

UAW Local 72 Retirees and Surviving Spouses

This information pertains to Local 72 UAW retirees, surviving spouses and eligible dependents only.

Diabetic Supplies

Humana has recognized, that as previously communicated in these pages, diabetic strips lancets and glucose meters are not subject to out-of-pocket deductible or coinsurance in any of the insurance plans under the UAW Retire Medical Trust (VEBA). Humana is in the process of reviewing all claims related to diabetic supplies retroactively to January 1, 2010 and will reimburse our members for any improperly applied out-of-pocket charges.

Unsolicited Transfers from the Humana Traditional to PPO Plan

Over the last couple of weeks, some of you may have received new Humana Preferred (BHCG) insurance ID cards even though you may not have requested them. Due to a computer error at the Retiree Health Care Connect (VEBA), an unidentified number of retirees and surviving spouses, who were in the Humana Traditional Care Plan prior to August 1, 2010, were transferred into the Humana Preferred (BHCG) plan as of August 1, 2010 and subsequently received BHCG ID cards.

We are working with Retiree Health Care Connect and Humana to rectify this situation and will keep you updated. Meanwhile, if you received a Humana Preferred (BHCG) insurance ID card without requesting to be switched to that plan, please contact Retiree Health Care Connect at 1-866-637-7555 and discuss your options with them. If you need assistance in your dealings with RHCC or in any other aspect of this situation, contact the UAW Local 72 Benefit Office by calling one of the numbers below.

This unsolicited change of plan may have an adverse effect on your access to your doctors and health care facilities. It is possible that your doctors, who were in the network for the Humana Traditional Care plan's network, may not be in the Humana Preferred (BHCG) plan's network.

To clarify: the name of the Humana Traditional Care Network plan - as it appears on the ID cards - is **PPO**. The name of the network pertaining to the Humana Traditional Care Network plan is **Humana/ChoiceCare Network PPO**.

The network belonging to the Humana Preferred (BHCG) plan is called **Humana Preferred (BHCG)**.

Snow Birds

If you are enrolled in the Humana Medicare Advantage Plan and spend part of the year in a state other than Wisconsin, you should call Humana customer care before seeing a doctor or going to a medical facility for treatment outside Wisconsin to find out if they are in your network. In the Humana Medicare Advantage Plan, it is highly advisable to call Humana customer care even if you reside in Wisconsin to verify network participation for your providers before receiving treatment. The Human Medicare Advantage plan is governed by strict network rules that must be observed by all participants.

The Humana Customer Care phone number is 1-800-758-5002 and it is listed on the back of your Humana insurance ID card.

UAW Benefit Office

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