



Retiree Benefit Plan Changes

Effective January 1, 2014

Agenda

- Retiree Medical Changes
- How this affects You
- Introducing Extend Health
- Medicare Marketplace
- Next Steps
- Company Life Insurance Policy Change
- Frequently Asked Questions

What's Changing?

- Effective January 1, 2014, Air Liquide will replace the current company-sponsored medical and prescription drug benefit plan for Medicare eligible retirees and dependents with a new program that provides access to a variety of options in the individual Medicare marketplace.
- Beginning December 31, 2016, Air Liquide will eliminate company-paid retiree life insurance. Plan participants will have the opportunity to continue coverage through the plan's conversion options after coverage ends in 2016.

Why This Approach?

- Through Extend Health's services, retirees will have access to a greater choice of plans in the Medicare marketplace, including Medicare Supplements, Medicare Advantage plans and Part D prescription plans. Extend Health will help participants choose and enroll in coverage from a selection of plans administered by the largest and most popular national and regional insurance companies, including United Healthcare, Aetna, CIGNA, Humana and Blue Cross Blue Shield plans.
- You have the option to select one plan for yourself and a different plan for your Medicare-eligible spouse, if desired.
- You'll now have the option of enrolling in an individual dental and/or vision plan at rates similar to group rates through Extend Health.
- Extend Health specializes in providing these services for retirees across the U.S.

How This Affects You



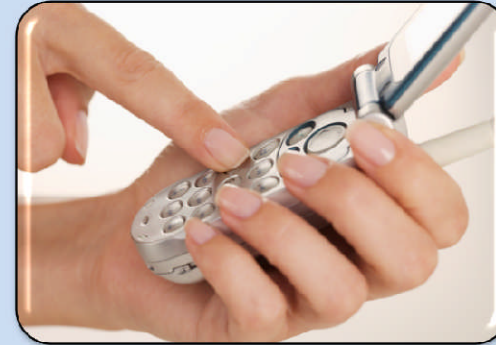
What you pay

- May change depending on the coverage you select



Enrollment

- You will work with Extend Health to enroll in a plan that meets your medical and prescription needs



Who you contact

- Extend Health licensed Advisors will help you understand and choose the best coverage options



AIR LIQUIDE



Introducing Extend Health

ExtendHealth[®]

A Towers Watson company

Who is Extend Health?

- An independent company
- Partners with 85+ health plan carriers
- **Objective** and **Trusted** US based benefit advisors
- Focused on helping each participant make an informed and confident decision

Why Extend Health

- Personalized services, such as one-on-one counseling to assist with plan selection, enrollment and ongoing customer service support and advocacy.
- Experienced in helping people just like you
- Services are at **no cost** to you

Next year, we are changing our name!

- Towers Watson acquired Extend Health in 2012
- Next year, we will become fully integrated with our parent company and will drop Extend Health from our name
- We will send you a notice to let you know when the change is complete
- Look for the Towers Watson logo:



Market-Leading Private Sector Clients

250 Employers – 45 Fortune 500 Companies



Over 500,000 enrolled

Plans & Partners

All Medicare Plan Types

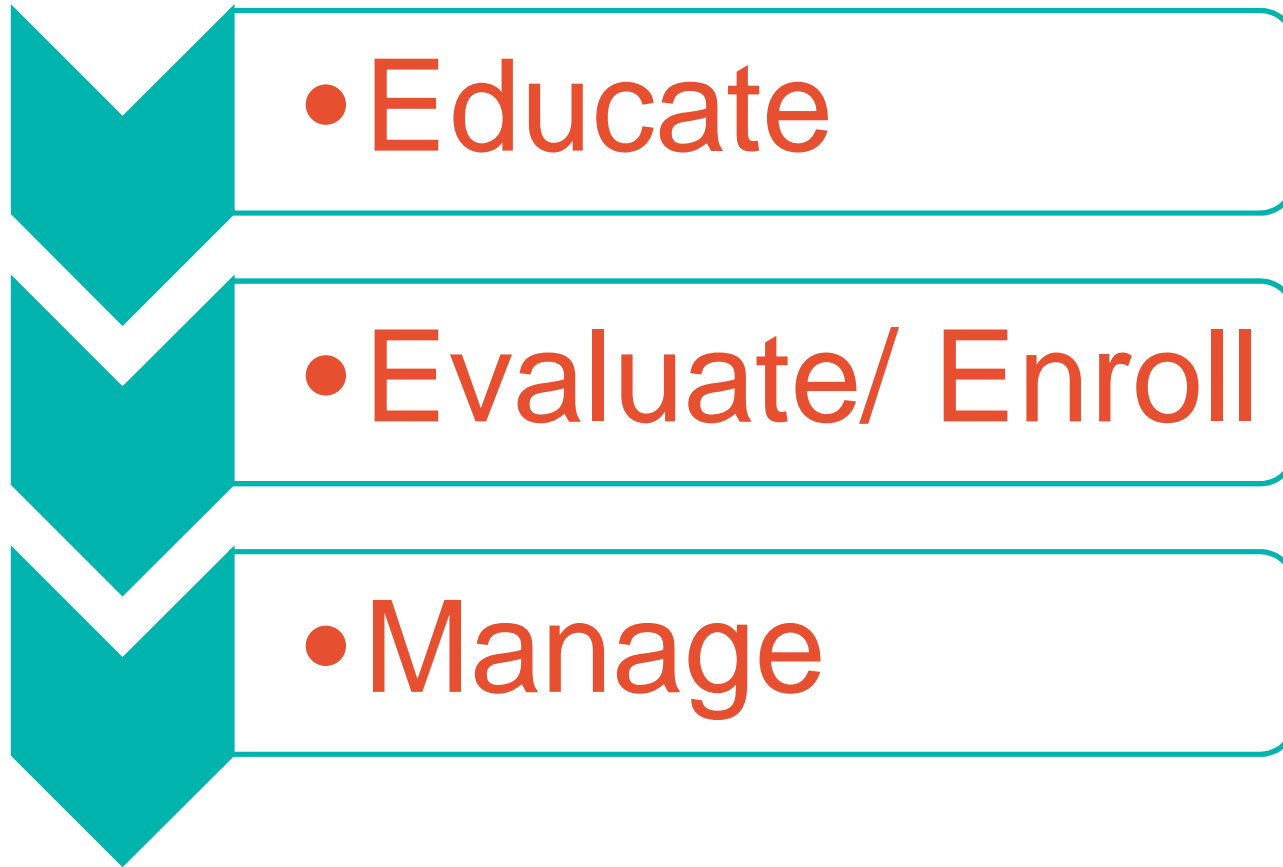
- Medicare Advantage
- Medicare Supplement
- Prescription Drug (Part D)

Dental / Vision



**Over 85
National/Regional
Carriers**

The Process



Education

Gather information and prepare for your enrollment call

- Prescriptions and Doctors
- Pre-existing conditions will not limit your plan selection*
- Review Medicare basics
- Give us a call or visit our website
- **1-855-342-2307**
- **www.extendhealth.com/airliquide**

** Pre-65 age with end-stage renal disease*



Decision Support Tools

- Help Me Choose
- Prescription Profiler

The screenshot shows the Prescription Profiler™ web application. At the top, there is a red navigation bar with 'MEDICARE' and 'HEALTH INSURANCE' tabs. Below the navigation bar, there are links for 'Shop Plans', 'Help Me Choose', 'Prescription Profiler™', and 'Understanding Medicare'. The main heading is 'Prescription Profiler™' with a pharmacy icon. Below the heading is the text: 'Search Medicare plans using your list of prescriptions to find your lowest-cost coverage options.'

On the left side, there is a sidebar with two sections:

- Applicant Details**: Includes fields for Zip Code (94303), County (San Mateo), Gender (Male), Born (6/20/1948), Tobacco use (No), Disabled (No), and Coverage Starts (7/1/2013). There is a 'Change details' link.
- Speak to an Expert**: Includes contact information for a licensed benefit advisor: 1-866-322-2824 (TTY: 711), Mon-Fri 8:00am - 9:00pm Eastern.

