



# Agenda

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- Overview of Retiree Benefit Changes
- New Delivery Model for Medicare-Eligible Retirees
- Aon Hewitt Navigators Review
- Questions

# Overview of Retiree Benefit Changes

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- Eligible CenturyLink retiree populations
  - Legacy CenturyTel/Link Medicare-eligible populations (existing retirees and dependents)
  - Legacy Embarq employees who retired on/after 1/1/2011 (retirees and dependents)
  - Legacy Qwest Medicare-eligible populations
    - ◆ Qwest Post-90 Management retirees and dependents
    - ◆ Access Only Executives
  
- HRA Accounts

# Changes Impacting Retiree Age 65 and Over

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## **A new Medicare coordinator model**

- More health care options at cost-competitive prices
- Two major changes include:
  - Expansion of Medicare to include prescription drugs
  - More health care options at cost-competitive prices
- Both make individual medical insurance an attractive solution
- Medicare Coordinator Services available for enrollment and advocacy

# Exchanges

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- Exchanges offer a broad selection of designs and premiums for medical, prescription drug, and dental coverage
  - **Multi-carrier exchanges** provide more value due to the choice and diversification opportunities, relative to **single-carrier exchanges**
- Retirees purchase individual coverage through the exchange, with support from **licensed call center representatives**
  - Provide education, support for evaluation, and enrollment via phone or Web
  - Can provide counseling and advice, and can support transitions from existing group coverage to individual market options
  - Objective, trusted resources providing personal service to participants
    - ♦ Representatives are not motivated by or compensated based on specific retiree plan and carrier elections

# The Move to Individual Plans for Retirees Age 65 and Over

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## Retiree Group Plan



- Unable to customize coverage for each individual's specific needs
- Limited choices

## Individual Plans



- Each individual can right-size the plan to fit his/her needs
- More choices
- Competition keeps premiums low

# New Delivery Model for Retirees Age 65 and Over

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- Greater plan choice and value
- Enrollment decision support
- Ongoing customer advocacy services
- Access to guidance and help whenever you need it

# HRA Accounts

HRA Account	Eligibility	Use of Funds	Source of Funds	Rollover of Unused Balances
Non-Share/Premium Reimbursement HRA	Legacy CenturyTel/Link and Legacy Qwest Management Post-1990 retirees	Reimbursement of premiums for individual medical and prescription drug plans; reimbursement of out-of-pocket medical and prescription drug costs	Annual CenturyLink Allocation	No
SHARE Account	Legacy Embarq SHARE retirees	Reimbursement of premiums for individual medical and prescription drug plans; reimbursement of out-of-pocket medical and prescription drug costs	SHARE/RRA account balance (one-time allocation for SHARE-eligible retirees ongoing)	Yes
CDHP HRA	Legacy CenturyTel, Legacy Qwest Management Post-1990 and Legacy Embarq retirees previously enrolled in the CDHP	Reimbursement of out-of-pocket medical and prescription drug costs	Unused HRA balance from the CDHP plan for actives and pre-65 retirees. For the initial population balances will be transferred to Aon Hewitt effective 4/1/2012.	Yes

# Introducing Aon Hewitt Navigators Insurance Services

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- An **independent** insurance exchange
- Offers Medicare insurance plans from **quality carriers**
  - Financially stable
  - “Staying power” in the marketplace
  - Name brands such as AARP, Aetna, Blue Cross and Blue Shield, Humana, and UnitedHealthcare
- Broad range of products to meet **individual needs**
- Employs **licensed and certified** insurance brokers
  - Are **salaried**—No compensation based on steering individuals to specific carriers and/or plans

# *You Can Count on Aon Hewitt Navigators*



## Why Aon Hewitt Navigators?

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- Aon Hewitt Navigators is one of the nation's trusted advisors in navigating Medicare—it's advice you can count on
- We have a reputation for providing expert, independent assistance to Medicare recipients who expect and deserve high-quality health insurance at an affordable price
- Aon Hewitt Navigators presents complex health insurance information in an objective manner via its Internet site and trained, licensed insurance professionals



# What to Expect when Enrolling

Print

1

Education Letter

**Booklets**

- Enrollment
- Medicare
- Advocacy



2

Appointment Letter



3

Appointment Reminders



4

Carrier Detailed Coverage Kits

5

Confirmation Letter

6

Annual Enrollment Letter



Web



In Person



Phone



# Enrollment Process for Medicare-Eligible Retirees Age 65 and Over

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## Learn & Compare

- Confirm your appointment
- Read materials in the Education Kit or online
- Collect the following:
  - Medicare card
  - List of doctors
  - List of medications

