

Aon Hewitt Navigators™

Dear State Farm Retiree:

In 2011, when State Farm announced changes to the way retiree health care would be delivered for Medicare-eligible retirees, we at Aon Hewitt Navigators made a promise to you, your family and State Farm that we would make your transition to the Medicare insurance market easy and comforting.

We know that for many State Farm retirees, the experience we promised was not delivered and the trust you placed in us was eroded. We understand that choosing the health care you and your family need is very important. We heard your concerns and are committed to making this right.

Since the fall of 2011, when State Farm halted the enrollment process, we have made major changes at Aon Hewitt Navigators to improve our customers' experience significantly and to deliver the service State Farm retirees expect and deserve. Some of these changes are related to upgrades to our technology, appointment management resources, and staffing, which have already resulted in a more positive experience for the over 53,000 retirees we served during our last annual enrollment period.

Based upon our recent enrollment experiences, our team has completed 99.7% of our appointments on time and processed nearly all of the 44,000 applications we received on time. Retirees who have enrolled with us had their in-bound phone calls answered quickly, reported very few escalations, and said they had high levels of satisfaction with their benefit advisor.


Our promise to you is that we will:

- Help you successfully transition to the individual Medicare insurance of your choice,
- Respect your time by keeping our confirmed appointments,
- Give you a consistently positive service experience with one point of contact throughout the enrollment process, and
- Provide you with increased support after you've enrolled.

You'll learn more about these changes and what they mean to you in this brochure, *Aon Hewitt Navigators: Our Commitment to Serving You Better*.

On behalf of the Aon Hewitt Navigators team, I hope you will give us a second chance to deliver on our promise to give you a positive enrollment experience.

Sincerely,



Maureen Scholl
CEO, Health Care Exchanges

Aon Hewitt Navigators: Our Commitment to Serving You Better

Aon Hewitt Navigators is dedicated to improving your enrollment experience. We have made major changes in the way we plan to serve you with the goal of earning back your trust. We sincerely hope you will give us a second chance to deliver a positive enrollment experience.

This brochure describes these changes and was created to help you successfully transition from the State Farm Group Medical PPO Plan extension to an individual Medicare insurance plan that is right for you. You may want to keep this brochure as a reference of what to expect in the coming months.

To help you begin your enrollment, an Aon Hewitt Navigators education kit will be mailed to you between February 25 and April 8, 2013. The education kit contains appointment information and is sent 2 – 3 weeks in advance of your scheduled appointment to give you time to confirm, reschedule or cancel your appointment, as well as review some basic information that will be beneficial during your appointment with a benefit advisor. This mailing will be staggered to ensure we can provide each retiree with a consistently positive enrollment experience. Please do not be concerned if you do not receive an education kit until mid-April.

This brochure contains the following information:

What Are We Doing Differently to Serve You Better?	3
Value Your Time	3
Deliver Consistently Positive Service	4
Future Communication	5
Serving You After You Enroll	10
Frequently Asked Questions	11

What Are We Doing Differently to Serve You Better?

We have improved our technology and staffing to ensure you get the quality service you deserve. As a result of these enhancements, we believe you will have a significantly improved enrollment experience that meets your needs. Here is a summary of some of these changes and our promise to you.

Value Your Time

We regret that our inconsistency in keeping scheduled appointment times with a benefit advisor was disappointing and frustrating for many retirees. Our promise to you is that an appointment made is an appointment kept. To ensure we achieve this objective, we have made a number of appointment-scheduling technology and process improvements.

Here is an overview of the steps leading up to your first appointment.

- 1** Receive your Aon Hewitt Navigators education kit and review the enclosed materials. Check your schedule to determine if the pre-selected date and time is convenient for you.
- 2** Once you confirm your appointment date and window of time, or call us to choose a time you prefer, we will keep your scheduled appointment time.
- 3** A reminder postcard will be sent prior to your confirmed appointment.
- 4** The day of your appointment, your benefit advisor will call you within your three-hour appointment window. If your benefit advisor's other appointments are running longer than expected, you'll receive a call to let you know about the delay and give you the opportunity to reschedule if needed.

