Anthem

2021 Evidence of Coverage

Anthem Medicare Preferred (PPO)
Connecticut Teachers' Retirement Board (10P Base Plan)

Member Services: **1-833-607-6518**, TTY: **711**
Monday through Friday, 8 a.m. to 9 p.m. ET, except holidays
www.anthem.com

HI_ANTH21_201117

EVIDENCE OF COVERAGE

January 1, 2021 – December 31, 2021

Your Group Sponsored Medicare Health Benefits and Services as a Member of Anthem Medicare Preferred (PPO)

This booklet gives you the details about your Medicare health care coverage from January 1, 2021 – December 31, 2021. It explains how to get the coverage for health care services you need. **This is an important legal document. Please keep it in a safe place.**

Member Services:

For help or information, please call Member Services or go to your plan website: **www.anthem.com**.

Call toll free **1-833-607-6518** (TTY: **711**).

Monday through Friday, 8 a.m. to 9 p.m. ET, except holidays.

This plan, Anthem Medicare Preferred (PPO), is offered by Anthem Blue Cross and Blue Shield. When this *Evidence of Coverage* says "we," "us" or "our," it means Anthem Blue Cross and Blue Shield. When it says "the plan," "our plan" or "your plan," it means Anthem Medicare Preferred (PPO). When it says "you" or "your" it means you, or your covered spouse or domestic partner, and/or covered dependent(s).

Our plan has free language interpreter services available to answer questions from non-English speaking members. Please call the Member Services number listed above to request interpreter services.

This document may be available in alternate formats. Please call the Member Services number listed above for additional information.

OMB Approval 0938-1051 (Expires: December 31, 2021)
Y0114_21_122353_I_C_002_TBR 07/02/2020 509521MUSENMUB_002_TRB

YOUR BENEFITS CHART

In addition to your medical benefits, these charts include information on supplement benefits, services and discounts.

 **Look for the apple!**
It shows a preventive service.

Your 2021 Medical Benefits Chart
PPO Plan 10P
Connecticut Teachers' Retirement Board – Base Plan

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Doctor and hospital choice You may go to doctors, specialists, and hospitals in or out of the network. You do not need a referral.		
Prior authorization* Benefit categories that include services that require prior authorization are marked with an asterisk (*). Additional information can be found on the last page of the medical benefits chart.		
Annual deductible • The deductible applies to covered services as noted within each category below, prior to the copay or coinsurance, if any, being applied.	$0 Combined in-network and out-of-network	
Inpatient services		
Inpatient hospital care* Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day. Covered services include but are not limited to: • Semi-private room (or a private room if medically necessary) • Meals, including special diets • Regular nursing services • Costs of special care units (such as intensive or coronary care units) • Drugs and medications • Lab tests	For Medicare-covered hospital stays: $200 copay per admission No limit to the number of days covered by the plan. $0 copay for Medicare-covered physician services received while an inpatient during a Medicare-covered hospital stay	For Medicare-covered hospital stays: $200 copay per admission No limit to the number of days covered by the plan. $0 copay for Medicare-covered physician services received while an inpatient during a Medicare-covered hospital stay

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Inpatient hospital care (con't) • X-rays and other radiology services • Necessary surgical and medical supplies • Use of appliances, such as wheelchairs • Operating and recovery room costs • Physical therapy, occupational therapy, and speech language therapy • Inpatient substance abuse services • Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care) • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are outside the community pattern of care, you may choose to go locally as long as the local transplant providers are willing to accept the Original Medicare rate. If the plan provides transplant services at a location outside the pattern of care for transplants in your community and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. The reimbursement for transportation costs are while you and your companion are traveling to and from the medical providers for services related to the transplant care. The plan defines the distant location as a location that is outside of the member's service area AND a minimum of 75 miles from the member's home.		If you receive authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at an in-network hospital.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Inpatient hospital care (con't) Transportation and lodging costs will be reimbursed for travel mileage and lodging consistent with current IRS travel mileage and lodging guidelines. Accommodations for lodging will be reimbursed at the lesser of: 1) billed charges, or 2) $50 per day per covered person up to a maximum of $100 per day per covered person consistent with IRS guidelines. • Blood – including storage and administration. Coverage of whole blood, packed red cells, and all other components of blood begins with the first pint. • Physician services In-network providers should notify us within one business day of any planned, and if possible, unplanned admissions or transfers, including to or from a hospital, skilled nursing facility, long term acute care hospital, or acute rehabilitation center. **Note:** To be an inpatient, your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.		

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Inpatient mental health care* Covered services include mental health care services that require a hospital stay in a psychiatric hospital or the psychiatric unit of a general hospital. In-network providers should notify us within one business day of any planned, and if possible unplanned admissions or transfers, including to or from a hospital, skilled nursing facility, long term acute care hospital, or acute rehabilitation center.	For Medicare-covered hospital stays: $200 copay per admission No limit to the number of days covered by the plan. $0 copay for Medicare-covered physician services received while an inpatient during a Medicare-covered hospital stay	For Medicare-covered hospital stays: $200 copay per admission No limit to the number of days covered by the plan. $0 copay for Medicare-covered physician services received while an inpatient during a Medicare-covered hospital stay

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Skilled nursing facility (SNF) care*	For Medicare-covered SNF stays:	For Medicare-covered SNF stays:
Inpatient skilled nursing facility (SNF) coverage is limited to 100 days each benefit period. A "benefit period" begins on the first day you go to a Medicare-covered inpatient hospital or a SNF. The benefit period ends when you have not been an inpatient at any hospital or SNF for 60 days in a row.	$0 copay for days 1-100 per benefit period	$0 copay for days 1-100 per benefit period
Covered services include but are not limited to: • Semi-private room (or a private room if medically necessary) • Meals, including special diets • Skilled nursing services • Physical therapy, occupational therapy, and speech language therapy • Drugs administered to you as part of your plan of care (this includes substances that are naturally present in the body, such as blood clotting factors) • Blood – including storage and administration. Coverage of whole blood, packed red cells, and all other components of blood begins with the first pint. • Medical and surgical supplies ordinarily provided by SNFs • Laboratory tests ordinarily provided by SNFs • X-rays and other radiology services ordinarily provided by SNFs • Use of appliances such as wheelchairs ordinarily provided by SNFs • Physician/Practitioner services	No prior hospital stay required.	No prior hospital stay required.
Generally, you will receive your SNF care from plan facilities. However, under certain conditions listed below, you may be able to pay in-network cost-sharing for a facility that isn't a plan provider, if the facility accepts our plan's amounts for payment. • A nursing home or continuing care retirement community where you were living right before you went to the hospital (as long as it provides skilled nursing facility care)		

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Skilled nursing facility (SNF) care (con't) • A SNF where your spouse is living at the time you leave the hospital In-network providers should notify us within one business day of any planned, and if possible unplanned admissions or transfers, including to or from a hospital, skilled nursing facility, long term acute care hospital, or acute rehabilitation center.		
Inpatient services covered when the hospital or SNF days are not covered or are no longer covered* If you have exhausted your inpatient benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient stay. However, in some cases, we will cover certain services you receive while you are in the hospital or a skilled nursing facility (SNF). Covered services include, but are not limited to: • Physician services • Diagnostic tests (like lab tests) • X-ray, radium, and isotope therapy including technician materials and services • Surgical dressings • Splints, casts, and other devices used to reduce fractures and dislocations • Prosthetic and orthotic devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices • Leg, arm, back and neck braces, trusses and artificial legs, arms, and eyes including adjustments, repairs and replacements required because of breakage, wear, loss, or a change in the patient's physical condition • Physical therapy, occupational therapy, and speech language therapy	After your SNF day limits are used up, this plan will still pay for covered physician services and other medical services outlined in this benefits chart at the cost share amounts indicated.	

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Home health agency care* Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort. Covered services include, but are not limited to: • Part-time or intermittent skilled nursing and home health aide services (to be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week) • Physical therapy, occupational therapy, and speech language therapy • Medical and social services • Medical equipment and supplies	$10 copay for Medicare-covered home health visits Durable Medical Equipment (DME) copay or coinsurance, if any, may apply.	$10 copay for Medicare-covered home health visits Durable Medical Equipment (DME) copay or coinsurance, if any, may apply.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Hospice care You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have six months or less to live if your illness runs its normal course. Your hospice doctor can be an in-network provider or an out-of-network provider. For hospice services and for services that are covered by Medicare Part A or B and are related to your terminal prognosis: Original Medicare (rather than this plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Medicare for the services that Original Medicare pays for. Services covered by Original Medicare include: • Drugs for symptom control and pain relief • Short-term respite care • Home care Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit. For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need nonemergency, nonurgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network: • If you obtain the covered services from an in-network provider, you only pay the plan cost-sharing amount for in-network services. • If you obtain the covered services from an out-of-network provider, you pay the plan cost-sharing for out-of-network services.	You must receive care from a Medicare-certified hospice. When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and B services are paid for by Original Medicare, not this plan. $10 copay for the one time only hospice consultation	You must receive care from a Medicare-certified hospice. When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and B services are paid for by Original Medicare, not this plan. $10 copay for the one time only hospice consultation

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Hospice care (con't) For services that are covered by this plan but are not covered by Medicare Part A or B: This plan will continue to cover plan-covered services that are not covered under Part A or B whether or not they are related to your terminal prognosis. You pay your plan cost-sharing amount for these services. If you have Part D prescription drug coverage, some drugs may be covered under your Part D benefit. Drugs are never covered by both hospice and your Part D plan at the same time. **Note:** If you need non-hospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services.		

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Outpatient services		
Physician services, including doctor's office visits*	$10 copay per visit to an in-network Primary Care Physician (PCP) for Medicare-covered services	$10 copay per visit to an out-of-network Primary Care Physician (PCP) for Medicare-covered services

Covered services include:
• Office visits, including medical and surgical services in a physician's office
• Consultation, diagnosis, and treatment by a specialist
• Retail health clinics
• Basic diagnostic hearing and balance exams, if your doctor orders it to see if you need medical treatment, when furnished by a physician, audiologist, or other qualified provider
• Telehealth services for some physician or mental health services can be found in the section of this benefit chart titled, Video doctor visits. You have the option of getting these services through an in-person visit or by telehealth. If you choose to receive one of these services by telehealth, you must use a network provider who has an agreement with us to provide telehealth services.
• Certain telehealth services including consultation, diagnosis, and treatment by a physician or practitioner for patients in certain rural areas or other locations approved by Medicare
• Telehealth services for monthly end-stage renal disease-related visits for home dialysis members in a hospital-based or critical access hospital-based renal dialysis center, renal dialysis facility, or the member's home
• Telehealth services to diagnose, evaluate, or treat symptoms of a stroke
• Virtual check-ins (for example, by phone or video chat) with your doctor for 5-10 minutes if:
  ○ You're not a new patient **and**
  ○ The check-in isn't related to an office visit in the past 7 days **and**
  ○ The check-in doesn't lead to an office visit within 24 hours or the soonest available appointment
	$10 copay per visit to an in-network specialist for Medicare-covered services
	
	$10 copay per visit to an in-network retail health clinic for Medicare-covered services
	
	$10 copay for Medicare-covered allergy testing
	
	$10 copay for Medicare-covered allergy injections
	
	See antigen cost share in Part B drug section.
		$10 copay per visit to an out-of-network specialist for Medicare-covered services
		
		$10 copay per visit to an out-of-network retail health clinic for Medicare-covered services
		
		$10 copay for Medicare-covered allergy testing
		
		$10 copay for Medicare-covered allergy injections
		
		See antigen cost share in Part B drug section.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network

Physician services, including doctor's office visits (con't)
• Evaluation of video and/or images you send to your doctor, and interpretation and follow-up by your doctor within 24 hours if:
  ○ You're not a new patient **and**
  ○ The evaluation isn't related to an office visit in the past 7 days **and**
  ○ The evaluation doesn't lead to an office visit within 24 hours or the soonest available appointment
• Consultation your doctor has with other doctors by phone, internet, or electronic health record **if** you're not a new patient
• Second opinion by another in-network provider prior to surgery
• Physician services rendered in the home
• Outpatient hospital services
• Non–routine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician)
• Allergy testing and allergy injections		

Chiropractic services • We cover only manual manipulation of the spine to correct subluxation.	$10 copay for each Medicare-covered visit	$10 copay for each Medicare-covered visit

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Acupuncture for chronic low back pain* Covered services include: Up to 12 visits in 90 days are covered for Medicare beneficiaries under the following circumstances: For the purpose of this benefit, chronic low back pain is defined as: • Lasting 12 weeks or longer; • Nonspecific, in that it has no identifiable systemic cause (i.e., not associated with metastatic, inflammatory, infectious, etc. disease); • Not associated with surgery; and • Not associated with pregnancy. An additional eight sessions will be covered for those patients demonstrating an improvement. No more than 20 acupuncture treatments may be administered annually. Treatment must be discontinued if the patient is not improving or is regressing.	$10 copay for each Medicare-covered visit	$10 copay for each Medicare-covered visit
Podiatry services* Covered services include: • Diagnosis and the medical or surgical treatment of injuries and disease of the feet (such as hammer toe or heel spurs) in an office setting • Medicare-covered routine foot care for members with certain medical conditions affecting the lower limbs • A foot exam covered every six months for people with diabetic peripheral neuropathy and loss of protective sensations	$10 copay for each Medicare-covered visit	$10 copay for each Medicare-covered visit

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Outpatient mental health care, including partial hospitalization services*	$10 copay for each Medicare-covered professional individual therapy visit	$10 copay for each Medicare-covered professional individual therapy visit
Covered services include: • Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws	$10 copay for each Medicare-covered professional group therapy visit	$10 copay for each Medicare-covered professional group therapy visit
"Partial hospitalization" is a structured program of active psychiatric treatment provided as a hospital outpatient service that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.	$10 copay for each Medicare-covered professional partial hospitalization visit	$10 copay for each Medicare-covered professional partial hospitalization visit
	$0 copay for each Medicare-covered outpatient hospital facility individual therapy visit	$0 copay for each Medicare-covered outpatient hospital facility individual therapy visit
	$0 copay for each Medicare-covered outpatient hospital facility group therapy visit	$0 copay for each Medicare-covered outpatient hospital facility group therapy visit
	$0 copay for each Medicare-covered partial hospitalization facility visit	$0 copay for each Medicare-covered partial hospitalization facility visit

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Outpatient substance abuse services, including partial hospitalization services* "Partial hospitalization" is a structured program of active psychiatric treatment provided as a hospital outpatient service that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.	$10 copay for each Medicare-covered professional individual therapy visit $10 copay for each Medicare-covered professional group therapy visit $10 copay for each Medicare-covered professional partial hospitalization visit $0 copay for each Medicare-covered outpatient hospital facility individual therapy visit $0 copay for each Medicare-covered outpatient hospital facility group therapy visit $0 copay for each Medicare-covered partial hospitalization facility visit	$10 copay for each Medicare-covered professional individual therapy visit $10 copay for each Medicare-covered professional group therapy visit $10 copay for each Medicare-covered professional partial hospitalization visit $0 copay for each Medicare-covered outpatient hospital facility individual therapy visit $0 copay for each Medicare-covered outpatient hospital facility group therapy visit $0 copay for each Medicare-covered partial hospitalization facility visit

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers* Facilities where surgical procedures are performed and the patient is released the same day. **Note:** If you are having surgery in a hospital, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an "outpatient." You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.	$10 copay for each Medicare-covered outpatient hospital facility or ambulatory surgical center visit for surgery $10 copay for each Medicare-covered outpatient observation room visit	$10 copay for each Medicare-covered outpatient hospital facility or ambulatory surgical center visit for surgery $10 copay for each Medicare-covered outpatient observation room visit

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Outpatient hospital observation, non-surgical*	$10 copay for a visit to an in-network primary care physician in an outpatient hospital setting/clinic for Medicare-covered non-surgical services	$10 copay for a visit to an out-of-network primary care physician in an outpatient hospital setting/clinic for Medicare-covered non-surgical services
Observation services are hospital outpatient services given to determine if you need to be admitted as an inpatient or can be discharged.	$10 copay for a visit to an in-network specialist in an outpatient hospital setting/clinic for Medicare-covered non-surgical services	$10 copay for a visit to an out-of-network specialist in an outpatient hospital setting/clinic for Medicare-covered non-surgical services
For outpatient hospital observation services to be covered, they must meet the Medicare criteria and be considered reasonable and necessary. Observation services are covered only when provided by the order of a physician or another individual authorized by state licensure law and hospital staff bylaws to admit patients to the hospital or order outpatient tests.	$10 copay for each Medicare-covered outpatient observation room visit	$10 copay for each Medicare-covered outpatient observation room visit
Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff.		
You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.		

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Ambulance services • Covered ambulance services include fixed wing, rotary wing, water, and ground ambulance services, to the nearest appropriate facility that can provide care only if the services are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by the plan. • Nonemergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. • Ambulance service is not covered for physician office visits.	Your provider must get an approval from the plan before you get ground, air, or water transportation that is not an emergency. $100 copay per one-way trip for Medicare-covered ambulance services	
Emergency care Emergency care refers to services that are: • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. Emergency outpatient copay is waived if the member is admitted to the hospital within 72 hours for the same condition. A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse. This coverage is worldwide and is limited to what is allowed under the Medicare fee schedule for the services performed/received in the United States. Cost-sharing for necessary emergency services furnished out-of-network is the same as for such services furnished in-network. If you receive authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at an in-network hospital.	$100 copay for each Medicare-covered emergency room visit	

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Urgently needed services • Urgently needed services are available on a worldwide basis. The urgently needed services copay is waived if the member is admitted to the hospital within 72 hours for the same condition. If you are outside of the service area for your plan, your plan covers urgently needed services, including urgently required renal dialysis. Urgently needed services are services provided to treat a nonemergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by in-network providers or by out-of-network providers when in-network providers are temporarily unavailable or inaccessible. Cost-sharing for necessary urgently needed services furnished out-of-network is the same as for such services furnished in-network. Generally, however, if you are in the plan's service area and your health is not in serious danger, you should obtain care from an in-network provider.	$10 copay for each Medicare-covered urgently needed care visit	
Outpatient rehabilitation services* Covered services include: physical therapy, occupational therapy, and speech language therapy. Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).	$10 copay for Medicare-covered physical therapy, occupational therapy, and speech language therapy visits	$10 copay for Medicare-covered physical therapy, occupational therapy, and speech language therapy visits
Cardiac rehabilitation services Comprehensive programs of cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's order. The plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.	$10 copay for Medicare-covered cardiac rehabilitation therapy visits	$10 copay for Medicare-covered cardiac rehabilitation therapy visits

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Pulmonary rehabilitation services* Comprehensive programs of pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating their chronic respiratory disease.	$10 copay for Medicare-covered pulmonary rehabilitation therapy visits	$10 copay for Medicare-covered pulmonary rehabilitation therapy visits
Supervised exercise therapy (SET)* SET is covered for members who have symptomatic peripheral artery disease (PAD) and a referral for PAD from the physician responsible for PAD treatment. Up to 36 sessions over a 12-week period are covered if the SET program requirements are met. The SET program must: • Consist of sessions lasting 30-60 minutes, comprising a therapeutic exercise-training program for PAD in patients with claudication • Be conducted in a hospital outpatient setting or a physician's office • Be delivered by qualified auxiliary personnel necessary to ensure benefits exceed harms, and who are trained in exercise therapy for PAD • Be under the direct supervision of a physician, physician assistant, or nurse practitioner/clinical nurse specialist who must be trained in both basic and advanced life support techniques SET may be covered beyond 36 sessions over 12 weeks for an additional 36 sessions over an extended period of time if deemed medically necessary by a health care provider.	$10 copay for Medicare-covered supervised exercise therapy visits	$10 copay for Medicare-covered supervised exercise therapy visits

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Durable medical equipment (DME) and related supplies* Covered items include, but are not limited to: wheelchairs, crutches, powered mattress systems, diabetic supplies, continuous blood glucose monitors, hospital bed ordered by a provider for use at home, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, and walkers. Copay or coinsurance only applies when you are not currently receiving inpatient care. If you are receiving inpatient care your DME will be included in the copay or coinsurance for those services. We cover all medically necessary durable medical equipment covered by Original Medicare. If our supplier in your area does not carry a particular brand or manufacturer, you may ask them if they can special order it for you. Therapeutic Continuous Glucose Monitors (CGMs) and related supplies are covered by Medicare when they meet Medicare National Coverage Determination (NCD) and Local Coverage Determinations (LCD) criteria. In addition, where there is not NCD/ LCD criteria, therapeutic CGM must meet any plan benefit limits, and the plan's evidence based clinical practice guidelines. Coverage is limited to 2 sensors per month and one receiver every 2 years. This plan covers only DUROLANE, EUFLEXXA, SUPARTZ, and Gel-SYN-3 Hyaluronic Acids (HA). For new prescriptions, we will not cover other brands unless your provider tells us it is medically necessary. The review of medical necessity for use of HA and any non-preferred brands is part of the plan's prior authorization process.	$10 copay for Medicare-covered DME See the Diabetes self-management training, diabetic services, and supplies benefit section for diabetic supply cost sharing.	$10 copay for Medicare-covered DME See the Diabetes self-management training, diabetic services, and supplies benefit section for diabetic supply cost sharing.
Prosthetic devices and related supplies* Devices (other than dental) that replace all or a body part or function. These include, but are not limited to, colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery. See "Vision care" later in this section for more detail.	$10 copay for Medicare-covered prosthetics and orthotics	$10 copay for Medicare-covered prosthetics and orthotics

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Home infusion therapy* Home infusion therapy involves the intravenous or subcutaneous administration of drugs or biologicals to an individual at home. The components needed to perform home infusion include the drug (for example, antivirals, immune globulin), equipment (for example, a pump), and supplies (for example, tubing and catheters). Covered services include but are not limited to: • Professional services, including nursing services, furnished in accordance with the plan of care • Patient training and education not otherwise covered under the durable medical equipment benefits • Remote monitoring • Monitoring services for the provision of home infusion therapy and home infusion drugs furnished by a qualified home infusion therapy supplier • Durable medical equipment – pharmacy services, delivery, equipment set up, maintenance of rented equipment, and training and education on the use of the covered items	$10 copay for Medicare-covered professional services provided by a Medicare-certified home health agency or home infusion supplier $10 copay for Medicare-covered durable medical equipment – includes the external infusion pump, the related supplies, and the infusion drug(s)	$10 copay for Medicare-covered professional services provided by a Medicare-certified home health agency or home infusion supplier $10 copay for Medicare-covered durable medical equipment – includes the external infusion pump, the related supplies, and the infusion drug(s)

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Diabetes self-management training, diabetic services, and supplies*	$10 copay for a 30-day supply on each Medicare-covered purchase of blood glucose test strips, lancets, lancet devices, and glucose control solutions for checking the accuracy of test strips and monitors	$10 copay for a 30-day supply on each Medicare-covered purchase of blood glucose test strips, lancets, lancet devices, and glucose control solutions for checking the accuracy of test strips and monitors
For all people who have diabetes (insulin and non-insulin users)		
Covered services include: • Supplies to monitor your blood glucose: Blood glucose monitor, blood glucose test strips, lancet devices and lancets, and glucose control solutions for checking the accuracy of test strips and monitors	$10 copay for Medicare-covered blood glucose monitor	$10 copay for Medicare-covered blood glucose monitor
• Blood glucose monitors are limited to one every year • Up to 200 blood glucose test strips and lancets for a 30-day supply		
• One pair per year of therapeutic custom molded shoes (including inserts provided with such shoes) and two additional pairs of inserts or one pair of depth shoes and three pairs of inserts (not including the non-customized removable inserts provided with such shoes) for people with diabetes who have severe diabetic foot disease, including fitting of shoes or inserts	$10 copay for Medicare-covered therapeutic shoes and inserts	$10 copay for Medicare-covered therapeutic shoes and inserts
• Diabetes self-management training is covered under certain conditions	$0 copay for Medicare-covered diabetes self-management training	$0 copay for Medicare-covered diabetes self-management training

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Outpatient diagnostic tests and therapeutic services and supplies* Covered services include, but are not limited to: • X-rays • Complex diagnostic tests and radiology services • Radiation (radium and isotope) therapy, including technician materials and supplies • Testing to confirm chronic obstructive pulmonary disease (COPD) • Surgical supplies, such as dressings • Splints, casts, and other devices used to reduce fractures and dislocations • Laboratory tests • Blood – including storage and administration. Coverage of whole blood, packed red cells, and all other components of blood begins with the first pint • Other outpatient diagnostic tests Certain diagnostic tests and radiology services are considered complex and include heart catheterizations, sleep studies, computed tomography (CT), magnetic resonance procedures (MRIs and MRAs), and nuclear medicine studies, which includes PET scans.	$10 copay for each Medicare-covered X-ray visit and/or simple diagnostic test $10 copay for Medicare-covered complex diagnostic test and/or radiology visit $10 copay for each Medicare-covered radiation therapy treatment $0 copay for Medicare-covered testing to confirm chronic obstructive pulmonary disease $10 copay for Medicare-covered supplies $0 copay for each Medicare-covered clinical/diagnostic lab test $0 copay per Medicare-covered pint of blood	$10 copay for each Medicare-covered X-ray visit and/or simple diagnostic test $10 copay for Medicare-covered complex diagnostic test and/or radiology visit $10 copay for each Medicare-covered radiation therapy treatment $0 copay for Medicare-covered testing to confirm chronic obstructive pulmonary disease $10 copay for Medicare-covered supplies $0 copay for each Medicare-covered clinical/diagnostic lab test $0 copay per Medicare-covered pint of blood
Opioid treatment program services* Opioid use disorder treatment services are covered under Part B of Original Medicare. Members of our plan receive coverage for these services through our plan. Covered services include: • FDA-approved opioid agonist and antagonist treatment medications and the dispensing and administration of such medications, if applicable • Substance use counseling • Individual and group therapy • Toxicology testing	$10 copay per visit for Medicare-covered opioid treatment program services	$10 copay per visit for Medicare-covered opioid treatment program services

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Vision care (non-routine) Covered services include: • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • For people who are at high risk of glaucoma, we will cover one glaucoma screening each year. People at high risk of glaucoma include: people with a family history of glaucoma, people with diabetes, African-Americans who are age 50 and older, and Hispanic-Americans who are age 65 or older. • For people with diabetes, screening for diabetic retinopathy is covered once per year. • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.)	$10 copay for visits to an in-network primary care physician for Medicare-covered exams to diagnose and treat diseases of the eye $10 copay for visits to an in-network specialist for Medicare-covered exams to diagnose and treat diseases of the eye $0 copay for Medicare-covered glaucoma screening $0 copay for Medicare-covered diabetic retinopathy screening $0 copay for glasses/contacts following Medicare-covered cataract surgery	$10 copay for visits to an out-of-network primary care physician for Medicare-covered exams to diagnose and treat diseases of the eye $10 copay for visits to an out-of-network specialist for Medicare-covered exams to diagnose and treat diseases of the eye $0 copay for Medicare-covered glaucoma screening $0 copay for Medicare-covered diabetic retinopathy screening $0 copay for glasses/contacts following Medicare-covered cataract surgery

