

Evidence of Coverage 2023

AARP® Medicare Advantage Plan 3 (HMO-POS)



♠ Toll-free 1-877-849-5430, TTY 711 24 hours a day, 7 days a week



myAARPMedicare.com

→ARP Medicare Advantage from **UnitedHealthcare**

January 1 – December 31, 2023

Evidence of Coverage

Your Medicare Health Benefits and Services and Prescription Drug Coverage as a Member of our plan

This document gives you the details about your Medicare health care and prescription drug coverage from January 1 – December 31, 2023.



This is an important legal document. Please keep it in a safe place.

For questions about this document, please contact Customer Service at 1-877-849-5430. (TTY users should call 711). Hours are 24 hours a day, 7 days a week.

This plan, AARP® Medicare Advantage Plan 3 (HMO-POS), is insured through UnitedHealthcare Insurance Company or one of its affiliates. (When this **Evidence of Coverage** says "we," "us," or "our," it means UnitedHealthcare. When it says "plan" or "our plan," it means AARP® Medicare Advantage Plan 3 (HMO-POS).)

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UnitedHealthcare provides free services to help you communicate with us such as documents in other languages, Braille, large print, audio, or you can ask for an interpreter. Please contact our Customer Service number at 1-877-849-5430 for additional information (TTY users should call 711). Hours are 24 hours a day, 7 days a week.

UnitedHealthcare ofrece servicios gratuitos para ayudarle a que se comunique con nosotros. Por ejemplo, documentos en otros idiomas, braille, en letra grande o en audio. O bien, usted puede pedir un intérprete. Comuníquese con nuestro número de Servicio al Cliente al 1-877-849-5430, para obtener información adicional (los usuarios de TTY deben llamar al 711). El horario es 24 horas del día, los 7 días de la semana.

Benefits, premium and/or copayments/coinsurance may change on January 1, 2024.

The formulary, pharmacy network, and provider network may change at any time. You will receive notice when necessary. We will notify affected enrollees about changes at least 30 days in advance.

This document explains	your benefits and rights.	Use this document to	understand about:

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OMB Approval 0938-1051 (Expires: February 29, 2024)

☐ Your medical and prescription drug benefits;
☐ How to file a complaint if you are not satisfied with a service or treatment;
☐ How to contact us if you need further assistance; and,
☐ Other protections required by Medicare law.

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Chapter 1

Getting started as a member

Section 1 Introduction

Section 1.1 You are enrolled in AARP® Medicare Advantage Plan 3 (HMO-POS), which is a Medicare HMO Point-of-Service Plan

You are covered by Medicare, and you have chosen to get your Medicare health care and your prescription drug coverage through our plan, AARP® Medicare Advantage Plan 3 (HMO-POS). We are required to cover all Part A and Part B services. However, cost sharing and provider access in this plan differ from Original Medicare.

Our plan is a Medicare Advantage HMO Plan (HMO stands for Health Maintenance Organization) with a Point-of-Service (POS) option approved by Medicare and run by a private company. "Point-of-Service" means you can use providers outside the plan's network for an additional cost. (See Chapter 3, Section 2.3 for information about using the Point-of-Service option.)

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 document about?

This **Evidence of Coverage** document tells you how to get your medical care and prescription drugs. It explains your rights and responsibilities, what is covered, what you pay as a member of the plan, and how to file a complaint if you are not satisfied with a decision or treatment.

The words "coverage" and "covered services" refer to the medical care, services and prescription drugs available to you as a member of the plan.

It's important for you to learn what the 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** document.

If you are confused, concerned or just have a question, please contact Customer Service.

Section 1.3 Legal information about the Evidence of Coverage

This **Evidence of Coverage** is part of our contract with you about how the plan covers your care. Other parts of this contract include your enrollment form, the **List of Covered Drugs (Formulary)**, 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 contract is in effect for months in which you are enrolled in the plan between January 1, 2023 and December 31, 2023.

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 the plan after December 31, 2023. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2023.

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. You can continue each year 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 2.1 Your eligibility requirements You are eligible for membership in our plan as long as: You have both Medicare Part A and Medicare Part B - and - you live in our geographic service area (Section 2.3 below describes our service area). Incarcerated individuals are not considered living in the geographic service area even if they are physically located in it. - and - you are a United States citizen or are lawfully present in the United States Section 2.2 Here is the plan service area for AARP® Medicare Advantage Plan 3 (HMO-POS)

Our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes these counties in Kentucky: Boone, Campbell, Grant, Kenton, Pendleton; Ohio: Allen, Ashland, Ashtabula, Belmont, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Cuyahoga, Delaware, Erie, Fairfield, Fayette, Franklin, Fulton, Geauga, Greene, Hamilton, Hancock, Harrison, Huron, Jefferson, Knox, Lake, Licking, Lorain, Lucas, Madison, Mahoning, Marion, Medina, Miami, Montgomery, Morrow, Muskingum, Ottawa, Pickaway, Pike, Portage, Preble, Richland, Ross, Sandusky, Seneca, Stark, Summit, Trumbull, Tuscarawas, Union, Warren, Wayne, Wood.

We offer coverage in several states. However, there may be cost or other differences between the plans we offer in each state. If you move out of state and into a state that is still within our service area, you must call Customer Service in order to update your information.

If you plan to move out of the service area, you cannot remain a member of this plan. Please contact Customer Service to see if we have a plan in your new area.

When you move, you will have a Special Enrollment Period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call 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.

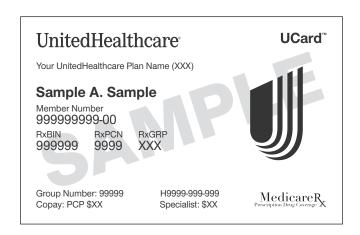
Section 2.3 U.S. Citizen or Lawful Presence

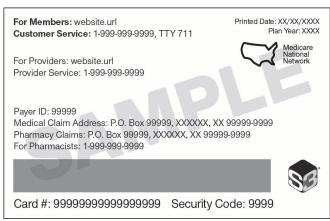
A member of a Medicare health plan must be a U.S. citizen or lawfully present in the United States. Medicare (the Centers for Medicare & Medicaid Services) will notify AARP® Medicare Advantage Plan 3 (HMO-POS) if you are not eligible to remain a member on this basis. AARP® Medicare Advantage Plan 3 (HMO-POS) must disenroll you if you do not meet this requirement.

Section 3 Important membership materials you will receive

Section 3.1 Your UnitedHealthcare member ID card

While you are a member of our plan, you must use your UnitedHealthcare member ID card whenever you get services covered by this plan and for prescription drugs you get at network pharmacies. You should also show the provider your Medicaid card, if applicable. Here's a sample UnitedHealthcare member ID 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 UnitedHealthcare member ID 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 Medicare approved clinical research studies also called clinical trials.

If your UnitedHealthcare member ID card is damaged, lost, or stolen, call Customer Service right away and we will send you a new card.

Section 3.2 Provider Directory

The **Provider Directory** lists our network providers and durable medical equipment suppliers. **Network providers** are the doctors and other health care professionals, medical groups, durable medical equipment 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.

You must use network providers to get your medical care and services, except for routine dental services. If you go elsewhere without proper authorization you will have to pay in full. The only exceptions are emergencies, urgently needed services when the network is not available (that is, in situations when it is unreasonable or not possible to obtain services in-network), out-of-area dialysis services, and cases in which our plan authorizes use of out-of-network providers.

Members of this plan may use their Point of Service (POS) benefits to see non-network providers for routine dental services only. Please refer to Chapter 3 (Using the plan's coverage for your medical services) for more specific information about POS.

The most recent list of providers and suppliers is available on our website at myAARPMedicare.com.

If you don't have your copy of the **Provider Directory**, you can request a copy from Customer Service.

Section 3.3 Pharmacy Directory

The pharmacy directory lists our network pharmacies. **Network pharmacies** are all of the pharmacies that have agreed to fill covered prescriptions for our plan members. You can use the Pharmacy Directory to find the network pharmacy you want to use. See Chapter 5, Section 2.5 for information on when you can use pharmacies that are not in the plan's network.

If you don't have the **Pharmacy Directory**, you can get a copy from Customer Service. You can also find this information on our website at myAARPMedicare.com.

Section 3.4 The plan's List of Covered Drugs (Formulary)

The plan has a **List of Covered Drugs (Formulary)**. We call it the "Drug List" for short. It tells which Part D prescription drugs are covered under the Part D benefit included in our plan. The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved the plan's Drug List.

The Drug List also tells you if there are any rules that restrict coverage for your drugs.

We will provide you a copy of the Drug List. To get the most complete and current information about which drugs are covered, you can visit the plan's website (myAARPMedicare.com) or call Customer Service.

Section 4 Your monthly costs for the plan

Your costs may include the following:
☐ Plan Premium (Section 4.1)
☐ Medicare Part B Premium (Section 4.2)
☐ Part D Late Enrollment Penalty (Section 4.3)
☐ Income Related Monthly Adjusted Amount (Section 4.4)

In some situations, your plan premium could be less

The "Extra Help" program helps people with limited resources pay for their drugs. Chapter 2, Section 7 tells more about this program. If you qualify, enrolling in the program might lower your monthly plan premium.

If you are already enrolled and getting help from this program, the information about premiums in this Evidence of Coverage may not apply to you. We sent you a separate insert, called the "Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this insert, please call Customer Service and ask for the "LIS Rider." (Phone numbers for Customer Service are printed on the cover of this booklet.)

Medicare Part B and Part D premiums differ for people with different incomes. If you have questions about these premiums review your copy of Medicare & You 2023 handbook, the section called "2023 Medicare Costs." If you need a copy you can download it 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 call 1-877-486-2048.

Section 4.1 Plan premium

As a member of our plan, you pay a monthly plan premium. For 2023, the monthly premium for our plan is \$109.00.

Section 4.2 Medicare Part B Premium

Many members are required to pay other Medicare premiums

In addition to paying the monthly plan premium, you must continue paying your Medicare premiums to remain a member of the plan. This includes your premium for Part B. It may also include a premium for Part A which affects members who aren't eligible for premium free Part A.

Section 4.3 Part D Late Enrollment Penalty

Some members are required to pay a Part D late enrollment penalty. The Part D late enrollment penalty is an additional premium that must be paid for Part D coverage if at any time after your initial enrollment period is over, there is a period of 63 days or more in a row when you did not have Part D or other creditable prescription drug coverage. "Creditable prescription drug coverage" is coverage that meets Medicare's minimum standards since it is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. The cost of the late enrollment penalty depends on how long you went without Part D or other creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

The Part D late enrollment penalty is added to your monthly premium. When you first enroll in our plan, we let you know the amount of the penalty.

You will not have to pay it if:

Υ	ou receive	"Extra Help"	' trom I	Medicare to	o pay	tor your	prescri	ption (drugs.

$\hfill \Box$ You have gone less than 63 days in a row without creditable coverage.
☐ You have had creditable drug coverage through another source such as a former employer, union, TRICARE, or Department of Veterans Affairs. Your insurer or your human resources department will tell you each year if your drug coverage is creditable coverage. This information may be sent to you in a letter or included in a newsletter from the plan. Keep this information, because you may need it if you join a Medicare drug plan later.
Note: Any notice must state that you had "creditable" prescription drug coverage that is expected to pay as much as Medicare's standard prescription drug plan pays.
Note: The following are not creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount websites.
Medicare determines the amount of the penalty. Here is how it works:
☐ If you went 63 days or more without Part D or other creditable prescription drug coverage afte you were first eligible to enroll in Part D, the plan will count the number of full months that you did not have coverage. The penalty is 1% for every month that you did not have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.
☐ Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2023, this average premium amount is \$32.74.
☐ To calculate your monthly penalty, you multiply the penalty percentage and the average monthly premium and then round it to the nearest 10 cents. In the example here it would be 14% times \$32.74, which equals \$4.58. This rounds to \$4.60. This amount would be added to the monthly premium for someone with a Part D late enrollment penalty.
There are three important things to note about this monthly Part D late enrollment penalty:
☐ First, the penalty may change each year , because the average monthly premium can change each year.
□ Second, you will continue to pay a penalty every month for as long as you are enrolled in a plan that has Medicare Part D drug benefits, even if you change plans.
☐ Third, if you are <u>under</u> 65 and currently receiving Medicare benefits, the Part D late enrollment penalty will reset when you turn 65. After age 65, your Part D late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment period for aging into Medicare.
If you disagree about your Part D late enrollment penalty, you or your representative can ask for a review. Generally, you must request this review within 60 days from the date on the first letter you

receive stating you have to pay a late enrollment penalty. However, if you were paying a penalty

before joining our plan, you may not have another chance to request a review of that late

Section 4.4 **Income Related Monthly Adjustment Amount**

enrollment penalty.

Some members may be required to pay an extra charge, known as the Part D Income Related Monthly Adjustment Amount, also known as IRMAA. The extra charge is figured out using your modified adjusted gross income as reported on your IRS tax return from 2 years ago. If this amount is above a certain amount, you'll pay the standard premium amount and the additional IRMAA. For more information on the extra amount you may have to pay based on your income, visit https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/monthly-premium-for-drug-plans.

If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be. The extra amount will be withheld from your Social Security, Railroad Retirement Board, or Office of Personnel Management benefit check, no matter how you usually pay your plan premium, unless your monthly benefit isn't enough to cover the extra amount owed. If your benefit check isn't enough to cover the extra amount, you will get a bill from Medicare. You must pay the extra amount to the government. It cannot be paid with your monthly plan premium. If you do not pay the extra amount you will be disenrolled from the plan and lose prescription drug coverage.

If you disagree about paying an extra amount, you can ask Social Security to review the decision. To find out more about how to do this, contact Social Security at 1-800-772-1213 (TTY 1-800-325-0778).

Section 5 More information about your monthly premium

Section 5.1 There are several ways you can pay your plan premium

There are four ways you can pay your plan premium.

