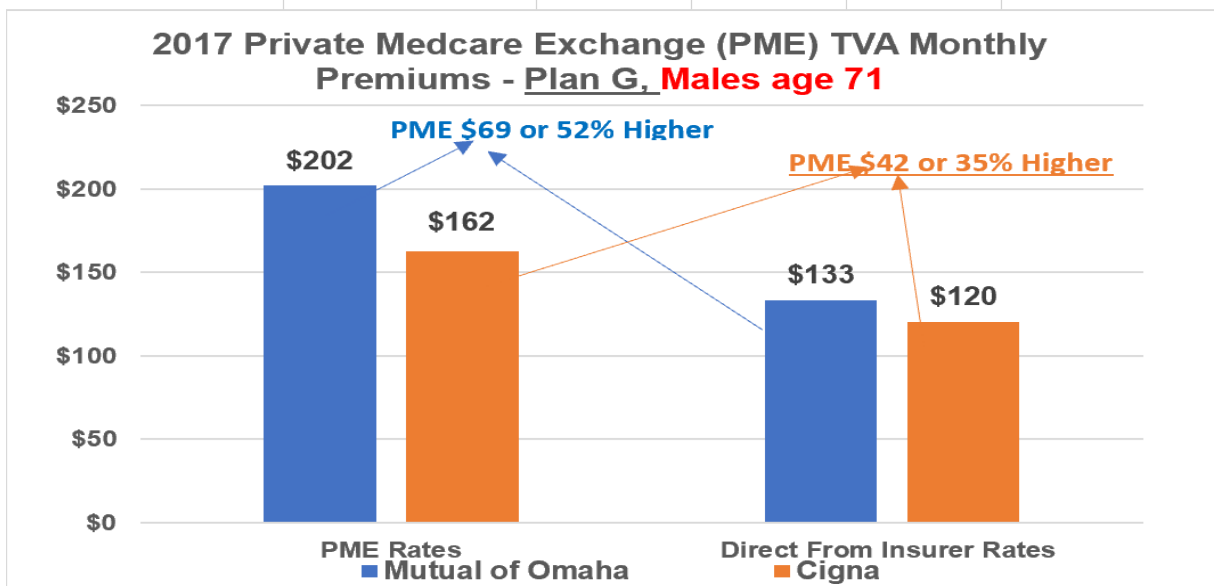
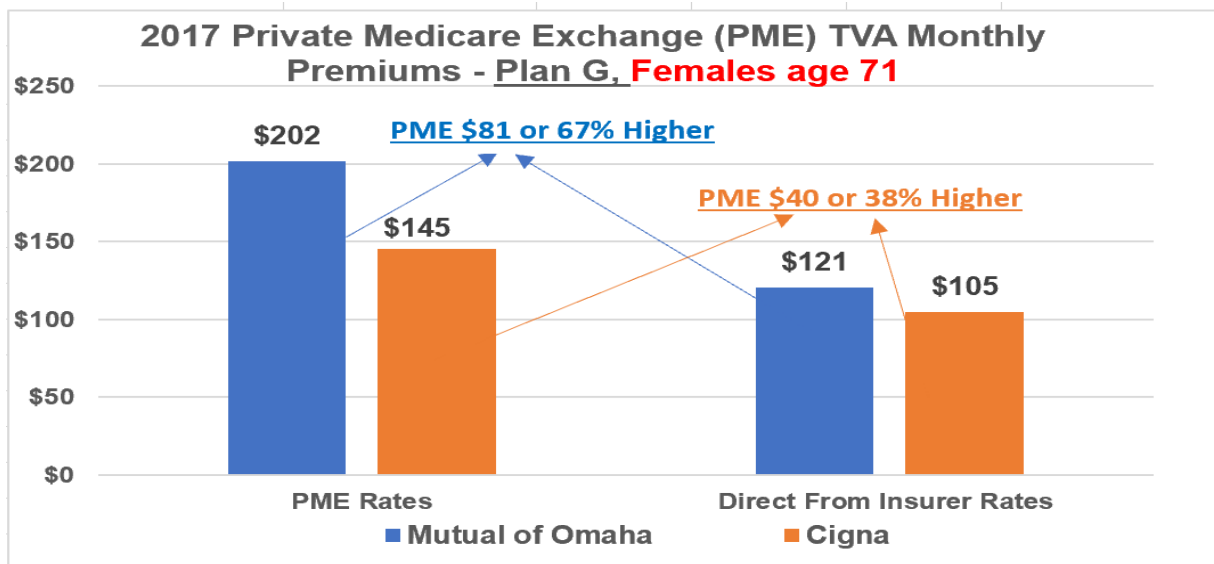


TVA Retirees Survey Results Narrative and Investigation into Medigap Plans Sold by a Private Medicare Exchange (October 2021 Update)

The National Retirees Legislative Network (NRLN) and its Tennessee Valley Authority Retirees Chapter (TVARC) has been investigating remedies for what it believes to be an injustice to TVA retirees. In the summer of 2016, the TVA announced it was terminating its retiree supplemental healthcare plan coverage, effective in 2017. Before and during a federally mandated Special Enrollment Period (SEP), 14,000 retirees received misleading and insufficient information that precluded their access to enroll in lower priced Medigap plans that were available on the open market. Premiums for those Medigap plans have proven to be, in some cases, 38% to 67% higher for females and 35% to 52% higher for males than the same Medigap plans available through local agents or brokers.



The TVARC conducted a review of information provided to retirees and Medigap plan premiums available in TN for plans offered by OneExchange, TVA's agent who sold retirees these higher priced plans during the SEP. The two examples above and further investigative data led us to believe that

thousands of TVA retirees living in the seven TVA and many other states may have purchased these or similar Medigap plans with high rates, but with no additional benefits.

On July 13, 2021 the NRLN asked TVA retirees for their help to correct this injustice by providing information through a survey about their experiences in acquiring a Medigap plan from TVA's designated agent, OneExchange (now Via Benefits), a Private Medicare Exchange (PME) firm. The survey was open through August 30, 2021.

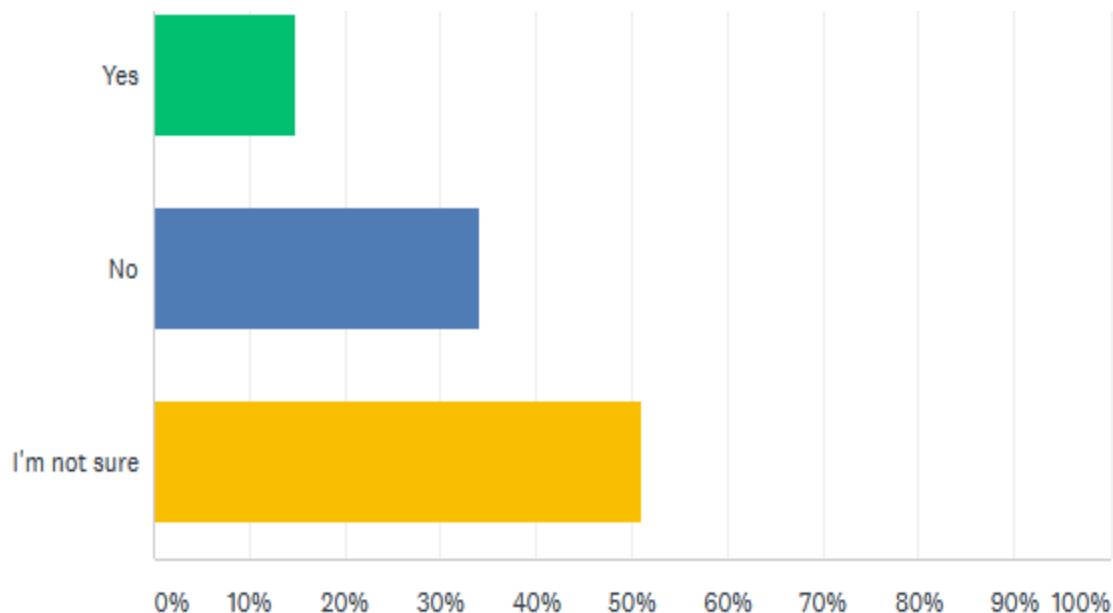
More than 50% of the TVA retirees opened the email invitation to participated in the survey. Their retirement dates ranged from 1995 to 2015. Their current homes were located are in four of the seven states where TVA provides electrical power, Alabama, Georgia, Kentucky and Tennessee.

Of those responding to the survey, **58% now have original Medicare plus a Medigap plan. Twenty-four percent have original Medicare without Medigap and 5% have a Medicare Advantage plan.** Thirteen percent were not sure about their healthcare insurance. **Of those with a Medigap plan 76% said they purchased the plan from OneExchange.**

The question was asked, **Did TVA/OneExchange make it clear that because your TVA plan was terminated, federal and state laws granted you “guaranteed issue” status and a special enrollment period (SEP) that gave you until March 3, 2017, to enroll in a new plan?** Thirty-three percent responded “No”, 23% “Yes” and 44% “I’m not sure”.

Did you feel pressured to enroll in a plan through OneExchange? Eighty percent said “Yes”, 11% “No” and 9% “I’m not sure”.

In response to the question, **Did TVA/OneExchange inform you of your specific rights and protections under “guaranteed issue”?** 34% said “No”, 15% said “Yes” and 51% “I’m not sure”.

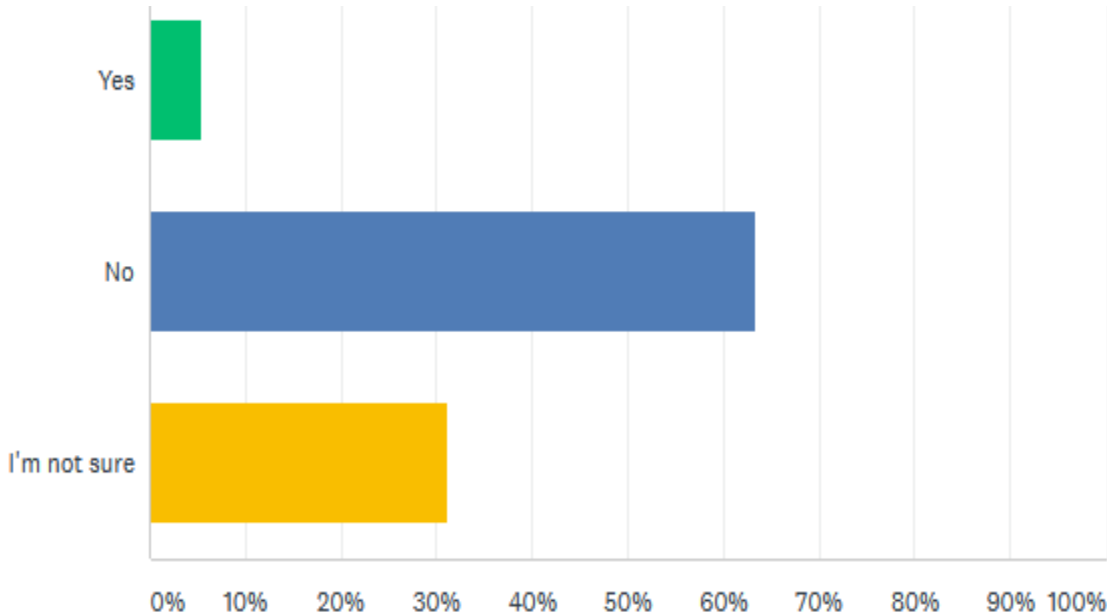


Do you have a TVA-funded Healthcare Reimbursement Account? Sixty-nine percent responded “No”, 22% “Yes” and 9% “I’m not sure”.

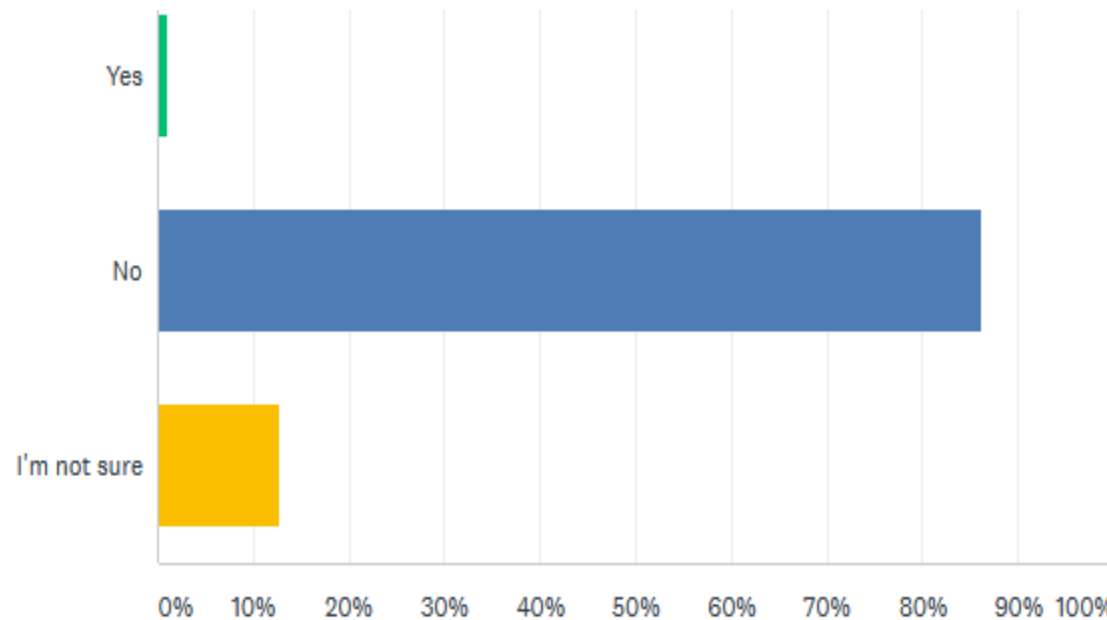
Did TVA/OneExchange make it clear that because of your “guaranteed issue” status all insurers (not only those offered by OneExchange) in your area were required to offer a plan

to you and could not charge you more because of pre-existing health conditions? Fifty-four percent responded “No”, 14% “Yes” and 32% “I’m not sure”.

Sixty-four percent responded “No” to the question, **Did TVA/OneExchange make it clear you were not required to enroll in OneExchange’s plans?** Five percent said “Yes” and 31% “I’m not sure”.

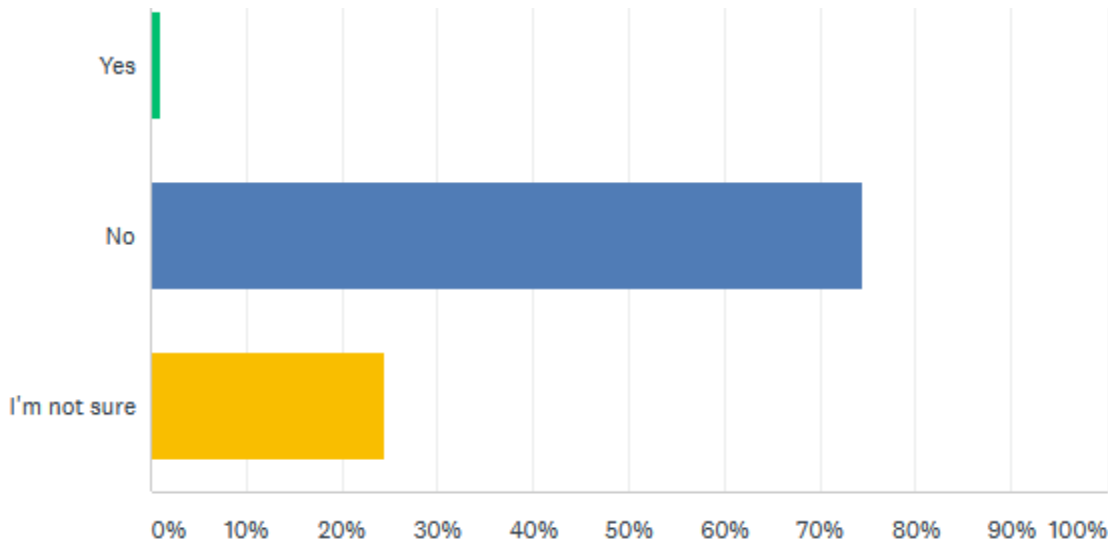


Did TVA/OneExchange make it clear that, in some cases, OneExchange’s rates were much higher (35% to 65%) than buying directly from local agents or brokers for the same coverage? Eighty-six percent replied “No”, 1% “Yes” and 13% “I’m not sure”.



Seventy-five percent said “No” to the question, **Did TVA/OneExchange make you aware that Medigap plans available through local agents or brokers provided the same coverage as plans offered by OneExchange?** Five percent said “Yes” and 20% “I’m not sure”.

Did TVA/OneExchange make it clear that if you had no serious pre-existing medical conditions, you were eligible to buy any Medigap plan from any insurer in your area with no exclusions and that the rates for those plans may be substantially less than the plans offer through OneExchange? Seventy-five percent responded “No”, 1% Yes and 24% “I’m not sure”.



OneExchange referred to itself as your “trusted adviser”. Based on what you know now about OneExchange’s plans and rates, do you believe they acted as a “trusted advisor” on your behalf? Please provide your comments. Sixty-eight percent said “No”, 4% “Yes” and 28% “I don’t recall”. The following are a few of the comments.

“I was told that for my spouse to continue to get benefits from TVA since she wasn't 65 yet that I had to buy a supplement through OneExchange.”

“I felt they did not try to give me a comparable plan with what I had and what they had that would be the closest to the coverage was higher than what I could afford to pay.”

“They told me the only options I were offered were the only plans available.”

“I had a heart attack in 2011 so I had a pre-existing condition therefore I’m afraid to switch.”

“I was told I had to use OneExchange or lose supplemental insurance benefits.”

“Their plans were limited. I received notice that if I did not use OneExchange that my wife’s insurance would be cancelled.”

“They only provided information, but I felt pressured that this was the entity I had to go through to purchase health insurance.”

“My husband, now deceased, hit Medicare in 2017. I had a good plan arranged for him with BC/BSTN. I was told repeatedly that if we didn’t buy his plan through OneExchange, and accept what they insisted, my insurance with TVA as his wife would be cancelled. OE, TVA, and the retirement representative Larry Hancock all confirmed this. My husband had stage 4 cancer and we were given no choice. As I said, I was told repeatedly that if we didn’t buy the plan through OE, my insurance would be cancelled. I was 61 at the time. It was stressful, and the people I spoke with were insistent, and threatening except Larry Hancock who was apologetic, but confirmed there was no option to OE.”

“Never trusted them because I always compared rates of Cigna thru both Cigna and OneExchange. OE was always much more expensive. But forced to use OE since I would lose \$460 monthly credit for my younger wife's TVA BC/BS!”

“We used OneExchange because of the health care credit. We never believed they acted in our best interest, nor did we feel that they were knowledgeable. We are a couple both retired from TVA.”

“We were told that if we didn't order through OneExchange that we'd lose the monthly healthcare benefit. I couldn't afford the Medigap policies offered so had to go with Advantage plan.”

“I would have to locate my paperwork but was very disappointed when I was required to allow OneExchange to manage and pick my medical benefits when I thought it was an outrageous price and still going up and Monthly premium increasing again.”

The survey was anonymous but at the end participants were asked, **Are you willing, if necessary, to be contacted for more information?** Fifty-eight percent of those responding said “Yes” and provided their name, email address and phone number.