THATCH



Medicare Onboarding Guide

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Quickstart

This checklist identifies key tasks for onboarding and enrolling in benefits on Thatch

- [ ] **Enroll in Medicare Part A and B**
  As soon as possible, enroll in Medicare Part A and B with The Social Security Administration.

- [ ] **Create your Thatch account**
  Sign up using the link in the Thatch invitation email.

- [ ] **Tell us about yourself and your family**
  Add your information and review your Thatch budget.

- [ ] **Select your benefits**
  Add your Medicare information or meet with our licensed advisors to enroll in other Medicare Parts. If your family includes members under 65, they'll be able to shop for plans on Thatch too!

- [ ] **Complete your Thatch account signup**
  Confirm your enrollments and finish onboarding to Thatch.

- [ ] **Carefully review next steps**
  Please read the confirmation page carefully, and if you have any questions, Ask Thatch is here to help — just look for the help icon in the lower right corner of your screen:

Medicare and Thatch

Who is this guide for?

- ✓ Anyone who is 65 years or older, or is turning 65 in the next 3 months.
- ✓ Households in which one of your family members is 65 years or older, or turning 65 in the next 3 months.
- ✓ Anyone who has a disability that qualifies them for Medicare before they turn 65.

While enrolling in Medicare is not required, ICHRA has limited options to secure coverage for members who are 65 and older. You may have the ability to elect individual health insurance due to a Medicare exemption, or decline your company benefits in full.

Since insurance carriers may not provide individual plan options for members age 65 or older, we cannot guarantee enrollment in individual health plans for members 65+.

How it works

1. **You enroll in Medicare Part A and B:** after you submit your application, you'll be able to speak with our concierge Medicare team who will guide you through your additional coverage options.
2. **You get an allowance:** your company will provide you with an allowance for your healthcare costs, designed to make quality health coverage affordable.
3. **Use your allowance to pay your premiums:** reimburse yourself, or use your new Thatch Card to set up Medicare Easy Pay (recommended). If you or a family member is under 65, you can select an individual medical policy on Thatch.

Which Medicare Parts are required?

Anyone who is 65+ must have at least: Part A and Part B.

- Part A: hospital insurance, and
- Part B: medical insurance.

Together, Part A and B are requirements of Medicare coverage.

Part B by itself is not eligible.

Then you can add other Parts

Medicare Advantage, Medigap, Prescription Drug Coverage, and more eligible for reimbursement. Once you have Parts A and B, you can use your Thatch budget to pay for other Medicare Parts.

Enrolling in Medicare Part A and B

Apply for Medicare Parts A and B through the Social Security Administration

To access your company's medical benefits, consider applying for Medicare Parts A and B as soon as possible. The Social Security Administration takes **4–6 weeks on average** to process applications.

You may already be enrolled in Part A — if so, please enroll in Part B as well.

1. Go to The Social Security Administration **website**, call, or make an appointment with your local office.
2. Be sure to request that your Medicare benefits begin on either
    - your Thatch coverage start date, or
    - the 1st of the month you turn 65, if your birthday is within 2 months after your Thatch coverage start date.

    If you are applying online, use the **Remarks & Options** section to request your coverage start date.
3. If you or your family member are currently 65 or older, the Social Security Administration will prompt you to ask your company to help you complete the Medicare Request for Employment Information form.
4. After you enroll in Medicare Part A and B, you'll receive a red, white, and blue Medicare card with your Medicare number.

Then what?

Your company will let you know when it's time to sign up and meet with your new medical benefits team at Thatch. When you receive your invite, use the next part of this guide to finish onboarding.

⚠ If The Social Security Administration determines that you are not eligible to enroll in Medicare, we encourage you to meet with the concierge medical benefits team when we invite you to elect your new benefits.

