

# Enrollment Guide for Medicare-eligible Individuals



## Look inside to learn more about:

- Connecting with a benefits counselor.
- Exploring your new healthcare coverage options.
- Enrolling in a plan that meets your needs and budget.

This Enrollment Guide contains important information on your retiree healthcare benefit options and how to enroll in new coverage. It is important that you read through all pages carefully.

You must take action by enrolling in your new healthcare plan with a benefits counselor during your enrollment period. If you delay your enrollment, there is the potential that you will face a gap in coverage.

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## Mercer Marketplace 365+<sup>SM</sup>

Mercer Marketplace 365+<sup>SM</sup>\* Retiree  
P.O. Box 14401, Des Moines, IA 50306-3401  
1-855-230-2064 (toll-free)  
1-515-243-1776 (participants outside of the US)  
Dial 711 (deaf or hard of hearing individuals)  
1-857-362-2999 (fax)  
retiree.exchange@mercer.com  
<http://retiree.mercermarketplace.com/aramco>

\* Services provided by Mercer Health & Benefits Administration LLC.





This guide has been organized to provide you with a clear road map for your upcoming healthcare plan change.

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### SUCCESSFUL ENROLLMENT USING A STEP-BY-STEP PROCESS

Following these steps will help you understand what to expect, what is needed, and how to get ready for a smooth transition.

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### PREPARING FOR YOUR CONSULTATION

Using this guideline will help you get the most out of your appointment with your benefits counselor.

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### COVERAGE AND PLAN TYPES

Utilize these pages for understanding which plan options may best fit your needs and budget.

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### OTHER INSURANCE OPTIONS

Understand how you can build complete coverage with dental and vision insurance.

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### HRA INFORMATION

Understand important facts about the Health Reimbursement Arrangement (HRA) account your former employer will be providing. The Reimbursement Instructional Guide goes into greater detail about this account.

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### ASSISTANCE BEYOND ENROLLMENT

Our team is available year-round to answer any questions or concerns you may have regarding any healthcare plan related matter.

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### ADDITIONAL MEDICARE RESOURCES

The Centers for Medicare and Medicaid Services provides a variety of learning opportunities you may wish to explore.

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### FREQUENTLY ASKED QUESTIONS

Review these FAQs to help guide the transition to your new healthcare plan.

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### HEALTHCARE PROVIDER AND PRESCRIPTION DRUG INFORMATION

Record this important information and send to us 10-14 days before your consultation.

# Welcome to Mercer Marketplace 365+ Retiree

Having the right healthcare coverage to meet your needs and budget during retirement is important. That's why Aramco has engaged Mercer Marketplace 365+ Retiree to help you evaluate your new plan options and enroll in a healthcare plan that best fits your needs and budget.

This change is intended to provide retirees and eligible dependents with more flexibility and assistance with:

- Spending your healthcare dollars.
- Providing access to a greater variety of plans in the marketplace.
- Connecting you with an experienced, licensed benefits counselor who will assist you in making a new healthcare plan election.

## **You will shop for and enroll in your new healthcare coverage through Mercer Marketplace 365+ Retiree.**

You now have several options to choose from to meet your healthcare and prescription drug needs. Mercer Marketplace 365+ Retiree and its benefits counselors are ready to support you before, during, and long after your health plan changes. They will help you understand the different individual plans offered to you, assist you in determining which plans provide the coverage you need, and complete your enrollment when ready.

**You may be eligible for a Health Reimbursement Arrangement (HRA) account to help offset a portion of the cost of your healthcare plan.** When you enroll in a new individual medical plan with the help of a Mercer Marketplace 365+ Retiree benefits counselor, Aramco will provide you with a subsidy to offset the cost of your healthcare plan. This subsidy will be available to you through an HRA account. If this is a household account, it will be set up in the Aramco retiree's name. If you are a surviving spouse, the account will be set up in your name. This is a special, tax-free account that you may use to reimburse yourself for eligible healthcare plan expenses as defined by your employer and the IRS. The Reimbursement Instructional Guide, included in this package, provides more information about your HRA. To be eligible for the subsidy, you must enroll in coverage through a Mercer Marketplace 365+ Retiree benefits counselor.

**You will have assistance at every step from a benefits counselor.** A counselor will help you compare your health and prescription drug coverage options, and complete your enrollment when you are ready. You may also visit our website to learn more about the different plans and compare your coverage options. Refer to page 2 for more information about connecting with a benefits counselor.