## Enroll

- Talk with your Benefit Advisor
- Complete necessary paperwork

# Choices to Meet Your Needs

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## Phone

- Highly trained benefit advisor guides retirees through process
- Retirees work with same benefit advisor throughout process (if desired)
- Enrollments can be completed over the phone with telephonic signature



## Paper

- Many retirees prefer to review printed materials before making decision
- While most enrollments are completed over the phone, paper applications are accepted via pre-paid envelopes or fax



## Online

- Detailed summary of benefits and applications available online for download
- Comparison of plans
- Online plan enrollment

# Choosing a Medical Plan

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- Even if you and your spouse are both over age 65 and Medicare-eligible, your health needs may differ—each eligible person can choose a different plan
- You may change your plan every year during the enrollment period
- There will be a new Medicare enrollment period from October 15 – December 30, 2011.
- Regardless of age, most Medicare-eligible retirees will find they will pay less for individual medical coverage than they previously paid under the CenturyLink Plan

# Medicare Basic Insurance Options

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Original Medicare Plan:

Part A  
(Hospital)

Part B  
(Medical)

+

Medigap (Medicare  
Supplement Insurance)

+

Part D  
(Rx Coverage)

Medicare Advantage Plans  
(Part C)

This option combines  
Part A and Part B

+

Part D  
(Rx Coverage)

