

what's changing

For health coverage beginning on Jan. 1, 2015, you will have more coverage options from which to choose and a new way to enroll – through the Aon Retiree Health Exchange.

What is the Aon Retiree Health Exchange?

- It is a private insurance marketplace where you compare coverage, carriers and prices.
- You can select individual coverage to supplement Medicare Parts A and B, including medical, prescription drug, dental and vision.
- And you get help from a dedicated Benefits Advisor to select the coverage that best meets your needs.

Why Aon Retiree Health Exchange?

When selecting which exchange to use, AT&T wanted a strong provider to support our retirees. We found one who has already been serving you for more than 10 years. AT&T has selected the Aon Retiree Health Exchange – a part of Aon Hewitt – because we feel they will provide quality service to our retirees and their dependents.

When do I need to take action?

Start today! Read this Transition Guide. Watch for more information from the Aon Retiree Health Exchange. Then learn, prepare and enroll.

The National Council on Aging (NCOA) recommends the Aon Retiree Health Exchange because they meet or exceed NCOA's Standards of Excellence for Medicare brokerage services.

This Transition Guide refers only to your 2015 retirement health benefits. AT&T reserves the right to change your health benefits at any time.

Connect with Confidence

It's easy to feel confident about your decisions when you have your own personal advisor every step of the way. But that's not all. There are several ways to learn, prepare and enroll. No matter how you like to connect...



Benefits Advisor
800-928-8027
(TTY use 711 Relay)



Website for AT&T
retirees and dependents
myretireehealthexchange.com



Printed information
Sent to you via U.S. mail



Meetings (or webinars)
In a location near you, over
the phone or online

This Transition Guide is organized into sections...

GET SUPPORT.....p.2

The Aon Retiree Health Exchange will help you select individual insurance coverage to replace your current AT&T coverage for 2015.

WHAT YOU NEED TO DO.....p.4

Review key steps and dates in the new enrollment process.

GET TO KNOW MEDICARE....p.8

Learn about the different parts of Medicare.

BENEFITS ADVISOR APPOINTMENTS.....p.9

Two telephone appointments will be scheduled for you to speak with a certified and licensed Aon Retiree Health Exchange Benefits Advisor. Online options are available for those who prefer them.

GET INFORMATION ABOUT HEALTH REIMBURSEMENT ACCOUNTSp.10

AT&T will establish a Health Reimbursement Account (HRA).

QUESTIONS?p.12

Read answers here to some of the questions most commonly asked.

