



GROUP MEDICARE ADVANTAGE UPDATE

Dear Administrator,

UnitedHealthcare[®] recently sent 2022 Quick Start Guides containing member ID cards to retirees for their Group Medicare Advantage (PPO) plan. Unfortunately, the cards contained incorrect information about retirees' plan election.

UnitedHealthcare is re-sending 2022 Quick Start Guides with corrected member ID cards to all retirees, which they should receive by December 31, 2021.

We will be communicating directly with retirees to provide information about the replacement cards, asking them to use the one with the most recent "printed" date, which can be found on the back of their member ID cards.

Please note that the card error does not affect retirees' enrollment in the UnitedHealthcare Group Medicare Advantage (PPO) plan.

In the meantime, questions should be addressed to UnitedHealthcare Customer Service at (866) 519-5401, TTY 711, 8:00AM to 8:00PM local time, seven days a week.

Sincerely,

The Episcopal Church Medical Trust

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