

# new dimensions



## Survey shows high marks for UC-sponsored Medicare plans

UC-sponsored medical plans for retirees in Medicare received high marks from their members, according to an annual survey sponsored by Systemwide Human Resources.

The survey of UC Medicare plans, conducted in spring, queried members of Kaiser Senior Advantage and the UC Medicare PPO/High Option Supplement about their experiences in 2019.

Of Kaiser Senior Advantage members surveyed, nearly 93 percent were satisfied with their overall health care, and 95 percent were satisfied overall with their health plan. Similarly, 94 percent of UC Medicare PPO/High Option Supplement members were satisfied with their overall health care, and nearly 93 percent were satisfied with their health plan.

In six categories covered by the survey of Kaiser Senior Advantage and the UC Medicare PPO/High Option Supplement, members of these plans expressed high levels of satisfaction that exceeded or were near national averages reported by the Centers for Medicare and Medicaid Services (CMS).

UC Medicare Choice, administered by UnitedHealthcare®, was not included in the survey because the new plan was launched Jan. 1, 2020. See the article on page 6 for some customer service data and results of a separate UC Medicare Choice member survey.

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## Examine your benefits this Open Enrollment season

UC's annual Open Enrollment period is here, and now is the time for retirees to review their benefits, consider options, consult experts, and change plans if desired.

The Open Enrollment period runs from Thursday, Oct. 29 to Tuesday, Nov. 24, 5 p.m., PT.

The Open Enrollment booklet,

Open Enrollment information does not apply to retirees from Los Alamos or Lawrence Livermore National Labs whose health benefits are provided by LANS and LLNS, not UC.

mailed recently, has details about plan changes, costs for retirees receiving 100 percent of the UC contribution, and how to enroll online. Benefits changes go into effect on Jan. 1, 2021.

**If you do not wish to make a benefits plan change, you do not need to take any action during Open Enrollment**

If you are considering options, there are plenty of resources and opportunities to get your questions answered:

- Tour UC's online benefits fair at [ucal.us/benefitsfair](http://ucal.us/benefitsfair). Because of pandemic-related restrictions for public gatherings, the online fair
- replaces the in-person Open Enrollment events held at the various UC locations. But the online version has "benefits," too. It will have the usual booths for UC's plans, although virtual, and the fair is "open" 24/7 through the UC Open Enrollment season. You can also chat online with plan representatives if you have questions. You're encouraged to bring a family member to the online fair so you can explore benefits information together.
- Visit the Open Enrollment website at [ucal.us/oe](http://ucal.us/oe) for tools, resources and details about each UC plan's features, costs

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### Quoteworthy

"It's thought that smell may be a preclinical indicator of dementia, while hearing and vision may have more of a role in promoting dementia."

Willa Brenowitz, PhD, Weill Institute for Neurosciences at UCSF  
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### Spotlight

New automatic withdrawals tool for your UC retirement savings

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## New automatic withdrawals tool for your UC retirement savings

If you're eligible for withdrawals from your UC 403(b), 457(b), and/or DC Plan accounts, you can schedule regular payments straight to your bank account. And now, a new automatic withdrawals tool gives you more flexibility than ever.

### Put withdrawals on autopilot

If you have retired from UC, you can now use a new online tool to help you decide which withdrawal option is best for you. It can even help answer the big questions: "How much retirement income will I have? How long will it last? What will be left?"

The tool gives you more flexibility over how much you take from your accounts, and when. You can now set up scheduled payments as either a dollar amount or a percentage of your balance. You can even set up ongoing payments for the rest of your life. And you can start, stop or change your election at any time.

If you are required to receive IRS Minimum Required Distributions (MRDs), automatic payments will help offset your MRD requirements.

### Explore the new tool

Go to [withdrawals.fidelity.com](https://www.fidelity.com/withdrawals). Select "See Your Options," then, under "Automatic Withdrawals," select "Explore This Option."