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Preventive services care and screening tests  You will see this apple next to preventive services throughout this chart. For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you in-network. However, if you are treated or monitored for an existing medical condition or an additional non-preventive service, during the visit when you receive the preventive service, a copay or coinsurance may apply for that care received. In addition, if an office visit is billed for the existing medical condition care or an additional non-preventive service received, the applicable in-network primary care physician or in-network specialist copay or coinsurance will apply.		
Abdominal aortic aneurysm screening A one-time screening ultrasound for people at risk. The plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.	There is no coinsurance, copayment, or deductible for members eligible for this Medicare-covered preventive screening.	There is no coinsurance, copayment, or deductible for members eligible for this Medicare-covered preventive screening.
Bone mass measurement For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months, or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.	There is no coinsurance, copayment, or deductible for the Medicare-covered bone mass measurement.	There is no coinsurance, copayment, or deductible for the Medicare-covered bone mass measurement.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Colorectal cancer screening and colorectal services For people 50 and older, the following are covered: • Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months One of the following every 12 months: • Guaiac-based fecal occult blood test (gFOBT) • Fecal immunochemical test (FIT) DNA based colorectal screening every 3 years For people at high risk of colorectal cancer, we cover: • Screening colonoscopy (or screening barium enema as an alternative) every 24 months For people not at high risk of colorectal cancer, we cover: • Screening colonoscopy every 10 years, but not within 48 months of a screening sigmoidoscopy Colorectal services: • Include the biopsy and removal of any growth during the procedure, in the event the procedure goes beyond a screening exam	There is no coinsurance, copayment, or deductible for the Medicare-covered colorectal cancer screening exam and services.	There is no coinsurance, copayment, or deductible for the Medicare-covered colorectal cancer screening exam and services.
HIV screening For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover: • One screening exam every 12 months For women who are pregnant, we cover: • Up to three screening exams during a pregnancy	There is no coinsurance, copayment, or deductible for members eligible for the Medicare-covered preventive HIV screening.	There is no coinsurance, copayment, or deductible for members eligible for the Medicare-covered preventive HIV screening.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Screening for sexually transmitted infections (STIs) and counseling to prevent STIs We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy. We also cover up to 2 individual 20 to 30 minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.	There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling for STIs preventive benefit.	There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling for STIs preventive benefit.
Medicare Part B immunizations Covered services include: • Pneumonia vaccine • Flu shots, including H1N1, once each flu season in the fall and winter, with additional flu shots if medically necessary • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B • Other vaccines if you are at risk and they meet Medicare Part B coverage rules **If you have Part D prescription drug coverage, some vaccines are covered under your Part D benefit (for example, the shingles vaccine). Please refer to your Part D prescription drug benefits.**	There is no coinsurance, copayment, or deductible for the pneumonia, influenza, Hepatitis B, or other Medicare-covered vaccines when you are at risk and they meet Medicare Part B rules.	There is no coinsurance, copayment, or deductible for the pneumonia, influenza, Hepatitis B, or other Medicare-covered vaccines when you are at risk and they meet Medicare Part B rules.
Breast cancer screening (mammograms) Covered services include: • One baseline mammogram between the ages of 35 and 39 • One screening mammogram every 12 months for women age 40 and older • Clinical breast exams once every 24 months	There is no coinsurance, copayment, or deductible for Medicare-covered screening mammograms.	There is no coinsurance, copayment, or deductible for Medicare-covered screening mammograms.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Cervical and vaginal cancer screening Covered services include: • For all women, Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical or vaginal cancer or you are of childbearing age and have had an abnormal Pap test within the past 3 years: 1 Pap test every 12 months.	There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.	There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.
Prostate cancer screening exams For men age 50 and older, the following are covered once every 12 months: • Digital rectal exam • Prostate Specific Antigen (PSA) test	There is no coinsurance, copayment, or deductible for a Medicare-covered annual PSA test.	There is no coinsurance, copayment, or deductible for a Medicare-covered annual PSA test.
Cardiovascular disease risk reduction visit (therapy for cardiovascular disease) We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating healthy.	There is no coinsurance, copayment, or deductible for the Medicare-covered intensive behavioral therapy cardiovascular disease preventive benefit.	There is no coinsurance, copayment, or deductible for the Medicare-covered intensive behavioral therapy cardiovascular disease preventive benefit.
Cardiovascular disease testing Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every 5 years (60 months).	There is no coinsurance, copayment, or deductible for Medicare-covered cardiovascular disease testing that is covered once every five years.	There is no coinsurance, copayment, or deductible for Medicare-covered cardiovascular disease testing that is covered once every five years.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
"Welcome to Medicare" preventive visit The plan covers a one-time "Welcome to Medicare" preventive visit. The visit includes a review of your health, measurements of height, weight, body mass index, blood pressure, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed. **Important**: We cover the "Welcome to Medicare" preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" preventive visit.	There is no coinsurance, copayment, or deductible for the Medicare-covered "Welcome to Medicare" preventive visit.	There is no coinsurance, copayment, or deductible for the Medicare-covered "Welcome to Medicare" preventive visit.
Annual wellness visit If you've had Medicare Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months. **Note**: Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" preventive visit to be covered for annual wellness visits after you've had Part B for 12 months.	There is no coinsurance, copayment, or deductible for the Medicare-covered annual wellness visit.	There is no coinsurance, copayment, or deductible for the Medicare-covered annual wellness visit.
Depression screening We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and/or referrals.	There is no coinsurance, copayment, or deductible for a Medicare-covered annual depression screening visit.	There is no coinsurance, copayment, or deductible for a Medicare-covered annual depression screening visit.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Diabetes screening We cover this screening (includes fasting glucose tests) if you have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history of high blood sugar (glucose). Tests may also be covered if you meet other requirements, like being overweight and having a family history of diabetes. Based on the results of these tests, you may be eligible for up to 2 diabetes screenings every 12 months.	There is no coinsurance, copayment, or deductible for Medicare-covered diabetes screening tests.	There is no coinsurance, copayment, or deductible for Medicare-covered diabetes screening tests.
Medicare Diabetes Prevention Program (MDPP) MDPP services will be covered for eligible Medicare beneficiaries under all Medicare health plans. MDPP is a structured health behavior change intervention that provides practical training in long-term dietary change, increased physical activity, and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.	There is no coinsurance, copayment, or deductible for the MDPP benefit.	There is no coinsurance, copayment, or deductible for the MDPP benefit.
Obesity screening and therapy to promote sustained weight loss If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.	There is no coinsurance, copayment, or deductible for Medicare-covered preventive obesity screening and therapy.	There is no coinsurance, copayment, or deductible for Medicare-covered preventive obesity screening and therapy.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Screening and counseling to reduce alcohol misuse We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent. If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.	There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.	There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.
Screening for lung cancer with low dose computed tomography (LDCT) For qualified individuals, a LDCT is covered every 12 months. **Eligible enrollees are:** people aged 55 – 77 years who have no signs or symptoms of lung cancer, but who have a history of tobacco smoking of at least 30 pack-years or who currently smoke or have quit smoking within the last 15 years, who receive a written order for LDCT during a lung cancer screening counseling and shared decision making visit that meets the Medicare criteria for such visits and be furnished by a physician or qualified non-physician practitioner. *For LDCT lung cancer screenings after the initial LDCT screening:* the enrollee must receive a written order for LDCT lung cancer screening, which may be furnished during any appropriate visit with a physician or qualified non-physician practitioner. If a physician or qualified non-physician practitioner elects to provide a lung cancer screening counseling and shared decision making visit for subsequent lung cancer screenings with LDCT, the visit must meet the Medicare criteria for such visits.	There is no coinsurance, copayment, or deductible for the Medicare-covered counseling and shared decision making visit or for the LDCT.	There is no coinsurance, copayment, or deductible for the Medicare-covered counseling and shared decision making visit or for the LDCT.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Medical nutrition therapy This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor. We cover three hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare Advantage plan, or Original Medicare), and two hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew their referral yearly if your treatment is needed into another plan year.	There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered medical nutrition therapy services.	There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered medical nutrition therapy services.
Smoking and tobacco use cessation (counseling to quit smoking) If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover 2 counseling quit attempts within a 12 month period. Each counseling attempt includes up to 4 face-to-face visits. If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover 2 counseling quit attempts within a 12 month period. Each counseling attempt includes up to 4 face-to-face visits. These visits must be ordered by your doctor and provided by a qualified doctor or other Medicare-recognized practitioner.	There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.	There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Other services		
Services to treat outpatient kidney disease Covered services include: • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Outpatient dialysis treatments (including dialysis treatments when temporarily out of the service area) • Home dialysis or certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and check your dialysis equipment and water supply) • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments) • Home and outpatient dialysis equipment and supplies Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B drugs, please go to the section below, "Medicare Part B prescription drugs."	You do not need to get an approval from the plan before getting dialysis. But please let us know when you need to start this care, so we can help coordinate with your doctors. $0 copay for each Medicare-covered kidney disease education session $10 copay for Medicare-covered outpatient dialysis $10 copay for Medicare-covered home dialysis or home support services $10 copay for Medicare-covered self-dialysis training $10 copay for Medicare-covered home dialysis equipment and supplies $10 copay for Medicare-covered outpatient dialysis equipment and supplies	You do not need to get an approval from the plan before getting dialysis. But please let us know when you need to start this care, so we can help coordinate with your doctors. $0 copay for each Medicare-covered kidney disease education session $10 copay for Medicare-covered outpatient dialysis $10 copay for Medicare-covered home dialysis or home support services $10 copay for Medicare-covered self-dialysis training $10 copay for Medicare-covered home dialysis equipment and supplies $10 copay for Medicare-covered outpatient dialysis equipment and supplies

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Medicare Part B prescription drugs covered under your medical plan (Part B drugs)*	$10 copay for Medicare-covered Part B drugs	$10 copay for Medicare-covered Part B drugs
These drugs are covered under Part B of Original Medicare. Members of our plan receive coverage for these drugs through our plan.	$10 copay for Medicare-covered Part B drug administration	$10 copay for Medicare-covered Part B drug administration
Covered drugs include: • "Drugs" include substances that are naturally present in the body, such as blood clotting factors • Drugs that usually are not self-administered by the patient and are injected or infused while receiving physician, hospital outpatient, or ambulatory surgical center services • Drugs you take using durable medical equipment (such as nebulizers) that was authorized by the plan • Clotting factors you give yourself by injection if you have hemophilia • Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis and cannot self-administer the drug • Antigens • Certain oral anti-cancer drugs and anti-nausea drugs • Certain drugs for home and outpatient dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics and erythropoiesis-stimulating agents such as Erythropoietin (Epogen®), Procrit® or Epoetin Alfa and Darboetin Alfa (Aranesp®) • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases	$10 copay for Medicare-covered Part B chemotherapy drugs	$10 copay for Medicare-covered Part B chemotherapy drugs
	$10 copay for Medicare-covered Part B chemotherapy drug administration	$10 copay for Medicare-covered Part B chemotherapy drug administration
We also cover some vaccines under our Part B prescription drug benefit.		

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Medicare Part B prescription drugs covered under your medical plan (Part B drugs) (con't) Some of Part B covered drugs listed above may be subject to step therapy. You may log into your secure member portal to find the list of Part B drugs that may be subject to step therapy. This list is located with your Plan Documents under your Benefits section. **If you have Part D prescription drug coverage, please refer to your *Evidence of Coverage* for information on your Part D prescription drug benefits.**		

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Additional supplemental benefits, services, and discounts		
Routine foot care • Up to four covered visits per year combined in-network and out-of-network Routine foot care includes the cutting or removal of corns and calluses, the trimming, cutting, clipping or debriding of nails, and other hygienic and preventive maintenance care.	$10 copay for each visit to an in-network primary care physician for routine foot care $10 copay for each visit to an in-network specialist for routine foot care After the plan pays benefits for routine foot care, you are responsible for any remaining cost.	$10 copay for each visit to an out-of-network primary care physician for routine foot care $10 copay for each visit to an out-of-network specialist for routine foot care After the plan pays benefits for routine foot care, you are responsible for any remaining cost.
Annual routine physical exam The annual routine physical exam benefit covers a standard physical exam in addition to the Medicare-covered "Welcome to Medicare" or “Annual Wellness Visit.”	$0 copay for an annual physical exam	$0 copay for an annual physical exam

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Video doctor visits LiveHealth Online lets you see board-certified doctors and licensed therapists, psychologists and psychiatrists through live, two-way video on your smartphone, tablet or computer. It's easy to get started! You can sign up at livehealthonline.com or download the free LiveHealth Online mobile app and register. Make sure you have your Membership Card ready – you'll need it to answer some questions. **Sign up for Free:** • You must enter your health insurance information during enrollment, so have your Membership Card ready when you sign up. **Benefits of a video doctor visit:** • The visit is just like seeing your regular doctor face-to-face, but just by web camera. • **It's a great** option for medical care when your doctor can't see you. Board-certified doctors can help **24/7 for most types of care** and common conditions like the flu, colds, pink eye and more. • The doctor can send prescriptions to the pharmacy of your choice, if needed.[1] • If you're feeling stressed, worried or having a tough time, you can make an appointment to talk to a licensed **therapist or psychologist from your home or on the road.** In most cases, you can make an appointment and talk with a therapist[2] or make an appointment and talk with a psychiatrist[3] from the privacy of your home. Video doctor visits are intended to complement face-to-face visits with a board-certified physician and are available for most types of care. LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of this Plan. 1. Prescription is prescribed based on physician recommendations and state regulations (rules). 2. Appointments are typically scheduled within 14 days, but may vary based on therapist/psychologist availability. Video psychologists or therapists cannot prescribe medications. 3. Appointments are typically scheduled within 14 days, but may vary based on psychiatrist availability. Video psychiatrists cannot prescribe controlled substances.	$0 copay for video doctor visits using LiveHealth Online	

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Health and wellness education programs **SilverSneakers®** Membership SilverSneakers can help you live a healthier, more active life through fitness and social connection. You are covered for a fitness benefit through SilverSneakers at participating locations[1]. You have access to instructors who lead specially designed group exercise classes[2]. At participating locations nationwide[1], you can take classes[2] plus use exercise equipment and other amenities. Additionally, SilverSneakers FLEX® gives you options to get active outside of traditional gyms (like recreation centers, malls and parks). SilverSneakers also connects you to a support network and virtual resources through SilverSneakers Live, SilverSneakers On-Demand™ and our mobile app, SilverSneakers GOTM. At-home kits are offered for members who want to start working out at home or for those who can't get to a fitness location due to injury, illness or being homebound. All you need to get started is your personal SilverSneakers ID number. Go to SilverSneakers.com to learn more about your benefit or call 1-888-423-4632 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m. ET. Always talk with your doctor before starting an exercise program. 1. Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL. 2. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location. SilverSneakers and SilverSneakers FLEX are registered trademarks of Tivity Health, Inc. SilverSneakers On-Demand and SilverSneakers GO are trademarks of Tivity Health, Inc. © 2020 Tivity Health, Inc. All rights reserved.	$0 copay for the SilverSneakers fitness benefit	

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Nurse helpline Also, as a member, you have access to a 24-hour nurse line, 7 days a week, 365 days a year. When you call our nurse line, you can speak directly to a registered nurse who will help answer your health-related questions. The call is toll free and the service is available anytime, including weekends and holidays. Plus, your call is always confidential. Call the nurse helpline at 1-800-700-9184. TTY users should call 711. Only the nurse helpline is included in our plan. All other nurse access programs are excluded.	$0 copay for nurse helpline	
Foreign travel emergency and urgently needed services Emergency or urgently needed care services while traveling outside the United States or its territories during a temporary absence of less than six months. Outpatient copay is waived if member is admitted to hospital within 72 hours for the same condition. • Emergency outpatient care • Urgently needed services • Inpatient care (60 days per lifetime) This coverage is worldwide and is limited to what is allowed under the Medicare fee schedule for the services performed/received in the United States. If you are in need of emergency care outside of the United States or its territories, you should call the Blue Cross Blue Shield Global Core Program at 800-810 BLUE or collect at 804-673-1177. Representatives are available 24 hours a day, 7 days a week, 365 days a year to assist you. When you are outside the United States or its territories, this plan provides coverage for emergency/urgent services only. This is a Supplemental Benefit and not a benefit covered under the Federal Medicare program. For more coverage, you may have the option of purchasing additional travel insurance through an authorized agency.	$100 copay for emergency care $10 copay for urgently needed services $200 copay per admission for emergency inpatient care	

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Medicare Community Resource Support Need help with a specific issue? Although your plan benefits are designed to cover what Medicare would cover, as well as some additional supplemental benefits as described in this benefits chart, you might need additional help. As a member, your plan provides the support of a community resource outreach team to help bridge the gap between your medical benefits and the resources available to you in your community. The Medicare Community Resource Support team will assist you by providing information and education about community-based services and support programs in your area. If you need assistance or have questions about this benefit, call Member Services at the number listed on the back of your Membership Card.	$0 copay for Medicare Community Resource Support	
Healthy Meals* • Provides up to 14 meals per qualifying event, allows up to four (4) events each year (56 meals in total). • A qualifying event includes when you are in a hospital or a skilled nursing facility and are discharged home or when you have a Body Mass Index (BMI) of 18.5 or under, you have a BMI of 25 or higher or an A1C level more than 9.0 as determined by your provider. For fastest qualification, your provider or case manager is best suited to request this on your behalf. Alternatively, you can contact Member Services and a representative will initiate the process to validate your eligibility. In order for us to provide your meals benefit, we, or a third party acting on our behalf, may need to contact you using the phone number you provided to confirm shipping details and any nutritional requirements.	$0 copay for Healthy Meals	

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Healthy Pantry*	$0 copay for Healthy Pantry	
Special Supplemental Benefits for the Chronically Ill Maintaining a healthy diet to support a chronic medical condition can help you maintain or improve your overall health. As a Special Supplemental Benefit for the Chronically Ill, you must: • Meet the CMS mandated criteria. This criteria can be found in the Chapter "Medical benefits (what is covered and what you pay)" in your Evidence of Coverage. • Provide supporting documentation from your physician identifying you, as having a condition that can be made worse by not having or would benefit from having nutritional counseling and help with obtaining appropriate pantry items. We can help you obtain this information. We are unable to initiate your benefit without speaking to you. By requesting this benefit you are expressly authorizing us to contact you by telephone. Upon approval you are eligible for: • Monthly nutritional counseling sessions via phone. • A monthly delivery of non-perishable pantry items sent directly to your home. Your monthly box of staples will consist of a variety of non-perishable foods that can vary each month. • Your nutritional consultations will help you utilize these items and provide you with information on how to supplement them with additional food resources. You can contact Member Services on the back of your Membership Card to begin the process to validate your eligibility.		

Covered services	What you must pay for these covered services	
	In-Network	Out-of-Network
Medicare-approved clinical research studies A clinical research study is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. If you participate in a Medicare-approved study, Original Medicare pays the doctors and other providers for the covered services you receive as part of the study. Although not required, we ask that you notify us if you participate in a Medicare-approved research study.	After Original Medicare has paid its share of the Medicare-approved study, this plan will pay the difference between what Medicare has paid and this plan's cost-sharing for like services. Any remaining plan cost-sharing you are responsible for will accrue toward this plan's out-of-pocket maximum.	
Annual out-of-pocket maximum All copays, coinsurance, and deductibles listed in this benefits chart are accrued toward the medical plan out-of-pocket maximum with the exception of the foreign travel emergency and urgently needed care copay or coinsurance amounts. Part D Prescription drug deductibles and copays do not apply to the medical plan out-of-pocket maximum.	$2,000 Combined in-network and out-of-network	

* Some services that fall within this benefit category require prior authorization. Based on the service you are receiving, your provider will know if prior authorization is needed. This means an approval in advance is needed, by your plan, to get covered services. In the network portion of a PPO, some in-network medical services are covered only if your doctor or other in-network provider gets prior authorization from our plan. In a PPO, you do not need prior authorization to obtain out-of-network services. However, we recommend you ask for a pre-visit coverage decision to confirm that the services you are getting are covered and medically necessary. Benefit categories that include services that require prior authorization are marked with an asterisk in the Benefits Chart.

2021 Evidence of Coverage Table of Contents

This list of chapters and page numbers is your starting point. For more help in finding information you need, go to the first page of a chapter. **You will find a detailed list of topics at the beginning of each chapter.**

Chapter 1 Getting started as a member 47

Explains what it means to be in a group sponsored Medicare health plan and how to use this booklet. Explains the materials we will send you, your plan premium, your plan membership card, and keeping your membership record up to date.

Chapter 2 Important phone numbers and resources 56

Explains how to get in touch with our plan and with other organizations, including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization (QIO), Social Security, Medicaid (the state health insurance program for people with low incomes), and the Railroad Retirement Board.

Chapter 3 Using the plan's coverage for your medical services 66

Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in the plan's network and how to get care when you have an emergency.

Chapter 4. Medical benefits (what is covered and what you pay) 80

Gives the details about which types of medical care are covered and not covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.

Chapter 5 Asking us to pay our share of a bill you have received for covered medical services 93

Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services.

Chapter 6 Your rights and responsibilities 99

Explains the rights and responsibilities you have as a member of our plan. Explains what you can do if you think your rights are not being respected.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints) 114

Explains, step-by-step, what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care you think is covered by our plan. This includes asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.
- Explains how to make complaints about quality of care, waiting times, Member Services and other concerns.

Chapter 8 Ending your membership in the plan 150

Explains when and how you can end your membership in the plan. Explains situations in which our plan is required to end your membership.

Chapter 9 Legal notices 158

Includes notices about governing law and about nondiscrimination.

Chapter 10 Definitions of important words 167

Explains key terms used in this booklet.

Chapter 11 State organization contact information 175

Explains how to get in touch with other organizations, including the State Health Insurance Assistance Program, the Quality Improvement Organization, etc.

CHAPTER 1

Getting started as a member

Chapter 1 Getting started as a member

SECTION 1 Introduction 48

Section 1.1 You are enrolled in Anthem Medicare Preferred (PPO), which is a group sponsored Medicare PPO Plan 48

Section 1.2 What is the *Evidence of Coverage* booklet about? 48

Section 1.3 Legal information about the *Evidence of Coverage* 48

SECTION 2 What makes you eligible to be a plan member? 49

Section 2.1 Your eligibility requirements 49

Section 2.2 What are Medicare Part A and Medicare Part B? 49

Section 2.3 Here is the service area for your plan 49

Section 2.4 U.S. citizen or lawful presence 50

SECTION 3 What other materials will you get from us? 50

Section 3.1 Your plan membership card – Use it to get all covered care 50

Section 3.2 The *Provider Directory:* Your guide to all providers in the plan's network 50

SECTION 4 Your monthly premium 52

Section 4.1 How much is your plan premium? 52

Section 4.2 Can we change your monthly plan premium during the year? 52

SECTION 5 Please keep your plan membership record up to date 52

Section 5.1 How to help make sure that we have accurate information about you 52

SECTION 6 We protect the privacy of your personal health information 53

Section 6.1 We make sure that your health information is protected 53

SECTION 7 How other insurance works with our plan 53

Section 7.1 Which plan pays first when you have other insurance? 53

SECTION 1 Introduction

Section 1.1 You are enrolled in Anthem Medicare Preferred (PPO), which is a group sponsored Medicare PPO Plan

You are covered by Medicare, and you have chosen to get your Medicare health care coverage through our plan, Anthem Medicare Preferred (PPO).

There are different types of Medicare health plans. Anthem Medicare Preferred (PPO) is a Medicare Advantage PPO Plan (PPO stands for Preferred Provider Organization). This plan does not include Part D prescription drug coverage. Like all Medicare health plans, this Medicare Advantage PPO is approved by Medicare and run by a private company.

Coverage under this Plan qualifies as Qualifying Health Coverage (QHC) and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at: **www.irs.gov/Affordable-Care-Act/Individuals-and-Families** for more information.

Section 1.2 What is the *Evidence of Coverage* booklet about?

This *Evidence of Coverage* booklet explains how to get your Medicare medical care coverage through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of the plan.

The words "coverage" and "covered services" refer to the medical care and services available to you as a member of Anthem Medicare Preferred (PPO).

It's important for you to learn what your plan's rules are and what services are available to you. We encourage you to set aside some time to look through this *Evidence of Coverage* booklet.

If you are confused or concerned, or just have a question, please contact our plan's Member Services. Phone numbers are printed on the back cover of this booklet.

Section 1.3 Legal information about the *Evidence of Coverage*

It's part of our contract with you

This *Evidence of Coverage* is part of our contract with you about how your plan covers your care. Other parts of this contract include your enrollment form and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The benefits described in this *Evidence of Coverage* are in effect during the months listed on the first page, as long as you are a validly enrolled member in this plan.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of your plan after December 31, 2021, or on your group sponsored plan's renewal date. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2021.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve your plan each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer the plan and Medicare renews its approval of the plan.

SECTION 2 What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You have both Medicare Part A and Medicare Part B. Section 2.2 explains Medicare Part A and Medicare Part B.
- - *and* - you live in our geographic service area. Section 2.3 below describes our service area.
- - *and* - you are a United States citizen or are lawfully present in the United States.
- - *and* - you are eligible for coverage under your group sponsored health plan retiree benefits.

If you have questions regarding your eligibility for coverage under your group sponsored retiree benefits, please contact the group sponsor.

Section 2.2 What are Medicare Part A and Medicare Part B?

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals for inpatient services, skilled nursing facilities or home health agencies.
- Medicare Part B is for most other medical services (such as physicians' services, home infusion therapy, and other outpatient services) and certain items (such as durable medical equipment (DME) and supplies).

Section 2.3 Here is the service area for your plan

Although Medicare is a federal program, our plan is available only to individuals who live in our geographic service area. To remain a member of our plan, you must continue to reside in our plan service area. The service area is described below:

Our CMS-defined geographic service area includes all 50 states, Washington, D.C., Puerto Rico, Guam, U.S. Virgin Islands, American Samoa and Northern Mariana Islands.

If you plan to move out of the service area, please contact all of the following to update your contact information:

- Member Services. Phone numbers are printed on the back cover of this booklet.
- Group sponsor of your group plan.
- Social Security. You can find their phone numbers and contact information in Chapter 2, Section 5.

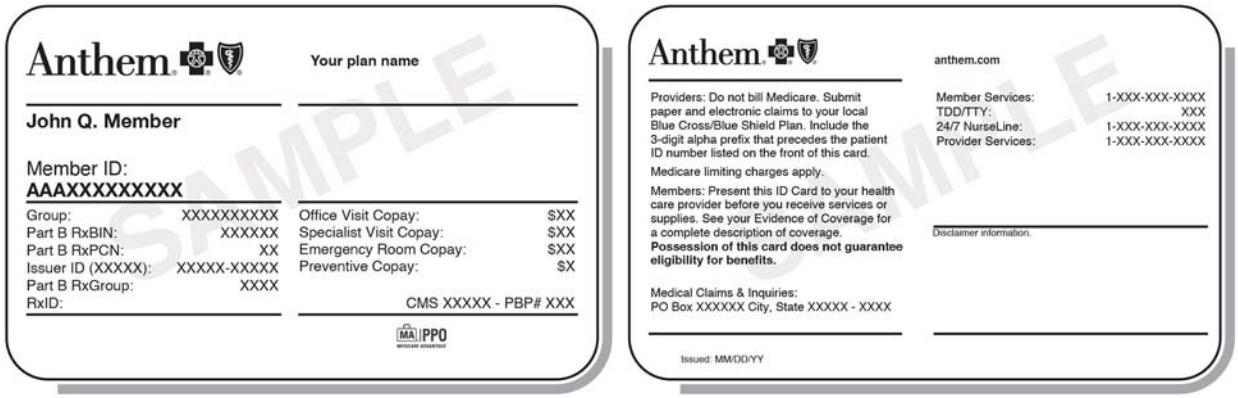
Section 2.4 U.S. citizen or lawful presence

A member of a Medicare health plan must be a U.S. citizen or lawfully present in the United States. Medicare (the Centers for Medicare & Medicaid Services) will notify Anthem Medicare Preferred (PPO) if you are not eligible to remain a member on this basis. Anthem Medicare Preferred (PPO) must disenroll you if you do not meet this requirement.

SECTION 3 What other materials will you get from us?

Section 3.1 Your plan membership card – Use it to get all covered care

While you are a member of our plan, you must use your plan membership card whenever you get any services covered by this plan. Here's a sample plan membership card to show you what yours will look like:



Do NOT use your red, white and blue Medicare card for covered medical services while you are a member of this plan. If you use your Medicare card instead of your plan membership card, you may have to pay the full cost of medical services yourself. Keep your Medicare card in a safe place. You may be asked to show it if you need hospital services, hospice services, or participate in routine research studies.

Here's why this is so important: If you get covered services using your red, white and blue Medicare card instead of using your plan membership card while you are a plan member, you may have to pay the full cost yourself.

If your plan membership card is damaged, lost or stolen, call Member Services right away and we will send you a new card. Phone numbers for Member Services are printed on the back cover of this booklet. You can also log into **www.anthem.com** to print temporary plan membership cards.

Section 3.2 The *Provider Directory:* Your guide to all providers in the plan's network

The *Provider Directory* lists our in-network providers and durable medical equipment (DME) suppliers.

This Anthem Medicare Preferred (PPO) plan allows you to see a provider you choose who accepts Medicare and our plan as an out-of-network provider. Your cost share is the same for in- or out-of-network providers.

What are "in-network providers?"

In-network providers are the doctors and other health care professionals, medical groups, DME suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment, and any plan cost sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan.

Why do you need to know which providers are part of our network?

As a member of our plan, you can choose to receive care from out-of-network providers. Our plan will cover services from either in-network or out-of-network providers, as long as the services are covered benefits and medically necessary. See Chapter 3, "Using the plan's coverage for your medical services," and Chapter 4, "Medical benefits (what is covered and what you pay)," for more specific information.

Please note: While you can get your care from an out-of-network provider, the provider must be enrolled and eligible to participate in Medicare. Except for emergency care, we cannot pay a provider who is not eligible to participate in Medicare. If you go to a provider who is not eligible to participate in Medicare, you will be responsible for the full cost of the services you receive. Check with your provider before receiving services to confirm that they are enrolled and eligible to participate in Medicare.

If you don't have your copy of the *Provider Directory*, you can request a copy from Member Services. Phone numbers are printed on the back cover of this booklet. You may ask Member Services for more information about our in-network providers, including their qualifications.

How do you locate a provider?

To locate an in-network provider, you should:

- Call your plan's Member Services phone number on the back cover of this booklet
- Visit "Find Care" on our website, or
- Call **1-800-810-Blue** (**1-800-810-2583**)

1. If you are in an area without access to in-network providers, designated as a non-network county, you can use out-of-network providers who participate with Medicare.
2. If you are currently using providers that participate with Medicare, you should first inform your current providers that:
   - You are enrolled under a new plan.
   - Although the new plan is a PPO, you can continue to be seen by them if they agree.
3. If the provider elects not to provide services, you can self-refer to another provider that participates with Medicare.
4. If you are unable to find a provider, please contact Member Services, who will:
   - Respond with at least one provider of the requested provider type(s) within a reasonable travel distance.
   - Respond within 72 hours for standard requests for a provider.
   - Respond on the same day for urgent care services (medical services to be furnished within 12 hours in order to avoid the likely onset of an emergency medical condition).

