

# What is Group Medicare Advantage PPO?

	<b>Current Group Medicare Advantage HMO</b>	<b>Group Medicare Advantage PPO</b>
<b>Geographic availability</b>	Defined Service Area Only 22 counties in California	National All 58 counties in CA and 50 states
<b>Plan type</b>	In-network coverage only	Same benefits in-network and out-of-network
<b>Provider access</b>	HMO contracted providers only	Contracted and all willing Medicare providers
<b>Part D</b>	Integrated Medical and Prescription Drug Plan	Integrated Medical and Prescription Drug Plan

## Value to Medicare eligible retirees

Equivalent benefits to existing MAPD HMO plan

Broad provider access

One ID card for medical and prescription

# CalPERS Medicare Eligible Retiree Benefits

Benefit Coverage	UnitedHealthcare Medicare Advantage PPO In-Network	UnitedHealthcare Medicare Advantage PPO Out-of-Network
Annual Deductible	None	
Annual Out-of-Pocket Max	\$1,500	
Office Visits	\$10	\$10
Inpatient Hospitalization	Covered at 100%	Covered at 100%
Outpatient (surgery and hospital services)	Covered at 100%	Covered at 100%
Emergency Services	\$50	\$50
Diagnostic X-ray / Lab	Covered at 100%	Covered at 100%

# CalPERS Medicare Eligible Retiree Benefits



Benefit Coverage	UnitedHealthcare Medicare Advantage PPO In-Network	UnitedHealthcare Medicare Advantage PPO Out-of-Network
Annual Physical	Covered at 100%	Covered at 100%
Annual Wellness Visit	Covered at 100%	Covered at 100%
Immunizations	Covered at 100%	Covered at 100%
Durable Medical Equipment	Covered at 100%	Covered at 100%
Skilled Nursing Facility	Covered at 100% up to 100 days	Covered at 100% up to 100 days
Chiropractic and Acupuncture Services	\$15 per visit / 20 visit max combined per calendar year	\$15 per visit / 20 visit max combined per calendar year

# CalPERS Medicare Eligible Retiree Benefits



Tier	Prescription Drug Type	Your Costs	
		Retail (30-day supply)	Maintenance Medications (<30/90>-day supply)
<b>Tier 1</b>	Generics	\$5 co-pay	\$10 co-pay
<b>Tier 2</b>	Preferred Brands	\$20 co-pay	\$40 co-pay
<b>Tier 3</b>	Non-Preferred Brands	\$50 co-pay	\$100 co-pay
<b>Tier 4</b>	Specialty Drugs	\$20 co-pay	\$40 co-pay

# Pharmacy Saver Program

- Pharmacy Saver reduces costs for Medicare eligible retirees and employers at nearly 20,000 of America's most popular pharmacy locations nationwide
- Medicare eligible retirees pay a small copayment (as low as \$2). The program features contracted rates at select pharmacies that are lower than the plan sponsor copays. The prices are on specific lists of drugs which vary by participating pharmacy
- The program features contracted rates at select pharmacies that are lower than the plan copay. The prices are on specific lists of drugs which vary by participating pharmacy.
- Members are automatically eligible, no other paperwork required
- 10 of our top 10 most utilized generics are included in the program