Decide on the amount:

- A set dollar amount
- A specific time frame (e.g., over 10 years)
- A percentage of your balance (e.g., 4% each year)
- Ongoing payments based on your life expectancy

Then choose the payment frequency: Biweekly, semi-monthly, monthly, quarterly, semi-annually, or annually.

Note that the automatic withdrawals tool will only appear if you have left or retired from UC. If you are at least age 59½ and an active UC employee, you can still set up a withdrawal online or by phone, but you won't be able to access the automatic withdrawals tool.

### Where to get help

The UC Retirement System contracts with Fidelity Investments to provide you with one-on-one guidance at no additional cost. For help setting up your retirement income plan, call a UC-dedicated Retirement Planner at 800-558-9182.

*This article adapted from piece that appears in myUCretirement.com, which offers a variety of information, resources and tools for retirees.*

## Review and update your profile for 403(b), 457(b) and DC Plans

It is a good idea to regularly check to make sure your personal information for your Retirement Savings Program plans (403(b), 457(b), DC Plans) is up-to-date.

These are separate from other UC benefits you may have or may be receiving. Making sure your information is correct with Fidelity will assure that you continue to receive important information regarding your Retirement Savings Program accounts, and that your monies are eventually paid to your actual intended beneficiary(ies).

For your Retirement Savings Program 403(b), 457(b) and/or DC Plan accounts:

- Log in at [netbenefits.com](https://www.netbenefits.com) and click on "Profile."
- You can review and edit personal and contact information, choose how you would like to receive important information, and make sure your designated beneficiary(ies) information is current and accurate. Please note that a telephone number is required for multi-factor authentication, an added level of account security recently enabled on [netbenefits.com](https://www.netbenefits.com).

## Open Enrollment for retirees in Medicare outside California

Medicare Open Enrollment for current Via Benefits members runs to Dec. 7, 2020. While it is not necessary to change your plan, Open Enrollment offers you the opportunity to consider other coverage options, and, if you choose, enroll in a different plan.

Via Benefits has sent a fall newsletter announcing Medicare Open Enrollment, and your medical plan carrier will reach out with details about any plan changes. Review these changes and your premium for 2021.

If you are satisfied with your plan(s) and you do not have any changes, your plan(s) automatically renews with the new 2021 premium. If you need to make a change, you must work directly with Via Benefits to continue your HRA eligibility.

The amount of the UC contribution through the HRA — up to \$3,000 for each Medicare-eligible member of your family, subject to graduated eligibility — remains the same for 2021.

The UC Open Enrollment booklet, recently sent, has more information about the HRA, enrolling in Medicare plans through Via Benefits, and enrolling in your UC dental, legal, vision, accidental death and dismemberment, and pet insurance plans. Open Enrollment for UC dental, legal and vision plans runs from now to Tuesday, Nov. 24, 5 p.m., PT.

Important: If you change coverage, you must make any changes through Via Benefits. Changes made during this Open Enrollment will be effective on January 1, 2021.

If you purchase a Medicare plan outside of Via Benefits, you will not be eligible to receive the UC contribution through the HRA. If you are satisfied with your current coverage, no action is necessary but you may want to confirm your premium for next year. The Via Benefits customer service number is 855-359-7381 and the website is [my.viabenefits.com/uc](https://www.viabenefits.com/uc). Office hours: Monday-Friday, 8 a.m.-9 p.m., ET; Saturday (From Oct. 17-Dec. 5), 9 a.m.-7 p.m., ET.

Please note: UC's eligibility for the Medicare Coordinator Program remains the same in that retirees, couples, and families need to be Medicare-eligible and living in the US outside of California before they can enroll through Via Benefits. Program eligibility of retirees and families for Via Benefits is determined monthly based on your home address with UC and enrollment happens before their program eligibility date. You may now update your address on UCRAYS. To receive the maximum HRA contribution from UC, retirees should enroll before their UC group coverage ends.

Retirees living outside of California who are transitioning into Medicare within a year will begin to receive regular communications from Via Benefits to help prepare them for the transition to Medicare and guide them through the process of selecting the right medical plan. Retirees already enrolled in Medicare who recently moved out of California will receive the Enrollment Guide from Via Benefits, which will assist them with their medical plan enrollment.

