



OPERS Retiree Health Care

Transitioning to the Connector

www.opers.org | 800-222-7377



COMMUNICATIONS PRIOR TO AGE 65

Announcement Letter

Approximately six months prior to age 65

- An early introduction to the following topics:
Signing up for Medicare, learning about Via Benefits, enrolling in a medical and pharmacy plan and knowing what to expect next.

Pre-Birthday Letter

Approximately three months prior to age 65

- Reminds participants to enroll in Medicare Parts A and B.
- Includes your HRA allowance estimate.
- Includes *Understanding the Basics: Medicare and the OPERS Medicare Connector*.

Enrollment Guide

Approximately three to four months prior to age 65

- Explains how to evaluate your needs and options.
- Introduces “My Account and Personal Profile” on the Via Benefits website where you can compare plans and prepare for your enrollment call.
- Includes a final checklist for enrollment, a notes section and frequently asked questions.

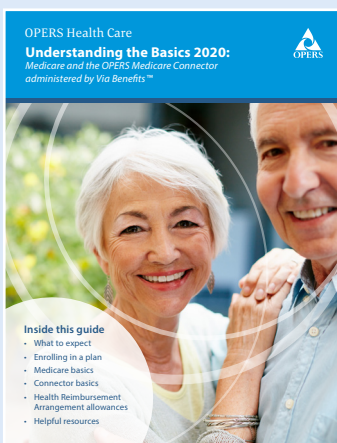
Appointment Call, Appointment Confirmation Card and Enrollment Call

Within three months prior to age 65

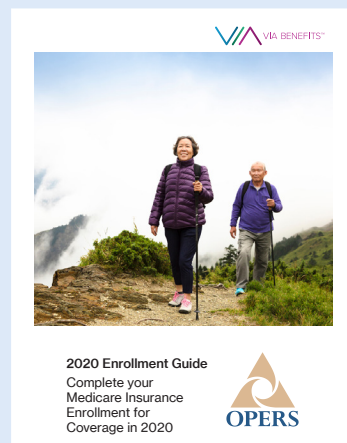
- Appointment Call: Complete your Via Benefits profile and schedule your enrollment call.
- Appointment Confirmation Card: A helpful reminder displaying your enrollment appointment date and time.
- Enrollment Call: Review options that best suit your needs and enroll in an individual Medicare plan.



Announcement letter



Understanding the Basics:
Medicare and the OPERS
Medicare Connector



Enrollment Guide

COMMUNICATIONS AFTER ENROLLMENT THROUGH VIA BENEFITS

Selection Confirmation Letter

One to two weeks after plan enrollment

- Includes a confirmation number, name of the selected health care insurance carrier and plan selections, premium amount and coverage effective date.

Getting Reimbursed Guide

Month of new plan effective date

- Details the HRA program and how to access and manage funds throughout the year. Topics include: managing your HRA online, the reimbursement process, submitting reimbursement requests, and understanding your Explanation of Payment statements.



*Getting Reimbursed
Guide*

Next Open Enrollment Period

- Contact Via Benefits to review your medical and prescription plans every year during fall enrollment as your plans may have changed or your medical and prescription needs may be different.

RESOURCES

Services and organizations that can answer your questions about Medicare

Medicare	medicare.gov	800-633-4227
Medicare Fraud Reporting Pro Seniors	proseniors.org	800-488-6070
Ohio Department of Insurance	insurance.ohio.gov	800-686-1526
Ohio Senior Health Insurance Information Program (OSHIIP)	insurance.ohio.gov	800-686-1578
Ohio Department of Aging	aging.ohio.gov	800-266-4346
OPERS	opers.org	800-222-7377
Via Benefits	https://My.ViaBenefits.com/OPERS	844-287-9945
Ohio Department of Job and Family Services	jfs.ohio.gov/ohp	800-852-0010
Ohio Department of Medicaid	medicaid.ohio.gov	800-342-8680
Ohio Department of Health	odh.ohio.gov	800-342-0553
Social Security	ssa.gov	800-772-1213

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