

UAW RETIREE
Medical Benefits Trust



2021

Plan Information for
UAW Trust Retirees

**HAP
IS HERE**

to keep you healthy and
happy all year long

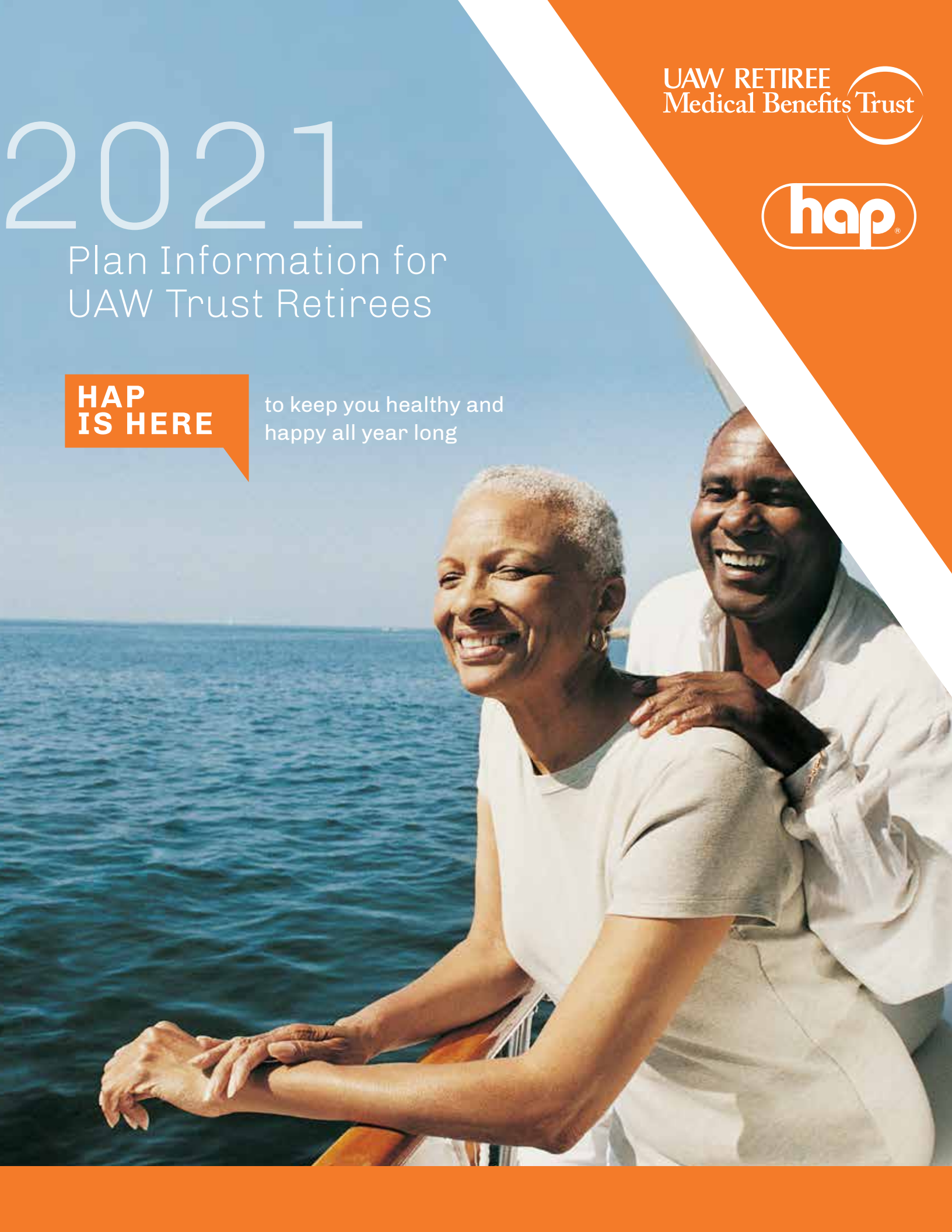


Table of Contents

New to Medicare? Here's what you can expect.....	5
Here, with more meaningful benefits	6
Benefit Summary chart.....	7
HAP HMO offers benefits and savings chart	8
NationsHearing	9
Fitness	10
Telehealth/Virtual visits	10
Programs page.....	12
a. Care Management	
b. Healthy Living Rewards	
c. iStrive	
d. Livongo	
App page.....	13
a. How to log in to hap.org and create an account	
b. Mobile apps – HAP Member Discounts, Assist America	
Providers and locations	15

For more information, visit hap.org/UAWRMBT.