## Family member verification

UC requires all faculty, staff and retirees who enroll new family members in their medical, dental and/or vision insurance plans to provide documents to verify their family members' eligibility for coverage.

If you add a family member to your coverage during Open Enrollment, in early 2021 you will receive a packet of materials to complete the verification process. You must respond by the deadline shown on the letter

or risk disenrollment of your newly enrolled family members from UC benefits. As part of UC's periodic review process, you may also be contacted for information to confirm the eligibility of your previously verified spouse or domestic partner, grandchildren and legal wards.

UnifyHR administers the verification program for UC. More information about the verification process is available online at [ucal.us/fmv](https://www.ucal.us/fmv).





## Adults who can really smell the roses may face lower likelihood of dementia

Seniors who can identify smells like roses, turpentine, paint-thinner and lemons, and have retained their senses of hearing, vision and touch, may have half the risk of developing dementia as their peers with marked sensory decline.

For a UCSF study, researchers tracked close to 1,800 participants in their 70s for a period of up to 10 years to see if their sensory functioning correlated with the development of dementia.

Among those whose sensory levels ranked in the middle range, 141 of the 328 (19 percent) developed dementia. This compares with 83 in the good range (12 percent) and 104 (27 percent) in the poor range, according to the study.

“Sensory impairments could be due to underlying neurodegeneration or the same disease processes as those affecting cognition, such as stroke,” said study author Willa Brenowitz, PhD, of Weill Institute for Neurosciences at UCSF. “Alternatively, sensory impairments, particularly hearing and vision, may accelerate cognitive decline, either directly impacting cognition or indirectly by increasing social isolation, poor mobility and adverse mental health.”

While multiple impairments were key to the researchers' work, the authors acknowledged that a keen sense of smell, or olfaction, has a stronger association against dementia than

touch, hearing or vision. Participants whose smell declined by 10 percent had a 19 percent higher chance of dementia, versus a 1-to-3-percent increased risk for corresponding declines in vision, hearing and touch.

“The olfactory bulb, which is critical for smell, is affected fairly early on in the course of the disease,” said Brenowitz. “It’s thought that smell may be a preclinical indicator of dementia, while hearing and vision may have more of a role in promoting dementia.”

Read more: [www.ucsf.edu/news/2020/07/418116/older-adults-who-can-really-smell-roses-may-face-lower-likelihood-dementia](http://www.ucsf.edu/news/2020/07/418116/older-adults-who-can-really-smell-roses-may-face-lower-likelihood-dementia)

## Transitioning to Medicare in 2021?

If you or a family member are currently enrolled in UC retiree health insurance and are planning to enroll in Medicare in 2021, think carefully about your current medical plan and others that you may choose.

Your choice will affect which Medicare plan you are transferred into when you turn 65. (See partner plans below.)

Some of UC’s retiree medical plans have Medicare versions of your current plan and some have corresponding partner plans. If your existing plan has a Medicare version or partner plan, you’ll be transferred into that

plan once you enroll in Medicare, complete the required forms and Medicare has approved your enrollment form.

So, during Open Enrollment, consider whether the Medicare version of your current medical plan offers the benefits you want and your Primary Care Physician or Primary Medical Group accepts Medicare. If not, Open Enrollment is the time to change plans. Unless you are enrolled in the UC Health Savings Plan, UC does not allow you to change plans mid-year simply because you have become eligible for Medicare. (See the Open Enrollment booklet, page 7, for more information).

YOU SHOULD BE IN THIS NON-MEDICARE PLAN	IF YOU WANT TO HAVE THIS MEDICARE PLAN IN 2021
CORE or UC Health Savings Plan	UC Medicare PPO
UC Blue & Gold HMO or UC Health Savings Plan	UC Medicare Choice
Kaiser Permanente or UC Health Savings Plan	Kaiser Permanente Senior Advantage
UC Care PPO or UC Health Savings Plan	UC Medicare PPO

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Text "UC" to 52886 | [ucal.us/ucanjoin](http://ucal.us/ucanjoin)

## Examine your benefits continued from page 1

and changes for the coming year. From here, you can link to your UC Retirement At Your Service (UCRAYS) account and make your benefits changes. Remember to make any changes by 5 p.m., Tuesday, Nov. 24.

