



**Important Information About Your Medical and Prescription Drug Benefits  
Welcome Retiree First**

October 21, 2022

Dear City of Richardson Medicare Eligible Retiree and/or Dependent,

We are pleased to inform you that there will be improvements made to your customer service experience under the **UnitedHealthcare® Group Medicare Advantage PPO and Prescription Drug (MAPD) Plan**.

**Your plan is not changing.**

Effective **January 1, 2023**, the City of Richardson is simply adding an additional resource to assist you with navigating through your healthcare benefit needs.

The City of Richardson has retained Retiree First to offer advocacy and support. Retiree First has a team of dedicated advocates specifically assigned to the retirees of the City of Richardson. Retiree First Advocates are ready to assist you with your plan needs.

This includes, but is not limited to:

- Pharmacy/Provider Outreach
- Prior Authorizations
- Card Replacements
- Mail Order Assistance
- Drug Look Up
- Vacation Overrides
- Personal Information Changes
- Billing Questions
- Appeals
- Enrollment
- TMRS HLPS Form Completion

## **Retiree First will be hosting a Benefits Webinar Presentation:**

**Date:** Thursday, November 3, 2022

**Time:** 11:00am-12:00pm CDT

**Webinar Directions:** Visit [www.zoom.com](http://www.zoom.com) and click join in the right-hand corner

Meeting ID: 862 2506 8142

Passcode: 363360

If you are unable to attend the Webinar during the scheduled time, a recorded version will be posted at [www.retireefirst.com/cityofrichardson](http://www.retireefirst.com/cityofrichardson) to view at your convenience.

Moving forward, please contact Retiree First if you need assistance or are experiencing issues with your UnitedHealthcare® Group MAPD plan. Retiree First can be reached on your dedicated phone numbers at **(972) 200-1840 (TTY 711) or Toll-Free at (855) 460-7036 (TTY 711)** Monday-Friday, 8:00am-5:00pm CDT.

Sincerely,

City of Richardson