

UAW TRUST E-NEWS

HEALTH CARE INFORMATION FOR UNION REPRESENTATIVES

TOPICS INCLUDED
TruHearing

• 2nd.MD & Welvie

• UBR Resources

• Additional
Information

This spring welcomed a new hearing administrator for many Trust members, and the addition of two new programs for members enrolled in the Enhanced Care PPO (ECP) plan. Below are reminders about these new vendors to help you assist Trust members. Additionally, the Trust has continued targeted outreach to members with various information and reminders. Details on specific mailings and other helpful reminders for UBRs is on the back page of this newsletter.

TRUHEARING

Transition from AudioNet to TruHearing

On May 1, 2019, TruHearing began administering hearing benefits to Trust members in the following plans:

- Blue Cross Blue Shield Enhanced Care PPO (ECP)
- Blue Cross Blue Shield Traditional Care Network (TCN)
- Blue Cross Blue Shield Medicare Advantage PPO
- Aetna Medicare Advantage PPO

There is no change to the hearing benefit, only in the administrator of the benefit (from AudioNet to TruHearing). Trust members can learn more about this transition in the welcome kit they received from TruHearing in April.

Resources:

- uawtrust.org/dentalhearingvision
- Member Contact: 844-394-5420
- UBR Hotline: 833-627-1399
(to escalate member issues)

2ND.MD & WELVIE

ECP Plan Program Enhancements

Effective May 1, 2019, ECP enrolled members have access to two new programs—2nd.MD and Welvie.

- 2nd.MD: A resource connecting members with the nation's leading medical specialists for advice and second opinions.
[866-842-1141](tel:866-842-1141) 2nd.md/trust
- Welvie: An interactive educational guide on all the steps for deciding on, preparing for and recovering from elective surgeries.
welvie.com

These programs are available at no additional cost and are designed to assist members facing serious illness, medical conditions or potential surgery.

Trust Members can learn more about these programs by referencing mail they received from 2nd.MD and Welvie in April.

UBR RESOURCES

Retiree Meeting Requests

Trust and health plan carrier attendance at your retiree meeting is valuable for members. To make sure each representative has the opportunity to present educational material and allow each member access to talk with representatives, we recommend requesting carriers on a quarterly, rotating basis.

To make a request, please use the online portal:

https://uawtrust-web.ungerboeck.com/logon/log_p1_logon.aspx?oc=10&cc=RETIREE&AppSessionID=ej9fc8ej4fekfb7ff5

Member Inquiry Submission Form

For member issues such as claims or eligibility problems, please download, complete, and submit the form labeled “Member Inquiry Submission Form” found in the UBR file cabinet.

You can submit the form via postal mail, email or by fax:

1. Mail: UAW Retiree Medical Benefits Trust
Attn: Member Experience Dept.
P.O. Box 14309
Detroit, MI 48214
2. Email: memberexperience@rhac.com
3. Fax: 313-324-5950

Upon submission, a representative will follow up with you within 72 hours.

Resources:

- uawtrust.org/UBRFileCabinet

ADDITIONAL INFO

Recent Member Mailings

Below is a list of recent member mailings:

March 4: Colorectal Cancer Screening Reminder Postcard

Target: ECP plan members

April 8: Mammogram Reminder Postcard

Target: ECP and TCN members, female, age 52-74 without a recent mammogram

April 10: TruHearing welcome kit, plan summary, FAQ and reference card

Target: ECP, TCN and MA PPO plan members

April 15-26: 2nd.MD announcement letter and postcard, Welvie announcement letter, postcard and activation notice

Target: ECP plan members

Future Member Outreach Efforts

June is National Men’s Health Month, and the Trust is planning a men’s health promotion—final details are in progress.

Trust members will be contacted over the phone and asked to participate in a survey related to their health care related experiences. Members will receive calls from the caller ID of 734-743-2552 (the name will show up as “MSI Research”).

PHI Forms

PHI authorization forms do not have an expiration date unless indicated on the form. Forms are located on the UBR File Cabinet on the Trust’s website.

Member Address Change

Members who need to provide the Trust with a new mailing address should contact [Retiree Health Care Connect \(RHCC\)](#): 866-637-7555.