**In the meantime, review this enrollment guide.** It contains tools and exercises to help you start learning about your new healthcare plan options. Completing the information requested in this guide will make it easy for you and a benefits counselor to evaluate your options and help you enroll on time.

**Our team is excited to serve you in this new program.** Benefits counselors are available to support you during your enrollment period. You may reach Mercer Marketplace 365+ Retiree:

- Online at <http://retiree.mercermarketplace.com/aramco> at your convenience, 24 hours a day, seven days a week.
- Any business day, from 8:00 a.m. to 5:30 p.m. Eastern Standard Time, at 1-855-230-2064 to set up a consultation; deaf or hard of hearing individuals should dial 711.

For additional information about Mercer Marketplace 365+ Retiree, including our compensation and privacy practices, please see the enclosed documents.

We look forward to working with you.

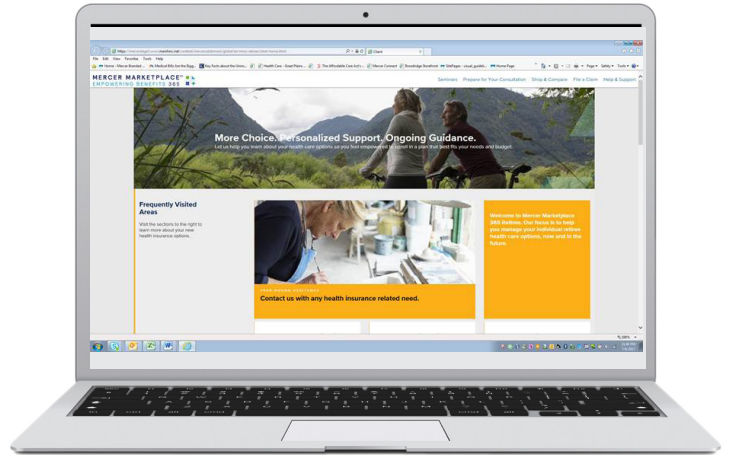
Mercer Marketplace 365+ Retiree





# What steps do I have to take to successfully enroll in my new plan?

This transition will be an easy one if you review the steps below and gather the requested information prior to your consultation. Doing so ensures you will be accurately and efficiently enrolled in the plan that best fits your needs and budget.



## one

### Step 1: Upon receipt

- Review this Enrollment Guide.
- If you are Medicare eligible, be sure you have enrolled in coverage for Medicare Parts A and B. You must have already enrolled in both in order to enroll in healthcare coverage with Mercer Marketplace 365+ Retiree. Contact the Social Security Administration at [www.ssa.gov](http://www.ssa.gov) or by calling 1-800-772-1213 (TTY 1-800-325-0778) if you have not yet enrolled in Medicare Part B.

## two

### Step 2: Schedule a consultation

#### CONSULT WITH A LICENSED BENEFITS COUNSELOR

Go online at <http://retiree.mercermarketplace.com/aramco> to schedule a one-on-one consultation with a licensed benefits counselor. From the navigation bar at the top of the page, click "Schedule a Consultation." If you prefer, you may also call to schedule. It is important to act NOW to select your date and time. Don't wait until the end of your enrollment period approaches before making this appointment; doing so may leave you with a short amount of time in which to make a decision.

## three

### Step 3: Before your consultation

VIEW AN ONLINE EDUCATIONAL SEMINAR  
You may view an online, pre-recorded educational seminar by visiting the home page at <http://retiree.mercermarketplace.com/aramco> From the home page, click on "Watch a Seminar" and follow the instructions for viewing the seminar.



# four

## Step 4: Prepare now

### PREPARING FOR YOUR CONSULTATION

Start by keeping track of your individual healthcare coverage needs. Providing correct and complete information will help your benefits counselor analyze your health plan coverage specifics:

- Use the worksheet on page 15 to list your important healthcare providers and prescription drugs; you may enter your prescription drugs online by visiting <http://retiree.mercermarketplace.com/aramco>
- Think about plan features that are important to you.
- Prepare any questions you may have for your benefits counselor.
- Have your Medicare insurance card handy, but do not mail or fax this information.
- Gather any documentation that pertains to a Power of Attorney, if applicable to you.
- Go online to visit our website: <http://retiree.mercermarketplace.com/aramco> Our online tools are easy to use, and utilizing them can help you feel more comfortable with this process and also reduce the amount of time you spend on the phone with your benefits counselor

# five

## Step 5: Conduct the consultation

### EXPLORE YOUR NEW PLAN OPTIONS WHEN YOU CONSULT WITH YOUR BENEFITS COUNSELOR

Please take this opportunity to utilize your benefits counselor and his or her health insurance expertise. He or she will present you with all of your options so you can feel confident about the decision you are making.

