



# CLINTON COUNTY ROAD COMMISSION

**Managing Director:** Douglas Steffen

**Board Members:** Gail A. Watkins  
Michael J. Frederick  
Kevin P. Holt

November 13, 2023

Dear Medicare-eligible Retiree and/or Dependent,

I truly hope this finds you doing well and staying healthy.

Renewal numbers are in, and we are pleased to share that we will continue with Humana in 2024. Additionally, we did **not** receive an increase in monthly premium cost (above the 2016 rate freeze). What does this mean for you? Good news!

- Humana coverage remains the same, no monthly premium payment is required for 2024.
- Delta Dental remains the same, no monthly premium payment is required for 2024. No cards will be issued, present your social security number for coverage.
- VSP remains the same, no monthly premium payment is required for 2024. No card will be issued, present your social security number for coverage.

For 2024, Humana has added a layer of service to your plan! We are excited to inform you that effective immediately, you have access to enhanced Retiree support for managing your Humana Group Medicare Advantage PPO and Prescription Drug (MAPD) Plan. **This is not a change to your plan or your coverage.** 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 (989) 202-1213 (TTY 711) or toll free (866) 280-3475 (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 insurance carrier, provider's office, and pharmacy. RetireeFirst Advocates build real relationships with you and truly care about helping you navigate Medicare, understand your benefits, and connect you to programs that can improve your health and wellbeing. With RetireeFirst, you can rest assured that you have a dedicated team of experts on your side to help you make the most of your retiree benefits.

3536 S. US Highway 27 / St. Johns, MI 48879 / Ph (989)224-3274 / Fax (989)224-4003

Website: [www.ccrcc-roads.com](http://www.ccrcc-roads.com)

Email: [ccrc@ccrc-roads.com](mailto:ccrc@ccrc-roads.com)

**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
- Assist with Medicare Questions

## You're Invited!

RetireeFirst will be hosting a virtual retiree presentation detailing the additional support you will have and answering any questions you may have. Retirees, spouses, and/or dependents are invited to attend this online event:

Virtual Presentation	Date	Time
Visit <a href="http://www.zoom.com">www.zoom.com</a> and click <i>join</i> in the right-hand corner. Meeting ID: 850 0322 7632 Passcode: 123456	Monday, December 4, 2023	1:00pm EST

We strongly recommend that all Medicare-eligible retirees and/or dependents attend this virtual presentation. A recorded version of the presentation will be posted to [www.retireefirst.com/clintoncrc](http://www.retireefirst.com/clintoncrc) after December 11, 2023 view at your convenience.

Also enclosed in this mailing is a RetireeFirst magnet with your dedicated Clinton County Road Commission phone numbers.

**If you have moved, or have a new phone number or email address, please contact me to update your records as soon as possible.**

As always, I wish you continued good health and happiness!

Sincerely,

**Katie Staley**

Payroll/HR Clerk  
Clinton County Road Commission  
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[staleyk@ccrc-roads.com](mailto:staleyk@ccrc-roads.com)

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