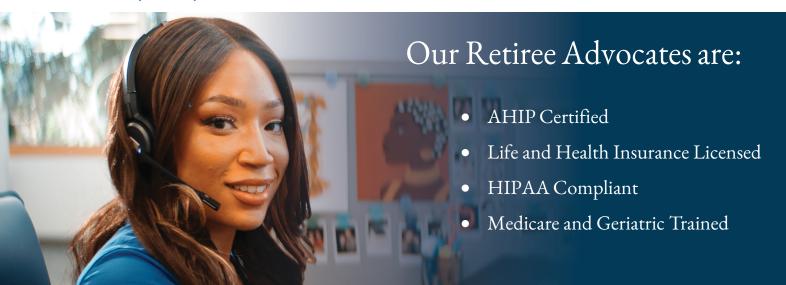# RetireeFirst

Retiree Healthcare Advocacy

Whether facing a serious health problem or dealing with a confusing bill, it is easy for retirees to become confused, frustrated, or even frightened by the complicated healthcare system. You need experienced support to navigate the many issues that sometimes arise while using your benefits.

RetireeFirst brings a high-touch personalized concierge solution to Miami-Dade County retirees. Our Retiree Advocates are there to guide you through the healthcare maze, acting as your true ally. Each retiree has direct access to a Retiree Advocate to help you fully understand your healthcare benefits, options, and resources available to you, while working on your behalf to resolve any issue that may arise.

This seamless end-to-end retiree advocacy service solution puts retirees first. Whether it's finding a doctor or pharmacy, resolving co-payment/coinsurance issues, resolving a denied claim issue, obtaining a new ID card, questions on coverage, financial challenges, or whatever the healthcare concern may be, we are here to make the retirement healthcare experience simple and stress free. RetireeFirst is available Monday – Friday 8:00 AM – 5:00 PM EST at 305.420.5858 (TTY 711) or toll free 833.212.9891 (TTY 711).

Our Retiree Advocates are:

- AHIP Certified
- Life and Health Insurance Licensed
- HIPAA Compliant
- Medicare and Geriatric Trained

Retiree Advocacy Services:

- Personal Information Changes
- Card Replacements
- Formulary, tier and copay assistance and exceptions
- Physician and pharmacy outreach
- Inbound/Outbound three-way calls to Medicare, vendors, providers, pharmacies and Social Security
- Financial assistance, including Low-Income Premium Subsidy (LIPS) filing support
- Assistance with pharmacy related questions such as generic availability, prior authorizations and mail-order services
- Status calls throughout the process of any open item, making sure members know their problem is of highest concern and we are working on a resolution
- In-person or virtual appointment scheduling assistance and wellness program enrollment support and engagement
- Claims, billing and payment support