bonus drug coverage in addition to Medicare Part D drug coverage

Check their plan's drug list online at **www.UHCRetiree.com**
or call Customer Service to see if their prescription drugs are covered.

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Drug payment stages — full coverage in the gap

Initial Coverage	Coverage Gap (Donut Hole)	Catastrophic Coverage
In this drug payment stage:	their plan provides additional coverage through the gap.	After their **out-of-pocket costs** reach $6,550.
Retirees pay a copay or coinsurance (percentage of a drug's total cost) and the plan pays the rest.	Retirees continue to pay the same copay or coinsurance as retirees did in the initial coverage stage.	Retirees pay a small copay or coinsurance amount
Retirees stay in this stage until their **total drug costs** reach $4,130.	Retirees stay in this stage until their **out-of-pocket costs** reach $6,550.	Retirees stay in this stage for the rest of the plan year.

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Part D (prescription drug) benefits:

Tier	Prescription Drug Type	their Costs	
		Retail (30-day supply)	Preferred Mail Order (90 day supply)
Tier 1	**Preferred Generic —** All covered generic drugs.	$10	$20
Tier 2	**Preferred Brand —** Many common brand name drugs, called preferred brands.	$30	$60
Tier 3	**Non-preferred Drug –** Non-preferred brand name drugs. In addition, Part D eligible compound medications are covered in Tier 3.	$45	$90
Tier 4	**Specialty Tier —** Unique and/or very high-cost brand drugs.	$60	$120



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Home Delivery Pharmacy[2]

After they've chosen OptumRx® and their order has been placed:



1. The order enters the OptumRx® fulfillment system



2. A pharmacist reviews their information for drug interactions, allergies and dosage
3. For their safety, another pharmacist reviews their medication for accuracy after it is dispensed
4. OptumRx seals their medication in a tamper-evident package



5. OptumRx mails their medication to retirees and notifies retirees when it has been shipped

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UnitedHealthcare® HouseCalls

Yearly check-ups at home to help stay up-to-date on their health between regular doctor's visits at no extra cost.

What to expect from a HouseCalls visit:

- A knowledgeable health care practitioner will perform a head to toe exam, health screenings, review their health history and current medications, help identify health risks and provide health education.
- Retirees can talk about health concerns and ask questions that retirees haven't had time to ask before.
- They'll get a personalized checklist of topics to discuss at their next doctor's visit.
- HouseCalls will send a summary of their visit to the retiree and their primary care provider.

*HouseCalls may not be available in all areas.





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Gym and fitness membership



SilverSneakers®<3> is a fitness benefit that includes:

- Memberships to thousands of locations* nationwide
- Group exercise classes** designed for all abilities
- Always-available fitness classes through SilverSneakers On-Demand™
- SilverSneakers Live virtual classes and workshops throughout the week
- SilverSneakers GO™ mobile app with adjustable workout plans and more
- Fun activities held outside the gym**
- Group activities and classes offered outside the traditional gym setting
- Events including shared meals, holiday celebrations and class socials

*Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

**Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer Members additional classes. Classes vary by location.

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Annual physical and wellness visit



Take charge of their health

Schedule an annual physical and wellness visit — both are covered by the health plan for a $0 copay.*+

- Save time by combining the wellness visit and physical into a single office visit
- Schedule an appointment early in the year to get any other preventive care retirees may need
- Make sure they follow through with their provider's recommendations for screenings, exams and other care

Retirees can get their annual wellness visit any time during the calendar year no matter when retirees had their last visit the previous year.

*A copay or coinsurance may apply if retirees receive additional services that are not part of the annual physical.

+Covered at a $0 copay when retirees see a network doctor (if their plan has a network).

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Virtual Visits

With Virtual Visits, retirees are able to live video chat with a doctor or behavioral health specialist from their computer, tablet or smartphone anytime, day or night.[5]

Virtual Doctor Visits

Retirees can ask questions, get a diagnosis, or even get medication prescribed and have it sent to their pharmacy. All a retiree needs is a strong internet connection. Virtual Doctor Visits are good for minor health concerns like:

- Allergies, bronchitis, cold/cough
- Fever, seasonal flu, sore throat
- Migraines/headaches, sinus problems, stomachaches

Virtual Behavioral Health Visits

Virtual Behavioral Health Visits may be best for:

- Initial evaluation
- Medication management
- Addiction
- Depression
- Trauma and loss
- Stress or anxiety

Retirees can find a list of participating Virtual Visit providers by logging into their member website.

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NurseLine[6]

Retirees are never alone with NurseLine

NurseLine was designed specifically to help make health decisions simple and convenient by providing answers to health questions any time, anywhere — 24 hours a day, 7 days a week — at no additional cost.

When retirees call, a registered nurse can help them:

- Choose where to go for care — whether that's self-care, a doctor visit or urgent care
- Find a doctor or hospital that meets their needs and preferences
- Understand their diagnosis and explore treatment options

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UnitedHealthcare Hearing

Hear the moments that matter most

With UnitedHealthcare Hearing, retirees can receive a hearing exam and have access to a wide selection of name-brand and private-labeled custom-programmed hearing aids at significant savings. Plus, they'll receive personalized care and follow-up support from experienced hearing providers, helping them hear better and live life to the fullest.

