

Q & As TO QUESTIONS RAISED DURING THE SERMA NAVIGATION WEBINAR

Q1. Is there a time limit for the SERMA funds?

A1. See SPD pp. 78 <https://www.intel.com/content/www/us/en/employee/documents/irmp-serma-spd.html>

Also, see FAQ <https://intelretiree.com/wp-content/uploads/2021/04/SERMA-FAQ-2021.pdf>

Is there a deadline to submit claims? You are allowed to submit claims for reimbursement of eligible health insurance premiums for the prior year (January 1 through December 31) until the runout period ends on May 31st of the following year. For example, a claim for July 2020 can be submitted until May 31, 2021. The runout period provides you extra time to submit your claims. If you do not submit your claims with completed supporting documentation by May 31st, your claims will be denied.

Q2. Can I use the SERMA funds to pay for spouse bills?

A2. You can use SERMA funds to pay for your eligible spouse's health insurance premiums (not medical bill - and not premiums through a spouse's employer's plan).

Q3. Can I 'opt in' prior to open enrollment due to Medicare eligible in July? (2) which phone option is best to use to 'opt in'?

A3. See https://intelretiree.com/wp-content/uploads/2021/04/Intel_Opt_Out.pdf

SERMA opt in and opt out is only available once a year during annual enrollment for the following Calendar year. The opt-in/out is based on calendar year so mid -year changes are not accepted.

Q4. Can SERMA be used for Medicare supplemental plans?

A4. Yes, see SPD pp 77 <https://www.intel.com/content/www/us/en/employee/documents/irmp-serma-spd.html>

Also, see FAQ <https://intelretiree.com/wp-content/uploads/2021/04/SERMA-FAQ-2021.pdf>

Can I submit claims for Medicare Premiums?

Yes, Medicare premiums (all parts - including Medicare Advantage and Medicare Part D) are eligible for reimbursement from your SERMA plan. When submitting a claim for Medicare premiums, be sure your receipts or other documentation include the dates of coverage, a description of the coverage provided, who is covered, and the amount you're paying for the coverage. For Medicare Parts A & B your Social Security Administration Award letter indicating your current monthly Medicare premiums may also be used. If you're responsible for IRMAA penalties, please include a copy of the payment invoice sent to you.

Q5. What's the difference between SERMA dollars and SERMA HCA money?

A5. SERMA HCA is the SERMA Health Care Assistance that some retirees received during certain actions in addition to their regular SERMA amount.

It is set up so that funds are taken from the SERMA HCA account first and then goes to SERMA.

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Money from the HCA account can be used exactly like SERMA dollars – no difference, just different account.

Q6. Once I reach the point where there is not enough money left in the account to cover a full (automatic) payment, how do I use up the remainder of the funds?

A6. You will simply be reimbursed through SERMA with whatever partial payment is left in the account with your last reimbursement request prior to your funds running out.

Q7. Are Medicare parts B and D, or part C premium cost reimbursable from SERMA? What about dependent coverage premium purchased at Open Market?

A7. See FAQ <https://intelretiree.com/wp-content/uploads/2021/04/SERMA-FAQ-2021.pdf>

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Yes, read section 10.9 pp.75 of the SPD for details on eligible dependent coverage

<https://www.intel.com/content/www/us/en/employee/documents/irmp-serma-spd.html>

Q8. Can I use SERMA funds to pay for spouse medical expenses. For example a hearing aids?

A8. No, SERMA reimburses eligible health insurance premiums, not medical expenses.

Q9. If an employee and spouse both have SERMA accounts (and retired) , can a single SERMA account be used at a time to cover eligible expenses for both ? See section 10.2

<https://www.intel.com/content/www/us/en/employee/documents/irmp-serma-spd.html>

A9. Yes, but if a SERMA account is not used for 20 consecutive years, it is forfeited.

Q10. When filing for reimbursement for spouse coverage, what supporting documents are needed?

A10. See answer to Q19

Q11. Are deductibles covered?

A11. No, SERMA only reimburses eligible health insurance premiums.

Q12. Prescriptions are not covered?

A12. Premiums for eligible prescription plans (you may have a prescription drug plan when you are Medicare eligible) are reimbursed by SERMA, but not the prescriptions themselves (the prescription drug plan that you pay the premiums for may pay for the prescriptions)

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Q13. Does “forfeit after 20 years” mean forfeit the remaining balance, or if you have not started using it after 20 years, you forfeit the total?

A13. You don't have to use up all your SERMA funds within 20 years, but you do have to use it at least once in the 20 years (in order for your account to remain active).

Q14. If after retirement from Intel, I am working elsewhere, can the healthcare premium with new employer be covered by SERMA?

