

Get Ready With OneExchange

OPERS has been providing participants with information about our move to the OPERS Medicare Connector for more than a year. We hope by now you have a good grasp on why the Connector is a positive change and an understanding of how your new medical coverage is going to be different. It's time to start thinking about the action you'll need to take during the upcoming enrollment period with OneExchange (October through December 2015).

OPERS and OneExchange will provide you with information to help you enroll with OneExchange this fall. Here are some things you can do on your own to get prepared:

- 1** *In-person Get ready with OneExchange seminars* – Attend an optional seminar facilitated by representatives from OneExchange and OPERS. Seminars will be held around the state of Ohio with additional sessions in Florida and Arizona. Please look inside for a full schedule and registration instructions. (pages 2 and 3)
- 2** *Live Get ready with OneExchange online webinars* – Participate in an optional webinar, presented by OneExchange and OPERS, from your computer or mobile device. Please look inside for a full schedule and registration instructions. (page 3)
- 3** *Who are the OneExchange Licensed Benefit Advisors (LBA)* – By reading this information, you'll learn that LBAs are knowledgeable and extensively trained. You'll also learn how they can help you during the enrollment process this fall. (page 4-5)
- 4** *OneExchange Online Personal Profile* – Set up your profile and provide essential information in advance of your enrollment call. Setting up your personal profile will allow you to shop medical plans during the open enrollment season. (page 6)
- 5** *Prepare for your call* – Read useful tips about preparing for and getting the most out of your enrollment call with OneExchange. (page 6)



Get ready with OneExchange Education Events

Attend an optional in-person seminar close to your home. You can register for a *Get ready with OneExchange* seminar through your online account by selecting “Tools and Resources” then “Seminars and Counseling” or by calling OPERS at 1-800-222-7377.

All Ohio dates feature seminars at 10 a.m., 2 p.m. and 6 p.m. unless otherwise indicated on the online registration screen. There are a few locations where just two sessions are scheduled per day.

Ohio seminars

Rootstown	August 3 & 4	Findlay	September 2 & 3
Boardman	August 4, 5 & 6	Portsmouth	September 3 & 4
Cleveland South	August 10, 11 & 12	Athens	September 8 & 9
Tiffin	August 11 & 12	Steubenville	September 8 & 9
Piqua	August 12	Cincinnati	September 8, 9 & 10
Lima	August 12 & 13	Columbus	September 9
Dayton Beaver creek	August 17 & 18	West Chester	September 9 & 10
Perrysburg	August 17, 18 & 19	Reynoldsburg	September 10 & 11
Cambridge	August 19 & 20	Westlake	September 14 & 15
Chillicothe	August 19 & 20	Toledo	September 15, 16 & 17
Akron	August 19, 20 & 21	Sharonville	September 23 & 24
Canton	August 24, 25 & 26	Coshocton	September 23 & 24
Worthington	August 25, 26 & 27	Mentor	September 29 & 30
Glouster	August 27 & 28		
Newark	August 31 & Sept. 1		
Worthington	September 1 & 2		
Zanesville	September 2 & 3		
Cleveland East	September 2 & 3		

These optional in-person presentations will focus on:

- Who is OneExchange?
- Who are Licensed Benefit Advisors?
- What are the benefits of setting up a OneExchange online Personal Profile?
- What does the Health Reimbursement Arrangement reimbursement process look like?



Get ready with OneExchange
Education Events *(continued)*

Florida and Arizona seminars

Florida

Bradenton	August 17
St. Petersburg	August 18
Bonita Springs	August 20

Ft. Myers	August 21
The Villages	August 31
The Villages	September 1 & 2

Arizona

Phoenix	September 28 & 29
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Attend a “live” online webinar from the comfort of your own home. Visit www.opers.org and click on “Educational Opportunities” under the heading of “Retirees” to register for webinars.

August 4	11 a.m. & 2 p.m.
August 5	2 p.m.
August 6	2 p.m.
August 11	11 a.m. & 2 p.m.

August 18	11 a.m. & 2 p.m.
August 19	2 p.m.
August 20	2 p.m.
August 25	11 a.m. & 2 p.m.
August 26	2 p.m.
August 27	2 p.m.
September 1	11 a.m. & 2 p.m.
September 2	2 p.m.
September 3	2 p.m.
September 8	11 a.m. & 2 p.m.
September 9	2 p.m.
September 10	2 p.m.
September 15	11 a.m.





Who are the OneExchange Licensed Benefit Advisors?



Hello, I'm Mary Ella, a Licensed Benefit Advisor with OneExchange. I understand the decisions you're facing and I'm here to help you!