**Website:** [www.unitedpharmacysaver.com](http://www.unitedpharmacysaver.com)

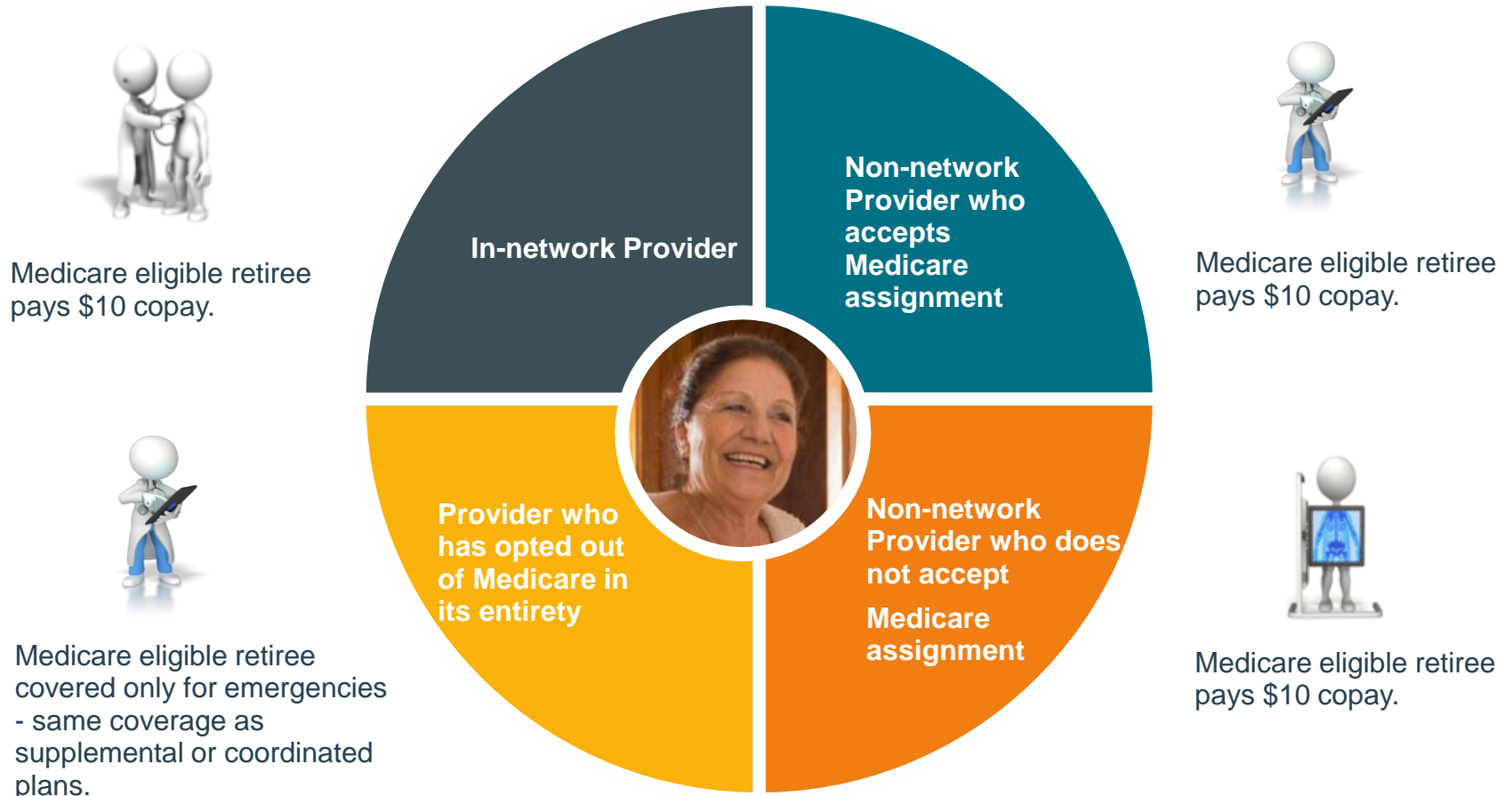
## UnitedHealthcare's Member Savings Promise

UnitedHealthcare is committed to providing you affordable prescription drugs. As a member of our Medicare prescription drug plans, you have our Savings Promise that you will get the lowest price available. That low price may be your plan copay, the pharmacy's retail price or our contracted price with the pharmacy



# The CalPERS Member Experience

## “I need to go to the doctor. What happens?”



The vast majority of non-network providers will file the member's PPO claim. If not, the member pays the provider directly and then submits to the plan for reimbursement. If the provider does not accept Medicare Assignment, the member will be reimbursed at the same copay - no balance billing amount is paid by Medicare eligible retiree .