Option 1: Paying by check

We will send you a monthly bill for your monthly plan premium. Make your payment payable to UnitedHealthcare. Please see your bill for the mailing address and other information. Include your member ID number on your check or money order. If making a payment for more than one member, include a payment slip for each member. Include the member ID number for each member on the check or money order. All payments must be received on or before the due date shown on the monthly bill. If you need your monthly bill replaced, please call Customer Service.

Option 2: Electronic Funds Transfer

Instead of paying by check, you can have your monthly plan premium automatically deducted from your checking account. Your monthly payment will be deducted around the 5th of each month. If you wish to sign up for Electronic Funds Transfer (EFT), you may follow the instructions on your monthly bill, or you may call Customer Service.

Option 3: Paying by credit card

Instead of paying by check, you can pay your monthly plan premium with your credit card. If you wish to sign up to use your credit card to pay your monthly plan premium please call Customer Service.

Option 4: Having your plan premium taken out of your monthly Social Security check

Changing the way you pay your premium. If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time. Please contact Customer Service to notify us of your premium payment option choice or if you'd like to change your existing option. (You can find our phone number on the cover of this booklet.)

What to do if you are having trouble paying your plan premium

Your plan premium is due in our office by the first day of the month. If we have not received your payment by the first day of the month, we will send you a delinquency notice. In addition, we have the right to pursue collection of these premium amounts you owe.

If you are having trouble paying your premium on time, please contact Customer Service to see if we can direct you to programs that will help with your costs.

If we end your membership because you did not pay your plan premium, you will have health coverage under Original Medicare. In addition, you may not be able to receive Part D coverage until the following year if you enroll in a new plan during the annual enrollment period. (If you go without "creditable" drug coverage for more than 63 days, you may have to pay a Part D late enrollment penalty for as long as you have Part D coverage.)

At the time we end your membership, you may still owe us for premiums you have not paid. We have the right to pursue collection of the premiums you owe. If you request enrollment in one of our plans and have unpaid premiums in a current or prior plan of ours, we have the right to require payment of any premium amounts you owe, before allowing you to enroll.

If you think we have wrongfully ended your membership, you can make a complaint (also called a grievance); see Chapter 9 for how to file a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can make a complaint. For complaints, we will review our decision again. Chapter 9, Section 10 of this document tells how to make a complaint or you can call us at 1-877-849-5430 between 24 hours a day, 7 days a week. TTY users should call 711. You must make your request no later than 60 days after the date your membership ends.

Section 5.2 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for the plan's monthly plan premium during the year. If the monthly plan premium changes for next year we will tell you in September and the change will take effect on January 1.

However, in some cases the part of the premium that you have to pay can change during the year. This happens if you become eligible for the "Extra Help" program or if you lose your eligibility for

the "Extra Help" program during the year. If a member qualifies for "Extra Help" with their prescription drug costs, the "Extra Help" program will pay all or part of the member's monthly plan premium. If Medicare pays only a portion of this premium, we will bill you for the amount Medicare doesn't cover. A member who loses their eligibility during the year will need to start paying their full monthly premium. You can find out more about the "Extra Help" program in Chapter 2, Section 7.

Section 6 Keeping your plan membership record up to date

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

The doctors, hospitals, pharmacists, and other providers in the plan's network need to have correct information about you. **These network providers use your membership record to know what services and drugs 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 medical or drug insurance coverage you have (such as from your employer, 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. (Note: You are not required to tell your plan about the clinical research studies you intend to participate in but we encourage you to do so)
li	f any of this information changes, please let us know by calling Customer Service.
	t is also important to contact Social Security if you move or change your mailing address. You can ind phone numbers and contact information for Social Security in Chapter 2, Section 5.

Section 7 How other insurance works with our plan

Other insurance

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. This is called Coordination of Benefits.

Once each year, we will send you a letter that lists any other medical or drug 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

Customer Service. 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.

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. 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 other insurance, tell your doctor, hospital, and pharmacy.

insurance, tell your doctor, hospital, and pharmacy.
These rules apply for employer or union group health plan coverage:
☐ If you have retiree coverage, Medicare pays first.
☐ If your group health plan coverage is based on your or a family member's current employment, who pays first depends on your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
o If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
o If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
 If you have Medicare because of ESRD, your group 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

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

Chapter 2

Important phone numbers and resources

Section 1 AARP® Medicare Advantage Plan 3 (HMO-POS) Contacts (how to contact us, including how to reach Customer Service)

How to contact our plan's Customer Service

For assistance with claims, billing, or UnitedHealthcare member ID card questions, please call or write to our plan Customer Service. We will be happy to help you.

Method	Customer Service - Contact Information
Call	1-877-849-5430 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week Customer Service also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
Write	UnitedHealthcare Customer Service Department P.O. Box 30770, Salt Lake City, UT 84130-0770
Website	myAARPMedicare.com

How to contact us when you are asking for a coverage decision or appeal 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 or Part D prescription drugs. An appeal is a formal way of asking us to review and change a coverage decision we have made. For more information on asking for coverage decisions or appeals about your medical care or Part D prescription drugs, see Chapter 9 (What to do if you have a problem or complaint (coverage decisions, appeals, complaints)).

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

Method	Coverage Decisions for Medical Care - Contact Information
Call	1-877-849-5430 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
TTY	711

Method	Coverage Decisions for Medical Care - Contact Information
	Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
Fax	1-888-950-1170
Write	UnitedHealthcare Customer Service Department (Organization Determinations) P.O. Box 30770, Salt Lake City, UT 84130-0770
Website	myAARPMedicare.com

Method	Appeals for Medical Care - Contact Information
Call	1-877-849-5430 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week For fast/expedited appeals for medical care: 1-877-262-9203 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
TTY	711
	Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
Fax	For fast/expedited appeals only: 1-866-373-1081
Write	UnitedHealthcare Appeals and Grievances Department P.O. Box 6106, MS CA124-0157, Cypress, CA 90630-0016
Website	myAARPMedicare.com

Method	Coverage Decisions for Part D Prescription Drugs – Contact Information
Call	1-877-849-5430 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week

Method	Coverage Decisions for Part D Prescription Drugs – Contact Information
TTY	711
	Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
Fax	1-844-403-1028
Write	OptumRx Prior Authorization Department P.O. Box 25183, Santa Ana, CA 92799
Website	myAARPMedicare.com

Method	Appeals for Part D Prescription Drugs - Contact Information
Call	1-877-849-5430 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week For fast/expedited appeals for Part D prescription drugs: 1-800-595-9532 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
TTY	711 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
Fax	For standard Part D prescription drug appeals: 1-866-308-6294 For fast/expedited Part D prescription drug appeals: 1-866-308-6296
Write	UnitedHealthcare Part D Appeal and Grievance Department P.O. Box 6106, MS CA124-0197, Cypress, CA 90630-0016
Website	myAARPMedicare.com

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 network providers, or pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes. For more information on making a complaint about your medical care, see Chapter 9 (What to do if you have a problem or complaint (coverage decisions, appeals, complaints)).

TTY

Fax

711

Calls to this number are free.

1-866-308-6294

1-866-308-6296

Hours of Operation: 24 hours a day, 7 days a week

For standard Part D prescription drug complaints:

For fast/expedited Part D prescription drug complaints:

Method	Complaints about Medical Care - Contact Information
Call	1-877-849-5430 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week For fast/expedited complaints about medical care: 1-877-262-9203 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
TTY	711 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
Fax	For fast/expedited complaints only: 1-866-373-1081
Write	UnitedHealthcare Appeals and Grievances Department P.O. Box 6106, MS CA124-0157, Cypress, CA 90630-0016
Medicare Website	You can submit a complaint about AARP® Medicare Advantage Plan 3 (HMO-POS) directly to Medicare. To submit an online complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx.
Method	Complaints about Part D Prescription Drugs - Contact Information
Call	1-877-849-5430 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week For fast/expedited complaints about Part D prescription drugs: 1-800-595-9532 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week

Method	Complaints about Part D Prescription Drugs - Contact Information
Write	UnitedHealthcare Part D Appeal and Grievance Department P.O. Box 6106, MS CA124-0197, Cypress, CA 90630-0016
Medicare Website	You can submit a complaint about AARP® Medicare Advantage Plan 3 (HMO-POS) 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 or a drug you have received.

If you have received a bill or paid for services (such as a provider bill) that you think we should pay for, you may need to ask us for reimbursement or to pay the provider bill. See Chapter 7 (Asking us to pay our share of a bill you have received for covered medical services or drugs).

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 9 (What to do if you have a problem or complaint (coverage decisions, appeals, complaints)) for more information.

Method	Payment Requests - Contact Information
Call	1-877-849-5430 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
TTY	711 Calls to this number are free. Hours of Operation: 24 hours a day, 7 days a week
Write	Medical claims payment requests: UnitedHealthcare P.O. Box 31362, Salt Lake City, UT 84131-0362 Part D prescription drug payment requests: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
Website	myAARPMedicare.com

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 documents 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.
	You can also use the website to tell Medicare about any complaints you have about AARP® Medicare Advantage Plan 3 (HMO-POS): Tell Medicare about your complaint: You can submit a complaint about AARP® Medicare Advantage Plan 3 (HMO-POS) 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

Method	Medicare - Contact Information
	Medicare and tell them what information you are looking for. They will find the information on the website and review the information with 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. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- Kentucky Kentucky State Health Insurance Assistance Program (SHIP)
- Ohio Ohio Senior Health Insurance Information Program (OSHIIP)

Your SHIP is an independent (not connected with any insurance company or health plan) state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors 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 with Medicare questions or problems and help you understand your Medicare plan choices and answer questions about switching plans.

Method to access SHIP and other resources

Visit w	ww.medicare.gov
Click on "Talk to Someone" in the middle of the homepage	
You now have the following options	
0	Option #1: You can have a live chat with a 1-800-MEDICARE (1-800-633-4227) representative
0	Option #2: You can select your STATE from the dropdown menu and click GO. This will take you to a page with phone numbers and resources specific to your state

State Health Insurance Assistance Programs (SHIP) - Contact Information	
Kentucky Kentucky State Health Insurance Assistance Program (SHIP) 275 E Main ST, 3E-E Frankfort, KY 40621 https://chfs.ky.gov/agencies/dail/Pages/ship.aspx	1-877-293-7447 TTY 1-800-627-4702
Ohio Ohio Senior Health Insurance Information Program (OSHIIP) 50 W Town ST, STE 300, FL 3 Columbus, OH 43215 https://insurance.ohio.gov/wps/portal/gov/odi/consumers	1-800-686-1578 TTY 1-614-644-3745

Section 4 Quality Improvement Organization

There is a designated Quality Improvement Organization serving Medicare beneficiaries in each state. Here is a list of the Quality Improvement Organizations in each state we serve:

- Kentucky KEPRO
- Ohio Livanta BFCC-QIO Program

Your state's Quality Improvement Organization has a group of doctors and other health care professionals who are paid by Medicare to check on and help improve the quality of care for people with Medicare. The state's Quality Improvement Organization is an independent organization. It is not connected with our plan.

You should contact your state's Quality Improvement Organization in any of these situations:

ou should contact your state's Quality improvement Organization in any or these situations.
☐ You have a complaint about the quality of care you have received.
☐ 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 are ending too soon.

Quality Improvement Organization (QIO) - Contact Information	
Kentucky KEPRO 5201 W Kennedy BLVD, STE 900 Tampa, FL 33609 www.keproqio.com	1-888-317-0751 TTY 711 9 a.m 5 p.m. local time, Monday - Friday; 11 a.m 3 p.m. local time, weekends and holidays

Quality Improvement Organization (QIO) - Contact Information		
Ohio Livanta BFCC-QIO Program 10820 Guilford RD, STE 202 Annapolis Junction, MD 20701 www.livantaqio.com	1-888-524-9900 TTY 1-888-985-8775 9 a.m 5 p.m. local time, Monday - Friday; 11 a.m 3 p.m. local time, weekends and holidays	

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. To apply for Medicare, you can call Social Security or visit your local Social Security office.

Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for reconsideration.

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 8:00 am to 7:00 pm, 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 8:00 am to 7:00 pm, Monday through Friday.
Website	www.ssa.gov

Section 6 Medicaid

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.

The programs offered through Medicaid help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" include:

Qualified Medicare Beneficiary (QMB): Helps pay Medicare Part A and Part B premiums other cost-sharing (like deductibles, coinsurance, and copayments). (Some people with Q are also eligible for full Medicaid benefits (QMB+).)	
□ Specified Low-Income Medicare Beneficiary (SLMB): Helps pay Part B premiums. (Son people with SLMB are also eligible for full Medicaid benefits (SLMB+).)	те
□ Qualifying Individual (QI): Helps pay Part B premiums.	
□ Qualified Disabled & Working Individuals (QDWI): Helps pay Part A premiums.	
To find out more about Medicaid and its programs, contact your state Medicaid agency.	

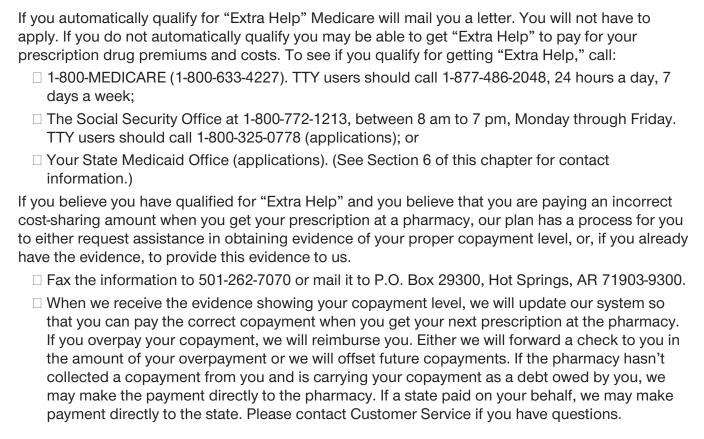
State Medicaid Programs - Contact Information	
Kentucky Kentucky Cabinet for Health and Family Services 275 E Main ST Frankfort, KY 40621 https://chfs.ky.gov/	1-800-635-2570 TTY 711 8 a.m 5 p.m. ET, Monday - Friday
Ohio Ohio Department of Medicaid 50 W Town ST, STE 400 Columbus, OH 43215 https://medicaid.ohio.gov/	1-800-324-8680 TTY 711 7 a.m 8 p.m. ET, Monday - Friday; 8 a.m 5 p.m. ET, Saturday

Section 7 Information about programs to help people pay for their prescription drugs

The Medicare.gov website (https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/costs-in-the-coverage-gap/5-ways-to-get-help-with-prescription-costs) provides information on how to lower your prescription drug costs. For people with limited incomes, there are also other programs to assist, described below.