The main content area has two steps:

- 1 Enter your prescriptions**: Includes a text input field for 'Enter the name of the medication', a 'Search' button, and a 'Hide OTC drugs' checkbox. The text below the input field reads: 'Enter the name of the drug or the first three letters of the drug name. (For example, enter "Lip" to locate the drug "Lipitor.")'
- 2 Select your pharmacy (optional step)**: Includes a text input field and a 'Find my pharmacy' button. The text below the input field reads: 'Pharmacies may charge different prices for the same drug, due to regional differences. For an accurate estimate of your prescription drug costs, select your pharmacy.'

At the bottom right of the main content area, there is a green 'Go' button with a right-pointing arrow.

Evaluate and Enroll



Licensed Benefit Advisor

- 100% domestic workforce
- Objective advocacy
- Neutral compensation
- Extend University
- Licensed, certified, appointed
- Average age 43

Contact a Benefit Advisor at 1 (855) 342-2307 (TTY 771)

Hours of Operation

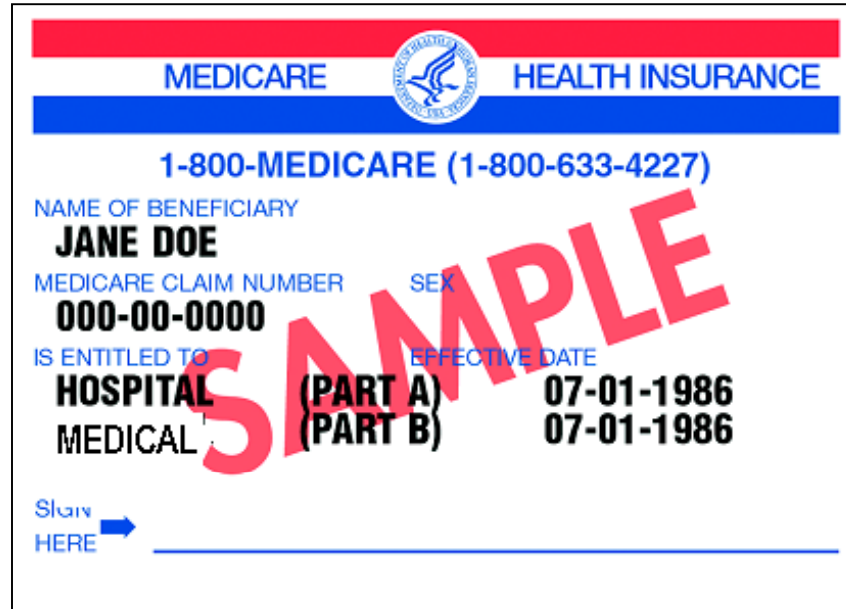
Monday – Friday 7 a.m. – 8 p.m. Central

Enrollment Process



- Benefit Advisors can discuss coverage options with anyone – need to speak to the participant to complete the enrollment
- Once you have made a coverage selection, enrollment is conducted via telephone
- 100% of calls are recorded

