



## Change to Requirements for AARP Medicare Supplement Insurance Plans

At UnitedHealthcare, we strive to make the health care system work better for our members. That's why we're making benefits easier to obtain for hospital and skilled nursing facility stays for AARP® Medicare Supplement Insurance Plans, insured by UnitedHealthcare® Insurance Company.

### WHAT YOU NEED TO KNOW

- Plan benefits will be eligible for any part of a Medicare approved hospital or skilled nursing facility stay that takes place on or after the plan effective date.
- Benefits will be eligible even if the stay began prior to the plan effective date provided all other coverage requirements are met. For example, if your client's plan has a pre-existing conditions limitation, the stay may not be eligible for benefits.
- This benefit change is effective for eligible claims processed on or after March 4, 2019.
- No benefits will be paid for the portion of a hospital or skilled nursing facility stay that occurs prior to the plan effective date.
- This benefit change is being made in all states where it was not previously available. *Note: Benefits in the states of California, Connecticut, Hawaii, Idaho, Maine, Maryland, New York, Texas and for Open Enrollment or Guaranteed Issue plans in New Hampshire are already handled this way, as noted in the producer handbooks.*

### COMMUNICATIONS

**AGENTS:** This change will be reflected in the Eligibility Section of the 2019 Producer Handbooks. **If you already have a 2019 Producer Handbook for Florida or Louisiana, please ensure your version includes this update.** You may access Producer Handbooks by:

1. Ordering or downloading them via the Sales Materials Portal on Jarvis.
2. Quickly downloading them from Jarvis under Knowledge Center > Agent Guides and Handbooks.

Note: Agent access is limited to materials relating to products for which you are certified. Distribution of materials to uncertified agents is strictly prohibited.

**INSURED MEMBERS:** Click [HERE](#) to view the stuffer that will be included in all Welcome Kits beginning with the benefit change date of March 4, 2019. Enrollment Kits will be updated for January 1, 2020 plan effective dates and later.

### HERE TO HELP

For questions, please send an email to the Producer Help Desk at [phd@uhc.com](mailto:phd@uhc.com) (include agent writing number in email subject line), or contact your UnitedHealthcare Regional Sales Director for AARP Medicare Supplement Insurance Plans.

AARP endorses the AARP Medicare Supplement Insurance Plans, insured by UnitedHealthcare Insurance Company (UnitedHealthcare Insurance Company of New York for New York residents). UnitedHealthcare Insurance Company pays royalty fees to AARP for the use of its intellectual property. These fees are used for the general purposes of AARP. AARP and its affiliates are not insurers. AARP does not employ or endorse agents, brokers or producers.

March 1, 2019. **Confidential and proprietary. For internal/agent use only. Do not distribute.**