Medicare's "Extra Help" Program

Medicare provides "Extra Help" to pay prescription drug costs for people who have limited income and resources. Resources include your savings and stocks, but not your home or car. If you qualify, you get help paying for any Medicare drug plan's monthly premium, yearly deductible, and prescription copayments. This "Extra Help" also counts toward your out-of-pocket costs.



AARP® Medicare Advantage Plan 3 (HMO-POS) offers gap coverage for Select Insulins. During the Coverage Gap stage, your out-of-pocket costs for Select Insulins will be \$35 for a one-month retail supply. Please go to Chapter 6, Section 6 for more information about your coverage during the Coverage Gap stage. Note: This cost-sharing only applies to beneficiaries who do not qualify for a program that helps pay for your drugs ("Extra Help"). To find out which drugs are Select Insulins, review the most recent Drug List we provided electronically. You can identify Select Insulins by the acronym ISSP in the Complete drug list (Formulary). If you have questions about the Drug List, you can also call Customer Service.

What if you have coverage from an AIDS Drug Assistance Program (ADAP)? What is the AIDS Drug Assistance Program (ADAP)?

The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also on the ADAP formulary qualify for prescription cost-sharing assistance. **Note:** To be eligible for the ADAP operating in your State, individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status.

If you change plans please notify your local ADAP enrollment worker so you can continue to receive assistance. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call your state ADAP office listed below.

AIDS Drug Assistance Program (ADAP) - Contact Information		
Kentucky Kentucky AIDS Drug Assistance Program (KADAP) HIV/AIDS Branch, 275 E Main ST, HS2E-C Frankfort, KY 40621 https://chfs.ky.gov/agencies/dph/dehp/hab/Pages/services.aspx	1-502-564-6539 8 a.m4:30 p.m. local time, Monday-Friday	
Ohio Ohio Department of Health HIV Care Services Section, 246 N High ST Columbus, OH 43215 https://odh.ohio.gov/wps/portal/gov/odh/know-our-programs/ ryan-white-part-b-hiv-client-services/welcome-to	1-800-777-4775 8 a.m5 p.m. local time, Monday-Friday	

Section 8 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 receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

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 am to 3:30 pm, Monday, Tuesday, Thursday, and Friday, and from 9:00 am to 12:00 pm 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 9 Do you have "group insurance" or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Customer Service if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits,

premiums, or the enrollment period. (Phone numbers for Customer Service are printed on the cover of this document.) 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.

If you have other prescription drug coverage through your (or your spouse's) employer or retiree group, please contact **that group's benefits administrator**. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.

Chapter 3

Using the plan for your medical services

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

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

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the benefits chart in the next chapter, Chapter 4 (Medical Benefits Chart, what is covered and what you pay).

Section 1.1	What are "network providers" and "covered services"?
	e doctors and other health care professionals licensed by the state to provide s and care. The term "providers" also includes hospitals and other health care
hospitals, and c payment and yo providers to del	iders" are the doctors and other health care professionals, medical groups, other health care facilities that have an agreement with us to accept our our cost-sharing amount as payment in full. We have arranged for these iver covered services to members in our plan. The providers in our network bill are they give you. When you see a network provider, you pay only your share of r services.
and prescription	ces" include all the medical care, health care services, supplies, equipment, a drugs that are covered by our plan. Your covered services for medical care benefits chart in Chapter 4. Your covered services for prescription drugs are napter 5. Basic rules for getting your medical care covered by the plan
	h plan, AARP® Medicare Advantage Plan 3 (HMO-POS) must cover all services Medicare and must follow Original Medicare's coverage rules.
The plan will genera	ılly cover your medical care as long as:
☐ The care you re Chapter 4 of thi	eceive is included in the plan's Medical Benefits Chart (this chart is in s document).
the services, su	pplies, equipment, or drugs are needed for the prevention, diagnosis, or ur medical condition and meet accepted standards of medical practice.
care. As a mem	work primary care provider (a PCP) who is providing and overseeing your aber of our plan, you must choose a network PCP (for more information about a 2.1 in this chapter).
☐ You must recei	ve your care from a network provider (for more information about this, see

Section 2 in this chapter). In most cases, care you receive from an out-of-network provider (a

provider who is not part of our plan's network) will not be covered. This means you will have to pay the provider in full for the services furnished. **Here are three exceptions:**

- ° The plan covers emergency care or urgently needed services that you get from an out-of-network provider. For more information about this, and to see what emergency or urgently needed services means, see Section 3 in this chapter.
- o If you need medical care that Medicare requires our plan to cover but there are no specialists in our network that provide this care, you can get this care from an out-of-network provider at the same cost sharing you normally pay in-network. In this situation, you will pay the same as you would pay if you got the care from a network provider. You must get approval from us before you start receiving care from an out-of-network provider. Please contact Customer Service, or have your PCP or the out-of-network provider call us to get approval (phone numbers are printed on the cover of this booklet).
- The plan covers kidney dialysis services that you get at a Medicare-certified dialysis facility when you are temporarily outside the plan's service area or when your provider for this service is temporarily unavailable of inaccessible. The cost sharing you pay the plan for dialysis can never exceed the cost sharing in Original Medicare. If you are outside the plan's service area and obtain the dialysis from a provider that is outside the plan's network, your cost sharing cannot exceed the cost sharing you pay in-network. However, if your usual innetwork provider for dialysis is temporarily unavailable and you choose to obtain services inside the service area from a provider outside the plan's network the cost sharing for the dialysis may be higher.

While you are a member of our Point of Service (POS) plan you may use either network providers or out-of-network providers for covered routine dental services. Please see Ch. 3, Sec. 2.3.

Section 2	Using network and out-of-network providers to get your medical care
Section 2.1	You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a "PCP" and what does the PCP do for you?

What is a PCP?

A Primary Care Provider (PCP) is a network physician who is selected by you to provide and coordinate your covered services.

What types of providers may act as a PCP?

PCPs are generally physicians specializing in Internal Medicine, Family Practice or General Practice.

What is the role of my PCP?

Your relationship with your PCP is an important one because your PCP is responsible for the coordination of your health care and is also responsible for your routine health care needs. You may want to ask your PCP for assistance in selecting a network specialist and follow-up with your

PCP after any specialist visits. It is important for you to develop and maintain a relationship with your PCP.

How do you choose your PCP?

You must select a PCP from the **Provider Directory** at the time of your enrollment. You may, however, visit any network provider you choose.

For a copy of the most recent **Provider Directory**, or for help in selecting a PCP, call Customer Service or visit the website listed in Chapter 2 of this booklet for the most up-to-date information about our network providers.

If you do not select a PCP at the time of enrollment, we may pick one for you. You may change your PCP at any time. See "Changing your PCP" below.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our plan's network of providers and you would have to find a new PCP.

If you want to change your PCP, call Customer Service or go online. If the PCP is accepting additional plan members, the change will become effective on the first day of the following month. You will receive a new UnitedHealthcare member ID card that shows this change.

Section 2.2 How to get care from specialists and other 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.

If you use an out-of-network provider for routine dental services, your share of the costs for your covered services are described in "Covered Routine Dental Benefits" in Chapter 4.

Even though your PCP is trained to handle the majority of common health care needs, there may be a time when you feel that you need to see a network specialist. You do not need a referral from your PCP to see a network specialist or behavioral/mental health provider. Although you do not need a referral from your PCP to see a network specialist, your PCP can recommend an appropriate network specialist for your medical condition, answer questions you have regarding a network specialist's treatment plan and provide follow-up health care as needed. For coordination of care, we recommend you notify your PCP when you see a network specialist.

Please refer to the **Provider Directory** for a listing of plan specialists available through your network, or you may consult the **Provider Directory** online at the website listed in Chapter 2 of this booklet.

What if a specialist or another network provider leaves our 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. If your doctor or specialist does leave your
plan you have certain rights and protections that are summarized below:

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 our network does not have a qualified specialist for a plan-covered service, we must cover that service at in-network cost sharing.
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 a quality of care complaint to the QIO, a quality of care grievance to the plan, or both. Please see Chapter 9.
If you find out that 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 may call Customer Service for assistance at the number listed in Chapter 2 of this booklet.

Some services require prior authorization from the plan in order to be covered. Obtaining prior authorization is the responsibility of the PCP or treating provider. Services and items requiring prior authorization are listed in Medical Benefits Chart in Chapter 4, Section 2.1.

Section 2.3 How to get care from out-of-network providers

As a member of our plan, you can choose to receive care from out-of-network providers for routine dental services only. For more information see the "Covered Routine Dental Benefits" in Chapter 4. Otherwise, care that you receive from out-of-network providers will not be covered unless the care meets one of the three exceptions described in Section 1.2 of this chapter. For information about getting out-of-network care when you have a medical emergency or urgent need for care, please see Section 3 in this chapter.

Section 3	How to get 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 your loss of life (and, if you are a pregnant woman, loss of an unborn child),

loss of a limb or function of a limb, or loss of or serious impairment to a bodily function. 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 PCP. You do not need to use a network doctor. You may get covered emergency medical care whenever you need it, anywhere in the world.

What is covered if you have a medical emergency?

Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. We also cover medical services during the emergency.

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 doctors will continue to treat you until your doctors contact us and make plans for additional care. Your follow-up care will be covered by our plan. If your emergency care is provided by out-of-network providers, we will try to arrange for network providers to take over your care as soon as your medical condition and the circumstances allow.

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.

However, after the doctor has said that it was **not** an emergency, we will cover additional care **only** if you get the additional care in one of these two ways:

☐ You go to a network provider to get the additional care.
□ -or- The additional care you get is considered "urgently needed services" and you follow the
rules for getting this urgent care (for more information about this, see Section 3.2 below).

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

What are "urgently needed services"?

An urgently needed service is a non-emergency situation requiring immediate medical care but, given your circumstances, it is not possible or not reasonable to obtain these services from a network provider. The plan must cover urgently needed services provided out-of-network. Some examples of urgently needed services are i) a severe sore throat that occurs over the weekend or ii) an unforeseen flare-up of a known condition when you are temporarily outside the service area.

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed

services that you get from an out-of-network provider. Check your **Provider Directory** for a list of network Urgent Care Centers.

Our plan covers worldwide emergency and urgently needed services outside the United States under the following circumstances: emergency services, including emergency or urgently needed care and emergency ambulance transportation from the scene of an emergency to the nearest medical treatment facility. Transportation back to the United States from another country is not covered. Pre-scheduled, pre-planned treatments (including dialysis for an ongoing condition) and/ or elective procedures are not covered.

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 following website: myAARPMedicare.com for information on how to obtain needed care during a disaster.

If you cannot use a network provider during a disaster, your plan will allow you to obtain care from out-of-network providers at in-network cost-sharing. If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5 for more information.

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

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

If you have paid more than your plan cost-sharing for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 7 (Asking us to pay our share of a bill you have received for covered medical services or drugs) for information about what to do.

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

Our plan covers all medically necessary services as listed in the Medical Benefits Chart in Chapter 4 of this document. If you receive services not covered by our plan or services obtained out-of-network and were not authorized, you are responsible for paying the full cost of services.

For covered services that have a benefit limitation, you also pay the full cost of any services you get after you have used up your benefit for that type of covered service. For example, if your plan covers one routine physical exam per year and you receive that routine physical but choose to have a second routine physical within the same year, you pay the full cost of the second routine physical. Any amounts that you pay after you have reached the benefit limitation do not count toward your annual out-of-pocket maximum. (See Chapter 4 for more information on your plan's out-of-pocket maximum.)

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. Certain clinical research studies are approved by Medicare. Clinical research studies approved by Medicare typically request volunteers to participate in the study.

Once Medicare approves the study, and you express interest, 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. If you tell us that you are in a qualified clinical trial, then you are only responsible for in-network cost sharing for the services in that trial. If you paid more, for example, if you already paid the Original Medicare cost-sharing amount, we will reimburse the difference between what you paid and the in-network cost sharing. However, you will need to provide documentation to show us how much you paid. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

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

Although you do not need to get our plan's permission to be in a clinical research study, we encourage you to notify us in advance when you choose to participate in Medicare-qualified clinical trials.

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.

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 covers the routine items and services you receive as part of the study, including:

ems 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.
☐ An operation or other medical procedure if it is part of the research study.
☐ Treatment of side effects and complications of the new care.
fter Medicare has poid its share of the post for these services our plan will pay the difference

After Medicare has paid its share of the cost for these services, our plan will pay the difference between the cost-sharing in Original Medicare and your in-network cost-sharing as a member of our 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 our plan. However, you are required to submit

documentation showing how much cost sharing you paid. Please see Chapter 7 for more information for submitting requests for payments.

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 our plan's benefits. In this case, Original Medicare would pay \$80 for the test and you would pay the \$20 copay required under Original Medicare. You would then notify your plan that you received a qualified clinical trial service and submit documentation such as a provider bill to the plan. The plan would then directly pay you \$10. Therefore, your net payment is \$10, the same amount you would pay under our plan's benefits. Please note that in order to receive payment from your plan, you must submit documentation to your plan such as a provider bill.

When you are part of a clinical research study, **neither Medicare nor our 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 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 visiting the Medicare website to read or download the publication "Medicare and Clinical Research Studies." (The publication is available at: www.medicare.gov/Pubs/pdf/02226-Medicare-and-Clinical-Research-Studies.pdf.) 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 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. This benefit is provided only for Part A inpatient services (non-medical health care services).