While your appointment is scheduled to begin within your assigned window of time, there is no pre-determined end time to your call. You may speak with your benefit advisor as long as you need to ensure you understand your available options and next steps.

If you do not want to enroll in an individual Medicare insurance plan with our help, simply contact Aon Hewitt Navigators to decline this service when you receive your pre-scheduled appointment date and time. If you decline, Aon Hewitt Navigators will not make any additional attempts to contact you about an appointment with a benefit advisor. However, your State Farm group coverage will still end May 31, 2013, so you'll need other coverage in place no later than June 1, 2013.

Deliver Consistently Positive Service

In order to select the individual Medicare insurance plan that is right for you, our most critical role is to help you understand your choices and then enroll you in the plan that meets your needs.

All appointments will be held with a knowledgeable, licensed benefit advisor who will ask the right questions, listen to your needs, and discuss your decision with you and your family. To ensure this result:

- We have expanded our training and certification program so the licensed benefit advisor you speak with is better prepared to help you understand, compare, and select among the products available to you.
- We've expanded our benefit advisor licenses to help you choose from the products available in your region of the country.
- We've made changes to our process so we can better monitor and follow up on any messages you leave for your advisor.

After you speak with your benefit advisor and choose the plan you feel is right for you, it's important to make sure you know where you stand in the enrollment process. As a result, we've implemented the following changes to help give you greater peace of mind along the way.

- We've streamlined and automated our application process so your applications are submitted to your insurance carriers more quickly, resulting in faster confirmation of your enrollment.
- We've provided our benefit advisors with additional supervisory support so they can resolve issues quickly, keep your enrollment process on track, and be available to you in the event you are dissatisfied with the service we provide.



Future Communication

Over the next several months, you can expect to receive the following communications.



Receive Your Education Kit

Within the next two months, your Aon Hewitt Navigators education kit will be mailed to you. You should expect to receive your education kit 2–3 weeks in advance of your scheduled appointment. While you may have received a similar education kit in the past, it's important to our team and State Farm that you have current information at hand to enroll successfully.

This mailing will be staggered to ensure we can provide each retiree with a consistently positive enrollment experience. Please do not be concerned if you do not receive an education kit until mid-April.

The education kit will include:

- A welcome letter confirming the last date of the State Farm Group Medical PPO Plan and the retiree Health Reimbursement Account amount you are eligible to receive,
- Your appointment date and time with an Aon Hewitt Navigators benefit advisor,
- Instructions for confirming, changing, or declining your appointment date and time, and
- A guide to Medicare insurance plans and Medicare coverage.

Please keep in mind, this mailing will be staggered. As a result, you may receive your education kit before or after a friend or neighbor who is also a State Farm retiree.

If you have not received an education kit by April 30, 2013, please contact Aon Hewitt Navigators at **1-888-628-2397** Monday through Friday from 8:00 a.m. to 8:00 p.m., Central Time.



Confirm Your Appointment Date and Time

The education kit you'll receive in the mail will have a pre-selected date and window of time for you to speak with your benefit advisor. **You must confirm the pre-selected appointment date and time with Aon Hewitt Navigators in order to receive a call from your benefit advisor.**

- If the pre-selected date and window of time is convenient for you, please confirm the appointment time.
- If this appointment date and window of time is not convenient for you, please contact us to reschedule for an alternative date and time.
- If you do not need help from Aon Hewitt Navigators (for example, because you have secured assistance and coverage through another resource), please call and cancel your appointment. We'll make note of your decision, notify State Farm, and refrain from further contact regarding your enrollment.



Receive a Reminder Postcard

If you do not confirm your appointment or call us to reschedule for another date and appointment window, we'll send you a reminder postcard.



Before Your Appointment — Reminder Postcard

If you have called us to confirm your pre-selected appointment or rescheduled for an alternative date and appointment window, we will send you a final postcard reminder* of your scheduled date and appointment window.