- Attend a virtual Open Enrollment information session designed especially for retirees. These sessions, mostly Zoom meetings this year, are hosted by UC health care facilitators who have expertise on retiree health and benefit plans topics. See the schedule of sessions at bottom of page.

### Benefits changes, highlights

**Costs:** Premiums for some UC retiree health plans have changed for 2021, so ponder your options. See pages 9 and 10 of the Open Enrollment booklet for medical plan costs for the coming year.

**Medicare costs:** Prescription Drug Part D TrOOP (true out-of-pocket) maximums will increase from \$6,350 to \$6,550 for 2021. Copayments for certain services will increase slightly for low-income subsidy-eligible Medicare enrollees.

### Non-Medicare Plan Changes

**HMO Plans:** For Kaiser and UC Blue & Gold HMO, ER copays are increasing from \$75 to \$125 (waived if admitted).

For UC Blue & Gold, Babylon is replacing Teladoc as the telehealth provider, and the out-of-pocket maximum no longer includes copayments for infertility and hearing aid services. New medical groups have been added to the network.

**PPO Plans:** Anthem’s mobile app and pricing tool, Anthem Engage Elite Plus, will no longer be offered.

**UC Care cost-sharing changes:** For UC Care, there are increases to deductibles and member cost-sharing amounts, and to the out-of-pocket maximum. See page 4 of the Open Enrollment booklet or visit the Open Enrollment website at [ucal.us/oe](http://ucal.us/oe).

**Dental plans.** Dental insurance will continue to be fully paid by UC for retirees eligible for the full UC contribution. Retirees subject to graduated eligibility pay a portion of the premium.

**Vision.** Good news for vision insurance. Costs will decrease an average of 15 percent. Vision is open for enrollment. Also, in 2021 participating Walmart Vision Centers are added as in-network providers. To enroll in the Vision Service Plan, contact the plan directly. (See page 6 of the Open Enrollment booklet.)

**Legal.** There are no changes to costs. In 2021, Diversity and Inclusion services will be added to support UC’s LGBTQ+ retirees with legal matters including gender identifier changes on

government issued documents, funeral directives, hospital visitation rights, and more.

**Accidental Death & Dismemberment,** provided by Prudential, and pet insurance through Nationwide are open for enrollment year-round. See page 6 of the Open Enrollment booklet for contact information.

**Enroll in UC plans online.** Go to [ucal.us/oe](http://ucal.us/oe) and select “retirees.” Sign in to UC Retirement at Your Service (UCRAYS) and choose “Open Enrollment.” Select “Medical,” “Dental” or “Legal” to see your 2021 options and premiums for those plans. Select “Confirm” when you are satisfied with your elections. You must confirm your changes — and get a confirmation number — to complete your enrollment. For information on signing in to UCRAYS go to [ucal.us/retireehelp](http://ucal.us/retireehelp) or page 5 of the Open Enrollment booklet.

Again, if you do not wish to make any benefits changes, you do not need to take any action.

**If you are unable to complete your changes online.** Call the UC Retirement Administration Service Center at 800-888-8267 before Nov. 24. Select option 2 to speak with an Open Enrollment customer services representative. The representative can help you make plan changes, send you a form or tell you the 2021 premium for your current plan.

See more Open Enrollment topics on pages 2 and 3.

