

FORT WORTH Split Family: Retiree or Spouse turning 65

Objective

Move the active retiree and/or their dependent that is turning 65 from the active FWFF medical plan to the City's Medicare Advantage Plan. The Medicare Advantage plan is administered through Aetna who receives updates from Maestro Health by a weekly file.

Maestro Health

- **Maestro Health sends Medicare Letter to member and/or dependent turning 65.**
 - Letter is sent approx. 90 days in advance of the member turning 65. We will prepare and send out the letters around the 25th of the month so packets arrive close to the 1st of the month.
Note: City currently send letters semiannually. Maestro Health will evaluate timing.
 - **Reminder letter will be sent out approx. 60 days prior to effective date if Maestro has not received a copy of the card as a reminder to the member to provide a copy of the card or risk not having coverage on time. Since we do not have personal emails for some retirees, we will mail a copy in the mail to the member. Maestro will email a copy of the reminder letters to Jim Tate and Ryan Z, so they are aware that it has not been provided yet.**
- **Service receives Medicare card from member/dependent.**
 - Record is updated when Medicare card is received vs. receipt of class change on city's census.
Note: If Medicare card is received on or after the 2nd of the month of eligibility, the member is effective first of the following month. (Medicare does not retro coverage)
- Service updates member's record in mEDGE within 2 business days of receipt.
- **Service sends a copy of member/dependents Medicare card to City's Benefits Office.**
- EDI Prepares and Sends Files.
 - EDI reviews and audits files.
 - WLT/claims and Carriers files are sent weekly on Mondays.
 - Files are received and system is updated within 1-2 business days.
- EDI receives confirmation from carrier that file has been received and loaded.
- Maestro Health receives member on census file from City.
 - Receipt of class change on census is confirmation city has processed the change.

City

- **City's Benefit Office receives copy of Medicare card from Maestro Health Service.**
- City's Benefit Office updates the class in their internal system.
- City sends change of class over on member/dependent census, to Maestro Health within 2-4 weeks.
Note: City's internal process was Enhanced to help expedite.

Aetna

- Receives weekly file from MH each Monday.
- Acknowledge receipt and that file is loaded within 1-2 business days.
- Aetna adds member with a pending status.
 - While pended, the member does not show active in the Medicare Advantage Plan.
 - Aetna verifies member's Medicare eligibility with CMS.
 - The verification process can require up to 10 business days/2 weeks.
 - **Emergency updates can be done via the UEF (Urgent Enrollment Form) being completed and currently sent to Tara Corbitt, Aetna Medicare Plan Sponsor Liaison (PSL) CorbittT@aetna.com.**

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- Once confirmed by CMS, Aetna moves member from Pended to an Active status under the Medicare Advantage Plan. Should appear within 24 hours.
- Once Active, ID Cards are triggered for mailing. Receipt expected within 10-15 business days.
 - 24 hours after Member/Dependent is moved to active status, there Aetna ID card is available online @ www.aetnamedicare.com.