



Retiree First for Medicare Retirees

Whether facing a serious health problem, or dealing with a confusing bill, it is easy to become frustrated by the complicated healthcare system. Retiree First offers a solution to provide you with personalized support from healthcare-benefits experts. As a retiree, you will receive a dedicated phone line to a team of Retiree Advocates that understands the unique healthcare needs of retirees. Our Retiree Advocates take full responsibility for follow-up calls and end-to-end resolution of your issues. Whatever your healthcare concern may be, Retiree First will help make your benefits experience stress free.

What Retiree Advocates can help with:

- Personal information changes
- Card replacements
- Formulary, tier, quantity limit, and exceptions
- Copay assistance programs
- Physician and pharmacy outreach
- Inbound/Outbound three-way calls to Medicare, vendors, providers, pharmacies, and Social Security
- Financial assistance, including low-income
- Premium Subsidy (LIPS) filing support
- Assistance with pharmacy-related questions such as generic availability, prior authorizations, and mail-order services
- Status calls throughout the process, ensuring your issue is of highest concern and we are working on a resolution
- In-person or virtual appointment scheduling assistance and wellness program enrollment support and engagement
- Claims, billing, and payment support

For assistance, call Retiree First at **508-744-6804 (TTY 711)**

Retireefirst™

www.retireefirst.com

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