# six

## Step 6: Enroll in your plan(s)

### ENROLL IN YOUR NEW PLAN WITH YOUR BENEFITS COUNSELOR

When you are ready to enroll in your new plan(s), you will:

- Have your benefits counselor complete your enrollment over the phone.
- Provide information to set up payment for your premium.
- Be sent any forms that are required; please review, sign, date, and return promptly.

### WHAT HAPPENS AFTER I ENROLL?

After your effective date, you:

- May be contacted by your new insurance carrier in order to verify your enrollment; please do not ignore this request, as doing so could delay or nullify your coverage.
- Will receive your new insurance cards by mail from your insurance carrier within 2-4 weeks after your enrollment has been processed; please review them for accuracy.

### SET UP YOUR HRA DURING YOUR CONSULTATION

Don't forget to set up your HRA account. Utilizing your HRA account is an easy process, but you must take action by:

- First, paying for your premium or out-of-pocket healthcare expenses to your insurance carrier or provider.
- Then, submitting a claim for reimbursement from your HRA account.

The Reimbursement Instructional Guide provides greater detail about the entire process you should follow in order to efficiently submit your claims and receive reimbursement for eligible expenses.

### HERE'S A TIP

Store this enrollment guide and contact information in an easy-to-find location so you can contact us whenever a need arises.



# How do I schedule an appointment with a benefits counselor and how should I prepare for my consultation?

Follow these steps to ensure that you are prepared for your phone consultation with your Mercer Marketplace 365+ Retiree benefits counselor.

1

GO ONLINE AT [HTTP://RETIREE.MERCERMARKETPLACE.COM/ARAMCO](http://retiree.mercermarketplace.com/aramco) TO SCHEDULE A CONSULTATION WITH A BENEFITS COUNSELOR. From the navigation bar at the top of the page, click “Schedule a Consultation.” If you prefer, you may call 1-855-230-2064 to schedule your one-on-one consultation. If your spouse is also eligible to enroll, you may schedule your consultation together. Jot down the date and time for this appointment below:

Consultation Date: \_\_\_\_\_

Time: \_\_\_\_\_

2

COMPLETE THE HEALTHCARE PROVIDER AND PRESCRIPTION DRUG INFORMATION FORM included in this guide on page 15 and mail, fax, or email the following information at least 10-14 days before your consultation.

Address: Mercer Marketplace 365+ Retiree  
P.O. Box 14401  
Des Moines, IA 50306-3401  
Secure fax: 857-362-2999  
Email: retiree.exchange@mercer.com

Our benefits counselors are licensed insurance advisors; they are not salespeople who are compensated by commission. They receive no incentive for helping you enroll in any specific plan. Their goal is to work with you to help you arrive at a plan decision that is best for your needs and budget.



Your benefits counselor will ask you the following questions during your consultation, but it helps to have them in front of you and be better prepared for your call. Your answers to these questions will help your benefits counselor discuss healthcare insurance plans that best fit your needs.

### 3

#### CONSIDER YOUR ANSWERS TO THE FOLLOWING QUESTIONS PRIOR TO YOUR CONSULTATION:

- Do you have end stage renal disease (ESRD)?
- Do you currently reside in a Nursing Home or Assisted Living Facility?
- Do you anticipate spending considerable time away from your primary residence during which you would seek non-emergency medical care?
- Are you comfortable with an HMO/PPO network which may include some, but not all, of your providers and may not provide care outside your area without additional higher fees?
- Do you use healthcare providers that do not accept Medicare? (You can call your providers and ask the billing department.)
- Are you entitled to TRICARE For Life, other prescription drug/health benefits through the VA, or any other health or prescription drug benefits not listed here?
- Has Medicare or the Social Security Administration notified you that you are eligible for assistance with paying for Medicare prescription drug plan costs?
- Are you currently receiving Medicaid benefits?