- Get access to the largest nationwide accredited network of more than 5,500 hearing providers*
- Choose latest technology hearing aids from major manufacturers, including Phonak, Starkey®, Oticon, Signia, ReSound, Widex® and Unitron™
- Order hearing aids in-person or through home delivery
- Receive exclusive pricing, helping retirees save thousands of dollars
- This plan also includes a $1500 hearing aid allowance every 36 months

*Please refer to their Summary of Benefits for details on their benefit coverage.

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Post-Discharge Meal Delivery Benefit

Our post-discharge meal delivery program provides freshly-made meals to their home after retirees have been discharged from the hospital or skilled nursing facility, at no additional cost.

The program provides up to 84 meals immediately following an inpatient hospital discharge or skilled nursing facility stay when referred by a UnitedHealthcare Clinical Advocate.

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FirstLine Essentials



Over-the-counter care at no cost to retirees

FirstLine Essentials is an over-the-counter benefit that gives retirees dollars to spend on over-the-counter care. Shop toothpaste, pain relief, vitamins, cough drops and more. It's all included with their health plan.

$40 is added to their account every 3 months. Retirees can use it on everyday health and wellness products. These dollars will expire quarterly. Retirees can choose how to shop for products — through the catalog or online:

Catalog: They'll receive a catalog in the mail 4 to 6 weeks after enrollment. Simply fill out an order form and mail it in.

Online: Use their digital account on the FirstLine Essentials website or on the FirstLine Benefits app.

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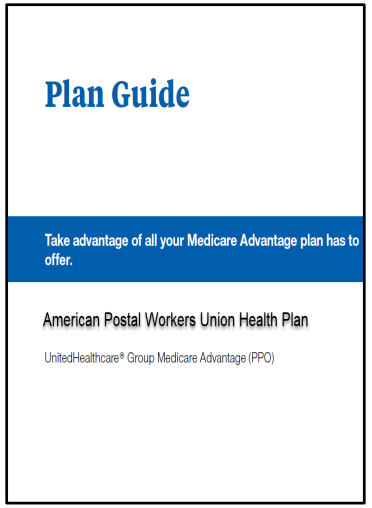
How to Enroll

Tools and Resources

October

- Announcement Letter Mailed
- Plan Guides Mailed
- Open Season Education Sessions begin



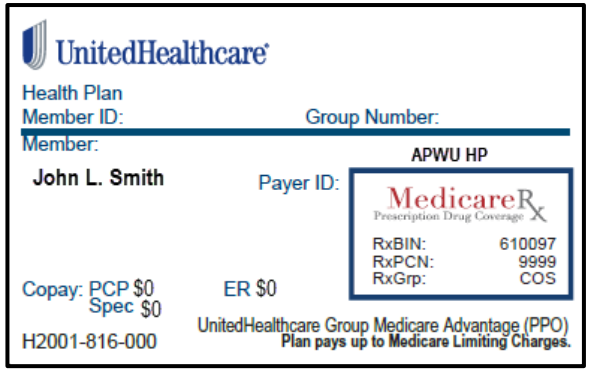
November

- Virtual Education Center Launched
- Open Season Education Sessions Continue



December

- ID Cards Mailed



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Enrolling for APWU HP retirees

Retirees must be enrolled in the APWU Health Plan High Option prior to enrolling in the Medicare Advantage plan

(Enrollment Codes: 471, 472, 473)

To do so call the Office of Personnel Management (OPM) at **1-888-767-6738**

and

To enroll in the UnitedHealthcare Medicare Advantage plan please call UnitedHealthcare at **1-855-383-8973**

Retirees can also visit us online for general information at:

www.uhcvirtualretiree.com/apwuhp



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What to expect after enrollment

- Retirees will receive their new UnitedHealthcare® Medicare Advantage Member ID card and retirees can start using it as soon as their plan is effective.
- Retirees will receive a Quick Start Guide that gives retirees more information on how their benefits work and how to get the most out of their plan.
- Soon after their effective date, we will contact them to complete a short health survey so we can understand their unique health needs.
- When receiving medical service or obtaining prescriptions, please ensure retirees are utilizing their UnitedHealthcare® Medicare Advantage Member ID card. If they have an APWU High Option Member ID card, they will no longer need to show it when obtaining services.



