

Delaware Public Employees' Retirement System NEWSLETTER

Retiree Edition

August 2020

!! Fraud Advisory !!

The Social Security Administration (SSA) Office of the Inspector General released a warning to the Public about Social Security Benefit Suspension Scam. We are sharing information from the Fraud Advisory released on March 19, 2020.

The Inspector General of the SSA, Gail S. Ennis, is warning the public about fraudulent letter threatening suspension of Social Security benefits due to COVID-19 or coronavirus-related office closures. The SSA will not suspend or discontinue benefits because their offices are closed. The Social Security Office of the Inspector General has received reports that Social Security beneficiaries have received letters through the U.S. Mail stating their payments will be suspended or discontinued unless they call a phone number referenced in the letter. Scammers may then mislead beneficiaries into providing personal information or payment via retail gift cards, wire transfers internet currency, or by mailing cash, to maintain regular benefit payments during this period of COVID-19 office closures.

SSA will not suspend or decrease benefit payments or Supplemental Security income payments due to the current COVID-19 pandemic. Any communication you receive that says SSA will do so is a scam, whether you receive it by letter, text, email or phone call.

SSA will never:

- threaten you with benefit suspension, arrest, or other legal action unless you pay a fine or fee;
- promise a benefit increase or other assistance in exchange for payment;
- require payment by retail gift card, cash, wire transfer, internet currency, or prepaid debit card;
- demand secrecy from you in handling a Social Security-related problem; or
- send official letters or reports containing personally identifiable information via email.

If you receive a letter, text, call or email that you believe to be suspicious, about an alleged problem with your Social Security Number, account, or payments, hang up or do not respond. We encourage you to report Social Security scams using the dedicated online form, at <https://oig.ssa.gov>. Please share this information with your friends and family, to help spread awareness about Social Security scams.

The SSA remains committed to providing uninterrupted benefits and vital services, especially during the current coronavirus pandemic. The public can speak with an SSA representative by calling their local office. Through SSA employees are teleworking, calls are being answered from 9:00 AM to 4:00 PM Monday-Friday, except federal holidays. Local numbers for each county within Delaware are:

- Wilmington – 866-667-7221
- Dover – 877-701-2141
- Lewes – 866-864-1803
- TTY – 800-325-0778

Due to the pandemic, SSA office are not currently providing service for walk-in visitors. However, you may be able to schedule an appointment for limited critical issues when unable to be helped by phone or if you cannot get the information needed or conduct business online. You can take advantage of secure and convenient SSA online services:

- Print a benefit verification letter
- Apply for retirement, Disability, or Medicare benefits
- Enroll in Medicare Part B during a Special Enrollment Period
- Check the status of an application or appeal
- Request a replacement Medicare card
- Request a replacement Social Security card (in most areas)



OFFICE OF PENSIONS

State of Delaware Office of Pensions

McArdle Building, Ste #1

860 Silver Lake Boulevard, Dover, DE 19904-2402

Toll Free Long Distance

Telephone: (800) 722-7300

E-mail Address: pensionoffice@delaware.gov

Web Address: www.delawarepensions.com

Telephone: **(302) 739-4208** Fax Number: **(302) 739-6129**

EyeMed



EyeMed recognizes the impact that COVID-19 closures have had on members' ability to get the most value from their vision plan benefits. As a loyal EyeMed member, we are happy to announce that any vision benefits that you and your covered dependents receive between July 1 and September 30, 2020, will apply toward any unused 2019 plan year benefits. This will allow you and your covered members the ability to make the most of your vision benefits for the 2019 and the 2020 plan years.

- **Who is eligible for this offering?** State of Delaware EyeMed members (employees, pensioners and their enrolled dependents) who:
 - were enrolled in the EyeMed vision plan on June 30, 2020, **and**
 - remain enrolled in the EyeMed vision plan for the 2020 plan year (July 1, 2020 – June 30, 2021), **and**
 - did not use all of the 2019 EyeMed plan year (July 1, 2019 – June 30, 2020) vision benefits.

Upcoming Pension Benefit Check Dates:

Pension benefits are payable on the last working day of each month, with the exception of December. The schedule for the balance of 2020 is as follows:

Wednesday, September 30, 2020	Monday, November 30, 2020
Friday, October 30, 2020	Thursday, December 24, 2020

The Pension Office will be closed on the following dates:

Labor Day	Monday, September 7, 2020
Election Day	Tuesday, November 3, 2020
Veteran's Day	Wednesday, November 11, 2020
Thanksgiving Day	Thursday, November 26, 2020
Day after Thanksgiving	Friday, November 27, 2020
Christmas Day	Friday, December 25, 2020

In light of the recent events regarding the COVID-19 pandemic and the Governor's State of Emergency Order, Pension Office staff are working diligently to ensure that your monthly pension and all its associated benefits (like healthcare) continue as normal. Employees continue to be available to serve our members by answering calls, assisting with paperwork, and responding to emails.

Medicare Information

If you, or your dependents, are becoming eligible for Medicare insurance and are enrolled in healthcare benefits through the Pension Group, you are required to enroll in Medicare Parts A & B. Due to the pandemic, it takes SSA approximately 60 days to process Medicare applications and issue a Medicare card. Please apply three-months prior to becoming age eligible when turning 65. If you become Medicare eligible due to disability, please contact the Pension Office to notify and seek assistance with enrollment rules as certain medical diagnosis requires coordination of benefits periods. The Pension Office must be contacted to ensure your insurance enrollment is updated properly to avoid claims problems. Our office must receive Medicare verification that includes your unique Medicare Beneficiary Identification (MBI) number and effective dates of Part A & B coverage. The verification is required to transition coverage under the Pension Group to the supplemental plan and enroll prospectively in the Express Scripts qualified Part D prescription plan. It is very important to notify our office before you enroll in other qualified Part D prescription coverage. Per federal guidelines, you can only enroll in one Part D plan. Our benefit representatives are available to help you ensure your benefits are enrolled correctly and avoid costly mistakes of not enrolling in Medicare insurance when required!

OFFICE OF PENSIONS ANONYMOUS FRAUD REPORTING

Online: www.lighthouse-services.com/dpers
Hotline: 1-833-590-0005
Email: reports@lighthouse-services.com
(Must include DPERS in Message)
Fax: 215-689-3885
(Must include DPERS in fax document)