Please note: Independent laboratory and specialty pharmacy claims are submitted to the plan based on the location of your referring/ordering provider. The independent lab and specialty pharmacy network status is determined based on the plan's service area for the referring

provider. Durable medical equipment (DME) and supplies claims are submitted to the plan based on the location where the item is shipped to (your residence), or the location where the item was purchased from a retail store. The DME network status is determined based on the plan's service area for the location where the item was shipped to or where the item was purchased from a retail store.

SECTION 4 Your monthly premium

Section 4.1 How much is your plan premium?

Your coverage is provided through a contract with your group sponsor. Please contact your group sponsor to get information on any plan premium amounts you may be responsible for. Or, if you are billed directly by your plan, please contact Member Services.

Many members are required to pay other Medicare premiums.

In addition to paying the monthly plan premium, many members are required to pay other Medicare premiums. As explained in Section 2 above, in order to be eligible for your plan, you must have both Medicare Part A and Medicare Part B. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. Most plan members pay a premium for Medicare Part B. **You must continue to pay your Medicare premiums for you to remain a member of your plan.**

Your copy of *Medicare & You 2021* gives information about the Medicare premiums in the section called "2021 Medicare Costs." This explains how the Medicare Part B premiums differ for people with different incomes. Everyone with Medicare receives a copy of *Medicare & You* each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of *Medicare & You 2021* from the Medicare website (**www.medicare.gov**). Or you can order a printed copy by phone at **1-800-MEDICARE** (**1-800-633-4227**), 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 4.2 Can we change your monthly plan premium during the year?

Generally, your plan premium won't change during the benefit year. You will be notified in advance if there will be any changes for the next benefit year in your plan premium.

SECTION 5 Please keep your plan membership record up to date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage.

The doctors, hospitals and other providers need to have the correct information about you. **These providers use your membership record to know what services are covered and the cost sharing amounts for you.** Because of this, it is very important that you help us keep your information up to date.

Let us know about these changes:

- Changes to your name, your address or your phone number
- Changes in any other health insurance coverage you have (such as from a group sponsor, your spouse's employer, workers' compensation or Medicaid)
- If you have any liability claims, such as claims from an automobile accident
- If you have been admitted to a nursing home
- If you receive care in an out-of-area or out-of-network hospital or emergency room
- If your designated responsible party, such as a caregiver, changes
- If you are participating in a clinical research study

If any of this information changes, please let us know by calling Member Services. Phone numbers are printed on the back cover of this booklet. Please remember to also notify your group sponsor of your group plan so they will have your most up-to-date contact information on file.

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have.

Medicare requires that we collect information from you about any other medical insurance coverage that you have in addition to this retiree coverage. That's because we must coordinate any other coverage you have with your benefits under our plan. For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.

Once each year, we will send you a letter that lists any other medical insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services. Phone numbers are printed on the back cover of this booklet.

SECTION 6 We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 6, Section 1.3 of this booklet.

SECTION 7 How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?

When you have other insurance, there are rules set by Medicare that decide which of your insurance plans pays first, and which pays second or even third. The insurance that pays first

is called the “primary payer” and pays up to the limits of its coverage. The one that pays second, called the “secondary payer,” only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

If you have another group sponsored health plan in addition to this plan, the following rules will be used to determine whether this retiree coverage or your other coverage pays first:

- If you have retiree coverage, Medicare pays first.
- If your group sponsored health plan coverage is based on your current employment or a family member’s current employment, who pays first depends on your age, the number of people employed by your group sponsored plan, and whether you have Medicare based on age, disability, or end-stage renal disease (ESRD):
    - If you’re under 65 and disabled and you or your family member is still working, your plan pays first if the group has 100 or more employees or at least one group in a multiple group sponsored plan that has more than 100 employees.
    - If you’re over 65 and you are still working, your plan pays first if the group has 20 or more employees or at least one group in a multiple group sponsored plan that has more than 20 employees.
- If you have Medicare because of ESRD, your group sponsored health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance)
- Liability (including automobile insurance)
- Black lung benefits
- Workers’ compensation

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, group sponsored health plans, and/or Medigap have paid.

If you have other insurance, tell your doctor, hospital and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services. Phone numbers are printed on the back cover of this booklet. You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2

Important phone numbers and resources

Chapter 2 Important phone numbers and resources

SECTION 1	Your plan contacts (how to contact us, including how to reach Member Services at the plan)	57
SECTION 2	Medicare (how to get help and information directly from the federal Medicare program)	60
SECTION 3	State Health Insurance Assistance Program (free help, information and answers to your questions about Medicare)	61
SECTION 4	Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)	61
SECTION 5	Social Security	62
SECTION 6	Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)	62
SECTION 7	How to contact the Railroad Retirement Board	63
SECTION 8	Do you have “group insurance” or other health insurance from another group sponsor?	64

SECTION 1 Your plan contacts (how to contact us, including how to reach Member Services at the plan)

How to contact our plan's Member Services

For assistance with claims, billing or member card questions, please call or write to Member Services. We will be happy to help you.

Method	Member Services – Contact Information
CALL	**1-833-607-6518** Calls to this number are free. Monday through Friday, 8 a.m. to 9 p.m. ET, except holidays. Member Services also has free language interpreter services available for non-English speakers.
TTY	**711** This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WRITE	Anthem Medicare Preferred (PPO) P.O. Box 110 Fond du Lac, WI 54936-0110
WEBSITE	**www.anthem.com**

How to contact us when you are asking for a coverage decision about your medical care

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. For more information on asking for coverage decisions about your medical care, see Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, complaints)."

You only need to request a coverage decision or submit an appeal or a complaint once.

You may call us if you have questions about our coverage decision process.

Method	Coverage Decisions – Contact Information
CALL	**1-833-607-6518** Calls to this number are free. Monday through Friday, 8 a.m. to 9 p.m. ET, except holidays.

Method	Coverage Decisions – Contact Information
TTY	**711** This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WRITE	Anthem Blue Cross and Blue Shield - Senior Appeals and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd Mason, OH 45040
WEBSITE	**www.anthem.com**

How to contact us when you are making an appeal about your medical care

An appeal is a formal way of asking us to review and change a coverage decision we have made. For more information on making an appeal about your medical care, see Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, complaints)."

You only need to request a coverage decision, submit an appeal or a complaint once.

Method	Appeals – Contact Information
CALL	**1-833-607-6518** Calls to this number are free. Monday through Friday, 8 a.m. to 9 p.m. ET, except holidays.
TTY	**711** This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WRITE	Anthem Blue Cross and Blue Shield - Senior Appeals and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd Mason, OH 45040
WEBSITE	**www.anthem.com**
FAX	**1-888-458-1406**

How to contact us when you are making a complaint about your medical care

You can make a complaint about us or one of our in-network providers, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes. If your problem is about the plan's coverage or payment, you should look at the section above about making an appeal. For more information on making a complaint about

your medical care, see Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, complaints)."

Method	Complaints – Contact Information
CALL	**1-833-607-6518** Calls to this number are free. Monday through Friday, 8 a.m. to 9 p.m. ET, except holidays.
TTY	**711** This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WRITE	Anthem Blue Cross and Blue Shield - Senior Appeals and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd Mason, OH 45040
MEDICARE WEBSITE	You can submit a complaint about your plan directly to Medicare. To submit an online complaint to Medicare, go to **www.medicare.gov/MedicareComplaintForm/home.aspx**

Where to send a request asking us to pay for our share of the cost for medical care you have received

For more information on situations in which you may need to ask your plan for reimbursement or to pay a bill you have received from a provider, see Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services."

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, complaints)" for more information.

Method	Payment Requests – Contact Information
CALL	**1-833-607-6518** Calls to this number are free. Monday through Friday, 8 a.m. to 9 p.m. ET, except holidays. Member Services also has free language interpreter services available for non-English speakers.
TTY	**711** This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.

Method	Payment Requests – Contact Information
WRITE	Anthem Medicare Preferred (PPO) Anthem Blue Cross and Blue Shield P.O. Box 533 North Haven, CT 06473

SECTION 2 Medicare (how to get help and information directly from the federal Medicare program)

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with end-stage renal disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called "CMS"). This agency contracts with Medicare Advantage organizations including us.

Method	Medicare – Contact Information
CALL	**1-800-MEDICARE,** or **1-800-633-4227** Calls to this number are free. 24 hours a day, 7 days a week.
TTY	**1-877-486-2048** This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	**www.medicare.gov** This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options with the following tools: • **Medicare Eligibility Tool:** Provides Medicare eligibility status information. • **Medicare Plan Finder:** Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an *estimate* of what your out-of-pocket costs might be in different Medicare plans.

Method	Medicare – Contact Information
	You can also use the website to tell Medicare about any complaints you have about your plan: • **Tell Medicare about your complaint:** You can submit a complaint about your plan directly to Medicare. To submit a complaint to Medicare, go to **www.medicare.gov/MedicareComplaintForm/home.aspx**. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or, you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out and send it to you. You can call Medicare at **1-800-MEDICARE** (**1-800-633-4227**), 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3 State Health Insurance Assistance Program (free help, information and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. SHIP is an independent program (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

The SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

For contact information, please refer to the state-specific agency listing, which is located in the SHIP section of Chapter 11 in this booklet.

SECTION 4 Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)

There is a designated Quality Improvement Organization (QIO) for serving Medicare beneficiaries in each state. QIOs have different names depending on which state they are in.

The QIO has a group of doctors and other health care professionals who are paid by the federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. It is an independent organization. It is not connected with our plan.

You should contact the QIO in any of these situations:

- You have a complaint about the quality of care you have received.

- You made a complaint to your plan and you don't like our response to your complaint.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services is ending too soon.

For contact information, please refer to the state-specific agency listing located in the QIO section of Chapter 11 in this booklet.

SECTION 5 Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens and lawful permanent residents who are 65 or older, or who have a disability or end-stage renal disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – Contact Information
CALL	**1-800-772-1213** Calls to this number are free. Available 7:00 a.m. to 7:00 p.m., Monday through Friday. You can use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	**1-800-325-0778** This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7:00 a.m. to 7:00 p.m., Monday through Friday.
WEBSITE	**www.ssa.gov**

SECTION 6 Medicaid (a joint federal and state program that helps with medical costs for some people with limited income and resources)

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid.

In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost sharing like deductibles, coinsurance and copayments. Some people with QMB are also eligible for full Medicaid benefits (QMB+).
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).
- **Qualified Individual (QI):** Helps pay Part B premiums.
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

For contact information, please refer to the state-specific agency listing, which is located in the Medicaid section of Chapter 11 in this booklet.

SECTION 7 How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – Contact Information
CALL	**1-877-772-5772** Calls to this number are free. If you press "0," you may speak with an RRB representative from 9:00 a.m. to 3:30 p.m., Monday, Tuesday, Thursday and Friday, and from 9:00 a.m. to 12:00 p.m. on Wednesday. If you press "1", you may access the automated RRB HelpLine and recorded information 24 hours a day, including weekends and holidays.
TTY	**1-312-751-4701** This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are *not* free.
WEBSITE	**rrb.gov/**

SECTION 8 Do you have "group insurance" or other health insurance from another group sponsor?

If you have group insurance from another group sponsor, please contact that **group sponsor's benefits administrator** to identify how that coverage will work with these benefits. You may also call **1-800-MEDICARE (1-800-633-4227**; TTY: **1-877-486-2048**) with questions related to your Medicare coverage under this plan.

CHAPTER 3

Using the plan's coverage for your medical services

Chapter 3 Using the plan's coverage for your medical services

SECTION 1 Things to know about getting your medical care covered as a member of our plan 68

Section 1.1 What are "in-network providers" and "covered services?" 68
Section 1.2 Basic rules for getting your medical care covered by our plan 68

SECTION 2 Using in-network and out-of-network providers to get your medical care 69

Section 2.1 How to get care from specialists and other in-network providers 69
Section 2.2 How to get care from out-of-network providers 70

SECTION 3 How to get covered services when you have an emergency, or urgent need for care, or during a disaster 71

Section 3.1 Getting care if you have a medical emergency 71
Section 3.2 Getting care when you have an urgent need for services 71
Section 3.3 Getting care during a disaster 72

SECTION 4 What if you are billed directly for the full cost of your covered services? 72

Section 4.1 You can ask us to pay our share of the cost of your covered services 72
Section 4.2 If services are not covered by our plan, you must pay the full cost 72

SECTION 5 How are your medical services covered when you are in a "clinical research study?" 73

Section 5.1 What is a "clinical research study?" 73
Section 5.2 When you participate in a clinical research study, who pays for what? 73

SECTION 6 Rules for getting care covered in a "religious non-medical health care institution" 74

Section 6.1 What is a religious non-medical health care institution? 74
Section 6.2 Receiving care from a religious non-medical health care institution 75

SECTION 7 Rules for ownership of durable medical equipment 75

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan? 75

SECTION 8 Rules for oxygen equipment, supplies, and maintenance 76

Section 8.1 What oxygen benefits are you entitled to? 76
Section 8.2 What is your cost sharing? Will it change after 36 months? 76
Section 8.3 What happens if you leave your plan and return to Original Medicare? 76

SECTION 9 Information about hospice care 76

Section 9.1 What is hospice care? 76
Section 9.2 How do you get hospice care if you are terminally ill? 77
Section 9.3 How is your hospice care paid for? 77

SECTION 10 Information about organ transplants 77

Section 10.1 How to get an organ transplant if you need it 77

SECTION 1 Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using your plan to get your medical care coverage. It gives definitions of terms and explains the rules you will need to follow to get the medical treatments, services and other medical care that are covered by your plan.

For the details on what medical care is covered by your plan and how much you pay when you get this care, use the benefits chart located at the front of this booklet and Chapter 4, "Medical benefits (what is covered and what you pay)."

Section 1.1 What are "in-network providers" and "covered services?"

This plan lets you pay the same copay or coinsurance percentage when seeing either in-network providers or out-of-network providers who accept Medicare and our plan as an out-of-network provider. Even if you see an out-of-network provider, you will only pay your copay amount or coinsurance.

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- "**Providers**" are doctors and other health care professionals licensed by the state to provide medical and health care services. The term "providers" also includes hospitals and other health care facilities.
- "**In-network providers**" are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan. The providers in our network bill us directly for care they give you. When you see a network provider, you pay only your share of the cost for their services. In-network providers may also be referred to as "plan providers." With your plan, you are able to see any doctor that accepts Medicare and the plan.
- "**Covered services**" include all the medical care, health care services, supplies and equipment that are covered by your plan. Your covered services for medical care are listed in the benefits chart located at the front of this booklet.

Section 1.2 Basic rules for getting your medical care covered by our plan

As a Medicare health plan, your plan must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

Your plan will generally cover your medical care as long as:

- **The care you receive is included in your plan's medical benefits chart.** This chart is located at the front of this booklet.
- **The care you receive is considered medically necessary.** "Medically necessary" means that the services, supplies or drugs are needed for the prevention, diagnosis or treatment of your medical condition and meet accepted standards of medical practice.
- **You receive your care from a provider who is eligible to provide services under Original Medicare.** As a member of our plan, you can receive your care from either an

in-network provider or an out-of-network provider. For more about this, see Section 2 in this chapter.

- The providers in our network are listed in the *Provider Directory*.

Please note: While you can get your care from an out-of-network provider, the provider must be eligible to participate in Medicare. Except for emergency care, we cannot pay a provider who is not eligible to participate in Medicare. If you go to a provider who is not eligible to participate in Medicare, you will be responsible for the full cost of the services you receive. Check with your provider before receiving services to confirm that they are eligible to participate in Medicare.

SECTION 2 Using in-network and out-of-network providers to get your medical care

Section 2.1 How to get care from specialists and other in-network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint or muscle conditions.

You do not need to obtain a referral before going to an in-network specialist. See your *Provider Directory* and our website for provider information about in-network specialists.

For certain services, your in-network physician will need to get prior approval from us. This is called getting "prior authorization." Prior authorization is required for in-network physicians and recommended for out-of-network physicians. Please refer to your benefits chart located at the front of this booklet for the services for which prior authorization is required or recommended.

What if a specialist or another in-network provider leaves your plan?

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan but if your doctor or specialist does leave your plan, you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- We will make a good faith effort to provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.

- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider to manage your care.

You can call Member Services for assistance. Phone numbers are printed on the back cover of this booklet.

Section 2.2 How to get care from out-of-network providers

As a member of your plan, you can choose to receive care from out-of-network providers. However, please note, providers that do not contract with us are under no obligation to treat you, except in emergency situations. Your plan will cover services from either in-network or out-of-network providers, as long as the services are covered benefits and are medically necessary. Here are other important things to know about using out-of-network providers:

- You can get your care from an out-of-network provider; however, in most cases, that provider must be eligible to participate in Medicare. Except for emergency care, we cannot pay a provider who is not eligible to participate in Medicare. If you receive care from a provider who is not eligible to participate in Medicare, you will be responsible for the full cost of the services you receive. Check with your provider before receiving services to confirm that they are eligible to participate in Medicare.
- You don't need to get a referral or prior authorization when you get care from out-of-network providers. However, before getting services from out-of-network providers, you may want to ask for a pre-visit coverage decision to confirm that the services you are getting are covered and are medically necessary. See Chapter 7, Section 4 for information about asking for coverage decisions. This is important because:
    - Without a pre-visit coverage decision, if we later determine that the services are not covered or were not medically necessary, or we could not determine medical necessity due to lack of medical records, we may deny coverage and you will be responsible for the entire cost. If we say we will not cover your services, you have the right to appeal our decision not to cover your care. See Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, complaints)," to learn how to make an appeal.
- It is best to ask an out-of-network provider to bill your local Blue Plan first. But if you have already paid for the covered services, we will reimburse you for our share of the cost for covered services. Or, if an out-of-network provider sends you a bill that you think we should pay, you can send it to us for payment. See Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services," for information about what to do if you receive a bill or if you need to ask for reimbursement.
- Our CMS-defined geographic service area includes all 50 states, Washington, D.C., Puerto Rico, Guam, U.S. Virgin Islands, American Samoa and Northern Mariana Islands.

SECTION 3 How to get covered services when you have an emergency, or urgent need for care, or during a disaster

Section 3.1 Getting care if you have a medical emergency

What is a "medical emergency" and what should you do if you have one?

A "**medical emergency**" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call **911** for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do *not* need to get approval or a referral first from your provider.
- **As soon as possible, notify us of your emergency by calling Member Services.** Phone numbers are printed on the back cover of this booklet.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Your plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. For more information, see the medical benefits chart located at the front of this booklet.

Your plan may cover emergency care outside of the United States. Please refer to the benefits chart located at the front of this booklet for additional information.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be covered by your plan.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care – thinking that your health is in serious danger – and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, as long as you reasonably thought your health was in serious danger, we will cover your care.

Section 3.2 Getting care when you have an urgent need for services

What are "urgently needed services?"

"Urgently needed services" are a non-emergency, unforeseen medical illness, injury or condition that requires immediate medical care. Urgently needed services may be furnished by in-network providers or by out-of-network providers. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are outside the plan's service area when you have an urgent need for care?

Your plan may cover urgently needed care outside of the United States. Please refer to the benefits chart located at the front of this booklet for additional information.

Section 3.3 Getting care during a disaster

If the Governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from your plan.

Please visit the website **www.anthem.com** for information on how to obtain needed care during a disaster.

SECTION 4 What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay our share of the cost of your covered services

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 5, "Asking us to pay our share of a bill you have received for covered medical services," for information about what to do.

Section 4.2 If services are not covered by our plan, you must pay the full cost

Your plan covers all medical services that are medically necessary and are obtained consistent with plan rules. These services are listed in the plan's medical benefits chart located at the front of this booklet. You are responsible for paying the full cost of services that aren't covered by your plan, either because they are not plan-covered services, or plan rules were not followed.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 7, "What to do if you have a problem or complaint (coverage decisions, appeals, complaints)" has more information about what to do if you want a coverage decision from us or want to appeal a decision we have already made. You may also call Member Services to get more information. Phone numbers are printed on the back cover of this booklet.

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service. These costs will not count towards your out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

SECTION 5 How are your medical services covered when you are in a "clinical research study?"

Section 5.1 What is a "clinical research study?"

A clinical research study, also called a "clinical trial," is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of your plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has *not* approved, *you will be responsible for paying all costs for your participation in the study.*

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study, *and* you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in your plan and continue to get the rest of your care (the care that is not related to the study) through your plan.

If you want to participate in a Medicare-approved clinical research study, you do *not* need to get approval from your plan. The providers that deliver your care as part of the clinical research study do *not* need to be part of your plan's network of providers.

Although you do not need to get your plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

If you plan on participating in a clinical research study, contact Member Services to let them know that you will be participating in a clinical trial and to find out more specific details about what your plan will pay. Phone numbers are printed on the back cover of this booklet.

Section 5.2 When you participate in a clinical research study, who pays for what?

Once you join a Medicare-approved clinical research study, Original Medicare provides coverage for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- Outpatient hospital stay that Medicare would pay for even if you weren't in a study.
- An outpatient operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

Original Medicare pays most of the cost of the covered services you receive as part of the study. After Medicare has paid its share of the cost for these services, your plan will also pay for part of the costs. We will pay the difference between the cost sharing in Original Medicare

and your cost sharing as a member of your plan. This means you will pay the same amount for the services you receive as part of the study as you would if you received these services from your plan.

Here's an example of how the cost sharing works:

Let's say that you have a lab test that costs $100 as part of the research study. Let's also say that your share of the costs for this test is $20 under Original Medicare, but the test would be $10 under your plan's benefits. In this case, Original Medicare would pay $80 for the test and we would pay another $10. This means that you would pay $10, which is the same amount you would pay under your plan's benefits.

In order for us to pay for our share of the costs, you will need to submit a request for payment. With your request, you will need to send us a copy of your Medicare Summary Notices or other documentation that shows what services you received as part of the study and how much you owe. Please see Chapter 5 for more information about submitting requests for payment.

When you are part of a clinical research study, neither Medicare nor your plan will pay for any of the following:

- Generally, Medicare will *not* pay for the new item or service that the study is testing unless Medicare would cover the item or service even if you were *not* in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

Do you want to know more?

You can get more information about joining a clinical research study by reading the publication *"Medicare and Clinical Research Studies"* on the Medicare website **www.medicare.gov**. You can also call **1-800-MEDICARE** (**1-800-633-4227**), 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 6 Rules for getting care covered in a "religious non-medical health care institution"

Section 6.1 What is a religious non-medical health care institution?

A religious non-medical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious non-medical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (non-medical health care services). Medicare will only pay for non-medical health care services provided by religious non-medical health care institutions.

Section 6.2 Receiving care from a religious non-medical health care institution

To get care from a religious non-medical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is "non-excepted."

- "Non-excepted" medical care or treatment is any medical care or treatment that is *voluntary* and *not required* by any federal, state or local law.
- "Excepted" medical treatment is medical care or treatment that you get that is *not* voluntary or *is required* under federal, state or local law.

To be covered by your plan, the care you get from a religious non-medical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Your plan's coverage of services you receive is limited to *non-religious* aspects of care.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
    - You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
    - – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

SECTION 7 Rules for ownership of durable medical equipment

Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment (DME) includes items such as oxygen equipment and supplies, wheelchairs, walkers, powered mattress systems, crutches, diabetic supplies, speech generating devices, IV infusion pumps, nebulizers, and hospital beds ordered by a provider for use in the home. The member always owns certain items, such as prosthetics. In this section, we discuss other types of DME that you must rent.

In Original Medicare, people who rent certain types of DME own the equipment after paying copayments for the item for a period of 13 months. As a member of our plan, you will acquire ownership of the DME items following a rental period not to exceed 13 months from an in-network provider or a 13 month rental period from a non-network provider. Your copayments will end when you obtain ownership of the item.

What happens to payments you made for DME if you switch to Original Medicare?

If you did not acquire ownership of the DME item while in your plan, you will have to make 13 consecutive payments after you switch to Original Medicare in order to own the item. Payments you made while in your plan do not count toward these new 13 consecutive payments.

If you made fewer than 13 payments for the DME item under Original Medicare *before* you joined our plan, your previous payments also do not count toward the 13 consecutive

payments. You will have to make 13 new consecutive payments for the item under Original Medicare in order to own the item. There are no exceptions to this case when you return to Original Medicare.

SECTION 8 Rules for oxygen equipment, supplies, and maintenance

Section 8.1 What oxygen benefits are you entitled to?

If you qualify for Medicare oxygen equipment coverage, then for as long as you are enrolled, our plan will cover:

- Rental of oxygen equipment
- Delivery of oxygen and oxygen contents
- Tubing and related oxygen accessories for the delivery of oxygen and oxygen contents
- Maintenance and repairs of oxygen equipment

If you leave our plan or no longer medically require oxygen equipment, then the oxygen equipment must be returned to the owner.

Section 8.2 What is your cost sharing? Will it change after 36 months?

Your cost sharing for Medicare oxygen equipment coverage is is located in the benefits chart at the front of this booklet.

As a member of our plan, you will acquire ownership of the oxygen equipment following a rental period not to exceed 36 months. Your cost sharing will end when you obtain ownership of the item.

Section 8.3 What happens if you leave your plan and return to Original Medicare?

If you return to Original Medicare, and did not acquire ownership prior to leaving our plan then you start a new 36-month cycle which renews every five years. For example, if you had paid rentals for oxygen equipment for 36 months prior to joining our plan, join our plan for 12 months, and then return to Original Medicare, you will pay full cost sharing for oxygen equipment coverage.

Similarly, if you made payments for 36 months while enrolled in our plan and then return to Original Medicare, you will pay full cost sharing for oxygen equipment coverage.

SECTION 9 Information about hospice care

Section 9.1 What is hospice care?

"Hospice" is a special way of caring for people who are terminally ill and providing counseling for their families. Hospice care is physical care and counseling that is given by a team of people who are part of a Medicare-certified public agency or private company. Depending on the situation, this care may be given in the home, a hospice facility, a hospital or a nursing

home. Care from a hospice is meant to help patients who qualify for hospice care in the last months of life by giving comfort and relief from pain. The focus is on care, not cure.

Section 9.2 How do you get hospice care if you are terminally ill?

As a member of your plan, you may receive care from any Medicare-certified Hospice program. Your doctor can help you arrange hospice care. If you are interested in using hospice services, you may call Member Services to get a list of the Medicare-certified Hospice providers in your area. Phone numbers for Member Services are printed on the back cover of this booklet. Or, you may call the Regional Home Health Intermediary at **1-800-633-4227**. To get more information, visit **www.medicare.gov** on the web. Type "*Medicare Hospice Benefits*" in the search box. Or call **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**.

Section 9.3 How is your hospice care paid for?

If you enroll in a Medicare-certified Hospice program, the Original Medicare Plan, rather than this plan, will pay the hospice provider for the services you receive. Original Medicare will also pay for any services you receive that are not related to your terminal condition.

After Original Medicare has paid its share of the cost for these services, your plan may reimburse part of your costs if the deductible or coinsurance amount applied by Original Medicare was greater than the amount that would have been applied by this plan.

SECTION 10 Information about organ transplants

Section 10.1 How to get an organ transplant if you need it

If you need an organ transplant, we will arrange to have your case reviewed by one of the transplant centers that is approved by Medicare and your plan. Some hospitals that perform transplants are approved by Medicare, and others aren't. The Medicare-approved transplant center, in conjunction with your plan, will decide whether you are a candidate for a transplant. When all requirements are met and your plan has authorized the transplant and all associated care, the following types of transplants are covered: heart, lung, combined heart/lung, liver, intestine, combined liver/intestine, kidney, pancreas, combined kidney/pancreas, multivisceral transplant, corneal, stem cell/bone marrow, and donor leukocyte infusion. The following transplants are covered only if they are performed in a Medicare and plan-approved transplant center: heart, lung, combined heart/lung, liver, intestine, combined liver/intestine, kidney, pancreas, and combined kidney/pancreas.

When it is determined that a transplant may be needed, your doctor will need to prior authorize your transplant by calling the Member Services number on the back of your plan membership card and ask to speak with a Transplant Coordinator. All transplants are required to be prior authorized. Although certain transplants are covered, you must meet specific medical criteria for benefit coverage and the transplant must be performed in an approved facility. The Transplant Coordinator will help you in determining whether the proposed transplant is a covered benefit and that you have met all the requirements. The Transplant Coordinator will also advocate on your behalf with your transplant team to assure your best outcome.

Transplant providers may be local or outside of the service area. If our in-network transplant services are outside the community pattern of care, you may choose to go locally as long as the local transplant providers are willing to accept the Original Medicare rate. If the plan provides transplant services at a location outside the pattern of care for transplants in your community and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion.