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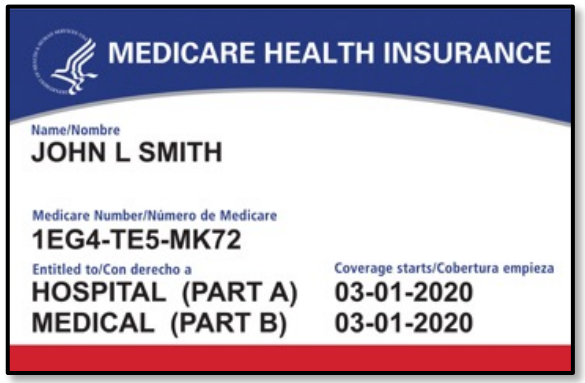
How to use their new plan after 1/1/2021

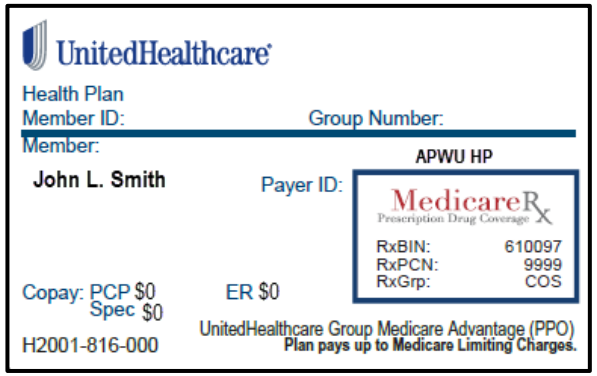
It's easy!

- Beginning 1/1/2021, they will simply use the UnitedHealthcare® member ID card each time they go to the doctor, hospital or get a prescription filled at the pharmacy.
- The back of their member ID card lists important phone numbers retirees may need throughout the year.
- Don't discard their red, white and blue Medicare card.

Store this card in a safe place



Use this beginning January 1, 2021



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UHCRetiree.com

After retirees get their UnitedHealthcare® member ID card, they can sign up for their secure online personal account at UHCRetiree.com.

After retirees sign up, they can:

- Look up their latest claim information
- Review benefit information and plan materials
- Print a temporary UnitedHealthcare® member ID card and request a new one
- Look up drugs and how much they cost under their plan
- Search for network doctors
- Explore Renew by UnitedHealthcare, our member-only Health & Wellness experience
- Get their Explanation of Benefits online

Follow these easy steps to sign up for their online account:

1. Visit the website and click on the “New user? Register Now” button and then click “Register Now”.
2. Enter their information (first and last name, date of birth, ZIP code, UnitedHealthcare member ID number) and click "Continue".
3. Create their username and password, enter their email address, and click “Create my ID".
4. For security purposes, retirees will need to verify their account by email, call or text.

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Questions and Answers

Thank retirees

We look forward to welcoming retirees to our Medicare family.

Additional information

This information is not a complete description of benefits. Call 1-855-383-8793, TTY 711 for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/co-insurance may change on January 1 of each year.

Formularies and/or provider/pharmacy networks disclaimer: The formulary, pharmacy network, and/or provider network may change at any time. retirees will receive notice when necessary.

Retirees must continue to pay their Medicare Part B premium, if not otherwise paid for under Medicaid or by another third party.

Out-of-network/non-contracted providers are under no obligation to treat APWU HP Government members, except in emergency situations. Please call our customer service number or see their Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

This document is available in alternative formats. If retirees receive full or partial subsidy for their premium from a plan sponsor (former employer, union group or trust), the amount retirees owe may be different than what is listed in this document. For information about the actual premium retirees will pay, please contact their plan sponsor's benefit administrator directly.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in the plan depends on the plan's contract renewal with Medicare.

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Additional information

<1> Member may use any pharmacy in the network but may not receive preferred retail pharmacy pricing. Pharmacies in the Preferred Retail Pharmacy Network may not be available in all area.

2 OptumRx is an affiliate of UnitedHealthcare Insurance Company. retirees are not required to use OptumRx home delivery for a 100-day supply of their maintenance medication. If retirees have not used OptumRx home delivery, retirees must approve the first prescription order sent directly from their doctor to OptumRx before it can be filled. Prescriptions from OptumRx should arrive within 5 business days after we receive the complete order. Contact OptumRx anytime at 1-888-279-1828, TTY 711.

Other pharmacies are available in our network.

Renew by UnitedHealthcare is not available in all plans.

<4> [Participation in the Renew High Option™ program is voluntary. Consult their doctor prior to beginning an exercise program or making changes to their lifestyle or health care routine. Renew High Option includes standard fitness membership. Equipment, classes, personalized fitness plans, caregiver access and events may vary by location. Certain services, classes and events are provided by affiliates of UnitedHealthcare Insurance Company or other third parties not affiliated with UnitedHealthcare. Participation in AARP® Staying Sharp and the Fitbit® Community for Renew High Option is subject to their acceptance of their respective terms and policies. AARP® Staying Sharp is the registered trademark of AARP®. UnitedHealthcare is not responsible for the services or information provided by third parties. The information provided through these services is for informational purposes only and is not a substitute for the advice of a doctor. The Renew High Option program varies by plan/area. Access to gym and fitness location network may vary by location and plan. Renew High Option premium gym and fitness location network only available with certain plans.]

5 Benefits and availability may vary by plan and location.

6 The NurseLine service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend treatment and are not a substitute for their doctor's care. their health information is kept confidential in accordance with the law. Access to this service is subject to terms of use.

This information is available for free in other languages. Please call our customer service number located on the back of their member ID card.



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Questions for Closing Session

Email any questions to: **closingsessionquestions@apwuhp.com**.

You will receive an email following our Seminar with a link to fill out your class evaluations online.

THANK YOU!



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