Resources

How to apply for Medicare

Apply for Medicare

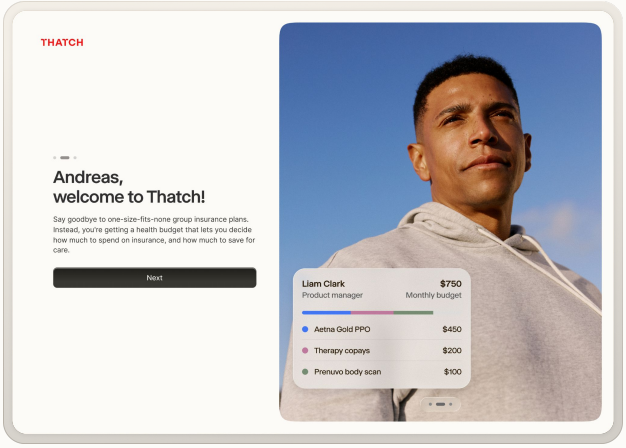
Adding Medicare to Thatch

Onboarding steps

When you receive an invitation from hello@thatch.com , follow these steps to create your Thatch account and access your medical benefits.

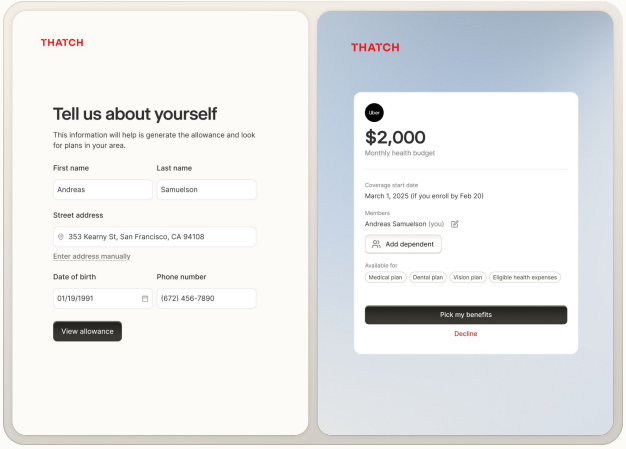
1 Sign up using the link in the Thatch invitation email

You'll receive an email from Thatch with a link to sign up. Click the link to create your Thatch account and set up your login information. If your invite went to a work email, switch it to a personal address so you can access it any time.



2 Build your profile and review your Thatch budget

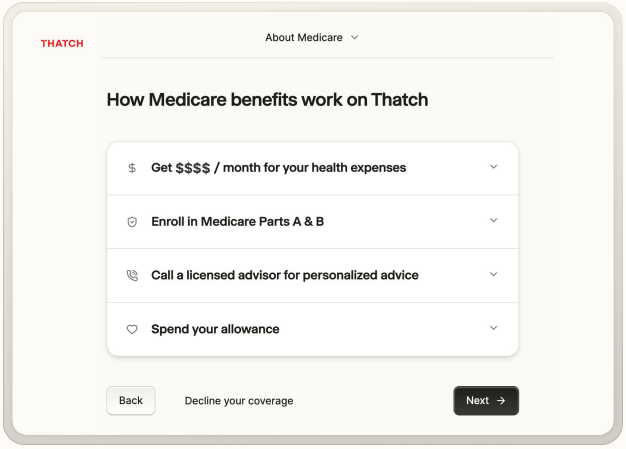
Tell us your name, address, date of birth, and phone number, plus your approximate household income and whether you use tobacco, so we can calculate your budget and show accurate plan pricing. Add any family members you want to cover, then review the health budget your company is giving you.



3 Share your Medicare information and enroll in additional coverage on Thatch

3a. To get started, make sure you've completed your application for Medicare Part A and B with The Social Security Administration. Follow the steps on Thatch to tell us about your Medicare policies. If you or a dependent is under 65, select an individual plan as well.

3b. Schedule time with a licensed advisor for help with additional Medicare Parts and individual plan selection, if you wish. You'll see the option after you add your Part A and B information.



Onboarding steps continued

When you receive an invitation from hello@thatch.com , follow these steps to create your Thatch account and access your medical benefits.

4 **Complete your Thatch account setup**

Don't forget to finish onboarding, including choosing dental and vision insurance plans if your company is offering them through Thatch.

5 **Read the last page carefully**

Please carefully review the information on the confirmation page, then head to your Thatch dashboard where you can access your Thatch card and schedule a call with an advisor if you haven't yet.