The reimbursement for transportation costs are while you and your companion are traveling to and from the medical providers for services related to the transplant care. Your plan defines the distant location as a location that is outside of the member's service area AND a minimum of 75 miles from the member's home. Transportation and lodging costs will be reimbursed for travel mileage and lodging consistent with current IRS travel mileage and lodging guidelines. Accommodations for lodging will be reimbursed at the lesser of: 1) billed charges, or 2) $50 per day per covered person up to a maximum of $100 per day per covered person consistent with IRS guidelines.

CHAPTER 4

Medical benefits (what is covered and what you pay)

Chapter 4 Medical benefits (what is covered and what you pay)

SECTION 1 Understanding your out-of-pocket costs for covered services 81

Section 1.1 Types of out-of-pocket costs you may pay for your covered services 81

Section 1.2 What is your plan deductible? 81

Section 1.3 What is the most you will pay for Medicare Part A and Part B covered medical services? 81

Section 1.4 Our plan also limits your out-of-pocket costs for certain types of services 82

Section 1.5 Our plan does not allow providers to "balance bill" you 82

SECTION 2 Use the medical benefits chart located at the front of this booklet, along with this chapter, to find out what is covered for you and how much you will pay 83

Section 2.1 Your medical benefits and costs as a member of your plan 83

SECTION 3 What services are not covered by your plan? 85

Section 3.1 Services we do *not* cover (exclusions) 85

Please contact Member Services for information including benefits that will be made available during the duration of the public health emergency (if it extends into 2021) for the COVID-19 pandemic.

SECTION 1 Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. The medical benefits chart located at the front of this booklet lists your covered services and shows how much you will pay for each covered service as a member of your plan. Later in this chapter, you can find information about medical services that are not covered and about limits on certain services.

Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- The **"deductible"** is the amount you must pay for medical services before our plan begins to pay its share. Your plan has no deductible.
- A **"copayment"** is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service. The medical benefits chart located at the front of this booklet explains your copayments.
- **"Coinsurance"** is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service. The medical benefits chart located at the front of this booklet explains your coinsurance. Your plan has no coinsurance.

Most people who qualify for Medicaid or for the Qualified Medicare Beneficiary (QMB) program should never pay deductibles or copayments. Be sure to show your proof of Medicaid or QMB eligibility to your provider, if applicable. If you think that you are being asked to pay improperly, contact Member Services.

Section 1.2 What is your plan deductible?

This plan has no deductible. An annual deductible is the amount you have to pay out-of-pocket before we will pay our share for your covered medical services.

Section 1.3 What is the most you will pay for Medicare Part A and Part B covered medical services?

Under our plan, there is a limit on what you have to pay out-of-pocket for covered medical services:

- Your **combined maximum out-of-pocket amount** is located on the benefits chart in the front of this booklet. This is the most you may pay during the plan year for covered Medicare Part A and Part B services received from both in-network and out-of-network providers. The amounts you pay for deductibles and copayments for covered services count toward this combined maximum out-of-pocket amount. The amounts you pay for your plan premiums do not count toward your combined maximum out-of-pocket

amount. If you have paid the amount located on the benefits chart at the front of this booklet for covered services, you will have 100% coverage and will not have any out-of-pocket costs for the rest of the plan year for covered Part A and Part B services.

However, you must continue to pay your plan premium and the Medicare Part B premium, unless your Part B premium is paid for you by Medicaid or another third party. Please refer to the benefits chart located at the front of this booklet to determine your plan's maximum out-of-pocket amount, which services are included, and how your plan's maximum out-of-pocket accumulates.

Section 1.4 Our plan also limits your out-of-pocket costs for certain types of services

In addition to the combined maximum out-of-pocket amounts for covered Part A and Part B services (see Section 1.3 above), you may also have a separate maximum out-of-pocket amount that applies only to certain types of medical services. Please refer to the benefits chart located at the front of this booklet to see if you have separate maximum out-of-pocket amounts and what medical services are included.

Section 1.5 Our plan does not allow providers to "balance bill" you

As a member of our plan, an important protection for you is that after you meet any deductibles you only have to pay your cost sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges called "balance billing." This protection, that you never pay more than your cost sharing amount, applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don't pay certain provider charges.

Here is how this protection works:

- If your cost sharing is a copayment (a set amount of dollars, for example, $15.00), then you pay only that amount for any covered services from an in-network provider.
- If your cost sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends on which type of provider you see:
    - If you obtain covered services from an in-network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate, as determined in the contract between the provider and our plan.
    - If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers.
    - If you obtain covered services from an out-of-network DME supplier who does not participate with Medicare, then you pay the coinsurance amount multiplied by the total charge of the non-participating provider's bill.
    - If you obtain services not covered by Medicare but covered by our plan from an out-of-network provider, then you pay the coinsurance amount multiplied by the total charge of the out-of-network provider's bill.
- If you see a provider that has opted out of Medicare, you will be responsible for the entire charge. An opt-out provider is a provider who is not enrolled with Medicare, either as a Medicare participating provider or a non-participating Medicare provider.

- If you believe a provider has "balance billed" you, call Member Services. Phone numbers are printed on the back cover of this booklet.

SECTION 2 Use the medical benefits chart located at the front of this booklet, along with this chapter, to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of your plan

The medical benefits chart located at the front of this booklet lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the medical benefits chart are covered only when the following coverage requirements are met:

- Your Medicare covered services must be provided according to the coverage guidelines established by Medicare.
- Your services, including medical care, services, supplies, and equipment, must be medically necessary. "Medically necessary" means that the services, supplies or drugs are needed for the prevention, diagnosis or treatment of your medical condition and meet the accepted standards of medical practice.
- Some of the services listed in the medical benefits chart are covered as in-network services *only* if your doctor or other in-network provider gets approval in advance from us. This is sometimes called "prior authorization."
    - Covered services that need approval in advance to be covered as in-network services are identified in the medical benefits chart.
    - Prior authorization is only required for services obtained from an in-network provider. You never need prior authorization for out-of-network services from out-of-network providers, but we do request that you notify us of services and recommend you ask us to make a coverage decision in advance.

Other important things to know about our coverage:

- For benefits where your cost sharing is a coinsurance percentage, the amount you pay depends on what type of provider you receive the services from as noted below:
    - If you receive the covered services from an in-network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate, as determined in the contract between the provider and our plan.
    - If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers.
    - If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for non-participating providers.
    - If you obtain covered services from an out-of-network DME supplier who does not participate with Medicare, then you pay the coinsurance amount multiplied by the total charge of the non-participating provider's bill.
    - If you obtain services not covered by Medicare but covered by our plan from an out-of-network provider, then you pay the coinsurance amount multiplied by the total charge of the out-of-network provider's bill.

- If you see a provider that has opted out of Medicare, you will be responsible for the entire charge. (An opt-out provider is a provider who is not enrolled with Medicare, either as a Medicare participating provider or a non-participating Medicare provider.)
- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay *more* in our plan than you would in Original Medicare. For others, you pay *less*. If you want to know more about the coverage and costs of Original Medicare, look in your *Medicare & You 2021* handbook. View it online at **www.medicare.gov** or ask for a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.
- Sometimes, Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2021, either Medicare or our plan will cover those services.

Some plans may include special supplemental benefits for the chronically ill (SSBCI benefits), as defined by the Centers for Medicare & Medicaid Services (CMS). If you are diagnosed with the following chronic condition(s)* identified below and meet certain criteria, you may be eligible for special supplemental benefits for the chronically ill.

- Chronic alcohol and other drug dependence
- Certain autoimmune disorders
- Cancer (excluding pre-cancer conditions or in-situ status)
- Certain cardiovascular disorders
- Chronic heart failure
- Dementia
- Diabetes mellitus
- End-stage liver disease
- End-stage renal disease (ESRD) requiring dialysis
- Certain hematologic disorders
- HIV/AIDS
- Certain chronic lung disorders
- Certain chronic and disabling mental health conditions
- Certain neurologic disorders
- Stroke
- Other chronic conditions such as those diseases or illnesses that:
    - are expected to be present for a majority of the plan year,
    - impact activities of daily living and
    - require on-going medical treatment

*The above list of chronic conditions was provided by CMS.

For plans that offer SSBCI benefits, you are eligible based on qualifying clinical criteria of a chronic condition as determined and confirmed by your physician.

To determine if your plan offers SSBCI benefits, please refer to the benefits chart located at the front of this booklet. SSBCI benefits are located under the additional benefits section.

SECTION 3 What services are not covered by your plan?

Section 3.1 Services we do *not* cover (exclusions)

This section explains what services are "excluded" from Medicare coverage and therefore, are not covered by this plan. If a service is "excluded," it means that your plan doesn't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception: We will pay if a service in the chart below is found, upon appeal, to be a medical service that we should have paid for or covered because of your specific situation. For information about appealing a decision we have made to not cover a medical service, go to Chapter 7, Section 5.3 in this booklet.

All exclusions or limitations on services are described in the benefits chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Please review the benefits chart at the front of this booklet to see if any of the below are "included" as part of your plan.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not covered or reasonable and necessary, according to the standards of Original Medicare		✓ Unless otherwise specified in the benefits chart at the front of this booklet
Experimental medical and surgical procedures, equipment and medications Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community		✓ May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan See Chapter 3, Section 5 for more information on clinical research studies

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Private room in a hospital		✓ Covered only when medically necessary
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television	✓	
Full-time nursing care in your home		✓ Unless specified otherwise in the benefits chart at the front of this booklet
*Custodial care is care provided in a nursing home, hospice or other facility setting when you do not require skilled medical care or skilled nursing care	✓	
Homemaker services include basic household assistance, including light housekeeping or light meal preparation	✓	
Fees charged for care by your immediate relatives or members of your household	✓	
Cosmetic surgery or procedures		✓ Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance
Routine dental care, such as cleanings, fillings or dentures	✓	
Non-routine dental care		✓ Dental care required to treat illness or injury may be covered as inpatient or outpatient care

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Routine chiropractic care		✓ Only manual manipulation of the spine to correct a subluxation is covered, unless specified otherwise in the benefits chart at the front of this booklet
Routine foot care		✓ Some limited coverage provided according to Medicare guidelines, e.g., if you have diabetes, unless specified otherwise in the benefits chart at the front of this booklet
Orthopedic shoes		✓ If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease
Supportive devices for the feet		✓ Orthopedic or therapeutic shoes for people with diabetic foot disease, unless specified otherwise in the benefits chart at the front of this booklet
Routine hearing exams, hearing aids or exams to fit hearing aids		✓ Unless specified otherwise in the benefits chart at the front of this booklet
Routine eye examinations, eyeglasses, radial keratotomy, LASIK surgery, vision therapy and other low vision aids		✓ Only an eye exam and one pair of eyeglasses or contact lenses are covered for people after cataract surgery, unless specified otherwise in the benefits chart at the front of this booklet
Eye refractions		✓ Unless specified otherwise in the benefits chart at the front of this booklet

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Reversal of sterilization procedures and/or non-prescription contraceptive supplies	✓	
Acupuncture or acupressure		✓ As specified in the benefits chart at the front of this booklet
Treatment of sexual dysfunction, including erectile dysfunction, impotence, and anorgasmy or hyporgasmy	✓	
Naturopath services (uses natural or alternative treatments)	✓	
Services that you get without prior authorization, when prior authorization is required for getting that service	✓	
Private Duty Nurses	✓	
Benefits to the extent that they are available as benefits through any governmental unit (except Medicaid)		✓ Unless otherwise required by law or regulation The payment of benefits under this *Evidence of Coverage* will be coordinated with such governmental units to the extent required under existing state or federal laws
Services for illness or injury that occurs as a result of any act of war, declared or undeclared if care is received in a governmental facility	✓	
Services for court-ordered testing or care		✓ Unless medically necessary and authorized by your plan
Services for which you have no legal obligation to pay in the absence of this or like coverage	✓	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services received from a dental or medical department maintained by or on behalf of an employer, mutual benefit association, labor union, trust, or similar person or group	✓	
Charges for completion of claim forms or charges for medical records or reports unless otherwise required by law	✓	
Charges for missed or canceled appointments	✓	
Charges in excess of the maximum allowable amount		✓ Unless otherwise specified in the benefits chart at the front of this booklet
Charges for services incurred prior to your effective date	✓	
Charges for services incurred after the termination date of this coverage		✓ Except as specified elsewhere in this booklet
Services or supplies primarily for educational, vocational or training purposes		✓ Unless otherwise specified in the benefits chart at the front of this booklet
For self-help training and other forms of non-medical self-care		✓ Unless otherwise specified in the benefits chart at the front of this booklet
Bathroom assistance equipment		✓ Unless otherwise specified in the benefits chart at the front of this booklet
Ambulance service to a physician's office or a physician-directed clinic		✓ Unless otherwise specified in the benefits chart at the front of this booklet

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Ambulette services		✓ Unless otherwise specified in the benefits chart at the front of this booklet
Hospice services in a Medicare-participating hospice are not paid for by this PPO, but reimbursed directly by Original Medicare when you are enrolled in a Medicare-certified Hospice		✓ Unless otherwise specified in the benefits chart at the front of this booklet
Outpatient prescription drugs, when you have a Medicare Advantage plan that does not cover prescription drugs		✓ Medicare covers a few prescription drugs that you can obtain from a pharmacy under the medical, Part B coverage Please see the benefits chart for more information on drugs covered under your medical benefit
Surgical treatment for morbid obesity		✓ Except when it is considered medically necessary and covered under Original Medicare
Meals delivered to your home		✓ Unless otherwise specified in the benefits chart at the front of this booklet
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging and mental performance)		✓ Except when medically necessary and covered under Original Medicare

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services provided to veterans in Veterans Affairs (VA) facilities		✓ However, when emergency services are received at a VA hospital and the VA cost sharing is more than the cost sharing under our plan, we will reimburse veterans for the difference Members are still responsible for our cost sharing amounts

Your plan will not cover the excluded services listed above. Even if you receive the services at an emergency facility, the excluded services are still not covered.

*Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing.

CHAPTER 5

Asking us to pay our share of a bill you have received for covered medical services

Chapter 5 Asking us to pay our share of a bill you have received for covered medical services

SECTION 1 Situations in which you should ask us to pay our share of the cost of your covered services 94

Section 1.1 If you pay our plan's share of the cost of your covered services or if you receive a bill, you can ask us for payment 94

SECTION 2 How to ask us to pay you back or to pay a bill you have received 95

Section 2.1 How and where to send us your request for payment 95

SECTION 3 We will consider your request for payment and say yes or no 96

Section 3.1 We check to see whether we should cover the service and how much we owe 96

Section 3.2 If we tell you that we will not pay for all or part of the medical care, you can make an appeal 96

SECTION 1 Situations in which you should ask us to pay our share of the cost of your covered services

Section 1.1 If you pay our plan's share of the cost of your covered services or if you receive a bill, you can ask us for payment

Sometimes when you get medical care you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of your plan. In either case, you can ask your plan to pay you back. Paying you back is often called "reimbursing" you. It is your right to be paid back by your plan whenever you've paid more than your share of the cost for medical services that are covered by your plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask your plan to pay you back or to pay a bill you have received:

1. When you've received medical care from a provider who is not in our plan's network and does not accept Medicare

NOTICE OF CLAIM: In the event that a service is rendered for which you are billed, you have 12 months from the date of service provided to submit such claims to your plan.

You can receive emergency services from any provider. You are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill us for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
    - If the provider is owed anything, we will pay the provider directly.
    - If you have already paid more than your share of the cost of the service, we will determine how much you are owed and pay you back for our share of the cost.
- **Please note:** While you can get your care from an out-of-network provider, the provider must be eligible to participate in Medicare. Except for emergency care, we cannot pay a provider who is not eligible to participate in Medicare. If the provider is not eligible to participate in Medicare, you will be responsible for the full cost of the services you receive.

2. When an in-network provider sends you a bill you think you should not pay

NOTICE OF CLAIM: In the event that a service is rendered for which you are billed, you have 12 months from the date of service provided to submit such claims to your plan.

In-network providers should always bill your plan directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called "balance billing." This protection, that you never pay more than your cost sharing amount, applies even if we pay the provider less than the provider charges for a service, and even if there is a dispute and we don't pay certain provider charges. For more information about "balance billing," go to Chapter 4, Section 1.5.
- Whenever you get a bill from an in-network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to an in-network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under the plan.

3. If you are retroactively enrolled in your plan

Sometimes a person's enrollment in the plan is retroactive. Retroactive means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.

If you were retroactively enrolled in your plan and you paid out-of-pocket for any of your covered services after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

Please call Member Services for additional information about how to ask us to pay you back and deadlines for making your request. Phone numbers for Member Services are printed on the back cover of this booklet.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 7 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, complaints)," has information about how to make an appeal.

SECTION 2 How to ask us to pay you back or to pay a bill you have received

Section 2.1 How and where to send us your request for payment

NOTICE OF CLAIM: In the event that a service is rendered for which you are billed, you have 12 months from the date of service provided to submit such claims to your plan.

Send us your request for payment using the Medical Claim Form found online at **www.anthem.com** along with your itemized bill, documentation of any payment you have made and the Appointment of Representative or Power of Attorney form if someone is requesting reimbursement for you. It's a good idea to make a copy of your bill and receipts for your records.

Mail your Medical Claim Form and documents to us at this address:

Anthem Medicare Preferred (PPO)
Anthem Blue Cross and Blue Shield
P.O. Box 533
North Haven, CT 06473

You must submit your claim to us within one year from the date you received the service or item.

Contact Member Services if you have any questions. Phone numbers are printed on the back cover of this booklet. If you don't know what you owe, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3 We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the service and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care is covered and you followed all the rules for getting the care, we will pay for our share of the cost. Medicare limiting charges may apply, and could be less than the billed amount. If you have already paid for the service, we will mail your reimbursement of our share of the cost to you. **If you have not paid for the service yet, please contact your provider to file the claim on your behalf. The claim must be submitted within 12 months from the date of service or according to the contract we have with your provider. We will process covered services according to your plan benefits. Any payment will be made to the provider.** Chapter 3 explains the rules you need to follow for getting your medical services covered.
- If we decide that the medical care is *not* covered, or you did *not* follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the medical care, you can make an appeal

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details on how to make this appeal, go to Chapter 7 of this booklet, "What to do if you have a problem or complaint (coverage decisions, appeals, complaints)." The appeals process is a formal process with detailed procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 7. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives definitions of terms such as "appeal." Then after you have read Section 4, you can go to Section 5.3 in Chapter 7 that explains what to do if you want to make an appeal about getting paid back for a medical service.

CHAPTER 6

Your rights and responsibilities

Chapter 6 Your rights and responsibilities

SECTION 1 Your plan must honor your rights as a member of the plan 100

Section 1.1 We must provide information in a way that works for you (in languages other than English, or alternate formats) 100

Section 1.2 We must ensure that you get timely access to your covered services 100

Section 1.3 We must protect the privacy of your personal health information 100

Section 1.4 We must give you information about your plan, its network of providers, and your covered services 106

Section 1.5 We must support your right to make decisions about your care 107

Section 1.6 You have the right to make complaints and to ask us to reconsider decisions we have made 109

Section 1.7 What can you do if you believe you are being treated unfairly or your rights are not being respected? 109

Section 1.8 How to get more information about your rights 110

SECTION 2 You have some responsibilities as a member of your plan 110

Section 2.1 What are your responsibilities? 110

SECTION 1 Your plan must honor your rights as a member of the plan

Section 1.1 We must provide information in a way that works for you (in languages other than English, or alternate formats)

To get information from us in a way that works for you, please call Member Services. Phone numbers are printed on the back cover of this booklet.

Your plan has people and free interpreter services available to answer questions from disabled and non-English speaking members. We can also give you information in alternate formats at no cost if you need it. We are required to give you information about your plan's benefits in a format that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services. Phone numbers are printed on the back cover of this booklet.

If you have any trouble getting information from your plan in a format that is accessible and appropriate for you, please call to file a grievance with Member Services. Phone numbers are printed on the back cover of this booklet. You may also file a complaint with Medicare by calling **1-800-MEDICARE (1-800-633-4227**) or directly with the Office for Civil Rights. For contact information, please refer to the state-specific agency listing located in Chapter 11.

Section 1.2 We must ensure that you get timely access to your covered services

You have the right to choose a provider in your plan's network. Call Member Services to learn which doctors are accepting new patients. Phone numbers are printed on the back cover of this booklet. You also have the right to go to a women's health specialist, such as a gynecologist, without a referral and still pay the in-network cost sharing amount. Prior authorization may be required on some services. Please refer to the benefits chart for more information.

As a plan member, you have the right to get appointments and covered services from your providers *within a reasonable amount of time*. This includes the right to get timely services from specialists when you need that care.

If you think that you are not getting your medical care within a reasonable amount of time, Chapter 7, Section 9 of this booklet explains what you can do. If we have denied coverage for your medical care and you don't agree with our decision, Chapter 7, Section 4 explains what you can do.

Section 1.3 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in your plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you our written notice later in

this chapter, called a "Notice of Privacy Practice," that explains these rights and how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, *we are required to get written permission from you first*. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
    - For example, we are required to release health information to government agencies that are checking on quality of care.
    - Because you are a member of your plan through Medicare, we are required to give Medicare your health information. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held at your plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services. Phone numbers are printed on the back cover of this booklet.

Below is the Notice of Privacy Practices as of May 2018. This Notice can change so to make sure you're viewing the most recent version, you can request the current version from Member Services. Phone numbers are printed on the back cover of this booklet, or view it on our website at **www.anthem.com/privacy**.

Protecting your personal health information is important. Every year, we're required to send you specific information about your rights and some of our duties to help keep your information safe. This notice combines three of these required yearly communications.

- State notice of privacy practices
- Health Insurance Portability and Accountability Act (HIPAA) notice of privacy practices
- Breast reconstruction surgery benefits

State notice of privacy practices

When it comes to handling your health information, we follow state laws, which are sometimes stricter than the federal HIPAA privacy law. This notice:

- Explains your rights and our duties under state law.
- Applies to health, dental, vision and life insurance benefits you may have.

Your state may give you additional rights to limit sharing your health information. Please call the Member Services phone number on your plan membership card for more details.

Your personal information

Your nonpublic (private) personal information (PI) identifies you and it's often gathered in an insurance matter. You have the right to see and correct your PI. We may collect, use and share your PI as described in this notice. Our goal is to protect your PI because your information can be used to make judgments about your health, finances, character, habits, hobbies, reputation, career and credit.

We may get your PI from others, such as doctors, hospitals or other insurance companies. We may also share your PI with others outside our company – without your approval, in some cases. But we take reasonable measures to protect your information.

If an activity requires us to give you a chance to opt out, we'll let you know. We'll also tell you how you can let us know you don't want your PI used or shared for an activity you can opt out of.

HIPAA Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW HEALTH, VISION AND DENTAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, AND HOW YOU CAN GET ACCESS TO THIS INFORMATION WITH REGARD TO YOUR HEALTH BENEFITS. PLEASE REVIEW IT CAREFULLY.

We keep the health and financial information of our current and former members private as required by law, accreditation standards and our own rules. We're also required by law to give you this notice to explain your rights and our legal duties and privacy practices.

Your Protected Health Information

There are times we may collect, use and share your Protected Health Information (PHI) as allowed or required by law, including the HIPAA Privacy rule. Here are some of those times:

Payment: We collect, use and share PHI to take care of your account and benefits, or to pay claims for health care you get through your plan.

Health care operations: We collect, use and share PHI for your health care operations.

Treatment activities: We don't provide treatment, but we collect, use and share information about your treatment to offer services that may help you, including sharing information with others providing you treatment.

Examples of ways we use your information:

- We keep information on file about your premium and deductible payments.
- We may give information to a doctor's office to confirm your benefits.
- We may share explanation of benefits (EOB) with the subscriber of your plan for payment purposes.
- We may share PHI with your doctor or hospital so that they may treat you.
- We may use PHI to review the quality of care and services you get.
- We may use PHI to help you with services for conditions like asthma, diabetes or traumatic injury.
- We may use publicly and/or commercially available data about you so you can get available health plan benefits and services.

- We may use your PHI to create, use or share de-identified data as allowed by HIPAA.
- We may also use and share PHI directly or indirectly with health information exchanges for payment, health care operations and treatment. If you don't want your PHI to be shared in these situations visit **www.anthem.com/privacy** for more information.

Sharing your PHI with you: We must give you access to your own PHI. We may also contact you about treatment options or other health-related benefits and services. When you or your dependents reach a certain age, we may tell you about other plans or programs for which you may be eligible, including individual coverage. We may also send you reminders about routine medical checkups and tests. You may get emails that have limited PHI, such as welcome materials. We'll ask your permission before we email you.

Sharing your PHI with others: In most cases, if we use or share your PHI outside of treatment, payment, operations or research activities, we have to get your okay in writing first. We must also get your written permission before:

- Using your PHI for certain marketing activities.
- Selling your PHI.
- Sharing any psychotherapy notes from your doctor or therapist.

We may also need your written permission for other situations not mentioned above. You always have the right to cancel any written permission you have given at any time.

You have the right and choice to tell us to:

- Share information with your family, close friends or others involved with your current treatment or payment for your care.
- Share information in an emergency or disaster relief situation.

If you can't tell us your preference, for example in an emergency or if you're unconscious, we may share your PHI if we believe it's in your best interest. We may also share your information when needed to lessen a serious and likely threat to your health or safety.

Other reasons we may use or share your information:

We are allowed, and in some cases required, to share your information in other ways – usually for the good of the public, such as public health and research. We can share your information for these specific purposes:

- Helping with public health and safety issues, such as:
    - Preventing disease
    - Helping with product recalls
    - Reporting adverse reactions to medicines
    - Reporting suspected abuse, neglect or domestic violence
    - Preventing or reducing a serious threat to anyone's health or safety
- Doing health research.
- Obeying the law, if it requires sharing your information.
- Responding to organ donation groups for research and certain reasons.

- Addressing workers' compensation, law enforcement and other government requests, and to alert proper authorities if we believe you may be a victim of abuse or other crimes.
- Responding to lawsuits and legal actions.

If you're enrolled with us through an employer, we may share your PHI with your group health plan. If the employer pays your premium or part of it, but doesn't pay your health insurance claims, your employer can only have your PHI for permitted reasons and is required by law to protect it.

Authorization: We'll get your written permission before we use or share your PHI for any purpose not stated in this notice. You may cancel your permission at any time, in writing. We will then stop using your PHI for that purpose. But if we've already used or shared your PHI with your permission, we cannot undo any actions we took before you told us to stop.

Genetic information: We cannot use your genetic information to decide whether we'll give you coverage or decide the price of that coverage.

Race, Ethnicity and Language. We may receive race, ethnicity and language information about you and protect this information as described in this notice. We may use this information to help you, including identifying your specific needs, developing programs and educational materials and offering interpretation services. We don't use race, ethnicity and language information to decide whether we'll give you coverage, what kind of coverage and the price of that coverage. We don't share this information with unauthorized persons.

Your rights

Under federal law, you have the right to:

- Send us a written request to see or get a copy of your PHI, including a request for a copy of your PHI through email. Remember, there's a risk your PHI could be read by a third party when it's sent unencrypted, meaning regular email. So we will first confirm that you want to get your PHI by unencrypted email before sending it to you.
- Ask that we correct your PHI that you believe is wrong or incomplete. If someone else, such as your doctor, gave us the PHI, we'll let you know so you can ask him or her to correct it.
- Send us a written request not to use your PHI for treatment, payment or health care operations activities. We may say "no" to your request, but we'll tell you why in writing.
- Request confidential communications. You can ask us to send your PHI or contact you using other ways that are reasonable. Also, let us know if you want us to send your mail to a different address if sending it to your home could put you in danger.
- Send us a written request to ask us for a list of those with whom we've shared your PHI.
- Ask for a restriction for services you pay for out of your own pocket: If you pay in full for any medical services out of your own pocket, you have the right to ask for a restriction. The restriction would prevent the use or sharing of that PHI for treatment, payment or operations reasons. If you or your provider submits a claim to us, we may not agree to a restriction (see "Your rights" above). If a law requires sharing your information, we don't have to agree to your restriction.
- Call Member Services at the phone number on your plan membership card to use any of these rights. A representative can give you the address to send the request. They can also give you any forms we have that may help you with this process.

How we protect information

We're dedicated to protecting your PHI, and we've set up a number of policies and practices to help keep your PHI secure and private. If we believe your PHI has been breached, we must let you know.

We keep your oral, written and electronic PHI safe using the right procedures, and through physical and electronic ways. These safety measures follow federal and state laws. Some of the ways we keep your PHI safe include securing offices that hold PHI, password-protecting computers, and locking storage areas and filing cabinets. We require our employees to protect PHI through written policies and procedures. These policies limit access to PHI to only those employees who need the data to do their jobs. Employees are also required to wear ID badges to help keep unauthorized people out of areas where your PHI is kept. Also, where required by law, our business partners must protect the privacy of data we share with them as they work with us. They're not allowed to give your PHI to others without your written permission, unless the law allows it and it's stated in this notice.

