

00:34:03 Susanna Tamol: Good morning. Could you please address how co-pays work with MedImpact under ADOA? I have been retired for a year now and wondered why my prescription co-pays never match the co-pays listed in the literature. I only recently learned that my medications count toward my out-of-pocket deductible and that some of my prescriptions require me to pay the entire cost. Could you please explain further how this works? Thanks.

00:35:07 ASU Retirees Association: Replying to "Good morning. Could..."

I will pass on this question to Laura for you!

00:35:24 Susanna Tamol: Replying to "Good morning. Could..."

Thank you!

00:39:52 John Mardinly: I have not experienced ANY provider that know what tier one or tier two even are. How do you work around this? We even had a provider who was tier 1 at one facility and tier 2 at another. How does that work?

00:43:18 Kay: Can you please clarify process for current plan holders when they turn 65 during the upcoming year...unsure how medicare enrollment starts etc?

00:45:12 Susanna Tamol: Replying to "Good morning. Could..."

I was told that the deductible is something like \$7000 for the year? Out of pocket maximum?

00:46:09 Susanna Tamol: Replying to "Good morning. Could..."

I am already over \$1000 out of pocket and am still not paying the co-pay...

00:46:41 Susanna Tamol: Replying to "Good morning. Could..."

Thank you!

00:47:15 Laura Carrera: laura.carrera@azdoa.gov

00:47:23 Susanna Tamol: Replying to "Good morning. Could..."

susanna@asu.edu

00:47:42 Pauline Komnenich: Can you clarify generally what options for change in plans are supported by ADOA?

00:50:09 Kay: Replying to "Can you please clari..."

Thank you

00:51:22 Laura Carrera: laura.carrera@azdoa.gov

00:51:43 Pauline Komnenich: Yes, changing from the Triple Choice plan to Medicare for example?

00:53:22 Pauline Komnenich: Change to Medicare and Tricare for example?

00:54:20 Pauline Komnenich: Thank you.

00:55:10 Susanna Tamol: Thank you for the information!

01:00:17 Joyce Hartman Diaz: Will the state continue paying the monthly \$100 benefit depending on how many years one worked for ASU?

01:02:34 Sasha Ramayya: Why is there an \$85 dollar increase to the PPO premium?

01:07:00 Sasha Ramayya: How does the ASRS Group Medicare PPO compare to other PPO plans? Thanks

01:07:44 Don Browning: Can you please explain "how" to apply for the

reimbursement (stipend) for COBRA? Do you need to wait 6 months (on COBRA) before applying for the stipend??

01:08:49 Lauren McDermott: Is there a way to get comprehensive information/advice for recently and soon retiring couples who are comparing ADOA ASRS Medicare options?

01:11:45 Randi Gray ASRS: Replying to "Can you please expla..."

If you retired with an ASRS employer and have COBRA through them, the employer needs to completed a form for ASRS. Once the ASRS receives and processes the form we will send the premium benefit to the employer and they pay it out to the member.

01:14:17 Don Browning: Replying to "Can you please expla..."

Thank you, Randi. I've retired in May from ASU. Been on COBRA since the end of May, 2024. When should I file the form with ASU? At the end of the year?? Or something else?

01:16:28 Sasha Ramayya: What is the Medicare Part B premium for 2025? Thanks

01:17:31 Randi Gray ASRS: Replying to "Is there a way to ge..."

The ASRS has onsite UHC representative available that you can talk to about ASRS plans. However they would not be able to tell you how it compares to ADOA.

01:21:03 Sheridan Raineri - UnitedHealthcare: Replying to "What is the Medicare..."

Hello Shasha, the Medicare Part B premium will be going up to \$185.00

01:21:30 Sasha Ramayya: Replying to "What is the Medicare..."

Thanks.

01:23:30 Randi Gray ASRS: Replying to "Can you please expla..."

If you retired with ASRS not under the Optional Retirement Plan, and have at least 5 years of service the employer would need to submit the form to ASRS on your behalf. You can call your employer or ASRS 602-240-2000 to confirm if you are eligible for the premium benefit.

01:24:26 Don Browning: Replying to "Can you please expla..."

Thank you.

01:24:35 Randi Gray ASRS: Reacted to "Thank you." with 🙏

01:25:43 Sasha Ramayya: Is Southwestern Eyecare still part of in network for the PPO plan?

01:26:11 Don Browning: Replying to "Can you please expla..."

Does the PPO plan cover the Mayo Clinic?


01:26:57 Sasha Ramayya: Is Spectera still part of United Health or do we need to sign up for Avesis?

01:27:58 Randi Gray ASRS: Replying to "Can you please expla..."

While Mayo Clinic Arizona may not currently accept Medicare Advantage members there is an arrangement between UnitedHealthcare and Mayo Clinic Arizona to accept the members of the Arizona State Retirement System (ASRS) and Public Safety Personnel Retirement System (PSPRS) UnitedHealthcare Group Medicare Advantage (PPO) plans.

When reaching out to Mayo Clinic Arizona please alert them to the fact that you are enrolled in the UnitedHealthcare Group Medicare Advantage (PPO) plan offered by ASRS and PSPRS. These plans qualify for care at Mayo Clinic, although scheduling availability may be subject to capacity depending upon overall demand for service.
01:29:32 Don Browning: Replying to "Can you please expla..."

Thank you so much, Randi!

01:29:54 Randi Gray ASRS: Reacted to "Thank you so much, R..." with 

01:31:03 Sheridan Raineri - UnitedHealthcare: Replying to "Is Southwestern Eyec..."

