A New Year

It is hard to believe that the New Year is upon us. Seems like just a few weeks ago that we were gearing up for 2011, and now we are gearing up for 2012. Our payroll office is stocking up on inventory, and preparing for the incredible number of phone calls they will receive from retirees during the first three months of the year. We are working on properly informing employers of any policy changes, and other communications required. We’ve just completed two governance committees dealing with the constant flow of issues and challenges. We are looking at investment strategies for next year, hoping that results in 2012 will be better than 2011 has been. And we are still settling into our offices, after a challenging move from the second floor to the first floor.

The Lord has blessed our office this year. We continue to build a team of dedicated and qualified employees. Our use of technology is improving so that we can more quickly process new applications and requests. We are expecting initiate several new software packages which will significantly improve the efficiency of our staff. Our new offices are different and will take some getting used to, but we think they will work out well.

Yet all this endless stream of activity is because of individuals to whom a promise has been made; the retirees who have given their careers to this church and its various entities. We wish you the very best during the New Year. May the Lord bless you abundantly.

We Need Your Help

Have you heard about CRSB?

The Christian Record Services for the Blind is a General Conference Institution that has been in existence for 112 years yet only recently have they started visiting the blind in an organized way. The CRSB is in need of volunteers for two special projects

- Literature giveaways at a table at Campmeeting sharing information about CRSB

- Forming teams of two persons who determine to visit blind persons in their area.
Identification Cards
As a participant in one of the Standard SHARP Options you receive an identification card. You receive one card only. Information about which Standard SHARP Option you are participating in is located on the left side of the card

- Group Number: 100110
- Member Name:
- Member Number:
- Coverage: Base + DVH + Rx

You will notice the Medco logo on the upper right corner of your identification card with RxBIN and Rx Group # information. Only retirees who have the SHARP Rx Option have access to the Medco pharmacy.

Listed on the back of your identification card are the Customer Service phone numbers for Adventist Risk Management, Prescription Drug Benefit and Pharmacy Help Desk. You will also find the address for the submission of medical claims to Adventist Risk Management. Below the medical claim address is listed the WebMD/Envoy Payer ID. This ID is the electronic ID for submission of your medical claims by providers who submit to Medicare then Adventist Risk Management.

Online Claim Information
Beginning January 1, 2012, as a participant in one of the Standard SHARP Options you will be able to access, via a secure website, your healthcare eligibility status, claim status and EOB information. That web address is www.webtpa.com. To access your claims information click on the “Members Login” link on the left side of the screen.

The User ID & Password prompt will be displayed. To begin the registration process for an account

- Click on the “First time to logon” link under “Do you need Logon Help”.
- Enter the following in the Member Services Account Creation/Recover screen.
  - First name, Last name, Date of Birth, Member/Subscriber ID (the ID number printed on your ID card), Group/Account number (the number is on your ID card).
- Click Submit.
- For security and HIPPA reasons, a password letter will be mailed to your home mailing address within 3 to 5 business days.
- Once you have your password return to the website www.webtpa.com and enter your user ID and password.

Retirement Moves to a new location
Many retirees have faced the daunting task of moving for one reason or another. Some move into retirement communities, others move to a smaller home and some move in with their children or another relative.

Whatever the situation it’s a challenge to decide what to keep, what to throw out and what to give away. After all everything has value and so decisions, decisions, decisions.

Well a retiree packing up and changing locations is one thing, packing up and moving the entire Retirement Dept is entirely different undertaking. And this was the job at hand for director Del Johnson as he managed the move of the department to the first floor from the second floor where we have been for about 15 years.

This would not have been so efficiently done without our carefully laid out “Move Plan” which he shared with us with painstaking detail at a staff meeting along with charts and floor plans for full effect with one hitch; of the 29 people in the department 25 of us are women…..we had our own plans! Ultimately we did follow his plan and got ourselves and our files down without issue.

So for those who called the office and had to wait for assistance between Nov 16th and 21st, thank you for your
patience as we packed then unpacked and tried to get up and running as quickly as possible so that there was very little office down time; administrations goal.

Our new location serves you better because the office was designed with you in mind. The open floor plan offers easier opportunity for collaboration between employees about matters that concern you and matters that concern us; efficiently serving the 16,000 retirees of North American Division.

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As volunteers have accepted the call that “Inasmuch as you did it to one of the least of these my brethren, you did it to Me”, the blind who have been visited in this manner have been lead to Christ and some have been baptized.

If you are willing to be contacted with the names and addresses of blind persons in your area who need to be visited contact either

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