

MEDICARE RETIREE BENEFITS: 2024 ANNUAL ENROLLMENT

# Let's talk benefits.

Your Dow benefits are centered around you,  
helping you live a healthy and vibrant life.




Enroll November 1 – 16, 2023







# Be in the know.

 **Review your retiree coverage and what’s new for 2024.**

**You’ll continue to have the same medical options through the Aetna Medicare Advantage arrangement.** These options provide access to additional resources as part of your coverage, including the SilverSneakers fitness program and Resources for Living. All Medicare members will receive a new Aetna ID card to begin using in 2024.

**The MAPPO option is being renamed Medicare Advantage MAPD PPO.** We’re making this update to minimize confusion among our Medicare Advantage plans. There are no changes to the plan design.

## No rate increases for most Dow plans

Rates for most Medicare health plans offered through Dow will remain the same. As a reminder, overall costs previously reached caps, limiting the amount Dow pays toward retiree coverage. Meaning, your monthly contributions go up when there is any increase to plan costs. You can view the 2024 rates on the Dow U.S. Benefits Site or on your benefits enrollment statement (mailed to you prior to annual enrollment).



## Retirement Health Care Assistance Plan (RHCAP)

If you participated in the RHCAP while working at Dow, you can use it to help cover eligible Dow and non-Dow medical premiums (including premiums for Medicare Part B and standalone Medicare Part D plans).

**RHCAP administration is moving from HealthEquity to Via Benefits, powered by WTW.** This transition will improve the experience by making it faster and easier to manage your account and receive reimbursements. If you are eligible for the RHCAP, you will receive more information from Via Benefits soon. In the meantime, here are a few key dates to be aware of:

- **Now through December 1, 2023:** Continue to go through HealthEquity for reimbursement requests. For requests by mail, be sure to have them postmarked by November 22, 2023.
- **December 1 - 26, 2023:** Hold on requesting reimbursement while the transition occurs.
- **December 27, 2023 and going forward:** Use Via Benefits for reimbursements. Watch for information from Via Benefits in advance, covering how to access their site and mobile app, who to contact for assistance and other important details.

**The RHCAP continues to offer two investment allocation options.** The **default 60/40 allocation** (60% equity/40% fixed income) aims to deliver growth of capital and low to moderate level of current income, while the **optional 20/80 allocation** (20% equity/80% fixed-income) aims to deliver a low level of growth of capital and a moderate to high level of current income.

Each Annual Enrollment, you have an opportunity to choose whether to switch to the 20/80 allocation (if you haven’t already) through the Dow U.S. Benefits Site. **IMPORTANT! Choosing to move to the 20/80 allocation is a permanent and irrevocable election. You cannot change back to the 60/40 investment option in the future.**

# Consider important reminders.

**If your spouse/domestic partner is also a Dow retiree (or employee), don’t enroll for coverage twice.** You may enroll separately or one of you can carry the other as a dependent. In addition, only one of you can carry dependent children. This is also true if your spouse/domestic partner is a current Dow employee.

**If you waive coverage as a retiree after reaching age 65, you will not have an option to re-enroll.** You will only have the option to re-enroll in a Dow medical plan in the future if you continue working past age 65 and can provide proof that you lost active coverage through another employer or if you lose coverage through another employer’s retiree plan because the plan was discontinued. In this case, you must re-enroll in Dow coverage within 90 days after your loss of other coverage.

**Want to give others access to help you with your benefits?** To allow another person to access information about your plan/benefits, you must have an approved authorization on file. This approval allows the other person to receive information and speak to the Retiree Service Center; it does not grant them permission to actually make changes for you. A copy of the authorization form can be found at [www.dowbenefits.com](http://www.dowbenefits.com) — select Retiree & Alumni, then scroll and go to the Forms & Resources page (the Authorized Representative Form is under Medical). You will need to submit the signed (and notarized) form to the following address:

Dow North America Benefits  
P.O. Box 981901  
El Paso, TX 79998



To permit another person to make decisions for you without the need for your approval, you need to submit a Power of Attorney (POA) to Dow that describes the powers you wish to give. Reviewing and processing a POA requires a minimum of ten business days. If you need a POA in place for this year’s annual enrollment, submit the POA for review as soon as reasonably possible to this address:

Core Legal Practices  
Global Dow Center  
2211 H.H. Dow Way  
Midland, MI 48674  
Email: [fcorelp@dow.com](mailto:fcorelp@dow.com)  
Fax: (484) 638-6670

A POA on file with Dow does not carry over to Aetna. If you would like to permit another person to speak with Aetna on your behalf, call Aetna Member Services at the number on the back of your ID card or visit [dow.aetnamedicare.com](http://dow.aetnamedicare.com) for more information.



