

Phone script for retirees with city medical insurance (70 secs)

Hi. I'm calling from the city with an important message about your city health insurance.

On June 30, CIGNA health insurance coverage for Medicare-covered city of Houston retirees will end. If you are a retiree with Medicare and you have CIGNA insurance through the city – or if you had BlueCross BlueShield and did not make an election during this open enrollment – you must enroll in a Medicare plan by June 30, or you will be considered to have opted out of your city medical insurance. Coverage will also end for your covered dependents.

For information about enrolling in one of the six Medicare plans, call 888 205 9266.

If you do not enroll in a Medicare plan, you will be without city insurance. You can opt back in for city coverage by enrolling in a Medicare plan at any time, with coverage effective the first day of the following month.

If you are already in a Medicare plan, or if you signed up for a Medicare plan during this open enrollment, don't do anything. Your Medicare plan coverage will remain in place and your coverage will continue.

But if you were a member of the BlueCross BlueShield HMO or PPO plan and did not make an election during this open enrollment, you need to call 888 205 9266 for information about enrolling in one of the six Medicare plans.

The benefits office must receive your forms by June 30 for coverage starting July 1. So time is getting short. Call 888 205 9266 for more information.

That number again is: 888 205 9266.

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Thank you. And good health to you.