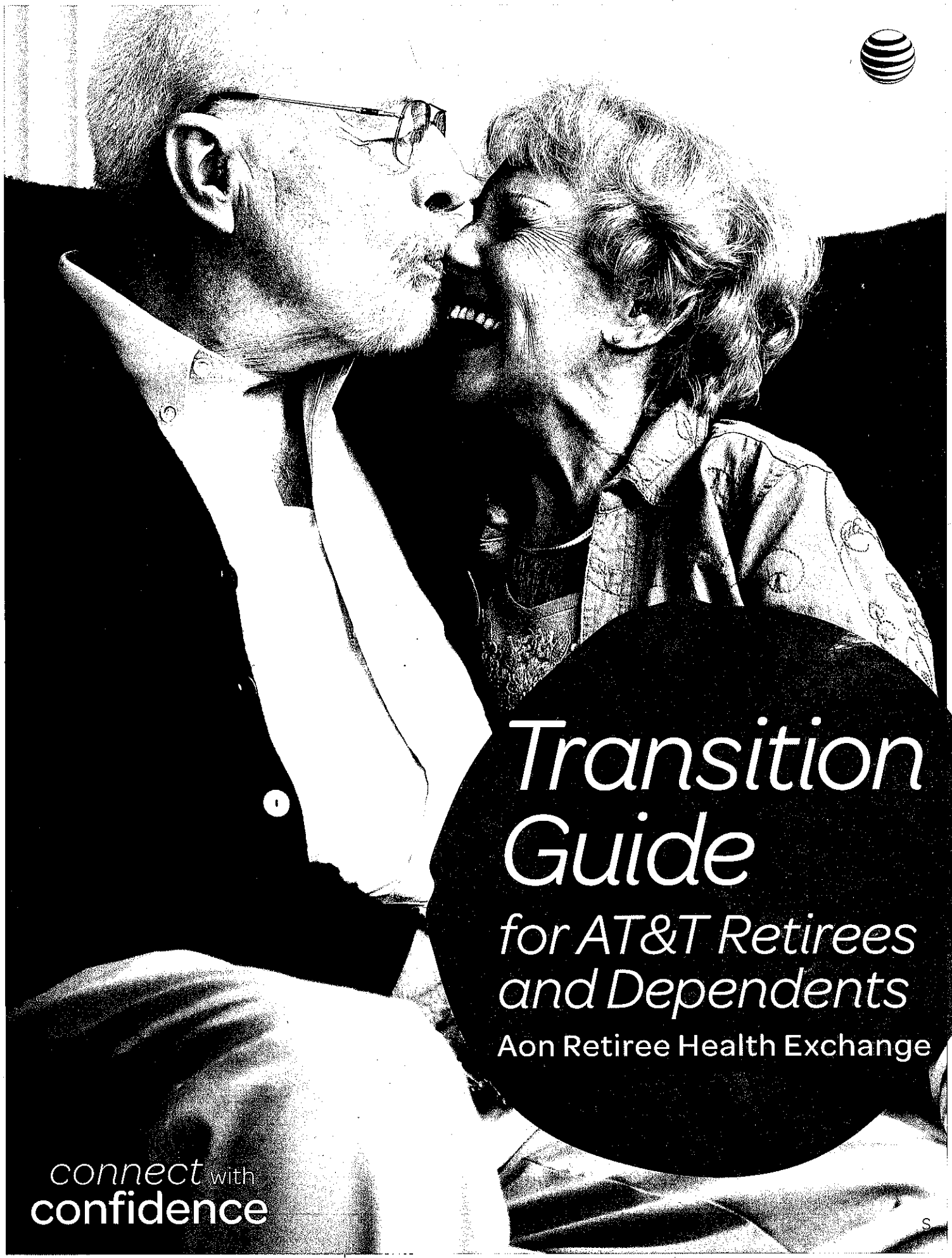


Who is eligible?

The information in this guide applies to the individuals listed on the cover letter who are, or will become, Medicare-eligible by Feb. 1, 2015. Those who will not be Medicare-eligible by Feb. 1, 2015 will be offered coverage during 2015 annual enrollment following existing processes and, generally, through existing health plans. Once Medicare-eligible, you will receive instructions about coverage available at that time.

What is required?

Once Medicare-eligible, you must be enrolled in Medicare Parts A and B. (This is a prerequisite to enroll in insurance coverage through the Aon Retiree Health Exchange.) Then, you can enroll in Medigap, Medicare Advantage and/or Medicare Prescription Drug (Part D) insurance coverage for 2015 between Oct. 1 and Dec. 31, 2014, through the Aon Retiree Health Exchange. If you are not already enrolled in Medicare Parts A and B, contact the Social Security Administration today at ssa.gov or by calling 800-772-1213 (TTY 800-325-0778).



Transition Guide

*for AT&T Retirees
and Dependents*

Aon Retiree Health Exchange

connect with
confidence

get support

Benefits Advisors help you learn, prepare and enroll.

The Aon Retiree Health Exchange connects you directly with specially trained and certified Benefits Advisors (licensed insurance agents). Your Benefits Advisor will help you find the health care coverage that best meets your needs.

Your Benefits Advisor

You'll be assigned a dedicated Benefits Advisor to work with you along the way, guiding you through the Medicare insurance marketplace so you can find and select the right coverage at the right price that best meets your personal needs and preferences.



Depend on your Benefits Advisor for...

- Knowledgeable guidance and recommendations about local individual insurance options.
- One-on-one assistance to help you enroll in the coverage that you choose through the Aon Retiree Health Exchange.
- Ongoing support to help you if you move or if your health or financial picture changes.

Your personal Benefits Advisor will...

- Ask questions, so he or she understands your needs and preferences.
- Help you decide what coverage best meets your needs and budget based on the insurance options available in your area.
- Work with you to complete your enrollment, either by telephone or online.

Your Benefits Advisor is paid by the Aon Retiree Health Exchange to assist you, but receives no compensation to enroll you in a specific insurance coverage, so you can be sure he or she will help you make a choice that's right for you.

Additional support

Your Benefits Advisor is an important resource, but don't forget, you also have access to the following:



myretireehealthexchange.com

An online resource for easy access any time of the day or night for you, your dependents and your trusted advisors.



Additional printed information

You'll receive more information in the mail over the next few months with details about your coverage options and the enrollment process.