# Choose what’s best for you.

 Enrollment is your chance to elect coverage that works for you. Take the time to make thoughtful decisions.

## Checklist for enrollment

☒ **Consider your situation.** Look at your options, factor in your health status and needs, and think about your preferences.

☒ **Access enrollment.** Go to the Dow U.S. Benefits Site at <https://dowbenefits.ehr.com> during enrollment (November 1 – 16). Establish a new account if you haven’t visited lately. Otherwise, take these steps:

☒ Sign in with your username (which is the email you provided when registering) and password;

☒ Complete the enhanced security by entering a verification code (follow the on-screen instructions). This helps to ensure your account and data stay secure.

Note: If you need help or prefer to enroll by phone, call the Dow Retiree Service Center at **(800) 344-0661** (select 2 for health insurance, life insurance and the Dow U.S. Benefits Site).

☒ **Make your choices.** On the Dow U.S. Benefits Site homepage, select the option to enroll from the top notification bar and follow the step-by-step process.

Once you make your choices, you will see an enrollment confirmation screen. This is your verification that your elections were saved and applied. You can print it for your records.

☒ **Review dependents and beneficiaries.** Remember to review and update your dependents (who have coverage under the plan) and beneficiaries (who receive a benefit if you die) as needed. You will need to provide proof of eligibility for any new dependents you add during annual enrollment.

☒ Verify your dependents are still eligible for coverage under Dow plans. Reminder: when your dependents turn age 26, they are no longer eligible for health care unless incapable of self-sustaining employment because of a physical or mental disability. They are also no longer eligible for life insurance unless physically or mentally incapable of self-support.

☒ If you previously selected child dependent life insurance but no longer have any children under age 26, be sure to update your election to “No Coverage” when you enroll through the Dow U.S. Benefits Site.

☒ **Complete the spouse/domestic partner verification.** If you cover a spouse/domestic partner who is not yet eligible for Medicare, you must complete the spouse/domestic partner insurance verification process every year. The Dow U.S. Benefits Site will walk you through the verification when you make your elections.

**You must complete the verification even if you do not actively enroll or change coverage. If not completed, your spouse/domestic partner will be removed from coverage.** If you do not use the online system to make elections for 2024, complete the verification by calling the Dow Retiree Service Center at **(800) 344-0661** (select 2 for health insurance, life insurance and the Dow U.S. Benefits Site).


## Designed with you in mind.

The Dow U.S. Benefits Site has features to help you choose the right options for your personal situation and get the most out of your Dow plans and programs throughout the year.

**Ready to make your choices?** The simple selection process will walk you through all the steps you need to take. Plus, you have quick and easy access to your pension account information (if applicable) and other resources.

**Have a question about your benefits?** Simply search key words or use the “Chat” button to get help from the interactive Virtual Guide.

**Need personal assistance?** The site makes it quick and easy to send a secure email message for help — or if you need more immediate assistance, you can connect with a service representative via phone by calling **(800) 344-0661** (select 2 for health insurance, life insurance and the Dow U.S. Benefits Site).



## We’re here if you have questions.

Get in touch with the Dow Retiree Service Center who can help explain your options and assist with your enrollment. Call **(800) 344-0661** (select 2 for health insurance, life insurance and the Dow U.S. Benefits Site).

**When to call the service center:** You have a question about benefit eligibility or coverage, need to verify/update information (retiree only), or are having trouble with Dow U.S. Benefits Site registration or access.

**If enrolling online, there is no need to call the service center to verify your elections.** Once you make your benefit choices, you will see an enrollment confirmation screen that verifies your elections were saved in the system.

If you have questions about the Medicare Advantage options, call Aetna at **(855) 230-3701 (TTY: 711)**, Monday through Friday, 8 AM to 9 PM Eastern Time.





# Use your benefits wisely.

 Take advantage of the available resources now and throughout the year.

## Healthy living resources

We believe in helping our retirees achieve and maintain optimal health. You are invited to participate in Dow’s global health promotion activities and programs. This includes helpful tools, resources and programs that demonstrate Dow’s commitment to the health and wellbeing of our entire Dow family.

## Retiree discounts

Dow is a major supplier to many companies who have extended their discounts on their products to Dow retirees. Check out the great deals on electronics, cars and more!