### 4

#### BE READY ON THE DATE AND TIME YOU SELECTED FOR YOUR CONSULTATION, AND:

- Have your Medicare (red, white, and blue) ID card available for your consultation. You will need to provide both your Part A and Part B effective dates. Please do not email or fax this card or Medicare number.
- Allow enough time for the consultation, approximately 60-90 minutes.
- Make certain any family member or caregiver is available for the call if desired.
- Wait for your benefits counselor to call you.
- Promptly reschedule the consultation if you find you cannot keep the appointment you originally scheduled by going online at <http://retiree.mercermarketplace.com/aramco> or by calling 1-855-230-2064.



#### HERE'S A TIP!

You can shorten the amount of time you spend on the consultation call by submitting your prescription drug information and healthcare providers on the website by following these steps:

- Start by visiting the home page at <http://retiree.mercermarketplace.com/aramco>
- Under the "Prepare for your Consultation" section, click on "SUBMIT your Prescription Drug Information."
- Follow the step-by-step instructions for downloading and submitting the form.
- Repeat the process for submitting your healthcare providers under the "Prepare for Your Consultation" section, click on "Submit your Healthcare providers."
- Follow the step-by-step instructions for downloading and submitting the form.
- Your prescription drug and healthcare provider information will be pre-loaded and available for your benefits counselor prior to your consultation.





# How can I learn more about my Medicare options?

In most cases, when a person enrolls, they will choose between these options.

**Use this chart to help you decide which option is right for you.**

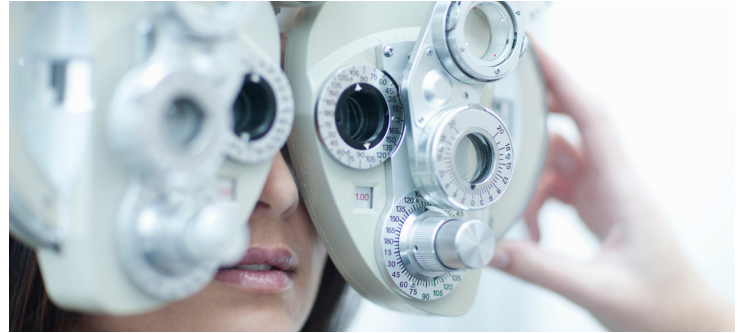
Step 1: Decide if you want	
Original Medicare WITH MEDICARE SUPPLEMENT	Medicare Advantage Plan LIKE AN HMO OR PPO NETWORK
PART A (HOSPITAL INSURANCE) PART B (MEDICAL INSURANCE)	PART C: INCLUDES BOTH PART A (HOSPITAL INSURANCE) & PART B (MEDICAL INSURANCE)
<p>Medicare provides this coverage.</p> <p>You have your choice of doctors, hospitals, and other providers that accept Medicare.</p> <p>Most people pay a monthly premium for Part B. In addition, you will pay deductibles for services covered under Parts A and B and pay co-insurance for all Medicare-covered services.</p> <p><b>IN ADDITION, YOU MAY ADD A MEDICARE SUPPLEMENT POLICY TO YOUR PARTS A AND B MEDICARE COVERAGE.</b></p> <p>These plans are offered by private insurance companies that pay all or part of the deductibles and co-insurance with predictable out-of-pocket expenses.</p> <p>If you have a Medicare Supplement policy you cannot join a Medicare Advantage Plan.</p> <p>No network restrictions, as long as the provider accepts Medicare.</p>	<p>Private insurance companies approved by Medicare provide this coverage.</p> <p>In most plans, you need to use approved network doctors, hospitals, and other providers or you will pay more.</p> <p>You pay a monthly premium (depending upon the plan), your Part B premium, and co-payments for covered services.</p> <p>Costs, rules, and coverage beyond what's covered in Medicare Parts A and B will vary by plan.</p> <p><b>Note:</b> If you join a Medicare Advantage Plan, you cannot have a Medicare Supplement policy.</p> <p>Normally you will see lower monthly premium costs, but higher out-of-pocket expenses when services are rendered.</p>
Step 2: Decide if you want Prescription Drug Coverage (Part D)	
<p>If you want this coverage, you must choose a Medicare Prescription Drug Plan.</p> <p>These plans are run by private insurance companies approved by Medicare.</p> <p>You must pay the monthly plan premium and drug co-payments.</p>	<p>Most Medicare Advantage Plans include prescription drug coverage (Part D).</p> <p>Generally, the drug premium is included in your monthly Medicare Advantage premium. You will be responsible for co-payments and any other plan costs.</p>





# What other insurance options should I be considering to round out my coverage?

During your consultation with your benefits counselor, he or she will review all of your benefits options with you, discuss your personal situation, and answer any questions you may have. Your benefits counselor will help educate you about additional insurance options available that you may wish to consider in order to make the best possible decision for you and your family.

