



Compass Rose Benefits Group

Compass Connection

Spring 2024

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Randy Stoughton Retires After 35 Years at Compass Rose

In March 2024, Compass Rose Benefits Group's Chief Executive Officer Randy Stoughton will retire after 35 successful years of service.

Randy's journey at Compass Rose Benefits Group began in January of 1989 as a medical claims adjuster. In 2006, Randy became President and Chief Executive Officer (CEO), working alongside our Board of Directors, who are also members of our health plan. This close connection and support provided a direct link to what members are looking for, and helped Compass Rose be the member-centric organization it is.

Throughout his tenure, Randy's main priority has always been our members. Randy has always believed in listening, advocating, and helping members navigate the complexities through their healthcare journeys. Even as an executive, Randy always remained connected to the mission. He has even made phone calls to help lower or eliminate hospital bills on behalf of our members when they were egregiously billed.

"If I had to describe Randy in one word, it would be 'fair' and he's fair on all sides. Whether it is a company issue, or supporting a member, he is always fair. When negotiating with health systems, he was not asking for services to be 'free', but he was insisting they were fair," says Sherri Hebert, Ph.D., former Chief Operating Officer of Compass Rose. Sherri recalls a time pre-internet where members would bring in their physical receipts or bills to the Compass Rose office. Randy would dedicate the time to sift through and work with the members to sort out their claims. "He has always put members first," Sherri said.

Hear from Randy on his retirement:

I want to thank everyone for the privilege to serve Compass Rose and our membership over the last 35+ years, and I am forever grateful to those that I have served with, the deep friendships that I have made, and the opportunity to be part of what Compass Rose is today. I leave with a smile knowing that Compass Rose is in great hands moving forward with the same priority and unwavering goal of servicing our membership to the highest levels for which they deserve.

With gratitude,

Randy Stoughton



Introducing Kevin Lanning, Compass Rose President & CEO

Compass Rose Benefits Group is excited to announce that Kevin Lanning has been promoted to Chief Executive Officer (CEO). Kevin has extensive experience in our health plan, serving most recently as Executive Vice President of Health and Pharmacy Operations.



Hear from Kevin as he takes on this new leadership role:

I am honored to take on the position of President and CEO at Compass Rose.

Having been a part of the Compass Rose family since 2018, I have had the privilege to share in our commitment of providing exceptional healthcare services to our members and contributing to the ongoing success and growth of our organization.

It is with great enthusiasm that I embark on this journey, continuing to serve our members and uphold the mission of Compass Rose. Providing a positive experience and industry-leading benefits to our members remains a top priority as I transition into the role.

I am dedicated to building on the foundation of excellence laid by my predecessor, fostering innovation, providing exceptional customer service, and ensuring our commitment to your health. This would not be possible without the trust and support of our members.

I am excited about the opportunities ahead and look forward to contributing to your health and wellbeing in the years to come.

Best,

A handwritten signature in black ink that reads "Kevin Lanning". The signature is written in a cursive, flowing style.

Kevin Lanning

Creating Lasting Habits As You Age

Real, lasting changes do not happen overnight. Combining a workout routine with a nutritious, balanced diet can help improve your mental and physical health as you age.

With the benefits available through Compass Rose Medicare Advantage, making healthy lifestyle changes doesn't have to be complicated. Your health plan has many benefits catered to help you get and stay healthy, no matter your health status. Learn about the wellness programs available to you, at no additional cost. Plus, how you may earn rewards by making healthy choices.



Fitness Options Through Renew Active

Finding an exercise plan you can commit to can help you stay motivated and consistent. Renew Active¹ provides our members with exclusive access to over 25,000 fitness locations. You can choose from virtual or in-person fitness studios and group classes, including premium gyms. Plus, Renew Active is available at no additional cost to you.

Find your favorite fitness program online at retiree.uhc.com/compassrose.

Virtual Weight Loss Help With Real Appeal

Maintaining a healthy weight is beneficial in many ways. A healthy diet and weight may help you avoid diabetes, heart disease and high cholesterol. If you're ready to take small steps to losing weight and improving your health, Real Appeal may help.

