Open Season Seminar Closing Session
2016

Q: Why don't we have training on APWU Health Plan and Medicare? We need to teach HPRs about this, especially seeing that's a big market for us to go after.

A: We did have a presentation on APWU Health Plan and Medicare last year; we'll try to plan a presentation for next year's Seminar.

Q: If our customer satisfaction/retention rate is down to 95%, what is the health plan and health plan executive board proposing to do to change to raise this number?

A: We plan to do a disenrollment survey this year to determine specific reasons members disenrolled from APWU HP.

Q: A disabled American Veteran who does not receive a monthly check, can they get our insurance:

A: No, they must be eligible for FEHB (postal or federal employee/retiree) to enroll in APWU HP. They would be eligible for TRICARE.

Q: Are there any plans to up the number of chiropractic visits? 12 are too few.

A: Each year we look to improve benefits. Chiropractic visits is on the list of possible changes.

Q: Is music therapy covered (specialty therapy might be part of occupational treatment) for autistic folks?

A: If part of the treatment for Applied Behavior Analysis for autism provided by a Board Certified Behavior Analyst contracted with Beacon Health Options, yes, must be preauthorized. Otherwise, no.

Q: Can we change the Health Plan meeting for the Open Season Seminar to another city, other than Las Vegas?

A: We will take a look at other cities for the next Open Season Seminar.

Q: Are 3-D mammograms covered by APWU HP?

A: No, 3-D mammograms are not covered.

Q: IR/ASC is listed on the Brochure as paying in category #1. Is this correct? Current MOU has them paying at APWU career rates through 2017.

A: IR/ASC are APWU HP career rates after 1 year in FEHB.

Q: What can be done to better leverage our relationships with Cigna and UHC, particularly at Postal health fairs?

A: We do put Cigna and United on all our Open Season marketing materials, and invite them to the Seminar as participants in the sessions.

Q: If you are TRICARE eligible and suspend your FEHB coverage, does this time count toward the 5 year rule?

A: Yes it does.

Q: When we do health fairs at DFAS,our largest one, our material is never there. Could you please make sure the material is on site for DFAS in Indianapolis, IN.

A: We'll work on this.

Q: Please add the carriers that we use such as Cigna and United.

A: All the carriers we work with are invited to the Seminar, United and Cigna always attend.

Suggestions:

- Please organize your schedule with classes to make it simple, e.g., if you are going to have Marketing Plus on a Wednesday morning, say so, not Basic and Refresher Track-morning 9am-12pm as an indication on the badge etc. Let it be a little clearer.

- Would be great if instead of a TriFold large table sign, we could get a smaller table top like the 11 X 17 with stand-up cut out in back. I go to break rooms and use the employee's small lunch table, so have very limited space. I'm never able to use large ones, but looks professional to have one.

- Have examples/samples/role play. Mock health fairs/mock PSE HP meeting etc.

- Start classes on time. If people know they can be late, they will be.

- Have information on working with other insurance companies to help members determine if they should take one spouse's over the other, or if both should have double coverage or single coverage.

- Build transition time in between events/classes.

- Use local titles on ID badges for Open Season Seminar. Many locals have a health plan Director as an official position. Many of them have additional HPRs.

- Certain HPRs ask or speak over 10 times in the Marketing class, holding up the class. Please make some adjustments to Q&A time.

- Can you make sure personal questions are addressed after class? It takes a lot of time away from class and there are certain attendees that take a lot of time away from class for personal stories or issues.

- For experienced HPRs, have break-out sessions covering all the parts of Medicare and benefits of each and how it coordinates with the Health Plan.

- It was nice to be able to use the gym without extra cost at the Seminar.