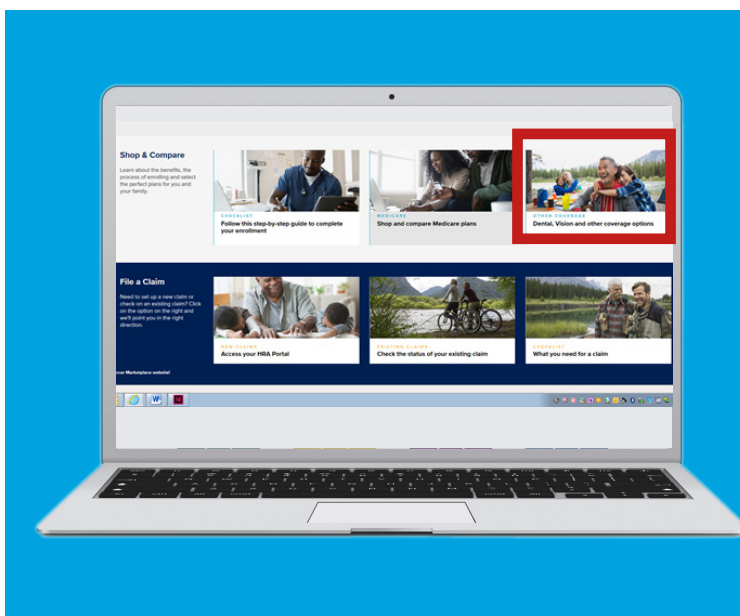


## DENTAL INSURANCE THROUGH MERCER MARKETPLACE 365+ RETIREE:

Enrolling in dental insurance can be a cost-effective way to address the costs of annual exams and related services such as fillings and extractions. Dental insurance can play an important role in your health. Since people with dental insurance are more likely to visit the dentist, a solid insurance plan can help you maintain good oral health, which promotes your overall health.

## VISION INSURANCE THROUGH MERCER MARKETPLACE 365+ RETIREE:

Vision insurance is a type of supplemental insurance that can help pay for yearly eyesight exams, glasses, and/or contact lenses. With vision insurance, you will also have access to eye doctors who are focused on keeping your eyes healthy by detecting conditions such as glaucoma or cataracts.



You may go online to view your additional insurance options and enroll in a plan of your choice.

- Start by visiting the home page at <http://retiree.mercermarketplace.com/aramco>
- Under the “Shop & Compare” section, click on the box to the far right titled “Dental, Vision and other coverage options.” (Please see the areas in the red box to the left.) You may explore insurance options such as dental and vision.
- Review your different options for dental and vision insurance.
- Enroll in the plan(s) of your choice online or with the assistance of your benefits counselor.



# How does my HRA work and how will I be reimbursed?

Your former employer is providing a Health Reimbursement Arrangement (HRA) account for their retirees and eligible dependents who enroll in an individual medical plan through Mercer Marketplace 365+ Retiree. This HRA may be used for reimbursement of healthcare premiums and eligible out-of-pocket healthcare expenses as defined by your former employer. Because Mercer Marketplace 365+ Retiree is administering your HRA reimbursements, you have one point of contact to call for all of your insurance and reimbursement needs.

Once you select your new plan(s), you will first pay your premium(s) or out-of-pocket expenses directly to your insurance carrier(s) or provider(s), then you will be reimbursed by Mercer Marketplace 365+ Retiree with available funds from your HRA account.

Please review the enclosed Reimbursement Instructional Guide for a detailed explanation of how to utilize your HRA account.





# What type of assistance is available to me after I enroll?

## We are here to help beyond your initial enrollment

Once you have enrolled in a medical plan through the Mercer Marketplace 365+ Retiree team, your benefits counselor is available to provide assistance with any healthcare plan related matter. If you have questions about your plan or a claim, or problems resolving an issue with a carrier, help is just a phone call away.

