

TI Retiree Health Benefits Bulletin

Participant Resources Guide

July 13, 2005

In order to obtain timely resolution to your eligibility and claims questions and issues, and to access a variety of health benefits resources including a provider lookup tool, please use either of the following sources:

- Call TI SmartLink (800) 890-2600 and say “TI Benefits Center” at the prompt.
- Via the Internet: Visit Your Benefits Resources™ (YBR) at <http://resources.hewitt.com/ti>

For Health Claim–Specific Issues

You can also contact your insurance carrier directly to check your claim status, to request an ID card, to search for providers and to resolve other related issues.

- Call TI SmartLink at (800) 890-2600, say “healthcare,” then “health plans,” and then select the appropriate carrier.
- Via the Internet: YBR at <http://resources.hewitt.com/ti>. Once on the YBR Web site, under “Health, Insurance,” you will see the column “See What You Have.” Select the link to your carrier in that column and you will be routed to that carrier’s Web site.

Additional Assistance with Unresolved Health Claim–Specific Issues

TI Advocacy Center

The TI Advocacy Center, accessible through the TI Benefits Center, helps participants resolve claims issues that participants may be unable to resolve on their own. An advocate will work with you to address your claim issues or concerns.

By phone: Call TI SmartLink (800) 890-2600 and say “TI Benefits Center.” If an issue cannot be resolved by calling the health plan carrier for a health claim–specific issue, request that the customer service representative transfer you to the TI Advocacy Center.

Members of the TI Benefits Team are informed of most issues that require consultation and action and will be made aware of any trend that can impact a larger population.

Sincerely,

TI Health Benefits