

Dear Medicare-eligible Retiree and/or Dependent,

RetireeFirst received notification from Bexar County, TX that you will soon be eligible for Medicare. RetireeFirst and Bexar County, TX are excited to offer this comprehensive Aetna Medicare Advantage and Prescription Drug (MAPD) plan to you and/or your dependents, in addition to the added benefit of having access to RetireeFirst Advocates.

**County of Bexar – (210)-338-8874 or Toll Free at (855)-433-1673**

RetireeFirst is 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.

## About Your New Plan:

### Important Things to Know:

- You must be enrolled in Medicare Parts A and B to participate in the Aetna MAPD Plan.
- Put your Medicare card in a safe place in case you need it later. You will use only your Aetna 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 Aetna network.
- No referrals are needed for Medicare covered medical services.
- You should continue to be able to use almost any retail pharmacy as Aetna includes over 66,000 in-network pharmacies, nationwide.
- Aetna also offers a Mail Order Pharmacy called CVS Caremark® for your convenience. If you would like to use the CVS Caremark® 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 Aetna MAPD Plan.

## **Mailings to Expect in the Coming Months**

- Aetna Approval Letter
- Aetna Welcome Kit and ID Card
- Aetna Evidence of Coverage (“EOC”)

To learn more about the plan, you can visit <https://retireefirst.com/bexarcounty/> anytime.

Enclosed in this mailing is an authorized representative form along with a pre-paid envelope to send back to RetireeFirst with your completed form(s), a frequently asked questions document, an Aetna pre-enrollment kit, and a RetireeFirst magnet. These items can help with enrollment, questions you might have now, adding an authorized representative to your account, details about your plan, and provide easy access to the RetireeFirst dedicated phone numbers for Bexar County, TX retirees.

If you have any questions about your new plan, you can reach RetireeFirst Advocates at **(210)-338-8874 (TTY 711) or toll free (855)-433-1673 (TTY 711), Monday-Friday, 8am-5pm CST**

Sincerely,

Your Dedicated RetireeFirst Advocacy Team

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.