2019 Medicare Open Enrollment - Aon Retiree Health Exchange Call Center Appointments
Frequently Asked Questions (FAQs)

1. Is it true that retirees cannot get an appointment with the Aon Retiree Health Exchange?

There are limited appointments remaining prior to the Medicare Enrollment deadline. Retirees who are most impacted by the carrier changes or those enrolled in Medicare Advantage or Medicare Part D prescription drug plans will be prioritized for the remaining appointments.

If you need an appointment prior to December 7, 2019, please email the usg-benefits@usg.edu inbox with subject line “Medicare Appointment Required.” We will do our best to help secure an appointment; however, retirees enrolled in Medicare supplemental plans will be prioritized after those most impacted.

2. How does a retiree know if they need to make a Medicare plan election during the Medicare Open Enrollment period?

Generally, retirees who are enrolled in a cancelled plan or need to make a change to their Medicare Advantage plan or Medicare Part D prescription drug elections, must enroll by December 7, 2019. However, retirees who do not wish to make changes to their current election do not need to speak with an Aon representative, unless their current plan is going away.

For retirees who wish to validate if they are still enrolled in the best option for 2020, we are encouraging them to use the online comparison tool by visiting https://retiree.aon.com/usg. After reviewing the plan options online, if the retiree wishes to make a change to their 2020 plan election, they can use the voice signature option by completing the enrollment on-line and following the directions provided.

To use the voice signature option:

- Call the Aon Retiree Health Exchange at 1-844-587-4236
- Go through the “secure the call” procedures or state “voice signature” within the interactive voice response system.

**Note:** For most Medicare supplement plans, retirees are required to speak with a representative. Therefore, they cannot use the voice option. However, Medicare supplement plan elections do not need to be made prior to December 7, 2019.

3. If a retiree is enrolled in a Medicare supplement plan, do they need to finalize their plan election by December 7, 2019?

Retirees enrolled in Medicare supplement plans, also known as Medigap plans, can enroll at any time. Therefore, we are encouraging retirees who wish to compare Medicare supplement options to use the tools on the Aon Retiree Health Exchange website, https://retiree.aon.com/usg.
The comparison tool was enhanced this year to show a side-by-side comparison of the current 2019 plan versus other 2020 plans offered. For detailed instructions on how to use the online tools, visit https://bcove.video/2NkGka0.

4. What should a retiree do if they must make an Open Enrollment election by December 7, 2019, but cannot reach a representative or make an appointment with the Aon Retiree Health Exchange?

If the retiree falls into the high priority category and must speak with an Aon Retiree Health Exchange representative prior to December 7, 2019, to make plan elections, please email the usg-benefits@usg.edu inbox with subject: “Medicare Appointment Required.”

Additionally, if a retiree knows the plan change, they wish to make to their Medicare Advantage or Medicare Part D prescription plan, they can enroll on-line and then use the voice signature option to complete the application. To use the voice signature option:

- Call the Aon Retiree Health Exchange at 1-844-587-4236
- Go through the “secure the call” procedures or state “voice signature” within the interactive voice response system.

5. How can our retirees learn more about their plan options if they cannot speak to an Aon representative?

The Aon Retiree Health Exchange offers education information and tools on their website at https://retiree.aon.com/usg.

- Use the online comparison tool to compare plan options side-by-side. The retiree will answer a few questions that help build a profile. This information is used to show plans that most meet retiree health needs. Visit https://retiree.aon.com/usg.
- Aon is offering educational webinars to help retirees understand how the online tools are used to compare and enroll in plans. For more information on current webinars please visit https://myexchangeconnection.com/OEPSupport/Event.

6. Can a retiree enroll in a plan directly through a carrier?

A retiree, and retiree’s spouse age 65 and older, must be enrolled in at least one plan through the Aon Retiree Health Exchange (Medigap, Medicare Supplement, or Medicare Part D prescription drug plan) in order to be eligible to receive the USG HRA funding.

If a retiree enrolls in a plan directly through a carrier, the plan will not be enrolled through the Aon Retiree Health Exchange.