

2021 Enrollment Guide

**Enroll in Additional
Medicare Coverage**



AMERICAN WATER



IMPORTANT!

Enroll in new coverage by the date your current coverage ends.



We're here to assist you

Online:

<http://my.viabenefits.com/AmericanWater>

By Phone:

1-866-591-2611 | (TTY: 711)

Hours:

Monday through Friday

You can access our privacy policy at my.viabene ts.com/about/privacy-policy. If you have questions or concerns about our privacy policy, please contact us at my.viabene ts.com/help.

American Water Works has chosen Via Benefits Insurance Services to work with you as you Prepare, Review, and Enroll in new individual Medicare coverage, which will replace your current health plan.

With personalized customer support, outstanding online tools, and quality plan options, Via Benefits provides assistance in Preparing, Reviewing, and Enrolling in an individual Medicare plan that meets your specific needs, covers your prescription drugs, and works within your budget. Our service is provided at no cost to you.

When you purchase a health plan through Via Benefits, we continue to be your advocate for the lifetime of your enrollment. If your needs change, or you move, you can contact us to determine if your plan is still the right one for you. We are available and happy to help you make changes.





Trusted Advisor to Almost Two Million Medicare-eligible People

Your Personal Medicare Resource and Advocate

Via Benefits is not an insurance carrier. We are a resource that offers you a state-of-the-art Medicare marketplace with a wide variety of individual plans from the nation's leading health insurers. Our marketplace has Medicare Supplement Insurance (Medigap), Medicare Advantage, and Medicare Part D Prescription Drug plans, as well as dental and vision plans.

Finding the right Medicare coverage can be complicated, and your health care decisions are important. With Via Benefits, you'll get personalized assistance from a benefit advisor, who is a licensed insurance agent, to help you find coverage that meets your medical and financial needs. In addition, our online marketplace makes it simple for you to search, compare, and select plans with a number of helpful tools.

We look forward to helping you make an informed and confident choice.

What to Expect from Via Benefits

Personalized, step-by-step guidance

Via Benefits not only gives you access to the nation's largest Medicare marketplace, but also provides you with personalized assistance and online tools all at no cost to you.

Our easy-to-use online tools and licensed benefit advisors will guide you step by step through the Via Benefits marketplace. By the time you're done, you can feel confident that you're choosing the right coverage to meet your specific needs.

Unbiased, objective support

Our benefit advisors are objective advocates. They are paid a salary and have no incentive to steer you into any specific type of plan or insurance carrier. They will provide unbiased information to help you choose the plan that's right for you.

Quality plan options

We work with leading national and regional insurance carriers to ensure you can choose from quality plans available in your area. Because we offer a range of options, you may find coverage better than your current plan at a lower cost.



 **PREPARE**



 **REVIEW**

 **ENROLL**





Create or update your online account

Before you are ready to enroll in a plan, you should first create your Via Benefits account. To do so, go to the Via Benefits website (<http://my.viabenefits.com/AmericanWater>) and follow the instructions on the screen to create a new account. You will be asked to provide an email address and phone number in order to create an account username and password (once you've created these, please write them down for future reference). Via Benefits uses a multi-factor authentication (MFA). MFA is a security process that requires you to provide two or more credentials to authenticate your identity.

When you first look at your personal profile, you may see that some information has already been filled in. Your former employer or benefits provider shared this information with us.

Once you've created your account, you should gather and enter the following information to help you find and choose the right plan:

- Your Medicare number
- Prescription information – names, dosages and frequency you take medication
- Provider information – for plans that have a provider network, names and addresses for all the doctors and hospitals/outpatient facilities you wish to continue using

REVIEW

Now that you've prepared for enrollment, it is time to start reviewing plans. The following information about your Medicare plan options will help you make an informed and confident choice during enrollment. Read through a description of our coverage options below, or watch a pre-recorded webinar at your convenience. Our free, educational webinar can be viewed anytime at viabenefits.com/events.

Option 1

Medigap with a Part D Prescription Drug plan

With this option, you purchase a Medigap policy and a Part D Prescription Drug plan to work along with Original Medicare (Parts A and B). A Medigap policy helps pay for out-of-pocket health costs you have with Original Medicare, such as copayments and deductibles. An individual Part D Prescription Drug plan helps pay for out-of-pocket prescription drug costs.

With this option, there is no network of doctors and service providers in the traditional sense – you can see any service provider who accepts Medicare.

This option is good for those who would rather minimize out-of-pocket expenses in favor of a larger premium.



**Flexibility to visit
any doctor that
accepts Medicare**



**Predictable, lower
out-of-pocket
expenses**



**Medigap with
Part D**



Option 2

Medicare Advantage (MA) or Medicare Advantage with Prescription Drug plan (MAPD)

With an MA or MAPD plan, all Medicare benefits are provided by a private insurer who contracts with Medicare. Both plans bundle Medicare Parts A and B, and generally operate as an all-in-one plan. MAPD plans include both health and prescription drug coverage and may also include routine eye, hearing, and dental care.

Both plans have networks, so you will want to check if your preferred doctors are in the network of the new plan you're considering.

MA and MAPD plans are a good option for those who would like to have lower premiums but may have more and higher out-of-pocket expenses.



Health
coverage

+



Prescription
coverage

=



All-in-one
plan

Guaranteed Issue

Guaranteed issue rights for Medigap plans

During your initial election period, Medigap insurance plans are guaranteed issue. This means insurance carriers can't turn you down based on your medical history or preexisting conditions. As long as you enroll when first eligible and stay enrolled in your Medigap plan, you won't have to worry about being denied coverage.

If you do not enroll in a Medigap plan during your initial election period, you may be subject to medical underwriting. This means you can be charged more or denied coverage based on your health status.

Guaranteed issue rights for Medicare Advantage plans

During a Special Enrollment Period (SEP), Medicare Advantage plans are always guaranteed issue for Medicare-eligible individuals who have Medicare Parts A and B. Medicare Advantage plans also are guaranteed issue during subsequent Open Enrollment Periods during the fall of each year.





Enroll online

Now that you're done reviewing, you're all set for enrollment. If you find a plan you know you want, consider enrolling online. It's easy, and most plans allow you to enroll online without needing to speak to anyone at Via Benefits.

Enroll over the phone

Unsure if enrolling online is your best option? Consider scheduling a call to enroll as that's our busiest season, and we hate to keep you waiting. Schedule a call by either going online or calling us.

If you'd rather not make an appointment, just call us at your convenience Monday through Friday, 8:00 a.m. to 9:00 p.m. Eastern Time.

Coverage options for the following year are usually available in mid-October. During your call, a benefit advisor will walk you through your coverage options, help you determine which plans meet your medical and financial needs, and complete your enrollment application. The call will take about 90 minutes per person to complete. If you are also enrolling a Medicare-eligible spouse or dependent, you are both welcome to enroll at the same time, or to make a separate appointment to enroll.

Via Benefits recommends setting a friend or family member as an authorized representative on your account. You can give this permission verbally so that person(s) can help you with your enrollment.



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You're done with the hard part. You'll begin receiving communications about your new coverage after you've submitted your application(s). You can find help online at **my.viabenefits.com/help** or by contacting Via Benefits at any time to get help with questions or issues that may arise. If your circumstances change or you need to make coverage changes, reach out to us directly.

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*Extend Insurance Services, LLC is changing its d/b/a from Towers Watson's name to Via Benefits Insurance Services