**If you've confirmed your appointment seven days before the date.*

FEBRUARY 25
—
APRIL 8

MARCH
—
MAY

APRIL
—
JUNE

JUNE 1

OCTOBER
—
DECEMBER



Talk With Your Benefit Advisor

If you've confirmed the appointment date and three-hour window as requested, your benefit advisor will contact you on that date and within that window of time. If you need to change your appointment, simply contact Aon Hewitt Navigators.

Before the date of your appointment, you should prepare for the conversation with your benefit advisor. Be sure you have the following information ready for your appointment:

- Your Medicare card,
- All your prescription medications and their doses,
- Your primary doctors and their phone numbers, and
- A list of questions for your benefit advisor.

Once you've had your initial appointment with a benefit advisor, he or she will remain your contact throughout the enrollment process. You'll be given a phone number where you can reach the advisor directly with any questions after your appointment. If at any time you feel your benefits advisor is unable to assist you, please ask to speak with an Aon Hewitt Navigators supervisor.



Confirm Your Coverage Choice and Enroll

Once you've selected the individual Medicare plan that's right for you and completed your enrollment, we'll get your application to the insurance carrier quickly. After we've submitted your application to your insurance carrier, your insurance carrier will send you official plan materials and identification cards to confirm your enrollment in your selected plan. You can destroy your old cards and begin using your new cards for your coverage when your individual coverage begins.

Delivering on Our Promises

To ensure the improvements we've made to the enrollment process have resulted in a more positive experience for retirees, both State Farm and Aon Hewitt Navigators have conducted surveys with retirees who contacted Aon Hewitt Navigators in the fall of 2012.

These results told us that the majority of retirees felt the enrollment experience required minimal effort and reported having positive interactions with their benefit advisor. In terms of their experience with their benefit advisors, retirees shared the following comments:

"My benefit advisor called when he said he would call. He was prompt, and he did what he said he would do."

"My benefit advisor was very good at helping me understand all aspects of the plan I chose. After speaking with her, I didn't have any fear about the process and felt more relaxed with this whole change."

"My benefit advisor took the time to explain things, and he returned calls promptly. It was a pleasant experience."



Receive Retiree Health Reimbursement Account (HRA) Welcome Kit

After your enrollment is confirmed (whether you've completed your enrollment through Aon Hewitt Navigators or another source*), you'll receive more information about how to use your HRA throughout the year. You should expect to receive a welcome letter, paper claim form, and an overview of the HRA process to help make submitting claims and receiving reimbursements as easy as possible.

The Your Spending Account™ (YSA) area of Aon Hewitt, which administers the HRAs on behalf of State Farm, has made significant changes and improvements to their processes for 2013 as well. Timing of your reimbursement will vary based on whether you have automatic reimbursement or need to submit manual claims. However, YSA has worked hard to make the reimbursements more timely and consistent. See page 14 for details on when you should expect to receive your reimbursements.

**If you enroll through another source, please contact the State Farm Benefits Center at 1-866-935-4015. Notifying the Benefits Center triggers termination of your State Farm Group Medical PPO Plan and the establishment of your retiree Health Reimbursement Account.*



State Farm Group Medical PPO Plan Extension Ends, New Coverage Begins

On June 1, your State Farm Group Medical PPO Plan extension will have ended and, if you've enrolled in a plan through Aon Hewitt Navigators, your new individual coverage will have begun. If you haven't received identification cards and plan details from your new insurance carrier at this point, or if you have questions regarding your new coverage selection, please contact your benefit advisor at 1-888-628-2397, Monday through Friday, from 8:00 a.m. to 8:00 p.m., Central Time.



Providing Your Feedback

While the feedback we've recently received from retirees represents significant improvements, we understand that you may have feedback during the enrollment process to help us serve you better.

Throughout your enrollment, your benefit advisor is your first point of contact and should be able to resolve any questions or concerns. If you do not believe your advisor was able to resolve your issue, please ask to speak with an Aon Hewitt Navigators supervisor.

Outside of your appointment time, you may also send your feedback regarding your enrollment experience via e-mail to our electronic mailbox at **ahnenrollment@aonhewitt.com**. Please provide us with your name and phone number where you can be contacted. You will receive a response to your message within two business days.

