Important UC Medicare news

Effective January 1, 2004, the University will be strictly enforcing Medicare coverage requirements. It is important that you understand these requirements, because your UC-sponsored medical plan coverage may be affected if you do not comply with them.

Medicare benefits are a vital part of your total medical coverage and work with your medical plan to pay medical expenses. As part of an overall effort to contain spiraling UC medical plan costs, UC will strictly enforce the requirements for enrollment in Part B of Medicare for those who are eligible. For an explanation of the two parts of Medicare, see the box on page 2.

Requirements for 2004

Mandatory enrollment in Part B
Since 1991, annuitants, disabled members, and their enrolled family members who are covered by a UC-sponsored medical plan and become eligible for Medicare Part A free of cost have been required to enroll in Medicare Part B.

Until now, those who did not enroll in Medicare Part B when required have had to pay a monthly offset penalty (see box on page 2), but their UC-sponsored medical coverage has continued uninterrupted. **This will no longer be true in the future**: beginning January 1, 2004, people who become eligible for Part B but do not enroll will not be assessed the monthly offset penalty. Instead those who do not enroll in Medicare Part B when they become eligible will be permanently deenrolled from UC-sponsored medical coverage.

Once enrolled, members must stay enrolled
Medicare Part B enrollment must be continuous. A plan member or enrolled family member who signs up for Medicare Part B and then cancels their Part B coverage will be permanently deenrolled from their UC-sponsored medical plan coverage.

Assignment of Medicare benefits to HMOs
The University requires HMO plan members to transfer into the UC-sponsored HMO Medicare plan as soon as they become eligible. The HMO plans send their members a special Medicare mailing with information on enrollment, about four months before the member turns 65. At this time, you must assign your Medicare benefits to your UC-sponsored HMO plan. Otherwise, you will be permanently deenrolled from UC-sponsored medical coverage. The Medicare plans have different names and service areas from the basic plans: Health Net (Seniority Plus), Kaiser

continued on page 2
Important UC Medicare continued from page 1

Permanent (Senior Advantage), PacifiCare (Secure Horizons), Western Health Advantage (WHA Care+), and PacifiCare of Nevada (Secure Horizons) are known as Medicare+Choice plans when they are coordinated with Medicare.

Medicare+Choice HMO plans have a special arrangement with Medicare to assume responsibility for your medical care. (Note: All of UC’s Medicare HMO plans are Medicare+Choice plans, except for the Kaiser Mid-Atlantic plan.) For this service, Medicare pays a set fee to the plan, and neither Medicare nor the HMO will pay for services you receive outside of the plan (with the exception of emergency services).

Note: If you or your enrolled family member(s) enroll in a Medicare+Choice HMO plan that is not sponsored by UC, you will be permanently deenrolled from UC-sponsored medical coverage.

Additional information

If you are receiving UC-sponsored medical benefits as an annuitant, disabled member or an enrolled family member, UC will send you a Medicare mailing approximately 3–4 months prior to your 65th birthday. The mailing will include a letter, a Medicare Factsheet, and a Medicare Declaration form (UBEN 126). This form is used to notify UC of Medicare enrollment status for you and your eligible family members.

Medicare is the federal program for people age 65 or older, certain younger people with disabilities, and people with end-stage renal disease (permanent kidney failure requiring dialysis or kidney transplant). Medicare eligibility is determined by Medicare rules, not UC. Most people become eligible for Medicare:

- At age 65 (If eligibility is based on a spouse’s work record, eligibility may occur later than 65), or;
- Before age 65, after receiving Social Security disability benefits for 24 months.

Should you have questions about Medicare benefits or enrolling in Medicare, call the Social Security Administration at 1-800-772-1213, visit their website (www.socialsecurity.gov), or visit a local office. For questions about UC requirements, call the Customer Service Center at 1-800-888-8267, Monday-Friday, 9 a.m.–4 p.m., PST.