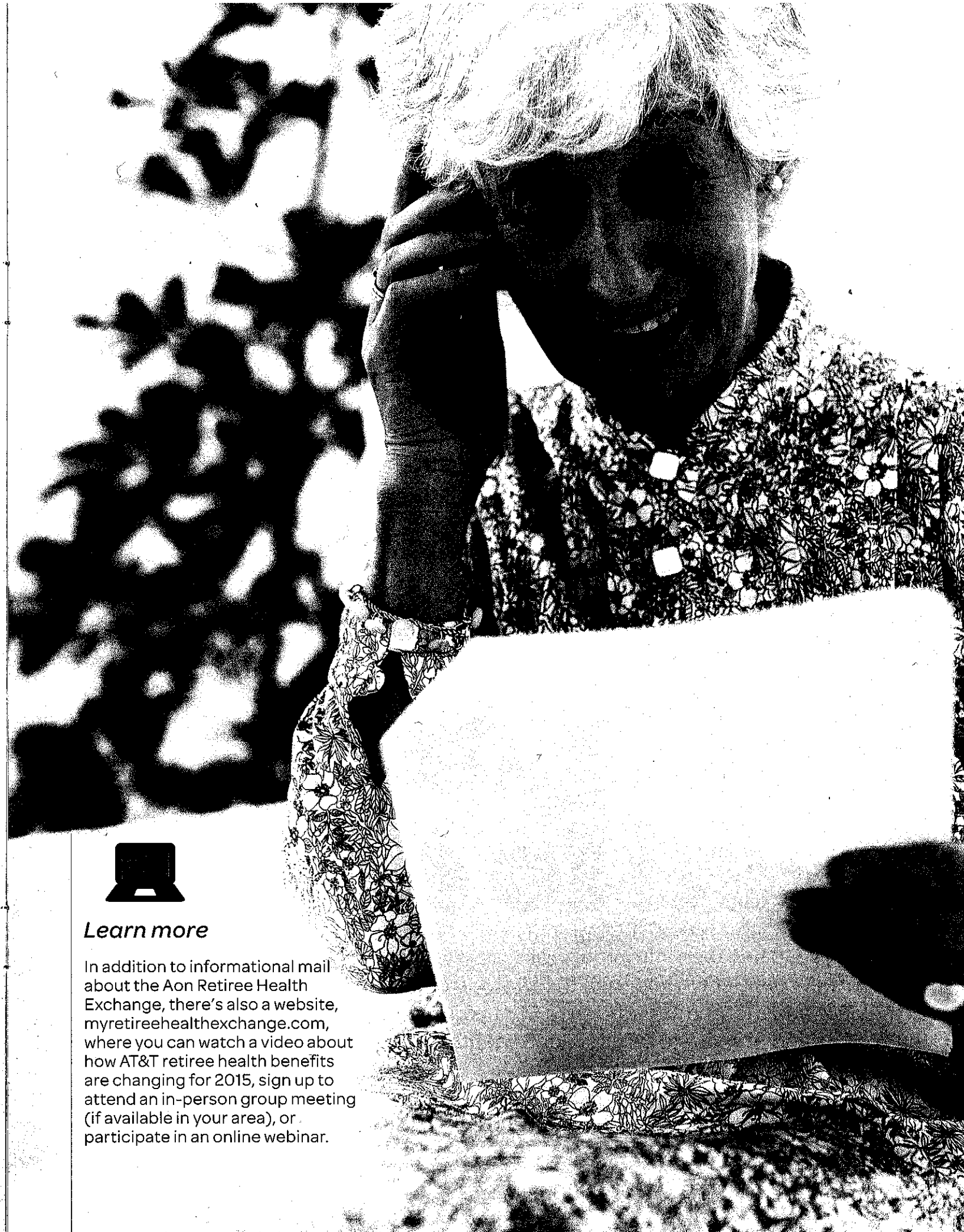
Meetings (or webinars)

You'll have the chance to hear information and ask questions to make sure you understand the process.



Learn more

In addition to informational mail about the Aon Retiree Health Exchange, there's also a website, myretireehealthexchange.com, where you can watch a video about how AT&T retiree health benefits are changing for 2015, sign up to attend an in-person group meeting (if available in your area), or participate in an online webinar.





learn

Right now

STEP 1: LEARN THE BASICS

This Transition Guide provides the basic information you need to understand the Aon Retiree Health Exchange and the upcoming enrollment.

For a different way to learn, you can visit our new transition website, myretireehealthexchange.com, created exclusively for AT&T retirees and dependents by the Aon Retiree Health Exchange. The website contains the same information you can get from this Guide or from calling a Benefits Advisor, but it's presented online for your convenience. And maybe the best part, *no password is required for the site.*



The website provides:

- Short, informative videos (new videos will be added in the coming months). These videos have the same information you see in the print materials, just delivered in video format.
- Information on in-person group meetings and webinars where you can learn more.
- A helpful timeline so you know what to expect.
- A checklist to help you or a trusted advisor through the process.