## What to expect in the years to come

Typically, if you like your healthcare plan(s), and the carrier continues to offer the plan(s), you do not need to re-enroll each year. However, there are a few things you will need to consider each fall:

- We will send you a reminder that the Open Enrollment Period is approaching, along with information on your HRA. If you wish to make a new healthcare plan election, keep in mind the Medicare Open Enrollment Period is typically October 15–December 7.
- By law, your insurance carrier is required to send you information about plan or pricing changes. Please be certain to open, review, and save all of this documentation.
- **IMPORTANT!** If you are considering making a change to your healthcare plan, please be certain to contact a Mercer Marketplace 365+ Retiree benefits counselor **BEFORE** making any changes on your own. There are implications you will need to consider, and our benefits counselors are trained at making sure you understand these prior to enrolling in a new plan.

## How you can reach us

- Go online: <http://retiree.mercermarketplace.com/aramco>
- Call: 1-855-230-2064 (deaf or hard of hearing individuals should dial 711)
- Email: [retiree.exchange@mercer.com](mailto:retiree.exchange@mercer.com)
- Mailing address: P.O. Box 14401, Des Moines, IA 50306-3401
- Fax: 1-857-362-2999



Make sure your email and mailing addresses are up-to-date with us, as we may send you different communications throughout the year and want to have the most accurate way of reaching you.





# Where can I find out more information about the Medicare program?

If you are new to Medicare, or just want to better understand the Medicare program and different benefits, you may visit CMS (Centers for Medicare and Medicaid Services) at <https://www.cms.gov>.

CMS produces a comprehensive publication each year that discusses the Medicare program in its entirety. You may request a printed copy of this book by calling 1-800-MEDICARE (1-800-633-4227); TTY users should call 1-877-486-2048. You may also access this publication online by visiting <https://www.medicare.gov/pubs/pdf/10050-Medicare-and-You.pdf>.

## MEDICARE

- Go online, [www.medicare.gov](http://www.medicare.gov).
- Call 1-800-MEDICARE (1-800-633-4227, TTY 1-877-486-2048), available 24 hours a day, seven days a week.

## SOCIAL SECURITY

- Visit your local Social Security office.
- Go online, [www.ssa.gov](http://www.ssa.gov).
- Call 1-800-772-1213 (TTY 1-800-325-0778).



The Centers for Medicare and Medicaid Services provides a variety of learning opportunities you may wish to explore.





# Where can I find answers to additional questions?

We recognize your health plan choices and costs are important to you. If you have questions, we encourage you to view a pre-recorded online seminar where you have the opportunity to understand more about this transition. Below you will find answers to many questions frequently asked by retirees and their dependents.

## HOW IS MY HEALTH INSURANCE CHANGING?

Your current group health plan coverage will end soon and you will need to choose a new plan to ensure you have the coverage you need going forward.

## HOW WILL I OBTAIN MY NEW HEALTH INSURANCE?

In order to help you find the plan that best fits your needs and budget, your company has partnered with Mercer Marketplace 365+ Retiree to guide you through the process from beginning to end. Mercer Marketplace 365+ Retiree will be your single point of contact for health and prescription drug insurance issues — before, during, and after the transition to your new HRA.

## HOW WILL I PAY FOR MY NEW HEALTH INSURANCE?

You will now pay your premiums directly to the insurance carrier for your retiree healthcare coverage and you will be reimbursed monthly by Mercer Marketplace 365+ Retiree from your HRA. You can be reimbursed for your premiums and eligible out-of-pocket medical expenses via direct deposit into your bank account or a paper check. Please refer to the enclosed Reimbursement Instructional Guide for additional details about your HRA.

## CAN I KEEP MY PRESCRIPTION DRUG PLAN WITH EXPRESS SCRIPTS OR MEDICAL PLAN WITH AETNA?

No, however there are a variety of medical and prescription drug plan options available through Mercer Marketplace 365+ Retiree. There is no guarantee you will have the same plan as you have

today, as the plans insurers offer to individuals do differ in some ways from the plans that can be offered through an employer. However, there are similar medical and prescription drug plan options as compared to the plans in which you are currently enrolled. We encourage you to look closely at your choices to align with the best plan option given your specific health care needs. A benefits counselor will help you compare your medical and prescription drug coverage options, and complete your enrollment when you are ready.

## WHAT HAPPENS IF I DON'T ENROLL IN COVERAGE AT THIS TIME? WILL I HAVE THE OPPORTUNITY TO ENROLL LATER FOR COVERAGE?

In order to make sure you do not experience a gap in or loss of coverage, it is important to enroll in your new healthcare plan during your enrollment period. Please contact Mercer Marketplace 365+ Retiree in the event you plan to enroll at a later date. Enrolling at a later date may impact your eligibility for the Aramco HRA and will require proof of other coverage during the time in which you are not enrolled through Mercer Marketplace 365+ Retiree.