Those who are paying the offset as of December 31, 2003

Currently, UC assesses a monthly offset penalty for those who did not comply with enrollment in Medicare Part B as of December 31, 2003. The offset, currently $110 (per person), will be increased to $161 per month effective January 1, 2004, to more accurately reflect the cost to UC. This offset will continue until you or your Medicare-eligible family member enrolls in Medicare Part B. It is anticipated that the offset will increase each year for the next three years; it is usually deducted from your monthly retirement check. As explained on page 1, beginning January 1, 2004, UC will not assess this penalty to those who become eligible for Medicare Part B. They must sign up for Part B or lose their UC-sponsored coverage.

Two parts of Medicare

Medicare Part A helps cover hospital stays, skilled nursing facility care, home health care, and hospice care. Most people do not have to pay a monthly premium for Medicare Part A when they become eligible because they (or a spouse, former spouse or deceased spouse) paid Medicare taxes while they were working. It is possible to qualify for premium-free Part A based on a spouse’s contributions even though you may have never contributed to Social Security.

Medicare Part B helps cover doctors’ services, clinical laboratory services, and outpatient hospital care. When medically necessary, Part B also helps pay for some physical and occupational therapy and some home health care.

Most people pay a monthly premium for Part B. Those who receive Social Security benefits prior to age 65 are automatically enrolled, and the premium is taken from their monthly Social Security retirement benefit. If you are not receiving a Social Security benefit, Social Security will bill you quarterly.

For 2003, the monthly Part B premium is $58.70; it can be higher if enrollment was delayed. In certain circumstances, there are special programs to help pay for the premium. (See the May 2003 New Dimensions for instructions.)
Reminders

What’s New

Aetna claims due by December 2003

Claims from last year (2002) under the previous Aetna plans (UC Care, High Option and Core) must be submitted no later than December 31, 2003, in order to be paid. Send your claims to Aetna Inc:
UC Care In Area Claims
P.O. Box 54280
Los Angeles, CA 90054-0280
UC Care Out of Area Claims
P.O. Box 9160
Van Nuys, CA 91410-0160
Core and High Option
P.O. Box 9220
Van Nuys, CA 94140-0220

Medicare drug program

You may have heard about pending legislation affecting prescription drugs for Medicare enrollees. If the legislation passes, it will go into effect in January 2006, and UC HR/Benefits will provide updates on how it will affect UC-sponsored health coverage.

New family member verification process for 2004

The University incurs significant costs to provide group insurance coverage for employees and their family members. To meet health plan contract obligations, UC must verify family member eligibility to ensure that only those who are truly eligible for coverage are enrolled.

In Spring 2004, UC HR/Benefits will randomly select a number of enrolled family members and request documentation from them to verify their eligibility. Examples of documentation include marriage or birth certificates, verification of same-sex domestic partnerships, adoption records, or tax records. This program replaces previous verification procedures, including the annual spring tax verification, which required members to submit tax records from the previous year.

The University requires your cooperation in this verification effort.

Annual Review

UC may ask for documentation if you have any of following family members enrolled in your insurance plans:
• spouse or same-sex domestic partner
• adult dependent relative
• natural or adopted child(ren)
• grandchildren
• stepchild(ren), stepgrand-child(ren), legal ward(s), disabled child(ren) over age 22, other child(ren) enrolled before September 1, 1994, child(ren) or grandchild(ren) of a same-sex domestic partner

It is not necessary to send any documents unless UC requests them, but please keep your documentation on hand. The carriers also have the right to request verification of eligibility. UC will deenroll the applicable family member(s) if you do not provide documentation when required. If it is determined that the plan has been misused, the employee and any eligible family members will be deenrolled for 18 months. UC reserves the right to recover any costs incurred for any ineligible family members.

Adding a new family member?

If you plan to add family members to your plans during this Open Enrollment, be sure you understand UC’s eligibility requirements. The requirements are outlined in the Group Insurance Eligibility Factsheet. You may wish to read the new Benefits for Domestic Partners booklet if you plan to enroll a domestic partner. These publications are available on the At Your Service website under “Forms & Publications” or from your local Benefits Office.

If you have questions about the new verification process, call the UC Customer Service Center at 1-800-888-8267, Monday–Friday, 9 a.m.–4 p.m.

Delayed

The May issue of this newsletter indicated that the Medicare Factsheet would be available in June. After press, we were informed of the Medicare changes (see page 1) and are revising the Medicare Factsheet. It should be available in the fall.
Early this year, the independent research firm DSS Research (DSS) conducted a member satisfaction survey of the UC-sponsored medical plans.

