

RetireeFirst's Approach to Helping Retirees Understand Benefits

Navigating the world of Medicare can be challenging for retirees. **Retirement Living's Medicare Advantage Satisfaction Index** by Jeff Smith recently shed light on the confusion many Medicare Advantage beneficiaries face when it comes to understanding their healthcare. At RetireeFirst, we're committed to offering support to address these challenges, ensuring that retirees can make the most informed choices about their health and benefits.

Only **44%**
of Medicare Advantage
beneficiaries said they fully
understand their plan.*

RetireeFirst helps our members understand and use their benefits through our advocate-based approach.

In 2023, RetireeFirst Advocates handled **50,000+** calls related to plan design questions and **14,000+** calls concerning network issues.

RetireeFirst helps resolve billing issues for retirees leading to improved clarity and fewer instances of unexpected bills.

In 2023, RetireeFirst Advocates managed **60,000+** calls dedicated to resolving billing issues and providing informative responses to billing inquiries.

51%
say confusion causes
issues. More than half of the
beneficiaries surveyed saw
unexpected bills and nearly
one-third (32%) delayed or
avoided medical care due
to confusion.*

45%
believed there was
inadequate communication
and education about the
benefits their plan offers.*

RetireeFirst Advocates truly care about helping members understand their benefits and proactively communicate with members about programs that can improve their health and wellbeing.

In 2023, our team arranged over **2,000** preventative care visits. We also educated more than **13,000** retirees about preventative services, including annual wellness visits, diabetic eye exams, and breast cancer screenings.

RetireeFirst

RetireeFirst.com

Source: Internal RetireeFirst data from 1/1/23–9/28/23

*www.retirementliving.com/medicare-advantage-satisfaction-index