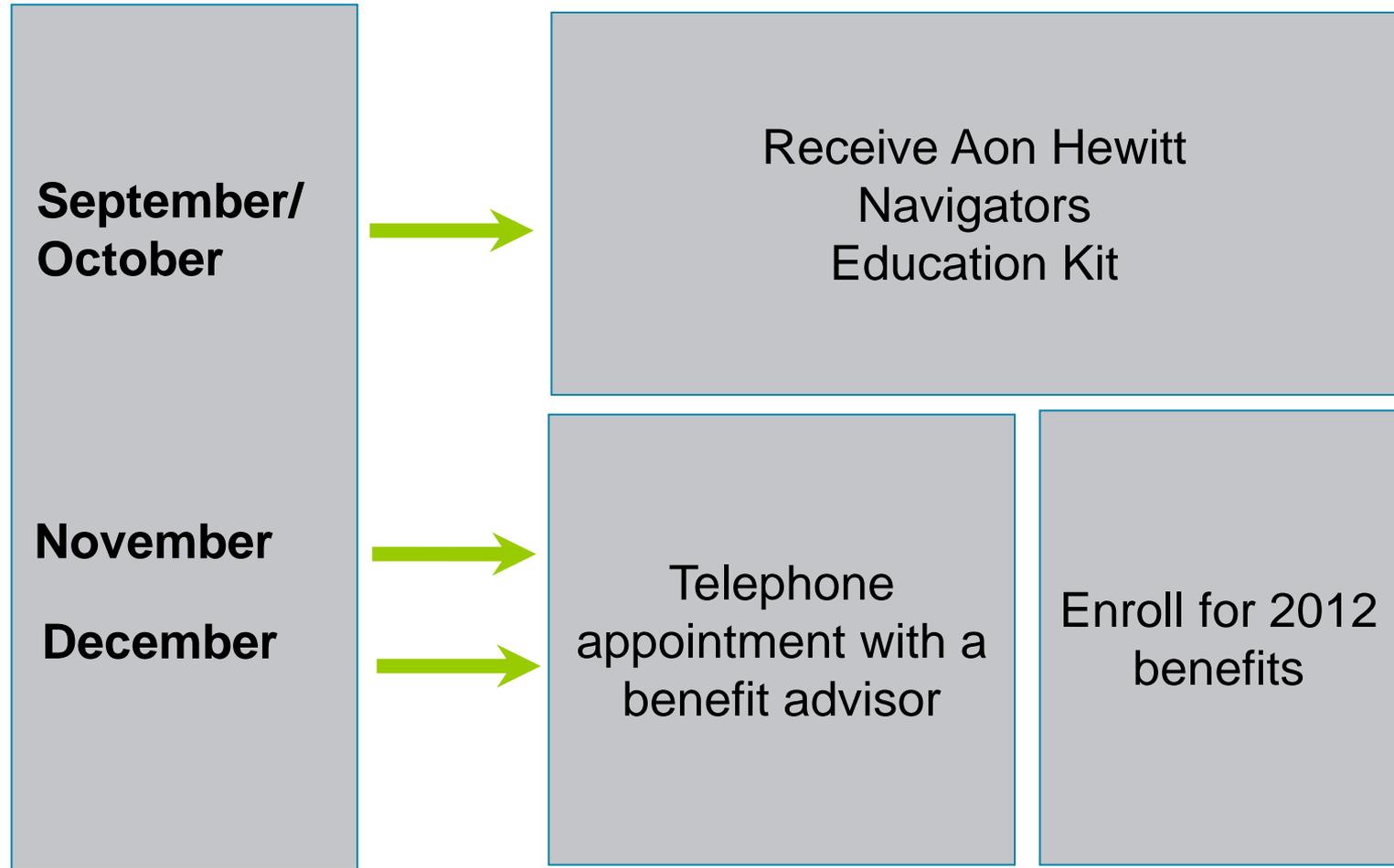
# Guarantee Issue of Coverage

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- The guarantee issue period lasts up to 63 days after the group plan ends.
  - During this period, you do not have to show insurability.
  - Guaranteed acceptance into any Medigap plan, regardless of any pre-existing health conditions
- Enrolling in a Medigap plan after this period, in most states, requires approval from the insurance company.
- This is a one time chance for those age 65 and over.
  - For those turning 65 in the future, you have the same opportunity at your initial enrollment.

# Enrollment Timeline for Medicare-Eligible Retirees

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# Conveniently Paying for Your Coverage

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## Two options:

- Pay your health insurance premium by check each billing period

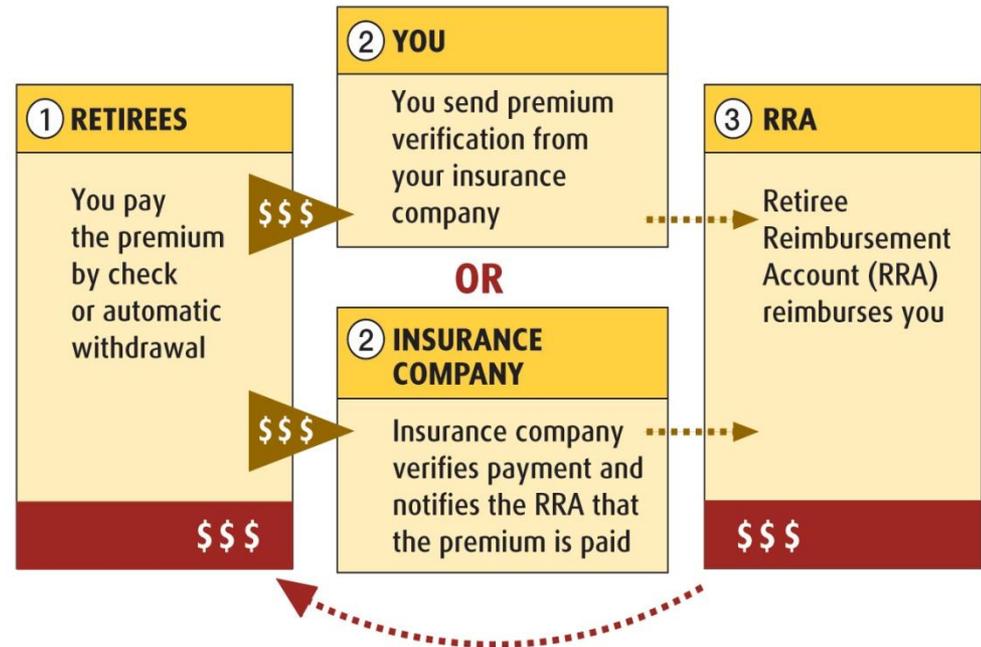
## OR

- Have your premium automatically withdrawn from a checking or savings account. Most insurance providers that Aon Hewitt Navigators offers allow automatic withdrawal as a convenient alternative to paper checks.



# How You're Reimbursed

- Enroll in a plan
- Pay the bill by check or automatic withdrawal from a checking or savings account
- Obtain reimbursement for premiums by check or direct deposit:
  - Automatically if offered by your carrier, or
  - By submitting notification of premium payments online, by mail or by fax.



## Ongoing Support Through Advocacy Services

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- What this means for CenturyLink retirees
  - Access to personalized assistance to help with unresolved issues pertaining to their benefits
  - Aon Hewitt Navigators will partner with plans, providers, collection agencies, and others to resolve issues quickly and accurately



## Questions?

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After the meeting, if you have other questions:

Aon Hewitt Navigators at  
1-800-505-3575