

We're excited that ERS has selected UnitedHealthcare® to be the HealthSelectSM Medicare Advantage (PPO) Plan administrator effective January 1, 2021.

ERS will continue to decide what benefits are included in the plan. This plan covers all the services that Original Medicare does, along with some additional ones. Your coverage under the HealthSelect Medicare Advantage Plan preferred provider organization will remain similar to the coverage under your current plan and in some cases, you will have more coverage than you do now.

If you pay a monthly health plan premium — for a dependent enrolled in HealthSelect Medicare Advantage, or because the state doesn't pay 100% of your premium — you'll pay less, beginning January 1, 2021.

Get the care you need when — and where — you need it

Whether it's an appointment with a provider online, a call with a nurse at 3 a.m. or taking care of a wellness visit from the comfort of your home, we make it easier to connect you with care so you can stay on top of your health — when, where and how you need it.

You can go to your same providers, as long as they continue to accept Medicare. You can see in-network or out-of-network providers, but in-network providers will file your claims directly with UnitedHealthcare. Out-of-network providers may require you to pay for the cost of care upfront. You will then have to file a claim with UnitedHealthcare for reimbursement.

One-on-one help using your plan

At UnitedHealthcare®, it's not just customer service. It's 1-on-1 support to help answer your questions and take the extra steps to understand your needs. We'll send you mailings throughout the year that will help you stay informed and take advantage of plan benefits, programs and services. We want to help you get the most out of your plan, so you can be at your best health.

We're here to help you live healthier

HealthSelectSM Medicare Advantage gives you access to many programs and extras, at no cost to you.

- ✓ SilverSneakers®
- ✓ UnitedHealthcare® HouseCalls
- ✓ NurseLine
- ✓ Virtual Doctor Visits
- ✓ Virtual Behavioral Health Visits
- ✓ Chronic condition care
- ✓ Transportation program
- ✓ CareLinx caregivers
- ✓ Personal Emergency Response System (PERS), an in-home medical alert monitoring system
- ✓ UnitedHealthcare Hearing
- ✓ FirstLine Essentials+ Over-the-counter care
- ✓ Real Appeal®

Expect great things.

We have many ways for you to learn about the plan so you can feel confident about your HealthSelect MA PPO plan. See the back side of this flyer for more information.



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<p>Client Alts</p> <p>7</p> <p>catchfire</p>	<p>Internal & External Team</p> <p>Date: 09.24.20</p> <p>Client Contact: Becky Pelant, Kate Mauzy</p> <p>Art Director/Designer: catchfire</p>	<p>Project Details</p> <p>Depot #: SPRJ57912</p> <p>Name: GRR 2021 ERS MA Fall Enrollment Flyer</p> <p>Stage: In Review</p> <p>File Name: SPRJ57912.indd</p>	<p>Color</p> <p>CMYK</p>	<p>Dimensions</p> <p>Flat: 8.5" x 11"</p> <p>Folded: NA</p> <p>Software: InDesign CC</p>	<p>Notes</p>
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Member Materials

You will receive your new Quick Start Guide and your HealthSelect MA PPO member ID card in December to use for medical services beginning January 1, 2021.

Continue to use your ID card from your current medical carrier through December 31, 2020.

There's a separate ID card for prescription drug coverage through HealthSelectSM MedicareRx.

Pre-Enrollment Information

Current HealthSelect MA PPO members and KelseyCare Advantage Medicare HMO members will receive a Plan Guide in November which will provide details about the plan benefits and extra programs.

Enrollment

Current HealthSelect MA PPO members and KelseyCare Advantage Medicare HMO members do not need to do anything to transition to the UnitedHealthcare administered plan. ERS will send UnitedHealthcare your enrollment for processing after Fall Enrollment.

Note: You can switch from HealthSelect MA PPO to your previous non-Medicare Advantage plan at any time of the year.

Website

Starting October 1, 2020, plan information is available for you to view online at www.HealthSelect-MAPPO.com.

Register for an account after you receive your new ID card. See the Quick Start Guide for steps to register.

If you have an account with HealthSelect MedicareRx through UnitedHealthcare, you do not have to register. You can use the same user name and password to log in to see your HealthSelect MA PPO account details beginning January 1, 2021.

Virtual ERS Information Sessions

Connect with ERS and UnitedHealthcare through online presentations and phone-in sessions.

You will have two opportunities to meet UnitedHealthcare representatives and get your questions answered:

During Fall Enrollment: At webinars and phone-in sessions (see the schedule in this packet).

In December: At "Get to Know UnitedHealthcare" sessions.

Call Center

Starting October 1, 2020, our Customer Service Advocates can help answer questions about transition and coverage. Call UnitedHealthcare at: **(855) 853-0453**, (TTY: **711**)

Monday – Friday: 7 a.m. – 7 p.m. CT,
Saturday: 7 a.m. – 3 p.m. CT.

Claim Questions?

- Contact Humana for claims through December 31, 2020.
- Contact UnitedHealthcare for claims beginning January 1, 2021.