Open Enrollment information sessions for retirees				
CAMPUS	DATE	TIME	PRESENTATION	NOTES
Berkeley	Tuesday, Nov. 3	10 a.m. to noon	Zoom Meeting ID: 927 2663 5390; Passcode: 157064	Emeriti & Retirees Coordinated with Medicare Open Enrollment Meeting. Please contact Gabe Schmidt at <a href="mailto:gabe.schmidt@berkeley.edu">gabe.schmidt@berkeley.edu</a> if you have any questions.
	Thursday, Nov. 5	1 to 3 p.m.	Zoom Meeting ID: 913 5646 7588; Passcode: 403149	Please see details above.
Davis	Through Nov. 24	24/7	Streaming video available at <a href="http://hr.ucdavis.edu/hcf">http://hr.ucdavis.edu/hcf</a>	UC Retiree Medical Plans
Irvine	Thursday, Nov. 5	10 a.m.	Zoom Meeting ID: 975 0007 1224; Passcode: 666188	Retiree Open Enrollment Presentation
	Tuesday, Nov. 10	10 a.m.	Zoom Meeting ID: 982 7753 2512; Passcode: 359352	OE retiree office hours
	Thursday, Nov. 19	10 a.m.	Zoom Meeting ID: 944 3605 7971; Passcode: 537598	OE retiree office hours
UCLA	Tuesday, Nov. 10	1 p.m. to 3 pm	Zoom	Medicare plans only. Prerecorded PowerPoint presentations will be available in advance. Retirees are asked to review presentations in advance. Zoom sessions will briefly go over changes, and then open for Q&As. Contact Ayesha Dixon, EERC Director, at <a href="mailto:emeriti@errc.ucla.edu">emeriti@errc.ucla.edu</a> or go to <a href="http://www.errc.ucla.edu">www.errc.ucla.edu</a> for registration info and link to presentation.
	Friday, Nov. 13	10 a.m. to noon	Zoom	Non-Medicare Plans only. Please see details above.
	Tuesday, Nov. 17	10 a.m. to noon	Zoom	Medicare Plans only. Please see details above.
	Thursday, Nov. 19	1 p.m. to 3 pm	Zoom	Non-Medicare and Medicare Plans combined session. Please see details above.
Merced	Thursday, Nov. 5	10 a.m. to 11 a.m.	Zoom Meeting ID: 980 4387 4762; Passcode: 015219 To join by SIP: <a href="mailto:98043874762@zoomcrc.com">98043874762@zoomcrc.com</a>	Retiree Open Enrollment Highlights
Riverside	Tuesday, Nov. 10	8 a.m. to 5 p.m.	Online HelpDesk	Accepting email and telephone inquiries to respond to retiree Open Enrollment questions. Email <a href="mailto:benefits@ucr.edu">benefits@ucr.edu</a> or call 951-827-5086 or 951-827-2636
San Diego	Thursday, Nov. 5	11 a.m. to 1 p.m.	Zoom Meeting ID: 914 2426 7863; Passcode: 649155	Retiree Open Enrollment Highlights
	Monday, Nov 9	2 p.m. to 4 p.m.	Zoom Meeting ID: 951 9417 2166; Passcode: 888124	Retiree Open Enrollment Highlights
	Thursday, Nov. 12	5 p.m. to 7 p.m.	Zoom Meeting ID: 977 1705 6691; Passcode: 410542	Retiree Open Enrollment Highlights
	Tuesday, Nov. 17	10 a.m. to 2pm	Zoom Meeting ID: 984 1836 1820; Passcode: 285664	Retiree Open Enrollment Help Desk
	Thursday, Nov. 19	3 p.m. to 7 p.m.	Zoom Meeting ID: 945 4584 1249; Passcode: 134357	Retiree Open Enrollment Help Desk
San Francisco	Thursday, Nov. 5	10 a.m. to 11:30 a.m.	Zoom	RSVP to Emily Place for Zoom invite: 415-476-6527 or <a href="mailto:emily.place@ucsf.edu">emily.place@ucsf.edu</a>
	Tuesday, Nov. 17	2 p.m. to 3:30 p.m.	Zoom	Please see details above.
Santa Barbara	Wednesday, Nov. 4	10 a.m. to 11 a.m.	Zoom Webinar ID: 980 1553 3849; Passcode: 311551	Retiree Open Enrollment Highlights
	Thursday, Nov. 12	9 a.m. to 10 a.m.	Zoom Webinar ID: 981 9184 2592; Passcode: 917268	New to Medicare
Santa Cruz	Tuesday, Nov. 17	1 p.m. to 2:30 p.m.	Zoom	Retiree Open Enrollment overview presentation. Register online for invite to attend live online Zoom meeting at: <a href="http://rec.ucsc.edu">rec.ucsc.edu</a> (Register by Nov. 16 to receive timely invite information)