Medicare and You

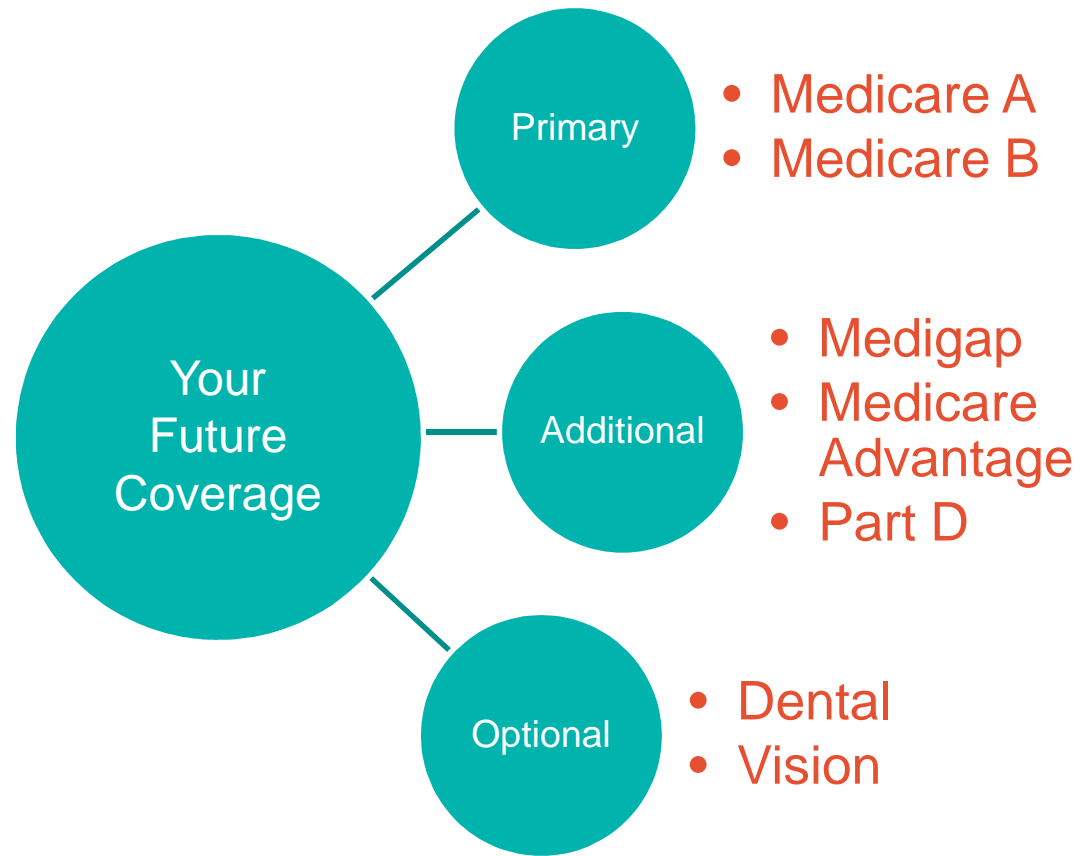


A sample Medicare Health Insurance card for Jane Doe. The card features a red and blue header with the Medicare logo. It includes the phone number 1-800-MEDICARE (1-800-633-4227) and lists the beneficiary's name, claim number, sex, and entitlement to Hospital (Part A) and Medical (Part B) insurance, both effective as of 07-01-1986. A large red 'SAMPLE' watermark is overlaid on the card. At the bottom, there is a 'Start HERE' label with an arrow pointing to a blank line.

MEDICARE HEALTH INSURANCE	
1-800-MEDICARE (1-800-633-4227)	
NAME OF BENEFICIARY JANE DOE	
MEDICARE CLAIM NUMBER	SEX
000-00-0000	
IS ENTITLED TO	EFFECTIVE DATE
HOSPITAL (PART A)	07-01-1986
MEDICAL (PART B)	07-01-1986
Start HERE →	_____

Please have your Medicare card on hand when calling Extend Health. Your Benefit Advisor will need the information from your card to process your enrollment.

Your Future Coverage



Medicare Plan Types

Option 1: A Medigap plan plus a Part D plan

MEDIGAP: A Medigap plan fills the “gaps” in original Medicare Part A and Part B coverage, meaning it helps pay the difference between the total costs and the amount original Medicare pays. These plans provide additional coverage for your doctor visits and hospital stays as well as other expenses partially covered by original Medicare. Medigap plans do not provide prescription drug coverage.



PART D: A Part D plan provides prescription drug coverage. These plans help pay for your prescription drug expenses.