The survey measured random UC member satisfaction with the medical plans (non-Medicare) during calendar year 2002.

Survey results are based on responses from more than 4,000 members of the California HMOs. For more in-depth information on the plans and providers in California, go to Healthscope (www.healthscope.org).

### Chancellor Dynes selected as new UC President

The Board of Regents appointed Robert C. Dynes, a distinguished physicist, dedicated teacher, and highly skilled chancellor of UC San Diego, as the 18th president of the University of California system, effective October 2, 2003.

The Regents conducted a thorough national search that produced more than 300 candidates. The Regents were assisted by advisory committees of faculty, staff, students, and alumni, all of whom provided critical input in the search for a candidate with the mix of skills and experiences necessary to maintain the quality and accessibility of the University of California during this challenging period of time.

President-Designate Dynes is an expert on semiconductors and superconductors. He spent 22 years in the private sector at AT&T Bell Laboratories before coming to UCSD in 1991 as professor of physics. He later served as chair of the Department of Physics and senior vice chancellor for academic affairs before being named chancellor in 1996. He has continued his research and teaching while serving as chancellor.

### Leadership at UCSD

With his leadership, UCSD has continued its ascent as one of the nation’s premier research universities. President-Designate Dynes has proven himself to be someone who cares deeply about academic excellence, the quality of the student experience, the work environment of the staff, and the University’s obligations to the public and to the next generation of California students.

In following Richard Atkinson as president, Robert Dynes will work with the entire UC community to maintain and enhance this University’s tradition of excellence in teaching, research and public service.

Additional details about Chancellor Dynes can be found online (www.universityofcalifornia.edu/newpresident).

### Percentage of members who responded favorably about...

<table>
<thead>
<tr>
<th></th>
<th>Health Net</th>
<th>Kaiser Permanente</th>
<th>PacifiCare</th>
<th>WHA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Health Care</td>
<td>88.2%</td>
<td>88.9%</td>
<td>86.2%</td>
<td>90.6%</td>
</tr>
<tr>
<td>Overall Health Plan</td>
<td>79.6%</td>
<td>87.9%</td>
<td>78.6%</td>
<td>84.9%</td>
</tr>
<tr>
<td>No problems getting a referral to a specialist</td>
<td>61.6%</td>
<td>70.0%</td>
<td>59.8%</td>
<td>59.8%</td>
</tr>
<tr>
<td>Care for an illness or injury as soon as wanted</td>
<td>83.0%</td>
<td>85.8%</td>
<td>80.9%</td>
<td>79.8%</td>
</tr>
<tr>
<td>No problems getting help from the health plan’s customer service</td>
<td>45.0%</td>
<td>58.6%</td>
<td>43.9%</td>
<td>48.6%</td>
</tr>
<tr>
<td>No complaints or problems written to health plan</td>
<td>87.1%</td>
<td>92.6%</td>
<td>84.2%</td>
<td>88.2%</td>
</tr>
</tbody>
</table>
Web Changes
Personalize your online identification

There are some new features available on UC HR/Benefits online self-service site, “Your Benefits Online.”

“Your Benefits Online,” provides self-service applications for your personal UCRS retirement plans and health and welfare benefit plans. You may also transfer retirement plan balances, or request a plan distribution.

New sign-in identification
Responding to the trend allowing customers to create their own sign-in identification, UC annuitants are now able to create a personalized Username to access information and complete transactions on “Your Benefits Online.” Currently, this system requires a Social Security number as the sign-in identification. After you establish a Username, you can sign in using either your Username or Social Security number. UC’s interactive telephone system, bencom.fone, will still require a Social Security number as the sign-in.

UC PIN authorization
Before using “Your Benefits Online” or bencom.fone, you will see or hear an authorization, which confirms your understanding that UC is authorized to act on your instructions for both online and interactive telephone services. The authorization explains your obligation to monitor whether your instructions have been followed and to notify UC promptly if you become aware of any errors, problems, disclosure, theft or unauthorized use of your UC PIN.

