New services available to all WPS Medicare supplement insurance customers

To make our Medicare supplement insurance plans even better for you, we’ve added new services you and your family members can use at no additional cost.* They are provided directly to customers as an extension of our efforts to help fight medical identity theft and fraud related to medical services and payments. Identity theft and fraud do not have boundaries or geographical limits. These crimes can happen to almost anyone. We want you to have help within easy reach if you become a victim, so that you can get hands-on assistance. Because we care.

Iris® Identity Theft Resolution Services

Each year, millions of Americans are victims of identity fraud. This protection program offers 24/7 customer assistance and full-service resolution if you should become a victim of identity theft. The list of services includes:

- Opt-out services remove you from credit card direct mail offers and marketing phone calls.
- Affidavit submission helps you dispute any fraudulent claims or activity.
- Credit information review helps you determine if fraud has occurred, explains contributing factors, and provides instruction on steps to avoid further incidents.
- Creditor notification and follow up contacts the creditor’s fraud departments with itemized account statements to dispute each fraudulent occurrence on your behalf.
- Emergency cash advance and travel arrangements help if identity theft occurs while traveling more than 100 miles away from home.
- Credit freeze assistance blocks all new credit activity on a credit file, working with you to place a freeze on your credit records with the major credit bureaus.
- Lost wallet assistance helps notify the appropriate bank or issuing authority to cancel and replace stolen or missing items, such as cards and documents.
- Identity theft protection kit provides a comprehensive set of tips for reducing your risk of identity theft and a step-by-step identity restoration guide for victims.
- Medical identity theft assistance works with your health care providers and insurers to attempt to resolve issues when your identity is fraudulently used to obtain medical services, ensuring your claims and medical records are corrected. The service also has an in-house medical team available 24/7 for consultation regarding these types of issues.

ScamAssist™ Fraud Review Service

Don’t be a victim. This service reviews offers you receive to see if they may be fraudulent, researches organizations for legitimacy, compares offers to known scams and phishing schemes, and provides a report of the assessment. These precautions help reduce the chances of you inadvertently providing funds or sensitive information to a con artist.

You can submit any of the following solicitation types to the service via email and/or phone:

- Emails
- Websites or web links/URLs
- Flyers or postal mailings
- Phone calls or voicemails
- Text messages

Specialists review and research any unfamiliar solicitation to give you guidance on the probable legitimacy of the solicitation. In just 24 hours, they’ll scrutinize your submitted message for signs of fraud, do research on the organization, compare it against known schemes, and get back to you with a written assessment of the level of legitimacy of the message you submitted.

Want to know more?

Contact your local WPS agent at 1-800-236-1448 or visit us online at wpscares.com.

*Fraud and identity theft services are not a part of the insurance policy and enrollment is subject to contract renewal. The service provider is not responsible or liable for the availability, safety, accuracy, or effectiveness of the techniques, products, tools, or resources used by the service provider in its ScamAssist™ service and your access and use of ScamAssist™ is entirely at your own risk. Services shall also be available to spouses or domestic partners, and dependent children.
Value-added programs included with WPS Medicare supplement insurance plans

Every WPS Medicare supplement insurance plan gives you great health coverage, but did you know you can take advantage of other valuable programs through your plan at no added cost? Check out some of the additional tools you can use to stay healthier and save money doing it!

The Silver&Fit® Healthy Aging and Exercise Program

The Silver&Fit program gives you a fitness center or exercise center membership (not available with cost-sharing plans). The Silver&Fit network includes Wisconsin locations of national fitness chains as well as dozens of regional and local fitness centers. Visit silverandfit.com for more information.

The Silver&Fit program also offers:

• Fitness centers with group exercise classes where available
• If you prefer to work out at home, choose the Home Fitness program and receive up to two home fitness kits per benefit year; there are 34 unique options available that may include a DVD, guide, and/or other products
• Healthy Aging Coaching sessions and a tracking tool to earn points and rewards

The ChooseHealthy® Program

The ChooseHealthy program (not available with cost-sharing plans) lets you save 25% on services from more than 80,000 participating specialty health care providers. You can enjoy expanded discounts of up to 55%—plus free shipping—on popular health and fitness brands. You can also learn from evidence-based, online health classes and articles.

EyeMed Vision Care discount program

The EyeMed Vision Care discount program offers substantial savings on eye care and eyewear at thousands of provider locations nationwide. EyeMed’s provider network includes many familiar optical retailers. Call us at 1-800-236-1448 for more information.

Hear In America discount program

This program makes you eligible to receive:

• Free annual hearing screening
• A three-year warranty on new hearing aids
• Three years of hearing aid batteries
• Free office services (including retests, cleanings, and adjustments) for three years
• A 45-day trial period for your hearing aid
• Discounts from 35% to 70% off of manufacturer’s suggested retail price (MSRP) for hearing aids from major manufacturers
• 12-month financing (to those who qualify)

Want to know more?

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