



RETIREE BENEFIT TRUST

## **2010 Hardship Plan – Questions & Answers DALRC Retiree Benefit Trust**

Assistance with paying Medical and Prescription Drug insurance premiums may be available to you as a Delta retiree, spouse, survivor or dependent. The following program has been established to provide temporary aid on a calendar year basis for those who face serious financial hardship and need assistance to pay for their Medical/ and Prescription Drug coverage.

### **DALRC Retiree Benefit Trust Hardship Plan: Who may qualify for financial assistance for insurance premiums?**

To be an Eligible Individual (“Eligible Individual”) to receive assistance from this program, you must be a **non-pilot retiree of Delta Air Lines with a retirement date on or before January 1, 2007, or a spouse, survivor or dependent**, and be enrolled in one of the following “Delta Affiliated” medical/prescription drug plans:

- **Eligible Individuals age 65 and Older** – enrolled in the DALRC Retiree Benefit Trust Medical/Prescription Drug Plan
- **Eligible Individuals under age 65** – enrolled in the Delta Family Care Medical Plan or Delta Account-Based Healthcare Plan

### **To qualify for aid, Eligible Individuals must have met the following requirements for Hardship Grant approval:**

- **Age 65 or Older:** Receipt of the **Social Security Low Income Subsidy for Medicare Part D (LIS)** award, which the DALRC Retiree Benefit Trust Plan Administrator automatically receives proof of directly from the Prescription Drug Plan insurance company as provided to them by Medicare. This proof satisfies the only requirement for Trust Hardship Plan assistance.
- **Under Age 65:** A completed Hardship Application, including a copy of your Social Security Disability award, is the requirement to qualify for assistance.

**Please note: the Hardship Plan is intended to be for a long duration, however** the plan sponsor reserves the right to modify, revoke, suspend, or terminate the Plan in whole or in part, at any time.

**Please review the following pages for answers to commonly asked questions about the Hardship Plan and the Grant Process.**

## ***General Questions and Answers – All Eligible Individuals***

- Q.** *When are grants for assistance made?*
- A.** Grants for assistance from the Hardship Plan may take effect at any time during the year, effective the date of your Social Security Low Income Subsidy for Medicare Part D (LIS) approval if you are *age 65 or over*, or of your Social Security Disability (SSDI) approval if you are *under age 65*.
- Please note that Grants will be made for a maximum of one calendar year, or the remainder of a calendar year if you receive LIS or SSDI approval mid-year. If you become *ineligible* for LIS or SSDI during the calendar year of approval, your eligibility for a Hardship grant will cease.
- Q.** *I have received notification that I am eligible to receive assistance from the Hardship Plan. When does this grant become effective?*
- A.** Your grant will be effective retroactive to your LIS (*age 65 or over*) approval date or your SSDI approval date (*under age 65*). Example: if you received LIS approval on June 1st and your grant was approved in July, your grant will be retroactive back to June 1st of that calendar year and run through the end of that same calendar year. Grant approvals can not be made retroactive to a prior calendar year. Please allow 60 days from LIS approval (or application submission for *under age 65*) for Grant processing.
- Q.** *How long will I receive grant benefits under the Hardship Plan?*
- A.** Grants under the Hardship Plan are made for no more than one calendar year. Grants expire on December 31<sup>st</sup> of each year.
- Q.** *Will my spouse be automatically eligible to receive benefits under the Hardship Plan?*
- A.** No. Your spouse must also qualify for assistance using the same requirements applicable to retirees of the same age, to be considered for assistance.
- Q.** *If I pass away, will my spouse continue to receive grant benefits under the assistance programs?*
- A.** Your surviving spouse may receive a Hardship Plan grant based on his or her own approval for assistance.
- Q.** *Is money received under the Hardship Plan reported as personal income to the IRS?*
- A.** No, the benefits you receive under the Hardship Plan are considered an employer-type contribution to your medical plan, under current tax law, and should not affect your personal income tax status. However, we cannot provide tax advise. Please

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consult your personal tax advisor for this and future income tax liability impact.

