

## “Hello, this is UnitedHealthcare calling...”

In January, Medicare-eligible PEEHIP members covered on a retiree contract should be prepared for two phone calls from UnitedHealthcare.

- One call will be a **Welcome call** from UnitedHealthcare. The purpose of this call is to welcome you to the UnitedHealthcare® Medicare Advantage plan, provide a little more information about your plan and to answer any questions you may have. This is a great opportunity for you to ask questions about your medical or prescription drug coverage.
- The purpose of the second call will be to offer you the opportunity to take a **health assessment survey**. Medicare requires that UnitedHealthcare offer this survey to all new plan members within the first 90 days of their new plan coverage. However, it is not a requirement that you take the survey. Your responses on the survey can help UnitedHealthcare connect you to healthcare programs and services that may be beneficial for you. The survey is easy to complete over the phone. If you do not take the survey over the phone, UnitedHealthcare will mail you a paper survey that you can complete and return to UnitedHealthcare. Please be assured that your survey responses are completely confidential (never shared with PEEHIP) and will not impact your healthcare coverage. ●

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## New ID Cards Will Be Delivered in December

If you are enrolled in PEEHIP coverage, you will be mailed a new ID card this month with a new contract number shown on the front of that card. The card will also show either a new effective date or issue date which is relative to the newly assigned contract number.

Receiving this card is not indicative of any change to your coverage, except for Medicare-eligible members, whose new UnitedHealthcare® Group Medicare Advantage (PPO) card should be used for medical and prescription services beginning January 1, 2017. New cards will come from the following list of PEEHIP's insurance administrators:

- Blue Cross Blue Shield Hospital Medical plan (Group 14000)
- MedImpact Prescription Drug ID card (if enrolled in Group 14000 Hospital Medical plan above)
- Blue Cross Blue Shield Supplemental Medical plan (Group 61000)
- Southland Benefit Solutions optional plans: Cancer, Dental, Indemnity, and Vision
- UnitedHealthcare® Group Medicare Advantage (PPO) plan

The mailing of these cards is an added security benefit to PEEHIP members by printing newly created unique contract numbers on the front of each card. The new contract numbers are independent to each insurance administrator and do not get transmitted to PEEHIP nor do they link to any data maintained by PEEHIP. Therefore, PEEHIP is pleased to offer this security enhancement to better safeguard our members' protected information.

Effective January 1, 2017, please destroy your current insurance ID card and begin showing your new card to your provider of healthcare service to ensure that your claims process correctly. If you have questions about your new card, please call the toll-free number shown on the back and a customer service representative will be happy to assist you.

For more information concerning the new PEEHIP ID cards, please see the PEEHIP November 2016 Advisor newsletter which can be found on our website at [www.rsa-al.gov/index.php/members/peehip/pubs-forms/peehip-newsletters/](http://www.rsa-al.gov/index.php/members/peehip/pubs-forms/peehip-newsletters/). ●