May

STEP 2: REVIEW YOUR EDUCATION KIT AND CONFIRM YOUR EDUCATION APPOINTMENT

Watch for your Personalized Education Kit from the Aon Retiree Health Exchange, being mailed to your home address in May. In that kit you'll find:

- A letter showing the time and date for your prescheduled Education Appointment with a Benefits Advisor. Be sure to call the Aon Retiree Health Exchange or go online to *confirm or reschedule your Education Appointment* with your Benefits Advisor. These appointments begin July 1.
- "The Basics of Medicare" guide will be included in the kit to help you learn more about the basics of Medicare, including the types of insurance coverage available to supplement your Medicare benefits.

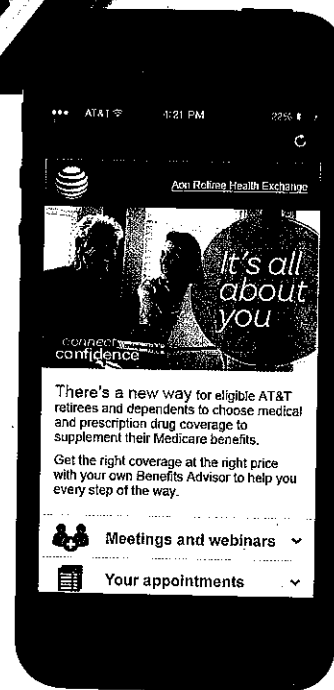
STEP 3: GET READY FOR YOUR EDUCATION APPOINTMENT

When you prepare for your Education Appointment, it will be useful to have certain information available to help determine what coverage might be right for you. This information includes:

- **Prescription drugs.** Since prescription drugs are covered differently by different insurance policies, it is important to have this information available so your Benefits Advisor can help you select the coverage that best fits your needs.
- **Personal preferences.** Some people want the freedom to choose any doctor that accepts Medicare. Some people travel and need coverage in multiple locations. Others want the lowest cost coverage available. Still others want the options similar to their 2014 coverage. These preferences help narrow down the choices so you can make an informed decision about the coverage you want to purchase.
- **Power of attorney (if applicable).** If you have a power of attorney in place, it is helpful to have that information available for the Benefits Advisor.

what you need to do

We want you to have the information and assistance you need to feel confident in your health coverage choices. In the days and months ahead, here's what you can do to learn more and prepare to talk to your Benefits Advisor.



Remember, you can access this information online at myretireehealthexchange.com from your phone, tablet or computer.



Meeting dates

Learn more about how your AT&T retiree health benefits are changing and how to enroll for coverage for 2015 by attending a group meeting or webinar. To register for a meeting or webinar, please visit myretireehealthexchange.com or call 800-928-8027.

The following meetings are scheduled:

City	Dates	Times	Location
Atlanta, GA	May 12 May 13	9am – 11am ET 1pm – 3pm ET 6pm – 8pm ET	Meliã Atlanta 590 West Peachtree Street NW Atlanta, Georgia 30308
Birmingham, AL	May 22	9am – 11am CT 1pm – 3pm CT	Sheraton Birmingham Hotel 2101 Richard Arrington Junior Boulevard N Birmingham, Alabama 35203
Chicago, IL	May 12 May 13 May 14	9am – 11am CT 1pm – 3pm CT 6pm – 8pm CT	Renaissance Schaumburg Convention Center Hotel 1551 N. Thoreau Drive Schaumburg, Illinois 60173
Dallas, TX	May 6 May 7	9am – 11am CT 1pm – 3pm CT	Embassy Suites Dallas – Frisco 7600 John Q. Hammons Drive Frisco, Texas 75034
Detroit, MI	May 21 May 22	9am – 11am ET 1pm – 3pm ET 6pm – 8pm ET	Sheraton Detroit Metro Airport 8000 Merriman Road Romulus, Michigan 48174
Fort Lauderdale, FL	May 14 May 15	9am – 11am ET 1pm – 3pm ET	Fort Lauderdale Marriott Coral Springs Hotel 11775 Heron Bay Boulevard Coral Springs, Florida 33076
Los Angeles, CA	May 12 May 13 May 14	9am – 11am PT 1pm – 3pm PT 6pm – 8pm PT	Sheraton Los Angeles Downtown Hotel 711 South Hope Street Los Angeles, California 90017
New Haven, CT	May 28	9am – 11am ET 1pm – 3pm ET	Omni New Haven Hotel at Yale 155 Temple Street New Haven, Connecticut 06510
Newark, NJ	May 28	9am – 11am ET 1pm – 3pm ET	Westminster Hotel 550 West Mount Pleasant Avenue Livingston, New Jersey 07039
Sacramento, CA	May 23	9am – 11am PT 1pm – 3pm PT	Sheraton Grand Sacramento Hotel 1230 J Street Sacramento, California 95814
San Antonio, TX	May 9	9am – 11am CT 1pm – 3pm CT	Hyatt Regency Hill Country Resort and Spa 9800 Hyatt Resort Drive San Antonio, Texas 78251
San Diego, CA	May 16	9am – 11am PT 1pm – 3pm PT	Hyatt Regency La Jolla 3777 La Jolla Village Drive San Diego, California 92122
San Francisco, CA	May 19 May 20 May 21	9am – 11am PT 1pm – 3pm PT 6pm – 8pm PT	Oakland Marriott City Center 1001 Broadway Oakland, California 94607
St. Louis, MO	June 2	9am – 11am CT 1pm – 3pm CT	Hilton St. Louis Frontenac 1335 South Lindbergh Boulevard St. Louis, Missouri 63131