Potential impact of other applicable laws

HIPAA, the federal privacy law, generally doesn't cancel other laws that give people greater privacy protections. As a result, if any state or federal privacy law requires us to give you more privacy protections, then we must follow that law in addition to HIPAA.

Calling or texting you

We, including our affiliates and/or vendors, may call or text you by using an automatic telephone dialing system and/or an artificial voice. But we only do this in accordance with the Telephone Consumer Protection Act (TCPA). The calls may be about treatment options or other health-related benefits and services for you. If you don't want to be contacted by phone, just let the caller know or call **1-844-203-3796** to add your phone number to our Do Not Call list. We will then no longer call or text you.

Complaints

If you think we haven't protected your privacy, you can file a complaint with us at the Member Services phone number on your plan membership card. You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by visiting **www.hhs.gov/ocr/privacy/hipaa/complaints/**. We will not take action against you for filing a complaint.

Contact information

You may call us at the Member Services phone number on your plan membership card.

Our representatives can help you apply your rights, file a complaint or talk with you about privacy issues.

Copies and changes

You have the right to get a new copy of this notice at any time. Even if you have agreed to get this notice by electronic means, you still have the right to ask for a paper copy. We reserve the right to change this notice. A revised notice will apply to PHI we already have about you, as well as any PHI we may get in the future. We're required by law to follow the privacy notice that's in effect at this time. We may tell you about any changes to our notice through a newsletter, our website or a letter.

Effective date of this notice

The original effective date of this Notice was April 14, 2003. This Notice was most recently revised in May 2018 and reviewed in June 2020. This Notice can change so make sure you're viewing the most recent version. You can request the current version from Member Services at the phone number printed on your plan membership card or view it on our website at **www.anthem.com/privacy**.

FOR MAINE RESIDENTS: Maine Notice of Additional Privacy Rights

The Maine Insurance Information and Privacy Protection Act provides consumers in Maine with the following additional rights.

The right:

- To obtain access to the consumer's recorded personal information in the possession or control of a regulated insurance entity;
- To request correction if the consumer believes the information to be inaccurate; and
- To add a rebuttal statement to the file if there is a dispute;
- The right to know the reasons for an adverse underwriting decision (previous adverse underwriting decisions may not be used as the basis for subsequent underwriting decisions unless the carrier makes an independent evaluation of the underlying facts); and

The right, with very narrow exceptions, not to be subjected to pretext interviews.

Breast reconstruction surgery benefits

A mastectomy that's covered by your health plan includes benefits that comply with the Women's Health and Cancer Rights Act of 1998, which provides for:

- Reconstruction of the breast(s) that underwent a covered mastectomy.
- Surgery and reconstruction of the other breast to restore a symmetrical appearance.
- Prostheses and coverage for physical complications related to all stages of a covered mastectomy, including lymphedema.

You'll pay your usual deductible, copay and/or coinsurance. For details, contact your plan administrator.

For more information about the Women's Health and Cancer Rights Act, go to the United States Department of Labor website at:
www.dol.gov/agencies/ebsa/laws-and-regulations/laws/whcra.

Section 1.4 We must give you information about your plan, its network of providers, and your covered services

As a member of your plan, you have the right to get several kinds of information from us. As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in languages other than English and alternate formats.

If you want any of the following kinds of information, please call Member Services. Phone numbers are printed on the back cover of this booklet.

- **Information about your plan.** This includes, for example, information about your plan's financial condition. It also includes information about the number of appeals made by members and your plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our in-network providers.**
  - For example, you have the right to get information from us about the qualifications of the providers in our network and how we pay the providers in our network.
  - For a list of the providers in the plan's network, see the *Provider Directory*.
  - For more detailed information about our providers you can call Member Services. Phone numbers are printed on the back cover of this booklet.
- **Information about your coverage and the rules you must follow when using your coverage.**
  - In Chapters 3 and 4 and the benefits chart located at the front of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
  - If you have questions about the rules or restrictions, please call Member Services. Phone numbers are printed on the back cover of this booklet.
- **Information about why something is not covered and what you can do about it.**
  - If a medical service is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service from an out-of-network provider.
  - If you are not happy or if you disagree with a decision we make about what medical care is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 7 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. Chapter 7 also explains how to make a complaint about quality of care, waiting times and other concerns.
  - If you want to ask us to pay our share of a bill you have received for medical care, see Chapter 5 of this booklet.

Section 1.5 We must support your right to make decisions about your care

You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices *in a way that you can understand*.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by your plan.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say** "**no.**" You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking medication, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 7 of this booklet explains how to ask your plan for a coverage decision.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can:

- Fill out a written form to give **someone the legal authority to make medical decisions for you** if you ever become unable to make decisions for yourself.
- **Give your doctors written instructions** about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "**advance directives.**" There are different types of advance directives and different names for them. Documents called "**living will**" and "**power of attorney for health care**" are examples of advance directives.

If you want to use an "advance directive" to give your instructions, here is what to do:

- **Get the form**. If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare.
- **Fill it out and sign it**. Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people**. You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, **take a copy with you to the hospital**.

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive, including whether you want to sign one if you are in the hospital. According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with the appropriate state-specific agency. For contact information, please refer to the state-specific agency listing located in Chapter 11.

Section 1.6 You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 7 of this booklet explains what you can do. It gives the details about how to deal with all types of problems and complaints.

What you need to do to follow up on a problem or concern depends on the situation. You might need to ask your plan to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do – ask for a coverage decision, make an appeal, or make a complaint – **we are required to treat you fairly.**

You have the right to get a summary of information about the appeals and complaints that other members have filed against your plan in the past. To get this information, please call Member Services. Phone numbers are printed on the back cover of this booklet.

Section 1.7 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' **Office for Civil Rights** at **1-800-368-1019**. TTY users should call **1-800-537-7697**. Or call your local Office for Civil Rights. For contact information, please refer to the state-specific agency listing located in Chapter 11.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, and it's *not* about discrimination, you can get help dealing with the problem you are having:

- You can call Member Services. Phone numbers are printed on the back cover of this booklet.

- You can call the **State Health Insurance Assistance Program**. For contact information, please refer to the state-specific agency listing located in Chapter 11.
- Or, you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Section 1.8 How to get more information about your rights

There are several places where you can get more information about your rights:

- You can call Member Services. Phone numbers are printed on the back cover of this booklet.
- You can call the **State Health Insurance Assistance Program**. For details about this organization, go to Chapter 2, Section 3. For contact information, please refer to the state-specific agency listing located in Chapter 11.
- You can contact Medicare.
    - You can visit the Medicare website to read or download the publication "Medicare Rights & Protections." The publication is available at **www.medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-Protections.pdf**.
    - Or, you can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 2 You have some responsibilities as a member of your plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of your plan are listed below. If you have any questions, please call Member Services. Phone numbers are printed on the back cover of this booklet. We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services**. Use this *Evidence of Coverage* booklet to learn what is covered for you and the rules you need to follow to get your covered services.
    - The benefits chart located at the front of this booklet and Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
- **If you have any other health insurance coverage in addition to your plan, you are required to tell us**. Please call Member Services to let us know. Phone numbers are printed on the back cover of this booklet.
    - We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered services from your plan. This is called "**coordination of benefits**" because it involves coordinating the health benefits you get from your plan with any other health benefits available to you. We'll help you coordinate your benefits. For more information about coordination of benefits, go to Chapter 1, Section 7.
- **Tell your doctor and other health care providers that you are enrolled in your plan**. Show your plan membership card whenever you get your medical care.

- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care**.
    - To help your doctors and other health care providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
    - Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins and supplements.
    - If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Be considerate**. We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals and other offices.
- **Pay what you owe**. As a plan member, you are responsible for these payments:
    - Your retiree group must pay your plan premiums for you to continue being a member of your plan.
    - You must pay your plan premiums, if any, to your group (or, if you are billed directly, you must send your payment to the address listed on your billing statement), to continue being a member of your plan.
    - In order to be eligible for our plan, you must have Medicare Part A and Medicare Part B. Some plan members must pay a premium for Medicare Part A. Most plan members must pay a premium for Medicare Part B to remain a member of the plan.
    - For most of your medical services covered by the plan, you must pay your share of the cost when you get the service. You can find this information listed on the benefits chart located at the front of this booklet.
        - If you get any medical services that are not covered by your plan or by other insurance you may have, you must pay the full cost.
        - If you disagree with our decision to deny coverage for a service, you can make an appeal. Please see Chapter 7 of this booklet for information about how to make an appeal.
- **Tell us if you move**. If you are going to move, it's important to tell us right away. Call Member Services. Phone numbers are printed on the back cover of this booklet. Please remember to also notify your group sponsor of your group plan so they will have your most up-to-date contact information on file. We need to keep your membership record up-to-date and know how to contact you.
    - **If you move *outside* of our plan service area, you cannot remain a member of our plan**. Chapter 1 explains our service area. We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a Special Enrollment Period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
    - **If you move *within* our service area, we still need to know** so we can keep your membership record up to date and know how to contact you.

- If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.

- **Call Member Services for help if you have questions or concerns**. We also welcome any suggestions you may have for improving your plan.
  - Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
  - For more information on how to reach us, including our mailing address, please see Chapter 2.

CHAPTER 7

What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

SECTION 1 Introduction 116

Section 1.1 What to do if you have a problem or concern 116
Section 1.2 What about the legal terms? 116

SECTION 2 You can get help from government organizations that are not connected with us 117

Section 2.1 Where to get more information and personalized assistance 117

SECTION 3 To deal with your problem, which process should you use? 117

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints? 117

COVERAGE DECISIONS AND APPEALS 118

SECTION 4 A guide to the basics of coverage decisions and appeals 118

Section 4.1 Asking for coverage decisions and making appeals: the big picture 118
Section 4.2 How to get help when you are asking for a coverage decision or making an appeal 119
Section 4.3 Which section of this chapter gives the details for your situation? 119

SECTION 5 Your medical care: How to ask for a coverage decision or make an appeal 120

Section 5.1 This section explains what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care 120
Section 5.2 Step-by-step: How to ask for a coverage decision **(how to ask your plan to authorize or provide the medical care coverage you want)** 121
Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by your plan) 124
Section 5.4 Step-by-step: How a Level 2 Appeal is done 126
Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care? 128

SECTION 6 How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon 129

Section 6.1 During your inpatient hospital stay, you will get a written notice from Medicare that explains your rights 130

Section 6.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date 131

Section 6.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date 133

Section 6.4 What if you miss the deadline for making your Level 1 Appeal? 134

SECTION 7 How to ask us to keep covering certain medical services if you think your coverage is ending too soon 136

Section 7.1 *This section is about three services only:* Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services 136

Section 7.2 We will tell you in advance when your coverage will be ending 137

Section 7.3 Step-by-step: How to make a Level 1 Appeal to have your plan cover your care for a longer time 137

Section 7.4 Step-by-step: How to make a Level 2 Appeal to have your plan cover your care for a longer time 139

Section 7.5 What if you miss the deadline for making your Level 1 Appeal? 140

SECTION 8 Taking your appeal to Level 3 and beyond 143

Section 8.1 Appeal Levels 3, 4 and 5 for Medical Service Requests 143

MAKING COMPLAINTS 144

SECTION 9 How to make a complaint about quality of care, waiting times, member services or other concerns 144

Section 9.1 What kinds of problems are handled by the complaint process? 144

Section 9.2 The formal name for “making a complaint” is “filing a grievance” 146

Section 9.3 Step-by-step: Making a complaint 146

Section 9.4 You can also make complaints about quality of care to the Quality Improvement Organization 147

Section 9.5 You can also tell Medicare about your complaint 147

SECTION 1 Introduction

Section 1.1 What to do if you have a problem or concern

Please call us first

Your health and satisfaction are important to us. When you have a problem or concern, we hope you'll try an informal approach first. Please call Member Services. Phone numbers are printed on the back cover of this booklet. We will work with you to try to find a satisfactory solution to your problem.

You have rights as a member of your plan and as someone who is getting Medicare. We pledge to honor your rights, to take your problems and concerns seriously, and to treat you with respect.

This chapter explains two types of processes for handling problems and concerns:

- For some types of problems, you need to use the **process for coverage decisions and appeals**.
- For other types of problems, you need to use the **process for making complaints**.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures and deadlines that must be followed by us and by you.

Which one do you use? That depends on the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says "making a complaint" rather than "filing a grievance," "coverage decision" rather than "organization determination" or "coverage determination," and "Independent Review Organization" instead of "Independent Review Entity." It also uses abbreviations as little as possible.

However, it can be helpful – and sometimes quite important – for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2 You can get help from government organizations that are not connected with us

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with your plan or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. For contact information, please refer to the state-specific agency listing located in Chapter 11.

You can also get help and information from Medicare

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- You can call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.
- You can visit the Medicare website (**www.medicare.gov**).

SECTION 3 To deal with your problem, which process should you use?

Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help with your specific problem or concern, START HERE

Is your problem or concern about your benefits or coverage?

This includes problems about whether particular medical care or prescription drugs are covered or not, the way in which they are covered, and problems related to payment for medical care or prescription drugs.

Yes. My problem is about benefits or coverage.

Go on to the next section of this chapter, Section 4, "A guide to the basics of coverage decisions and appeals."

No. My problem is not about benefits or coverage.

Skip ahead to Section 9 at the end of this chapter: "How to make a complaint about quality of care, waiting times, member services or other concerns."

COVERAGE DECISIONS AND APPEALS

SECTION 4 A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals: the big picture

The process for coverage decisions and appeals deals with problems related to your benefits and coverage for medical services including problems related to payment. This is the process you use for issues such as whether something is covered or not and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. For example, your plan in-network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your in-network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a service is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision.

If we say no to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an Independent Review Organization that is not connected to us. (In

some situations, your case will be automatically sent to the Independent Review Organization for a Level 2 Appeal. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

Section 4.2 How to get help when you are asking for a coverage decision or making an appeal

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call Member Services**. Phone numbers are printed on the back cover of this booklet.
- **You can get free help from** your State Health Insurance Assistance Program. For contact information, please refer to the state-specific agency listing located in Chapter 11.
- **Your doctor can make a request for you.** For medical care or Part B prescription drugs, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your "representative" to ask for a coverage decision or make an appeal.
    - There may be someone who is already legally authorized to act as your representative under state law.
    - If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services and ask for the "Appointment of Representative" form. Phone numbers are printed on the back cover of this booklet. The form is also available on Medicare's website at **www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf**. The form gives that person permission to act on your behalf. It must be signed by you and by the person who you would like to act on your behalf. You must give us a copy of the signed form.
- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, **you are not required to hire a lawyer** to ask for any kind of coverage decision or appeal a decision.

Section 4.3 Which section of this chapter gives the details for your situation?

There are three different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- **Section 5** of this chapter: "Your medical care: How to ask for a coverage decision or make an appeal."
- **Section 6** of this chapter: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."

- **Section 7** of this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." (**Applies to these services only:** home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.)

If you're not sure which section you should be using, please call Member Services. Phone numbers are printed on the back cover of this booklet. You can also get help or information from government organizations such as your State Health Insurance Assistance Program. For contact information, please refer to the state-specific agency listing located in Chapter 11.

SECTION 5 Your medical care: How to ask for a coverage decision or make an appeal

Have you read Section 4 of this chapter, "A guide to the basics of coverage decisions and appeals?" If not, you may want to read it before you start this section.

Section 5.1 This section explains what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care and services. These are the benefits described in the benefits chart located at the front of this booklet and in Chapter 4 of this booklet, "Medical benefits (what is covered and what you pay)." To keep things simple, we generally refer to "medical care coverage" or "medical care" in the rest of this section, instead of repeating "medical care, or treatment, or services" every time. The term "medical care" includes medical items and services as well as Medicare Part B prescription drugs. In some cases, different rules apply to a request for a Part B prescription drug. In those cases, we will explain how the rules for Part B prescription drugs are different from the rules for medical items and services.

This section explains what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. Our plan will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by the plan.
3. You have received medical care that you believe should be covered by the plan, but we have said we will not pay for this care.
4. You have received and paid for medical care that you believe should be covered by the plan, and you want to ask your plan to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.
    - **NOTE:** If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:
        - Chapter 7, Section 6: "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon."

- Chapter 7, Section 7: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon." This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.

- For *all other* situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Which of these situations are you in?

If you are in this situation:	This is what you can do:
To find out whether we will cover the medical care you want.	You can ask us to make a coverage decision for you. Go to the next section of this chapter, **Section 5.2**.
If we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for.	You can make an **appeal**. This means you are asking us to reconsider. Skip ahead to **Section 5.3** of this chapter.
If you want to ask us to pay you back for medical care you have already received and paid for.	You can send us the bill. Skip ahead to **Section 5.5** of this chapter.

Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask your plan to authorize or provide the medical care coverage you want)

LEGAL TERMS When a coverage decision involves your medical care, it is called an **"organization determination."**

Step 1: You ask your plan to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a "fast coverage decision."

LEGAL TERMS A "fast coverage decision" is called an **"expedited determination."**

How to request coverage for the medical care you want

- Start by calling, writing, or faxing our plan to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details on how to contact us, go to Chapter 2, Section 1 and look for the topic, "How to contact us when you are asking for a coverage decision about your medical care."

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the "standard" deadlines unless we have agreed to use the "fast deadlines." **A standard coverage decision means we will give you an answer within 14 calendar days** after we receive your request **for a medical item or service**. If your request is for a **Medicare Part B prescription drug, we will give you an answer within 72 hours** after we receive your request.

- **However,** for a request **for a medical item or service, we can take up to 14 more calendar days** if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
- If you believe we should *not* take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 9 of this chapter.

If your health requires it, ask us to give you a "fast coverage decision"

- **A fast coverage decision means we will answer within 72 hours if your request is for a medical item or service. If your request is for a Medicare Part B prescription drug, we will answer within 24 hours.**
  - **However,** for a request **for a medical item or service, we can take up to 14 more calendar days** if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
  - If you believe we should *not* take extra days, you can file a "fast complaint" about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 9 of this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
  - You can get a fast coverage decision ***only*** if you are asking for coverage for medical care ***you have not yet received***. You cannot ask for a fast coverage decision if your request is about payment for medical care you have already received.
  - You can get a fast coverage decision ***only*** if using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.
- If your doctor tells us that your health requires a "fast coverage decision," we will **automatically agree to give you a fast coverage decision.**
- If you ask for a fast coverage decision on your own, without your doctor's support, your plan will decide whether your health requires that we give you a fast coverage decision.
  - If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so, and we will use the standard deadlines instead.
  - This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.

- The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. For more information about the process for making complaints, including fast complaints, see Section 9 of this chapter.

Step 2: Your plan considers your request for medical care coverage and gives you our answer.

Deadlines for a "fast coverage decision"

- Generally, for a fast coverage decision on a request for a medical item or service, we will give you our answer **within 72 hours.** If your request is for a Medicare Part B prescription drug, we will answer **within 24 hours.**
  - As explained above, we can take up to 14 more calendar days under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
  - If you believe we should *not* take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. For more information about the process for making complaints, including fast complaints, see Section 9 of this chapter.
  - If we do not give you our answer within 72 hours, or if there is an extended time period by the end of that period, or 24 hours if your request is for a Part B prescription drug, you have the right to appeal. Section 5.3 below explains how to make an appeal.
- **If our answer is no to part or all of what you requested,** we will send you a detailed written explanation as to why we said no.

Deadlines for a "standard" coverage decision

- Generally, for a standard coverage decision on a request for a medical item or service, we will give you our answer **within 14 calendar days of receiving your request.** If your request is for a Medicare Part B prescription drug, we will give you an answer **within 72 hours** of receiving your request.
  - For a request for a medical item or service, we can take up to 14 more calendar days ("an extended time period") under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
  - If you believe we should *not* take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. For more information about the process for making complaints, including fast complaints, see Section 9 of this chapter.
  - If we do not give you our answer within 14 calendar days, or if there is an extended time period by the end of that period, or 72 hours if your request is for a Part B prescription drug, you have the right to appeal. Section 5.3 below explains how to make an appeal.

- **If our answer is no to part or all of what you requested,** we will send you a written statement that explains why we said no.

Step 3: If we say no to your request for coverage for medical care, you decide if you want to make an appeal.

- If your plan says no, you have the right to ask us to reconsider – and perhaps change – this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by your plan)

LEGAL TERMS An appeal to the plan about a medical care coverage decision is called a plan **"reconsideration."**

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a "fast appeal."

What to do

- **To start an appeal, you, your doctor, or your representative must contact us.** For details on how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1 and look for the topic, "How to contact us when you are making an appeal about your medical care."
- **If you are asking for a standard appeal, make your standard appeal by submitting a request in writing to the fax number or address provided in Chapter 2, under "Appeals - Contact Information."** You may also ask for an expedited appeal by calling us at the phone number shown in Chapter 2 under "Appeals - Contact Information" and look for the topic, "How to contact us when you are making an appeal about your medical care."
    - If you have someone appealing our decision for you other than your doctor, your appeal must include an "Appointment of Representative" form authorizing this person to represent you. To get the form, call Member Services and ask for the "Appointment of Representative" form. Phone numbers for Member Services are printed on the back cover of this booklet. The form is also available on Medicare's website at **www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf**.

      While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision to dismiss your appeal.

- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1 under the topic called, "How to contact us when you are making an appeal about your medical care."
- **You must make your appeal request within 60 calendar days** from the date on the written notice we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, explain the reason your appeal is late when you make your appeal. We may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us, or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
    - You have the right to ask us for a copy of the information regarding your appeal.
    - If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a "fast appeal." You can make a request by calling us.

LEGAL TERMS A "fast appeal" is also called an **"expedited reconsideration."**

- If you are appealing a decision we made about coverage for care that you have not yet received, you and/or your doctor will need to decide if you need a fast appeal.
- The requirements and procedures for getting a fast appeal are the same as those for getting a "fast coverage decision." To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. These instructions are given earlier in this section.
- If your doctor tells us that your health requires a fast appeal, we will give you a fast appeal.

Step 2: Your plan considers your appeal and we give you our answer.

- When your plan is reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said no to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a "fast appeal"

- When we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal.** We will give you our answer sooner if your health requires us to do so.
    - However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days** if your request is for a medical item or service. If we decide to take extra days to make the decision, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
    - If we do not give you an answer within 72 hours, or by the end of the extended time period if we took extra days, we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an

Independent Review Organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.

- **If our answer is yes to part or all of what you requested,** we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested,** we will automatically send your appeal to the Independent Review Organization for a Level 2 Appeal.

Deadlines for a "standard appeal"

- If we are using the standard deadlines, we must give you our answer on a request for a medical item or service **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. If your request is for a Medicare Part B prescription drug you have not yet received, we will give you our answer **within 7 calendar days** after we receive your appeal. We will give you our decision sooner if your health condition requires us to.
    - However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days** if your request is for a medical item or service. If we decide to take extra days to make the decision, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
    - If you believe we should *not* take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. For more information about the process for making complaints, including fast complaints, see Section 9 of this chapter.
    - If we do not give you an answer by the applicable deadline above, or by the end of the extended time period if we took extra days on your request for a medical item or service, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested,** we must authorize or provide the coverage we have agreed to provide within 30 calendar days, if your request is for a medical item or service, or **within 7 calendar days** if your request is for a Medicare Part B prescription drug.
- **If our answer is no to part or all of what you requested,** we will automatically send your appeal to the Independent Review Organization for a Level 2 Appeal.

Step 3: If your plan says no to part or all of your appeal, your case will *automatically* be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said no to your appeal, **we are required to send your appeal to the "Independent Review Organization."** When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

Section 5.4 Step-by-step: How a Level 2 Appeal is done

If your plan says no to your Level 1 Appeal, your case will *automatically* be sent on to the next level of the appeals process. During the Level 2 Appeal, the Independent Review Organization

reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

LEGAL TERMS The formal name for the "Independent Review Organization" is the **"Independent Review Entity."** It is sometimes called the **"IRE."**

Step 1: The Independent Review Organization reviews your appeal.

- The **Independent Review Organization** is an independent organization that is hired by Medicare. This organization is not connected with your plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- We will send the information about your appeal to this organization. This information is called your "case file." **You have the right to ask us for a copy of your case file.**
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

If you had a "fast" appeal at Level 1, you will also have a "fast" appeal at Level 2

- If you had a fast appeal to your plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal **within 72 hours** of when it receives your appeal.
- However, if your request is for a medical item or service and the Independent Review Organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days.** The Independent Review Organization can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

If you had a "standard" appeal at Level 1, you will also have a "standard" appeal at Level 2

- If you had a standard appeal to your plan at Level 1, you will automatically receive a standard appeal at Level 2. If your request is for a medical item or service, the review organization must give you an answer to your Level 2 Appeal **within 30 calendar days** of when it receives your appeal. If your request is for a Medicare Part B prescription drug, the review organization must give you an answer to your Level 2 Appeal **within 7 calendar days** of when it receives your appeal.
- However, if your request is for a medical item or service and the Independent Review Organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days.** The Independent Review Organization can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

Step 2: The Independent Review Organization gives you their answer.

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- **If the review organization says yes to part or all of a request for a medical item or service,** we must authorize the medical care coverage **within 72 hours** or provide the service within **14 calendar days** after we receive the decision from the review

organization for standard requests, or **within 72 hours** from the date we receive the decision from the review organization for expedited requests.

- **If the review organization says yes to part or all of a request for a Medicare Part B prescription drug**, we must authorize or provide the Part B prescription drug under dispute within **72 hours** after we receive the decision from the review organization for **standard requests** or within **24 hours** from the date we receive the decision from the review organization for **expedited requests**.
- **If this organization says no to part or all of your appeal,** it means they agree with your plan that your request (or part of your request) for coverage for medical care should not be approved. This is called "upholding the decision." It is also called "turning down your appeal."
    - If the Independent Review Organization "upholds the decision," you have the right to a Level 3 appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2, for a total of five levels of appeal.
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details on how to do this are in the written notice you get after your Level 2 Appeal.
- The Level 3 Appeal is handled by an Administrative Law Judge or attorney adjudicator. Section 8 in this chapter explains more about Levels 3, 4 and 5 of the appeals process.

Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 5 of this booklet, "Asking us to pay our share of a bill you have received for covered medical services." Chapter 5 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also explains how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision. For more information about coverage decisions, see Section 4.1 of this chapter. To make this coverage decision, we will check to see if the medical care you paid for is a covered service. See the benefits chart located at the front of this booklet and Chapter 4, "Medical benefits (what is covered and what you pay)." We will also check to see if you followed all the rules for using your coverage for medical care. These rules are given in Chapter 3 of this booklet, "Using the plan's coverage for your medical services."

We will say yes or no to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or if you haven't paid for the services, we will send the payment directly to the provider. When we send the payment, it's the same as saying *yes* to your request for a coverage decision.
- If the medical care is *not* covered, or you did *not* follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3. Go to this section for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer **within 60 calendar days** after we receive your appeal. If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider **within 30 calendar days**. If the answer to your appeal is yes at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

SECTION 6 How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about your plan's coverage for your hospital care, including any limitations on this coverage, see the benefits chart located at the front of this booklet and Chapter 4, "Medical benefits (what is covered and what you pay)."

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "**discharge date.**"
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section explains how to ask.

Section 6.1 During your inpatient hospital stay, you will get a written notice from Medicare that explains your rights

During your covered hospital stay, you will be given a written notice called *An Important Message from Medicare about Your Rights*. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital, for example, a caseworker or nurse, must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services. Phone numbers are printed on the back cover of this booklet. You can also call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

1. **Read this notice carefully and ask questions if you don't understand it.** It explains your rights as a hospital patient, including:
    - Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
    - Your right to be involved in any decisions about your hospital stay, and your right to know who will pay for it.
    - Where to report any concerns you have about quality of your hospital care.
    - Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

> **LEGAL TERMS** The written notice from Medicare explains how you can "**request an immediate review.**" Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. Section 6.2 below explains how you can request an immediate review.

2. **You will be asked to sign the written notice to show that you received it and understand your rights.**
    - You or someone who is acting on your behalf will be asked to sign the notice. Section 4.2 of this chapter explains how you can give written permission to someone else to act as your representative.
    - Signing the notice shows *only* that you have received the information about your rights. The notice does not give your discharge date. Your doctor or hospital staff will tell you your discharge date. Signing the notice **does *not* mean** you are agreeing on a discharge date.
3. **Keep your copy of the notice** so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.
    - If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
    - To look at a copy of this notice in advance, you can call Member Services. Phone numbers are printed on the back cover of this booklet. Or you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. You can also see the notice online at

www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html.

Section 6.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date

If you want to ask for your inpatient hospital services to be covered by your plan for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services. Phone numbers are printed on the back cover of this booklet. Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance. For contact information, please refer to the state-specific agency listing located in Chapter 11.

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal. It checks to see if your planned discharge date is medically appropriate for you.

Step 1: Contact the Quality Improvement Organization for your state and ask for a "fast review" of your hospital discharge. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of your plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

How can you contact this organization?

