

UAW TRUST E-NEWS

HEALTH CARE INFORMATION FOR UNION REPRESENTATIVES

TOPICS INCLUDED

2021 Benefits & Prescription Drugs

Affordability Project & Mental Health

Aetna Updates

Additional Reminders

2021 Benefits

No Changes

Benefit Highlights was mailed to all members in September—as you are aware, there are no cost share increases or changes to benefits for 2021. We worked with our carrier partners to increase access to telehealth services so members can connect with a primary care physician via phone or video call.

Except for Blue Cross Blue Shield of Kansas City, all plans will be offered in 2021. If a member is satisfied with their current plan, there is no action required to remain in the plan for next year.

Making an Election Change

To make benefit changes, members can call Retiree Health Care Connect (RHCC) at 866-637-7555. To be effective for January 1, 2021, they need to call RHCC before November 27, 2020.

New Annual Enrollment Webpage

The Trust created a new webpage where members can find information and resources, including videos on their 2021 health care benefits.

Prescription Drugs

Mail Order Delays

Recent delays in the U.S. Postal Service and delivery operations have raised questions about the potential impact on home delivery medications. Express Scripts follows strict safety and disaster planning protocols to closely monitor these events.

Express Scripts utilizes all national delivery carriers to ensure packages are shipped most efficiently. If a member experiences delays in shipments and are at risk of running out of their medication, Express Scripts will allow emergency refills at a local pharmacy or expedite a replacement shipment to ensure their needs are met.

Resources:

Annual Enrollment Webpage:

- www.uawtrust.org/annualenrollment

Express Scripts 24/7:

- 866-662-0274
- www.express-scripts.com

Affordability Class Clean-Up Project

Protected Class Eligibility

This year, the Trust modified the eligibility qualification for the Protected class. In reviewing our records, it was determined that certain members met the qualifications for Protected under the original Basic Benefit Rate rules at some point after the Trust's launch. This means that after the date in which those members qualified for Protected, they should not have been responsible for certain cost-sharing provisions that they may have paid and qualify for reimbursement of those costs.

We identified 1,800 current members who received a personalized letter and reimbursement claim form. To date, approximately 75% of eligible misclassified members were approved for reimbursement. Additional communications and outreach are scheduled for mid-October to the 25% who have not claimed reimbursement.

There is also a small number of deceased members who qualify for reimbursement. The Trust was required to make all reasonable attempts to reach a verified estate or heir for those members. Without the name and contact information of those heirs, reasonable attempts included an announcement on the Trust website and a notice in the Benefit Highlights mailing. The notice may have caused confusion.

Current members would only qualify for the reimbursement described on the notice if they are the verified heir of a member who qualified for Protected status sometime between the Trust's launch in 2010 and the member's death. It is relatively unlikely that a current member would qualify as the heir of a deceased member and, therefore, be entitled to these reimbursements.

Mental Health Benefit Reminder

Experts have been warning about the mental health effects the pandemic may have on Americans. As of July, the Centers for Disease Control (CDC) found 40% of adults were struggling with mental health or substance use.

Mental health is just as vital as physical health. It's important Trust members know that they are covered for mental health and substance use services if and when they need them.

If a member asks or you encounter a member experiencing mental health or substance use concerns, refer them to their Trust mental health and substance use benefits. Behavioral health benefits provide for a wide range of mental health and substance use services, including telemedicine visits.

Resources:

- **Blue Cross Blue Shield ECP (through New Directions):** 877-228-3912
- **Blue Cross Blue Shield TCN:** 877-832-2829
- **Blue Cross Blue Shield MA PPO:** 888-322-5616
- **Aetna MA PPO:** 800-663-0885
- **HMOs:** Call the number on the back of the medical ID card

New Directions, the mental health administrator for the ECP plan, also has free resources available for UBRs, including member education and screening tools, as well as printable posters and wellness plans.

- www.ndbh.com/Resources

A presentation detailing the New Directions program for ECP members can also be found in the UBR File Cabinet (under "Other Vendor Information").

- www.uawtrust.org/ubrfilecabinet

Aetna: New Tools & Resources

Member Support

While travel for in-person meetings has been suspended, Aetna launched tools to connect with Trust Aetna MA PPO members in a variety of new ways.

- **New Live Chat:** Members can chat online with an Aetna representative to get answers to questions. Visit uawtrust.aetnamedicare.com and click on the “Have questions?” button on the lower left side of the page. Representatives are available Monday – Friday, 8 a.m. – 5 p.m. ET.
- **New Personal Appointments by Phone:** Members can schedule a private telephonic appointment with an Aetna representative at a time that meets their needs. To schedule a time, visit uawtrust.aetnamedicare.com or call 855-732-9143 (TTY:711), Monday – Friday, 8 a.m. – 9 p.m., ET.

Support Contact Info.

View the Aetna contact brochure: [click here](#).

Get more information on these resources on the Aetna UBR microsite: www.aetnamedicare.com/uawtrust/en/ubr.html

Dedicated Aetna Rep Change

As of November 1, please use the following dedicated rep as your resources:

- **Region 2B:** Pam Killebrew, 860-900-5692
- **Regions 4, 8, 9 and 9A:** Angela Plante, 860-900-5964

Medicare & Trust Members

IMPORTANT! Trust Members Must Enroll in Medicare A & B

If a member is eligible for and/or entitled to Medicare, they need to enroll in Parts A and B. Once they are eligible, their Trust benefits **will be paid as if they have Medicare coverage, whether or not they are enrolled.**

This means that if members are eligible for, but not enrolled in Medicare, they will have significantly higher out-of-pocket medical expenses. To avoid paying additional out-of-pocket medical expenses, be sure to tell members they need to enroll in Medicare Parts A and B.

Resources:

- www.uawtrust.org/medicareenrollment