HOW TO LOG ON TO A WEBINAR

1. If you don't have a computer, you can call in directly using the phone number and participant code provided below.
2. If you elect to view on your computer, 15 minutes before the scheduled start time, type webex.com into your Internet browser window and, in the upper right-hand corner of your screen, click **Attend a Meeting**.
3. Enter your meeting number and click **Join Meeting**. You will need to have WebEx installed on your computer to join the webinar. If you do not have WebEx, download the software program onto your computer and install it from webex.com. **Note:** This process may take up to 15 minutes.
4. Enter your name, email address and meeting password ATT and click **Join**.
5. If you receive a message about security steps to join the meeting, follow the directions on your screen.
6. A pop-up box will appear with phone-in directions. Use your phone to dial into the webinar, so you can hear and participate in the presentation.

The following webinars are scheduled:

Visit webex.com. Call 866-590-5055 and use participant code 2929455.

Enter meeting number (below) and meeting password (password for all webinars: ATT)

May 7 – 9am – 11am CT
mtg # 749 795 297

May 16 – 1pm – 3pm CT
mtg # 749 097 955

May 27 – 4pm – 6pm CT
mtg # 747 519 877

June 5 – 4pm – 6pm CT
mtg # 745 921 342

May 8 – 1pm – 3pm CT
mtg # 741 621 614

May 20 – 9am – 11am CT
mtg # 744 240 098

May 29 – 9am – 11am CT
mtg # 740 385 368

June 10 – 9am – 11am CT
mtg # 742 643 286

May 15 – 4pm – 6pm CT
mtg # 744 083 422

May 22 – 1pm – 3pm CT
mtg # 740 311 591

June 3 – 9am – 11am CT
mtg # 748 582 797

June 12 – 1pm – 3pm CT
mtg # 743 871 372



prepare

May - June

STEP 4: ATTEND A MEETING



You will probably have some questions about the new enrollment process and the coverage options that are available for 2015. To help answer those questions, we encourage you to attend a group meeting or webinar hosted by the Aon Retiree Health Exchange and AT&T. See the back cover of this guide for a list. Then go to myretireehealthexchange.com or call Aon Retiree Health Exchange at 800-928-8027 (TTY use 711 Relay) to sign up to attend.

July - September

STEP 5: COMPLETE YOUR EDUCATION APPOINTMENT



During your appointment time, your Benefits Advisor will call you directly, discuss the amount that will be credited to your HRA, and help you prepare for enrollment.

After your appointment with your Benefits Advisor, you'll receive a reminder statement that describes the items you talked about during your appointment. In that reminder statement, you'll also receive written confirmation of your HRA amount.



enroll

September

STEP 6: REVIEW YOUR ENROLLMENT KIT AND CONFIRM YOUR ENROLLMENT APPOINTMENT

Watch for your Personalized Enrollment Kit from the Aon Retiree Health Exchange, being mailed to your home address in September, which includes:

- Your prescheduled telephone Enrollment Appointment with a Benefits Advisor.
- A detailed Medicare Insurance Guide.



After you receive your Personalized Enrollment Kit, follow the instructions in the kit to confirm or reschedule your Enrollment Appointment with your Benefits Advisor. **Medicare regulations will not allow the Aon Retiree Health Exchange to keep this appointment unless you confirm it in advance.**

Oct. 1 - Dec. 31

STEP 7: COMPLETE YOUR ENROLLMENT APPOINTMENT

Your Benefits Advisor will call you during your confirmed, scheduled appointment time and take you through each of the enrollment steps.



You also have the option to complete most of the enrollment online on your own, but you'll need to speak with a Benefits Advisor to confirm the choice you made online.

