

## Get More From Your 2017 Nokia Benefits



### Important Information About Using Your Benefits in 2017

For Legacy Alcatel-Lucent Participants in the Formerly Represented Retiree Plan Design

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# Watch for Your New Member ID Cards

## UnitedHealthcare® Group Medicare Advantage (PPO) Members

As a reminder, you receive a new medical ID card from UnitedHealthcare every year. This year, you will also receive a new, Nokia-branded prescription drug member ID card from Express Scripts.

You can expect new medical and prescription drug ID cards for your 2017 benefits to arrive in your mail at home by January 1, 2017.

Be sure to have your ID cards handy when you receive healthcare services or fill a prescription so your provider/pharmacy can confirm your coverage and your claims can be processed correctly.

You should continue to use your current ID cards through December 31, 2016.

### Need to Schedule an Appointment But Do Not Yet Have Your New ID Card?

Starting in late December, you can print a copy of your 2017 medical ID card from the UnitedHealthcare retiree website at [www.UHCRetiree.com](http://www.UHCRetiree.com).

You will need to sign in or register in order to access the website.

Starting in January, your healthcare provider or pharmacy should be able to confirm your coverage directly with UnitedHealthcare (medical) or Express Scripts (prescription drug).

If you have not received your new ID cards by January 1, contact:

- **Medical ID card:** UnitedHealthcare Customer Care (Member Services) at [www.UHCRetiree.com/nokia](http://www.UHCRetiree.com/nokia) or 1-888-980-8117 (TTY: 711). Representatives are available from 8:00 a.m. to 8:00 p.m., local time, Monday through Friday.
- **Prescription drug ID card:** Express Scripts at [www.express-scripts.com](http://www.express-scripts.com) or 1-800-336-5934.

### **Enrolled in Nokia Dental Coverage for 2017? Dental ID Cards Are *Not* Required**

Keep in mind that Aetna does not issue member ID cards; members do not need to present an ID card to receive services under the dental plan.

However, if you would like to have a member ID card, you can print one out from [www.aetna.com](http://www.aetna.com).

## POS, Traditional Indemnity and HMO/Medicare HMO Members

If you are enrolled in the Point of Service (POS) or Traditional Indemnity option for 2017, you will receive new, Nokia-branded member ID cards from your medical (UnitedHealthcare) and prescription drug (Express Scripts) carriers by January 1, 2017. (If you are enrolled in a Health Maintenance Organization [HMO] or Medicare HMO for 2017, you will receive your new medical/prescription drug member ID card from your HMO/Medicare HMO.)

### Need to Schedule an Appointment But Do Not Yet Have Your New ID Card?

If you are enrolled in the POS or Traditional Indemnity option for 2017, starting in late December, you can print a copy of your 2017 medical ID card from the UnitedHealthcare website at [www.myuhc.com](http://www.myuhc.com). You will need to sign in or register in order to access the website.

If you are enrolled in an HMO or Medicare HMO, contact your plan for information. Contact information is available on the Your Benefits Resources™ (YBR) website at <http://resources.hewitt.com/nokia>.

If you have not received your new card(s) by January 1, contact:

- **Medical ID card:** UnitedHealthcare Customer Care (Member Services) at [www.myuhc.com](http://www.myuhc.com), or by calling 1-800-577-8539 (if you are enrolled in the POS option) or 1-800-577-8567 (if you are enrolled in the Traditional Indemnity option).
- **Prescription drug ID card:** Express Scripts at [www.express-scripts.com](http://www.express-scripts.com) or 1-800-336-5934.
- **HMO/Medicare HMO medical/prescription drug ID card:** Contact your plan; contact information is available on the YBR website at <http://resources.hewitt.com/nokia>.

Starting in January, your healthcare provider or pharmacy should be able to confirm your coverage directly with UnitedHealthcare (medical for the POS and Traditional Indemnity options), Express Scripts (prescription drug for the POS and Traditional Indemnity options) or the applicable HMO/Medicare HMO (medical and prescription drug).

## Attention UnitedHealthcare Members: Take Advantage of These Tools and Resources Anytime

UnitedHealthcare offers a number of tools and resources to help you manage your and your family's health and healthcare — **at no additional cost to you.**

### Voice Identification (ID)

*Available to POS and Traditional Indemnity option members only.*

Now when you call UnitedHealthcare at the number on the back of your member ID card, you can use a voice ID to authenticate yourself going forward. Here is how it works:

During your call, you will have the option to record a voice ID while speaking your date of birth. Then, whenever you call UnitedHealthcare in the future, the system will recognize you when you say your birthdate.

If you prefer not to record a voice ID, no problem! Simply follow the system prompts to authenticate your identity every time you call. The choice is yours.

### Virtual Visits

When you do not feel well or your child is sick, the last thing you want to do is leave the comfort of home to sit in a waiting room. Good news! Starting January 1, 2017, your UnitedHealthcare medical plan option will offer a new alternative for non-emergency care: virtual visits.