New to Medicare? Here's what you can expect.

The process

- You'll receive a reminder from HAP, 30-90 days before your 65th birthday.
- When you turn 65, you'll be automatically enrolled in Medicare Advantage.
- New members will receive a welcome kit, along with access to a dedicated personal service team.
- Keep your red, white and blue Medicare card somewhere safe, as you'll need only your HAP ID card.
- No monthly contribution.

For more information, [visit hap.org/UAWRMBT](https://hap.org/UAWRMBT).

The perks

- Our fitness program grants you a \$0 membership in various fitness facilities. To enroll now, log in to your hap.org account or call Silver&Fit® at **(877) 427-4788 (TTY: 711)**.
- We're always thinking of new ways to keep you healthy, which is why we created the HAP Healthy Living Rewards Program for Medicare members. Earn gift cards for screenings and services you're probably already planning to get. Register online at hap.org/healthyliving.
- Enhanced Hearing Aid benefit through NationsHearing. Call **(877) 514-0086** to schedule an exam with an audiologist or hearing instrument specialist near you.

Here, with more meaningful benefits

As a HAP member, you'll enjoy benefits and services beyond what you've come to expect.

Putting your health first

- You always know your out-of-pocket costs.
- A dedicated personal service team helps support new members.
- Exceptional customer service representatives are based in Michigan to answer questions by phone, online or in person.
- Our Silver&Fit® (877) 427-4788 (TTY:/TDD: 711) program grants Medicare Advantage members a \$0 membership in various fitness facilities.
- Non-Medicare Advantage members can enjoy Active&Fit (877) 771-2746 (TTY:/TDD: 711) for \$25.
- Worldwide health care coverage is available for medical emergencies, accidental injuries and urgent care.*
- Get care coordination when you're dealing with multiple health issues.
- No referrals are needed for any specialist visits in HAP's network.

Supporting you along your life journey

- Get 24/7 access to your health plan at **hap.org** and...
 - Search for a doctor.
 - Access, print and order ID cards.
 - View health reminders, benefits and your Explanation of Benefits (EOBs.)
 - Send and receive secure messages with customer service.
- Use our HAP OnTheGo mobile app to download or view your HAP ID card, find a doctor or contact HAP.
- Our iStrive for Better Health digital wellness manager can help you reach your health and wellness goals.

* The Assist America program is valid whenever you travel 100 miles or more away from home or outside the U.S. for no longer than 90 days in a row. Assist America does not replace your HAP coverage. You are covered for urgent and emergency care and identity theft protection based on your member contract.

Benefit summary

	HAP HMO Medicare-eligible	HAP HMO Non-Medicare
Monthly contribution	\$0 single	\$17 single/\$34 family
Deductible*	\$400 single/\$675 family	\$400 single/\$675 family
Coinsurance	No coinsurance	No coinsurance
Telehealth**	\$25 copay	\$25 copay
Primary care office visit	\$25 copay with no limit on visits	\$25 copay with no limit on visits
Specialist office visit***	\$35 copay with no limit on visits	\$35 copay with no limit on visits
Emergency care visit	\$50 copay	\$125 copay
Urgent care visit	\$25 copay	\$50 copay
Laboratory and radiology	Covered after deductible	Covered after deductible
Inpatient hospital services	Covered after deductible	Covered after deductible
Outpatient surgery	Covered after deductible	Covered after deductible
Skilled nursing	Covered after deductible	Covered after deductible
Physical therapy	Covered after deductible	Covered after deductible
Chiropractic services	\$20 copay	Not available

* Deductibles don't apply to protected UAW Trust members.