- ✔ I'm fully trained on all the types of insurance plans offered by OneExchange.
- ✔ I'll help you find a health care plan(s) to fit your unique needs and budget.
- ✔ I'm always up-to-speed on any changes to Medicare health insurance policies.
- ✔ I don't receive a commission from insurance carriers or OneExchange.
- ✔ I am licensed and understand the insurance options available in your state.
- ✔ I'm located right here in the United States of America.
- ✔ I am in my late 60's. The average age of a Licensed Benefit Advisor is 43.



Who are the OneExchange Licensed Benefit Advisors? *(continued)*

Each Licensed Benefit Advisor with OneExchange completes a thorough six-part training and licensure curriculum. Candidates must complete each of the following parts in order before they become a Licensed Benefit Advisor.

- 1 **Initial phase** – Computer skills, licensure probability screening
- 2 **Background Check** – Social Security number trace and validation, criminal background check, credit check
- 3 **State Licensure** – Must obtain license in Utah or Texas and seek license privileges in other states
- 4 **OneExchange University** – Candidates must pass this in-depth, six-week specialized training program. The program includes training in OneExchange and OPERS culture, insurance basics, Medicare, insurance carrier knowledge, systems, call flow, quality monitoring, compliance, HRA knowledge and senior sensitivity
- 5 Complete the American's Health Insurance Plans certification course with a grade of at least 90 percent








OneExchange Online Personal Profile

Complete your OneExchange online Personal Profile in advance

Benefits of creating your online Personal Profile include:

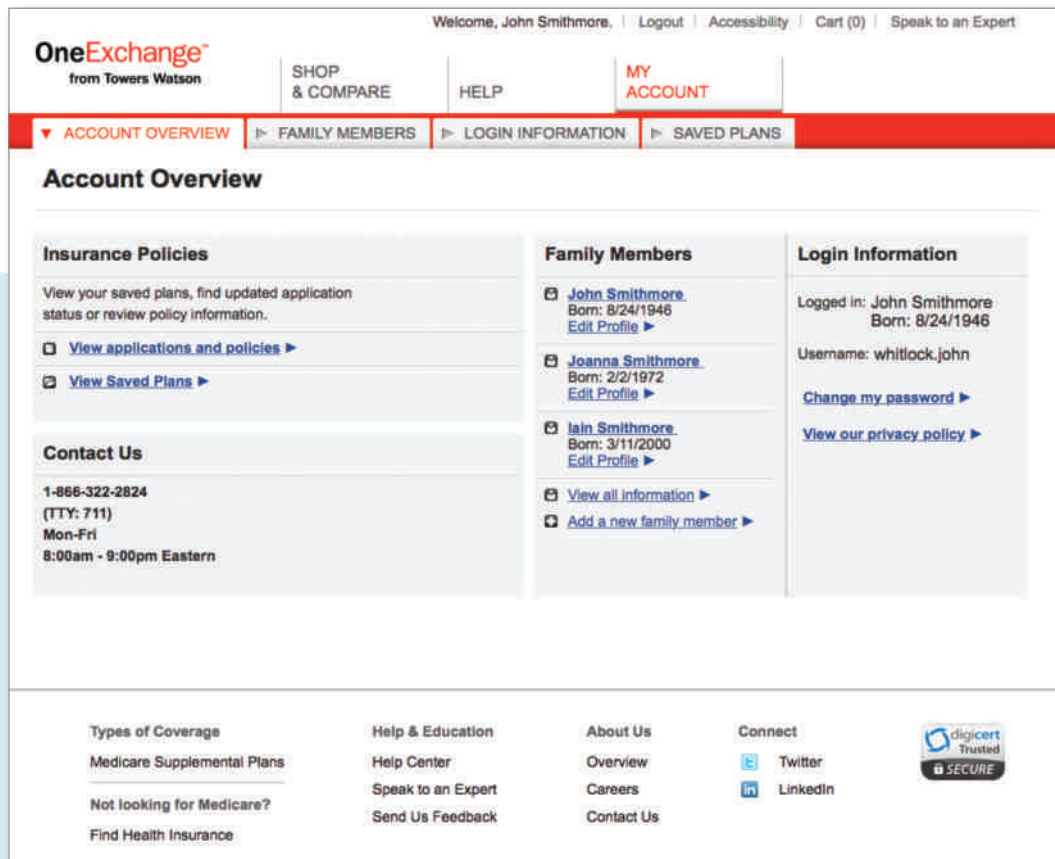
-  You can enter your prescription medications.
-  You can compare different types of Medicare plans that might be right for you.
-  Your Licensed Benefit Advisor will be able to see this information prior to your enrollment call, making your call shorter and more efficient.