If you had not previously enrolled in individual Mercer Marketplace 365+ Retiree coverage, either because you were ineligible (for example, because you lived outside the U.S. without a U.S. address) or you declined to enroll, you may be eligible to enroll at a future Annual Enrollment period, subject to the Plan's eligibility requirements. However, you typically will need to have maintained continuous coverage under some combination of this Plan or another employer's plan covering active or retired employees or dependents



## Where can I find answers to additional questions?

### DO YOU KNOW WHICH PLAN I SHOULD SELECT THROUGH MERCER?

A Mercer Marketplace 365+ Retiree benefits counselor will be available to support you during your enrollment period and can provide you with this information during your one-on-one consultation. We encourage you to look closely at your choices to align with the best plan option given your specific health care needs. Mercer Marketplace 365+ Retiree's benefits counselors will help you to compare your medical and prescription drug coverage options, and complete your enrollment when you are ready. You can also enroll in dental and vision coverage. You may reach them any business day, from 8:00 a.m. to 5:30 p.m. Eastern Time, at 1-855-230-2064 to set up a consultation; deaf or hard hearing individuals should dial 711.

### DO I NEED TO ENROLL IN MEDICARE PART B?

Yes, in order to qualify for a Medicare Supplement or Medicare Advantage plan, you must be enrolled in both Medicare Part A and Part B, and continue to pay for those premiums.

### DO I NEED TO ENROLL IN A MEDICARE PART D PLAN?

Medicare recommends that you enroll in a plan when you are first eligible, both to gain access to discounted prescriptions and to avoid Medicare's permanent late enrollment penalty.

### IF I DON'T LIKE THE PLAN I'M ENROLLED IN, WHEN CAN I CHANGE?

Medicare Supplement plans can be changed at any point during the course of the year, but may require underwriting to do so. There is a one-time window of guaranteed insurability after your initial enrollment into Medicare or after you leave a terminating group plan. After that window closes, carriers may ask you underwriting questions if you are changing your plan. Each carrier has its own rules, so it is important to discuss these with your benefits counselor. There is no medical underwriting for changing Medicare Advantage plans; however, Medicare Advantage and Medicare Advantage Prescription Drug plans only accept enrollments during the Annual Enrollment Period (October 15 - December 7) for a January 1 effective date. Additionally, Part D prescription drug plans can only be changed during the same Annual Enrollment Period for a January 1 effective date.





# Where can I find answers to additional questions?

## WILL I BE REQUIRED TO CHOOSE A NEW DOCTOR?

It depends on the health insurance strategy that you choose. Medicare Supplement plans allow you to choose any doctor that accepts Medicare, while Medicare Advantage uses networks of doctors who accept only certain plans. Your Mercer Marketplace 365+ Retiree benefits counselor will help you find a plan that works with your doctor.

## HOW LONG WILL THE APPOINTMENT WITH MY BENEFITS COUNSELOR LAST?

In general, you'll spend about 60 to 90 minutes on the phone speaking with your benefits counselor. The length of the call will depend on whether you enroll that day or want to include a family member or caregiver, or a power of attorney on the call. The length of your appointment will also depend on how much preparation you wish to do in advance.

Remember, your benefits counselor is an excellent resource and will take as much time on the phone or in a future conversation as you need to feel comfortable with your enrollment decision.

If you go online to the Mercer Marketplace 365+ Retiree website prior to your consultation to enter your prescription drugs, your appointment could be much shorter. See the checklist in this enrollment guide for details on how to prepare for your call.

## IF I NEED ASSISTANCE WITH ENROLLING, CAN SOMEONE SPEAK WITH MY BENEFITS COUNSELOR ON MY BEHALF?

If you complete and sign a Personal Information Authorization form, anyone listed on the form can assist you with your plan information and/or selections. However, a durable Power of Attorney (POA) document must be on file at Mercer Marketplace 365+ Retiree for anyone but the retiree to enroll in healthcare coverage. Anyone who is listed on the durable POA can act on behalf of the retiree in all insurance capacities, including HRA paperwork.