Learn more about how to use your Thatch card.

Already have Medicare?

If you are already enrolled in all the Medicare Parts you want, you'll be able to add each one to Thatch.

Family members under 65?

Our licensed advisors can help them shop for individual plans as well!

Frequently asked questions

What are Medicare Parts A, B, C and D?

Medicare Part A is for hospital coverage including inpatient care, skilled nursing facility care and hospice care.

Medicare Part B is for doctors, outpatient care, durable medical equipment and preventative services.

Medicare Part C (also known as a Medicare Advantage Plan) is offered by private insurance companies. It offers everything Medicare covers, can help make your copays more predictable, and often includes non-Medicare-covered items like routine hearing, dental, vision, and fitness benefits.

Medicare Part D is Medicare's prescription drug benefit, and the only part of Medicare that requires you to enroll through a private insurance plan to maintain creditable coverage. Part D is typically offered within a Medicare Advantage Plan (Part C) or through a stand-alone prescription drug plan (a PDP).

Which Medicare plans are eligible for reimbursement?

To use your allowance towards Medicare, you must have one of these options:

> **Option 1: Part A Hospital insurance and Part B Medical insurance.** Together, Part A and B are requirements of Medicare coverage. Part A or B by itself is not eligible for reimbursement with your allowance.
>
> **Option 2: Part C Medicare Advantage.** Part C is Part A and B combined. Part C by itself is eligible for reimbursement with your allowance.

So long as you have Option 1 or Option 2, you can also use your allowance to reimburse other Parts such as Medigap. Please find a full list of eligible medical plans here.

What does "Original Medicare" refer to?

Medicare Parts A and B. You don't have to enroll with a private insurance company to have access to these benefits, and they're reimbursable through Thatch.

If you'd like to stay with Original Medicare, it's usually a good idea to elect a stand-alone prescription drug plan (a PDP) so you have access to prescription drug coverage and don't incur a Part D late enrollment penalty.

How do I get my Medicare Parts A and B started?

The Social Security Administration recommends applying on their website. You can also call, or visit your local Social Security office.

Frequently asked questions continued

How long do I have to sign up for Thatch?

Your company has selected an enrollment window for you. If you're unsure when it ends, please see your invite email.

Medicare debits my Social Security directly — will Thatch pay for that?

You can reimburse yourself up to the total amount of your available balance from the Reimbursements page in your Thatch member dashboard. If your premium payment is more than your available balance, you can submit a reimbursement request to have the remainder reimbursed the following month. Alternatively, if you set up Medicare EasyPay with automatic payments from your Thatch card, you can schedule those payments for the 1st or 2nd of the month when your health budget loads.

I'm turning 65 this year. What's next?

We'll email you ~60 days in advance of you or a spouse turning 65 to begin the enrollment process.

I have Medicare and delayed my Part B to enroll in my company's group coverage. What do we do now?

You (and your spouse) would need to obtain Part B in addition to your Part A with Medicare to participate and be able to use your allowance on Thatch. Your allowance can be used to pay each of your Medicare premiums.

What if I'm 65+ but I've been told I'm ineligible for Medicare?

If you're ineligible for Medicare, the Social Security Administration will send you an official letter (called a Letter of Ineligibility) that you can use as proof to enroll in a private individual plan through Thatch.

What if someone on my Thatch account is under 65 and needs to enroll in an individual plan?

You will have the ability to select a plan for these individuals during onboarding. If you'd like to speak to someone about available individual plans, our team of licensed agents is here to help and can answer any questions before you select a plan.

Your spouse can't be on your Medicare plan, but your Thatch allowance can pay toward an individual or family plan (IFP) for them and your other eligible family members.

What if someone over 65 on my Thatch account needs to enroll in an individual plan?

We don't recommend this. Insurance companies vary on whether they offer plans to people 65 and older, and for those that do, premiums are often very high. There's also the risk of late enrollment penalties for Parts B and D, which would add monthly penalty premiums if they later decide to fully enroll in Medicare.

If you require coverage before your Medicare Part A and B are active, our licensed advisors can help you understand your options. You'll see the option to schedule time with them in Thatch.