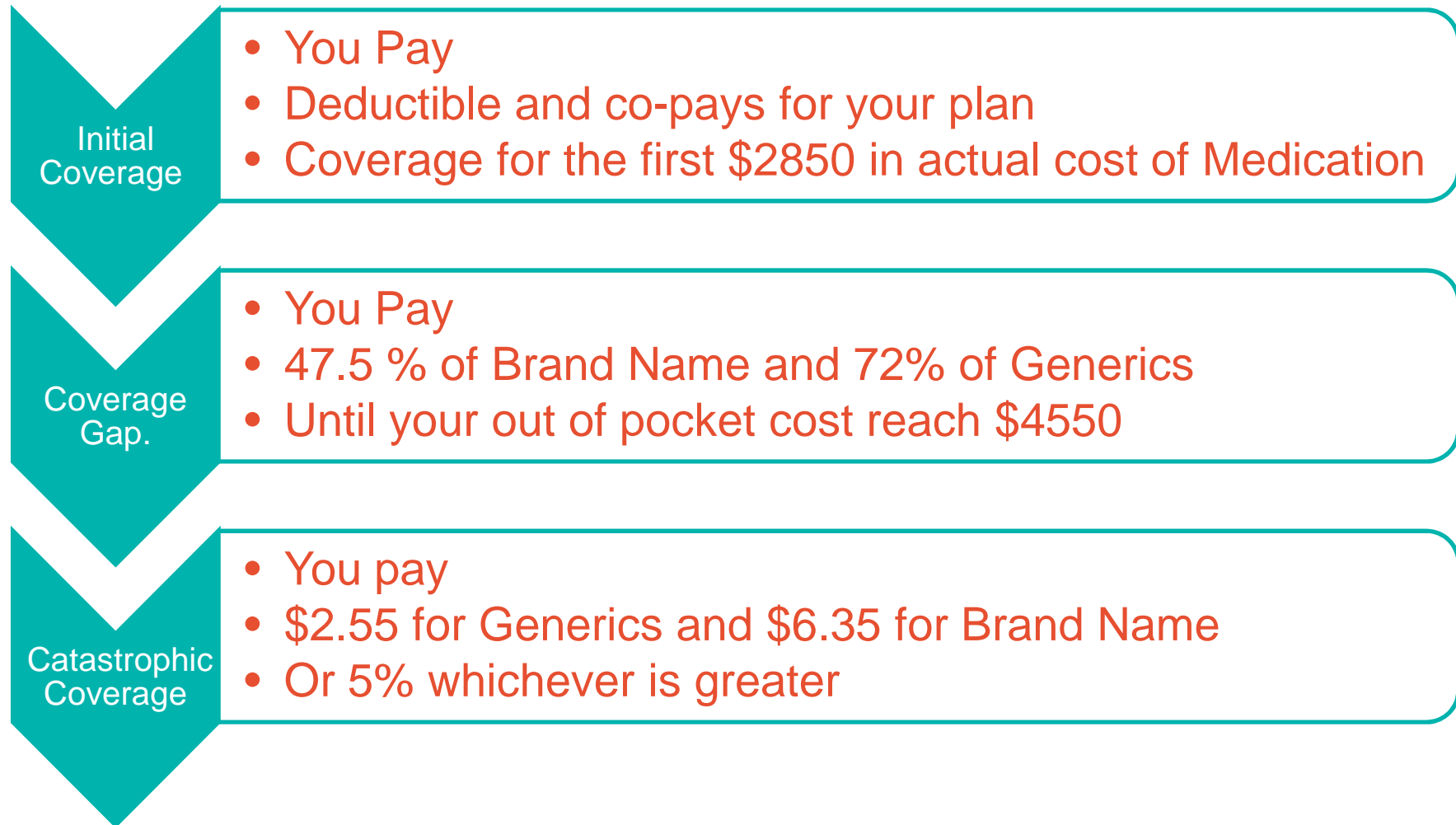
Medicare Plan Types

Option 2: A MAPD Plan (A Medicare Advantage plan that includes Prescription Drug coverage)

MAPD: A MAPD plan provides an all-in-one plan that bundles your Part A, Part B and prescription drug coverage together with additional benefits. These plans provide coverage for your doctor visits, hospital stays, and prescription drug expenses.



