



RetireeFirst

December 29, 2023

Dear NECA IBEW Family Medical Care Plan Medicare-eligible Retiree and/or Dependent,

We are excited to inform you that effective immediately, you have access to enhanced Retiree support for managing your UnitedHealthcare® Group Medicare Advantage PPO and Prescription Drug (MAPD) plan with Sav-Rx Wrap. **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 (706) 229-8769 (TTY 711) or toll free (855) 220-9437 (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 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 Enrolling into Medicare

You're Invited

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

Virtual Presentation	Date	Time
Visit www.zoom.com and click <i>join</i> in the right-hand corner. Meeting ID: 849 1245 1793 Passcode: 123456	1/24/2024	10:00am EST

We strongly recommend that all Medicare-eligible retirees and/or dependents attend this virtual presentation to better understand any plan changes. A recorded version of the presentation will be posted to www.retireefirst.com/fmcp after 1/30/2024 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 (706) 229-8769 (TTY 711) or toll free (855) 220-9437 Monday-Friday, 8am-5pm EST. The phone lines are open!

Sincerely,

NECA IBEW Family Medical Care Plan