A14. No, see ineligible SERMA expenses, section 10.10 of the SPD

<https://www.intel.com/content/www/us/en/employee/documents/irmp-serma-spd.html>

Q15. Strategy question - is it better to quickly use up SERMA for monthly premiums or wait and use it for long term care premiums?

A15. We can't answer that for you! If you think you are interested in Long Term Care Insurance in the future, we'd suggest looking into those programs sooner than later – you may be surprised by the marketplace.

Q16. I am retired from Intel, my wife (non-intel) is still employed. Her company provides insurance for the both of us. Can I pay for premium for both of us from SERMA?

A16. No, see ineligible SERMA expenses, section 10.10 of the SPD

<https://www.intel.com/content/www/us/en/employee/documents/irmp-serma-spd.html>

Q17. Are all SERMA payouts reported to IRS?

A17. No, see <https://intelretiree.com/us-official-retiree-serma-program/>

SERMA reimburses retirees for eligible medical insurance premium expenses for you, your qualified dependents and spouse/domestic partner until the balance is exhausted. SERMA is subject to IRS rules. The fund is established at the time you retire (45-60 days) and there are no additional funds, except small T-Bill interest rate adjustments each year. **There is no cash value.** Since SERMA is a Health Reimbursement Arrangement (HRA), it is not considered taxable income; no W2 or 1099 is issued to retiree for the year(s) in which SERMA funds are used. However, you will receive [IRS 1095C Information](#) from Intel.

Q18. How do we sign up for My Health Benefits account?

A18. Sign up on [My Health Benefits](#) Your account is established 45-60 days after your retirement. See section 10.4 for directions on initially establishing an account.

<https://www.intel.com/content/www/us/en/employee/documents/irmp-serma-spd.html>

Q19. What supporting documents are needed for filing reimbursement?

A19. See this handy PDF “Required Receipts and Documentation” <https://intelretiree.com/wp-content/uploads/2020/02/SERMA-Required-Receipts.pdf>

See also FAQ <https://intelretiree.com/wp-content/uploads/2021/04/SERMA-FAQ-2021.pdf>

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How do I know what documents to submit with my claim?

The Internal Revenue Service (IRS) requires that you provide itemized receipts or other documentation to prove that expenses are eligible under the plan. Be sure your documentation validates who is covered, how much you're paying for the coverage, the dates of the coverage, the company or carrier who is extending the coverage and most importantly a detailed, itemized description of the coverage being provided. Separately attached is a guide of common expenses and acceptable documentation to provide when requesting reimbursement. To get reimbursed as quickly as possible, you need to send your receipts or other documentation one of the following ways: Create your claim and upload your receipts directly on the www.intel.com/go/myben website. For efficiency and the fastest results, you can upload your receipts and other documentation directly and securely. This will help us respond to your requests sooner.

- Review the "How Upload Works" on the website.
- Scan your receipt or document.
- You'll be able to upload the following types of files: .jpg, .jpeg, .pdf, .gif, .tic, .tiff, .png, .bmp.
- After scanning and saving the receipt or document, follow instructions to attach the file and send it to us.
- You may upload more than one receipt or document in the same session, but will need to upload one file at a time.
- The maximum size of each file is 2 megabytes, with a limit of 10 megabytes for multiple files.
- Once you've sent us your receipts and other documentation, you can check the status on the site by choosing the documentation tab on the Home page.
- You will receive an email notification if your documents fail to upload properly. Create your claim online and fax your documentation to us at 1-888-211-9900; or Mail your receipts or other documentation along with a completed claim form to us at: Your Spending Account P.O. Box 661147 Dallas, TX 75266-1147

Q20. What is a suitable receipt for COBRA payments?

Q21. Can you talk more about COBRA reimbursements? I don't see where I can submit those.

Q22. Where do I even find the COBRA receipts?