** Due to COVID-19, the copay may change. At the date this brochure was published, the copay was \$0. Check **hap.org**.

*** "Protected" member copay is \$25.

For a complete benefit summary, visit **hap.org/uawRMBT**.

HAP HMO offers benefits and savings

Get the care you need, including these great features.

	HAP HMO Medicare	HAP HMO Non-Medicare
No monthly contribution	●	N/A
No coinsurance, so it's easier to know your out-of-pocket costs ahead of time	●	●
Silver&Fit® Exercise & Healthy Aging Program	●	N/A
Active&Fit® Direct™ fitness membership	N/A	●
No limits on primary care or specialist office visits	●	●
Coverage for routine and specialty care	●	●
Covered preventive services	●	●
Worldwide emergency medical and urgent care	●	●
Global emergency travel assistance and identity theft protection through Assist America*	●	●
Team of personal service coordinators to help new members learn their coverage and how to get the most from their HAP health care plan	●	●
24/7 telehealth visits**	●	●
HAP Member Discounts on health and wellness-related activities and services	●	●
HAP OnTheGo mobile app	●	●

* The Assist America program is valid whenever you travel 100 miles or more away from home or outside the U.S. for no longer than 90 days in a row. Assist America does not replace your HAP coverage. You are covered for urgent and emergency care and identity theft protection based on your member contract.

** Copay applies.

NationsHearing

To better serve our members, HAP has a partnership with NationsHearing, a vendor that manages the hearing aid benefits for HAP UAW Trust Medicare-eligible members who can get new hearing aids every year.

Service	Coverage
Hearing Test	First test covered in full
Follow-up Visits	First three visits covered in full
Warranty	36 months on each device
Money-Back Guarantee	60 days (no restocking fee)
Batteries	60 (per year/per ear) for three years (Not applicable to the purchase of rechargeable hearing aid models.)

Technology Level	Member Cost for One Hearing Aid
Value	\$0
Basic	\$175
Prime	\$475
Advanced	\$1,075
Premium	\$1,575

Call NationsHearing at (877) 514-0086 (TTY: 711) to speak with a representative who can answer your questions and schedule your hearing test, most within 24 hours.

Visit nationshearing.com/hapmedicare for more information.

Telehealth/Virtual visits

Telehealth lets members see doctors 24/7 from a computer, tablet or smartphone. Licensed and board-certified doctors are on hand to treat non-emergent illnesses, such as colds, flu, headaches, rashes, sinus infections and pink eye. Telehealth is a safe and easy way to see a health provider when going in person isn't an option. It's as simple as using your computer, tablet or smartphone with a shared link to enable video, or other electronic devices. For more information, visit hap.org/health-programs/telehealth-services.

\$0 Silver&Fit Exercise & Healthy Aging Program

- Home Fitness kits. Each kit contains a DVD, an instructional booklet and a quick start guide
- Web tools, like a fitness center search, online educational classes, fitness challenges and more at **SilverandFit.com**
- Access to a wide network of fitness clubs and exercise centers, and select YMCAs
- Healthy Aging materials
- The Silver Slate® newsletter
- Hotline to answer questions
- Active&Fit Direct™ fitness membership for \$25/month

HAP's Active&Fit Direct program makes it easy for you to get on the path to a happier, healthier life through regular exercise. Choose from 10,000+ participating fitness centers with flexibility to change at anytime, for just \$25/month (plus a \$25 enrollment fee and applicable taxes). No long-term contract!