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	treatmen	nt is any r	nedical	care or	treatment	t that is	volunta	ary
and not require	d by any	federal,	state, or	local lav	٧.					

"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 our 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.
- ☐ Our 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.

You are covered for unlimited days in the hospital, as long as your stay meets Medicare coverage guidelines. The coverage limits are described under **Inpatient Hospital Care** in the Medical Benefits Chart in Chapter 4.

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 13 months. As a member of our plan, however, you usually will not acquire ownership of rented DME items no matter how many copayments you make for the item while a member of our plan, even if you made up to 12 consecutive payments for the DME item under Original Medicare before you joined our plan. Under certain limited circumstances we will transfer ownership of the durable medical equipment item. Call Customer Service for more information.

What happens to payments you made for durable medical equipment if you switch to Original Medicare?

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

Example 1: You made 12 or fewer consecutive payments for the item in Original Medicare and then joined our plan. The payments you made in Original Medicare do not count.

Example 2: You made 12 or fewer consecutive payments for the item in Original Medicare and then joined our plan. You were in our plan but did not obtain ownership while in our plan. You then go

back to Original Medicare. You will have to make 13 consecutive new payments to own the item once you join Original Medicare again. All previous payments (whether to our plan or to Original Medicare) do not count.

Section 7.2 Rules for oxygen equipment, supplies, and maintenance

What oxygen benefits are you entitled to?

If you qualify for Medicare oxygen equipment coverage our plan will cover:	
☐ Rental of oxygen equipment	
☐ Delivery of oxygen and oxygen contents	
$\hfill \square$ Tubing and related oxygen accessories for the delivery of oxygen and oxygen content	ts
☐ Maintenance and repairs of oxygen equipment	
If you leave our plan or no longer medically require oxygen equipment, then the oxygen e must be returned.	quipment

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

Original Medicare requires an oxygen supplier to provide you services for five years. During the first 36 months you rent the equipment. The remaining 24 months the supplier provides the equipment and maintenance (you are still responsible for the copayment for oxygen). After five years you may choose to stay with the same company or go to another company. At this point, the five-year cycle begins again, even if you remain with the same company, requiring you to pay copayments for the first 36 months. If you join or leave our plan, the five-year cycle starts over.

Chapter 4

Medical Benefits
Chart (what is covered and what
you pay)

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

This chapter provides a Medical Benefits Chart that lists your covered services and shows how much you will pay for each covered service as a member of AARP® Medicare Advantage Plan 3 (HMO-POS). Later in this chapter, you can find information about medical services that are not covered. It also explains 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.

☐ A "copaym	It" is the fixed amount you pay each time you receive certain medical services
You pay a c	payment at the time you get the medical service. (The Medical Benefits Chart i
Section 2 te	s you more about 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 in Section 2 tells you more about your coinsurance.)

Most people who qualify for Medicaid or for the Qualified Medicare Beneficiary (QMB) program should never pay deductibles, copayments or coinsurance for Medicare covered services. Be sure to show your proof of Medicaid or QMB eligibility to your provider, if applicable.

Section 1.2 What is the most you will pay for Medicare Part A and Part B covered medical services?

Because you are enrolled in a Medicare Advantage Plan, there is a limit on the amount you have to pay out-of-pocket each year for in-network medical services that are covered under Medicare Part A and Part B. This limit is called the maximum out-of-pocket amount for medical services. For calendar year 2023 this amount is \$3,400.

The amounts you pay for your copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premium and the amounts you pay for your Part D prescription drugs do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk in the Medical Benefits Chart. If you reach the maximum out-of-pocket amount of \$3,400, you will not have to pay any out-of-pocket costs for the rest of the year for in-network 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).

Section 1.3 Our plan does not allow network providers to "balance bill" you

As a member of AARP® Medicare Advantage Plan 3 (HMO-POS), an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. Providers may not add additional separate charges, called "balance billing." This protection applies

	provider less than the provider charges for a service and even if there is a on't pay certain provider charges.
☐ If your cost-sh only that amo ☐ If your cost-sh more than tha ○ If you received percentage between th ○ If you received Medicare, your participation ○ If you received with Medicare for non-participation	paring is a copayment (a set amount of dollars, for example, \$15.00) then you pay unt for any covered services from a network provider. It paring is a coinsurance (a percentage of the total charges), then you never pay at percentage. However, your cost depends on which type of provider you see: we the covered services from a network provider, you pay the coinsurance multiplied by the plan's reimbursement rate (as determined in the contract exprovider and the plan). We the covered services from an out-of-network provider who participates with you pay the coinsurance percentage multiplied by the Medicare payment rate for go providers. We the covered services from an out-of-network provider who does not participate are, you pay the coinsurance percentage multiplied by the Medicare payment rate cicipating providers. The provider is a provider in the plan is a provider who does not participate are, you pay the coinsurance percentage multiplied by the Medicare payment rate dicipating providers. The provider is a provider in the plan is a provider who does not participate are, you pay the coinsurance percentage multiplied by the Medicare payment rate dicipating providers. The provider is a provider in the plan is a provider who does not participate are, you pay the coinsurance percentage multiplied by the Medicare payment rate dicipating providers.
Section 2	Use the Medical Benefits Chart to find out what is covered and how much you will pay
Section 2.1	Your medical benefits and costs as a member of the plan
Plan 3 (HMO-POS drug coverage is c covered only whe	efits Chart on the following pages lists the services AARP® Medicare Advantage) covers and what you pay out-of-pocket for each service. Part D prescription covered in Chapter 5. The services listed in the Medical Benefits Chart are n the following coverage requirements are met:
☐ Your Medicar established b	e covered services must be provided according to the coverage guidelines y Medicare.
drugs) must l or drugs are r	(including medical care, services, supplies, equipment, and Part B prescription be medically necessary. "Medically necessary" means that the services, supplies, needed for the prevention, diagnosis, or treatment of your medical condition and d standards of medical practice.
network provi or a network	our care from a network provider. In most cases, care you receive from an out-of- der will not be covered, unless it is emergent or urgent care or unless your plan provider has given you a referral. This means that you will have to pay the provider services furnished.
☐ You have a p	imary care provider (a PCP) who is providing and overseeing your care.
	services listed in the Medical Benefits Chart are covered only if your doctor or provider gets approval in advance (sometimes called "prior authorization") from

° Covered services that may need approval in advance to be covered as in-network services

us.

are marked in italics in the Medical Benefits Chart.

 Network providers agree by contract to obtain prior authorization from the plan and agree to not balance bill you.

Other important things to know about our coverage:

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 2023 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.
If Medicare adds coverage for any new services during 2023, either Medicare or our plan will cover those services.

You will see this apple next to the preventive services in the benefits chart.

Medically Necessary - means health care services, supplies, or drugs needed for the prevention, diagnosis, or treatment of your sickness, injury or illness that are all of the following as determined by us or our designee, within our sole discretion:

ous or our designee, within our sole discretion:	
☐ In accordance with Generally Accepted Standards of Medical Practice .	
□ Most appropriate, in terms of type, frequency, extent, site and duration, and effective for your sickness, injury, or illness.	considered
$\hfill \square$ Not mainly for your convenience or that of your doctor or other health care μ	orovider.
Meet, but do not exceed your medical need, are at least as beneficial as an available medically appropriate alternative, and are furnished in the most co that may be provided safely and effectively.	0

Generally Accepted Standards of Medical Practice are standards that are based on credible scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community, relying primarily on controlled clinical trials, or, if not available, observational studies from more than one institution that suggest a causal relationship between the service or treatment and health outcomes.

If no credible scientific evidence is available, then standards that are based on Physician specialty society recommendations or professional standards of care may be considered. We reserve the right to consult expert opinion in determining whether health care services are Medically Necessary. The decision to apply Physician specialty society recommendations, the choice of expert and the determination of when to use any such expert opinion, shall be within our sole discretion.

Medical Benefits Chart

Services that are covered for you What you must pay when you get these services Providers may ask you for more than one cost share payment if you get more than one service at an appointment. For example: ☐ Your doctor will ask for a copayment for the office visit and additional copayments for each x-ray that is performed while you are there. ☐ Your hospital may ask for separate cost sharing for certain outpatient hospital medical services for example but not limited to; radiological tests or Medicare Part B drugs administered while you are there. ☐ Your pharmacist will ask for a separate copayment for each prescription he or she fills. ☐ The specific cost sharing that will apply depends on which services you receive. The Medical Benefits Chart below lists the cost sharing that applies for each specific service. There is no coinsurance, **Abdominal Aortic Aneurysm Screening** copayment, or deductible for A one-time (once per lifetime) screening ultrasound for members eligible for this people at risk. The plan only covers this screening if you preventive screening. have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.

Services that are covered for you What you must pay when you get these services Acupuncture for chronic low back pain You will pay the cost-sharing that applies to primary care Covered services include: services or specialist physician Up to 12 visits in 90 days are covered for Medicare services (as described under beneficiaries under the following circumstances: "Physician/Practitioner For the purpose of this benefit, chronic low back pain is Services, Including Doctor's defined as: Office Visits") depending on if Lasting 12 weeks or longer; you receive services from a primary care physician or • nonspecific, in that it has no identifiable systemic cause specialist. (i.e., not associated with metastatic, inflammatory, infectious disease, etc.); You pay these amounts until you reach the out-of-pocket not associated with surgery; and maximum. not associated with pregnancy. Your provider may need to An additional eight sessions will be covered for those obtain prior authorization. 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. **Provider Requirements:** Physicians (as defined in 1861(r)(1) of the Social Security Act (the Act) may furnish acupuncture in accordance with applicable state requirements. Physician assistants (PAs), nurse practitioners (NPs)/clinical nurse specialists (CNSs) (as identified in 1861(aa)(5) of the Act), and auxiliary personnel may furnish acupuncture if they meet all applicable state requirements and have: ☐ a masters or doctoral level degree in acupuncture or Oriental Medicine from a school accredited by the Accreditation Commission on Acupuncture and Oriental Medicine (ACAOM); and, □ a current, full, active, and unrestricted license to practice acupuncture in a State, Territory, or Commonwealth (i.e. Puerto Rico) of the United States, or District of Columbia.

Services that are covered for you	What you must pay when you get these services
 □ Benefit is not covered when solely provided by an independent acupuncturist. Auxiliary personnel furnishing acupuncture must be under the appropriate level of supervision of a physician, PA, or NP/CNS required by our regulations at 42 CFR §§ 410.26 and 410.27. 	
Ambulance Services ☐ Covered ambulance services include fixed wing, rotary wing, and ground ambulance services, to the nearest appropriate facility that can provide care only if they 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. ☐ Non-emergency 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.	\$250 copayment for each oneway Medicare-covered ground trip. \$250 copayment for each oneway Medicare-covered air trip. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization for Non-emergency transportation.
Annual Routine Physical Exam Includes comprehensive physical examination and evaluation of status of chronic diseases. Doesn't include lab tests, radiological diagnostic tests or non-radiological diagnostic tests. Additional cost share may apply to any lab or diagnostic testing performed during your visit, as described for each separate service in this Medical Benefits Chart. Annual Routine Physical Exam visits do not need to be scheduled 12 months apart but are limited to one each calendar year.	\$0 copayment for a routine physical exam each year.
Annual Wellness Visit If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized	There is no coinsurance, copayment, or deductible for the annual wellness visit.

Services that are covered for you	What you must pay when you get these services
prevention plan based on your current health and risk factors. This is covered once every 12 months. Doesn't include lab tests, radiological diagnostic tests or non-radiological diagnostic tests. Additional cost share may apply to any lab or diagnostic testing performed during your visit, as described for each separate service in this Medical Benefits Chart. 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" visit to be covered for annual wellness visits after you've had Part B for 12 months.	
Bone Mass Measurement	There is no coinsurance,
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.	copayment, or deductible for Medicare-covered bone mass measurement.
Breast Cancer Screening (Mammograms)	There is no coinsurance,
Covered services include:	copayment, or deductible for covered screening
 One baseline mammogram between the ages of 35 and 39 	mammograms.
 One screening mammogram every 12 months for women age 40 and older 	
☐ Clinical breast exams once every 24 months	
Cardiac Rehabilitation Services	\$0 copayment for each
Comprehensive programs of cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a	Medicare-covered cardiac rehabilitative visit.

Services that are covered for you	What you must pay when you get these services
doctor's order. The plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.	Your provider may need to obtain prior authorization.
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 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) covered once every 5 years (60 months).	There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years.
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: one Pap test every 12 months For asymptomatic women between the ages of 30 and 65: HPV Testing once every 5 years, in conjunction with the Pap test	There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.
Chiropractic Services Covered services include:	\$20 copayment for each Medicare-covered visit.

Services that are covered for you	What you must pay when you get these services
 Manual manipulation of the spine to correct subluxation (when one or more of the bones of your spine move out of position). Excluded from Medicare coverage is any service other than manual manipulation for the treatment of subluxation. 	You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.
Colorectal Cancer Screening	There is no coinsurance,
For people 45 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 (120 months), but not within 48 months of a screening sigmoidoscopy	copayment, or deductible for a Medicare-covered colorectal cancer screening exam and colonoscopy. There is no coinsurance, copayment, or deductible for each Medicare-covered barium enema.
Outpatient diagnostic colonoscopy	There is no coinsurance, copayment, or deductible for each Medicare-covered diagnostic colonoscopy. Your provider may need to obtain prior authorization.

Services that are covered for you	What you must pay when you get these services
You can get more information about this benefit by viewing the Vendor Information Sheet at myAARPMedicare.com or by calling Customer Service to have a paper copy sent to you.	You are covered for routine dental benefits. See the routine dental benefit description at the end of this chart for details.* Your provider may need to obtain prior authorization.
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 an annual depression screening visit.
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 two diabetes screenings every plan year.	There is no coinsurance, copayment, or deductible for the Medicare-covered diabetes screening tests.
Diabetes self-management training, diabetic services and supplies 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.	\$0 copayment for each Medicare-covered diabetes monitoring supply.