If you have an e-mail address on file with us, we'll be asking for your opinion about what we've done well and how we can improve your future experiences with Aon Hewitt Navigators. You should expect to receive an e-mail requesting your feedback shortly after your appointment date.



Receive 2014 Annual Enrollment Information

Each year, Medicare's annual enrollment period gives you the opportunity to select a new plan. The next Medicare enrollment window begins October 15, 2013, and ends December 7, 2013 – not long after the June 1 date on which you first transition to coverage in your individual Medicare insurance plan.

If you do nothing during the enrollment window for 2014, you will be automatically renewed in your existing individual Medicare insurance plan. If automatic renewal is not possible, the plan will notify you. You may contact an Aon Hewitt Navigators benefit advisor to help you review other plan options for 2014.

In some cases, plans may require medical underwriting*. If you enroll using Aon Hewitt Navigators, you will receive a letter each year offering our services in the event you want to review the terms of your current plan or possibly choose a new plan during Medicare's annual enrollment period.

**Medical underwriting will not be required for coverage effective June 1, 2013 since you will be losing coverage under the State Farm Group Medical PPO Plan at that time.*



Do You Have a Non-Medicare-Eligible Spouse or Dependent?

Keep in mind, if you have a non-Medicare-eligible spouse or dependent, they will continue with the State Farm Group Medical PPO Plan option for pre-Medicare-eligible retirees. This Plan option has a \$1,500 individual deductible. When your spouse or dependent becomes Medicare-eligible, he or she will have the opportunity to work with Aon Hewitt Navigators to select individual Medicare insurance as well.

Serving You After You Enroll

We know you may need help even after you've selected your new plan and enrolled — and we'll be here for you. In addition to your benefit advisor, Aon Hewitt Navigators will provide you with greater access to advocacy services and supervisory support.

Advocates

If you've enrolled through Aon Hewitt Navigators and have questions about your plan or problems resolving an issue with your insurance carrier, State Farm retirees have access to advocacy services through Aon Hewitt Navigators, at no charge.

Our advocates can help you resolve questions about individual Medicare insurance plans, billing procedures, and claims and appeals. Here's how to get the resolution to your questions.

- 1** If you are having a problem with a bill or have a question about your coverage, you should always try to call your insurance carrier first to attempt to resolve the issue.
- 2** If you are unable to resolve the issue with your insurance carrier, contact Aon Hewitt Navigators.
- 3** If your benefit advisor is unable to resolve the issue, he or she will introduce you to an advocate to help you. Advocates are experts who can help you resolve insurance claims, billing disputes, and other problems. Advocates are experienced at conducting research and resolving tough health care and benefits issues, including access to care, eligibility, claims, and Medicare questions. In many cases, advocates can help you get what you need from your health plan, but in the event the plan has acted appropriately under the terms of the policy, you can be sure we'll explain why. At a minimum, you'll rest assured knowing that someone is on your side to help when you need it.

Supervisors

We've increased the ratio of supervisors to benefit advisors in order to help you get issues resolved quickly.

Overall, we want your experience with Aon Hewitt Navigators to be better. As a result, if your issue isn't being resolved in a timely way, please provide your feedback to your benefit advisor and ask to speak with an Aon Hewitt Navigators supervisor.

Frequently Asked Questions



Q I previously contacted Aon Hewitt Navigators and had a very frustrating experience. How can I be confident Aon Hewitt Navigators will be able to process my enrollment successfully this time?

A Aon Hewitt Navigators is aware that many State Farm retirees did not receive the enrollment support they expected or deserved.

The Aon Hewitt Navigators team has made enhancements to nearly every area of our delivery, which we've outlined in this brochure. We sincerely hope you decide to give us a second chance to help you enroll in the individual Medicare insurance plan of your choice.

Q I do not want to enroll in an individual Medicare plan and would prefer to remain on the State Farm Group Medical PPO Plan extension. Can I do that?

