

City of Saint Paul
UnitedHealthcare Group Medicare Advantage (PPO) Plan
2022 Open Enrollment Period FAQs

Monday, November 1, 2021

Below are some of the commonly asked questions from the 2022 Open Enrollment meetings held on October 19, 21 and 22, 2021.

1. Q: Can I continue to see my HealthPartners providers?

A: Yes, you will still be able to see your HealthPartners providers, including hospitals, clinics, specialists, etc. Your experience with your HealthPartners medical providers will remain the same.

2. Q: Will I still be able to access my HealthPartners information from the *myHealthPartners* account?

A: Yes, you will still be able to access your *myHealthPartners* account as you do today. Your online experience with HealthPartners will remain the same.

3. Q: Does the City's Medicare Advantage plan include prescription drug coverage?

A: Yes, the City's Medicare Advantage plan includes Part D prescription drug coverage. There is no need to enroll in a separate Part D prescription drug plan.

4. Q: WellDyne is my current Prescription Benefit Manager (PBM). Who will be my PBM for the City's Medicare Advantage plan?

A: OptumRx will be your new PBM when your Medicare Advantage plan becomes effective.

5. Q: Do I need to do anything to get my mail order prescriptions transferred from WellDyne to OptumRx?

A: In **early December**, you will receive the following **2 separate mailings** from UnitedHealthcare related to the City of Saint Paul Medicare Advantage plan:

1. Your new UnitedHealthcare member ID card along with a Quick Start Guide that gives you more information on how your benefits work.
2. A communication with additional details on steps you can take to ensure a smooth transition of your prescription drugs, such as mail order and medications that may require a prior authorization.

IMPORTANT

- We encourage you to contact UnitedHealthcare Customer Service anytime to see how your prescriptions are covered under the new plan.
- As it relates to transitioning your mail order and medications that may require a prior authorization, you must wait until you receive the **2 separate mailings from UnitedHealthcare in early December** before contacting UnitedHealthcare to transition your prescriptions.
- This will ensure your enrollment is fully processed by UnitedHealthcare and you are recognized as a member of the St. Paul Public Schools Medicare Advantage plan.

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6. Q: Is YMCA part of Renew Active network?

A: To find facilities participating in Renew Active near you, please visit www.uhcrenewactive.com and enter in the zip code of your choice in the box under “Find a Fitness Location Near You”. If you do not find your specific facility, contact UnitedHealthcare customer service at 1-866-519-5652, TTY 711, 8am-8pm local time, 7 days a week to nominate your facility.

7. Q: Does the \$3,000 annual Out of Pocket maximum apply to only medical or medical and prescription drugs?

A: The \$3,000 annual Out of Pocket maximum only applies to covered medical services. Once your medical copays or co-insurance reach \$3,000, the rest of your medical services for the remainder of the plan year will be covered at 100% with no cost to you. For prescription drug coverage, you will only be responsible for the designated copays for your medication. The Plan copays are dependent upon the Tier (1, 2, 3, 4) classification of your medication.

8. Q: Are vaccinations or immunizations fully covered under this plan?

A: Vaccinations or immunizations such as the COVID-19, flu, pneumonia, and hepatitis B vaccines are covered at 100% under this plan. If a vaccine or immunization is considered medically necessary, it will be covered under this plan. For complete benefit information, please refer to the Summary of Benefits or Evidence of Coverage.

9. Q: Are we able to purchase glasses in the coming year (2022) if we had an eye exam under our current coverage (2021)?

A: Yes, as a member of the City’s UnitedHealthcare Group Medicare Advantage PPO plan, you will be able to utilize the \$150 allowance towards the purchase of glasses or contact lenses anytime in 2022, no matter when you had your last eye exam.

10. Q: Are dental benefits included on this plan?

A: Routine or supplemental dental services aren’t included on this plan. Your dental coverage will continue with your current carrier.

11. Q: Will there be a copy of the presentation available for viewing in the future?

A: There is an online recording available on www.uhcretiree.com/saintpaul. It can be found under the “Enrollment Information” section and is labeled “ [2022 open enrollment meeting presentation](#)”.

12. Q: Do the benefits change while I travel domestically? Is “Assist America” available with this plan?

A: The City’s UnitedHealthcare Group Medicare Advantage PPO plan is a National plan covering eligible retirees regardless of where they reside in the U.S., D.C. and 5 U.S. territories. Also, the benefits remain the same regardless if you see an in-network or an out of network provider as long as they accept Medicare and the plan. Should you encounter a provider who does not

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accept the City's Medicare Advantage plan, please contact UnitedHealthcare customer service at 1-866-519-5652, TTY 711, 8am-8pm local time, 7 days a week, and an Advisor will reach out to the provider on your behalf to explain the plan and benefits. Assist America isn't included on this plan at this time.

13. Q: Are authorized representative forms required to speak on a retiree's behalf?

A: Yes, authorized representative / power of attorney forms are required to speak on a retiree's behalf. You can find these forms online at www.UHCRetiree.com/saintpaul or simply call UnitedHealthcare customer service at 1-866-519-5652, TTY 711, 8am-8pm local time, 7 days a week to request a copy to be mailed to you. You can also provide verbal attestation or permission for your authorized representative / power of attorney to speak with UnitedHealthcare customer service agents on your behalf. This will need to be done every time you contact UnitedHealthcare customer service, should you choose this option.

14. Q: Do I need to register online at www.UHCRetiree.com/saintpaul to view copays and other materials?

A: It is not required to register online, however, it is highly recommended since it will give you access to a lot of important information and benefits, including:

- Look up your latest claim information
- Review benefit information and plan materials
- Sign up to get your Explanation of Benefits online
- Print a temporary member ID card and request a new one
- Look up drugs and how much they cost under your plan
- Search for network doctors
- Explore Renew by UnitedHealthcare, our member-only Health & Wellness experience