New “Lost Your PIN” option
“Your Benefits Online” now features a “Lost Your PIN” service which allows you to access the applications if you forget your UC PIN. In addition, all users will be encouraged to create a personalized question and answer, using information known only to them. If a user forgets their UC PIN in the future, the “Lost Your PIN” service will pose the question and will not provide personalized information without the correct response.

Blue Cross members submit your UBH claims online

www.liveandworkwell.com

United Behavioral Health (UBH) provides behavioral health care for Blue Cross PPO and Plus members. If you receive mental health or substance abuse services from a provider that is not in the UBH network, you can now submit out-of-network claims to UBH on their secure website www.liveandworkwell.com. Online claims submission and claims look-up will improve processing speed and accuracy of payments. Here’s how it works:
1. After logging in with your Access Code (11280), select “Go to Self Service Area.”
2. Select “Enter Self Service” and complete your registration.
3. Fill in the claim form using information on your out-of-network provider’s bill. (The system automatically fills in the provider data and information from repeat visits.)
4. Review the claim summary and make any necessary changes.
5. Select the option to submit the out-of-network claim. No need to mail the claim.
(Note: You do not need to submit a claim if you or a covered household member has received service from a UBH network provider. In-network providers or facilities submit claims on your behalf.)
Scandinavia and Beyond

(Thanks to UC Retirement Travel Interest Group Representative Hugh Pates for this travel account.)

Booked for Baltic Sea passage on Celebrity Cruises’ SS Constellation in late May were 18 members of the UC Retirement Travel Interest Group (Council of UC Retiree Associations) who took advantage of the 14-day cruise announced in the February New Dimensions.

Sailing from Dover, England, the ports of call for this exceptional adventure were Oslo, Copenhagen, Rostock, Tallinn, St. Petersburg, Helsinki, and Stockholm.

The travelers were treated to delightful weather all along the way and calm seas for sailing throughout the journey. Shipboard, they enjoyed dancing, conversation, and sumptuous meals together.

Each port of call along the way offered its own special opportunities, including journeys into the countryside, exploration of city sights and delights, shopping novelties, and boat trips through fiords to little islands and communities throughout the Scandinavian countries.

Special highlights were the stops in St. Petersburg and Berlin.

2003–2004 UCLA Retirees’ Association program

The UCLA Retirees’ Association (UCLARA) is in the process of planning its program series for 2003–04. The first event, scheduled on October 15, will be a lecture to a joint meeting of the Retiree and Emeriti Associations by Ray Bradbury, the world-famous author and recipient of the National Book Foundation's 2000 Medal for Distinguished Contribution to American Letters. There will be a charge for non-members. For information, please call the Program Chair, Marcia Kurtz, at (310) 476-2074.

In order to provide both educational and entertaining programs, UCLARA relies on membership income to help sponsor these activities. These activities, along with the UCLARA Newsletter, provide opportunities for members to renew friendships and to stay connected to their campus or laboratory. If you are interested in learning more about UCLARA membership, please contact Membership Chair Pat Lotker at (805) 492-8087 or contact the Retirees’ Office on campus at (310) 825-7456.
New Dimensions is published by University of California Human Resources and Benefits to provide news and information to UC annuitants.

Editor: Steven Ong
steven.ong@ucop.edu

Contributors: HR/Benefits Staff
Design: Kathy Kirkpatrick

UNIVERSITY OF CALIFORNIA
HUMAN RESOURCES AND BENEFITS
300 Lakeside Drive, 5th Floor
Oakland, CA 94612-3557

Associate Vice President:
Judith W. Boyette

Executive Director, Client Relations and Diversity: Kay Miller

Periodicals Manager/Editor:
Norm Cheever

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In conformance with applicable law and University policy, the University is an affirmative action/equal opportunity employer. Please send inquiries regarding the University’s affirmative action and equal opportunity policies for staff to Director Mattie Williams, University of California Office of the President, 300 Lakeside Drive, Oakland, CA 94612 and for faculty to Executive Director Sheila O’Rourke, University of California Office of the President, 1111 Franklin Street, Oakland, CA 94607.

Comments or Questions?

