

To- Retirees that pay direct bill through Optum for their dental, vision, and life insurance policies.

Subj- Important Update: Your direct bill will transition from Optum to MetLife/GIS effective 7/1/2024.

UofL Retiree,

In spring 2023, the university's contract with MetLife, our dental and vision administrator (Davis Vision), concluded, which prompted the Human Resources department to initiate a comprehensive Request for Proposal (RFP) process. The RFP was completed fall 2023, and we are pleased to announce that MetLife has been retained for retiree dental and vision services. The administrator for vision is Davis Vision but MetLife owns Davis Vision.

As a result of the RFP, MetLife and their direct bill partner, GIS, will now offer dental and vision plans to all new retirees, as well as current retirees that are enrolled in dental and vision plans with direct bill through Optum. Retirees will still have the option to move their dental and vision plans to Delta Dental of Kentucky. In addition to administering the retiree dental and vision plans, MetLife will also administer the retiree life insurance policies. GIS is MetLife's direct bill system in which payments for coverage will need to be made. We are delighted to share this exciting development that we believe will significantly enhance a retiree's insurance experience.

Why This Transition Benefits You:

- Simplify your life by managing everything from claims, eligibility, and policy details through a single platform.
- No more forms for Open Enrollment. Open Enrollment will now be done online through MetLife/GIS.
- Retirees will now contact MetLife/GIS for qualified events and will make changes online instead of using forms.
- You will be able to contact MetLife or Davis Vision directly about your dental and vision claims and policy details. This allows for quicker answers to any questions you may have about claims or your plans.
- You can review and make updates to life insurance beneficiaries online and changes are effective immediately. Confirmations may be printed for your records.
- You have access to MetLife's system to directly review claims, eligibility, and plans.
- By using MetLife's ACH payment system (GIS), you never have to worry about missed payments or losing coverage.

Next Steps:

- **Register to attend MetLife's HRTalks transition session:**
 - Visit the HRTalks webpage (<https://louisville.edu/hr/hrtalks-hrlistens>) to register to attend an informational session on the transition which will be held June 5th from 10-11 and June 6th from 2-3.
 - Can't attend the meeting? No worries, the session will be recorded and sent to those who request to watch the recording.
- **Review Benefits and set up ACH:**
 - On or after June 10th, you'll need to log into your account and review your current coverages to ensure a smooth transition. To review your elections and set up ACH information for monthly premiums, you are required to login

at <https://boonchapman.benselect.com/uofl>. You will use the following credentials, i.e., User ID = SSN, PIN = Last 4 of SSN last 2 of DOB.

- Ensure your contact information is update when entering into MetLife/GIS
- You will receive a reminder email from Selerix Engage every Monday through first of July until your ACH has been set up.
- For login or enrollment issues please contact uoflservice@qisbenefits.net.
- To review plan details, please visit MetLife <https://www.metlife.com/info/university-of-louisville-retiree/>.
- **Review and or update your Life Insurance Beneficiaries:**
 - Log on to www.mybenefits.metlife.com and enter **University of Louisville** in the **Company Name** field.
 - Click the **Next** button.
 - You will then see the **Welcome to MyBenefits** page where you can register as a **MyBenefits** user (if you are not already registered).
 - Once you log into **MyBenefits**, select the **Benefits & Coverage**.
 - Under **Group Life Insurance**, click on **Learn More**.
 - On the **Group Life Insurance** page, click on the 'I Want to..' dropdown and select **Add/Update Life Beneficiaries**.
 - Click on **Beneficiaries** at the top of the page and follow the instructions to complete.
 - Once you have completed your initial sign-in, you will be able to review and update your beneficiary designations at any time. Changes to your beneficiary designation are effective immediately and you may print a confirmation for your records.
 - If you prefer to designate your beneficiary using a paper form, please contact MetLife's toll-free Recordkeeping Center at 1-866-574-2864.

Contact Information:

- To review plan details, eligibility, and or claims: <https://www.metlife.com/info/university-of-louisville-retiree/> or for dental questions call MetLife Customer Service at 1-866-832-5756 and for vision call 1-800-999-5431.
- Billing Inquiries/Changes: insightretirees@boonchapman.com or 1-855-266-2092.
- Questions on how to review your plans for first time and set up ACH: uoflservice@qisbenefits.net

We understand the importance of seamless transitions, and our team is committed to ensuring that this change is as smooth as possible for you. **Note, if you are currently enrolled in a University of Louisville medical plan, you will continue to make payment to Optum for your medical plan.** Should you have any questions or require further clarification, please do not hesitate to reach out to our dedicated insurance support team at Benefits@Louisville.edu.

Sincerely,

Benefits
University of Louisville