

USG Medicare Retiree Frequently Asked Questions

USG Contribution to the HRA

How much is the USG's contribution to the HRA for 2017?

The USG contribution to the HRA for 2017 is \$2,736.

Will the HRA amount change from year to year?

Each year USG will consider the HRA amount and determine if a change will be made. This determination will be made based on the USG's budgetary needs and also by considering the individual insurance market and average premiums of the plans USG retirees are enrolled in.

Why did the retiree subsidy stay the same for 2017?

The USG set the HRA contribution amount for 2016 based on market information, forecasts and available coverage option pricing. For 2017, Aon, who provides the private healthcare exchange for retirees, has projected plan premiums may increase 1-7%. The HRA contribution of \$2,736 provided by the Board of Regents will cover a significant portion of these premiums. Meanwhile, HRA balances do not expire and carry over year to year. The USG will continue to review and to analyze costs for our retirees, comparing them with national market trends and projections. The USG remains committed to providing healthcare coverage to its retirees. Moving to a private healthcare exchange for retirees has allowed the USG to continue to provide a viable, sustainable healthcare benefit for our current and future retirees.

For Retirees **Currently Enrolled** in Coverage Through the Aon Retiree Health Exchange

Do I need to re-enroll for coverage through the Aon Retiree Health Exchange each year?

No. If you do not want to make changes for next year, no action is required. If you are satisfied with the coverage you have today and continue to pay your monthly premiums, your coverage will continue into the next plan year.

In certain cases, if your plan will not be available in the future, you will be contacted by the Aon Retiree Health Exchange and your carrier by mail to remind you to elect new coverage by the time your current coverage ends.

What should I do if I want different coverage for next year?

If you would like to change your coverage for next year, you will need to call the Aon Retiree Health Exchange at **1-866-212-5052** to request an appointment with your dedicated Benefits Advisor during Medicare Open Enrollment, **October 15 – December 7**. (If the individual who was previously your dedicated Benefits Advisor is no longer available to help you, you'll be aligned with a new Benefits Advisor who has access to all of your information.)

Should I review my coverage each year?

If you are satisfied with the coverage you have today and continue to pay your monthly premiums, your coverage will continue into the next year. However, if your finances and/or medical needs have changed this year, please contact your dedicated Benefits Advisor at the Aon Retiree Health Exchange at **1-866-212-5052** from 9 a.m. to 9 p.m. Eastern time, Monday through Friday, or visit retiree.aon.com/usg for your available options.

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Do I need to take any action for my HRA auto-reimbursements to continue?

No. Please rest assured that your HRA auto-reimbursement will continue into 2017 automatically. If your premiums change, your insurance company will contact the Aon Retiree Health Exchange to adjust your reimbursement as soon as administratively possible, in no more than four to six weeks. However, if you need to start the process sooner, you are welcome to contact the Aon Retiree Health Exchange at **1-866-212-5052** from 9 a.m. to 9 p.m. Eastern time, Monday through Friday. If, at any point, your banking or personal information changes, please notify the Aon Retiree Health Exchange.

How long do I have to submit claims for 2016?

For as long as you participate in the HRA, there is no deadline to submit claims.

If I have HRA funds remaining at the end of the year, will I lose them?

No. Your HRA balance rolls over year to year. There is no “use it or lose it” rule.

Can USG help if I have extremely high prescription costs?

If you have extremely high prescription costs, please contact your Aon Benefits Advisor to discuss what options are available to you. Retirees with an extremely high cost or utilization of prescription drugs may reach the Medicare Part D catastrophic coverage level. To help these retirees, USG has created a special program called the Catastrophic HRA. In 2016 and 2017, USG will reimburse retirees for the full amount of any Medicare Part D copayment and coinsurance expenses incurred in the catastrophic phase of coverage for the remainder of the year.

If you or your covered spouse reaches the catastrophic coverage limit, you will be notified by your insurance carrier and provided with an Explanation of Benefits (EOB). You should:

- Save the EOB.
- Contact your dedicated Benefits Advisor at the Aon Retiree Health Exchange immediately to access Catastrophic HRA support.

For Retirees Enrolling **for the First Time in Coverage Through the Aon Retiree Health Exchange**

How will my medical coverage change after I retire from USG?

Instead of continuing health care coverage through the USG group health care plan, if you are a Medicare-eligible retiree, you will continue individual health care insurance through the Aon Retiree Health Exchange.