Here, working hard to keep you healthy

Care Management

It can be hard to manage a chronic health issue such as diabetes or asthma. That's why many of our Medicare plans include a free care management program. Care management provides education and support to help you follow your care plan and keep your daily health goals on track. This program helps you understand your health issues and learn to manage them.

hap.org/medicare/member-resources/disease-management

Healthy Living Rewards Program

HAP rewards Medicare members for getting the tests you need. You'll get rewarded automatically. Each quarter, we'll track your rewards by looking at the claims your HAP doctor sends us. Then we'll mail a voucher for the value of the rewards you earned. Redeem your rewards for your choice of a gift card from national retailers.

hap.org/medicare/healthy-living-rewards-program

iStrive for Better Health

HAP's digital wellness manager, powered by WebMD Health Services, gives HAP members and covered spouses a wealth of digital tools and programs to help them be their healthiest selves. iStrive features an interactive health assessment that gives members a secure, personalized snapshot of your current health and well-being status that can be used to prioritize areas of your health. Members can also take part in fun challenges, learn about health issues, and sync over 140 fitness devices like Fitbit, Nike and MapMyRun.

hap.org/health-programs/istrive

Livongo

Livongo blends advanced technology with 24/7 coaching to help make managing diabetes simpler. Members with diabetes who opt into the program get a free smart glucose meter along with test strips and lancets shipped to them. The smart meter can be used to communicate with Livongo diabetes health care professionals to make it simpler to stay healthy.

(800) 945-4355 | join.livongo.com/HAP-UAWTrust/enter | code: HAP-UAWTRUST

Here, making health care more convenient

How to log in to hap.org and create an account

- Once you get your member ID card, sign up at **hap.org**, using your member ID number.
- Current members may log in right away after registering.
- You can review EOBs, check claim status, order your ID card, see your medical history, check health reminders, and more.

HAP OnTheGo app

With HAP's OnTheGo mobile app, you can access your ID card, check symptoms, manage health issues, find a doctor, and more.

To gain secure access to the app:

1. Download the app.
2. Enter your HAP ID number.
3. Enter your four-digit year of birth (####).

HAP Member Discounts app

With our HAP Member Discounts, you get savings on health and wellness-related activities and services, including Weight Watchers, the Henry Ford Center for Integrative Medicine and Gourmet Everyday. You'll also get a mobile alert when you're near an eligible discount. You can download both apps in Apple's app store or Google Play's app store.

Assist America app

Assist America offers global emergency medical services if you're ill or injured while traveling more than 100 miles from home, or while in a foreign country. Services include medical help, hospital admission support, emergency medical evacuation, and more. Assist America also offers HAP members identity theft protection.

Log in to **hap.org**. Go to Quick Links and click on Assist America. You'll see the link to log in to get your exclusive HAP access code.



Here, with the top doctors and hospitals

As a HAP member, you can choose from thousands of doctors, in addition to Michigan's leading hospitals.

- Ascension Genesys Hospital
- Ascension Providence Hospital
- Ascension St. John Hospital
- Beaumont Health
- Covenant HealthCare
- Henry Ford Health System
- McLaren Health Care
- Mercy Health
- Michigan Medicine (University of Michigan)
- ProMedica
- Saint Joseph Mercy Health System
- And more

Plus, if you need to see an in-network specialist, there's absolutely no referral needed.

Explore the options at [HAP.org/doctors](https://www.hap.org/doctors).

Not your ordinary HMO plan

When enrolled in HAP's HMO plan, you can choose your doctor from thousands of highly qualified primary care physicians (PCPs). (Chances are, your current doctor and hospital are already part of an established network of providers.) As a HAP member you'll choose a PCP. Your PCP may recommend specialty services from a certain specialist or facility, but you can choose to receive the care you need from any HAP contracted specialist without a referral.

With HAP, you can change your PCP whenever you want to. And everyone on your plan can select the PCP of their choice.

UAW RETIREE
Medical Benefits Trust



Want an expert to
help you find your way?

**HAP
IS HERE**

If you're a retiring UAW Chrysler, General Motors or Ford employee, or a current UAW Trust member, you can join HAP by calling Retiree Health Care Connect at **(866) 637-7555 (TTY: 711)**.

Talk to us about the health plan that's right for your needs and budget.

For information on benefits for UAW Trust members, visit hap.org/UAWRMBT or call HAP Medicare at **(800) 801-1770 (TTY: 711)**.