## Volunteer opportunities

The challenges faced today are growing and becoming more complex than ever before. And you can do something about it. Whether through the dedication of time, talent, or expertise, we believe that volunteering promotes a positive experience for both employees and retirees, further supports our global citizenship priorities and investments, and, ultimately, advances our ambition and purpose as a company. Visit [www.cybergrants.com/teamdow/login/](http://www.cybergrants.com/teamdow/login/) to find opportunities near you. Retirees are welcome to register in the portal under the Dow Friends, Contractors and Alumni login.



## Consider life insurance extras

**Funeral planning and discounts** (available through company-paid life insurance) – access to counselors and discounts on funeral services through Dignity Memorial. Visit [finalwishesplanning.com](http://finalwishesplanning.com) or call (866) 853-0954.

**Grief counseling** (available through company-paid life insurance) – receive help dealing with any type of loss (up to five counseling sessions per event at no cost to you). Call (888) 319-7819 or visit [metlifegc.lifeworks.com](http://metlifegc.lifeworks.com) (username: metlifeassist | password: support).

### Life insurance reminders

You may be eligible for company-paid and/or dependent life insurance. As a reminder:

- For company-paid life insurance for yourself, the amount that Dow pays over \$50,000 of life insurance value is reported as taxable income to you.
- If you are eligible, you may purchase dependent life insurance through Dow at below-market rates.
- If you elect spouse dependent life coverage, the difference between the fair-market value and the amount you pay is reported as taxable income to you.
- Dependent and/or company-paid life insurance can be waived at any time. This is an irrevocable decision.

Contact the Dow Retiree Service Center or refer to the Summary Plan Descriptions (SPDs) available on the Dow U.S. Benefits Site and at [www.dowbenefits.com](http://www.dowbenefits.com) for more details about your life insurance coverage.

# Help keep health care costs in check.

This includes good choices for your health. Good choices when using your benefits. Good choices to manage your health risks.

What you do makes a real difference — including making healthy choices, managing your health risks and taking full advantage of your benefits. Consider this:

- **Be a savvy shopper.** Find the best care options at the best price using tools available through your health plan.
- **Get virtual care anytime, anywhere.** Use telemedicine (if available through your health plan) such as Aetna’s Teladoc. It’s a lot like seeing a doctor except without the travel or wait time. Plus, it is typically at a lower cost.
- **Receive the right care at the right place.** If you are experiencing a true emergency, don’t hesitate. Go to the ER. But if it’s not a true emergency, consider receiving care through less expensive options, such as urgent care or your primary care doctor.
- **Ask about generics.** They’re often just as effective, but much less expensive than the brand-name counterparts.
- **Be a champion of your health.** Staying on top of your health can help you avoid illness and injury. And a healthy lifestyle can help put you at your best.

These are some ideas to get you started – think about all you can do to make a difference for your overall wellbeing.

# Easy, online access to Dow retiree benefit details.

You can instantly access information (including important legal notices) in three simple steps:

-  1. Go to [www.dowbenefits.com](http://www.dowbenefits.com).
-  2. Click “Retiree & Alumni.”
-  3. Navigate to the appropriate section to find what you need.

Contact the Dow Retiree Service Center at (800) 344-0661 if you need assistance or to request printed copies of the legal notices.

# Other helpful resources you can use.

**Benefits enrollment statement:** Shows your contribution amounts and automatic coverage for 2024 if you don't enroll. It will be sent via mail before enrollment.

**Dow U.S. Benefits Site:** Designed with you in mind, providing information and an easy step-by-step process to help you choose your benefits. Go to <https://dowbenefits.ehr.com>.

The brief summaries of benefits in this guide provide only general information. You should refer to the plan document and Summary Plan Description of the applicable plan(s) for a more complete description of a plan’s terms. If there is any conflict between (a) the information provided in this document and any oral or written representations made by anyone regarding a plan, and (b) the legal documents of a plan, including the plan document or Summary Plan Description for the applicable plan, the plan legal documents will govern. Dow reserves the right to amend, modify, and terminate the plan(s) described at any time in its sole discretion. The descriptions in this document are subject to change based on the terms of the plan(s) and applicable law.



Dow North America Benefits  
Ben Branch Center  
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Midland, MI 48674

PRESORTED  
FIRST CLASS MAIL  
US POSTAGE PAID  
MIDLAND MI  
PERMIT NO. 16

**Annual enrollment:**  
Choose your benefits  
November 1 - 16, 2023.