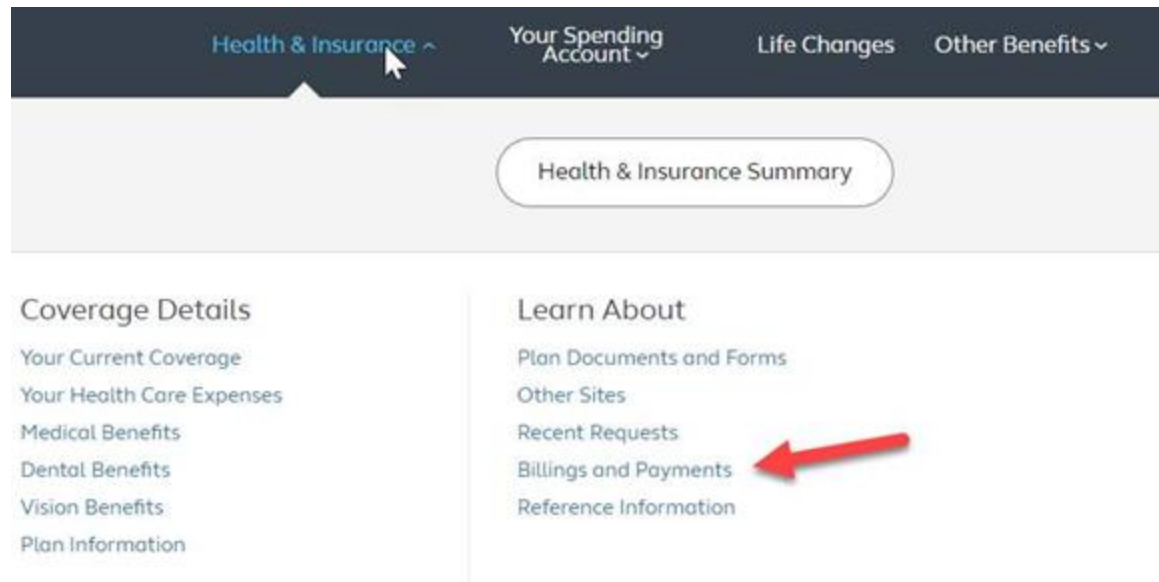
(Answers 20,21,22 below)

See FAQ <https://intelretiree.com/wp-content/uploads/2021/04/SERMA-FAQ-2021.pdf>

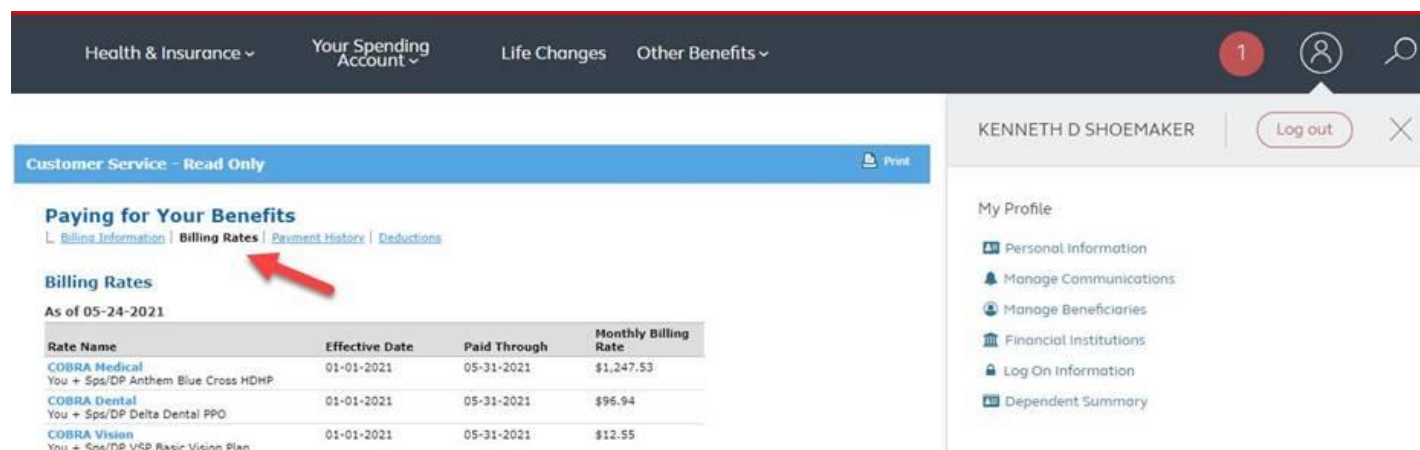
How do I submit a claim if I am covered by Intel sponsored COBRA insurance? Create your claim online at www.intel.com/go/myben and submit the Intel Health Benefits Center COBRA Billing Notice to us with your claim. You may view a sample of COBRA Billing Notice on the Learn About section on the YSA Website receipts or other documentation page on this site.

One can view the billing notice online under the Health & Insurance section and then select 'Billings and Payments'.

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On the billing and payments page he can select 'Billing Rates' and it will show all of his COBRA rates with the effective dates and monthly billing rates. He can take a screenshot of that and upload that as supporting documentation to set up recurring claims. I would just make sure his screenshot looks like mine below, and includes his actual name by clicking on his profile. That way the claim processors can see that the coverage is for him.



Q23. Any tips for initially setting up Medicare premium reimbursements?