- The written notice you received, *"An Important Message from Medicare About Your Rights,"* explains how to reach this organization. Or find the name, address and phone number of the Quality Improvement Organization for your state in the state-specific agency listing located in Chapter 11.

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization *before* you leave the hospital and **no later than midnight the day of your discharge.** Your "planned discharge date" is the date that has been set for you to leave the hospital.
    - If you meet this deadline, you are allowed to stay in the hospital *after* your discharge date *without paying for it* while you wait to get the decision on your appeal from the Quality Improvement Organization.
    - If you do *not* meet this deadline, and you decide to stay in the hospital after your planned discharge date, *you may have to pay all of the costs* for hospital care you receive after your planned discharge date.

- If you miss the deadline for contacting the Quality Improvement Organization, and you still wish to appeal, you must make an appeal directly to your plan instead. For details about this other way to make your appeal, see Section 6.4.

Ask for a "fast review:"

- You must ask the Quality Improvement Organization for a "**fast review**" of your discharge. Asking for a "fast review" means you are asking for the organization to use the "fast deadlines" for an appeal instead of using the standard deadlines.

> **LEGAL TERMS** A "fast review" is also called an "**immediate review**" or an "**expedited review.**"

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization, called the "reviewers," will ask you or your representative why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed your plan of your appeal, you will also get a written notice that gives your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

> **LEGAL TERMS** This written explanation is called the "**Detailed Notice of Discharge.**" You can get a sample of this notice by calling Member Services. Phone numbers are printed on the back cover of this booklet. Or you can call **Medicare** at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. Or you can see a sample notice online at **www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html**

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.

What happens if the answer is yes?

- If the review organization says *yes* to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs, such as deductibles or copayments, if these apply. In addition, there may be limitations on your covered hospital services. See the benefits chart and Chapter 4 of this booklet.

What happens if the answer is no?

- If the review organization says *no* to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, **your plan's coverage for your inpatient hospital services will end** at noon on the day *after* the Quality Improvement Organization gives you its answer to your appeal.
- If the review organization says *no* to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost** of hospital care you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 Appeal is no, you decide if you want to make another appeal.

- If the Quality Improvement Organization has turned down your appeal, *and* you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to "Level 2" of the appeals process.

Section 6.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal, *and* you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeal process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- You must ask for this review **within 60 calendar days** after the day the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you stay in the hospital after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

If the review organization says yes

- **Your plan must reimburse you** for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. **We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.**
- You must continue to pay your share of the costs and coverage limitations may apply.

If the review organization says no

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by an Administrative Law Judge or attorney adjudicator.

Step 4: If the answer is no, you will need to decide whether you want to take your appeal further by going on to Level 3.

- There are three additional levels in the appeals process after Level 2, for a total of five levels of appeal. If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by an Administrative Law Judge or attorney adjudicator.
- Section 8 in this chapter explains more about Levels 3, 4 and 5 of the appeals process.

Section 6.4 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 6.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. "Quickly" means before you leave the hospital and no later than your planned discharge date, whichever comes first. If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, *the first two levels of appeal are different.*

Step-by-Step: How to make a Level 1 *Alternate* Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

LEGAL TERMS A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details on how to contact us, go to Chapter 2, Section 1 and look for the topic, "How to contact us when you are making an appeal about your medical care."
- **Be sure to ask for a** "**fast review.**" This means you are asking us to give you an answer using the "fast deadlines" rather than the "standard" deadlines.

Step 2: We do a "fast review" of your planned discharge date, checking to see if it was medically appropriate.

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.

- In this situation, we will use the "fast deadlines" rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say yes to your fast appeal,** it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. You must pay your share of the costs and there may be coverage limitations that apply.
- **If we say no to your fast appeal,** we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
    - If you stayed in the hospital *after* your planned discharge date, then **you may have to pay the full cost** of hospital care you received after the planned discharge date.

Step 4: If we say *no* to your fast appeal, your case will *automatically* be sent on to the next level of the appeals process.

- To make sure we were following all the rules when we said no to your fast appeal, **your plan is required to send your appeal to the** "**Independent Review Organization.**" When we do this, it means that you are *automatically* going on to Level 2 of the appeals process.

Step-by-Step: Level 2 *Alternate* Appeal Process

During the Level 2 Appeal, an **Independent Review Organization** reviews the decision your plan made when we said no to your "fast appeal." This organization decides whether the decision we made should be changed.

LEGAL TERMS The formal name for the "Independent Review Organization" is the "**Independent Review Entity.**" It is sometimes called the "**IRE.**"

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying no to your first appeal.
- If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeal process. Section 9 of this chapter explains how to make a complaint.

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with your plan and it is not a government

agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- **If this organization says *yes* to your appeal,** then your plan must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue the plan's coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says *no* to your appeal,** it means they agree with your plan that your planned hospital discharge date was medically appropriate.
    - The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by an Administrative Law Judge or attorney adjudicator.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2, for a total of five levels of appeal. If reviewers say no to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 8 in this chapter explains more about Levels 3, 4 and 5 of the appeals process.

SECTION 7 How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 7.1 *This section is about three services only:* Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services

This section is about the following types of care *only*:

- **Home health care services** you are getting.
- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. To learn about requirements for being considered a "skilled nursing facility," see Chapter 10, "Definitions of important words."
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually, this means you are getting treatment for an illness or accident, or you are recovering from a major operation. For more information about this type of facility, see Chapter 10, "Definitions of important words."

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information on your covered services, including your share of the cost and any limitations to coverage that may apply, see the benefits chart located at the front of the booklet and Chapter 4, "Medical benefits (what is covered and what you pay)."

When your plan decides it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, *we will stop paying our share of the cost for your care.*

If you think we are ending the coverage of your care too soon, **you can appeal our decision**. This section explains how to ask for an appeal.

Section 7.2 We will tell you in advance when your coverage will be ending

1. **You receive a notice in writing**. At least two days before your plan is going to stop covering your care, you will receive a notice.
    - The written notice explains the date when your plan will stop covering the care for you.
    - The written notice also explains what you can do if you want to ask your plan to change this decision about when to end your care, and keep covering it for a longer period of time.

> **LEGAL TERMS** In telling you what you can do, the written notice is telling how you can request a "**fast-track appeal.**" Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 7.3 below explains how you can request a fast-track appeal.)
>
> The written notice is called the "**Notice of Medicare Non-Coverage.**"

2. **You will be asked to sign the written notice to show that you received it.**
    - You or someone who is acting on your behalf will be asked to sign the notice. Section 4.2 explains how you can give written permission to someone else to act as your representative.
    - Signing the notice shows *only* that you have received the information about when your coverage will stop. **Signing it does <u>not</u> mean you agree** with your plan that it's time to stop getting the care.

Section 7.3 Step-by-step: How to make a Level 1 Appeal to have your plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines your plan must follow.

  If you think we are not meeting our deadlines, you can file a complaint. Section 9 of this chapter explains how to file a complaint.

- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services. Phone numbers are printed on the back cover of this booklet. Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance. For contact information, please refer to the state-specific agency listing located in Chapter 11.

During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by your plan.

Step 1: Make your Level 1 Appeal: contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.

What is the Quality Improvement Organization?

- This organization is a group of doctors and other health care experts who are paid by the federal government. These experts are not part of your plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

How can you contact this organization?

- The written notice you received explains how to reach this organization. Or find the name, address and phone number of the Quality Improvement Organization for your state in the state-specific agency listing located in Chapter 11.

What should you ask for?

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for your plan to end coverage for your medical services.

Your deadline for contacting this organization

- You must contact the Quality Improvement Organization to start your appeal by noon of the day before the effective date on the Notice of Medicare Non-Coverage.
- If you miss the deadline for contacting the Quality Improvement Organization, and you still wish to file an appeal, you must make an appeal directly to your plan instead. For details about this other way to make your appeal, see Section 7.5.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

What happens during this review?

- Health professionals at the Quality Improvement Organization, called the "reviewers," will ask you or your representative why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The review organization will also look at your medical information, talk with your doctor, and review information that your plan has given to them.

- By the end of the day the reviewers will inform your plan of your appeal, and you will also get a written notice from the plan that explains in detail our reasons for ending our coverage for your services.

> **LEGAL TERMS** This notice of explanation is called the "**Detailed Explanation of Non-Coverage.**"

Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

What happens if the reviewers say yes to your appeal?

- If the reviewers say *yes* to your appeal, then **your plan must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs, such as deductibles or copayments, if these apply. In addition, there may be limitations on your covered services. See the benefits chart located at the front of this booklet and Chapter 4 of this booklet.

What happens if the reviewers say no to your appeal?

- If the reviewers say *no* to your appeal, then **your coverage will end on the date we have told you.** Your plan will stop paying its share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* this date when your coverage ends, then **you will have to pay the full cost** of this care yourself.

Step 4: If the answer to your Level 1 Appeal is no, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say *no* to your Level 1 Appeal – **and** you choose to continue getting care after your coverage for the care has ended – then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.

Section 7.4 Step-by-step: How to make a Level 2 Appeal to have your plan cover your care for a longer time

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

Here are the steps for Level 2 of the appeal process:

Step 1: You contact the Quality Improvement Organization again and ask for another review.

- You must ask for this review **within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.

What happens if the review organization says yes to your appeal?

- **Your plan must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **Your plan must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

What happens if the review organization says no?

- It means they agree with the decision they made to your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by an Administrative Law Judge or attorney adjudicator.

Step 4: If the answer is no, you will need to decide whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by an Administrative Law Judge or attorney adjudicator.
- Section 8 in this chapter explains more about Levels 3, 4 and 5 of the appeals process.

Section 7.5 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to your plan instead

As explained above in Section 7.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, *the first two levels of appeal are different.*

Step-by-Step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to your plan, asking for a "fast review." A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 *Alternate* Appeal:

LEGAL TERMS A "fast review" (or "fast appeal") is also called an "**expedited appeal**."

Step 1: Contact us and ask for a "fast review."

- For details on how to contact us, go to Chapter 2, Section 1 and look for the topic, "How to contact us when you are making an appeal about your medical care."
- **Be sure to ask for a "fast review."** This means you are asking us to give you an answer using the "fast deadlines" rather than the "standard" deadlines.

Step 2: We do a "fast review" of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending your plan's coverage for services you were receiving.
- We will use the "fast deadlines" rather than the standard deadlines for giving you the answer to this review.

Step 3: We give you our decision within 72 hours after you ask for a "fast review" ("fast appeal").

- **If we say yes to your fast appeal,** it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. You must pay your share of the costs and there may be coverage limitations that apply.
- **If we say no to your fast appeal,** then your coverage will end on the date we told you and your plan will not pay any share of the costs after this date.
- If you continued to get home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* the date when we said your coverage would end, then **you will have to pay the full cost** of this care yourself.

Step 4: If we say *no* to your fast appeal, your case will *automatically* go on to the next level of the appeals process.

- To make sure we were following all the rules when we said *no* to your fast appeal, **we are required to send your appeal to the** "**Independent Review Organization.**" When we do this, it means that you are *automatically* going on to Level 2 of the appeals process.

Step-by-Step: Level 2 Alternate Appeal Process

During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said *no* to your "fast appeal." This organization decides whether the decision we made should be changed.

LEGAL TERMS The formal name for the "Independent Review Organization" is the **"Independent Review Entity."** It is sometimes called the **"IRE."**

Step 1: We will automatically forward your case to the Independent Review Organization.

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying no to your first appeal. If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeal process. Section 9 of this chapter explains how to make a complaint.

Step 2: The Independent Review Organization does a "fast review" of your appeal. The reviewers give you an answer within 72 hours.

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with your plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says yes to your appeal,** then your plan must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal,** it means they agree with the decision your plan made to your first appeal and will not change it.
    - The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say no to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by an Administrative Law Judge or attorney adjudicator.
- Section 8 in this chapter explains more about Levels 3, 4 and 5 of the appeals process.

SECTION 8 Taking your appeal to Level 3 and beyond

Section 8.1 Appeal Levels 3, 4 and 5 for Medical Service Requests

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain who to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Level 3 Appeal	**A judge (called an Administrative Law Judge) or an attorney adjudicator who works for the federal government will review your appeal and give you an answer.**

- **If the Administrative Law Judge or attorney adjudicator says yes to your appeal, the appeals process *may* or *may not* be over.** We will decide whether to appeal this decision to Level 4. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.
    - If we decide *not* to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Administrative Law Judge's or attorney adjudicator's decision.
    - If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the Administrative Law Judge or attorney adjudicator says no to your appeal, the appeals process *may* or *may not* be over.**
    - If you decide to accept this decision that turns down your appeal, the appeals process is over.
    - If you do not want to accept the decision, you can continue to the next level of the review process. If the Administrative Law Judge or attorney adjudicator says no to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

Level 4 Appeal	**The Medicare Appeals Council (Council) will review your appeal and give you an answer. The Council is part of the federal government.**

- **If the answer is yes, or if the Council denies our request to review a favorable Level 3 Appeal decision, the appeals process *may* or *may not* be over.** We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review

Organization), we have the right to appeal a Level 4 decision that is favorable to you if the value of the item or medical service meets the required dollar value.

- If we decide *not* to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Council's decision.
- If we decide to appeal the decision, we will let you know in writing.

- **If the answer is no or if the Council denies the review request, the appeals process *may* or *may not* be over.**
  - If you decide to accept this decision that turns down your appeal, the appeals process is over.
  - If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Council says no to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you who to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal	**A judge at the Federal District Court will review your appeal.**

This is the last step of the appeals process.

MAKING COMPLAINTS

SECTION 9 How to make a complaint about quality of care, waiting times, member services or other concerns

If your problem is about decisions related to benefits, coverage or payment, then this section is *not for you*. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 of this chapter.

Section 9.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is used for certain types of problems *only*. This includes problems related to quality of care, waiting times, and the member services you receive. Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can "make a complaint."

Complaint	Example
Quality of your medical care	• Are you unhappy with the quality of the care you have received (including care in the hospital)?
Respecting your privacy	• Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?

Complaint	Example
Disrespect, poor member services, or other negative behaviors	• Has someone been rude or disrespectful to you? • Are you unhappy with how our Member Services has treated you? • Do you feel you are being encouraged to leave the plan?
Waiting times	• Are you having trouble getting an appointment, or waiting too long to get it? • Have you been kept waiting too long by doctors or other health professionals? Or by our Member Services or other staff at the plan? ○ Examples include waiting too long on the phone, in the waiting room, or in the exam room.
Cleanliness	• Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
Information you get from us	• Do you believe we have not given you a notice that we are required to give? • Do you think written information we have given you is hard to understand?
Timeliness (These types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)	The process of asking for a coverage decision and making appeals is explained in sections 4 – 8 of this chapter. If you are asking for a coverage decision or making an appeal, you use that process, not the complaint process. However, if you have already asked us for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples: • If you have asked us to give you a "fast coverage decision" or a "fast appeal," and we have said we will not, you can make a complaint. • If you believe we are not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint. • When a coverage decision we made is reviewed and we are told that we must cover or reimburse you for certain medical services, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint. • When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 9.2 The formal name for "making a complaint" is "filing a grievance"

LEGAL TERMS

- What this section calls a "**complaint**" is also called a "**grievance**."
- Another term for "**making a complaint**" is "**filing a grievance**."
- Another way to say "**using the process for complaints**" is "**using the process for filing a grievance**."

Section 9.3 Step-by-step: Making a complaint

Step 1: Contact us promptly – either by phone or in writing.

- **Usually, calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Phone numbers are printed on the back cover of this booklet.
- **If you do not wish to call, or you called and were not satisfied, you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to your complaint in writing.
    - You or someone you name may file a grievance. The person you name would be your "representative." You may name a relative, friend, lawyer, advocate, doctor, or anyone else to act for you. Other persons may already be authorized by the court or in accordance with state law to act for you. If you want someone to act for you who is not already authorized by the court or under state law, then you and that person must sign and date a statement that gives the person legal permission to be your representative. To learn how to name your representative, you may call Member Services. Phone numbers are printed on the back cover of this booklet.
    - A grievance must be filed either verbally or in writing within 60 days of the event or incident. We must address your grievance as quickly as your case requires based on your health status, but no later than 30 days after receiving your complaint. We may extend the time frame by up to 14 days if you ask for the extension, or if we justify a need for additional information and the delay is in your best interest.
    - A fast grievance can be filed concerning a plan decision not to conduct a fast response to a coverage decision or appeal, or if we take an extension on a coverage decision or appeal. We must respond to your expedited grievance within 24 hours.
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.

- **If you are making a complaint because we denied your request for a "fast coverage decision" or a "fast appeal," we will automatically give you a "fast complaint."** If you have a "fast complaint," it means we will give you **an answer within 24 hours**.

> **LEGAL TERMS** What this section calls a **"fast complaint"** is also called an **"expedited grievance."**

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.
- **Most complaints are answered within 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint. If we decide to take extra days, we will tell you in writing.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Section 9.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received by using the step-by-step process outlined above.

When your complaint is about *quality of care*, you also have two extra options:

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization *without* making the complaint to us.
    - The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.
    - To find the name, address and phone number of the Quality Improvement Organization for your state, please refer to the state-specific agency listing located in Chapter 11. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to your plan and also to the Quality Improvement Organization.

Section 9.5 You can also tell Medicare about your complaint

You can submit a complaint about your plan directly to Medicare. To submit a complaint to Medicare, go to **www.medicare.gov/MedicareComplaintForm/home.aspx**. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel your plan is not addressing your issue, please call **1-800-MEDICARE (1-800-633-4227)**. TTY users can call **1-877-486-2048**.

CHAPTER 8

Ending your membership in the plan

Chapter 8 Ending your membership in the plan

SECTION 1 Introduction 151

Section 1.1 This chapter focuses on ending your membership in our plan 151

SECTION 2 When can you end your membership in our plan? 151

Section 2.1 You can end your membership during the Annual Enrollment Period for Individual (non-group) plans 151

Section 2.2 You may be able to end your membership during the Medicare Advantage Open Enrollment Period for Individual (non-group) Plans 152

Section 2.3 In certain situations, you can end your membership during a Special Enrollment Period 152

Section 2.4 Where can you get more information about when you can end your membership? 153

SECTION 3 How do you end your membership in our plan? 154

Section 3.1 Usually, you end your membership by enrolling in another plan 154

SECTION 4 Until your membership ends, you must keep getting your medical services through our plan 155

Section 4.1 Until your membership ends, you are still a member of our plan 155

SECTION 5 We must end your membership in the plan in certain situations 155

Section 5.1 When must we end your membership in the plan? 155

Section 5.2 We cannot ask you to leave our plan for any reason related to your health 156

Section 5.3 You have the right to make a complaint if we end your membership in our plan 156

SECTION 1 Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in our plan may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- You might leave our plan because you have decided that you *want* to leave.
    - There are only certain times during the year, or certain situations, when you may voluntarily end your membership in our plan. Section 2 explains *when* you can end your membership in our plan.
    - The process for voluntarily ending your membership varies depending on what type of new coverage you are choosing. Section 3 explains *how* to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 explains situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care through our plan until your membership ends.

SECTION 2 When can you end your membership in our plan?

You may end your membership in our plan anytime during the year.

Section 2.1 You can end your membership during the Annual Enrollment Period for Individual (non-group) plans

You can end your membership during the **Annual Enrollment Period for Individual (non-group) plans**, also known as the "Annual Open Enrollment Period." This is the time when you should review your health and drug coverage, and make a decision about your coverage for the upcoming year.

- **When is the Annual Enrollment Period for Individual (non-group) plans?** This happens from October 15 through December 7.
- **What type of plan can you switch to during the Annual Enrollment Period for Individual (non-group) plans?** You can choose to keep your current coverage or make changes to your coverage for the upcoming year. If you decide to change to a new plan, you can choose any of the following types of plans:
    - Another Individual (non-group) Medicare health plan. You can choose a plan that covers prescription drugs or one that does not cover prescription drugs.
    - Original Medicare *with* a separate Individual (non-group) Medicare prescription drug plan.
    - – *or* – Original Medicare without a separate Individual (non-group) Medicare prescription drug plan.
- **Ending your group sponsored Medicare Advantage plan may impact your eligibility for other coverage sponsored by your group or mean that you will not be able to**

re-enroll in your plan in the future. Before ending your group sponsored Medicare Advantage coverage, please contact your group sponsor.

- **When will your group sponsored plan membership end?** Your membership will end when your new plan's coverage begins.

Section 2.2 You may be able to end your membership during the Medicare Advantage Open Enrollment Period for Individual (non-group) Plans

You have the opportunity to make *one* change to your health coverage during the **Individual (non-group) Medicare Open Enrollment Period.**

- **When is the annual Individual (non-group) Medicare Open Enrollment Period?** This happens every year from January 1 to March 31.
- **What type of plan can you switch to during the annual Individual (non-group) Medicare Advantage Open Enrollment Period?** During this time, you can:
  - Switch to another Medicare Advantage Plan. (You can choose a plan that covers prescription drugs or one that does not cover prescription drugs).
  - Disenroll from our plan and obtain coverage through Original Medicare. If you choose to switch to Original Medicare during this period, you can also join a separate Medicare prescription drug plan at that time.
- **Ending your group sponsored Medicare Advantage plan may impact your eligibility for other coverage sponsored by your group or mean that you will not be able to re-enroll in your plan in the future. Before ending your group sponsored Medicare Advantage coverage, please contact your group sponsor.**
- **When will your group sponsored plan membership end?** Your membership will end on the first day of the month after you enroll in a different Medicare Advantage plan or we get your request to switch to Original Medicare. If you also choose to enroll in a Medicare prescription drug plan, your membership in the drug plan will begin the first day of the month after the drug plan gets your enrollment request.

Section 2.3 In certain situations, you can end your membership during a Special Enrollment Period

Group sponsored plans may allow changes to their retirees' enrollment. This typically occurs during the group's open enrollment period. This may be any time of the year and does not have to coincide with the individual open enrollment period from October 15 to December 7.

Please check with your group sponsor for additional enrollment and disenrollment options, and the impact of any changes to your group sponsored retiree benefits.

In certain situations, Medicare Advantage members may be eligible to end their membership at other times of the year. This is known as a **Special Enrollment Period**.

- **Who is eligible for a Special Enrollment Period?** If any of the following situations apply to you, you may be eligible to end your membership during a Special Enrollment Period. These are just examples; for the full list you can contact your plan, call Medicare, or visit the Medicare website (**www.medicare.gov**):
  - Usually, when you have moved outside of your plan's service area.
  - If you have Medicaid.

- If we violate our contract with you.
- If you are getting care in an institution, such as a nursing home or long-term care (LTC) hospital.
- If you enroll in the Program of All-inclusive Care for the Elderly (PACE). PACE is not available in all states. If you would like to know if PACE is available in your state, please contact Member Services. Phone numbers are printed on the back cover of this booklet.

- **When are Special Enrollment Periods?** The enrollment periods vary depending on your situation.
- **What can you do?** To find out if you are eligible for a Special Enrollment Period, please call Medicare at **1-800-MEDICARE** (**1-800-633-4227**), 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**. If you are eligible to end your membership because of a special situation, you can choose to change both your Medicare health coverage and prescription drug coverage. This means you can choose any of the following types of plans:
  - An Individual (non-group) Medicare health plan. (You can choose a plan that covers prescription drugs or one that does not cover prescription drugs.)
  - Original Medicare *with* a separate Individual (non-group) Medicare prescription drug plan.
  - – *or* – Original Medicare *without* a separate Medicare prescription drug plan.
- **Ending your group sponsored Medicare Advantage plan may impact your eligibility for other coverage sponsored by your group or mean that you will not be able to re-enroll in your plan in the future. Before ending your group sponsored Medicare Advantage coverage, please contact your group sponsor.**
- **When will your group sponsored plan membership end?** Your membership will end on the first of the month after we receive your request to change plans or the date you request we terminate coverage on this plan, whichever is later.

Section 2.4 Where can you get more information about when you can end your membership?

If you have any questions or would like more information on when you can end your membership:

- Contact your group sponsor to get information on options available to you.
- You can call Member Services. Phone numbers are printed on the back cover of this booklet.
- You can find the information in the ***Medicare & You 2021*** handbook.
  - Everyone with Medicare receives a copy of *Medicare & You* each fall. Those new to Medicare receive it within a month after first signing up.
  - You can also download a copy from the Medicare website (**www.medicare.gov**). Or you can order a printed copy by calling Medicare at the number below.
- You can contact Medicare at **1-800-MEDICARE** (**1-800-633-4227**), 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

SECTION 3 How do you end your membership in our plan?

Section 3.1 Usually, you end your membership by enrolling in another plan

Usually, to end your membership in your plan, you simply enroll in another Medicare plan during one of the enrollment periods (see Section 2 in this chapter for information about the enrollment periods). However, if you want to switch from your plan to Original Medicare *without* a Medicare prescription drug plan, you must ask to be disenrolled from your plan. There are two ways you can ask to be disenrolled:

- You can make a request in writing to us. Contact Member Services if you need more information on how to do this. Phone numbers are printed on the back cover of this booklet.
- - *or* - You can contact Medicare at **1-800-MEDICARE** (**1-800-633-4227**), 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Ending your group sponsored Medicare Advantage plan may impact your eligibility for other coverage sponsored by your group or mean that you will not be able to re-enroll in the plan in the future. Before ending your group sponsored Medicare Advantage coverage, please contact your group sponsor.

The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
An Individual (non-group) Medicare health plan.	• Enroll in the new Medicare health plan between October 15 and December 7. • You will automatically be disenrolled from your group sponsored plan when your new plan's coverage begins.
Original Medicare with a separate Individual (non-group) Medicare prescription drug plan.	• Enroll in the new Medicare prescription drug plan between October 15 and December 7. • You will automatically be disenrolled from your group sponsored plan when your new plan's coverage begins.

If you would like to switch from our plan to:	This is what you should do:
Original Medicare without a separate Medicare prescription drug plan.	• **Send us a written request to disenroll.** Contact Member Services if you need more information on how to do this. Phone numbers are listed on the back cover of this booklet. • You can also contact Medicare at **1-800-MEDICARE** (**1-800-633-4227**), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call **1-877-486-2048**. • You will be disenrolled from your group sponsored plan when your coverage in Original Medicare begins.

SECTION 4 Until your membership ends, you must keep getting your medical services through our plan

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave our plan, it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information on when your new coverage begins.) During this time, you must continue to get your medical care through our plan.

- **If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by your plan until you are discharged**, even if you are discharged after your new health coverage begins.

SECTION 5 We must end your membership in the plan in certain situations

Section 5.1 When must we end your membership in the plan?

We must end your membership in the plan if any of the following happen:

- If you no longer have Medicare Part A and Part B.
- If you move out of our service area.
- If you are away from our service area for more than six months.
    - If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in your plan's area. Phone numbers for Member Services are printed on the back cover of this booklet.
- If you become incarcerated (go to prison).
- If you are not a United States citizen or lawfully present in the United States.

- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your plan membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
    - If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If your group notifies us that they are canceling the group contract for this plan.
- If the premiums paid by your group sponsor for this plan are not paid in a timely manner.
- If you pay your plan premium directly to us, and you do not pay your plan premiums for 90 days.
    - We must notify you in writing that you have 90 days to pay your plan premium before we end your membership.
- If your group sponsor informs this plan of your loss of eligibility for their group coverage.

Where can you get more information?

If you have questions or would like more information on when we can end your membership:

- You can call Member Services for more information. Phone numbers are printed on the back cover of this booklet.

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

We are not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at **1-800-MEDICARE** (**1-800-633-4227**). TTY users should call **1-877-486-2048**. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can file a grievance or make a complaint about our decision to end your membership. You can also look in Chapter 7, Section 9 for information about how to make a complaint.

CHAPTER 9

Legal notices

Chapter 9 Legal notices

SECTION 1 Notice about governing law 159

SECTION 2 Notice about nondiscrimination 159

SECTION 3 Notice about Medicare Secondary Payer subrogation rights 159

SECTION 4 Notice about subrogation and reimbursement 159

SECTION 5 Additional legal notices 160

SECTION 1 Notice about governing law

Many laws apply to this *Evidence of Coverage* and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2 Notice about nondiscrimination

Our plan must obey laws that protect you from discrimination or unfair treatment. We don't discriminate based on race, ethnicity, national origin, color, religion, sex, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area. All organizations that provide Medicare Advantage plans, like your plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, Section 1557 of the Affordable Care Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' **Office for Civil Rights** at **1-800-368-1019** (TTY: **1-800-537-7697**) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call us at Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

SECTION 3 Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, your plan, as a Medicare Advantage Organization, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any State laws.

SECTION 4 Notice about subrogation and reimbursement

Subrogation and reimbursement

These provisions apply when we pay benefits as a result of injuries or illness you sustained and you have a right to a recovery or have received a recovery. We have the right to recover payments we make on your behalf from, or take any legal action against, any party responsible for compensating you for your injuries. We also have a right to be repaid from any recovery in the amount of benefits paid on your behalf. The following apply:

- The amount of our recovery will be calculated pursuant to 42 C.F.R. 411.37, and pursuant to 42 CFR 422.108(f), no state laws shall apply to our subrogation and reimbursement rights.

