



October 23, 2023

Important Information About Your City of Hurst, TX Retiree Medical and Prescription Drug Benefits

Dear Medicare-eligible Retiree and/or Dependent,

We are pleased to inform you that there will be a change to your Medicare Advantage Medical and Prescription Drug coverage provided by City of Hurst, TX. This change is being made to address the continually increasing cost of coverage and to ensure that Medicare-eligible participants have access to comprehensive coverage at the most affordable cost.

Your new Medicare Advantage with Prescription Drug (MAPD) Plan will be provided by **Blue Cross and Blue Shield of Texas - MAPD Open Access PPO Plan** effective January 1, 2024.

In addition to the new plan, City of Hurst, TX has also retained RetireeFirst, a retiree benefits management solutions and advocacy service provider. RetireeFirst Advocates are US-based and available to help you navigate the complex retiree healthcare landscape and troubleshoot any issues you may have with your insurance carrier, provider's office, and pharmacy. RetireeFirst Advocates build real relationships with you and truly care about helping you navigate Medicare, understand your benefits, and connect you to programs that can improve your health and wellbeing. With RetireeFirst, you can rest assured that you have a dedicated team of experts on your side to help you make the most of your retiree benefits.

About Your New Plan

Plan Highlights

- Medical Maximum Out-of-Pocket \$500
- Medical Deductible \$0
- Primary Care and Specialist Visits \$0 copay
- Hearing, Vision, Dental, Podiatry and Fitness benefits are included.
- Access to RetireeFirst Advocates for assistance with understanding and using your benefits.

The City of Hurst
hr@hursttx.gov
817-788-7000

1505 Precinct Line Road, Hurst, TX 76054

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Important Things to Know:

- You must be enrolled in Medicare Parts A and B to participate in the Blue Cross and Blue Shield of Texas MAPD Plan.
- Put your Medicare card in a safe place in case you need it later. You will use only your Blue Cross and Blue Shield of Texas ID card for Medical and Prescription Drugs.
- You can use any willing Medicare medical provider, regardless of if the provider is in or out of the Blue Cross and Blue Shield of Texas network.
- No referrals are needed for Medicare covered medical services.
- You should continue to be able to use almost any retail pharmacy as Blue Cross and Blue Shield of Texas includes over 66,000 in-network pharmacies, nationwide.
- Blue Cross and Blue Shield of Texas also offers a Mail Order Pharmacy called Express Scripts for your convenience. If you would like to use the Express Scripts Mail Order Pharmacy, you will need new prescriptions.
- You do not need new prescriptions for retail pharmacies. Simply show your new ID card and your refills will be processed under the Blue Cross and Blue Shield of Texas MAPD Plan.

Mailings to Expect in the Coming Months:

- Termination of Coverage Letter from Humana
- Blue Cross and Blue Shield of Texas enrollment brochure
- Blue Cross and Blue Shield of Texas High Level Plan Design Overview
- Blue Cross and Blue Shield of Texas Welcome Kit and ID Card
- Blue Cross and Blue Shield of Texas Evidence of Coverage (“EOC”)
- Please keep in mind each Retiree, spouse, and/or dependent may receive the above items on different days; this is normal.

Rate Payment ACH Options

Your Blue Cross and Blue Shield of Texas - MAPD Open Access PPO plan rate will be handled by RetireeFirst starting January 1, 2024. The rate will be automatically deducted from your bank account monthly via ACH on the 3rd of the effective month of coverage (or the next business day).

To process your enrollment, you must complete the enclosed ACH form, along with a voided check and return it to RetireeFirst by 11/30/2023. For your convenience, a pre-paid RetireeFirst envelope is included in this mailing.

Plan Name	2024 Rate	
Blue Cross and Blue Shield of Texas - MAPD Open Access PPO	\$329.70	
Retiree/Spouse Contribution	\$82.43 Retiree	\$204.74 Spouse

We are required by law to give you the choice of opting out of the new plan. Since you are currently enrolled in the City of Hurst, TX Medical and Prescription Drug Plan it is unlikely that you would not participate in the new Blue Cross and Blue Shield of Texas MAPD Plan. However, you have the option to opt-out. If you opt out, you will not have Medical and Prescription Drug coverage through City of Hurst, TX. Nevertheless, if you would like to opt-out, please call RetireeFirst Advocates at (817) 210-6387 (TTY 711) Monday-Friday, 8am-5pm CST.

You're Invited

RetireeFirst will be hosting an in-person informational Retiree Meeting detailing the new plan and answering any questions you may have. Retirees, spouses, and/or dependents are invited to attend the below event:

In-person Location	Date	Time
City of Hurst Conference Center 1601 Campus Drive Hurst, TX 76054	11/1/2023	9:30am CST

Please RSVP for the in-person event by 10/30/2023 to RetireeFirst at (817) 210-6387 (TTY 711) Monday-Friday, 8am-5pm CST. RetireeFirst Advocates will be reaching out individually to those unable to attend the in-person meeting on Wednesday, November 1st.

Enclosed in this mailing is also a Frequently Asked Questions document to answer questions you might have now. If you have questions about any information in this letter, please do not hesitate to call RetireeFirst Advocates at **(817) 210-6387 (TTY 711) Monday-Friday, 8am-5pm** CST. The phone lines are open!

Sincerely,

City of Hurst, TX