

Message from the Trust:

This past year the Trust began additional outreach to retiree members and increased our presence at retiree meetings. At those meetings we have learned a lot about retirees and their needs.

We have added a member to our staff to increase efforts to accommodate and effectively coordinate carrier vendors at retiree meetings. This coordinated effort will allow for a consistency of message and provide equal access for all carriers. It also will allow the Trust to take advantage of opportunities to address areas of concern and provide additional education on topics such as reading EOBs, changes to Medicare, and other topics relevant to our retiree members.

To achieve such objectives, the Trust has developed an intake process that must be used to request Trust and/or carrier presence at meetings. The process will focus efforts to group smaller audiences where possible into larger audiences when involving Trust and/or carrier representatives. Guidelines will also allow sufficient time to schedule and accommodate incoming requests whenever possible, while being mindful of the administrative expenses incurred by the Trust to accommodate these requests.

We ask that you review the guideline and use the attached form to make the request to the Trust. The request form will streamline the Trust's ability to honor requests based on criteria such as enrollment, population size, geographic location, as well as type and frequency of issues.

Please note: The only change is that requests for carrier presence at retiree meetings will now be directed to the Trust. Carriers will continue to be allowed to attend meetings going forward as authorized by the Trust through this process. This is so we can achieve objectives in member education while minimizing expense as much as possible.

Attached you will find the form to request carrier and/or Trust presence at a meeting as well as a document outlining the guidelines for this process.

We thank you for your continued support and assistance in helping our retiree members.

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