A virtual visit lets you see and talk to a doctor from your mobile device or computer without an appointment, for the same copayment or coinsurance you would pay for an office visit. Most visits take about 10 – 15 minutes.

Virtual visits are available 24 hours a day, seven days a week. Use virtual visits when your doctor is not available, you become ill while traveling or you are considering visiting a hospital emergency room for a non-emergency condition.

To access this service, simply log on to [www.myuhc.com](http://www.myuhc.com) (if you are enrolled in the POS or Traditional Indemnity medical plan option) or [www.UHCRetiree.com/nokia](http://www.UHCRetiree.com/nokia) (if you are enrolled in the UnitedHealthcare Group Medicare Advantage [PPO]) and search for “Virtual Visits.” Register and request an appointment. Pay your portion of the service via credit or debit card according to the terms of your medical plan option. Then, enter a virtual waiting room where you can expect to be seen in 15 minutes or less.

Not a UnitedHealthcare member? Check with your HMO or Medicare HMO to see if it offers a similar service.

## Rally<sup>®</sup>

*Available to POS and Traditional Indemnity option members only.*

If you are enrolled in the POS or Traditional Indemnity medical plan option, you have access to UnitedHealthcare Rally, a user-friendly digital experience on **myuhc.com**<sup>®</sup> that will engage you by using technology, gaming and social media to help you understand, learn about and support you on your health journey.

Rally offers personalized recommendations to help you and your covered family members make healthier choices and build healthier habits, one small step at a time. It is available at no additional cost to you. You can access Rally at [www.myuhc.com](http://www.myuhc.com) from your computer, tablet or smartphone anytime.

## Step Into SilverSneakers<sup>®</sup>, Your Plan’s Fitness Benefit

*Available to Group Medicare Advantage (PPO) option members only.*

The SilverSneakers fitness program\* is designed for people at any level of fitness. It is available at **no additional cost to you**, and includes a basic fitness center membership at any of more than 13,000 participating fitness centers nationwide.

If the nearest participating location is 15 or more miles from your home, you can register for the SilverSneakers Steps<sup>®</sup> program. This personalized program provides tools, resources and information to help you track and increase your daily activity.

For more information, contact UnitedHealthcare Customer Care (Member Services) at [www.UHCRetiree.com/nokia](http://www.UHCRetiree.com/nokia) or 1-888-980-8117 (TTY: 711). Representatives are available from 8:00 a.m. to 8:00 p.m., local time, Monday through Friday.

\*Consult a healthcare professional before beginning any exercise program. Healthways, SilverSneakers and SilverSneakers Steps are registered trademarks of Healthways, Inc. and/or its subsidiaries. © 2016 Healthways, Inc. All rights reserved.

## OptumHealth™ NurseLine<sup>SM</sup>

Illness or injury can happen anytime, not just during your doctor's regular office hours. **If the situation is life- or limb-threatening, call 911 or go to the nearest emergency room (ER) immediately.** But if the situation is less serious, remember that the UnitedHealthcare OptumHealth NurseLine is a toll-free call away — 24 hours a day, seven days a week.

The NurseLine's experienced registered nurses can answer your questions about an illness, injury or medication; help you manage a chronic condition; provide information about a variety of healthcare topics; and more. Both English- and Spanish-speaking registered nurses are available.

To reach the NurseLine:

- **If you are enrolled in the POS or Traditional Indemnity option:** Call 1-866-444-3011. You can also participate in an online Live Nurse Chat. Just log on to [www.myuhc.com](http://www.myuhc.com) from any device with an Internet connection.
- **If you are enrolled in the UnitedHealthcare Group Medicare Advantage (PPO):** Call 1-877-365-7949.

Not a UnitedHealthcare member? Check your medical ID card to see if your HMO or Medicare HMO offers a similar telephone or online nurse resource.

This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. The service is not an insurance program and may be discontinued at any time.

## Health4Me™ Mobile App

*Available to POS and Traditional Indemnity option members only.*

Think of the UnitedHealthcare Health4Me app as your go-to healthcare resource for whenever you are on the go. The Health4Me app makes it easy for you to access your healthcare information, anytime and anywhere, from your Apple® or Android™ mobile device.

Health4Me gives you tools to help you estimate costs, manage claims and find providers. You can:

- View and share health plan ID cards via email or fax
- Check account balances and benefit amounts
- Collect, track and share past and current Personal Health Records
- View and manage claims
- Pay providers for out-of-pocket expenses
- Estimate costs of common procedures and conditions up front
- Find nearby providers, hospitals and quick care facilities
- Connect with helpful professionals 24/7

To download Health4Me, visit the App Store or Google Play.

# myHealthcare Cost Estimator

*Available to POS and Traditional Indemnity option members only.*

You may be surprised to learn that different doctors, labs and hospitals can charge **different** rates for the **same** medical services — even when they are all in network. The myHealthcare Cost Estimator gives you the information you need to make the best decisions for your health **and** your wallet.