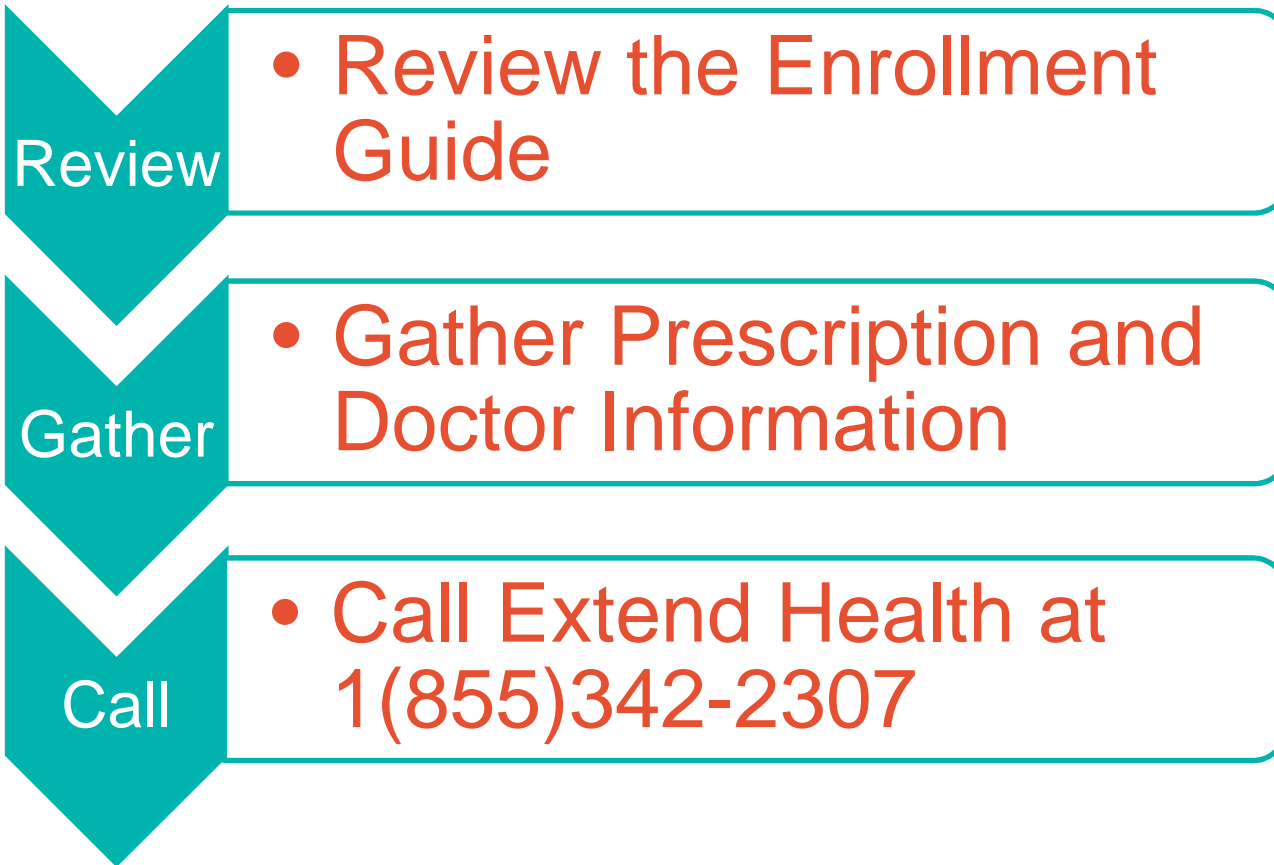
Medicare Prescription Drug Coverage





Next Steps

Next Steps



Post Enrollment Customer Service

Advocacy and support services

- Toll Free number to contact Extend Health representative
- Direct support for claims issues, appeals and network questions
- Renewal process – ability to pick new coverage for future years. Benefit Advisors will guide you on the choices you have available next year.
- Ongoing enrollment services



Company Paid Life Insurance

Company Paid Life Insurance Policy

- Beginning December 31, 2016, Air Liquide will eliminate company-paid retiree life insurance. Plan participants will have the opportunity to continue coverage through the plan's conversion options.
- If you choose to convert your retiree life insurance to an individual whole life policy, rates are set by your age at conversion and do not change. Whole life policies build cash value from which you can take loans or receive a cash refund if you surrender the policy.