Things to do

Here's a checklist of what you'll need to do to be sure you have the health care coverage that's right for you:

- NOW:** Enroll in Medicare Part A and Part B (if not yet enrolled).
- NOW:** Review this Transition Guide and the new website at myretireehealthexchange.com.
- MAY:** Review your Personalized Education Kit with an appointment date to talk with your Benefits Advisor.
- MAY:** Confirm the date and time for the Education Appointment with your Benefits Advisor.
- MAY/JUNE:** Prepare for your Education Appointment by gathering health information for discussion with your Benefits Advisor.
- MAY/JUNE:** Participate in a meeting or webinar about the new Aon Retiree Health Exchange enrollment process.
- JULY-SEPT:** Talk with your Benefits Advisor to prepare for enrollment.
- SEPT:** Review your Personalized Enrollment Kit with an appointment date to talk with your Benefits Advisor.
- SEPT:** Confirm the date and time for the Enrollment Appointment with your Benefits Advisor.
- OCT-DEC:** Talk with your Benefits Advisor, or go online, to enroll in a health care coverage plan through the Aon Retiree Health Exchange between Oct. 1 and Dec. 31, 2014.

get to know medicare

Medicare Parts A and B are intended to reimburse up to 80% of your eligible health care costs.

With Medicare Parts A and B, there is no limit on the amount of money you might have to pay annually out of your own pocket. That's why individual insurance plans to supplement Medicare Parts A and B help protect you from unexpected medical costs.

Listed below are the different parts of Medicare along with basic descriptions of what they cover. You'll receive more details about these types of coverage in your upcoming Personalized Education Kit mailing.

Medicare Part A (HOSPITAL INSURANCE):

- Inpatient care in hospitals.
- Skilled nursing facility care.
- Hospice care.
- Home health care.
- Run by Medicare.

Medicare Part B (MEDICAL INSURANCE):

- Doctors' services.
- Outpatient care.
- Home health care.
- Durable medical equipment.
- Some preventive services.
- Run by Medicare.

Medicare Supplements (MEDIGAP):

- Provides coverage for eligible medical expenses not fully covered by Medicare.
- Coverage supplements Part A, Part B and Part D.
- Run by state-licensed private insurance companies.

Medicare Part C (MEDICARE ADVANTAGE):

- Combines all benefits and services covered under Part A and Part B under one policy.
- May include Medicare Prescription Drug Coverage (Part D) as part of the coverage.
- May include extra benefits and services for an extra cost, such as dental or vision coverage.
- Run by Medicare-approved private insurance companies.

Medicare Part D (MEDICARE PRESCRIPTION DRUG COVERAGE):

- Helps cover the cost of prescription drugs.
- May help lower your prescription drug costs and help protect against higher costs in the future.
- Run by Medicare-approved private insurance companies.



A helping hand

Your Benefits Advisor is available to help you explore your options and enroll you in the coverage you choose.



benefits advisor appointments

You will have two personal appointments scheduled with your Benefits Advisor.

Your Benefits Advisor will guide you through the enrollment process, compare policies and prices and help you enroll in the right coverage for you.

Education Appointment

During your first personal appointment, between July 1 and Sept. 30, your Benefits Advisor will discuss the enrollment process and what you can do to prepare, and discuss your 2015 HRA amount.

Enrollment Appointment

During your second personal appointment, between Oct. 1 and Dec. 31, your Benefits Advisor will help you complete the enrollment process.

Important: Confirm your appointment!

Your Benefits Advisor **will call you** at the scheduled time of each of your two telephone appointments, **provided you have confirmed your appointments in advance**. He or she will walk you through the process, including any actions you need to take, such as completing forms or confirming your coverage.

get information about Health Reimbursement Accounts

Your Health Reimbursement Account (HRA)

AT&T will establish an HRA for 2015 with an amount to help you pay for your individual insurance coverage and eligible out-of-pocket expenses.

How an HRA works

- 1 AT&T establishes an HRA on your behalf.
- 2 You pay for premiums (including Medicare Part B) or eligible out-of-pocket expenses, such as copays or coinsurance.
- 3 Then you get reimbursed for those expenses from your HRA.
- 4 Since the HRA is a tax-free account, you do not pay taxes on the amount AT&T reimburses you.
- 5 If you have an account balance left over at the end of 2015, it will roll over into 2016.

Who gets an HRA

Generally, you'll get an HRA if you purchase medical and/or prescription drug coverage through the Aon Retiree Health Exchange. (You won't get an HRA if you only purchase dental and/or vision coverage through the Aon Retiree Health Exchange.)

