



## *Plumbers and Steamfitters Local 577*

### *Health & Welfare Fund*

230 Lexington Green Circle • Suite 400  
Lexington, Kentucky 40503  
Toll-Free 888-999-7741 • Fax 859-226-1191

November 4, 2024

Dear Plumbers & Steamfitters Local 577 Health and Welfare Fund 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 Plumbers & Steamfitters Local 577 Health and Welfare Fund. Effective immediately, you have access to enhanced Retiree support for managing your Anthem Medicare Preferred PPO Plan. 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 at **toll free (855) 262-9917 (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 Anthem plan, 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

**Mailings to expect in the Coming Months:**

- A new Anthem ID card
  - You will present this card for medical and prescription services.

- Annual Notice of Change (ANOC)

Keep in mind you and your dependents may receive these items on different days; this is normal.

## You're Invited

RetireeFirst will be hosting an informational Retiree event detailing the new plan and answering any questions you may have. Retirees, spouses, and/or dependents are invited to attend this in-person event:

Location	Date	Time
<b>Location:</b> Union Hall <b>Address:</b> 1236 Gallia St. Portsmouth, OH 45662	11/22/2024	9:00am EST

**Please RSVP for the in-person event by 11/20/2024 to RetireeFirst toll free at (855) 262-9917 (TTY 711) Monday-Friday, 8am-5pm EST.**

We strongly recommend that all Medicare-eligible retirees and/or dependents attend this Retiree event 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/local577](http://www.retireefirst.com/local577).

Enclosed in this mailing is also a Frequently Asked Questions document to answer questions you might have now and a magnet with your dedicated RetireeFirst Plumbers & Steamfitters Local 577 Health and Welfare Fund phone number. If you have questions about any information in this letter, please do not hesitate to call RetireeFirst Advocates toll free at (855) 262-9917 Monday-Friday, 8am-5pm EST. The phone lines are open!

Sincerely,

Plumbers & Steamfitters Local 577 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.