- Our subrogation and reimbursement rights shall have first priority, to be paid before any of your other claims are paid. Our subrogation and reimbursement rights will not be affected, reduced, or eliminated by the "made whole" doctrine or any other equitable doctrine.
- You must notify us promptly of how, when and where an accident or incident resulting in personal injury or illness to you occurred and all information regarding the parties involved, and you must notify us promptly if you retain an attorney related to such an accident or incident. You and your legal representative must cooperate with us, do whatever is necessary to enable us to exercise our rights and do nothing to prejudice our rights.
- If you fail to repay us, we shall be entitled to deduct any of the unsatisfied portion of the amount of benefits we have paid or the amount of your recovery whichever is less, from any future benefit under your plan.

SECTION 5 Additional legal notices

Under certain circumstances, if we pay the health care provider amounts that are your responsibility, we may collect such amounts directly from you. You agree that we have the right to collect such amounts from you.

Assignment

The benefits provided under this *Evidence of Coverage* are for the personal benefit of the member and cannot be transferred or assigned. Any attempt to assign this contract will automatically terminate all rights under this contract.

Notice of Claim

In the event that a service is rendered for which you are billed, you have 12 months from the date of service to submit such claim(s) to your plan.

You may submit such claims to:

Anthem Medicare Preferred (PPO)
Anthem Blue Cross and Blue Shield
P.O. Box 533
North Haven, CT 06473

Entire contract

This *Evidence of Coverage* and applicable riders attached hereto, and your completed enrollment form, constitute the entire contract between the parties and as of the effective date hereof, supersede all other agreements between the parties.

Waiver by agents

No agent or other person, except an executive officer of your plan, has authority to waive any conditions or restrictions of this *Evidence of Coverage* or the Medical Benefits Chart located at the front of this booklet.

No change in this *Evidence of Coverage* shall be valid unless evidenced by an endorsement signed by an authorized executive officer of the company or by an amendment to it signed by the authorized company officer.

Termination of operation

In the event of the termination of operation or dissolution of your plan in the area in which you reside, this *Evidence of Coverage* will be terminated. You will receive notice 90 days before the *Evidence of Coverage* is terminated.

Please note: If the *Evidence of Coverage* terminates, your coverage will also end. In that event, your plan will explain your options at that time. For example, there may be other health plans in the area for you to join if you wish. Or you may wish to return to Original Medicare and possibly obtain supplemental insurance. In the latter situation, your plan would arrange for you to obtain, without health screening or a waiting period, a supplemental health insurance policy to cover Medicare coinsurance and deductibles. Whether you enroll in another prepaid health plan or not, there would be no gap in coverage.

Refusal to accept treatment

You may, for personal or religious reasons, refuse to accept procedures or treatment recommended as necessary by your primary care physician. Although such refusal is your right, in some situations it may be regarded as a barrier to the continuance of the provider/patient relationship or to the rendering of the appropriate standard of care.

When a member refuses a recommended, necessary treatment or procedure and the primary care physician believes that no professionally acceptable alternative exists, the member will be advised of this belief.

In the event you discharge yourself from a facility against medical advice, your plan will pay for covered services rendered up to the day of self-discharge. Fees pertaining to that admission will be paid on a per diem basis or appropriate Diagnostic Related Grouping (DRG), whichever is applicable.

Limitation of actions

No legal action may be taken to recover benefits within 60 days after the service is rendered. No such action may be taken later than three years after the service upon which the legal action is based was provided.

Circumstances beyond plan control

If there is an epidemic, catastrophe, general emergency or other circumstance beyond the company's control, neither your plan nor any provider shall have any liability or obligation except the following, as a result of reasonable delay in providing services:

- Because of the occurrence, you may have to obtain covered services from an out-of-network provider instead of an in-network provider. Your plan will reimburse you up to the amount that would have been covered under this *Evidence of Coverage*.
- Your plan may require written statements from you and the medical personnel who attended you confirming your illness or injury and the necessity for the treatment you received.

Plan's sole discretion

Your plan may, at its sole discretion, cover services and supplies not specifically covered by the *Evidence of Coverage*.

This applies if your plan determines such services and supplies are in lieu of more expensive services and supplies that would otherwise be required for the care and treatment of a member.

Disclosure

You are entitled to ask for the following information from your plan:

- Information on your plan's physician incentive plans
- Information on the procedures your plan uses to control utilization of services and expenditures
- Information on the financial condition of the company
- General coverage and comparative plan information

To obtain this information, call Member Services. The phone numbers are printed on the back cover of this booklet. Your plan will send this information to you within 30 days of your request.

Information about advance directives

(Information about using a legal form such as a "living will" or "power of attorney" to give directions in advance about your health care in case you become unable to make your own health care decisions).

You have the right to make your own health care decisions. *But what if you had an accident or illness so serious that you became unable to make these decisions for yourself?*

If this were to happen:

- You might want a particular person you trust to make these decisions for you.
- You might want to let health care providers know the types of medical care you would want and not want if you were not able to make decisions for yourself.
- You might want to do both – to appoint someone else to make decisions for you, and to let this person and your health care providers know the kinds of medical care you would want if you were unable to make these decisions for yourself.

If you wish, you can fill out and sign a special form that lets others know what you want done if you cannot make health care decisions for yourself. This form is a legal document. It is sometimes called an "advance directive," because it lets you give directions in advance about what you want to happen if you ever become unable to make your own health care decisions.

There are different types of advance directives and different names for them depending on your state or local area. For example, documents called "living will" and "power of attorney for health care" are examples of advance directives.

It's your choice whether you want to fill out an advance directive. The law forbids any discrimination against you in your medical care based on whether or not you have an advance directive.

How can you use a legal form to give your instructions in advance?

If you decide that you want to have an advance directive, there are several ways to get this type of legal form. You can get a form from your lawyer, from a social worker and from some office supply stores.

You can sometimes get advance directive forms from organizations that give people information about Medicare, such as your SHIP (which stands for State Health Insurance Assistance Program). Chapter 11 of this booklet explains how to contact your SHIP. SHIPs have different names depending on which state you are in.

Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it. It is important to sign this form and keep a copy at home. You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't.

You may want to give copies to close friends or family members as well. If you know ahead of time that you are going to be hospitalized, take a copy with you.

If you are hospitalized, they will ask you about an advance directive

If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you. If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

It is your choice whether to sign or not. If you decide not to sign an advance directive form, you will not be denied care or be discriminated against in the care you are given.

What if providers don't follow the instructions you have given?

If you believe that a doctor or hospital has not followed the instructions in your advance directive, you may file a complaint with your state Department of Health.

Continuity and coordination of care

Your plan has policies and procedures in place to promote the coordination and continuity of medical care for our members. This includes the confidential exchange of information between primary care physicians and specialists, as well as behavioral health providers. In addition, your plan helps coordinate care with a practitioner when the practitioner's contract has been discontinued and works to enable a smooth transition to a new practitioner.

InterPlan/Medicare Advantage Program

- **Member Liability Calculation**

  When you receive covered healthcare services outside of our service area from a Medicare Advantage PPO network provider, the cost of the service, on which member liability (copayment/coinsurance) is based, will be either:

  - The Medicare allowable amount for covered services, or
  - The amount the local Blue Medicare Advantage plan negotiates with its provider on behalf of our members. The amount negotiated may be either higher than, lower than, or equal to the Medicare allowable amount.

- **Non-participating Healthcare Providers Outside Our Service Area**

  When covered healthcare services are provided outside of our service area by non-participating healthcare providers, the amount(s) you pay for such services will be based on either Medicare's limiting charge where applicable or the provider's billed charge. Payments for out-of-network emergency services will be governed by applicable federal and state law.

In these above instances the service area refers to the geographic area that we are licensed to sell the Blue brand.

Nondiscrimination notice under Section 1557 of the Affordable Care Act

It's important we treat you fairly

That's why we follow Federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters. Interested in these services? Call Member Services for help (TTY: 711).

If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, 4361 Irwin Simpson Rd, Mailstop: OH0205-A537; Mason, Ohio 45040-9498. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TTY: 1- 800-537-7697) or online at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf. Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

Get help in your language

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the Member Services number on the back of your ID card.

English: You have the right to get this information and help in your language for free. Call the Member Services number on your ID card for help. (TTY: 711)

Spanish: Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda. (TTY: 711)

Arabic:
يحق لك الحصول على هذه المعلومات والمساعدة بلغتك مجانًا. اتصل برقم خدمات الأعضاء الموجود على بطاقة التعريف الخاصة بك للمساعدة(TTY:711).

Armenian: Դուք իրավունք ունեք Ձեր լեզվով անվճար ստանալ այս տեղեկատվությունը և ցանկացած օգնություն: Օգնություն ստանալու համար զանգահարեք Անդամների սպասարկման կենտրոն՝ Ձեր ID քարտի վրա նշված համարով: (TTY: 711)

Chinese: 您有權使用您的語言免費獲得該資訊和協助。請撥打您的 ID 卡上的成員服務號碼尋求協助。(TTY: 711)

Farsi:
شما این حق را دارید که این اطلاعات و کمکها را به صورت رایگان به زبان خودتان دریافت کنید. برای دریافت کمک به شماره مرکز خدمات اعضاء که بر روی کارت شناسایی‌تان درج شده است، تماس بگیرید. (TTY: 711)

French: Vous avez le droit d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour cela, veuillez appeler le numéro des Services destinés aux membres qui figure sur votre carte d'identification. (TTY: 711)

Haitian: Ou gen dwa pou resevwa enfòmasyon sa a ak asistans nan lang ou pou gratis. Rele nimewo Manm Sèvis la ki sou kat idantifikasyon ou a pou jwenn èd. (TTY: 711)

Italian: Ha il diritto di ricevere queste informazioni ed eventuale assistenza nella sua lingua senza alcun costo aggiuntivo. Per assistenza, chiami il numero dedicato ai Servizi per i membri riportato sul suo libretto. (TTY: 711)

Japanese: この情報と支援を希望する言語で無料で受けることができます。支援を受けるには、IDカードに記載されているメンバーサービス番号に電話してください。(TTY: 711)

Korean: 귀하에게는 무료로 이 정보를 얻고 귀하의 언어로 도움을 받을 권리가 있습니다. 도움을 얻으려면 귀하의 ID 카드에 있는 회원 서비스 번호로 전화하십시오. (TTY: 711)

Polish: Masz prawo do bezpłatnego otrzymania niniejszych informacji oraz uzyskania pomocy w swoim języku. W tym celu skontaktuj się z Działem Obsługi Klienta pod numerem telefonu podanym na karcie identyfikacyjnej. (TTY: 711)

Portuguese-Europe: Tem o direito de receber gratuitamente estas informações e ajuda no seu idioma. Ligue para o número dos Serviços para Membros indicado no seu cartão de identificação para obter ajuda. (TTY: 711)

Russian: Вы имеете право получить данную информацию и помощь на вашем языке бесплатно. Для получения помощи звоните в отдел обслуживания участников по номеру, указанному на вашей идентификационной карте. (TTY: 711)

Tagalog: May karapatan kayong makuha ang impormasyon at tulong na ito sa ginagamit ninyong wika nang walang bayad. Tumawag sa numero ng Member Services na nasa inyong ID card para sa tulong. (TTY: 711)

Vietnamese: Quý vị có quyền nhận miễn phí thông tin này và sự trợ giúp bằng ngôn ngữ của quý vị. Hãy gọi cho số Dịch Vụ Thành Viên trên thẻ ID của quý vị để được giúp đỡ. (TTY: 711)

CHAPTER 10

Definitions of important words

Chapter 10 Definitions of important words

Allowed Amount – The allowed amount is either:

1. The rate negotiated with in-network providers;
2. The Medicare-allowable amount for out-of-network providers who accept Medicare assignment;
3. The limiting charge for providers who do not accept assignment but who are subject to the limiting amount;
4. The provider's actual charge when the provider does not accept assignment and is not subject to the limiting amount; or
5. The provider's actual charge for non-Medicare covered benefits, your plan covers, when the provider is an out-of-network provider.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Annual Enrollment Period – A set time, each fall, when members can change their health or drug plans or switch to Original Medicare. The Annual Enrollment Period is from October 15 until December 7.

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or payment for services you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if your plan doesn't pay for an item, or service you think you should be able to receive. Chapter 7 explains appeals, including the process involved in making an appeal.

Balance Billing – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost sharing amount. As a member of our plan, you only have to pay our plan's cost sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost sharing our plan says you must pay.

Benefit Period – The way that both our plan and Original Medicare measures your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Calendar Year – The period beginning January 1 of any year through December 31 of the same year.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Coinsurance – An amount you may be required to pay as your share of the cost for services after you pay any deductibles. Coinsurance is usually a percentage (for example, 20%).

Combined Maximum Out-of-Pocket Amount – This is the amount you will pay in a year for all Part A and Part B services from both in-network (preferred) providers and out-of-network

(non-preferred) providers. In addition to the maximum out-of-pocket amount for covered Part A and Part B medical services, we may also have a maximum out-of-pocket amount for certain types of services. See Chapter 4, Section 1.3 for information about your combined maximum out-of-pocket amount. Please refer to the benefits chart at the front of this booklet for information about your combined maximum out-of-pocket amount and to see if you have separate maximum out-of-pocket amounts for specific medical services.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used for certain types of problems *only*. This includes problems related to quality of care, waiting times, and the member services you receive. See also "Grievance," in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services including physical therapy, social or psychological services, respiratory therapy, occupational therapy, speech-language pathology services, and home environment evaluation services.

Copayment (or "copay") – When applicable, an amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, or hospital outpatient visit. A copayment is a set amount, rather than a percentage. For example, you might pay $10 or $20 for a doctor's visit or prescription drug.

Cost Sharing – When applicable, cost sharing refers to amounts that a member may have to pay when services are received. It includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services are covered; (2) any fixed "copayment" amount that a plan requires when a specific service is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service, that a plan requires when a specific service is received.

Covered Services – The general term we use in this *EOC* to mean all of the health care services and supplies that are covered by our plan.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Deductible – When applicable, the amount you must pay for health care before our plan begins to pay.

Diagnostic Testing – Testing performed to detect disease when clinical indications of active disease are present.

Disenroll or **Disenrollment** – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Durable Medical Equipment (DME) – Certain medical equipment that is ordered by your doctor for medical reasons. Examples include walkers, wheelchairs, crutches, powered mattress systems, diabetic supplies, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, or hospital beds ordered by a provider for use in the home.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that

require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are: 1) rendered by a provider qualified to furnish emergency services; and 2) needed to treat, evaluate or stabilize an emergency medical condition.

***Evidence of Coverage (EOC)* and Disclosure Information** – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of your plan.

Grievance – A type of complaint you make about us or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Home Health Aide – A home health aide provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (e.g., bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Hospice Care – A special way of caring for people who are terminally ill and providing counseling for their families. Hospice care is physical care and counseling that is given by a team of people who are part of a Medicare-certified public agency or private company. Depending on the situation, this care may be given in the home, a hospice facility, a hospital, or a nursing home. Care from a hospice is meant to help patients in the last months of life by giving comfort and relief from pain. The focus is on care, not cure. For more information on hospice care, visit **www.medicare.gov** and type "*Medicare Hospice Benefits*" in the search box. Or call **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. Note: refer to your benefits chart for hospice benefit information.

Hospital Inpatient Stay – A hospital stay is when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an "outpatient" under observation. Be sure to ask the hospital if you are on an inpatient status or outpatient observation status when staying overnight as the plan benefits are different for each category.

Hospital Observation Stay – Hospital outpatient services given to help the doctor decide if you need to be admitted as an inpatient or can be discharged. Observation services may be given in the Emergency Department (ED) or another area of the hospital and may include an overnight stay up to 48 hours.

In-Network Maximum Out-of-Pocket Amount – Some plans have separate in-network and out-of-network maximum out-of-pocket amounts. In this case, in-network maximum out-of-pocket is the most you will pay for covered Part A and Part B services received from in-network (preferred) providers. After you have reached this limit, you will not have to pay anything when you get covered services from in-network providers for the rest of the contract year. However, until you reach your combined out-of-pocket maximum amount, which includes services received from an out-of-network provider, you must continue to pay your share of the costs when you seek care from an out-of-network (non-preferred) provider. In addition to the maximum out-of-pocket amount for covered medical services, you may also have a maximum out-of-pocket amount for certain types of services. Please refer to the benefits chart at the front of this booklet for information about your maximum out-of-pocket

amount and to see if you have separate maximum out-of-pocket amounts for specific medical services.

In-Network Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the State to provide health care services. We call them **"in-network providers"** when they have an agreement with your plan to accept our contracted rate as payment in full, and in some cases to coordinate as well as provide covered services to members of your plan. Your plan pays in-network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. In-network providers may also be referred to as "plan providers."

Income Related Monthly Adjustment Amount (IRMAA) – If your modified adjusted gross income as reported on your IRS tax return from 2 years ago is above a certain amount, you'll pay the standard premium amount and an Income Related Monthly Adjustment Amount, also known as IRMAA. IRMAA is an extra charge added to your premium. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the seven month period that begins three months before the month you turn 65, includes the month you turn 65, and ends three months after the month you turn 65.

Institutional Equivalent Special Needs Plan (SNP) – An institutional Special Needs Plan that enrolls eligible individuals living in the community but requiring an institutional level of care based on the State assessment. The assessment must be performed using the same respective State level of care assessment tool and administered by an entity other than the organization offering the plan. This type of Special Needs Plan may restrict enrollment to individuals that reside in a contracted assisted living facility (ALF) if necessary to ensure uniform delivery of specialized care.

Institutional Special Needs Plan (SNP) – A Special Needs Plan that enrolls eligible individuals who continuously reside or are expected to continuously reside for 90 days or longer in a long-term care (LTC) facility. These LTC facilities may include a skilled nursing facility (SNF); nursing facility (NF); (SNF/NF); an intermediate care facility for the mentally retarded (ICF/MR); and/or an inpatient psychiatric facility. An institutional Special Needs Plan to serve Medicare residents of LTC facilities must have a contractual arrangement with (or own and operate) the specific LTC facility(ies).

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the plan year for covered Part A and Part B services. Amounts you pay for your plan, Medicare Part A and Part B premiums, do not count toward the maximum out-of-pocket amount. See the benefits chart at the front of this booklet for information about your maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6 for information about how to contact Medicaid in your state.

Medically Necessary – Services, supplies or drugs that are needed for the prevention, diagnosis or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with end-stage renal disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. When you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan, and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare Advantage health plan that is offered in their area.

Medicare Advantage Open Enrollment Period (non-group plans) – A set time each year when members in a Medicare Advantage plan can cancel their plan enrollment and switch to another Medicare Advantage plan, or obtain coverage through Original Medicare. If you choose to switch to Original Medicare during this period, you can also join a separate Medicare prescription drug plan at that time. The Medicare Advantage Open Enrollment Period is from January 1 until March 31, and is also available for a 3-month period after an individual is first eligible for Medicare.

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-inclusive Care for the Elderly (PACE).

"**Medigap**" **(Medicare Supplement Insurance) Policy** – Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare. Medigap policies only work with Original Medicare. A Medicare Advantage Plan is not a Medigap policy.

Member (Member of our plan, or "**Plan Member**"**)** – A person with Medicare who is eligible to get covered services, who has enrolled in our plan and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances and appeals. See Chapter 2 for information about how to contact Member Services.

Organization Determination – The Medicare Advantage plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. Organization determinations are called "coverage decisions" in this booklet. Chapter 7 explains how to ask us for a coverage decision.

Original Medicare ("Traditional Medicare" or "Fee-for-service" Medicare) – Original Medicare is offered by the government, and not a private health plan such as Medicare Advantage plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors', hospitals' and other health care providers' payment amounts established by Congress. You can see any doctor, hospital or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of your plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for "cost sharing" above. A member's cost sharing requirement to pay for a portion of services received is also referred to as the member's "out-of-pocket" cost requirement.

PACE Plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan. If you would like to know if PACE is available in your state, please contact Member Services. Phone numbers are printed on the back cover of this booklet.

Part C – See "Medicare Advantage (MA) Plan."

Part D – The voluntary Medicare Prescription Drug Benefit Program. For ease of reference, we refer to the prescription drug benefit program as Part D.

Plan Provider – "Provider" is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. We call them "plan providers" when they have an agreement with this plan to accept our contracted rate as payment in full, and in some cases to coordinate as well as provide covered services to members of this plan. This plan pays plan providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from in-network or out-of-network providers. On some PPO plans, member cost sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from in-network (preferred) providers and some plans may have a higher limit on your total combined out-of-pocket costs for services from both in-network (preferred) and out-of-network (non-preferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health or prescription drug coverage.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them.

Prior Authorization – Approval in advance to get services. In the network portion of a PPO, some in-network medical services are covered only if your doctor or other in-network provider gets "prior authorization" from our plan. In a PPO, you do not need prior authorization to obtain out-of-network services. However, you may want to check with the plan before obtaining services from out-of-network providers to confirm that the service is covered by your plan and what your cost sharing responsibility is. Covered services that need prior authorization are marked in the benefits chart located at the front of this booklet.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. For contact information, please refer to the state-specific agency listing located in Chapter 11.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Screening Exam – A routine exam to detect evidence of unsuspected disease.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (non-emergency) services. The plan may disenroll you if you permanently move out of the plan's service area.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plan or return to Original Medicare. Situations in which you may be eligible for a Special Enrollment Period include: if you move outside the service area, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are care provided to treat a non-emergency, unforeseen medical illness, injury or condition that requires immediate medical care. Urgently needed services may be furnished by in-network providers or by out-of-network providers when in-network providers are temporarily unavailable or inaccessible.

CHAPTER 11

State organization contact information

Chapter 11 State organization contact information

SECTION 1 State Health Insurance Assistance Program (SHIP) 176

SECTION 2 Quality Improvement Organization (QIO) 181

SECTION 3 State Medicaid Offices 187

SECTION 4 State Medicare Offices 193

SECTION 5 Civil Rights Commission 194

SECTION 1 State Health Insurance Assistance Program (SHIP)

The following state agency information was updated on July 22, 2020. For more recent information or other questions, please contact Member Services. Phone numbers are printed on the back cover of this booklet.

Alabama

Alabama's State Health Insurance Assistance Program
201 Monroe Street, Suite 350,
Montgomery, AL 36104
1-800-243-5463, TTY: **711**
http://www.alabamaageline.gov

Alaska

Alaska State Health Insurance Assistance Program (SHIP)
550 W 7th Ave., Suite 1230
Anchorage, AK 99501
1-800-478-6065, TTY: **1-800-770-8973**
7:00 a.m. to 7:00 p.m.
http://dhss.alaska.gov/dsds/Pages/medicare/default.aspx

Arizona

Arizona State Health Insurance Assistance Program
1789 W. Jefferson Street., #950a
Phoenix, AZ 85007
1-800-432-4040, TTY: **711**
https://www.azdes.gov/daas/ship/

Arkansas

Senior Health Insurance Information Program (SHIIP)
1 Commerce Way 72202
Little Rock, AR 72201
1-800-224-6330, TTY: **711**
http://www.insurance.arkansas.gov/shiip.htm

California

California Health Insurance Counseling & Advocacy Program (HICAP)
1300 National Drive, Suite 200
Sacramento, CA 95834-1992
1-800-434-0222, TTY: **1-800-735-2929**
http://www.aging.ca.gov/HICAP

Colorado

Senior Health Insurance Assistance Program (SHIP)
1560 Broadway, Suite 850
Denver, CO 80202
1-888-696-7213, TTY: **1-303-894-7880**
http://cdn.colorado.gov/cs/Satellite/DORA-HealthIns/CBON/DORA/1251645703837

Connecticut

CHOICES
55 Farmington Ave
Hartford, CT 06105-3730
1-800-203-3447, TTY: **711**
http://www.ct.gov/agingservices

Delaware

Delaware Medicare Assistance Bureau
841 Silver Lake Boulevard
Dover, DE 19904
1-800-336-9500, TTY: **711**
http://www.delawareinsurance.gov/elderinfo/

District of Columbia

Health Insurance Counseling Project (HICP)
500 K Street NE
Washington, DC 20002
1-202-724-5626, TTY: **1-202-994-6656**
http://dcoa.dc.gov/service/health-insurance-counseling

Florida

Serving Health Insurance Needs of Elders (SHINE)
4040 Esplanade Way, Suite 270
Tallahassee, FL 32399-7000
1-800-963-5337, TTY: **1-800-955-8770**
http://www.floridashine.org

Georgia

GeorgiaCares
2 Peachtree Street NW, 33rd Floor
Atlanta, GA 30303
1-866-552-4464, TTY: **711**
http://www.mygeorgiacares.org

Hawaii

HAWAII SHIP
250 S Hotel Street, Suite 406
Honolulu, HI 96813-2831
1-888-875-9229, TTY: **1-866-810-4379**
http://www.hawaiiship.org/site/1/home.aspx

Idaho

Senior Health Insurance Benefits Advisors (SHIBA)
700 West State Street., 3rd Floor
Boise, ID 83702-0043
1-800-247-4422, TTY: **711**
http://www.doi.idaho.gov/shiba/shibahealth.aspx

Illinois

Senior Health Insurance Program (SHIP)
One Natural Resources Way, #100
Springfield, IL 62702-1271
1-800-252-8966, TTY: **711**
http://www.state.il.us/aging/SHIP/default.htm

Indiana

State Health Insurance Assistance Program (SHIP)
311 W. Washington Street, Suite 300
Indianapolis, IN 46204-2787
1-800-452-4800, TTY: **1-866-846-0139**
http://www.medicare.in.gov

Iowa

Senior Health Insurance Information Program (SHIIP)
601 Locust Street, 4th Floor
Des Moines, IA 50309-3738
1-800-351-4664, TTY: **1-800-735-2942**
http://www.shiip.state.ia.us/

Kansas

Senior Health Insurance Counseling for Kansas (SHICK)
503 S. Kansas Ave, New England Bldg
Topeka, KS 66603-3404
1-800-860-5260, TTY: **711**
http://www.kdads.ks.gov/commissions/commission-on-aging/medicare-programs/shick

Kentucky

State Health Insurance Assistance Program (SHIP)
275 E. Main Street.
Frankfort, KY 40621
1-877-293-7447, TTY: **711**
http://www.chfs.ky.gov/dail/ship.htm

Louisiana

Senior Health Insurance Information Program (SHIIP)
1702 N. Third Street, P.O. Box 94214
Baton Rouge, LA 70802
1-800-259-5300, TTY: **711**
http://www.ldi.la.gov/SHIIP

Maine

Maine State Health Insurance Assistance Program (SHIP)
11 State House Station, 41 Anthony Ave
Augusta, ME 04333
1-877-353-3771, TTY: **711**
http://www.maine.gov/dhhs/oads/community-support/ship.html

Maryland

Senior Health Insurance Assistance Program (SHIP)
301 W. Preston Street, Suite 1007
Baltimore, MD 21201
1-800-243-3425, TTY: **711**
http://www.aging.maryland.gov/StateHealthInsuranceProgram.html

Massachusetts

Serving Health Information Needs of Elders (SHINE)
1 Ashburton Place, 5th floor
Boston, MA 02108
1-800-243-4636, TTY: **1-800-872-0166**
http://www.mass.gov/elders/healthcare/shine/serving-the-health-information-needs-of-elders.html

Michigan

MMAP, Inc.
6105 W St. Joseph, Suite 204
Lansing, MI 48917
1-800-803-7174, TTY: **711**
http://www.mmapinc.org

Minnesota

Minnesota State Health Insurance Assistance Program/Senior LinkAge Line
P.O. Box 64976
St. Paul, MN 55164-0976
1-800-333-2433, TTY: **1-800-627-3529**
http://www.mnaging.org

Mississippi

MS State Health Insurance Assistance Program (SHIP)
200 South Lamar Street
Jackson, MS 39201
1-800-948-3090, TTY: **711**
http://www.mdhs.ms.gov/adults-seniors/services-for-seniors/state-health-insurance-assistance-program/

Missouri

CLAIM
4215 Phillips Farm Road, Suite 101-B
Columbia, MO 65201
1-800-390-3330, TTY: **711**
http://www.missouriclaim.org

Montana

Montana State Health Insurance Assistance Program (SHIP)
111 N. Sanders Street
Helena, MT 59601
1-406-444-4077, TTY: **711**
http://dphhs.mt.gov/SLTC/aging/SHIP

Nebraska

Nebraska Senior Health Insurance Information Program (SHIIP)
1033 O Street, Suite 307
Lincoln, NE 68508
1-800-234-7119, TTY: **711**
http://www.doi.ne.gov/shiip

Nevada

State Health Insurance Assistance Program (SHIP)
3416 Goni Road, Suite D-132
Carson City, NV 89706
1-800-307-4444, TTY: **711**
http://nevadaadrc.com/services-and-programs/medicare/state-health-insurance-assistance-program-ship

New Hampshire

NH SHIP - ServiceLink Resource Center
129 Pleasant Street, Gallen State Office Park
Concord, NH 03301-3857
1-866-634-9412, TTY: **711**
http://www.servicelink.nh.gov/