Services that are covered for you

AARP® Medicare Advantage Plan 3 (HMO-POS) covers any blood glucose monitors and test strips specified within this list. We will generally not cover alternate brands unless your doctor or other provider tells us that use of an alternate brand is medically necessary in your specific situation. If you are new to AARP® Medicare Advantage Plan 3 (HMO-POS) and are using a brand of blood glucose monitors and test strips that is not on our list, you may contact us within the first 90 days of enrollment into the plan to request a temporary supply of the alternate brand while you consult with your doctor or other provider. During this time, you should talk with your doctor to decide whether any of the preferred brands are medically appropriate for you. If you or your doctor believe it is medically necessary for you to maintain use of an alternate brand, you may request a coverage exception to have AARP® Medicare Advantage Plan 3 (HMO-POS) maintain coverage of a non-preferred product through the end of the benefit year. Non-preferred products will not be covered following the initial 90 days of the benefit year without an approved coverage exception.

If you (or your provider) don't agree with the plan's coverage decision, you or your provider may file an appeal. You can also file an appeal if you don't agree with your provider's decision about what product or brand is appropriate for your medical condition. (For more information about appeals, see Chapter 9, What to do if you have a problem or complaint (coverage decisions, appeals, complaints).)

What you must pay when you get these services

We only cover Accu-Chek® and OneTouch® brands.

Covered glucose monitors include: OneTouch Verio Flex®, OneTouch Verio Reflect®, OneTouch® Verio, OneTouch® Ultra 2, Accu-Chek® Guide Me, and Accu-Chek® Guide.

Test strips: OneTouch Verio®, OneTouch Ultra®, Accu-Chek® Guide, Accu-Chek® Aviva Plus, and Accu-Chek® SmartView.

Other brands are not covered by your plan.

Your provider may need to obtain prior authorization.

\$0 copayment for each Medicare-covered Continuous Glucose Monitor and supplies in accordance with Medicare guidelines. There are no brand limitations for Continuous Glucose Monitors.

Your provider may need to obtain prior authorization.

For cost sharing applicable to insulin and syringes, see Chapter 6 - What you pay for your Part D prescription drugs.

Services that are covered for you	What you must pay when you get these services
□ For people with diabetes who have severe diabetic foot disease: One pair per calendar 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). Coverage includes fitting.	20% coinsurance for each pair of Medicare-covered therapeutic shoes. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.
□ Diabetes self-management training is covered under certain conditions. Limited to 20 visits of 30 minutes per year for a maximum of 10 hours the initial year. Follow-up training subsequent years after, limited to 4 visits of 30 minutes for a maximum of 2 hours per year.	\$0 copayment for Medicare- covered benefits.
Durable Medical Equipment (DME) and Related Supplies (For a definition of "durable medical equipment," see Chapter 12 as well as Chapter 3, Section 7 of this document.) Covered items include, but are not limited to: wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, and walkers. We cover all medically necessary DME 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. The most recent list of suppliers is available on our website at myAARPMedicare.com.	20% coinsurance for Medicare-covered benefits. Your cost sharing for Medicare oxygen equipment coverage is 20% coinsurance, every time you get covered equipment or supplies. Your cost sharing will not change after being enrolled for 36 months. If prior to enrolling in our plan you had made 36 months of rental payment for oxygen equipment coverage, your cost sharing in our plan is 20% coinsurance. You pay these amounts until you reach the out-of-pocket maximum.

Services that are covered for you	What you must pay when you get these services
	Your provider may need to obtain prior authorization.
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. 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 (and, if you are a pregnant woman, loss of an unborn child), 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. Cost sharing for necessary emergency services furnished out-of-network is the same as for such services furnished innetwork.	\$90 copayment for each emergency room visit. You do not pay this amount if you are admitted to the hospital within 24 hours for the same condition. If you are admitted to a hospital, you will pay cost sharing as described in the "Inpatient Hospital Care" section in this benefit chart. You pay these amounts until you reach the out-of-pocket maximum.
 Worldwide coverage for emergency department services outside of the United States. This includes emergency or urgently needed care and emergency ambulance transportation from the scene of an emergency to the nearest medical treatment facility. Transportation back to the United States from another country is not covered. Pre-scheduled, pre-planned treatments (including dialysis for an ongoing condition) and/or elective procedures are not covered. Services provided by a dentist are not covered. 	\$0 copayment for worldwide coverage for emergency services outside of the United States. Please see Chapter 7 Section 1.1 for expense reimbursement for worldwide services. If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for

Services that are covered for you	What you must pay when you get these services
	your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by the plan and your cost is the cost-sharing you would pay at a network hospital.
Fitness Program Renew Active® by UnitedHealthcare® Renew Active by UnitedHealthcare is the gold standard in Medicare fitness programs for body and mind. It's available to you at no additional cost and includes: • A free gym membership, access to our nationwide network of gyms and fitness locations, a personalized fitness plan plus thousands of on-demand workout videos and live streaming fitness classes. • An online brain health program with exclusive content for Renew Active members from AARP® Staying Sharp. • Social activities at local health and wellness classes and events. • An online Fitbit® Community for Renew Active. No Fitbit device is needed. • 1 at-home fitness kit for members 15 miles or more from a participating fitness center. You can get more information by viewing the Vendor Information Sheet at myAARPMedicare.com or by calling Customer Service to have a paper copy sent to you.	Provided by: Renew Active® \$0 copayment
Hearing Services Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment	\$0 copayment for each Medicare-covered exam. Your provider may need to obtain prior authorization.

Services that are covered for you	What you must pay when you get these services
are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider.	
Hearing Services - Routine Hearing Exam This benefit covers 1 exam every year.	Provided by: Plan network providers in your service area \$0 copayment
Hearing Services - Hearing Aids:	Provided by: UnitedHealthcare Hearing
Through UnitedHealthcare Hearing, you can choose from a broad selection of name-brand hearing aids, or UnitedHealthcare Hearing's brand Relate TM , custom-programmed for your hearing loss. Hearing aids can be fit in-person with a network provider or delivered directly to you with virtual follow-up care (select models). This benefit is limited to 2 hearing aids every year. Hearing aid accessories and optional services are available for purchase, but they are not covered by the plan. To access your hearing aid benefit and get connected with a network provider, you must contact UnitedHealthcare Hearing at 1-855-523-9355, TTY 711 or myAARPMedicare.com. Hearing aids purchased outside of UnitedHealthcare Hearing are not covered.	\$175 copay for each Silver level hearing aid* \$425 copay for each Gold level hearing aid.* \$800 copay for each Classic level name-brand hearing aid.* \$1,225 copay for each Premier level name-brand hearing aid.* You must obtain prior authorization from UnitedHealthcare Hearing. Additional fees may apply for optional follow-up visits.
HIV Screening For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover:	There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered preventive HIV
□ One screening exam every 12 monthsFor women who are pregnant, we cover:□ Up to three screening exams during a pregnancy	screening.
Home Health Agency Care	\$0 copayment for all home health visits provided by a

Services that are covered for you What you must pay when you get these services network home health agency Prior to receiving home health services, a doctor must certify when Medicare criteria are met. that you need home health services and will order home Other copayments or health services to be provided by a home health agency. You must be homebound, which means leaving home is a coinsurance may apply (Please see Durable Medical Equipment major effort. and Related Supplies for Covered services include, but are not limited to: applicable copayments or ☐ Part-time or intermittent skilled nursing and home health coinsurance). aide services (To be covered under the home health Your provider may need to care benefit, your skilled nursing and home health aide obtain prior authorization. services combined must total fewer than 8 hours per day and 35 hours per week) ☐ Physical therapy, occupational therapy, and speech therapy ☐ Medical and social services ☐ Medical equipment and supplies You will pay the cost-sharing **Home Infusion Therapy** that applies to primary care Home infusion therapy involves the intravenous or services, specialist physician subcutaneous administration of drugs or biologicals to an services, or Home Health (as individual at home. The components needed to perform described under "Physician/ home infusion include the drug (for example, antivirals, Practitioner Services, Including immune globulin), equipment (for example, a pump), and Doctor's Office Visits" or "Home supplies (for example, tubing and catheters). Health Agency Care") Covered services include, but are not limited to: depending on where you ☐ Professional services, including nursing services, received administration or furnished in accordance with the plan of care monitoring services. ☐ Patient training and education not otherwise covered You pay these amounts until under the durable medical equipment benefit you reach the out-of-pocket maximum. ☐ Remote monitoring Your provider may need to ☐ Monitoring services for the provision of home infusion therapy and home infusion drugs furnished by a obtain prior authorization. qualified home infusion therapy supplier See "Durable Medical Equipment" earlier in this chart

Services that are covered for you	What you must pay when you get these services
	for any applicable cost-sharing for equipment and supplies related to Home Infusion Therapy. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization. See "Medicare Part B Prescription Drugs" later in this chart for any applicable cost-sharing for drugs related to Home Infusion Therapy. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.
Hospice Care 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 6 months or less to live if your illness runs its normal course. You may receive care from any Medicare-certified hospice program. Your plan is obligated to help you find Medicare-certified hospice programs in the plan's service area, including those the MA organization owns, controls, or has a financial interest in. Your hospice doctor can be a network provider or an out-of-network provider. Covered services include: □ Drugs for symptom control and pain relief	When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not AARP® Medicare Advantage Plan 3 (HMO-POS).

Services that are covered for you	What you must pay when you get these services
☐ Short-term respite care ☐ Home care	
When you are admitted to a hospice you have the right to remain in your plan; if you chose to remain in your plan you must continue to pay plan premiums.	
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 our plan) will pay your hospice provider 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 Original Medicare for the services that Original Medicare pays for. You will be billed Original Medicare cost sharing.	
For services that are covered by Medicare Part A or B and are not related to your terminal prognosis: If you need non-emergency, non-urgently 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 and follow plan rules (such as if there is a requirement to obtain prior authorization):	
☐ If you obtain the covered services from a network provider and follow plan rules for obtaining service, 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 cost-sharing under Fee- for-Service Medicare (Original Medicare) 	
For services that are covered by AARP® Medicare Advantage Plan 3 (HMO-POS) but are not covered by Medicare Part A or B: AARP® Medicare Advantage Plan 3 (HMO-POS) will continue to cover plan-covered services that are not covered under Part A or B whether or not they are	

Services that are covered for you	What you must pay when you get these services
related to your terminal prognosis. You pay your plan cost- sharing amount for these services. For drugs that may be covered by the plan's Part D benefit:	
If these drugs are unrelated to your terminal hospice condition you pay cost sharing. If they are related to your terminal hospice condition then you pay Original Medicare cost sharing. Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section 9.4 (What if you're in Medicare-certified hospice).	
Note: If you need non-hospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services. Getting your non-hospice care through our network providers will lower your share of the costs for the services.	
Immunizations	There is no coinsurance, copayment, or deductible for
Covered Medicare Part B services include: □ Pneumonia vaccine	the pneumonia, flu, Hepatitis B, or COVID-19 vaccines.
 Flu vaccine, one each flu season in the fall and winter, with additional flu vaccine shots if medically necessary 	There is no coinsurance, copayment, or deductible for all other Medicare-covered Immunizations.
☐ Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B	
☐ COVID-19 vaccine	
☐ Other vaccines if you are at risk and they meet Medicare Part B coverage rules	
We also cover some vaccines under our Part D prescription drug benefit, such as shingles or tetanus booster shots. See Chapter 6 for more information about coverage and applicable cost sharing.	

Services that are covered for you What you must pay when you get these services **Inpatient Hospital Care** \$225 copayment each day for days 1 to 4 for Medicare-Includes inpatient acute, inpatient rehabilitation, long-term covered hospital care each time care hospitals, and other types of inpatient hospital services. you are admitted. \$0 Inpatient hospital care starts the day you are formally copayment for additional admitted to the hospital with a doctor's order. The day Medicare-covered days. before you are discharged is your last inpatient day. You pay these amounts until Covered services include, but are not limited to: you reach the out-of-pocket ☐ Semi-private room (or a private room if medically maximum. necessary) Your provider may need to ☐ Meals including special diets obtain prior authorization. ☐ Regular nursing services If you get authorized inpatient ☐ Costs of special care units (such as intensive care or care at an out-of-network coronary care units) hospital after your emergency condition is stabilized, your cost ☐ Drugs and medications is the cost-sharing you would Lab tests pay at a network hospital. ☐ X-rays and other radiology services Medicare hospital benefit ☐ Necessary surgical and medical supplies periods do not apply. (See ☐ Use of appliances, such as wheelchairs definition of benefit periods in the chapter titled Definitions of ☐ Operating and recovery room costs important words.) For inpatient ☐ Physical, occupational, and speech language therapy hospital care, the cost-sharing ☐ Under certain conditions, the following types of described above applies each transplants are covered: corneal, kidney, kidneytime you are admitted to the pancreatic, heart, liver, lung, heart/lung, bone marrow, hospital. A transfer to a stem cell, and intestinal/multivisceral. The plan has a separate facility type (such as network of facilities that perform organ transplants. The an Inpatient Rehabilitation plan's hospital network for organ transplant services is Hospital or Long Term Care different than the network shown in the 'Hospitals' Hospital) is considered a new section of your provider directory. Some hospitals in the admission. For each inpatient plan's network for other medical services are not in the hospital stay, you are covered plan's network for transplant services. For information for unlimited days as long as on network facilities for transplant services, please call the hospital stay is covered in AARP® Medicare Advantage Plan 3 (HMO-POS) accordance with plan rules. Customer Service at 1-877-849-5430 TTY 711. If you

Services that are covered for you What you must pay when you get these services 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 AARP® Medicare Advantage Plan 3 (HMO-POS) provides transplant services at a location outside of the pattern of care for transplants in your community and you chose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. While you are receiving care at the distant location, we will also reimburse transportation costs to and from the hospital or doctor's office for evaluations, transplant services and follow-up care. (Transportation in the distant location includes, but is not limited to: vehicle mileage, economy/coach airfare, taxi fares, or rideshare services.) Costs for lodging or places to stay such as hotels, motels or short-term housing as a result of travel for a covered organ transplant may also be covered. You can be reimbursed for eligible costs up to \$125 per day total. Transportation services are not subject to the daily limit amount. ☐ Blood - including storage and administration. Coverage begins with the first pint of blood that you need. ☐ Physician services Outpatient observation cost-**Note:** To be an inpatient, your provider must write an order sharing is explained in to admit you formally as an inpatient of the hospital. Even if Outpatient Surgery and Other you stay in the hospital overnight, you might still be Medical Services Provided at considered an "outpatient." This is called an "Outpatient **Hospital Outpatient Facilities**

Services that are covered for you	What you must pay when you get these services
Observation" stay. If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff.	and Ambulatory Surgical Centers.
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 https://www.medicare.gov/sites/default/files/2021-10/11435-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.	