How do I create a profile?

- 1** Visit www.medicare.oneexchange.com/OPERS. The website will be operational on July 13, 2015.
- 2** Click on “My Account.”

Don't use a computer?

Don't worry – your Licensed Benefit Advisor can collect all of your information at the beginning of your enrollment call. Or, consider asking a trusted friend, relative or caregiver to help you complete your Personal Profile online.





Get prepared for your enrollment call

Here's what to expect on your enrollment call and some tips to help you get prepared:

- Once the OneExchange/OPERS phone number (1-844-287-9945) is operational on July 13, 2015, call OneExchange and schedule your enrollment appointment call to take place between October and December.
- You are responsible for calling OneExchange on your scheduled enrollment date at your designated time. Be sure and mark it on your calendar.
- During the enrollment call, you'll receive personalized help from a Licensed Benefit Advisor to select a health care plan that best suits your needs and budget.
- You will not have a time limit. Take your time, ask questions and select the plan that best fits your needs.
- Your call will be recorded for your protection and documentation of your selections.
- Licensed Benefit Advisors are based in the U.S. and are experienced in helping retirees with their health care plan needs. They will understand you.
- Prepare to be on the call for at least one hour per person enrolling. Take into consideration factors such as your phone battery and your personal comfort before making the call.

Get prepared for your enrollment call:

Have the following personal and Medicare information available for yourself and your spouse (if your spouse is enrolling in the Connector):

- Full legal name, phone number, address, social security number and your Medicare ID card
- A complete list of all your current prescription medications including strength and frequency
- A complete list of the doctors you see including their address and phone number
- Your billing, credit card or banking information to make your first payment information to make your first payment (some plans may require this during the enrollment call)

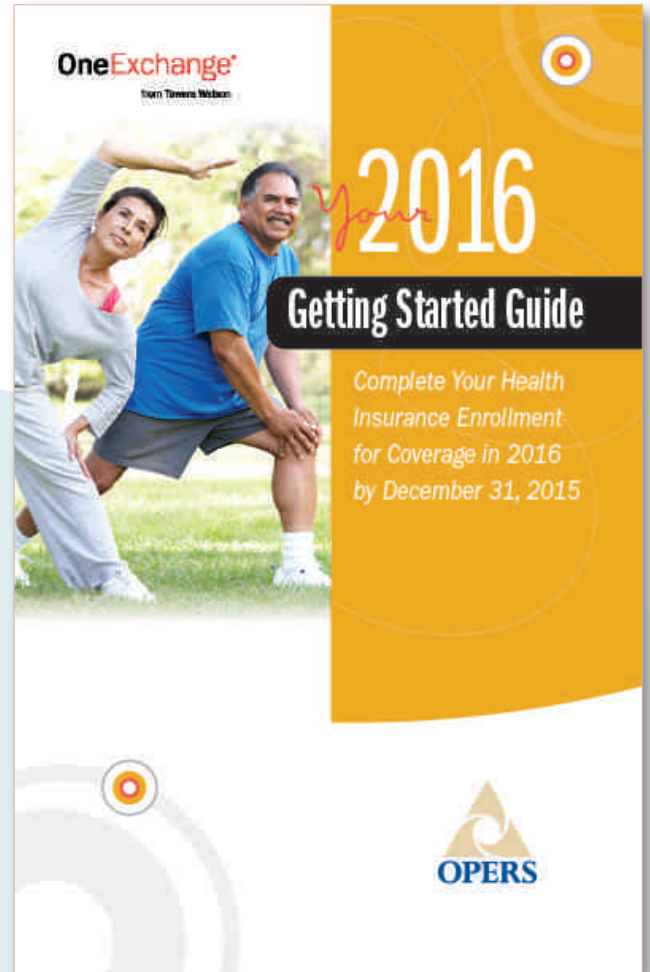




Get prepared for your enrollment call *(continued)*

Again, to save time on your enrollment call, you can provide much of this information in advance by completing an online Personal Profile. For the security of your personal information, you will be asked to validate this information as part of the enrollment call. Also, consider enlisting a friend or family member to be on the call with you. It can help to have a second pair of eyes and ears for recalling details and taking notes.

More information and a place to record these items are included within your OneExchange **Getting Started Guide** which you will receive in the mail in mid-July.



Need more information?

Please visit www.opers.org/Connector for the most up-to-date information on the OPERS Medicare Connector. OPERS is here and available to help you during this transition. If you have questions or concerns that you have not been able to find an answer to within our Connector education materials, please call OPERS at 1-800-222-7377.



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