## IF I LIKE THE BENEFITS COUNSELOR I HAVE MY CONSULTATION WITH, CAN I REQUEST THAT SAME PERSON AGAIN?

The person you enjoyed dealing with before may not be available due to other scheduled appointments when you call. Every benefits counselor must, by law, be licensed, certified, and appointed to talk with you about the plans in your specific geographic area.

Please be assured that if you can't reach the benefits counselor you request, all of your information is available in our secure system, and another benefits counselor will be able to assist you or you can ask to speak with your requested benefits counselor.

## WILL MY NEW COVERAGE COVER ME IF I TRAVEL?

When traveling domestically, as long as a hospital, clinic, or doctor accepts Original Medicare, Part A, and Part B, healthcare providers will accept your Medicare supplement plan. For Medicare Advantage plans such as HMOs and PPOs, there will be network restrictions when traveling outside of your plan's area. Your benefits counselor can provide additional details on healthcare benefits while traveling during your consultation or at any point throughout the year.

## WHAT HAPPENS IF I FREQUENTLY TRAVEL OUTSIDE OF THE U.S. OR RESIDE OUTSIDE OF THE U.S. FOR A PORTION OF THE YEAR?

In general, healthcare you receive while traveling outside of the U.S. is not covered. The 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, the Northern Mariana Islands, and American Samoa are considered part of the U.S. If you live outside of the U.S. for a portion of the year, it is important to discuss your specific situation with a benefits counselor so that he/she can provide information regarding your coverage and options.









# What information do I need to provide?

## HEALTHCARE PROVIDER INFORMATION

YOUR NAME \_\_\_\_\_

PHONE \_\_\_\_\_

Please list your current healthcare providers below. Some healthcare plans like HMOs and PPOs use networks. Gathering your healthcare providers' information here will help your benefits counselor compare access to your current providers. You may also contact your providers and ask them which plans they accept.

### CURRENT HEALTHCARE PROVIDERS (PRIMARY CARE, SPECIALISTS, ETC.)

Name	Address	Phone Number

## PRESCRIPTION DRUG INFORMATION

In order to construct an accurate cost analysis, we will need your complete and correct drug information. For example, it is important to indicate the name of the drug that you are taking, and whether you are taking a BRAND or GENERIC version. Please note, over-the-counter medications, vitamins, and supplements are not covered by prescription drug plans and therefore are not required on this form.

### CURRENT PRESCRIPTIONS, DOSAGES, FREQUENCY & WHERE/HOW YOU OBTAIN THE MEDICATION

Medication	Dosage	Frequency	Pharmacy or Mail Order

Please complete one form per person. If you have additional healthcare providers or prescription drugs to share with your benefits counselor, please make a copy of this page (prior to completing) and use it to record your additional entries.



REMEMBER! You may go online to enter your prescription drug and provider information 2-5 days prior to your consultation; doing so will shorten the amount of time you spend on the consultation call. Follow the step-by-step instructions listed in the green box on page 5.

If you are unable to go online, please email, mail, or fax this worksheet 10-14 days prior to your scheduled appointment to:

- Email: [retiree.exchange@mercer.com](mailto:retiree.exchange@mercer.com)
- Mailing address: P.O. Box 14401, Des Moines, IA 50306-3401
- Fax: 1-857-362-2999

[The remainder of this page is intentionally left blank so that if you submit this information by mail, you won't be mailing anything important you may need later.]



The insurers whose policies you may enroll in are separate and independent from Mercer Marketplace 365+ Retiree. Mercer Marketplace 365+ Retiree is not responsible for any insurer's or service provider's failure to provide coverage or service, including but not limited to any failure resulting from the insurer's or service provider's current or future financial condition or solvency. From time to time, insurance companies may become insolvent and fall into receivership with the state's insurance regulatory authority. In addition to potential access to state guarantee funds, these state departments also may provide financial information. See your state's department of insurance website for any information they may provide. While each state does impose its own minimum capital and surplus requirements on insurers, Mercer Marketplace 365+ Retiree also advises that you consider the ratings of an independent agency. Independent agencies, such as A.M. Best ([www.ambest.com](http://www.ambest.com)), may also issue ratings describing their evaluation of an insurer's financial ability to honor its insuring obligations. Insurers receive different ratings. Some insurers available to you fail to achieve the agency's rating for superior or excellent. Mercer Marketplace 365+ Retiree recommends that you carefully consider financial information provided by both state insurance regulators and independent rating agencies when purchasing insurance coverage.

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