

MICHAEL D. BORG
Town Manager



TOWN OF NORTH ATTLEBOROUGH
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North Attleborough MA 02760
508-699-0100

February 21, 2025

Important Information About Your Town of North Attleborough 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 medical and prescription drug coverage provided by the Town of North Attleborough through Massachusetts Strategic Health Group (MSHG). 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 Plan will be provided by **Aetna Medicare Advantage Prescription Drug (MAPD) Plan** effective April 1, 2025.

In addition to the new plan, the Town of North Attleborough 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.

About Your New Plan

Plan Highlights:

- \$0 Medical and Prescription Deductible
- \$0 Medicare covered medical services
- \$0 Routine eye exam every 12 months
- \$150 Eyewear allowance every 12 months (For in and out-of-network)
- \$0 Routine hearing exam every 12 months
- \$2,000 Hearing aid allowance per ear every 24 months (*Must use NationsHearing providers)

- \$0 Routine chiropractic services (20 Visits per year)
- Meal delivery following hospitalization (up to 14 meals)
- \$0 Copay for transportation service (up to 24 one-way trips per year, 60 miles per trip)
- \$0 Copay for wigs (\$350 allowance every year)
- \$150 Fitness Benefit Allowance every year (Including fitness facilities membership, home gym equipment, and weight loss program membership)
- \$0 Enteral Formula
- Access to RetireeFirst Advocates for assistance with understanding and using your benefits

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 whether 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® Mail Order Pharmacy 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:

- Termination of Coverage Letter for Blue Cross Blue Shield Plan
- Aetna Pre-enrollment Kit
- Aetna Approval Letter
- Aetna ID card
- Aetna Welcome Guide - Includes information on how to access the 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.

We are required by law to give you the choice of opting out of the new plan. Since you are currently enrolled in the Town of North Attleborough medical and prescription drug plan it is unlikely that you would not want to participate in the new Aetna MAPD Plan. However, you have the option to opt-out. If you opt out, you will not have medical and prescription drug coverage through the Town of North Attleborough. Nevertheless, if you would like to opt-out, please call RetireeFirst Advocates at (508) 744-6804 (TTY 711) or toll free (833) 217-5312 (TTY 711) Monday-Friday, 8am-5pm EST.

You're Invited

RetireeFirst will be hosting an in-person informational retiree event as well as a virtual retiree presentation detailing the new plan and answering any questions you may have. Retirees, spouses, and/or dependents are invited to attend the below events:

Virtual Information / In-Person Location	Date	Time
Visit www.zoom.com and click <i>join</i> in the right-hand corner. Meeting ID: 870 0874 2026 Passcode: 123456	Wednesday, March 12, 2025	10:00am EST
Town of North Attleborough Facility 451 Elm Street North Attleborough, MA 02760	Tuesday, March 18, 2025	9:00am EST

Please RSVP for the in-person event by March 17, 2025 to RetireeFirst at (508) 744-6804 (TTY 711) or toll free (833) 217-5312 (TTY 711) Monday-Friday, 8am-5pm EST.

We strongly recommend that all Medicare-eligible retirees and/or dependents attend an in-person event or a virtual presentation to better understand any plan changes. Additionally, a Retiree Advocacy Webpage has been set up for easy access to the RetireeFirst plan and contact information. You can access this page at www.retireefirst.com/TownofNorthAttleborough. A recorded version of the Webinar presentation will be posted to the Retiree Advocacy Webpage after March 19, 2025 to view at your convenience.

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 **(508) 744-6804 (TTY 711) or toll free (833) 217-5312 (TTY 711) Monday-Friday, 8am-5pm EST**. The phone lines are open!

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael D. Borg", with a stylized circular flourish at the end.

Michael D. Borg, Town Manager
Town of North Attleborough

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.