### To download Zoom, go to [zoom.us](http://zoom.us)

- To view Zoom presentations on your computer, go to [zoom.us/join](http://zoom.us/join); enter the meeting ID provided by the host; click “Join;” enter the meeting passcode.
- For mobile devices, the steps to join are similar to computer.
- If your host sends you an invitation/link via email, click the link to join the meeting.
- To use your phone to call the meeting, use the teleconferencing number provided by your host. When prompted, enter the meeting ID number using your dial pad.



## Poetry for the planet



**Lucille Lang Day**  
Life Sciences Staff Coordinator,  
Lawrence Berkeley National Laboratory

After serving as a science writer and manager of precollege education programs in the Public Information Department at LBNL, I became life sciences staff coordinator and had a wide range of responsibilities that enabled me to keep abreast of the latest scientific research. I'm also a UC Berkeley alumna with a BA in biological sciences, MA in zoology and PhD in science and mathematics education.

Parallel with my science-related career, I have been a poet and poetry publisher. During retirement, my major focus has been the environment. My tenth poetry collection, *Birds of San Pancho and Other Poems of Place*, will be published by Blue Light Press in November. It includes poems about ecosystems in Mexico, Costa Rica and the Galápagos, as well as the U.S.

The latest book from my press, Scarlet Tanager Books, is *Fire and Rain: Eco-poetry of California*, an anthology of poems about California ecosystems by 149 contributors. The book is organized by bioregion, with poems about the coast and ocean, redwood forests, deserts, hills and canyons, fields and meadows, and mountains of California.

I decided I wanted to do more for the environment, though, than write and publish poems about it. I am therefore donating all of the profits from *Fire and Rain* to seven organizations concerned with the environment. The book's contributors, including UC Berkeley professor and former U.S. poet laureate Robert Hass, donated use of their poems to this project.

## Making a movie



**Kathleen C. Bailey, Ph.D**  
Assistant to the Director,  
Lawrence Livermore National Laboratory

I worked at LLNL for 10 years analyzing other countries' efforts to acquire weapons of mass destruction. After retiring in 2000, I wanted to do something very different, so I studied farming and began to grow and sell citrus commercially in Hawaii.

Eventually that became too physically demanding, so I again sought something radically new: I decided to write a screenplay for a feature-length film. I bought some software and began to compose a detective thriller entitled *Revenge In Kind* about a female police psychologist who takes justice into her own hands.

In 2012, after the death of my husband, I relocated to Dallas. Grief was about to consume me, and I knew I needed to undertake a large-scale project or succumb. I decided to make the movie myself, so I assembled a team to shoot the film. *Revenge In Kind* was finished by the end of 2017, but because I was doing everything myself, it took me until the beginning of 2020 to get it up live on streaming platforms like iTunes and Amazon.

The filmmaking process was a wild ride with hilarious events, depressing lows, and great fun. Throughout, I kept a blog going for the entertainment of my family and friends. When the actual shooting was finished, they encouraged me to keep it up, and eventually it became a book, *Filming An Indie: A Diary of Making Revenge In Kind*.

### Share Your Stories

We want to share your story in *New Dimensions*. Reach us by email (NewDimensions-L@ucop.edu) or regular mail (Editor, 1111 Franklin Street, #7305, Oakland, CA 94607).

