

# Health Care Benefits Resource Guide

## Kentucky Retired Teachers Association (KRTA)

KRТА Health & Insurance Committee



### Medicare Eligible Health Plan (MEHP)

- Call to order an ID card, start home delivery, refill mail order prescriptions, price a prescription and more. **Express Scripts Drug Patient Care Advocate 877-866-5834**
- Call for help with rejected prescription issues, prior authorization and lower cost drug alternatives. **Know Your Rx Coalition Pharmacist 855-218-5979**
- Call for help with medical claims payment questions, Medicare allowable charges, appeals and provider issues. **UnitedHealthcare Customer Service 844-518-5877**
- Call for questions regarding medical insurance eligibility, how to enroll and insurance premiums. **Teachers' Retirement System of Kentucky 800-618-1687**
- Call to receive a DNA test kit to help determine if your medications work for you. **Coriell Life Sciences 888-454-9024**

Medicare: 800-MEDICARE  
800-633-4227

Social Security: 800-772-1213

**TRS Website:** <https://trs.ky.gov>

Below are the specific URLs for 2021 for both the UHC and ESI Summary of Benefits.

<https://trs.ky.gov/wp-content/uploads/2020/10/2021-UHC-Summary-FINAL.pdf>

<https://trs.ky.gov/wp-content/uploads/2020/10/2021-RX-Flyer-FINAL.pdf>

#### Don't Let Your MEHP Terminate

Due to Medicare Part B Non-Payment or Multiple Coverages

1. Sign up for Medicare Easy Pay 800-633-4227.
2. Do not enroll in Medicare Advantage and Part D Drug Plans outside of TRS.

#### SILVERSNEAKERS

**888-423-4632 for MEHP**

Free enrollment at participating fitness centers at

[www.silversneakers.com](http://www.silversneakers.com)

### Kentucky Employees' Health Plan (KEHP)

Under age 65 and not Medicare eligible

- Health Insurance Benefits from Anthem call 844-402-KEHP (5347) for questions regarding covered services, providers, or networks. All planholders must complete the Health Assessment or Biometric Screening by July 1<sup>st</sup> of each year.
- **24/7 Nurse Line at 877-636-3720 for registered nurses available 24 hours a day, 7 days a week to discuss your illness before going to urgent care or the emergency room. The registered nurse will help you determine whether to manage your care at home or see a medical professional. In case of an emergency, call 911.**
- Free access to medical and behavioral health treatment, from board-certified doctors and therapists, virtually through [LiveHealth Online at https://livehealthonline.com](https://livehealthonline.com).
- Prescription Benefits from **CVS/Caremark** call **866-601-6934** or call the **KNOW YOUR RX COALITION** at **855-218-5979** for pharmacists available to answer questions about medications, identify lower cost prescription alternatives, and contact your doctor if needed.
- **WebMD Health Services** at <https://www.kehplivingwell.com>. Free program that rewards KEHP members for healthy behaviors. Call them at **866-746-1316**.
- **SmartShopper** <https://smartsopper.com> at **855-869-2133**. Receive a check up to \$500 by using a cost-effective Anthem provider.
- **HRA Spend Down Card Benefits at Health Equity at 877-430-5519**. Call them if you have lost your card or need to know the balance on the card. Available for CDHP plans only.
- **TRS Retiree Questions:** call Teachers' Retirement System at **800-618-1687** or 502-848-8500. Website at <https://trs.ky.gov>.
- Link to various seminar and webinar presentations including the Turning 65 presentation at <https://trs.ky.gov/home/seminars-worksops/videos/>.

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