Company Paid Life Insurance Policy (continued)

- No action is required at this time to convert your policy. More information about this option will be supplied prior to the expiration of the policy in 2016.
- If you have questions about conversion or would like information on obtaining an individual policy prior to 2016, contact a MetLife representative at

1-877-275-6387



Frequently Asked Questions

Frequently Asked Questions

Q: Do you offer plans that cover me in multiple states-I am a snowbird?

A: Medigap plans are accepted by every Medicare-participating provider in the U.S., with some emergency benefits worldwide. If you travel frequently or live part of the year out-of-state, these plans may be right for you. Part D plans provide nationwide coverage from participating pharmacies. Medicare Advantage plans cover urgent and emergency services nationwide, but some may not provide nationwide coverage for non-emergency services. If you live part of the year out-of-state, these plans may not be right for you.

Q: I re-married after I retired—is my spouse eligible for Extend Health’s services?

A: Extend Health can assist with enrollment into an individual plan.

Q: How often will I be billed? By whom? Can I pay by check?

A: When you enroll in a new plan, you will need to begin making premium payments to the insurance company in order to maintain your coverage. Some insurance companies may require the first month’s premium payment during the application process. In this case, you should expect to make a payment within a few days of your enrollment. Please have your billing information ready when you make your enrollment call to Extend Health.

Most insurance companies give you several billing options for ongoing payments: direct billing, paid by check each month, Electronic Funds Transfer from your checking account, or automatic deduction from your social security check. You can choose to pay monthly, quarterly, or yearly.

Frequently Asked Questions

Q: If I don't like the plan that I enrolled in, when can I change?

A: Every year you will have an Annual Medicare Enrollment Period during which you can investigate other medical and drug plans and potentially enroll in a different plan. However, during future Medicare Annual Enrollment Period your current medical conditions may limit the plans available to you. You will receive notification from Extend Health of the Annual Medicare Enrollment Period (October 15-December 7), we encourage you to contact us should you have any questions.

Q: Will I be refused coverage due to a pre-existing condition? Will I pay more? Can my policy be cancelled once I am enrolled because of my condition? Can my rate be raised for that reason?

A: If you enroll in a Medigap plan when you first transition from group coverage, and you wish to change to another Medigap in the future, you will go through Medical underwriting. You will not necessarily be denied, but your monthly premiums could be higher. Your policy cannot be cancelled once you are enrolled unless you do not pay your premiums and your rate will not be raised for medical reasons. If you wish to enroll in a Medicare Advantage plan, they are always guaranteed issue.

Frequently Asked Questions

Q: Will my premium rates increase every year? If so, by how much?

A: In general, insurance premiums do increase every year. The increase in plan cost year-to-year can vary widely. We advise our enrollees to contact us and compare other plans if you experience rate increases in the 10-15% range. The national average is 3-4%.

Q: Are there plans that will cover me when I travel domestically or internationally?

A: Medigap plans are accepted by every Medicare-participating provider in the U.S., with some emergency benefits worldwide. If you travel frequently or live part of the year out-of-state, these plans may be right for you. A few Medicare Advantage plans also have world wide emergency coverage. Individuals may consider purchasing a separate travel health coverage specifically for international travel.

Frequently Asked Questions

Q: How does Extend Health make its money? Will our services be free next year?

A: On a high level, Extend Health, Inc. is paid just as any agent would be, by the carrier, not the University. Our services are always free to you.

Q: Can I obtain Medical and Rx from one carrier or will I need separate plans for each?

A: Some Medicare Advantage plans have limited provisions for all of these needs. If you enroll in a Medigap plan, you will need to enroll in each option separately. Your Benefit Advisor can help you find the best combination for you.

Thank You!

ExtendHealth[®]

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