### New Dimensions

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### Comments/Questions/ Share Your Story

#### Write New Dimensions at:

University of California  
1111 Franklin #7305, Oakland, CA 94607  
Email: NewDimensions-L@ucop.edu

### For benefits questions:

**RASC:**  
800-888-8267 (8:30 a.m. – 4:30 p.m., PT)

**UCRAYS:**  
[retirementatyour.service.ucop.edu](mailto:retirementatyour.service.ucop.edu)

**UCnet:**  
[ucnet.universityofcalifornia.edu/retirees](http://ucnet.universityofcalifornia.edu/retirees)

### Want to go green?

Consider signing up for the electronic version of *New Dimensions*. Go to [retirementatyour.service.ucop.edu](mailto:retirementatyour.service.ucop.edu), select "Edit Profile," click "Communication Preferences," under "Communication Type," go to "Newsletters and other General Information" and select "Email."

### Emeriti/Retiree Association Contacts

UC's retiree and emeriti associations and retiree centers primarily use online communications to interact with retirees and emeriti about services and programs. Use the listings below to establish an email communication relationship with an association and/or center. If you have moved away from your home campus, you are welcome to affiliate with the association or center near where you live.

#### Office of the President/Regents

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#### UC Berkeley

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#### UC Davis Retiree Center

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530-752-5182

#### UC Irvine Center for Emeriti and Retirees

Jeri I. Frederick, Director  
[emeriti@uci.edu](mailto:emeriti@uci.edu) or [retirees@uci.edu](mailto:retirees@uci.edu)  
949-824-7769

#### UCLA Emeriti/Retirees Relations Center

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310-825-7456

#### UC Riverside Retirement Center

Cristina Otegui, Director  
[retirees@ucr.edu](mailto:retirees@ucr.edu)  
951-827-5008

#### UCSD Retirement Resource Center

Suzan Cioffi, Director  
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[rec@ucsc.edu](mailto:rec@ucsc.edu)  
831-502-8202

## Retirees who made ‘Choice’

Effective Jan. 1 of this year, UC Medicare Choice, managed by UnitedHealthcare®, was introduced to California retirees to replace Health Net Seniority Plus. The plan provides coverage for Medicare Parts A and B and drugs (Part D).

A total of 9,728 retirees defaulted to the plan from Health Net Seniority Plus, with an additional 1,355 who opted to select UC Medicare Choice from other available UC plans. A total of 16,054 enrolled, including spouses/domestic partners and dependents.

Based on UC member feedback, the following are some customer service metrics from the first quarter of the year:

- 13,470 calls handled
- 88 percent of calls answered within 30 seconds
- 14.5 minutes the average length of call

A survey conducted in 2020 found that 95.9 percent of UC Medicare Choice members are completely or very satisfied with their experience.



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### Are you moving?

To continue receiving *New Dimensions*, be sure to notify UC of your new address online: [retirementatyour.service.ucop.edu](http://retirementatyour.service.ucop.edu) or by submitting a *UC Benefits Address Change Notice*, available online at [ucnet.universityofcalifornia.edu](http://ucnet.universityofcalifornia.edu) or from the Retirement Administration Service Center at 800-888-8267.



11/20 79M

## RASC member services phone lines reopen

Enhanced phone hardware and software have made it possible for UC Retirement Administration Service Center (RASC) representatives to once again answer phone calls directly. The RASC representatives continue to work remotely due to COVID-19.

If you need to speak to a RASC representative, please call 800-888-8267, Monday–Friday, 8:30 a.m. – 4:30 p.m. (PT). Please be aware that you may experience a long wait time to speak to a representative.

Before you call, consider whether you can get the information or help you need on UC Retirement

At Your Service (UCRAYS) at [retirementatyour.service.ucop.edu](http://retirementatyour.service.ucop.edu). Convenient self-service options include:

- Send a secure message
- View your benefit income statement
- Update your address, direct deposit information or tax withholdings
- Estimate your retirement income
- Add or change a beneficiary
- Opt to receive the electronic version of *New Dimensions*. On page 5, see “Want to go green?” for step-by-step directions.

- Share your email with your UC retiree center so they can reach out about events and resources

For UCRAYS how-to guides and resources, check out *Getting Help with UC Retirement At Your Service (UCRAYS)*: [ucal.us/retireehelp](http://ucal.us/retireehelp)