Please join us for our 15th Annual Knox County Retiree Luncheon. This luncheon is dedicated to honor retirees for their past service to Knox County. Invitations have been mailed for this event. However, if you did not receive your invitation or it has been misplaced, you may return the RSVP notice on the back of this newsletter or you may contact the Retirement Office at (865) 215-2223 to RSVP as soon as possible.

This is a great opportunity to bring together former coworkers for social time, good food, and door prizes.

Look inside for:
1. Answers to questions or concerns about your Knox County insurance
2. Insurance customer service
3. General information

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If you have not received your invitation in the mail, you may fill out this RSVP notice and mail it to the Retirement Office or call at (865) 215-2323.

Print Retiree Name

☐ Yes, My guest will be:

Print Name of Guest

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15th Annual Knox County Retiree Luncheon

Tuesday, April 7, 2015
11:30 a.m.
Our goal is to make certain our retirees’ needs are met in a very timely and efficient manner. We ask that you have questions and/or concerns regarding your medical and/or dental benefits or claims please follow these simple steps:

1. For benefits coverage, please call the customer service number on the back of your ID card.
2. If you have concerns about receiving a bill from a provider, call that provider and ask them to explain why you are receiving the bill.
3. Afterwards, if you are unsatisfied, call the customer service number on the back of your ID card and ask them to review that claim for you.
4. If you are experiencing difficulties in getting your prescriptions filled, first contact customer service and discuss the issue with them.
5. Remember, if you are retired from Knox County Government and under age 65 and enrolled in Humana Option 1, Option 2, or Option 3, your prescription coverage is through CVS Health.

Customer service can usually answer all of your questions and relieve your concerns in one phone call. If you don’t feel you are receiving the best service or you are still concerned, please call the Retirement Office at (865) 215-2323.

For your convenience, the contact information for the medical and dental plans available through Knox County Retirement is as follows:

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Website</th>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>BlueCross Dental</td>
<td><a href="http://www.bcbst.com">www.bcbst.com</a></td>
<td>1-800-523-1478</td>
</tr>
<tr>
<td>Humana Healthcare (Option 1, Option 2, Option 3)</td>
<td><a href="http://www.humana.com">www.humana.com</a></td>
<td>1-800-357-6767</td>
</tr>
<tr>
<td>CVS Health Pharmacy (Option 1, Option 2, Option 3)</td>
<td><a href="http://www.caremark.com">www.caremark.com</a></td>
<td>1-800-364-6331</td>
</tr>
<tr>
<td>Humana Medicare Advantage Plans (HMO or PPO)</td>
<td><a href="http://www.humana.com">www.humana.com</a></td>
<td>1-866-396-8810</td>
</tr>
</tbody>
</table>

Monthly Benefit Checks
Are you still receiving a paper check? If so, it may be time to move to direct deposit. This is a safe way to ensure you have your money on time every month. You can access the required form on our website at www.knoxcounty.org/retirement or call our office at (865) 215-2323 to request one be mailed to you. If you don’t have a checking or savings account, now is the time to open an account.

Knox County Retirement Website
Visit www.knoxcounty.org/retirement.com to check out what’s new, to complete forms, to change options, or to view photos from past luncheons. See below for a summary of the forms that you will find on the site:

- Direct Deposit Forms
- ACH Debit Forms for Medical and Dental Insurance
- ACH Deduction Authorization
- Federal Income Tax Withholding
- State Income Tax Withholding
- Request to Cancel Medical or Dental Coverage

Have you had any changes?
You may experience events or life changes that could necessitate you contacting our office.

Changes such as:
- Address Change
- Name Change
- Beneficiary Change
- Birth or Adoption
- Death of a Spouse
- Death of a Beneficiary
- Marriage
- Divorce
- Designation of someone as your Power of Attorney (POA)*

*If there is not a POA on file, our office is very limited as to how we can help you and your family members.

Lost and Found:
Did you lose a Fedora hat at the luncheon last year? If so, we have it. No one has called about it but if you think it may be yours, please contact our office at (865) 215-2323.