



c/o Highmark Inc. – HMDES
120 Fifth Ave.
Pittsburgh, PA 15222

<DATE>

<Retiree Name>
<Address>
<City, State ZIP>

Dear <Retiree Name>,

On behalf of the Pennsylvania State System of Higher Education, we are pleased to announce an upcoming plan change for Medicare-eligible retirees and dependents that will simplify and improve your member experience. The Pennsylvania State System of Higher Education will transition medical plan coverage from the current Signature 65 Medicare Supplement Plan to a customized Freedom Blue PPO Plan, a Medicare Advantage Plan (also known as a Medicare Part C plan) administered by Highmark Blue Shield, for coverage to begin January 1, 2025.

Here are the highlights:

1. This Freedom Blue PPO Plan has been customized specifically for State System members and will provide an enhanced level of benefits that are not available with the Freedom Blue plans being offered in the individual market.
2. There will be no changes required to your current doctors. You will continue to have access throughout the US to any medical providers and facilities that accept Medicare.
3. The Freedom Blue PPO Plan offers a higher-level of member support through an expanded concierge service team and will provide many additional benefits, such as SilverSneakers[®], allowance for hearing aids and vision services, and at home meals following discharge from a hospitalization, just to name a few.
4. The Freedom Blue PPO Plan offers a simplified process for prescription drug coverage. It will no longer be necessary to save receipts and prepare and submit Major Medical claims for reimbursement. Your new prescription drug benefits will include low member copays, and many prescriptions will be available with zero-dollar copays.

What you need to know.

The primary purpose of this letter is to provide an initial announcement of this upcoming change and provide you with information about what you can expect in the next few months.

Below are several important points:

- There will be no action required by you. Our staff will seamlessly manage the transition of your benefits from the current Signature 65 Plan to the new customized Freedom Blue PPO Plan. You will not need to complete an enrollment form or submit any other type of documentation.
- You will receive a number of mailings from now until the end of the year regarding this transition. Many more details will be shared in these future communications.
- Highmark Blue Shield has created a dedicated Medicare Advantage concierge call center to answer your questions regarding the new customized Freedom Blue PPO Plan. Please feel free to call Highmark at 1-888-399-0833 (TTY: 711) for assistance with any questions you may have. Highmark is available Monday – Friday, 8 a.m. – 4:30 p.m.

Who to contact for questions.

We want to reassure you that we are working hard to ensure the transition is smooth and worry-free. Remember, there will be additional information mailed to you over the next several months. In the meantime, enclosed in this mailing is a Frequently Asked Questions document and a chart comparing the Freedom Blue PPO Plan benefits to the current Signature 65 Plan.

As a reminder, Highmark Blue Shield has a dedicated Medicare Advantage concierge call center ready to answer your questions at 1-888-399-0833 (TTY: 711), Monday – Friday, from 8 a.m. – 4:30 p.m.

If you have questions that Highmark Blue Shield is not able to assist with, please visit the Pennsylvania State System of Higher Education's Annuitant Health Care website, www.passhe.edu/ahcp, contact the State System via email at retirebenefithelp@passhe.edu, or via phone at 717-720-4153.

Sincerely,



Thomas Sass
Vice President Medicare Sales, Highmark Health

Highmark Blue Shield is a Medicare Advantage HMO, PPO, and/or Part D plan with a Medicare contract. Enrollment in these plans depends on contract renewal.

Benefits and/or benefit administration may be provided by or through the following entities, which are independent licensees of the Blue Cross Blue Shield Association:

Highmark Inc. d/b/a Highmark Blue Shield, Highmark Health Insurance Company, Highmark Choice Company or Highmark Senior Health Company.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

The Blue Shield(c) and Shield Symbol are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross Blue Shield Plans. Highmark Blue Shield is an independent licensee of the Blue Cross Blue Shield Association.

SilverSneakers is a registered mark of Tivity Health Inc. Tivity Health Inc., is a separate company that administers the SilverSneakers program. Other Pharmacies/Physicians/Providers are available in our network.

Out-of-network/non-contracted providers are under no obligation to treat Plan members except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

The Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Tenemos servicios gratis de interpretación para responder cualquier pregunta que pueda tener sobre nuestro plan médico o de medicamentos. Para obtener un intérprete, simplemente llámenos al número que figura en la parte de atrás de su tarjeta de ID (TTY: 711). Alguien que hable español puede ayudarlo. Este servicio es gratis.

我们免费提供口译服务，为您解答有关我们健康计划或药物计划的任何疑问。如需口译服务，只需拨打您 ID 卡背面的电话号码（TTY：711）与我们联系即可。说中文的工作人员可为您提供帮助。此项服务免费。