Services that are covered for you	What you must pay when you get these services
Inpatient Services in a Psychiatric Hospital Covered services include: Mental health care services that require a hospital stay. There is a 190-day lifetime limit for inpatient services in a psychiatric hospital. The 190-day limit does not apply to Mental Health services provided in a psychiatric unit of a general hospital. Inpatient substance abuse services	\$225 copayment each day for days 1 to 4 for Medicare-covered hospital care each time you are admitted. \$0 copayment for additional Medicare-covered days, up to 90 days per benefit period. Plus an additional 60 lifetime reserve days. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization. Medicare hospital benefit periods are used to determine the total number of days covered for inpatient mental health care. (See definition of benefit periods in the chapter titled Definitions of important words.) However, the cost-sharing described above applies each time you are admitted to the hospital, even if you are admitted multiple times within a benefit period.
Inpatient Stay: Covered services received in a hospital or Skilled Nursing Facility (SNF) during a non-covered inpatient stay 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	When your stay is no longer covered, these services will be covered as described in the following sections:

Services that are covered for you	What you must pay when you get these services
hospital or the skilled nursing facility (SNF). Covered services include, but are not limited to:	
□ Physician services	Please refer below to Physician/ Practitioner Services, Including Doctor's Office Visits.
□ Diagnostic tests (like lab tests)	Please refer below to Outpatient Diagnostic Tests and Therapeutic Services and Supplies.
☐ X-ray, radium, and isotope therapy including technician materials and services	Please refer below to Outpatient Diagnostic Tests and Therapeutic Services and Supplies.
 □ Surgical dressings □ Splints, casts and other devices used to reduce fractures and dislocations 	Please refer below to Outpatient Diagnostic Tests and Therapeutic Services and Supplies.
□ Prosthetics and orthotics 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	Please refer below to Prosthetic Devices and Related Supplies.
□ 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	Please refer below to Prosthetic Devices and Related Supplies.

Services that are covered for you	What you must pay when you get these services
 Physical therapy, speech language therapy, and occupational therapy 	Please refer below to Outpatient Rehabilitation Services.
Meal Benefit This benefit can be used immediately following an inpatient hospital or skilled nursing facility (SNF) stay if recommended by a provider. Benefit guidelines: - Receive up to 28 home-delivered meals for up to 14 days - First meal delivery may take up to 72 hours after ordered - Some restrictions and limitations may apply	Provided by: Mom's Meals® \$0 copayment Prior authorization is required.
Medical Nutrition Therapy This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when ordered 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 order. A physician must prescribe these services and renew their order yearly if your treatment is needed into the next calendar year.	There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered medical nutrition therapy services.
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.

Services that are covered for you What you must pay when you get these services **Medicare Part B Prescription Drugs** \$0 copayment for Medicarecovered Part B allergy antigens. These drugs are covered under Part B of Original Medicare. Members of our plan receive coverage for these drugs 20% coinsurance for all other through our plan. Covered drugs include: Medicare-covered Part B drugs. For the administration of these ☐ Drugs that usually aren't self-administered by the patient drugs, you will pay the costand are injected or infused while you are getting sharing that applies to primary physician, hospital outpatient, or ambulatory surgical care provider services, center services specialist services, or outpatient ☐ Drugs you take using durable medical equipment (such hospital services (as described as nebulizers) that were authorized by the plan under "Physician/ Practitioner ☐ Clotting factors you give yourself by injection if you have Services, Including Doctor's hemophilia Office Visits" or "Outpatient Hospital Services" in this ☐ Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant benefit chart) depending on where you received drug ☐ Injectable osteoporosis drugs, if you are homebound, administration or infusion have a bone fracture that a doctor certifies was related services. to post-menopausal osteoporosis, and cannot selfadminister the drug You pay these amounts until you reach the out-of-pocket ☐ Antigens (for allergy shots) maximum. ☐ Certain oral anti-cancer drugs and anti-nausea drugs Your provider may need to ☐ Certain drugs for home dialysis, including heparin, the obtain prior authorization. antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa) ☐ Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases 20% coinsurance for each ☐ Chemotherapy Drugs, and the Administration of chemotherapy drugs Medicare-covered chemotherapy drug and the The following link will take you to a list of Part B Drugs that administration of that drug. may be subject to Step Therapy: https:// www.medicare.uhc.com/medicare/member/documents/ You pay these amounts until part-b-step-therapy.html you reach the out-of-pocket maximum.

Services that are covered for you What you must pay when you get these services You or your doctor may need to provide more information Your provider may need to about how a Medicare Part B prescription drug is used in obtain prior authorization. order to determine coverage. There may be effective, lowercost drugs that treat the same medical condition. If you are prescribed a new Part B medication or have not recently filled the medication under Part B, you may be required to try one or more of these other drugs before the plan will cover your drug. If you have already tried other drugs or your doctor thinks they are not right for you, you or your doctor can ask the plan to cover the Part B drug. (For more information, see Chapter 9, What to do if you have a problem or complaint (coverage decisions, appeals, complaints).) Please contact Customer Service for more information. We also cover some vaccines under our Part B and Part D prescription drug benefit. Chapter 5 explains the Part D prescription drug benefit, including rules you must follow to have prescriptions covered. What you pay for your Part D prescription drugs through our plan is explained in Chapter 6. **NurseLine** Provided by: NurseLine \$0 copayment NurseLine services available, 24 hours a day, 7 days a week. Speak to a registered nurse (RN) about your medical concerns and questions. You can view the Vendor Information Sheet at myAARPMedicare.com, or call Customer Service to have a paper copy sent to you. Obesity screening and therapy to promote sustained There is no coinsurance, copayment, or deductible for weight loss preventive obesity screening If you have a body mass index of 30 or more, we cover and therapy. intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting,

Services that are covered for you	What you must pay when you get these services
where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.	
Opioid Treatment Program Services	\$0 copayment for Medicare-
Members of our plan with opioid use disorder (OUD) can receive coverage of services to treat OUD through an Opioid Treatment Program (OTP) which includes the following services:	covered opioid treatment program services. Your provider may need to obtain prior authorization.
 U.S. Food and Drug Administration (FDA)-approved opioid agonist and antagonist medication-assisted treatment (MAT) medications. 	
 Dispensing and administration of MAT medications (if applicable) 	
☐ Substance use counseling	
☐ Individual and group therapy	
☐ Toxicology testing	
☐ Intake activities	
☐ Periodic assessments	
Outpatient Diagnostic Tests and Therapeutic Services and Supplies	
Covered services include, but are not limited to:	
□ X-rays	\$15 copayment for each Medicare-covered standard X- ray service.
	You pay these amounts until you reach the out-of-pocket maximum.
	Your provider may need to obtain prior authorization.

Services that are covered for you	What you must pay when you get these services
□ Radiation (radium and isotope) therapy including technician materials and supplies	\$60 copayment for each Medicare-covered radiation therapy service. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.
 □ Surgical supplies, such as dressings □ Splints, casts, and other devices used to reduce fractures and dislocations Note: There is no separate charge for medical supplies routinely used in the course of an office visit and included in the provider's charges for that visit (such as bandages, cotton swabs, and other routine supplies.) However, supplies for which an appropriate separate charge is made by providers (such as, chemical agents used in certain diagnostic procedures) are subject to cost-sharing as shown. 	20% coinsurance for each Medicare-covered medical supply. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.
□ Laboratory tests	\$0 copayment for Medicare- covered lab services. Your provider may need to obtain prior authorization.

Services that are covered for you	What you must pay when you get these services
 □ Blood - including storage and administration (this means processing and handling of blood). Coverage begins with the first pint of blood that you need. □ In addition, for the administration of blood infusion, you will pay the cost sharing as described under the following sections of this chart, depending on where you received infusion services: ○ Physician/Practitioner Services, Including Doctor's Office Visits ○ Outpatient Surgery and Other Medical Services Provided at Hospital Outpatient Facilities and Ambulatory Surgical Centers 	\$0 copayment for Medicare-covered blood services. Your provider may need to obtain prior authorization.
□ Other outpatient diagnostic tests - Non-radiological diagnostic services	\$35 copayment for Medicare- covered non-radiological diagnostic services. Examples include, but are not limited to EKG's, pulmonary function tests, home or lab- based sleep studies, and treadmill stress tests. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.

Services that are covered for you	What you must pay when you get these services
□ Other outpatient diagnostic tests - Radiological diagnostic services, not including x-rays.	\$0 copayment for each diagnostic mammogram. \$0 copayment for each vascular screening by a doctor in your home or a nursing home in which you reside.
	\$105 copayment for other Medicare-covered radiological diagnostic services, not including X-rays, performed in a physician's office or at a free-standing facility (such as a radiology center or medical clinic).
	You pay these amounts until you reach the out-of-pocket maximum.
	Your provider may need to obtain prior authorization.
	The diagnostic radiology services require specialized equipment beyond standard X-ray equipment and must be performed by specially trained or certified personnel. Examples include, but are not limited to, specialized scans, CT, SPECT, PET, MRI, MRA, nuclear studies, ultrasounds, diagnostic mammograms and interventional radiological procedures (myelogram, cystogram, angiogram, and barium studies).

Services that are covered for you What you must pay when you get these services **Outpatient Hospital Observation** Outpatient observation costsharing is explained in Observation services are hospital outpatient services given Outpatient Surgery and Other to determine if you need to be admitted as an inpatient or can be discharged. For outpatient hospital observation Medical Services Provided at **Hospital Outpatient Facilities** services to be covered, they must meet the Medicare criteria and be considered reasonable and necessary. Observation and Ambulatory Surgical Centers. 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. 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 https://www.medicare.gov/sites/default/files/ 2021-10/11435-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, 7days a week. **Outpatient Hospital Services** We cover medically-necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury. Covered services include, but are not limited to: ☐ Services in an emergency department Please refer to Emergency Care.

Services that are covered for you	What you must pay when you get these services
☐ Laboratory and diagnostic tests billed by the hospital	Please refer to Outpatient Diagnostic Tests and Therapeutic Services and Supplies.
 Mental health care, including care in a partial- hospitalization program, if a doctor certifies that inpatient treatment would be required without it 	Please refer to Outpatient Mental Health Care.
☐ X-rays and other radiology services billed by the hospital	Please refer to Outpatient Diagnostic Tests and Therapeutic Services and Supplies.
☐ Medical supplies such as splints and casts	Please refer to Outpatient Diagnostic Tests and Therapeutic Services and Supplies.
☐ Certain screenings and preventive services	Please refer to the benefits preceded by the "Apple" icon.
 Certain drugs and biologicals that you can't give yourself 	Please refer to Medicare Part B Prescription Drugs.
□ Services performed at an outpatient clinic	Please refer to Physician/ Practitioner Services, Including Doctor's Office Visits.
□ Outpatient surgery or observation	Please refer to Outpatient Surgery and Other Medical Services Provided at Hospital

Services that are covered for you	What you must pay when you get these services
	Outpatient Facilities and Ambulatory Surgical Centers.
Outpatient infusion therapy For the drug that is infused, you will pay the cost-sharing as described in "Medicare Part B Prescription Drugs" in this benefit chart. In addition, for the administration of infusion therapy drugs, you will pay the cost-sharing that applies to primary care provider services, specialist services, or outpatient hospital services (as described under "Physician/Practitioner Services, Including Doctor's Office Visits" or "Outpatient Surgery and Other Medical Services Provided at Hospital Outpatient Facilities and Ambulatory Surgical Centers" in this benefit chart) depending on where you received drug administration or infusion services.	Please refer to Medicare Part B Prescription Drugs and Physician/Practitioner Services, Including Doctor's Office Visits or Outpatient Surgery and Other Medical Services Provided at Hospital Outpatient Facilities and Ambulatory Surgical Centers.
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." This is called an "Outpatient Observation" stay. 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	Outpatient observation cost- sharing is explained in Outpatient Surgery and Other Medical Services Provided at Hospital Outpatient Facilities and Ambulatory Surgical Centers.
Web at https://www.medicare.gov/sites/default/files/2021-10/11435-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.	

Services that are covered for you	What you must pay when you get these services
Outpatient Mental Health Care 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.	\$25 copayment for each Medicare-covered individual therapy session \$15 copayment for each Medicare-covered group therapy session You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.
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, physician offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).	\$25 copayment for each Medicare-covered physical therapy and speech-language therapy visit. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization. \$25 copayment for each Medicare-covered occupational therapy visit. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.

copayment for each care-covered individual py session. copayment for each care-covered group py session. copay these amounts until each the out-of-pocket
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ppayment for a diagnostic accopy at an ambulatory cal center. copayment for Medicarered surgery or other ces provided to you at an alatory surgical center, ding but not limited to stal or other facility charges obysician or surgical ges. Day these amounts until each the out-of-pocket mum. provider may need to prior authorization.

