

# Navigating SERMA

An Intel Retiree Organization Webinar May 21,2021

# Navigating SERMA

- Welcome, Introduction and Ground rules
  - Introduction
  - Purpose of this Webinar
    - Provide information to effectively exercise your SERMA Benefit
  - Who are we and why are we putting this on?
  - Format for this Webinar will be visiting 3 websites through the screen share function on Zoom, accessing information on SERMA including the basics of the program, filing claims, the appeals process, Opting Out and In of SERMA and the FAQs

# Webinar Housekeeping

- During the Presentation
  - All attendees will have their Zoom microphones muted and cameras off
  - We are recording and will post this Webinar
  - Use chat feature(bottom right of window) to submit questions
  - Cheryl will briefly stop after each section, and the moderators, Cynthia and Gail will summarize any questions that have come in through the Chat function and at the end of the Webinar.
    - We will answer the common SERMA questions that retirees have
  - If you have a detailed SERMA issue, that you continue to need assistance on you can send a message to our mailbox at : [intelretiree@gmail.com](mailto:intelretiree@gmail.com)

# Navigating SERMA

- **The IRO Website** 10:10-10:20 <https://intelretiree.com/us-official-retiree-serma-program/>  
Use this at your starting point for SERMA
- **Summary Plan Description for SERMA, Intel US Retiree Information** 10:20-10:25  
The Governing Document  
<https://www.intel.com/content/www/us/en/employee/documents/irmp-serma-spd.html>
- **My Health Benefits website** 10:25-10:35  
<https://leplb0160.upoint.alight.com/web/intel/login?forkPage=false#/routing>
  - Review where your summary account information can be found, Learn About Functions, Submitting Claims, Checking Claim/Reimbursement Status, and the Your Profile tab
- **SERMA Opt out/ Opt in** 10:35- 10:40 <https://intelretiree.com/us-official-retiree-serma-program/>
  - Definition, how to do it, when it can be done
- **SERMA FAQs from the IRO Website** <https://intelretiree.com/> 10:40-10:45
  - Review SERMA Opt out FAQs
  - Show other FAQ pages

# Wrap up Navigating SERMA

- Questions from Chat
- We hope that you now have the information you need to successfully exercise your SERMA benefit
- If you have a detailed question or need assistance with a SERMA related issue, you can send an email to the IRO mailbox at: [intelretiree@gmail.com](mailto:intelretiree@gmail.com)
- Key take away : Utilize the IRO website as your starting point to find everything you need to know about SERMA
- Thanks for attending. We have recorded this Webinar and will post it for future viewing