

To: NYPA Medicare Advantage PPO Plan Participants

Date: May 11, 2022

Medicare Advantage PPO Plan - Resources

By now, many of you have been using NYPA's new UnitedHealthcare® Group Medicare Advantage PPO Plan. The following are resources available to help you find physicians, request a new ID card, file claims and more.

Medicare Advantage ID Cards

You should have received a UnitedHealthcare (UHC) Medicare Advantage ID card. This will be the card you need to give to your physicians, hospital, dental and vision providers. To request a new card, see contact table below under medical.

Create Your Online UHC Account

Register for an online account at www.UHCRetiree.com.

On this site you can view plan documents, search for providers and hospitals, print a temporary ID card and order a new one if needed.

You can always contact UHC Customer Service for questions, request information on providers and hospitals, or to request a new card if you have not received one.

Network Providers

NYPA's Medicare Advantage plan is a national PPO Plan which allows you to visit doctors, specialists and hospitals in-network or out-of-network for the same copay.

If your provider is out-of-network or does not accept Medicare, contact UHC Customer Service. UHC Advisors are glad to reach out to providers on your behalf to discuss NYPA's Medicare Advantage Plan.

Prescription Drug Benefit

For prescription drug coverage, you will be covered under Express Scripts Medicare® (PDP) for New York Power Authority through May 31, 2022. Starting June 1, 2022, SilverScript Employer PDP sponsored by New York Power Authority (SilverScript) will be your new prescription drug plan. You will receive a new SilverScript ID card in mid-May. If you have questions about your prescriptions and the transition to the new vendor, you can contact SilverScript Customer Care in mid-May.

Medicare Advantage PPO Plan – Dental Benefit

The new plan includes dental coverage as part of the benefits offering. The plan will cover up to \$500 per calendar year for dental exams, cleanings, x-rays, and minor services such as fillings.

You can use in-network and out-of-network dental providers. However, you may incur additional charges when going out-of-network. You can locate in-network dental providers at www.uhcmedicaredentistsearch.com and select the National Medicare Advantage Network, or

log onto the Member Portal at www.UHCRetiree.com and select a network dentist from the Dental section (not medical section) of the Provider Directory. You can always contact UHC Dental for questions and provider information.

You can give the provider your UHC Group Medicare Advantage Member ID card. Most dental providers will bill UHC Dental directly. If you are required to pay for services out-of-pocket, you can submit a Dental Transmittal Form, along with an itemized invoice and proof of payment directly to UHC. The form is available in the Retiree Forms Section of NYPA's benefit webpage.

UHC Vision

The plan covers an annual routine eye exam with a \$25 copay. There is a vision allowance of \$130 for eyeglasses or \$175 for contact lenses every 24 months.

You can complete a Direct Member Reimbursement (DMR) form and submit it to UHC for reimbursement. You can request a form by calling UHC Customer Service or access the form in the Retiree Forms Section of NYPA's benefit webpage.

UHC Hearing

Your hearing health is an important part of your health and well-being. The plan provides a \$6,000 hearing aid benefit every three years through UHC Hearing. You have access to name-brand and private-labeled hearing aids. The hearing aids must be purchased through any of the 7000+ UHC Hearing providers nationwide. You can visit them in person or have them delivered to your doorstep with Right2You direct delivery and virtual care.

Contact Information

Benefit	Vendor	Phone number	Website
Medical	UHC	866-794-2841	www.UHCRetiree.com
Dental	UHC	800-445-9090	www.uhcmedicaredentistsearch.com
Vision	UHC	866-794-2841	www.UHCRetiree.com
Hearing Aids	UHC Hearing	866-445-2071	www.uhc hearing.com
Pharmacy Through 5/31/22	Express Scripts Medicare	866-211-5424	www.express-scripts.com
Pharmacy Starting 6/1/22	SilverScript	844-449-0370	www.caremark.com
	NYPA HR Services	914-287-3114	Retiree Benefit Webpage: www.nypa.gov/benefits/retirees Email: Retirees@nypa.gov