A23. Decide how often you want to be reimbursed – you can do it monthly, quarterly, yearly. Pick a reimbursement method that works for your desired frequency of reimbursement. If once a year reimbursement works for you, we'd recommend direct input to the YSA reimbursement tool at My Health Benefits. If you want reimbursements monthly or quarterly the Auto Reimbursement Option may be best for you. Check out the receipt requirements for Medicare on the My Health Benefits website, under the **Learn About** section and don't throw away those yearly notices you are sent **from Social Security** regarding your Medicare premiums for the upcoming year ! <https://intelretiree.com/wp-content/uploads/2020/02/SERMA-Required-Receipts.pdf>

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Q24. Retired @ 57, So my SERMA is only good until 77 for my wife and I

A24. See SPD section 10.6 pp74

<https://www.intel.com/content/www/us/en/employee/documents/irmp-serma-spd.html>

SERMA ends when you deplete your funds or after 20 consecutive years of non-use. To illustrate this point: If you were to use it once in the first 7 years of retirement and didn't use it again, the fund would be forfeited after 20 years of non use, or 57+7 (the year you used the fund) + 20 or 84 years.

Q25. For monthly auto reimbursements (cobra for example), should a receipt be uploaded every month or once while initiating the initial claim?

A25. Read details on the auto-reimbursement process in this handy PDF <https://intelretiree.com/wp-content/uploads/2021/04/Premium-Automatic-Reimbursement.pdf>

Q26. What happens to the IRMP payment if the current SERMA is depleted?

A26. If you use all the credits in your SERMA, you and your eligible dependents can continue to be covered by the IRMP, but you must pay 100% of the premiums. If you were having IRMP automatically deducted from SERMA, you would call the Intel Health Benefits Center, as you observe your SERMA balance is nearing depletion, to arrange for payments after the fund is depleted.

Q27. How does Auto Reimbursement work?

A27. See this helpful PDF <https://intelretiree.com/wp-content/uploads/2021/04/Premium-Automatic-Reimbursement.pdf>

Q28. If you did not opt out and did not access funds does that mean that the 20 year clock was running though funds were not accessed?

A28. Your SERMA account is forfeited after 20 consecutive years of non-use. Opting out does not affect that.

Q29. How long does it take for a reimbursement to be credited to you after submitting a request?

A29. See FAQ <https://intelretiree.com/wp-content/uploads/2021/04/SERMA-FAQ-2021.pdf>

How long should I expect to wait to receive reimbursement after submitting my claim? Once your claim and receipts have been received, a decision on your claim will be made within 10 days. If approved, a reimbursement from your account will then be made to you one of the following ways:

- Direct Deposit--Money will be deposited in your account in 2 to 3 business days from when we process your claim. This is the fastest way to receive your money. If you haven't enrolled in direct deposit, go to Your Profile > Financial Institutions on benefits website.
- Check Mailed to You--A check will be mailed within 2 business days after your claim is processed (please allow time for postal delivery).

Q30. To Opt-in again, do we have to call Intel Health Benefits?

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A30. Contact the Intel Health Benefits Center by calling 1-877-GoMyBen (1-877-466-9236) and select Your Spending Account option.

Q31. If my wife has Healthcare subsidy, should I opt out of SERMA? Can I use SERMA TO reimburse my Medicare payment?

A31. Things to consider regarding opt out are in the following PDF. https://intelretiree.com/wp-content/uploads/2021/04/Intel_Opt_Out.pdf . Note that once you opt out, you are unable to receive reimbursement for any eligible health premiums that year (for you and your eligible dependents).

Also, see FAQ <https://intelretiree.com/wp-content/uploads/2021/04/SERMA-FAQ-2021.pdf>

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Q32. Is opting out/In of SERMA needed only in the case we are enrolled in IRMP? In other words, when is it required to opt in/out?

A32. See this helpful PDF to answer your opt out questions https://intelretiree.com/wp-content/uploads/2021/04/Intel_Opt_Out.pdf

The only reason you would consider opting out of SERMA would be if you were purchasing eligible Healthcare Insurance through the Exchanges or the Healthcare Marketplace (see <https://www.healthcare.gov/>) and eligible for a subsidy. If you are enrolled in IRMP there is no reason to consider opting out.

Q33. If Intel doesn't report SERMA payout or information to IRS, how does the government know you have SERMA and are not eligible for government medical coverage.

A33. After 2015 in the US, all people were required to have Medical Insurance. Form 1095C, which you are issued if you have a SERMA balance is Intel reporting that you and your eligible dependents had a retiree health plan. You use this information when filing your taxes. You are not eligible for tax credits if you have an HRA that reimburses for Health Insurance coverage.

<https://www.intel.com/content/www/us/en/jobs/documents/benefits/irs-1095-information.html>
<https://www.kff.org/faqs/faqs-health-insurance-marketplace-and-the-aca/im-63-and-enrolled-in-a-retiree-health-plan-from-my-former-employer-can-i-look-for-better-coverage-and-subsidies-in-the-marketplace/#:~:text=Yes%2C%20as%20long%20as%20you,an%20individual's%20requirement%20for%20coverage.>