

How to Enroll in Retiree Benefits

IMPORTANT 2025 OPEN ENROLLMENT DATES	
RETIREE BENEFIT	ENROLLMENT PERIOD
AARP/UHC Medicare Supplement plan	Any time of year
Retiree Medicare Part D Prescription Drug Plans	Oct. 15th - Dec. 7th (or with a special election period as determined by Medicare enrollment guidelines)
Retiree non-Medicare Health Plans including Elixir Pharmacy	Oct. 11th - Nov. 8th, 2024 by 11:59 PM MT*
Retiree Dental & Vision Plans	Oct. 11th - Nov. 8th, 2024 by 11:59 PM MT*
Elder Care Support, Pet Insurance	Any time of year
Legal Insurance	Oct. 11th - Nov. 8th, 2024 by 11:59 PM MT*

NON-MEDICARE MEDICAL, DENTAL, OR VISION PLAN

Complete the Retiree Enrollment Form on page 5. Call the Benefits Office
 Phone number: (602) 262-4777 (open between 8 AM to 5 PM)
 Email: benefits.questions@phoenix.gov

TO ENROLL (OR WAIVE) IN A MEDICARE MEDICAL OR PHARMACY PLAN:

Call AARP/UHC at (844) 488-3960

TO ENROLL (OR WAIVE) IN THE LEGAL INSURANCE PLAN:

Call ARAG at (800) 835-3425 (Access Code: 16922ret)
 Pay monthly premiums directly to the vendor

TO ENROLL IN PET INSURANCE:

Call MetLife Pet Insurance at (855) 270-7387
 Pay monthly premiums directly to the vendor

Reminder: Open Enrollment Form Required!

The City of Phoenix requires retirees seeking to change or waive Non-Medicare Medical, Dental, or Vision coverage for yourself or your spouse/family, to complete a Retiree Open Enrollment Form. This form can be found on page 5 of this guide. You can also complete this form electronically by visiting phoenix.gov/benefitsretiree.

*Please note that the Benefits Office staff will only be available through 5:00pm on November 8th.

Questions? Get Help From Our Benefits Vendors

FOR MORE INFORMATION ON	CONTACT	PHONE/WEBSITE/EMAIL
BENEFITS FOR MEDICARE RETIREES		
Medicare Supplement Plans Medicare Pharmacy Plans	UnitedHealthcare	Medicare Supplement: Pre-Enrollee Questions – (844) 488-3960 Post-Enrollee Questions – (800) 545-1797 Prescription Drug Plan: Pre-Enrollee Questions – (844) 488-3960 Post-Enrollee Questions – (888) 867-5575 10/1-3/31: 8am – 8pm local time, 7 days a week and 4/1 – 9/30: 8am – 8pm local time Mon. - Fri. www.myAARPmedicareplans.com AARP Membership Renewal Line: (888) 687-2277
BENEFITS FOR NON-MEDICARE RETIREES		
Medical	UnitedHealthcare	(844) 585-1273 Monday - Friday, 8:00a.m. - 8:00p.m. https://www.whyuhc.com/phoenix
Pharmacy	Elixir Solutions (Elixir to become Medimpact)	(833) 803-4402 elixirsolutions.com
BENEFITS FOR ALL RETIREES		
Dental	Cigna	(800) 244-6224 • www.mycigna.com
Vision	Davis Vision by MetLife	(833) EYE-LIFE www.metlife.com/mybenefits
Elder Care Resources	ComPsych	(844) 819-4775 or TDD (800) 697-0353 www.guidanceresources.com Download the app: GuidanceNow®
Legal Insurance	ARAG	(800) 835-3425 www.ARAGlegal.com/plans (Access Code: 16922ret)
Pet Insurance	MetLife	(855) 270-7387 • MetLifepetinsurance.com