Services that are covered for you	What you must pay when you get these services
	covered surgery or other services provided to you at an outpatient hospital, including but not limited to hospital or other facility charges and physician or surgical charges.
	You pay these amounts until you reach the out-of-pocket maximum.
	Your provider may need to obtain prior authorization.
	Outpatient surgical services that can be delivered in an available ambulatory surgery center must be delivered in an ambulatory surgery center unless a hospital outpatient department is medically necessary.
	\$225 copayment for each day of Medicare-covered observation services provided to you at an outpatient hospital, including but not limited to hospital or other facility charges and physician or surgical charges.
	You pay these amounts until you reach the out-of-pocket maximum.
	Your provider may need to obtain prior authorization.

Services that are covered for you	What you must pay when you get these services
Partial Hospitalization Services "Partial hospitalization" is a structured program of active psychiatric treatment provided as a hospital outpatient service, or by a community mental health center, that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.	\$55 copayment each day for Medicare-covered benefits. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.
Physician/Practitioner Services, Including Doctor's Office Visits	
Covered services include:	
☐ Medically-necessary medical or surgical services furnished in a physician's office.	\$0 copayment for services from a primary care provider or under certain circumstances, treatment by a nurse practitioner, physician's assistant or other non-physician health care professional in a primary care provider's office (as allowed by Medicare).
 Medically-necessary medical or surgical services furnished in a certified ambulatory surgical center or hospital outpatient department. 	See "Outpatient Surgery" earlier in this chart for any applicable copayments or coinsurance amounts for ambulatory surgical center visits or in a hospital outpatient setting.
☐ Consultation, diagnosis, and treatment by a specialist.	\$25 copayment for services from a specialist or under certain circumstances, treatment by a nurse practitioner, physician's

Services that are covered for you	What you must pay when you get these services
	assistant or other non-physician health care professional in a specialist's office (as allowed under Medicare).
	You pay these amounts until you reach the out-of-pocket maximum.
	Your provider may need to obtain prior authorization.
□ Basic hearing and balance exams performed by your specialist, if your doctor orders it to see if you need medical treatment.	\$0 copayment for each Medicare-covered exam. Your provider may need to obtain prior authorization.
 □ Some telehealth services including consultation, diagnosis, and treatment by a physician or practitioner, for patients in certain rural areas or other places 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 regardless of their location. □ Telehealth services for members with a substance use disorder or co-occurring mental health disorder, regardless of their location. □ Telehealth services for diagnosis, evaluation, and treatment of mental health disorders if: ○ You have an in-person visit within 6 months prior to your first telehealth visit ○ You have an in-person visit every 12 months while 	\$0 copayment for each Medicare-covered visit. Your provider may need to obtain prior authorization.

Services that are covered for you	What you must pay when you get these services
 Exceptions can be made to the above for certain circumstances Telehealth services for mental health visits provided by Rural Health Clinics and Federally Qualified Health Centers Medicare-covered Remote Monitoring Services 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. Evaluation of video and/or images you send to your doctor, and interpretation and follow-up by your doctor within 24 hours if: 	
☐ Second opinion by another network provider prior to surgery.	You will pay the cost-sharing that applies to specialist services (as described under "Physician/Practitioner Services, Including Doctor's Office Visits" above).
	You pay these amounts until you reach the out-of-pocket maximum.
	Your provider may need to obtain prior authorization.

Services that are covered for you	What you must pay when you get these 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). Dental services provided by a dentist in connection with care, treatment, filling, removal, or replacement of teeth or structures directly supporting the teeth are not Medicare-covered benefits and not covered under this benefit.	20% coinsurance for each Medicare-covered visit. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.
 □ Monitoring services in a physician's office or outpatient hospital setting if you are taking anticoagulation medications, such as Coumadin, Heparin or Warfarin (these services may also be referred to as 'Coumadin Clinic' services). 	You will pay the cost-sharing that applies to primary care provider services, specialist services, or outpatient hospital services (as described under "Physician/Practitioner Services, Including Doctor's Office Visits" or "Outpatient Hospital Services" in this benefit chart) depending on where you receive services. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.
□ Medically-necessary medical or surgical services that are covered benefits and are furnished by a physician/ non-physician health care professional in your home or a nursing home in which you reside.	\$0 copayment for primary care provider services or, in certain circumstances, nurse practitioner, physician's assistant or other non-physician health care professional services.

Services that are covered for you	What you must pay when you get these services
	\$25 copayment for specialist physician services.
	You pay these amounts until you reach the out-of-pocket maximum.
	Your provider may need to obtain prior authorization.
☐ Certain telehealth services, including:	
 Additional Virtual Medical Visits: Urgently Needed Services Primary Care Provider Specialist Other Health Care Professionals 	\$0 copayment
 Other types of Virtual Medical Visits: Cardiac Rehabilitation Services Intensive Cardiac Rehabilitation Services Outpatient Rehabilitation Services Occupational Therapy Physical Therapy and Speech-Language Therapy 	\$0 copayment
 Additional Mental Health telehealth visits: Covered services include individual mental health services. Virtual Mental Health Visits are mental health visits 	\$0 copayment
delivered to you outside of medical facilities by virtual providers that use online technology and live audio/video capabilities. Visit virtualvisitsmentalhealth.uhc.com to learn more and schedule a virtual appointment.	

Services that are covered for you	What you must pay when you get these services
 You have the option of getting these services through an in-person visit or by telehealth. If you choose to get one of these services by telehealth, you must use a provider who offers the service by telehealth. 	
 Virtual Medical Visits and Supplemental Telehealth are medical visits delivered to you outside of medical facilities by providers that have appropriate online technology and live audio/video capabilities to conduct the visit. 	
 Not all medical conditions can be treated through virtual visits. The virtual visit doctor will identify if you need to see an in-person doctor for treatment. 	
 Telehealth services not covered by Medicare and rendered by providers not listed above are not covered. 	
Podiatry Services	\$25 copayment for each
Covered services include:	Medicare-covered visit in an office or home setting.
 Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). 	For services rendered in an outpatient hospital setting, such
☐ Routine foot care for members with certain medical conditions affecting the lower limbs.	as surgery, please refer to Outpatient Surgery and Other Medical Services Provided at Hospital Outpatient Facilities and Ambulatory Surgical Centers.
	You pay these amounts until you reach the out-of-pocket maximum.
	Your provider may need to obtain prior authorization.

Services that are covered for you	What you must pay when you get these services
Additional Routine Foot Care Treatment of the foot which is generally considered preventive, i.e., cutting or removal of corns, warts, calluses or nails.	\$25 copayment for each routine visit up to 6 visits every year.*
 Prostate Cancer Screening Exams For men age 50 and older, covered services include the following - once every 12 months: □Digital rectal exam □Prostate Specific Antigen (PSA) test 	There is no coinsurance, copayment, or deductible for each Medicare-covered digital rectal exam. There is no coinsurance, copayment, or deductible for an annual PSA test. Diagnostic PSA exams are subject to cost sharing as described under Outpatient Diagnostic Tests and Therapeutic Services and Supplies in this chart.
Prosthetic Devices and Related Supplies Devices (other than dental) that replace all or part of 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.	20% coinsurance for each Medicare-covered prosthetic or orthotic device, including replacement or repairs of such devices, and related supplies. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.

Services that are covered for you What you must pay when you get these services **Pulmonary Rehabilitation Services** \$20 copayment for each Medicare-covered pulmonary Comprehensive programs of pulmonary rehabilitation are rehabilitative visit. covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and an order You pay these amounts until for pulmonary rehabilitation from the doctor treating the you reach the out-of-pocket chronic respiratory disease. Medicare covers up to two (2) maximum. one-hour sessions per day, for up to 36 lifetime sessions (in Your provider may need to some cases, up to 72 lifetime sessions) of pulmonary obtain prior authorization. rehabilitation services. There is no coinsurance, **Screening and Counseling to Reduce Alcohol** Misuse copayment, or deductible for the Medicare-covered screening We cover one alcohol misuse screening per year for adults and counseling to reduce with Medicare (including pregnant women) who misuse alcohol misuse preventive alcohol, but aren't alcohol dependent. benefit. 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. Screening for lung cancer with low dose computed There is no coinsurance, tomography (LDCT) copayment, or deductible for the Medicare-covered For qualified individuals, a LDCT is covered every 12 counseling and shared decision months. making visit or for the LDCT. Eligible members are: people aged 50 - 77 years who have no signs or symptoms of lung cancer, but who have a history of tobacco smoking of at least 20 pack-years and who currently smoke or have guit 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.

Services that are covered for you	What you must pay when you get these services
For LDCT lung cancer screenings after the initial LDCT screening: the member 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.	
Screening for Sexually Transmitted Infections (STIs) and Counseling to Prevent STIs	There is no coinsurance, copayment, or deductible for
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 two 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.	the Medicare-covered screening for STIs and counseling for STIs preventive benefit.
Services to Treat Kidney Disease	
Covered services include:	\$0 copayment for Medicare-
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.	covered benefits.

Services that are covered for you	What you must pay when you get these services
treatments when temporarily out of the service area, as explained in Chapter 3), or when your provider for this service is temporarily unavailable or inaccessible	20% coinsurance for Medicare- covered benefits.
	You pay these amounts until you reach the out-of-pocket maximum.
	Your provider may need to obtain prior authorization.
☐ Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments)	\$0 copayment for Medicare- covered benefits.
 Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care) 	These services will be covered as described in the following sections:
	Please refer to Inpatient Hospital Care.
☐ Home dialysis equipment and supplies	Please refer to Durable Medical Equipment and Related Supplies.
☐ 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)	Please refer to Home Health Agency Care.
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, "Medicare Part B Prescription Drugs."	

Services that are covered for you What you must pay when you get these services Skilled Nursing Facility (SNF) Care \$0 copayment each day for Medicare-covered days 1 to 20. (For a definition of "skilled nursing facility care," see Chapter 12 of this document. Skilled nursing facilities are sometimes \$196 copayment each day for called "SNFs.") Medicare-covered days 21 to 38. Covered services include, but are not limited to: \$0 copayment for additional ☐ Semiprivate room (or a private room if medically Medicare-covered days, up to necessary) 100 days. ☐ Meals, including special diets You pay these amounts until ☐ Skilled nursing services you reach the out-of-pocket ☐ Physical therapy, occupational therapy, and speech maximum. language therapy Your provider may need to ☐ Drugs administered to you as part of your plan of care obtain prior authorization. (This includes substances that are naturally present in You are covered for up to 100 the body, such as blood clotting factors.) days each benefit period for ☐ Blood - including storage and administration. Coverage inpatient services in a SNF, in begins with the first pint of blood that you need. accordance with Medicare guidelines. ☐ Medical and surgical supplies ordinarily provided by SNFs A benefit period begins on the ☐ Laboratory tests ordinarily provided by SNFs first day you go to a Medicarecovered inpatient hospital or a ☐ X-rays and other radiology services ordinarily provided skilled nursing facility. The by SNFs benefit period ends when you ☐ Use of appliances such as wheelchairs ordinarily haven't been an inpatient at any provided by SNFs hospital or SNF for 60 days in a ☐ Physician/Practitioner services row. If you go to the hospital (or SNF) after one benefit period A 3-day prior hospital stay is not required. has ended, a new benefit period Generally, you will get your SNF care from network facilities. begins. There is no limit to the However, under certain conditions listed below, you may be number of benefit periods you able to pay in-network cost-sharing for a facility that isn't a can have. network 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

Services that are covered for you	What you must pay when you get these services
to the hospital (as long as it provides skilled nursing facility care). A SNF where your spouse is living at the time you leave the hospital.	
Smoking and Tobacco Use Cessation (Counseling to Stop Smoking or Tobacco Use) If you use tobacco, we cover two counseling quit attempts within a 12-month period as a preventive service. Each counseling attempt includes up to four face-to-face visits.	There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.
Supervised Exercise Therapy (SET) SET is covered for members who have symptomatic peripheral artery disease (PAD) and have a referral 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 of 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.	\$20 copayment for each Medicare-covered supervised exercise therapy (SET) visit. You pay these amounts until you reach the out-of-pocket maximum. Your provider may need to obtain prior authorization.

Services that are covered for you What you must pay when you get these services **Urgently Needed Services** \$40 copayment for each visit. Urgently needed services are provided to treat a non-\$0 copayment for Worldwide emergency, unforeseen medical illness, injury, or condition coverage of urgently needed services received outside of the that requires immediate medical care but, given your United States. Please see circumstances, it is not possible, or it is unreasonable, to obtain services from network providers. Examples of Chapter 7 Section 1.1 for urgently needed services that the plan must cover out of expense reimbursement for network are i) you need immediate care during the worldwide services. weekend, or ii) you are temporarily outside the service area You pay these amounts until of the plan. Services must be immediately needed and you reach the out-of-pocket medically necessary. If it is unreasonable given your maximum. circumstances to immediately obtain the medical care from a network provider then your plan will cover the urgently needed services from a provider out-of-network. Covered services include urgently needed services obtained at a retail walk-in clinic or an urgent care center. Worldwide coverage for 'urgently needed services' when medical services are needed right away because of an illness, injury, or condition that you did not expect or anticipate, and you can't wait until you are back in our plan's service area to obtain services. Services provided by a dentist are not covered. **Vision Services** Covered services include: \$0 copayment for each ☐ Outpatient physician services provided by an ophthalmologist or optometrist for the diagnosis and Medicare-covered exam. treatment of diseases and injuries of the eye, including Your provider may need to diagnosis or treatment for age-related macular obtain prior authorization. degeneration or cataracts. Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts.

