



Plumbers and Steamfitters Local Union No. 248

Annuity, Health & Welfare Fund

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October 21, 2024

Dear Plumbers & Steamfitters Local Union 248 Health and Welfare Fund Medicare-eligible Retiree and/or Dependent,

We are excited to inform you that effective immediately, you have access to enhanced Retiree support for managing your **Humana Medicare Advantage with Prescription Drug (MAPD) Plan. This is not a change to your plan or your coverage.** This additional support will be provided by **RetireeFirst**, a retiree benefits management solutions and advocacy service provider.

Your dedicated **RetireeFirst Advocacy** lines are now open, and RetireeFirst Advocates are ready to assist Monday-Friday, 8am-5pm EST
toll free (855) 263-1140 (TTY 711)

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 are here to serve you by troubleshooting these issues and more:

- Plan Design Questions
- Outreach to Providers and Pharmacies
- Medical and Prescription Authorizations
- Mail Order Assistance
- Formulary Lookup
- Medical and Prescription Reimbursements
- Medical and Prescription Billing Issues
- Updating Personal Information Changes
- Assistance Enrolling into Medicare

You're Invited

RetireeFirst will be joining the Plumbers & Steamfitters Local 248 Health and Welfare Fund annual Retiree Luncheon, answering any questions you may have. Retirees, spouses, and/or dependents are invited to attend this in-person event:

| Annual Retiree Luncheon | Date | Time |
|---|------------|-------------------|
| Ashland Elks Location: 900 Carter Avenue Ashland, KY 41101 | 10/30/2024 | 11am – 1pm EST |

We recommend that all Medicare-eligible retirees and/or dependents attend the annual Retiree luncheon to better understand your plan. Additionally, a Retiree Advocacy Webpage has been set up for easy access to RetireeFirst plan and contact information. You can access this page at www.retireefirst.com/localunion248 after 12/1/2024.

Also enclosed in this mailing is a RetireeFirst magnet with your dedicated Plumbers & Steamfitters Local Union 248 Health and Welfare Fund phone numbers.

Sincerely,
Plumbers & Steamfitters Local Union 248 Health and Welfare Fund

Disclaimer: For complete benefit details please refer to the carrier issued materials. This document includes a simplified summary of benefits and does not create any contractual rights.