



COMPASSCONNECTION

SPRING 2022

Do More Than Ever With the NEW myCompass

Did you know more than 60% of mobile phone users use their phones to look up information about health and medicine for themselves or their families?¹ We want to make sure you have access to reliable information about your health and coverage.

We are excited to announce the NEW myCompass site. Our portal makes it easy to navigate your insurance benefits, find the care you need, stay well and get answers to your questions.

Insurance

See a snapshot of your health plan benefits, view your recent claims, access your member ID card and review plan details and documents.

Care

Find a provider, access telehealth services and manage prescription drugs and refills.

Account

Easily view your member ID number and manage your contact information, and inbox.

IMPORTANT: How to Register

To get started, visit compassrosebenefits.com/Register. If you previously had a myCompass account, you will need to re-register to access the new portal.

As a Compass Rose Medicare Advantage member, you have the option of going to UHCRetiree.com/CompassRose and signing into your Medicare Advantage account directly.

LOOK OUT FOR MORE INFORMATION

We are excited to continue to roll out more new features in the coming months — stay tuned!

Benefits and features may vary based on enrollment and eligibility. Limitations and exclusions apply.

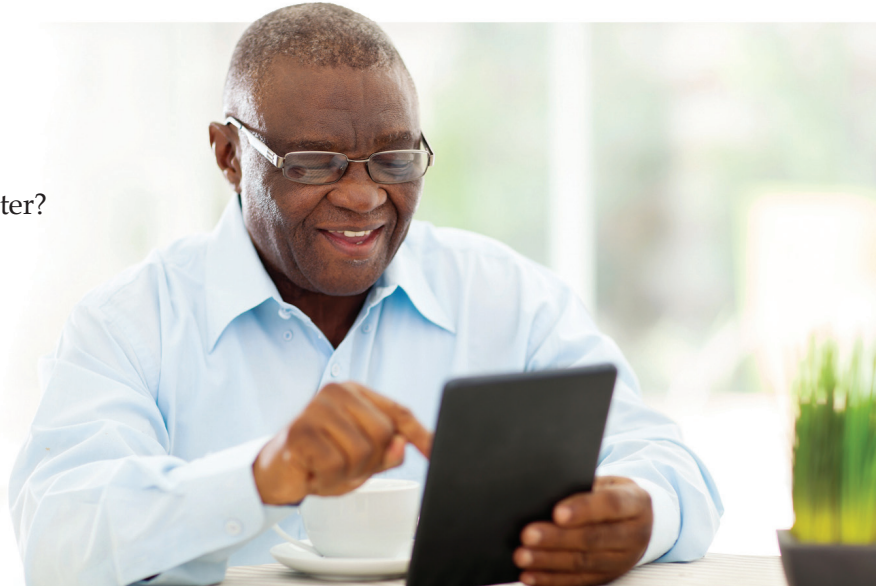
SOURCE: 1 <https://www.pewresearch.org/internet/2019/08/22/in-emerging-economies-smartphone-and-social-media-users-have-broader-social-networks/>



Virtual Education Center

Have you checked out the Compass Rose Medicare Advantage Virtual Education Center? It has all the information you need to help you understand and access your Medicare Advantage plan and benefits—in one place, at any time.

Now that you are a Compass Rose Medicare Advantage member, you have access to new programs and features designed exclusively for you! Through the Virtual Education Center, you can learn about and access:



Renew Active®: the gold standard in Medicare Fitness programs for body and mind—available at no additional cost.

FirstLine™ Essential: A \$40 quarterly allowance to spend on over-the-counter (OTC) products.

UnitedHealthcare® HouseCalls: Get an annual in-home preventive care visit at no extra cost with a health care practitioner.

Virtual Doctor Visits: Video chat with network practitioners from American Well (AmWell®), Doctor On Demand™ and Teladoc.

OptumRx Mail Order: Refill and manage your prescriptions online and get them delivered to your house.

Member Rewards: Get incentives to reward good health behavior, such as completing an annual wellness visit.

To access the Virtual Education Center and learn more about your plan please visit us online: **UHCRetiree.com/CompassRose**.

For questions about plan and benefits, you may call our dedicated line with UnitedHealthcare at 1-844-279-9286, 8 a.m. to 8 p.m., Monday through Friday. TTY users, call 711.

Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply.

OTC: OTC benefits have expiration timeframes. Call the plan or refer to your Evidence of Coverage (EOC) for more information.

Renew Active: Renew Active® includes a standard fitness membership.

The information provided through Renew Active is for informational purposes only and is not medical advice. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine. The Renew Active program varies by plan/area. Access to gym and fitness location network may vary by location and plan.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.

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Understanding Your Member ID Card

As a Compass Rose Health Plan member enrolled in Compass Rose Medicare Advantage and Medicare, you may wind up with three different ID cards — one for each plan.

While this may seem confusing at first, you only need to present one card when you receive health care and services.



That is your new Compass Rose Medicare Advantage ID card.

It is important to save your other ID cards in a safe place.

If you have questions about your ID cards, please call our dedicated line with UnitedHealthcare at 1-844-279-9286, 8 a.m. to 8 p.m., Monday through Friday. TTY users, call 711.

The Next Phase of Aging Well

We launched the Aging Well program in 2020 to help support members in leading fulfilling, healthy, safe and secure lives. Over the last few years, we have had many great success stories, and look forward to continuing to help support members in developing a personal aging well strategy.

You can connect with a resource coordinator, who can help identify local resources for an array of needs, including caregiving, staying in your home, housing, technology,



transportation, end of life planning and more.

The best part is that this program is FREE to Compass Rose members age 65 and over. However, anyone can access our Aging Well website, which is full of useful information.

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Updated Contact Information!

You can connect with Aging Well via phone by calling us at **(866) 368-7227**. You may continue to go online to **compassrosebenefits.com/AgingWell**.

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Our team is ready to serve you!



11490 Commerce Park Drive
Suite 220
Reston, VA 20191
compassrosebenefits.com
member.compassrosebenefits.com

Compass Rose Contact Information:

Compass Rose Medicare Advantage UnitedHealthcare

(844) 279-9286
TTY 711
8am to 8pm M-F

Prescription Drug Program

OptumRX
(888) 279-1838
OptumRX.com

Compass Rose Benefits Group

uhretiree.com/compassrose
compassrosebenefits.com