Who administers the HRA

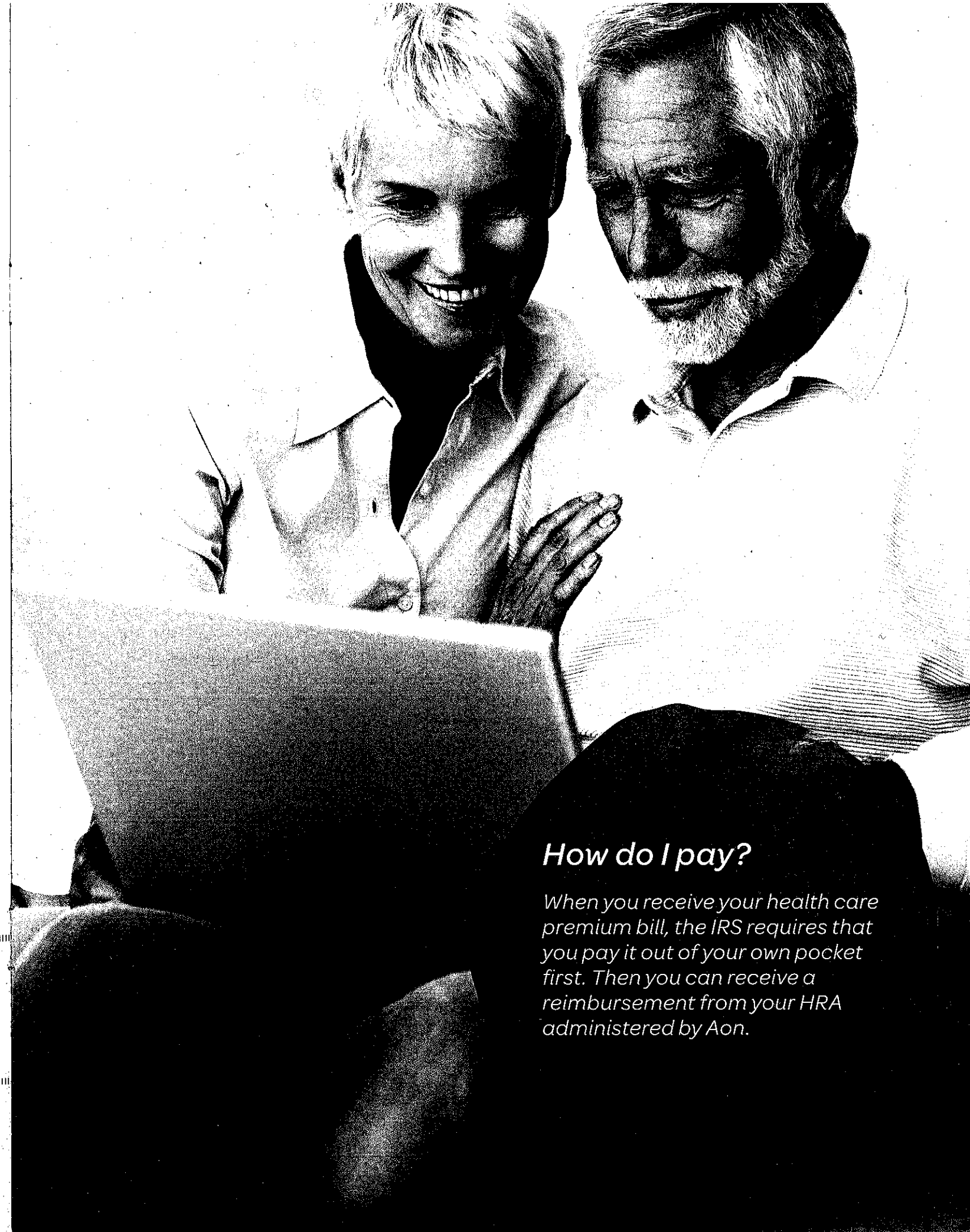
Aon will administer the HRA account and manage the reimbursement process.

When you'll learn more

You will receive an HRA welcome letter that will be sent to your home address in December. The letter will include detailed information about how to access funds from your HRA. You will also receive a Summary Plan Description later this year.

How much will my funding be?

You'll be able to discuss the HRA amount credited on your behalf during your Education Appointment with your Benefits Advisor.



How do I pay?

When you receive your health care premium bill, the IRS requires that you pay it out of your own pocket first. Then you can receive a reimbursement from your HRA administered by Aon.

questions?

Benefits Advisors are happy to answer your questions. Here are some of the questions they're most frequently asked.

Eligibility

What are the requirements for enrolling through the Aon Retiree Health Exchange?

You need to be a Medicare-eligible AT&T retiree or dependent, and you must be enrolled in Medicare Parts A and B.