A No. The State Farm Group Medical PPO Plan extension will end on May 31, 2013. If you do not have an individual Medicare insurance plan in place by June 1, you will be covered by original Medicare, Parts A and B (if you are enrolled in both) and may face substantial out-of-pocket expenses, particularly for prescription drugs.

Q Do I have to enroll through Aon Hewitt Navigators?

A No. Enrolling through Aon Hewitt Navigators is optional. If you prefer, you can enroll through another source, such as an agent/broker or directly through an insurance carrier.

Q Will I still be eligible to receive the HRA contribution even if I do not enroll through Aon Hewitt Navigators?

A Yes. If you are enrolled in an individual Medicare insurance plan, you will receive the Company contribution to the HRA. State Farm provides you with annual HRA funding in the amount of \$2,400 for each eligible individual in your household. As a result of your State Farm Group Medical PPO Plan extension ending May 31, 2013, you would have a total of \$1,400 in your retiree HRA to use for reimbursement of your individual Medicare insurance premiums for 2013 (\$200 per month over a seven-month period for the months of June, July, August, September, October, November, and December).

Q What happens to my health insurance coverage if I do not enroll in another plan by June 1, 2013?

A Your State Farm Group Medical PPO Plan extension will end on May 31, 2013, so it is important that you have other coverage that takes effect by June 1, 2013. If you do not have an individual Medicare insurance plan in place by June 1, you will be covered by original Medicare, Parts A and B (if you are enrolled in both). Also, even though you will be able to enroll in a plan during the next Medicare annual enrollment period in the fall of 2013, you may need to go through medical underwriting to be approved for that plan. Enrolling when your group coverage ends allows you to avoid medical underwriting.

Q I previously waived coverage in the State Farm Group Medical PPO Plan. Am I able to enroll in individual Medicare insurance coverage and receive the retiree Health Reimbursement (HRA)?

A Yes. If you are enrolled in Medicare Parts A and B, you will be eligible to enroll in individual Medicare insurance coverage and receive the HRA contribution. Keep in mind, you may need to go through medical underwriting for approval in your new plan.

Q What can I do if I don't feel like I've received the level of support I need to make a decision regarding my individual Medicare insurance plan?

A We are confident we have the expertise and support in place to provide State Farm retirees with a positive enrollment experience and hope you give us the opportunity to help you. Throughout your enrollment, your benefit advisor is your first point of contact and should be able to resolve any questions or concerns. If you do not believe your benefit advisor was able to resolve your issue, please ask to speak with an Aon Hewitt Navigators supervisor.

Outside of your appointment time, you may also choose to send an e-mail with your name, question and contact information to ahnenrollment@aonhewitt.com. Or you can call the Aon Hewitt Navigators dedicated line for State Farm retirees at **1-888-628-2397**, which has a series of escalation procedures.

Q I've heard that benefit advisors are paid more if I select a particular insurance carrier? Is this true?

A No. The benefit advisor you speak with is paid a flat hourly wage and isn't motivated to promote certain products or carriers over others for financial reasons. A hallmark of our service is our objectivity when helping retirees find products that are right for them. Ultimately, the Aon Hewitt Navigators business receives regulated and approved commissions from carriers, but this fact doesn't affect the way benefit advisors serve you since they aren't provided with any commission information. In fact, historically, our benefit advisors sell more Medicare Supplement plans than Medicare Advantage plans, even though Aon Hewitt Navigators commissions for Medicare Supplement plans are lower.

Q How will reimbursement from the retiree HRA work for the remainder of 2013?

A You are responsible for paying your individual Medicare insurance plan premium directly to the insurance carrier. Most insurance carriers will allow you to pay your premium either by check or by having money withdrawn directly from your bank account. In addition, Medicare Advantage and Medicare Part D Prescription Drug Plans allow you to have your premium withheld from your Social Security check.

You can submit your eligible premiums for reimbursement from the retiree HRA through automatic reimbursement (only available if you enroll through Aon Hewitt Navigators), by submitting an online claim, or submitting a paper claim. You'll then be reimbursed for the full amount of your insurance premiums until your retiree HRA dollars are depleted. Any remaining premium expenses for the year would be paid by you. For details regarding how reimbursements will work for 2014 and beyond, please review the next two Q+As.