Write New Dimensions at:
University of California, Human Resources and Benefits
P.O. Box 24570, Oakland, CA 94623-1570
Email: steven.ong@ucop.edu

Annuitant Newsletter on Audio Cassette

This newsletter is available on audio cassette tape for visually impaired and disabled annuitants. If you are interested, call New Dimensions at 1-800-239-4002, extension 79836, and leave your name, address, and phone number. Please indicate that you want to receive New Dimensions on tape and future New Dimensions recordings will be sent to you. Please note that audio cassette tapes are generally mailed four weeks after each New Dimensions mailing.

Association Contacts

Use this listing if you're interested in joining an association, or to inform your association of an address change.

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<thead>
<tr>
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<th>Emeriti</th>
<th>Retirees</th>
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<tbody>
<tr>
<td>Berkeley</td>
<td>UCB Retirement Center 510-642-5461</td>
<td>UCB Retirement Center 510-642-5461</td>
</tr>
<tr>
<td>Davis</td>
<td>Edmond Constantinii 530-752-0974 <a href="mailto:egcostantini@ucdavis.edu">egcostantini@ucdavis.edu</a></td>
<td>Charles Lacy 530-756-4372, <a href="mailto:calery@ucdavis.edu">calery@ucdavis.edu</a></td>
</tr>
<tr>
<td>Irvine</td>
<td>Lyman Porter 949-824-6204</td>
<td>Emeriti/Retiree Office 949-824-6204, <a href="mailto:emergi@uci.edu">emergi@uci.edu</a></td>
</tr>
<tr>
<td>LANL</td>
<td>N/A</td>
<td>Mary Mariner 505-672-1950</td>
</tr>
<tr>
<td>LBNL</td>
<td>N/A</td>
<td>Chuck Mansfeld 505-662-2115</td>
</tr>
<tr>
<td>LLNL</td>
<td>N/A</td>
<td>Lawrence Livermore Employee Services Association 925-422-9402</td>
</tr>
<tr>
<td>Los Angeles</td>
<td>Emeriti/Retiree Relations Center 310-825-7456 <a href="mailto:emergi@humnet.ucal.edu">emergi@humnet.ucal.edu</a></td>
<td>Emeriti/Retiree Relations Center 310-825-7456</td>
</tr>
<tr>
<td>OP &amp; Regents</td>
<td>N/A</td>
<td>Karl Droessel 925-376-0468, <a href="mailto:kdroessel@comcast.com">kdroessel@comcast.com</a></td>
</tr>
<tr>
<td>Riverside</td>
<td>Michael D. Reagan 909-780-5993 <a href="mailto:cdmr@pacbell.net">cdmr@pacbell.net</a></td>
<td>Betty Morton 909-689-4381, <a href="mailto:TheMortons@aol.com">TheMortons@aol.com</a></td>
</tr>
<tr>
<td>San Diego</td>
<td>Sandi Pierz 858-534-0101</td>
<td>Lisa Hreha 858-534-4724, <a href="mailto:retirelink@ucsd.edu">retirelink@ucsd.edu</a></td>
</tr>
<tr>
<td>San Francisco</td>
<td>William F. Ganong 510-526-5680</td>
<td>Frances Larraguta 415-731-3109</td>
</tr>
<tr>
<td>Santa Barbara</td>
<td>Emeriti/Retiree Relations Center 805-893-2168 <a href="mailto:gina.locale@hr.ucsb.edu">gina.locale@hr.ucsb.edu</a></td>
<td>Emeriti/Retiree Relations Center 805-893-2168</td>
</tr>
<tr>
<td>Santa Cruz</td>
<td>Stanley D. Stevens 831-475-9172</td>
<td>Barbara Dileanis 831-426-7653</td>
</tr>
</tbody>
</table>

Note to associations: To update a listing, write to Steven Ong at New Dimensions (Email: Steven.Ong@ucop.edu).
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- Important Medicare Changes—page 1
- New Family Member Verification Process—page 3
- Personalize Your Online Identification—page 5
and more...

Looking for a previous article?
Go to the At Your Service website, select “Forms & Publications” and the category “Newsletters” for previous issues of New Dimensions.

Correction:
In the printed version of the May 2003 New Dimensions, the cover article should have been entitled “Guide to Prescription Drug Benefits for 2003.” UC HR/Benefits is currently negotiating the benefits for 2004 and will report on the benefits as soon as possible. We apologize for any confusion this may have caused.