The myHealthcare Cost Estimator can help you:

- Preview and compare your costs for a procedure or treatment at different providers and facilities
- Choose the treatment option that is best for you
- Plan your care
- Budget for your medical expenses

You can access the myHealthcare Cost Estimator from [www.myuhc.com](http://www.myuhc.com) or the Health4Me app. (To log on to [www.myuhc.com](http://www.myuhc.com), you will first need to register.)

Once you have accessed the myHealthcare Cost Estimator, just search for the condition (for example, back pain) or treatment (for example, physical therapy) for which you want a cost estimate. The myHealthcare Cost Estimator will show you doctors and locations that offer those services in your area. You can also learn about your treatment options, compare estimated costs, see quality and cost-efficiency ratings and map the location of the provider or facility. The cost estimator will even give you a personalized estimate of your out-of-pocket costs, based on your option's applicable deductible, coinsurance and/or out-of-pocket maximum.

## Manage Your Dental Benefits With the Aetna Mobile App

Need to find an in-network provider? Want to check a claim or see your ID card? You can — right from your smartphone — using the free Aetna Mobile App.

The app is available 24/7 and it works with most smartphones and tablets. Just follow these three easy steps:

**Step 1:** Search for “Aetna” at the App Store or Google Play to download the app.

**Step 2:** Register directly on the Aetna app or at [www.aetna.com](http://www.aetna.com) from any computer. (Already registered? Skip to Step 3 and log on to use the Aetna app!)

**Step 3:** Use your secure member website log-on information to access the app features.

## There's an App for That!

Need benefits information on the go? With these free apps, you can manage your Nokia health and welfare benefits from your smartphone or tablet, anytime and anywhere.

Name of App	What You Can Do With It	Where to Find It
UnitedHealthcare Health4Me* 	Find in-network medical providers, estimate costs, view and manage claims, access your ID card and connect with customer service representatives.	Search for "Health4Me" on the App Store and Google Play
UnitedHealthcare Rally* 	Get personalized support and information to help you and your covered family members make healthier choices and build healthier habits.	Search for "Rally" on the App Store and Google Play
Express Scripts Express Rx 	Order prescription drug refills, get drug and pricing information, find a network pharmacy, track mail-order status and access your prescription drug ID card.	Search for "Express Scripts" on the App Store and Google Play
Aetna Mobile 	Find in-network dentists, check the status of a claim and view an ID card.	Search for "Aetna Mobile" on the App Store and Google Play

\*Available to POS and Traditional Indemnity option members only.

## Keep Your Life Insurance and/or Savings Plan Beneficiaries Up to Date

It is important to keep your Nokia life insurance and/or Nokia Savings/401(k) Plan beneficiary information up to date. This will help your loved ones avoid delays in receiving your Nokia benefits in the event of your death. You can change your beneficiary information at any time.

To change your beneficiary designations and contact information for:

- **Life insurance** — Complete and submit the form(s) available on the BenefitAnswers Plus website at [http://www.benefitanswersplus.com/retired\\_r/index.html](http://www.benefitanswersplus.com/retired_r/index.html). Select "Forms" in the primary tiles and then select "Insurance Forms." Or, contact MetLife at 1-888-201-4612.
- **Savings Plan** — Log on to the YBR website at <http://resources.hewitt.com/nokia> to access your Savings Plan account. Select "Your Profile" in the primary tiles and then select "Beneficiaries." Or, call the Nokia Benefits Resources Center at 1-888-232-4111.

# Coming Your Way: Tax Form 1095

As required by the Affordable Care Act (ACA; healthcare reform), employers must provide Internal Revenue Service (IRS) Form 1095-C to certain (but not all) plan participants each year. The form serves as proof that you met the ACA's requirement for having qualifying healthcare coverage during the year. If this applies to you, you should expect to receive your 2016 Form 1095-C no later than January 31, 2017.

Form 1095 indicates the months of the year that you (and your dependents, if applicable) were offered or were enrolled in medical coverage during 2016. You may need Form 1095 or the information it includes in order to file your federal tax return for 2016. Nokia cannot offer tax advice, so you might consider consulting a tax advisor for further guidance on Form 1095. **(Please note:** Form 1095 will not replace any state forms you may receive that provide proof of medical insurance.)

This communication is intended to highlight some of the benefits provided to eligible participants under the Nokia benefit plans. More detailed information is provided in the official plan documents. In the event of a conflict between any information contained in this communication and the terms of the plans as reflected in the official plan documents, the official plan documents shall control. The Board of Directors of Alcatel-Lucent USA Inc. (doing business as Nokia) (the "Company") (or its delegate[s]) reserves the right to modify, suspend, change or terminate any of the benefit plans at any time, subject to the terms of applicable bargaining agreements. Participants should make no assumptions about any possible future changes unless a formal announcement is made by the Company. The Company cannot be bound by statements about the plans made by unauthorized personnel.

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