- Q.** *Whom do I call if I have questions regarding the Hardship Plan?*
- A.** Contact the DALRC Benefit Trust Retiree Service Center. Customer Service Representatives are available to answer your questions at 1-877-325-7265, toll-free, Monday-Friday, 7:30am-8:00pm, CST. **Note:** If you are calling about a new grant for Hardship Plan assistance, please wait a minimum of 60 days from LIS approval date or application submission if under age 65, for the Retiree Service Center to become aware of your award.
- Q.** *How will I know if my Hardship Plan grant has been approved?*
- A.** Once approved, Marsh, the administrator for the DALRC Retiree Benefit Trust, will send you a letter confirming your approval and assistance grant amount.

### ***Questions and Answers For AGE 65 AND OLDER***

- Q.** *How do I apply for assistance from the Hardship Plan?*
- A.** If you are age 65 or Older, no action is required on your part. The DALRC Retiree Benefit Trust Plan Administrator automatically receives proof of your Social Security Low Income Subsidy for Medicare Part D (LIS) award, directly from the Prescription Drug Plan insurance company as provided to them by Medicare. This proof satisfies the only requirement for Trust Hardship Plan assistance.
- Please allow 60 days after your approval by Medicare, for your Hardship Grant to become effective. You may call the Retiree Service Center at 1-877-325-7265 with questions after that 60 day notification period.
- Q.** *What is the Social Security Low Income Subsidy for Medicare Part D (LIS)?*
- A.** The Social Security Low Income Subsidy for Medicare Part D (LIS), is provided by Social Security to people who are participating in a Medicare Part D prescription drug plan, and have met the application requirements for limited income and resources.
- Q.** *How do I apply for the Social Security Low Income Subsidy for Medicare Part D (LIS)?*
- A.** To apply for the Social Security Low Income Subsidy for Medicare Part D:
- Go to [www.dalrcbenefitplans.com](http://www.dalrcbenefitplans.com) where an application is available on the Message
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Board under the link “Can you qualify for help with Medicare drug costs?”; or

- Call the Social Security Administration at **1-800-772-1213**, 7 a.m. to 7 p.m., Monday through Friday; or
- Visit [www.socialsecurity.gov](http://www.socialsecurity.gov) ; or
- Apply at your State Medical Assistance (Medicaid) office.

After you apply, you will receive a letter from Medicare letting you know if you qualify, how much extra help you are eligible for.

**Q.** *I was approved for an assistance Grant for this past year. Do I need to re-apply for the LIS to continue receiving assistance?*

**A.** The Social Security Low Income Subsidy for Medicare Part D (LIS) is an annual benefit. The Center for Medicare Services (CMS) will ask Members to re-qualify in the fall of each year. Once you have received proof of LIS re-qualification, please allow 60 days for notification of Hardship Grant benefits.

**Q.** *May I apply for a grant under the Hardship Plan if I am not approved for the LIS?*

**A.** No. Effective January 1, 2010, for age 65 and over retirees, proof of approval for the Social Security Low Income Subsidy for Medicare Part D (LIS) is required to receive a grant from the Hardship Plan.

**Q.** *What will be the amount of my grant from the Hardship Plan?*

**A.** The amount of the grant awarded to you will be the amount of the current year *Medical and Prescription Drug premiums* for the DALRC Retiree Benefit Trust plan you are enrolled in for the plan year for which you were awarded the grant, less the Social Security Low Income Subsidy for Medicare Part D (LIS).

**Q.** *Will I still be responsible for paying my DALRC Retiree Benefit Trust medical/prescription drug plan premiums if I receive a grant?*

**A.** No. Marsh, the administrator of the DALRC Retiree Benefit Trust Medical Plan will automatically apply payment for your monthly medical /prescription drug premium. You will no longer receive a bill for the Trust medical/prescription drug plan for the year in which you are approved.

