



1005 Merriman Street Port Neches, Texas 77651
P.O. Box 758 Port Neches, Texas 77651
office 409.727.2182 fax 409.719.4302
www.ci.port-neches.tx.us

May 7, 2024

Important Information About Your City of Port Neches Retiree Medicare Supplement Insurance Benefits

Dear Medicare-eligible Retiree and/or Dependent,

We are writing to inform you that there will be a change to your Medicare Supplement insurance coverage provided by the City of Port Neches. 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 Supplement Plan will be provided by **United American Insurance Company** effective July 1, 2024.

In addition to the new plan, the City of Port Neches has 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. 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.

About Your New Plan

Plan Highlights

- Comprehensive and benefit-rich plan available (Plan F) at no cost to the retiree
- Medicare Covered Medical Services are \$0 cost to you.
- Access to RetireeFirst Advocates for assistance with understanding and using your benefits.



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Important Things to Know:

- You must be enrolled in Medicare Parts A and B to participate in the United American Medicare Supplement Plan.
- You will present both your Medicare card and your new United American Medicare Supplement ID card to medical providers.
- No referrals are needed for Medicare covered medical services.

Mailings to Expect in the Coming Months:

- United American Welcome Kit and ID Card
- 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 City of Port Neches Medicare Supplement Plan provided through AARP/UHC, it is unlikely that you would not participate in the new United American Medicare Supplement Plan. However, you have the option to opt-out. If you opt out, you will not have Medicare Supplemental insurance coverage available through the City of Port Neches. Nevertheless, if you would like to opt-out, please call RetireeFirst Advocates at 409.224.8408 (TTY 711) Monday-Friday, 8am-5pm CST

You're Invited

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

In-person Location	Date	Time
In-Person Retiree Breakfast Location: City of Port Neches Council Chambers Address: 1005 Merriman Street Port Neches, TX 77651	5/22/2024	10:00 am CST

Please RSVP for the in-person event by 5/21/2024 to RetireeFirst 409.224.8408 (TTY 711) Monday-Friday, 8am-5pm CST.



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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 **409.224-8408 (TTY 711) Monday-Friday, 8am-5pm CST**. The phone lines are open!

Sincerely,

City of Port Neches

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.