Real Appeal[®] is an online weight loss program available to eligible Compass Rose Medicare Advantage members as part of your benefits, at no additional cost.² You'll receive online coaching support to help keep you motivated and accountable on your weight loss journey. Your personal Transformation Coach is there to help with things such as nutrition management and meal planning. Together, you will set weight loss goals and work toward meeting them.

Learn how little changes can have lasting results at retiree.uhc.com/compassrose.



How to Earn Wellness Rewards³

Did you know you may earn rewards for completing various healthy activities? That's right – as a Compass Rose Medicare Advantage member, you can earn credits for things such as attending your annual wellness visit, utilizing UnitedHealthcare® HouseCalls, and more.

Visit retiree.uhc.com/compassrose to see personalized tips on how you can earn rewards.

Compass Rose Aging Well Can Help

The Compass Rose Aging Well program is here to help you along your wellness journey. Your resource coordinator, Barbara Labosky, BS, CCM, can help you follow medical advice regarding maintaining calorie and hydration intake. This, paired with helping you stay on track with exercise goals, can help make major changes in your life.

To get in touch with Barbara, you can email agingwell@compassrosebenefits.com or call **(866) 368-7227 (option 6)**, Monday – Friday 9am to 5pm ET.

Information is for educational purposes only and is not a substitute for the advice of a licensed medical provider. Consult your provider prior to beginning an exercise program or making changes to your lifestyle or health care routine.

¹ Participation in the Renew Active® program is voluntary. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine. Renew Active includes standard fitness membership and other offerings. Fitness membership equipment, classes, personalized fitness plans, caregiver access and events may vary by location. Certain services, discounts, classes, events, and online fitness offerings are provided by affiliates of UnitedHealthcare Insurance Company or other third parties not affiliated with UnitedHealthcare. Participation in these third-party services are subject to your acceptance of their respective terms and policies. UnitedHealthcare is not responsible for the services or information provided by third parties. The information provided through these services is for informational purposes only and is not a substitute for the advice of a doctor. Gym network may vary in local market.

² Real Appeal Weight Management is available to those with a BMI of 19 and higher. If you're pregnant, please speak with your primary care provider (PCP) before joining the program. Limitations and restrictions apply. Refer to your Evidence of Coverage for eligibility requirements.

³ Medicare Advantage reward offerings may vary by plan and are not available in all plans. By participating in the program or accessing rewards funds, you agree to the Rewards Program Terms of Service. For print materials use: [located on the right side of the page at myuhcmembers.com/retiree/rewards].





The Secret to Maximizing Your Prescription Drug Benefits

Forty percent of people 65 and older take five or more medications a day, underscoring the importance of having good prescription drug benefits.¹ By understanding how your prescription drug benefits work — and taking advantage of cost-cutting opportunities whenever possible — you may save money on your medications.

As a Compass Rose Medicare Advantage member, you have Optum Rx as your pharmacy benefit manager to help ensure you have the coverage you need. To further understand your prescription drug benefits, let's explore some of the features available to you as part of your plan.

Know What to Expect by Pricing Your Medications

When it comes to the costs of your medications, it helps to be prepared before you go to the pharmacy. You can find out whether your medication is covered and estimate how much it costs through the drug cost estimator, available online. To use the drug cost estimator:

1. Go online to retiree.uhc.com/compassrose/drug-cost-estimator
2. Make sure **Compass Rose Medicare Advantage Plan** is selected in the dropdown and click **Add my drugs**
3. Enter your drug name and click **Search**
4. Enter your dosage, quantity, frequency and supply length in the pop-up to get the most accurate cost, then click **Add to drug list**
5. Click **Next: Review drug costs**

From there, you will be asked for your zip code before you are shown cost details for your plan.

Save Money with Optum Home Delivery®

Optum Home Delivery does more than help ensure you always have an adequate supply of your medication, so you don't miss a day. You can receive a 90-day supply of your non-specialty medications for the cost of two 30-day supplies, with free shipping straight to your door. Plus, you have virtual access to a pharmacist 24/7 to help answer your medication questions and you can also set up automatic refill reminders to help you remember to get your prescriptions on time.

