



State of Arkansas UnitedHealthcare Group Medicare Advantage (PPO) Plan Updates

**ALC-Employee Benefits Division Oversight
Subcommittee Meeting**

November 15th, 2023



**United
Healthcare®**

Introductions

UnitedHealthcare Retiree Solutions

John Thompson
National Practice Leader

Geoff Rensi
Vice President, Client Management

Joe Larson
Strategic Account Executive



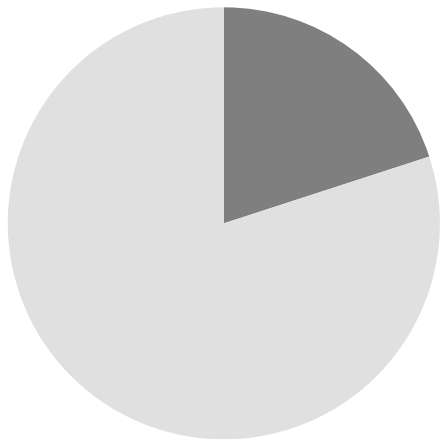
2023 ARBenefits Medicare Plan Options

ARBenefits Medicare Plan	Arkansas State Employees (ASE)	Public School Employees (PSE)
Option 1		
<u>Medical + Rx + Dental:</u> UHC Group Medicare Advantage (PPO) with Part D	Yes	Yes
Option 2		
<u>Medical:</u> Original Medicare (primary) + Health Advantage (secondary)	Yes	Yes
<u>Rx:</u> Retiree Pharmacy Plan administered by Navitus	Yes	No, PSE retirees access their Rx coverage through the individual market



How Medicare Advantage works

Medicare + Secondary

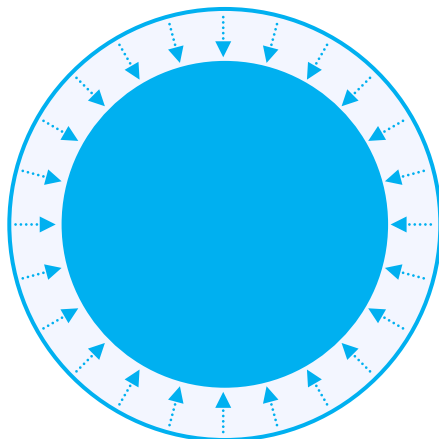


- ✓ Medicare Paid
- ✓ Plan Paid

Plan performance

- ✗ Clinical
- ✗ Gap Care Closure
- ✗ HouseCalls
- ✗ Rewards

Year 1 – MA

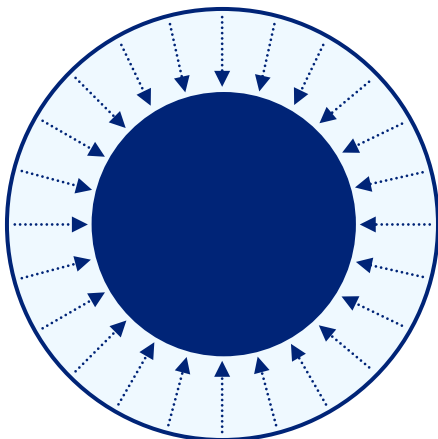


- ✓ MA Plan Paid

Plan performance

- ✓ Clinical
- ✓ Gap Care Closure
- ✓ HouseCalls
- ✓ Rewards

Years 2+ (Beyond)



- ✓ MA Plan Paid

Plan performance

- ↑ Clinical
- ↑ Gap Care Closure
- ↑ HouseCalls
- ↑ Rewards



Individual Medicare vs Group MAPD

	Individual Medicare Supplement with prescription drugs	Individual MAPD	ARBenefits UnitedHealthcare Group MAPD (PPO)
Lower out-of-pocket costs	✓		✓
National access in all counties and States	✓		✓
See any willing Medicare provider	✓		✓
Includes prescription drug coverage	✓	✓	✓
Lower monthly premiums		✓	✓
Voluntary clinical and wellness programs		✓	✓
Full suite of value-added benefits not included with Original Medicare		✓	✓
Unlimited inpatient and mental health days			✓
Custom benefits			✓
Dedicated customer service			✓