**A.** *Will I still be responsible for paying premium for DALRC Retiree Benefit Trust plans other than the Medical and Prescription Drug plan (example: Dental or Vision insurance), if I am enrolled in those benefits?*

**A.** Yes. You are responsible for the premium payments for any benefits for which you have enrolled, other than the Medical and Prescription Drug Plan.

If you previously elected to have premiums for these other coverages deducted from your bank account, Marsh will continue to deduct them.

- Q.** *Certain other benefits are currently provided to me as a Medical and Prescription Drug Plan Member. Will I continue to receive these benefits (examples: Health Advocate, Travel Assistance) as a Hardship Plan recipient?*
- A.** Yes, you will continue to have access to these additional benefits if you are approved for a Hardship Plan grant covering your Medical and Prescription Drug premiums.
- Q.** *How does my qualification for the Low Income Subsidy (LIS) impact my grant benefits from the Hardship Plan and my Medical/Prescription Drug Plan premium?*
- A.** The Low Income Subsidy (LIS) reduces your prescription drug premium and thus the amount of premium paid by the Hardship Plan
- Q.** *How does receipt of a Hardship grant effect my ability to receive the Delta subsidy for the Medical/Prescription Drug Plan?*
- A.** The assistance program does not impact the subsidy provided by Delta. The Plan Administrator will still receive the Delta subsidy applicable to you, and apply it toward your Medical and Prescription Drug premium. The assistance grant program will pay the portion of the premium for which you would have been responsible after the Delta subsidy and the LIS have been applied.

## *Questions and Answers For UNDER AGE 65*

- Q.** *How do I apply for assistance from the Hardship Plan?*
- A.** If you are under age 65, you may submit an application any time during the year after receiving approval for Social Security Disability (SSDI). For more information on Social Security Disability, visit [www.socialsecurity.gov](http://www.socialsecurity.gov), or call 1-800-772-1213.
- Please allow 60 days after you submit your application showing Social Security Disability approval for your Hardship Grant status to become effective. You may call the Retiree Service Center at 1-877-325-7265 with questions three weeks after your application has been submitted.
- Q.** *How do I receive reimbursement for my monthly premium for my Medical and Prescription Drug insurance coverage through the Delta Family Care Plan or the Delta Account-Based Healthcare Plan?*
- A.** You must continue to make your monthly premium payments. Marsh, the plan administrator for the DALRC Retiree Benefit Trust plans, receives confirmation of your participation in the Plan on a quarterly basis. After confirmation has been received, following the close of each quarter, Marsh will issue a reimbursement check to you for the prior quarter, no later than the 20<sup>th</sup> of the month after the quarter has ended.
- Q.** *I was approved for an assistance Grant for this past year. Do I need to submit a new application to continue receiving assistance?*
- A.** Yes, you will need to submit a new application by January 31<sup>st</sup> of the new year along with proof of continued coverage under Social Security Disability, in order to receive a check for your first quarter's premium paid under the Delta plan.
- Q.** *May I apply for a grant under the Hardship Plan if I am not yet approved for Social Security Disability?*
- A.** No. Effective January 1, 2010, proof of approval for Social Security Disability is required for Eligible Individuals under age 65 to receive a grant from the Hardship Plan.
- Q.** *Will I still be responsible for paying premium for my Delta insurance plans other than the Medical Plan (example: Dental), if I am enrolled in those benefits?*
- A.** Yes. You are responsible for the premium payments for any benefits for which you have enrolled, other than Medical and Prescription Drug. If you previously elected to have premiums for these other coverages deducted from your bank account, Marsh will continue to deduct them.
- Q.** *Can Delta provide me with information on the DALRC Hardship Plan?*
- A.** No, Delta is not affiliated with the Hardship Plan. They will not be able to provide any assistance or information on the Hardship Plan.