Q Am I able to use the retiree Health Reimbursement Account (HRA) to be reimbursed for other expenses beyond my plan premium?

A Currently, your HRA may be used only to reimburse premiums for Medicare Supplement (Medigap), Medicare Advantage and/or Medicare Prescription Drug Plans. However, beginning in January 2014, other employers' group medical plan premiums (paid with after-tax dollars), as well as prescription drug out-of-pocket costs (i.e., deductibles, copays and coinsurance), may also be reimbursed from your HRA. More details about this change will be shared at a later date.

Q If I enroll in my spouse's employer's group medical plan, will those premiums be reimbursed from the HRA?

A Not in 2013; however, beginning in January 2014, other employers' group medical plan premiums (paid with after-tax dollars), as well as prescription drug out-of-pocket costs (i.e., deductibles, copays and coinsurance), may also be reimbursed from your HRA. More details about this change will be shared at a later date.

Q Can I have my reimbursement direct deposited to my checking or savings account?

A Yes. To set up direct deposit of your reimbursements after you've enrolled, you may go to the Your Spending Account website via www.resources.hewitt.com/statefarm or you may call **1-888-628-2397** to speak with a Your Spending Account representative.

Q When should I expect to receive my reimbursement?

A The timing for your reimbursement varies based upon whether your premiums are eligible for automatic reimbursement or require manual claim submission and whether you have chosen to receive your reimbursement via a paper check or direct deposit.

Most plans offer automatic reimbursement — meaning, after your premium payment is received and processed, your insurance carrier will report that payment to Aon Hewitt Navigators on your behalf. Depending on your insurance carrier, payments are reported to Aon Hewitt Navigators on a daily, weekly, or in some cases monthly basis. Once Aon Hewitt Navigators receives your payment information, it generally takes 4 – 6 weeks to receive reimbursement.

If you enroll in a plan through Aon Hewitt Navigators that does not support automatic reimbursement, you will submit a one-time premium auto-reimbursement claim form.

If you did not enroll in a plan through Aon Hewitt Navigators, you may submit manual claim forms as you pay your premiums (e.g., monthly, quarterly). Generally, all claims are processed within 3 – 10 business days of receipt.

If approved, you can expect payment within 3 – 5 business days if you have direct deposit or an additional 7 – 10 business days for a paper check.



About Aon Hewitt Navigators Insurance Services Inc.

Aon Hewitt Navigators Insurance Services Inc. is an Aon Hewitt company.

Aon Hewitt is the global leader in human capital consulting and outsourcing solutions. The company partners with organizations to solve their most complex benefits, talent and related financial challenges, and improve business performance. Aon Hewitt designs, implements, communicates and administers a wide range of human capital, retirement, investment management, health care, compensation and talent management strategies. With more than 29,000 professionals in 90 countries, Aon Hewitt makes the world a better place to work for clients and their employees.

For more information on Aon Hewitt, please visit www.aonhewitt.com.

Aon Hewitt Navigators™

Your Spending Account is a trademark of Hewitt Associates LLC.

Copyright 2013 Aon Hewitt Navigators Insurance Services Inc.

Aon Hewitt Navigators Insurance Services Inc. (Aon Hewitt Navigators) is an Aon Hewitt company. Aon Hewitt Navigators and Aon Hewitt Navigators Insurance Services Inc. are trademarks of Aon Corporation. The material in this booklet is intended to be informative and educational. It is also meant to be used as a reference for you to select and purchase one of the health insurance plans and options presented. It is not complete, in that it summarizes information for clarity and ease of use. It should not in any way be construed as a substitute for thoroughly and completely reading plan descriptions and policies from the respective insurance companies represented here.

While every attempt is made to keep this information correct and up-to-date, nothing contained herein is to be construed as a guarantee that it is. We take no responsibility or liability for any actions taken as a result of using the information presented in this booklet. We will not be liable as a company or as individuals for damages, losses, or other expenses incurred as a result of reading this material or for any other reason.

California License: 0E97576

AH017.0312