Plan Highlights

ARBenefits UnitedHealthcare Group Medicare Advantage (PPO)



Customized medical benefits designed to align with your existing ARBenefits



Prescription drug coverage



Dental benefits



Includes additional benefits and services not covered by original Medicare



No referral needed to see a specialist

This is a **Group Plan** exclusive to retirees of Arkansas State and Public Schools, and their Medicare-eligible dependents

A national plan covering you anywhere in the U.S., D.C. and 5 U.S. territories

Visit doctors, specialists and hospitals in or out of our network for the same cost share as long as they agree to see you and accept Medicare



Clinical Engagement – YTD 2023

ARBenefits UnitedHealthcare Group Medicare Advantage (PPO)



63%

of total population engaged in a clinical program or service

Key program engagements

HouseCalls

Inpatient and Transition

Fitness Participant

Diabetes Support

24/7 Nurse Support

Specialty Care Management*

All members receive Visa® Reloadable Cards for completing eligible health-related activities

- ✓ Annual Wellness or Physical Visit
- ✓ HouseCalls
- ✓ Get Moving Steps/Fitness

Visa® reloadable reward card



Members simply call UnitedHealthcare Customer Service to place an order for a reloadable reward card or save them for a future order



Newly-earned rewards are automatically loaded to a member's reloadable card within 24 hours

*Includes Home Based Medical Care, Kidney, Transplant, Virtual Advanced Illness, and High Risk Care Management



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Data pulled: 7/10/2023

UnitedHealthcare Call Center: January -November 2023

ARBenefits UnitedHealthcare Group Medicare Advantage (PPO)

Call Volume

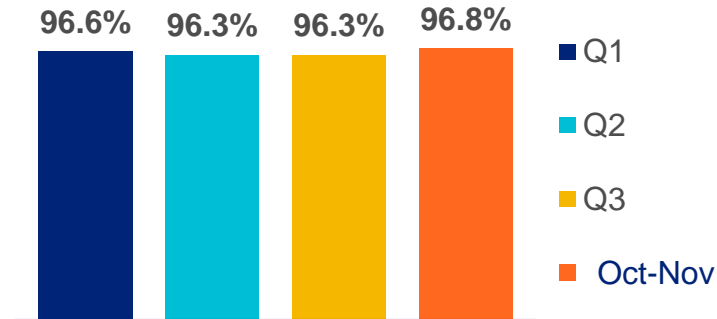
Volume of calls
handled

41,931

Average Handle
Time

13:15 mm:ss

United Experience Survey (UES) Member Satisfaction



96.5%

Year-to-Date

Call Drivers

Medical Benefit Inquiry 23.0%

Update Email & Phone 14.9%

Find a Provider 8.1%

Rewards 6.3%

Material Request 5.8%

Average Speed to Answer

Goal: 80% of calls in 30s

97.8%

Answered in
30 seconds

4.4 sec

The average time
taken to answer a call



2024 ARBenefits Retiree Open Enrollment

ARBenefits UnitedHealthcare Group Medicare Advantage (PPO)

Retiree Group	As of 11/13/23
Arkansas State Employees	8,942
Public School Employees	7,432
Total	16,374

UnitedHealthcare-sponsored 2024 Open Enrollment Meetings

- **33 In-person** meetings across the State from September 11 – October 4, 2023
- **3 Virtual/Telephonic** meetings from October 10 – October 12, 2023
- **FAQs:** Enhanced Over-the-Counter benefit, Dental, Rewards, INN vs OON, Enrollment into the plan, Group MAPD too good to be true

The ARBenefits Retiree Open Enrollment period goes from November 1st - 30th, 2023



ARBenefits Medicare Plan Funding Illustration

