

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 have a retiree who needs 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 do we know if a retiree must make Medicare plan elections during the Medicare Open Enrollment Period?

Generally, retirees who need to make changes 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.

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 can we do if a retiree 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 use the voice signature option. 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 can be of benefit to compare and enroll in plans. For more information on current webinars please visit <https://myexchangeconnection.com/OEPSupport/Event>.