

# Health Care Benefits Resource Guide

## Kentucky Retired Teachers Association (KRTA)

KRTA 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: [www.trs.ky.gov](http://www.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

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

**SILVER SNEAKERS**  
**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 plan holders 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 [www.livehealthonline.com](http://www.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 [www.kehplivingwell.com](http://www.kehplivingwell.com). Free program that rewards KEHP members for healthy behaviors. Call them at 866-746-1316
- **Smart Shopper** [www.smartshopper.com](http://www.smartshopper.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 from Teachers' Retirement System at 800-618-1687 or 502-848-8500. Website at [www.trs.ky.gov](http://www.trs.ky.gov).
- Link to various seminar and webinar presentations including the turning 65 presentations are available at [www.trs.ky.gov/home/seminars-workshops/](http://www.trs.ky.gov/home/seminars-workshops/)

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