



TO: Outreach Partners and Interested Parties
FROM: **Prescription Advantage**
DATE: July 6, 2010

BULLETIN

This bulletin is one in a series of routine updates regarding Prescription Advantage. These notices are designed to inform a broad network of outreach partners and other interested parties about Plan updates affecting both current and future Plan members.

United Healthcare Premium Billing Issue

United Health Care (UHC) recently discovered that 4800 of their Massachusetts members were not sent their 2010 premium payment booklets. This error affected members enrolled in the following Medicare Part D plans:

- AARP Medicare Rx Preferred
- AARP Medicare Rx Saver
- AARP Medicare Rx Enhanced

The premium payment booklets were mailed to these members last week along with the attached letter.

UHC recognizes that the amount owed since January can be a hardship for many people and offers repayment arrangements to assist the member. Members should be encouraged to contact UHC Customer Service to discuss payment options.

UHC has two (2) Customer Service phone numbers:

- 1-877-710-5083 – For Prescription Advantage members
- 1-888-867-5575 - For all other members

LETTERHEAD

<Member full name>
<Member address>
<Member city, state, ZIP>

Member ID: <Member ID>

<Date>

Dear <Insert name>:

Thank you for participating in [the] <Plan Name>. We value your membership in [the] <plan name>, [<insured by UnitedHealthcare>].

Recently, we discovered we did not send you a <2010> coupon payment book. We regret this error and have enclosed your payment book. Any payments that you may have made for <2010>, have been applied.

We are Happy to Speak with You

If you want to speak to someone about the amount owed, please call us. Our customer care associates can:

- Update your account
- Answer questions you have about your account
- Work with you to set up a payment plan for any months that are past due

We also offer both Electronic Funds Transfer (EFT) and automatic withdrawal from your Social Security payment.

If you want to have future payments deducted from your bank account automatically, you can sign up for Electronic Funds Transfer (EFT) option. With EFT, the premium amount will be deducted from your checking or savings account each month.

To set up EFT for your premium payments, please complete and forward the <blue> EFT authorization form in the front of your Coupon Book.

To have us help you enroll in the Social Security or EFT deduction, please contact UnitedHealthcare at the number provided at the end of this letter.

We Look Forward to Serving You

We regret the delay in sending you your payment materials and apologize for any inconvenience it may have caused.

If you have any questions, please call UnitedHealthcare at < phone number> (TTY users, please call <711>) <hours, days >.

[Sincerely,]

[<Name>
<Title>
<Company>]

Enclosure

<Plans are insured or covered by an affiliate of UnitedHealthcare Insurance Company, a Medicare Advantage Organization with a Medicare contract and a Medicare-approved Part D sponsor. >

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