New Jersey

State Health Insurance Assistance Program (SHIP)
P.O. Box 360
Trenton, NJ 08625-0715
1-800-792-8820, TTY: **711**
http://www.state.nj.us/humanservices/doas/services/ship/

New Mexico

Benefits Counseling Program
2550 Cerrillos Road
Santa Fe, NM 87505
1-800-432-2080, TTY: **711**
http://www.nmaging.state.nm.us/State_Health_ Insurance_Assistance_Program.aspx

New York

Health Insurance Information Counseling and Assistance Program (HIICAP)
2 Empire State Plaza
Albany, NY 12223-1251
1-800-701-0501, TTY: **711**
http://www.aging.ny.gov/HealthBenefits/Index.cfm

North Carolina

Seniors' Health Insurance Information Program (SHIIP)
325 N. Salisbury Street
Raleigh, NC 27603
1-855-408-1212, TTY: **711**
http://www.ncdoi.com/SHIIP/

North Dakota

Senior Health Insurance Counseling (SHIC)
600 East Boulevard Ave., 5th Floor
Bismarck, ND 58505-0320
1-888-575-6611, TTY: **1-800-366-6888**
http://www.nd.gov/ndins/shic/

Ohio

Ohio Senior Health Insurance Information Program (OSHIIP)
50 West Town Street, 3rd Floor - Suite 300
Columbus, OH 43215
1-800-686-1578, TTY: **1-614-644-3745**
http://www.insurance.ohio.gov/Consumer/Pages/ConsumerTab2.aspx

Oklahoma

Senior Health Insurance Counseling Program (SHIP)
3625 NW 56th Street, Suite 100
Oklahoma City, OK 73112
1-800-763-2828, TTY: **711**
http://www.ok.gov/oid/Consumers/Information_for_Seniors/SHIP.html

Oregon

Senior Health Insurance Benefits Assistance Program (SHIBA)
350 Winter Street NE, Suite 330,
P.O. Box 14480
Salem, OR 97309-0405
1-800-722-4134, TTY: **711**
http://www.oregon.gov/dcbs/insurance/SHIBA/Pages/shiba.aspx

Pennsylvania

APPRISE
555 Walnut Street, 5th Floor
Harrisburg, PA 17101-1919
1-800-783-7067, TTY: **711**
http://www.portal.state.pa.us/portal/server.pt?ope

Rhode Island

Senior Health Insurance Program (SHIP)
25 Howard Ave Building 57
Cranston, RI 02920
1-888-884-8721, TTY: **1-401-462-0740**
http://www.dea.ri.gov/insurance/

South Carolina

(I-CARE) Insurance Counseling Assistance and Referrals for Elders
1301 Gervais Street, Suite 350
Columbia, SC 29201
1-800-868-9095, TTY: **711**
http://aging.sc.gov/programs/medicare/Pages/default.aspx

South Dakota

Senior Health Information & Insurance Education (SHIINE)
700 Governors Drive
Pierre, SD 57501
1-800-536-8197, TTY: **711**
http://www.shiine.net

Tennessee

TN SHIP
500 Deaderick Street, Suite 825
Nashville, TN 37243-0860
1-877-801-0044, TTY: **711**
http://www.tnmedicarehelp.com/

Texas

Health Information Counseling and Advocacy Program (HICAP)
701 W 51st Street
Austin, TX 78751
1-800-252-9240, TTY: **711**
http://www.dads.state.tx.us/

Utah

Senior Health Insurance Information Program (SHIP)
195 North 1950 West
Salt Lake City, UT 84116
1-800-541-7735, TTY: **711**
http://daas.utah.gov/senior-services/

Vermont

State Health Insurance Assistance Program
280 State Drive HC2 South
Waterbury, VT 05671
1-800-642-5119, TTY: **711**
http://nekcouncil.org/health-insurance/

Virginia

Virginia Insurance Counseling and Assistance Program (VICAP)
1610 Forest Avenue, Suite 100
Henrico, VA 23229
1-800-552-3402, TTY: **711**
http://www.vda.virginia.gov

Washington

Statewide Health Insurance Benefits Advisors (SHIBA) Helpline
P.O. Box 40256
Olympia, WA 98504-0256
1-800-562-6900, TTY: **711**
http://www.insurance.wa.gov

West Virginia

West Virginia State Health Insurance Assistance Program (WV SHIP)
1900 Kanawha Blvd. E
Charleston, WV 25305
1-877-987-4463, TTY: **711**
http://www.wvship.org

Wisconsin

Wisconsin SHIP (SHIP)
One West Wilson Street
Madison, WI 53703
1-800-242-1060, TTY: **711**
https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm

Wyoming

Wyoming State Health Insurance Information Program (WSHIIP)
106 W Adams, P.O. Box BD
Riverton, WY 82501
1-800-856-4398, TTY: **711**
http://www.wyomingseniors.com

SECTION 2 Quality Improvement Organization (QIO)

The following state agency information was updated on July 22, 2020. For more recent information or other questions, please contact Member Services. Phone numbers are printed on the back cover of this booklet.

Alabama

KEPRO - Region 4
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-317-0751, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Alaska

KEPRO Region 8
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
1-888-317-0891, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. -5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Arizona

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-877-588-1123, TTY: **1-855-887-6668**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Arkansas

KEPRO - Region 6
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-315-0636, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

California

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-877-588-1123, TTY: **1-855-887-6668**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Colorado

KEPRO - Region 8
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
1-888-317-0891, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Connecticut

KEPRO - Region 1
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-319-8452, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Delaware

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-396-4646, TTY: **1-888-985-2660**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

District of Columbia

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-396-4646, TTY: **1-888-985-2660**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Florida

KEPRO - Region 4
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-317-0751, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Georgia

KEPRO - Region 4
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-317-0751, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Hawaii

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-877-588-1123, TTY: **1-855-887-6668**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Idaho

KEPRO - Region 10
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
1-888-305-6759, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Illinois

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-524-9900, TTY: **1-888-985-8775**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Indiana

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-524-9900, TTY: **1-888-985-8775**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Iowa

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-755-5580, TTY: **1-888-985-9295**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Kansas

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-755-5580, TTY: **1-888-985-9295**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Kentucky

KEPRO - Region 4
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-317-0751, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Louisiana

KEPRO - Region 6
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-315-0636, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Maine

KEPRO - Region 1
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-319-8452, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Maryland

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-396-4646, TTY: **1-888-985-2660**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Massachusetts

KEPRO - Region 1
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-319-8452, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Michigan

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-524-9900, TTY: **1-888-985-8775**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Minnesota

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-524-9900, TTY: **1-888-985-8775**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Mississippi

KEPRO - Region 4
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-317-0751, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Missouri

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-755-5580, TTY: **1-888-985-9295**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Montana

KEPRO - Region 8
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-317-0891, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Nebraska

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-755-5580, TTY: **1-888-985-9295**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Nevada

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-877-588-1123, TTY: **1-855-887-6668**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

New Hampshire

KEPRO - Region 1
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-319-8452, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

New Jersey

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-866-815-5440, TTY: **1-866-868-2289**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

New Mexico

KEPRO - Region 6
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-315-0636, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

New York

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-866-815-5440, TTY: **1-866-868-2289**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

North Carolina

KEPRO - Region 4
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-317-0751, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

North Dakota

KEPRO - Region 8
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-317-0891, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Ohio

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-524-9900, TTY: **1-888-985-8775**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Oklahoma

KEPRO - Region 6
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-315-0636, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Oregon

KEPRO - Region 10
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
1-888-305-6759, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Pennsylvania

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-396-4646, TTY: **1-888-985-2660**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Rhode Island

KEPRO - Region 1
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-319-8452, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

South Carolina

KEPRO - Region 4
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-317-0751, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

South Dakota

KEPRO - Region 8
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-317-0891, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Tennessee

KEPRO - Region 4
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-317-0751, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Texas

KEPRO - Region 6
5201 West Kennedy Boulevard, Suite 900
Tampa, FL 33609
1-888-315-0636, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Utah

KEPRO - Region 8
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-317-0891, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Vermont

KEPRO - Region 1
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-319-8452, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

Virginia

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-396-4646, TTY: **1-888-985-2660**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Washington

KEPRO - Region 10
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
1-888-305-6759, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

West Virginia

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-396-4646, TTY: **1-888-985-2660**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Wisconsin

Livanta LLC BFCC-QIO Program
10820 Guilford Rd, Suite 202
Annapolis Junction, MD 20701-1105
1-888-524-9900, TTY: **1-888-985-8775**
Monday through Friday: 9:00 a.m. - 5:00 p.m. (Local Time)
https://www.livantaqio.com/en

Wyoming

KEPRO - Region 8
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH, 44131
1-888-317-0891, TTY: **1-855-843-4776**
Monday through Friday: 9:00 a.m. - 5:00 p.m. and 11:00 a.m. to 3:00 p.m. on Saturday, Sunday and holidays in all local time zones
http://www.keproqio.com/default.aspx

SECTION 3 State Medicaid Offices

The following state agency information was updated on July 22, 2020. For more recent information or other questions, please contact Member Services. Phone numbers are printed on the back cover of this booklet.

Alabama

Alabama Medicaid Agency
P.O. Box 5624
501 Dexter Avenue
Montgomery, AL 36130-5624
1-334-242-5000, TTY: **711**
8:00 a.m. - 4:30 p.m. Monday through Friday
http://www.medicaid.alabama.gov

Alaska

Alaska Medicaid
3601 C Street
Anchorage, AK 99503
1-907-465-3347, TTY: **711**
8:00 a.m. - 4:30 p.m. Monday through Friday
http://dhss.alaska.gov/Commissioner/Pages/Contacts/default.aspx

Arizona

Arizona Health Care Cost Containment System
801 E. Jefferson
Phoenix, AZ 85034
1-800-523-0231, TTY: **711**
8:00 a.m. - 1:00 p.m. and 2:00 p.m. to 5:00 p.m. Monday through Friday
http://www.azahcccs.gov

Arkansas

Arkansas Medicaid
Donaghey Plaza South
P.O. Box 1437, Slot S401
Little Rock, AR 72203-1437
1-800-482-5431, TTY: **711**
8:00 a.m. - 4:30 p.m. Monday through Friday
https://medicaid.mmis.arkansas.gov/General/dmscon.aspx

California

Medi-Cal
1501 Capitol Ave.
Sacramento, CA 95899-7413
1-800-541-5555, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.medi-cal.ca.gov

Colorado

Colorado Medicaid
1570 Grant Street
Denver, CO 80203
1-800-221-3943, TTY: **711**
8:00 a.m. - 4:30 p.m. Monday through Friday
https://www.healthfirstcolorado.com/

Connecticut

HUSKY Health Program
P.O. Box 5005
Wallingford, CT 06492
1-877-284-8759, TTY: **1-866-492-5276**
8:00 a.m. - 6:00 p.m. Monday through Friday
http://www.ct.gov/hh/site/default.asp

Delaware

Delaware Medicaid
Lewis Building
1901 N. DuPont Highway
New Castle, DE 19720
1-800-372-2022, TTY: **711**
8:00 a.m. - 4:30 p.m. Monday through Friday
http://www.dhss.delaware.gov/dhss/dmma/medicaid.html

District of Columbia

DC Medicaid
441 4th Street, NW, 900S
Washington, DC 20001
1-202-442-5988, TTY: **711**
8:15 a.m. - 4:45 p.m. Monday through Friday
http://dhcf.dc.gov/service/what-medicaid

Florida

Florida Medicaid
2727 Mahan Drive MS#6
Tallahassee, FL 32308
1-888-419-3456, TTY: **1-800-955-8771**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.ahca.myflorida.com/Medicaid/index.shtml/about

Georgia

Georgia Medicaid
Georgia Department of Community Health
2 Peachtree Street, NW
Atlanta, GA 30303
1-877-423-4746, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://dch.georgia.gov/medicaid

Hawaii

Department of Human Services Med-QUEST Division
820 Mililani Street, Suite 606
Honolulu, HI 96813
1-800-316-8005, TTY: **1-855-585-8604**
9:00 a.m. - 3:00 p.m. Monday through Friday
https://medquest.hawaii.gov/

Idaho

Idaho Medicaid
P.O. Box 83720
Boise, ID 83720
1-877-456-1233, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
https://healthandwelfare.idaho.gov/ContactUs/tabid/127/Default.aspx

Illinois

Illinois Medicaid
100 South Grand Avenue East
Springfield, IL 62762
1-800-843-6154, TTY: **711**
8:30 a.m. - 5:00 p.m. Monday through Friday
http://www.hfs.illinois.gov/medical/apply.html

Indiana

Indiana Medicaid
P.O. Box 7083
402 W Washington Street
Indianapolis, IN 46204
1-800-457-4584, TTY: **711**
8:00 a.m. - 4:30 p.m. Monday through Friday
http://member.indianamedicaid.com/

Iowa

Iowa Medicaid
P.O. Box 36510
Des Moines, IA 50315
1-800-338-8366, TTY: **1-800-735-2942**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.dhs.iowa.gov

Kansas

KanCare
503 S. Kansas Ave.
Topeka, KS 66603
1-800-432-3535, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.kancare.ks.gov/

Kentucky

Kentucky Medicaid
275 East Main Street
Frankfort, KY 40621
1-855-306-8959, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.chfs.ky.gov

Louisiana

Louisiana Medicaid
P.O. Box 629
Baton Rouge, LA 70821-9278
1-800-403-0864, TTY: **711**
8:00 a.m. - 4:30 p.m. Monday through Friday
http://ldh.la.gov/

Maine

MaineCare
11 State House Station
Augusta, ME 04333-0011
1-800-977-6740, TTY: **711**
7:00 a.m. - 6:00 p.m. Monday through Friday
http://www.maine.gov/dhhs/oms/index.shtml

Maryland

Maryland Medicaid
201 West Preston Street
Baltimore, MD 21201
1-877-463-3464, TTY: **711**
8:30 a.m. - 5:00 p.m. Monday through Friday
https://health.maryland.gov/pages/index.aspx

Massachusetts

MassHealth
One Ashburton Place, 11th Floor
Boston, MA 02108
1-800-841-2900, TTY: **1-800-497-4648**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.mass.gov/eohhs/gov/departments/masshealth/

Michigan

Michigan Medicaid
P.O. Box 30195,
333 S. Grand Ave
Lansing, MI 48909
1-866-275-6424, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.michigan.gov/mdch/0,4612,7-132-2943_4860—,00.html

Minnesota

Minnesota's Medical Assistance Program
PO Box 64838
St. Paul, MN 55164
1-800-657-3739, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
https://mn.gov/dhs/general-public/about-dhs/contact-us/division-addresses.jsp

Mississippi

Mississippi Medicaid
550 High Street, Suite 1000
Jackson, MS 39201
1-800-421-2408, TTY: **711**
7:30 a.m. - 5:00 p.m. Monday through Friday
http://www.medicaid.ms.gov

Missouri

MO HealthNet
615 Howerton Court
P.O. Box 6500
Jefferson City, MO 65102-6500
1-855-373-4636, TTY: **711**
6:00 a.m. - 6:30 p.m. Monday through Friday
https://dss.mo.gov/

Montana

Montana Medicaid and Healthy Montana Kids (HMK) Plus
P.O. Box 202925
Helena, MT 59457
1-800-362-8312, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.dphhs.mt.gov

Nebraska

Nebraska Medicaid
301 Centennial Mall South
Lincoln, NE 68509-5026
1-855-632-7633, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.dhhs.ne.gov/medicaid/Pages/medicaid.aspx

Nevada

Nevada Medicaid
1100 East William Street Suite 101
Carson City, NV 89701
1-877-638-3472, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://dhcfp.nv.gov/

New Hampshire

NH Medicaid
129 Pleasant Street
Concord, NH 03301
1-800-852-3345, TTY: **1-800-735-2964**
8:00 a.m. – 4:30 p.m. Monday through Friday
http://www.dhhs.state.nh.us/ombp/medicaid/index.htm

New Jersey

Division of Medical Assistance and Health Services
P.O. Box 712
Trenton, NJ 08625-0712
1-800-701-0710, TTY: **711**
Monday and Thursday 8:00 a.m. - 8:00 p.m.
Tuesday, Wednesday, Friday 8:00 a.m. - 5:00 p.m.
http://www.state.nj.us/humanservices/dmahs

New Mexico

NM Human Services Dept.
P.O. Box 2348
Santa Fe, NM 87504-2348
1-888-997-2583, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.hsd.state.nm.us/

New York

New York Medicaid
Corning Tower, Empire State Plaza
Albany, NY 12237
1-800-541-2831, TTY: **711**
8:00 a.m. - 8:00 p.m. Monday through Friday
9:00 a.m. - 1:00 p.m. Saturday
http://www.health.ny.gov/health_care/medicaid/

North Carolina

North Carolina Medicaid
2501 Mail Service Center
Raleigh, NC 27699-2501
1-888-245-0179, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
https://dma.ncdhhs.gov/

North Dakota

North Dakota Medicaid
600 E. Boulevard Avenue, Dept 325
Bismarck, ND 58505-0250
1-800-755-2604, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.nd.gov/dhs/services/medicalserv/medicaid/

Ohio

Ohio Department of Medicaid
50 West Town Street, Suite 400
Columbus, OH 43215
1-800-324-8680, TTY: **1-800-292-3572**
7:00 a.m. - 8:00 p.m. Monday through Friday
http://medicaid.ohio.gov/

Oklahoma

Oklahoma Health Care Authority
4345 N. Lincoln Blvd
Oklahoma City, OK 73105
1-800-987-7767, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.insureoklahoma.org

Oregon

Oregon Department of Human Services
500 Summer Street, NE, E-20
Salem, OR 97301-1097
1-800-375-2863, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.oregon.gov/oha/healthplan/pages/index.aspx

Pennsylvania

Pennsylvania Medical Assistance
Health and Welfare Building, Rm 515
P.O. Box 2675
Harrisburg, PA 17105
1-800-692-7462, TTY: **1-800-451-5886**
8:30 a.m. - 4:45 p.m. Monday through Friday
http://www.dhs.pa.gov/

Rhode Island

Rhode Island Medicaid
Louis Pasteur Building 57
25 Howard Avenue
Cranston, RI 02920
1-855-697-4347, TTY: **1-800-745-5555**
8:30 a.m. - 3:30 p.m. Monday through Friday
http://www.dhs.ri.gov/

South Carolina

Healthy Connections
P.O. Box 8206
Columbia, SC 29202
1-888-549-0820, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
https://www.scdhhs.gov/

South Dakota

South Dakota Medicaid
700 Governors Drive, Richard F Kneip Bldg
Pierre, SD 57501
1-800-597-1603, TTY: **711**
8:00 a.m. - 6:00 p.m. Monday through Friday
http://dss.sd.gov/medicaid/

Tennessee

TennCare
310 Great Circle Road
Nashville, TN 37243
1-800-342-3145, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
https://www.tn.gov/tenncare

Texas

Texas Health and Human Services
PO Box 149347
Austin, TX 78714
1-888-963-7111, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
http://www.hhsc.state.tx.us/medicaid/index.shtml

Utah

Utah Department of Health Medicaid
Division of Medicaid and Health Financing
P.O. Box 143106
Salt Lake City, UT 84114
1-801-538-6155, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
https://medicaid.utah.gov/

Vermont

Green Mountain Care
280 State Drive
Waterbury, VT 05671-1010
1-802-879-5900, TTY: **711**
7:45 a.m. - 4:30 p.m. Monday through Friday
https://dvha.vermont.gov/

Virginia

Virginia Medicaid
600 East Broad Street
Richmond, VA 23219
1-804-786-7933, TTY: **711**
8:00 a.m. - 5:00 p.m. Monday through Friday
https://www.virginiamedicaid.dmas.virginia.gov/wps/portal

Washington

Washington Apple Health
P.O. Box 45531
Olympia, WA 98504
1-800-562-3022, TTY: **711**
7:00 a.m. - 5:00 p.m. Monday through Friday
http://www.hca.wa.gov/medicaid/Pages/index.aspx

West Virginia

West Virginia Medicaid
WV Bureau for Medical Services
350 Capital Street, Room 251
Charleston, WV 25301-3709
1-304-558-1700, TTY: **711**
8:00 a.m. - 4:30 p.m. Monday through Friday
http://www.dhhr.wv.gov/bms/Pages/default.aspx

Wisconsin

Wisconsin Medicaid
1 West Wilson Street
Madison, WI 53703
1-800-362-3002, TTY: **711**
8:00 a.m. - 6:00 p.m. Monday through Friday
https://www.dhs.wisconsin.gov/

Wyoming

Wyoming Medicaid
P.O. Box 667
Cheyenne, WY 82003
1-800-251-1269, TTY: **711**
9:00 a.m. - 5:00 p.m. Monday through Friday
http://health.wyo.gov

SECTION 4 State Medicare Offices

The following state agency information was updated on July 22, 2020. For more recent information or other questions, please contact Member Services. Phone numbers are printed on the back cover of this booklet.

All 50 U.S. States and Washington, D.C.

Medicare Contact Center Operations
P.O. Box 1270
Lawrence, KS 66044
1-800-633-4227, TTY: 1**-877-486-2048**
24 hours, 7 days a week
www.medicare.gov

SECTION 5 Civil Rights Commission

The following state agency information was updated on July 22, 2020. For more recent information or other questions, please contact Member Services. Phone numbers are printed on the back cover of this booklet.

Alabama

Office for Civil Rights of the Southeast Region – Atlanta
Sam Nunn Atlanta Federal Center, Suite 16T70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. -4:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Alaska

Office for Civil Rights of the Pacific Region
90 7th Street, Suite 4-100
San Francisco, CA 94103
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. –8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Arizona

Office for Civil Rights of the Pacific Region
90 7th Street, Suite 4-100
San Francisco, CA 94103
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. – 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Arkansas

Office for Civil Rights of the Southwest Region
1301 Young Street, Suite 106
Dallas, TX 75202
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
7:30 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

California

Office for Civil Rights of the Pacific Region
90 7th Street, Suite 4-100
San Francisco, CA 94103
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. – 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Colorado

Office for Civil Rights of Rocky Mountain Region
1961 Stout Street, Room 08-148
Denver, CO 80294
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Connecticut

Office for Civil Rights of New England Region
J.F. Kennedy Federal Building, Room 1875
Boston, MA 02203
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Delaware

Office for Civil Rights of the Mid-Atlantic Region
801 Market Street Suite 9300
Philadelphia, PA 19107-3134
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
9:30 a.m. - 3:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

District of Columbia

Office for Civil Rights of the Mid-Atlantic Region
801 Market Street Suite 9300
Philadelphia, PA 19107-3134
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
9:30 a.m. - 3:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Florida

Office for Civil Rights of the Southeast Region - Atlanta
Sam Nunn Atlanta Federal Center, Suite 16T70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 4:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Georgia

Office for Civil Rights of the Southeast Region - Atlanta
Sam Nunn Atlanta Federal Center, Suite 16T70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 4:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Hawaii

Office for Civil Rights of the Pacific Region
90 7th Street, Suite 4-100
San Francisco, CA 94103
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. – 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Idaho

Office for Civil Rights of the Pacific Region
90 7th Street, Suite 4-100
San Francisco, CA 94103
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. – 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Illinois

Office for Civil Rights of the Midwest Region
233 N Michigan Ave, Suite 240
Chicago, IL 60601
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Indiana

Office for Civil Rights of the Midwest Region
233 N Michigan Ave, Suite 240
Chicago, IL 60601
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Iowa

Office for Civil Rights of the Midwest Region
233 N. Michigan Ave, Suite 240
Chicago, IL 60601
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Kansas

Office for Civil Rights of the Midwest Region
233 N Michigan Ave, Suite 240
Chicago, IL 60601
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Kentucky

Office for Civil Rights of the Southeast Region - Atlanta
Sam Nunn Atlanta Federal Center, Suite 16T70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 4:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Louisiana

Office for Civil Rights of the Southwest Region
1301 Young Street, Suite 106
Dallas, TX 75202
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
7:30 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Maine

Office for Civil Rights of New England Region
J.F. Kennedy Federal Building, Room 1875
Boston, MA 02203
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Maryland

Office for Civil Rights of the Mid-Atlantic Region
801 Market Street, Suite 9300
Philadelphia, PA 19107-3134
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
9:30 a.m. - 3:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Massachusetts

Office for Civil Rights of New England Region
J.F. Kennedy Federal Building, Room 1875
Boston, MA 02203
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Michigan

Office for Civil Rights of the Midwest Region
233 N Michigan Ave, Suite 240
Chicago, IL 60601
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Minnesota

Office for Civil Rights of the Midwest Region
233 N Michigan Ave, Suite 240
Chicago, IL 60601
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Mississippi

Office for Civil Rights of the Southeast Region - Atlanta
Sam Nunn Atlanta Federal Center, Suite 16T70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 4:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Missouri

Office for Civil Rights of the Midwest Region
233 N Michigan Ave, Suite 240
Chicago, IL 60601
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Montana

Office for Civil Rights of Rocky Mountain Region
1961 Stout Street, Room 08-148
Denver, CO 80294
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Nebraska

Office for Civil Rights of the Midwest Region
233 N Michigan Ave, Suite 240
Chicago, IL 60601
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Nevada

Office for Civil Rights of the Pacific Region
90 7th Street, Suite 4-100
San Francisco, CA 94103
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. – 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

New Hampshire

Office for Civil Rights of New England Region
J.F. Kennedy Federal Building, Room 1875
Boston, MA 02203
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

New Jersey

Office for Civil Rights of Eastern and Caribbean Region
26 Federal Plaza, Suite 3312
New York, NY 10278
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

New Mexico

Office for Civil Rights of the Southwest Region
1301 Young Street, Suite 106
Dallas, TX 75202
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
7:30 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

New York

Office for Civil Rights of Eastern and Caribbean Region
26 Federal Plaza, Suite 3312
New York, NY 10278
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

North Carolina

Office for Civil Rights of the Southeast Region - Atlanta
Sam Nunn Atlanta Federal Center, Suite 16T70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 4:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

North Dakota

Office for Civil Rights of Rocky Mountain Region
1961 Stout Street, Room 08-148
Denver, CO 80294
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Ohio

Office for Civil Rights of the Midwest Region
233 N Michigan Ave, Suite 240
Chicago, IL 60601
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Oklahoma

Office for Civil Rights of the Southwest Region
1301 Young Street, Suite 106
Dallas, TX 75202
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
7:30 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Oregon

Office for Civil Rights of the Pacific Region
90 7th Street, Suite 4-100
San Francisco, CA 94103
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. – 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Pennsylvania

Office for Civil Rights of the Mid-Atlantic Region
801 Market Street, Suite 9300
Philadelphia, PA 19107-3134
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
9:30 a.m. - 3:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Rhode Island

Office for Civil Rights of New England Region
J.F. Kennedy Federal Building, Room 1875
Boston, MA 02203
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

South Carolina

Office for Civil Rights of the Southeast Region - Atlanta
Sam Nunn Atlanta Federal Center, Suite 16T70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 4:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

South Dakota

Office for Civil Rights of Rocky Mountain Region
1961 Stout Street, Room 08-148
Denver, CO 80294
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Tennessee

Office for Civil Rights of the Southeast Region - Atlanta
Sam Nunn Atlanta Federal Center, Suite 16T70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 4:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Texas

Office for Civil Rights of the Southwest Region
1301 Young Street, Suite 106
Dallas, TX 75202
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
7:30 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Utah

Office for Civil Rights of Rocky Mountain Region
1961 Stout Street, Room 08-148
Denver, CO 80294
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Vermont

Office for Civil Rights of New England Region
J.F. Kennedy Federal Building, Room 1875
Boston, MA 02203
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Virginia

Office for Civil Rights of the Mid-Atlantic Region
801 Market Street, Suite 9300
Philadelphia, PA 19107-3134
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
9:30 a.m. - 3:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Washington

Office for Civil Rights of the Pacific Region
90 7th Street, Suite 4-100
San Francisco, CA 94103
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. – 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

West Virginia

Office for Civil Rights of the Mid-Atlantic Region
801 Market Street, Suite 9300
Philadelphia, PA 19107-3134
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
9:30 a.m. - 3:30 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Wisconsin

Office for Civil Rights of the Midwest Region
233 N Michigan Ave, Suite 240
Chicago, IL 60601
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:30 a.m. - 5:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

Wyoming

Office for Civil Rights of Rocky Mountain Region
1961 Stout Street, Room 08-148
Denver, CO 80294
1-800-368-1019, TTY: **1-800-537-7697**
FAX: **1-202-619-3818**
8:00 a.m. - 8:00 p.m.
Email: ocrmail@hhs.gov
http://www.hhs.gov/ocr

PRA Disclosure Statement *According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1051. If you have comments or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.*

This page is left intentionally blank.

This page is left intentionally blank.

This page is left intentionally blank.

Anthem

Member Services: **1-833-607-6518**, TTY: **711**
Monday through Friday, 8 a.m. to 9 p.m. ET, except holidays
www.anthem.com