

EPAUMC Benefits

Retiree Frequently Asked Questions



Q. I received Dental cards from UCCI for someone else! What should I do? Am I enrolled?

A. The file that was sent from AmWins to United Concordia dropped a line from the address file which skewed the entire file and all members received cards that were not theirs. The issue has been resolved, and new cards were mailed on January 9, 2015.

Q. I received a card for an 800MD service. What is this?

A. 800 MD is a health advocacy benefit for members enrolled in the group plan. Not only can they assist with claims issues, but the call center is manned by a nursing staff who can assist you with medical questions and direct you to the appropriate answer.

Q. I also received 800 MD cards for Drew University. Is this a scam?

A. The third party administrator for the 800 MD mailed a second set of cards to our retired members under the title Drew University. Please just toss out the Drew University version of your card.

Q. When will I be billed for my health care?

A. The payment for January was sent into AmWins along with your enrollment forms. The first bill you will receive should be for February and should come to you by next week.

Q. I received a bill for something from AmWins, but I don't know what it is for!

A. If you are in the dental plan, this will be listed on the invoice as "Other Insurance."

Q. My monthly pension has increased! How is my health care being paid now?

A. You are no longer able to have the health insurance cost deducted from your pension, but you are able to set up an automatic ACH from your checking account. Please call AmWins to pursue this option. 1-877-278-5992

Q. I know I signed up for health care, but what about Prescription Drug Coverage?

A. The Group Insurance includes both health insurance and prescription drug coverage.