

# AT&T Ameritech /SBC Retirees - We are AASBCR®

## Blue Bulletin

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*Proudly working on behalf of retirees of the Bell System and successor companies of the New AT&T, located worldwide*

An AASBCR® member wrote to AASBCR® requesting help:

"I am faced with a problem with a hospital where I received services in 2007. In October 2010 they wrote, claiming they were never paid for a portion of the service. I have a UHC explanation of benefits from that service which states that UHC did pay the bulk of the claim in 2007. I contacted the hospital and they told me that I am responsible for the bill and they would not deal with UHC. I called UHC on several occasions about this and have never received a resolution or even a return call from them. Several days ago I received what turns out to be another copy of the explanation of benefits from 2007! Today I received another copy of the bill from the hospital. ...Can you please help with this and can you advise what I should do with the bill?"

The member was advised to use the UHC escalation form available at: <http://www.aasbcr.org/> and to send it to the escalation group. The UHC escalation group received the form, called the retiree reporting that they were checking into the matter, but then dropped the ball. After more than a week of hearing nothing from UHC, the member again contacted AASBCR®.

The escalation procedure was established, in part, so that the AT&T Human Resources group could monitor the performance of their contractor, UHC, when AT&T retirees encounter difficulties with the established healthcare benefit processes. For some unknown reason, this time, it didn't seem to be working so AASBCR® contacted the AT&T Human Resources group on behalf of the AASBCR® member utilizing the special communications procedures that have been agreed upon by AT&T Human Resources and AASBCR® to be used in these kind of situations.

The AT&T Human Resources group took personal charge of the situation, the member received a call back and the matter was successfully resolved. It turns out that the bill was originally overpaid by UHC and nothing was due to the hospital. This matter should have been resolved by the hospital and UHC three years ago, but it took AASBCR® to get AT&T Human Resources involved to solve the problem.

Lesson learned: Don't give up, precisely follow the procedures, and if it still doesn't work, contact your retiree group, AASBCR®.