If I'm 65 or older and have coverage from another employer, can I enroll through the Aon Retiree Health Exchange?

No. If you are not eligible for Medicare as your primary coverage, you can't enroll through the Aon Retiree Health Exchange. However, if you disenroll in coverage from another employer, you will be eligible to enroll through the Aon Retiree Health Exchange.

If I'm not 65 or older but am Medicare-eligible due to a disability, can I enroll through the Aon Retiree Health Exchange?

Yes. If you are eligible for Medicare as your primary coverage, you can enroll through the Aon Retiree Health Exchange.

Enrollment

I am turning 65 between now and Feb. 1, 2015. What do I need to do?

You should receive information from Social Security well in advance of your 65th birthday. Take action as instructed to ensure you are signed up for Medicare Part A and Part B, and for AT&T retiree coverage for the remainder of 2014. Then participate in all activities to enroll in an individual policy through the Aon Retiree Health Exchange for 2015.

HRA

What are the requirements for receiving an HRA?

You need to be enrolled in medical and/or prescription drug coverage offered through the Aon Retiree Health Exchange in order to receive an HRA from AT&T.

If I decide not to enroll through the Aon Retiree Health Exchange, will I receive a cash credit to enroll elsewhere?

No. An HRA from AT&T is only provided to those who purchase health coverage through the Aon Retiree Health Exchange.

If I decide to enroll only in dental and/or vision coverage on the Aon Retiree Health Exchange, will I receive an HRA?

No. You need to be enrolled in medical and/or prescription drug coverage through the Aon Retiree Health Exchange to receive an HRA from AT&T in 2015.

Access

Do I have to go online, or can I just talk to a Benefits Advisor?

You don't have to go online if you don't want to. AT&T and the Aon Retiree Health Exchange want you to connect with confidence. You can complete all the steps you need by reading the print materials sent to you and talking one-on-one with your dedicated Benefits Advisor.

Do I have to talk to a Benefits Advisor, or can I do everything online?

You can complete nearly all the steps you need online. However, to confirm your enrollment, you'll need to speak briefly with a Benefits Advisor.

Who can I talk to if I have questions?

You can call the Aon Retiree Health Exchange now at 800-928-8027. Customer service representatives will answer your questions, help you explore your health coverage options and guide you through the enrollment process.

Appointments

How long will my appointments with the Benefits Advisor last?

Your Benefits Advisor is willing to take as much time as you need. Generally, your appointments will last 45 minutes to one hour. There are steps you can take before your appointments to shorten them, such as going online to the Aon Retiree Health Exchange website to enter the requested information. See the checklist in your Personalized Education Kit (which will arrive in May) for details.

Do I need to attend the Benefits Advisor appointments?

We recommend attending both of your Benefits Advisor appointments to walk you through the steps to prepare for and enroll in 2015 coverage. If you prefer to enroll online on your own, by law, you'll need to call and provide your voice signature as the final step. If you have access to other coverage through a new employer or spouse/partner and will not need to find additional coverage, you should call and cancel your prescheduled appointment.

Coverage options

How many coverage options will I have?

With the Aon Retiree Health Exchange, you have a choice of insurance carriers, coverage levels and premiums. The number of options depends on where you live. Most retirees will be able to choose from multiple Medicare Advantage (Part C) plans, Medicare Supplement (Medigap) plans and Medicare Prescription Drug Coverage (Part D) plans. With more than 90 insurance companies and thousands of policies represented, we are confident that most retirees will find plenty of options in their area.

Are the health care coverage options in the Aon Retiree Health Exchange sponsored or endorsed by AT&T?

No. Individual policies available for enrollment through the Aon Retiree Health Exchange, including their administration and claims processing, are not designed, sponsored or endorsed by AT&T.

What happens to my other coverage, such as CarePlus and life insurance, when I begin participating in a policy offered through the Aon Retiree Health Exchange on Jan. 1, 2015?

Your other coverages will not be affected by your participation in a policy offered through the Aon Retiree Health Exchange, and you will continue to receive information about these benefits.

If my dependent and I are both Medicare eligible, must we enroll in the same Medicare plan through the Aon Retiree Health Exchange, or can we enroll in separate Medicare plans?

You and your dependent can enroll in separate Medicare plans. During your Enrollment Appointment, your Benefits Advisor will review the health coverage needs of you and your dependents and recommend the plan(s) that best meets the individual needs of each of you. If you decide to enroll in the same plan, you still need to complete two separate applications.



*Wait,
there's
more!*

There are more FAQs available on the new AT&T website for retirees at myretireehealthexchange.com.