Hello Shasha, Southwestern Eyecare in no longer INN network with UHC, however they have agreed to see anyone on our PPO plan Out of Network.

01:31:26 Shirley Rose: Is the United HealthCare network the same--that is, does it include the same providers-- regardless of plan--whether an advantage plan or medigap plan?

01:34:52 Sasha Ramayya: Replying to "Is Southwestern Eyec..."

Is the out of network costs same as the in network for Southwestern Eyecare?

01:34:55 Sheridan Raineri - UnitedHealthcare: Replying to "Is Spectera still pa..."

Hello Sasha, Spectera is still part of UHC. Avesis is not

01:37:54 Randi Gray ASRS:
<https://www.azasrs.gov/content/Open-Enrollment>

01:40:21 Kay: Do you have access to the transportation benefit if you only have Medicare parts A and B?

01:40:30 karenmoses: How many days in advance of an appointment should I call the advocate to schedule a trip for medical care?

01:42:56 Blanca Fraga (Unitedhealthcare): Replying to "Do you have access t..."

The Transportation benefit is available when you enroll in one of the ASRS Medicare plans.

01:44:24 Blanca Fraga (Unitedhealthcare): Replying to "How many days in adv..."

You can call 48 hours prior to the schedule appt and not more than 30 days in advance.

01:45:02 karenmoses: Can you access the virtual doctor or virtual behavioral health services when traveling overseas (non US territory)?

01:45:18 karenmoses: Replying to "How many days in adv..."

TY

01:45:36 Lap-Pun Lam: I am currently with the UHC non-medicare plan and will be qualified for medicare during the year of 2025. When should start the UHC medicare advantage sign up process?

01:45:43 Sheridan Raineri - UnitedHealthcare: Replying to "Is the United Health..."

The United Healthcare network may vary depending on the specific plan type, location, and individual needs. While some providers may be common across different plans, it is best to check the specific details of your plan to confirm.

01:46:56 Lap-Pun Lam: Also, does UHC offer medicare supplement plan? where can I find the supplement plan info?

01:47:06 Shirley Rose: Replying to "Is the United Health..."

how do I check? if I go online to MyUHC to search, will the website sort according to my current plan?

01:47:57 ASU Retirees Association: Replying to "Also, does UHC offer..."

The supplemental plan from ADOA is with UHC.

01:48:17 ASU Retirees Association: Replying to "Also, does UHC offer..."

Or at least that's what I have!

01:48:23 Lap-Pun Lam: Replying to "Also, does UHC offer..."

Thanks.

01:48:30 Sheridan Raineri - UnitedHealthcare: Replying to "Is the United Health..."

Please refer to the Plan Guide or Evidence of Coverage at retiree.uhc.com/asrs or call our UnitedHealthcare Customer Care Advocates at 844-876-6161 for personal assistance with your question

01:48:58 Lap-Pun Lam: Replying to "Also, does UHC offer..."

I am currently ASRS member, can I pick a plan offered by ADOA?

01:49:34 Blanca Fraga (Unitedhealthcare): Replying to "I am currently with ..."

You can do it 3 months prior from your 65 birthday

01:49:49 Larry Dumka: What does Medicare supplement not cover that UHC Medicare Advantage does cover?

01:50:22 Lap-Pun Lam: Replying to "I am currently with ..."

Thanks.

01:51:18 Larry Dumka: What if I want to see a provider not contracted with UHC but does take Medicare, does this still quality for UHC reimbursement

01:52:51 Lauren McDermott: Replying to "Is there a way to ge..."

Thanks. My question is about more comprehensive advice/information regarding all that is available to ASU retirees, that covers both ADOA and ASRS

01:52:53 Larry Dumka: What about the side arrangement to see Mayo doctors?

01:53:26 Larry Dumka: how does that work

01:53:31 Randi Gray ASRS: Replying to "What about the side ..."

While Mayo Clinic Arizona may not currently accept Medicare Advantage members there is an arrangement between UnitedHealthcare and Mayo Clinic Arizona to accept the members of the Arizona State Retirement System (ASRS) and Public Safety Personnel Retirement System (PSPRS) UnitedHealthcare Group Medicare Advantage (PPO) plans. When reaching out to Mayo Clinic Arizona please alert them to the fact that you are enrolled in the UnitedHealthcare Group Medicare Advantage (PPO) plan offered by ASRS and PSPRS. These plans qualify for care at Mayo Clinic, although scheduling availability may be subject to capacity depending upon overall demand for service.
01:53:44 Randi Gray ASRS: Replying to "how does that work"

While Mayo Clinic Arizona may not currently accept Medicare Advantage members there is an arrangement between UnitedHealthcare and Mayo Clinic Arizona to accept the members of the Arizona State Retirement System (ASRS) and Public Safety Personnel Retirement System (PSPRS) UnitedHealthcare Group Medicare Advantage (PPO) plans. When reaching out to Mayo Clinic Arizona please alert them to the fact that you are enrolled in the UnitedHealthcare Group Medicare Advantage (PPO) plan offered by ASRS and PSPRS. These plans qualify for care at Mayo Clinic, although scheduling availability may be subject to capacity depending upon overall demand for service.
01:54:12 Shirley Rose: whom should I contact for problems with my current ADOA plan?
01:55:09 ASU Retirees Association: Replying to "whom should I contac..."

Contact laura.carrera@azdoa.gov

01:55:15 Shirley Rose: Reacted to "Contact laura.carrer..." with 🍷
01:58:17 Syndee Pokora: Replying to "whom should I contac..."

Thank you all

02:00:16 Shirley Rose: Thanks!