The Aon Retiree Health Exchange is staffed with licensed, certified, and dedicated Benefits Advisors who will work one-on-one with you, **at no cost to you**. These dedicated Benefits Advisors will help you explore all your health care plan options, help you enroll in the one that best meets your needs, and then provide ongoing support after enrollment. You are welcome to include family members or others in your discussions with your dedicated Benefits Advisor.

Is USG going to contribute toward the cost of my retiree health care?

Yes. USG will contribute to a Health Reimbursement Account (HRA) — an account that USG will fund to help reimburse you for health care premiums and other eligible health care expenses.

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To be eligible for this contribution, you must enroll in coverage through the Aon Retiree Health Exchange during your enrollment period. Information about the HRA and the contribution USG will make on your behalf will be included in the Enrollment Kit that will be mailed to your home.

Important: While you will not be required to use the Aon Retiree Health Exchange to obtain coverage, USG will not provide you with an HRA contribution unless you enroll in a supplemental health care and/or prescription drug plan through the Aon Retiree Health Exchange.

What's the process for paying health care premiums?

You will be responsible for paying premiums directly to your new insurance company. To ensure that you don't miss a payment and risk losing coverage, USG recommends that you take advantage of automatic payment features, like direct debit, through your new insurer. Your dedicated Benefits Advisor can help you prepare to pay your premiums.

Will my HRA pay the insurance company directly?

No. You will be responsible for paying your premiums directly to your carrier. In order to keep your reimbursement from being taxed, the IRS requires that you pay expenses out of your own pocket first. You may then reimburse yourself from your HRA. Your dedicated Benefits Advisor can help you understand how your HRA works and how you can use it to reimburse yourself for premiums and eligible health care expenses.

How do I arrange to meet with my dedicated Benefits Advisor through the Aon Retiree Health Exchange?

Your first telephone meeting with your dedicated Benefits Advisor will be scheduled for you in advance. You'll find your meeting date and time in the Enrollment Kit you'll receive by mail. You must confirm — or reschedule — your appointment either online or by calling the Aon Retiree Health Exchange at **1-866-212-5052** from 9 a.m. to 9 p.m. Eastern time, Monday through Friday.

Please Note: The Centers for Medicare and Medicaid Services (CMS) will not allow the Aon Retiree Health Exchange to keep this appointment unless it's confirmed in advance.

During your appointment, your dedicated Benefits Advisor will ask questions to get to know your health care needs and coverage preferences. Using this information, your dedicated Benefits Advisor will help you explore plans that best meet your needs and fit your budget, based on the insurance options available in your area. After you choose a plan, your dedicated Benefits Advisor will help you complete an application and other required forms while answering any questions and concerns you may have.

Will the Benefits Advisors charge a fee for helping me?

No. There is no cost to you for this service. Aon Retiree Health Exchange Benefits Advisors are completely objective and receive no special compensation to enroll you in a specific plan.

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Do I have to speak with a dedicated Benefits Advisor to get health care coverage?

While you will be able to go online to complete nearly all of the necessary steps to obtain coverage through the Aon Retiree Health Exchange, you will still need to briefly speak with your dedicated Benefits Advisor by phone to confirm your enrollment election(s).

The Centers for Medicare and Medicaid Services (CMS) govern the activities of the Aon Retiree Health Exchange. CMS requires that each retiree who enrolls through the Aon Retiree Health Exchange (whether online or by phone) listen to and confirm a series of questions related to enrollment and provide a voice signature as the final step.

What happens if my spouse and/or children are not eligible for Medicare?

If you have a spouse and/or children currently covered under the USG group health care plan who are not eligible for Medicare, they'll continue to be covered under the USG plan until they lose eligibility under the USG plan or become eligible for Medicare.

What do I do if I have an issue with my new coverage *after* I've enrolled?

If you enrolled through the Aon Retiree Health Exchange, you can continue to get help in several ways. If you can't get answers to questions about your plan or resolve issues directly with your insurance company, you can call your dedicated Benefits Advisor.

More complex issues can be directed to a team of professional Advocates who are also available through the Aon Retiree Health Exchange. Advocates have experience in a variety of Medicare insurance areas, including claims, billing procedures, appeals, and even problems getting appointments with specialists. Your dedicated Benefits Advisor can connect you with an Advocate. This service is available at no cost to you.

I'm retired from USG and over age 65, but I am covered as an active employee through another employer. Will I be able to enroll through the Aon Retiree Health Exchange?

If you have employee coverage through another employer, Medicare will not be your primary source of health insurance. To enroll in individual coverage through the Aon Retiree Health Exchange, Medicare must be your primary source of health care coverage.