There are multiple ways to place a home delivery order:

- Go online to optumrx.com, download the **Optum Rx app**, sign in to **myCompass** or contact Optum Rx by phone at **(888) 279-1828**.
- Your doctor can send an electronic prescription to Optum Rx. Prescriptions for controlled substances, such as opioids, can only be ordered by e-prescribe.
- Complete the mail order form located on retiree.uhc.com/compassrose and mail it to Optum Rx.

For more frequently asked questions on your pharmacy benefits, visit us online at retiree.uhc.com/compassrose. You may also contact Optum Rx at **(888) 279-1828**.

Optum Home Delivery® is a service of Optum Rx®, a home delivery pharmacy, pharmacy benefit manager and affiliate of UnitedHealthcare Insurance Company. You are not required to use Optum Rx for your maintenance medications. Other pharmacies are available in your network. If you have not used Optum Home Delivery, you must approve the first prescription order sent directly from your doctor to Optum Rx before it can be filled. Prescriptions from Optum Home Delivery should arrive within 5 business days after we receive the complete order.

¹Source: Centers for Disease Control and Prevention. <https://www.cdc.gov/nchs/data/abus/2019/039-508.pdf>



How To Report Fraud, Waste & Abuse

The Compass Rose Health Plan is committed to keeping our members safe from health care fraud, waste and abuse. As a health care consumer, you should know how to recognize what is considered fraud, waste or abuse, and when to report it.

What is Fraud, Waste & Abuse?

Fraud, waste and abuse are illegal ways that a provider or member can make a profit.

Examples include:

- **Fraud:** a practice billing you for services you did not receive.
- **Waste:** a provider performing services that are not medically necessary to your care.
- **Abuse:** waiving patient co-pays or deductibles and over-billing your health plan.

If you suspect fraud, waste or abuse, report it to us and we will investigate.

Read more about fraud, waste and abuse: compassrosebenefits.com/policies/fraud-waste-and-abuse

Fraud, Waste & Abuse Hotlines:

Compass Rose Health Plan Fraud, Waste and Abuse Line: **(866) 368-7227 (option 7)**

Call toll-free **1-800-MEDICARE (1-800-633-4227)**. TTY, call toll-free **1-877-486-2048, 24/7**

Optum Rx Phone: **(800) 557-5785**



MISSION FINANCIAL SOLUTIONS

Do You Have The Key Estate Planning Documents?

Recognizing the importance of estate planning is integral to ensuring that your wishes are honored, your assets are managed effectively, and your loved ones are provided for in a manner that aligns with your intentions. The careful consideration and preparation of key documents is the foundation of a comprehensive estate plan that promotes financial security, peace of mind, and a legacy that endures beyond one's lifetime.

Essentially, estate planning is the proactive approach to overseeing and safeguarding your assets during your lifetime, with a focus on preserving and directing their distribution upon your demise. Regardless of age, health, or wealth, it is crucial for individuals to possess four (4) fundamental estate planning documents to ensure your loved ones are provided for in a manner that aligns with your intentions. In this Mission Financial Solutions article, we address the reasoning and benefits of each.

Read more at https://bit.ly/MFS_EstateMarch24

* Compass Rose members have FREE access to articles, interactive tools and even personalized answers to your financial questions through Mission Financial Solutions. The information on the Mission Financial Solutions website is for educational purposes and the opinions and information is provided by the publisher (Horowitz & Company) and is not the opinion of Compass Rose Benefits Group or its affiliates.



Compass Rose Benefits Group

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Inside This Newsletter:

New Leadership

Creating Healthy Habits

Prescription Drug Benefits

And More!

Medical Claims

UnitedHealthcare
Monday – Friday: 8am to 8pm
(844) 279-9286 TTY: 711

Compass Rose Benefits Group

(866) 368-7227
compassrosebenefits.com

Doctor On Demand

(Telehealth)
(800) 997-6196
compassrosebenefits.com/DrNow

Find Us On:

