



KNOX COUNTY RETIREMENT & PENSION BOARD

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SUITE 371
KNOXVILLE, TN 37902

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**Knox County
Retirement &
Pension Board**

Volume 16 ♦ Issue 2

March 2015

BOARD MEMBERS

Employee Elected
Representative
Mr. Richard Trott
Chairman

Employee Elected
Representative
Mr. Nick McBride
Vice Chairman

Employee Elected
Representative
Ms. Robin Moody
Secretary

Commissioner
Ed Brantley

Commissioner
Jeff Ownby

Commissioner
Sam McKenzie

Mayor
Tim Burchett

Commissioner
Bob Thomas

Employee Elected
Representative
Ms. Crystal Hill

KNOXKNEWS

Knox County Employee Benefit System For Knox County Government & Classified School Retirees

Please join us for our 15th Annual Knox County Retiree Luncheon. This luncheon is dedicated to honor retirees for their past service to Knox County. Invitations have been mailed for this event. However, if you did not receive your invitation or it has been misplaced, you may return the RSVP notice on the back of this newsletter or you may contact the Retirement Office at (865) 215-2323 to RSVP as soon as possible .

This is a great opportunity to bring together former coworkers for social time, good food, and door prizes.

Please be
our guest at the
*15th Annual
Knox County
Retiree Luncheon*

Tuesday, April 7, 2015 • 11:30 a.m.
Registration begins at 10:30 a.m.
Please make your way through Rothchild's main entrance

Location:
Rothchild Catering
and Conference Center
8807 Kingston Pike
Knoxville, TN 37923

If you have not received your invitation in the mail, you may fill out this RSVP notice place it in an envelope and mail it to the Retirement Office or call at (865) 215-2323.

Mail RSVP in an envelope to: Knox County Retirement
400 Main Street, Room 371
Knoxville, TN 37902

Please mail this RSVP notice ONLY
if you plan on attending.

**15th Annual Knox County
Retiree Luncheon**

Tuesday, April 7, 2015
11:30 a.m.

Print Retiree Name

Yes, My guest will be:

Print Name of Guest

Look inside for:

1. Answers to questions or concerns about your Knox County insurance
2. Insurance customer service
3. General information

Knox County Retiree Dental and Medical Insurance

Our goal is to make certain our retirees' needs are met in a very timely and efficient manner. We ask that if you have questions and/or concerns regarding your medical and/or dental benefits or claims please follow these simple steps:

1. For benefits coverage, please call the customer service number on the back of your ID card.
2. If you have concerns about receiving a bill from a provider, call that provider and ask them to explain why you are receiving the bill.
3. Afterwards, if you are unsatisfied, call the customer service number on the back of your ID card and ask them to review that claim for you.
4. If you are experiencing difficulties in getting your prescriptions filled, first contact customer service and discuss the issue with them.
5. Remember, if you are retired from Knox County Government and under age 65 and enrolled in Humana Option **1**, Option **2**, or Option **3**, your prescription coverage is through CVS Health.

Customer service can usually answer all of your questions and relieve your concerns in one phone call. If you don't feel you are receiving the best service or you are still concerned, please call the Retirement Office at (865) 215-2323.

For your convenience, the contact information for the medical and dental plans available through Knox County Retirement is as follows:

BlueCross Dental	Humana Healthcare (Option 1, Option 2, Option 3)	CVS Health Pharmacy (Option 1, Option 2, Option 3)	Humana Medicare Advantage Plans (HMO or PPO)
Website: www.bcbst.com Customer Service: 1-800-523-1478	Website: www.humana.com Customer Service: 1-800-357-6767	Website: www.caremark.com Customer Service: 1-800-364-6331	Website: www.humana.com Customer Service: 1-866-396-8810

Monthly Benefit Checks

Are you still receiving a paper check? If so, it may be time to move to direct deposit. This is a safe way to ensure you have your money on time every month. You can access the required form on our website at www.knoxcounty.org/retirement or call our office at (865) 215-2323 to request one be mailed to you. If you don't have a checking or savings account, now is the time to open an account.

Knox County Retirement Website

Visit www.knoxcounty.org/retirement.com to check out what's new, to complete forms, to change options, or to view photos from past luncheons. See below for a summary of the forms that you will find on the site:

- Direct Deposit Forms
- ACH Debit Forms for Medical and Dental Insurance
- ACH Deduction Authorization
- Federal Income Tax Withholding
- State Income Tax Withholding
- Request to Cancel Medical or Dental Coverage

Have you had any changes?

You may experience events or life changes that could necessitate you contacting our office.

Changes such as:

- Address Change
- Name Change
- Beneficiary Change
- Birth or Adoption
- Death of a Spouse
- Death of a Beneficiary
- Marriage
- Divorce
- Designation of someone as your Power of Attorney (POA)*

*If there is not a POA on file, our office is very limited as to how we can help you and your family members.

Lost and Found:

Did you lose a Fedora hat at the luncheon last year? If so, we have it. No one has called about it but if you think it may be yours, please contact our office at (865) 215-2323.

Contact Us

Write or Visit:
Knox County Retirement & Pension Board
City-County Building
400 Main Street, Rm #371
Knoxville, TN 37902

Call or Fax:

Phone: (865) 215-2323
Fax: (865) 215-2421

Email:

retirement@knoxcounty.org

Website:

www.knoxcounty.org/retirement

Office Hours:

Monday thru Friday
8:00 a.m. - 5:00 p.m.

Our Staff

Kim Bennett
Executive Director

Jennifer Schroeder
Financial Retirement Mgr.

Janet Rowan
Retirement Benefit Mgr.

Charlotte Welch
Insurance Benefit Mgr.

Terri Chase
Senior Retirement Spec./Office Manager

Mitzi Stooksbury
Retirement Administrator

Debbie Slagle
Retirement Specialist

Jill Mayfield
Clerical Support