



GRATIOT COUNTY DEPUTY ADMINISTRATOR

HUMAN RESOURCES DEPARTMENT

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Dear Gratiot County 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 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) 250-7506 (TTY 711) or toll free (866) 280-6049 (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.

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 www.zoom.com and click <i>join</i> in the right-hand corner. Meeting ID: 829 0759 7438 Passcode: 123456	Tuesday, December 5, 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/gratiotcounty after December 12, 2023 to view at your convenience.

Also enclosed in this mailing is a RetireeFirst magnet with your dedicated Gratiot County phone numbers and 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 **(989) 250-7506 (TTY 711) or toll free (866) 280-6049 (TTY 711) Monday-Friday, 8am-5pm EST**. The phone lines are open!

Sincerely,

Gratiot County