

CHANGE CAN BE MESSY.

Don't worry, we've got you
and your employees covered.



We get it. Transitioning to a new vendor can be really difficult—especially when dealing with something already confusing like healthcare and benefits. That's why we have a transition plan that will make it smooth and easy for you and all UT employees.

The plan. In a nutshell.

1 We will over communicate.

We want to make sure that all UT employees who re-enroll for UT FLEX know what to expect, when to expect it and a source for any questions they may have. Using both traditional and millennial-approved forms of communication like the following, we will ensure everyone who's anyone will know about the transition:

- Email blasts
- Flyers
- Text message (opt-in)
- Postcards
- Website for Employees: eyeroll.myUTFLEX.com (to launch on July 8)

2 New year, new card.

Everyone who enrolls in the new plan year will receive a new UT FLEX/Maestro Health Debit Card in late August.

3 We won't forget about prior plan year claims.

We will process 2015-2016 claims through the November 30 claims filing deadline after balances are moved over in early-September. Don't worry, we are organized and will make sure everyone gets paid.

4 We've got your back.

Maestro Health and OEB are coordinating a comprehensive transition plan with PayFlex to ensure all members are provided with the fastest route to get their questions answered.

WE'RE HERE TO SERVE YOU. THAT'S THE DIFFERENCE.

So, although the UT program itself may not be changing much, the service and engagement behind it all is changing big time.



Our service approach.

The key to employee engagement (and less administrative headache) is to make the benefits experience “people-friendly.” Our Maestro Health service approach was strategically built to truly serve the end-user: your employees.

We think it all starts with a single point of accountability which results in a more personalized, consistent and empathetic experience. This single point consists of the following:

- Client Success Team Lead
- Implementation
- Data Files
- Claims
- Employee Support

We treat your employees like humans. Because they are:.....

Most other benefit providers get bogged down in their communication by the crazy acronyms and industry jargon that normal people like you and me don't understand. We like to keep things simple. We communicate to your employees in a human way, using everyday language.

Questions?

Email questions@maestrohealth.com