# UnitedHealthcare Group

## Medicare Advantage PPO payment scenarios



CalPERS Medicare Eligible Retiree Sees ...	UnitedHealthcare Pays...	CalPERS Medicare Eligible Retiree Pays...
<ul style="list-style-type: none"> <li>One of more than 500,000 of UnitedHealthcare's Medicare Advantage PPO providers</li> </ul>	<ul style="list-style-type: none"> <li>Contracted rate less CalPERS plan copayment</li> </ul>	<ul style="list-style-type: none"> <li>\$10 plan copayment</li> </ul>
<ul style="list-style-type: none"> <li>Non-network provider who accepts Medicare assignment</li> </ul>	<ul style="list-style-type: none"> <li>100% of Medicare Allowable charges, less CalPERS plan copayment</li> </ul>	<ul style="list-style-type: none"> <li>\$10 plan copayment</li> </ul>
<ul style="list-style-type: none"> <li>Non-network provider who does not accept Medicare assignment (less than 5% of providers)</li> </ul>	<ul style="list-style-type: none"> <li>100% of Medicare Limiting charges, less CalPERS plan copayment</li> </ul>	<ul style="list-style-type: none"> <li>\$10 plan copayment</li> </ul> <p>Member is not subject to "balance billing"</p>
<ul style="list-style-type: none"> <li>Non-network provider who has opted out of Medicare (1%) OR foreign provider</li> </ul>	<ul style="list-style-type: none"> <li>Only in case of emergency*</li> </ul> <p>*Traditional Medicare generally does not cover care outside of the U.S.</p>	<ul style="list-style-type: none"> <li>100% of all billed charges (except in the case of an emergency)</li> </ul>

***The vast majority of non-network providers will file the member's PPO claim. If not, the member pays the provider directly and then submits the claim to UnitedHealthcare for reimbursement.***



## **Value-Added Services for CalPERS Medicare Eligible Retirees**



# HouseCalls

Uniquely impactful



An innovative home assessment program available nationally to qualified members of select UnitedHealthcare Medicare Advantage plans at no cost to members

**Most beneficial for the most vulnerable Medicare Advantage members who:**

- Are chronically ill
- Find it hard to access the care they need
- Want to take a more active role in their health but need support

**Benefits**

- Prevents complications by identifying gaps in care
  - Increases adherence to care plan
  - More timely, comprehensive and accurate data
  - Increases care coordination and collaboration with member's Primary Care Physician
- HouseCalls nurses are employees of UnitedHealthcare



**Effective 1.1.16  
in California**

# HouseCalls - How does it work?

Rosa receives a call from our nurse that explains the HouseCalls program. Rosa can opt out or accept a visit. Rosa replies that she would like visit and an appointment is made

Rosa receives an introductory postcard, letter and appointment reminder postcard.

**30-70%**

**(average 40%)  
acceptance rate**

**Over 1 million  
visits  
completed**

107,000 care  
management referrals

**7%**

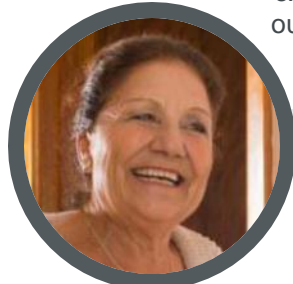
Increase in Primary  
Care Physician visits

**30%**

Lower risk-adjusted  
re-admissions

**99%**

Member  
satisfaction rate



**Here's Rosa,**  
Our CalPERS Medicare  
eligible retiree



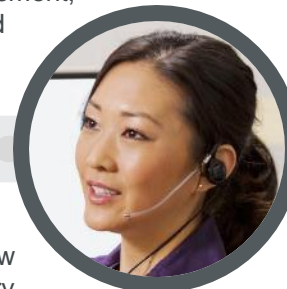
The day before the visit, Rosa receives a confirmation call from the health care practitioner, Mary.

Mary, our nurse, is a UnitedHealthcare employee.



Mary arrives at scheduled time. Rosa receives the following:

- a comprehensive examination and assessment
- a complete environmental assessment,
- a comprehensive physical and behavioral assessment,
- a complete review of her current medication, and
- an *Ask Your Doctor* form to take to her doctor.



After the visit, urgent or moderately urgent needs receive immediate follow up. Her physician receives a summary of the visit. If appropriate, Rosa is referred to care management programs.



## Stay physically fit and active at no additional cost.

### Join SilverSneakers and enjoy:

- Staying active with SilverSneakers® Fitness Program. Choose a fitness center from more than 11,000 participating locations. (Find the nearest location at [www.silversneakers.com](http://www.silversneakers.com)).
- Classes, cardio equipment, resistance machines, free weights and heated pools (at certain locations). Amenities may vary at each location.
- Many women-only locations, including Curves®, nationwide.

### Don't live near a fitness center?

- SilverSneakers Steps is a personalized fitness program for members who can't get to a SilverSneakers location.
- Once you enroll in Steps, you may select one of the four kits that best fits your lifestyle and fitness level-general fitness, strength, walking or yoga.
- The Steps wellness tools can help you be active at home or on the go.

## Value-Added Benefits

### Hearing aids from hi HealthInnovations

- Typical hearing aid costs range from \$1,000 - \$8,000
- Models as low as \$649 “Behind the Ear” to \$849 “Inside the Canal”
- Significant savings of over \$4,000 for Medicare eligible retirees needing hearing aids
- No program cost
- \$500 hearing aid allowance benefit



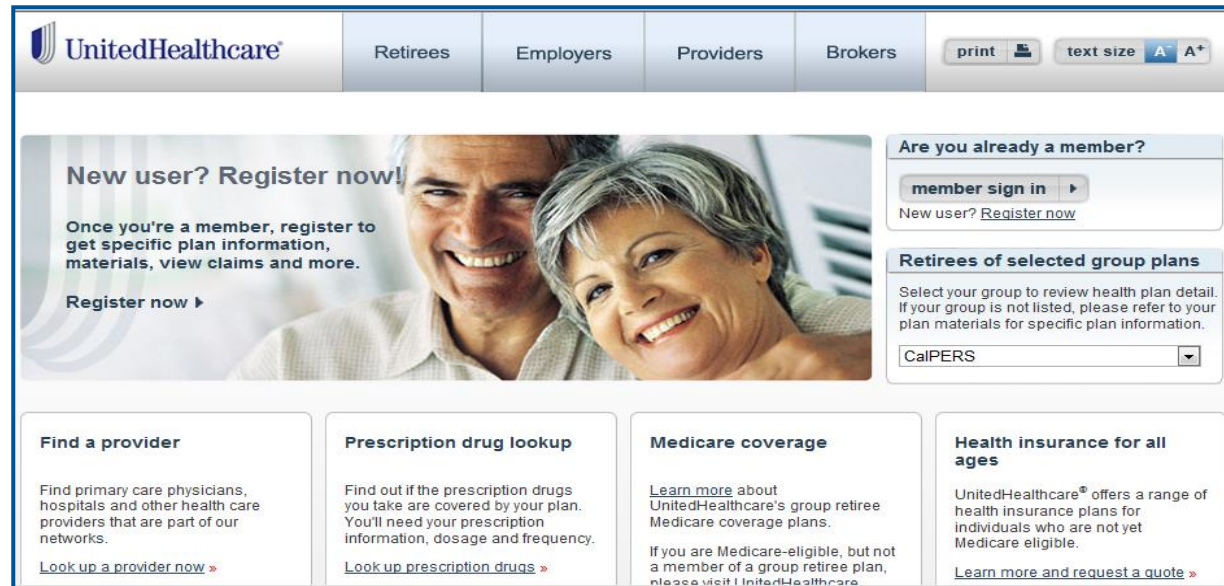
### Solutions for Caregivers

- Provides help to alleviate the financial and emotional costs of care giving
- No program cost
- Not available in the open market
- 44+ million Americans care for a spouse, parent, relative, or friend
- Caregivers have higher rates of stress, cholesterol, depression, etc.



# UnitedHealthcare Customer Service

- Dedicated Toll Free Number: **1-888-867-5581**  
 Hours of Operation:  
 8 a.m. – 8 p.m. local time, 7 days a week
- Pre-enrollment Landing Page: **UHCRetiree.com/calpers**



The screenshot shows the UnitedHealthcare website interface for retirees. At the top, there is a navigation bar with the UnitedHealthcare logo, links for Retirees, Employers, Providers, and Brokers, and utility buttons for print and text size. The main content area features a large banner for new users with a photo of a smiling couple and a call to action to register. To the right of the banner is a section for existing members with a sign-in button and a link to register. Below the banner are four service tiles: 'Find a provider', 'Prescription drug lookup', 'Medicare coverage', and 'Health insurance for all ages', each with a brief description and a link for more information.