Services that are covered for you	What you must pay when you get these services	
☐ 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 65 or older.	\$0 copayment for Medicare- covered glaucoma screening.	
 For people with diabetes or signs and symptoms of eye disease, eye exams to evaluate for eye disease are covered per Medicare guidelines. Annual examinations by an ophthalmologist or optometrist are recommended for asymptomatic diabetics. For people with diabetes, screening for diabetic retinopathy is covered once per year. 	\$0 copayment for Medicare- covered eye exams to evaluate for eye disease. Your provider may need to obtain prior authorization.	
One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens (additional pairs of eyeglasses or contacts are not covered by Medicare). If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery. Covered eyeglasses after cataract surgery includes standard frames and lenses as defined by Medicare; any upgrades are not covered (including, but not limited to, deluxe frames, tinting, progressive lenses or anti-reflective coating).	\$0 copayment for one pair of Medicare-covered standard glasses or contact lenses after cataract surgery.	
Vision Services - Routine Eye Exam 1 routine eye exam (eye refraction) each year	Provided by: UnitedHealthcare Vision® or Plan network providers \$0 copayment	
Vision Services - Routine Eyewear ☐ 1 pair of standard lenses and frames every year	Provided by: UnitedHealthcare Vision®	

Services that are covered for you What you must pay when you get these services Standard lenses that are covered in full include single vision, lined bifocal, lined trifocal, lenticular, and Tier I (standard) \$0 copayment progressive lenses. or Plan pays up to \$200 toward ☐ Contact lenses instead of lenses and frames every year your purchase of frames (with standard lenses covered in full) Once contact lenses are selected and fitted, they may not be or contact lenses (fitting and exchanged for eyeglasses. evaluation may be an additional cost). The plan will pay up to the amount shown for covered eyeglasses or contact lenses. You are responsible for any Home delivered eyewear is costs after that. available nationwide through UnitedHealthcare Vision (select Options that are not covered include (but are not limited to) products only). You are non-prescription eyewear, upgraded progressive lenses, responsible for all eyewear blended bifocal, Hi Index, tinting, scratch coating, UV or anticosts from providers outside of reflective coating, and polycarbonate. the UnitedHealthcare Vision network. This benefit may not be combined with any in-store promotional offer, such as a 2-for-1 sale, discount, or coupon. You can get more information by viewing the Vendor Information Sheet at myAARPMedicare.com or by calling Customer Service to have a paper copy sent to you. There is no coinsurance. "Welcome to Medicare" Preventive Visit copayment, or deductible for The plan covers the one-time "Welcome to Medicare" the "Welcome to Medicare" preventive visit. The visit includes a review of your health, as preventive visit. well as education and counseling about the preventive There is no coinsurance, services you need (including certain screenings and shots), copayment, or deductible for a and referrals for other care if needed. Doesn't include lab one-time Medicare-covered tests, radiological diagnostic tests or non-radiological EKG screening if ordered as a diagnostic tests. Additional cost share may apply to any lab

Services that are covered for you	What you must pay when you get these services
or diagnostic testing performed during your visit, as described for each separate service in this Medical Benefits Chart. 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.	result of your "Welcome to Medicare" preventive visit. Please refer to Outpatient Diagnostic Tests and Therapeutic Services and Supplies for other EKG's.

^{*} Covered services that do not count toward your maximum out-of-pocket amount.

Covered Routine Dental Benefits Included with Your Plan: Annual Maximum: \$1.000

nnua	al Maximum: \$1,000		
	In general, preventive and routine dental services are not covered under Original Medicare.		
	Your UnitedHealthcare Routine Dental Benefit provides coverage for preventive and other		
	necessary dental services such as:		
	o Exams		
	 Cleanings (Prophylaxis, Periodontal Maintenance, & Deep Cleanings) 		
	 Fillings 		
	 Crowns 		
	 Bridges 		
	o Root Canals		
	 Partial Dentures 		
	 Complete Dentures 		
	o Implants		
	Procedures used for cosmetic-only reasons (tooth bleaching/whitening, veneers, gingival		
	recontouring), orthodontics, space maintenance, sales tax, charges for failure to keep		
	appointments, dental case management, dental charges related to COVID screening,		
	testing and vaccination, and unspecified procedures by report are not covered by the plan.		
	After the annual maximum is exhausted, any remaining charges are your responsibility.		
	Other limitations and exclusions are listed below.		
	This dental plan offers access to the robust UHC Dental National Medicare Advantage		
	Network. Network dentists have agreed to provide services at a negotiated rate. If you see		
	a network dentist, you cannot be billed more than that rate for covered services within the		
	limitations of the plan. Any fees associated with non-covered services are your		
	responsibility.		
	For assistance finding a provider, please use the dental provider search tool at		
	myAARPMedicare.com. You may also call 1-877-849-5430 for help with finding a provider		
	or scheduling a dental appointment		
	This dental plan offers both in-network and out-of-network dental coverage, and all covered		
	services have \$0 copayment. Out-of-network dentists are not contracted to accept plan		
	payment as payment in full, so they might charge you for more than what the plan pays,		
	even for services listed as \$0 copayment. Seeing a provider from the robust dental network		
	can therefore result in substantial savings. Benefits received out-of-network are subject to		
	any in-network benefit maximums, limitations and/or exclusions.		
	Some covered services may consider prior tooth history and procedures in conjunction with		

frequency limitations. If you wish to discuss detailed information about your plan with your

- dentist, you can find it in the UHC Dental Medicare quick reference guide at uhcmedicaredentalprovidergrg.com.
- ☐ When you have covered dental services performed at a network dentist, the dentist will submit the claim on your behalf. When you see an out-of-network dentist, often the dentist will submit a claim on your behalf. If they do not, then you can submit it directly using the following instructions:
 - The claim submission must contain the following information:
 - Full member name and member ID number
 - Full provider name and address
 - List of dental services rendered with the corresponding ADA code(s)
 - Proof of payment in the form of a receipt, check copy, EOB, or a ledger statement from the provider showing a positive payment against the services rendered
 - Mail all required claim information within 365 days from the date of service to: P.O. Box 30567, Salt Lake City, UT 84130
 - Payment will be sent to the address listed on your account. To update your address or for assistance with submitting claims, contact Customer Service at 1-877-849-5430 TTY 711.
 - Claims are paid within 30 days and an Explanation of Payment (EOP) will accompany check payment
- Dentists may ask you to sign an informed consent document detailing the risks, benefits, costs, and alternatives to all recommended treatments. If you would like to learn more how your dental plan coverage relates to your proposed dental treatment and costs, you may ask your dentist to obtain a pre-treatment cost calculation from UHC Dental. If the provider has questions about how to obtain this information, they can contact UHC Dental using the number or website on the back of your Member ID card.
- ☐ For all other questions or more information, please call 1-877-849-5430 TTY 711 or visit myAARPMedicare.com

Exclusions:

- 1. Services performed by an out-of-network dentist if your plan does not have out-of-network coverage.
- 2. Dental services that are not necessary.
- 3. Hospitalization or other facility charges.
- 4. Any dental procedure performed solely for cosmetic and/or aesthetic reasons.
- 5. Any dental procedure not directly associated with a dental disease.

- 6. Any procedure not performed in a dental setting.
- 7. Reconstructive surgery of any type, including reconstructive surgery related to a dental disease, injury, or congenital anomaly.
- 8. Procedures that are considered experimental, investigational or unproven. This includes pharmacological regimens not accepted by the American Dental Association Council on dental therapeutics. The fact that an experimental, investigational or unproven service, treatment, device or pharmacological regimen is the only available treatment for a particular condition will not result in coverage if the procedure is considered to be experimental, investigational or unproven in the treatment of that particular condition.
- 9. Service for injuries or conditions covered by workmen's compensation or employer liability laws, and services that are provided without cost to the covered persons by any municipality, county, or other political subdivision. This exclusion does NOT apply to any services covered by Medicaid or Medicare.
- 10. Expenses for dental procedures begun prior to the covered person's eligibility with the plan.
- 11. Dental services rendered (including otherwise covered dental services) after the date on which individual coverage under the policy terminates, including dental services for dental conditions arising prior to the date on which individual coverage under the policy terminates.
- 12. Services rendered by a provider with the same legal residence as a covered person or who is a member of a covered person's family, including a spouse, brother, sister, parent or child.
- 13. Charges for failure to keep a scheduled appointment without giving the dental office 24 hours notice, sales tax, or duplicating/copying patient records.
- 14. Tooth bleaching and/or enamel microabrasion
- 15. Veneers
- 16. Orthodontics
- 17. Sustained release of therapeutic drug (D9613)
- 18. COVID screening, testing, and vaccination
- 19. Charges aligned to dental case management, case presentation, consultation with other medical professionals or translation/sign language services.
- 20. Space Maintenance
- 21. Any unspecified procedure by report (Dental codes: D##99)

Disclaimer: Treatment plans and recommended dental procedures may vary. Talk to your dentist about treatment options, risks, benefits, and fees. CDT code changes are issued annually by the American Dental Association. Procedure codes may be altered during the plan year in accordance with discontinuation of certain dental codes.

Section 3 What services are not covered by the plan?

Section 3.1 Services we do not cover (exclusions)

This section tells you what services are "excluded" from Medicare coverage and therefore, are not covered by this plan.

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, except under the specific conditions listed 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.

The only exception is if the service is appealed and decided 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 9, Section 5.3 in this document.)

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to Original Medicare standards.	✓	
Experimental medical and surgical procedures, equipment and medications. Experimental procedures and items are those items and procedures determined by 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.)
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.	✓	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Full-time nursing care in your home.	✓	
Custodial Care.	✓	
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.		
Homemaker services including basic household assistance, such as 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.
Chiropractic Services (Medicare-covered)		Manual manipulation of the spine to correct a subluxation is covered. Excluded from Medicare coverage is any service other than manual manipulation of the spine for the treatment of subluxation.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Orthopedic shoes or supportive devices for the feet.		Shoes that are part of a leg brace and are included in the cost of the brace. Orthopedic or therapeutic shoes for people with diabetic foot disease. (As specifically described in the Medical Benefits Chart in this chapter.)
Outpatient prescription drugs.		Some coverage provided according to Medicare guidelines. (As specifically described in the Medical Benefits Chart in this chapter or as outlined in Chapter 6.)
Elective hysterectomy, tubal ligation, or vasectomy, if the primary indication for these procedures is sterilization. Reversal of sterilization procedures, penile vacuum erection devices, or non-prescription contraceptive supplies.	✓	
Acupuncture (Medicare-covered).		Available for people with chronic low back pain under certain circumstances. (As specifically described in the Medical Benefits Chart in this chapter.)
Naturopath services (uses natural or alternative treatments).	✓	
Paramedic intercept service (advanced life support provided by an emergency service entity, such as a paramedic services		Services are only covered when the ambulance pick-up address is located in rural New York and applicable conditions are met. Members are responsible for all

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
unit, which do not provide ambulance transport)		paramedic intercept service costs that occur outside of rural New York.
Optional, additional, or deluxe features or accessories to durable medical equipment, corrective appliances or prosthetics which are primarily for the comfort or convenience of the member, or for ambulation primarily in the community, including but not limited to home and car remodeling or modification, and exercise equipment.	✓	
Immunizations for foreign travel purposes.	✓	
Requests for payment (asking the plan to pay its share of the costs) for covered drugs sent after 36 months of getting your prescription filled.	✓	
Equipment or supplies that condition the air, heating pads, hot water bottles, wigs, and their care, support stockings and other primarily non-medical equipment.	√	
Any non-emergency care received outside of the United States and the U.S. Territories.	✓	
For transplants: items not covered include, but are not limited to the below.	✓	
For transportation:		

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
 □ Vehicle rental, purchase, or maintenance/repairs □ Auto clubs (roadside assistance) □ Gas □ Travel by air or ground ambulance (may be covered under your medical benefit). □ Air or ground travel not related to medical appointments □ Parking fees incurred other than at lodging or hospital 		
For lodging: Deposits Utilities (if billed separate from the rent payment) Phone calls, newspapers, movie rentals and gift cards Expenses for lodging when staying with a relative or friend Meals		

We regularly review new procedures, devices and drugs to determine whether or not they are safe and effective for members. New procedures and technology that are safe and effective are eligible to become covered services. If the technology becomes a covered service, it will be subject to all other terms and conditions of the plan, including medical necessity and any applicable member copayments, coinsurance, deductibles or other payment contributions.

In determining whether to cover a service, we use proprietary technology guidelines to review new devices, procedures and drugs, including those related to behavioral/mental health. When clinical necessity requires a rapid determination of the safe and effective use of a new technology or new application of an existing technology for an individual member, one of our medical directors makes a medical necessity determination based on individual member medical documentation, review of published scientific evidence, and, when appropriate, relevant specialty or professional opinion from an individual who has expertise in the technology.

Chapter 5

Using the plan's coverage for Part D prescription drugs

Section 1 Introduction

This chapter **explains rules for using your coverage for Part D drugs**. Please see Chapter 4 for Medicare Part B drug benefits and hospice drug benefits.

Section 1.1 Basic rules for the plan's Part D drug coverage

The plan will generally cover your drugs as long as you follow these basic rules:
You must have a provider (a doctor, dentist, or other prescriber) write you a prescription which must be valid under applicable state law.
Your prescriber must not be on Medicare's Exclusion or Preclusion Lists.
You generally must use a network pharmacy to fill your prescription. (See Section 2, Fill your prescriptions at a network pharmacy or through the plan's mail-order service.)
Your drug must be on the plan's List of Covered Drugs (Formulary) (we call it the "Drug List" for short). (See Section 3, Your drugs need to be on the plan's "Drug List".)
Your drug must be used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported

by certain reference books. (See Section 3 for more information about a medically accepted

Section 2 Fill your prescription at a network pharmacy or through the plan's mail-order service

Section 2.1 Use a network pharmacy

indication.)

In most cases, your prescriptions are covered **only** if they are filled at the plan's network pharmacies. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.)

A network pharmacy is a pharmacy that has a contract with the plan to provide your covered prescription drugs. The term "covered drugs" means all of the Part D prescription drugs that are on the plan's Drug List.

Section 2.2 Network pharmacies

How do you find a network pharmacy in your area?

To find a network pharmacy, you can look in your **Pharmacy Directory**, visit our website (myAARPMedicare.com), and/or call Customer Service.

You may go to any of our network pharmacies.

What if the pharmacy you have been using leaves the network?

If the pharmacy you have been using leaves the plan's network, you will have to find a new pharmacy that is in the network. To find another pharmacy in your area, you can get help from

Customer Service or use the **Pharmacy Directory**. You can also find information on our website at myAARPMedicare.com.

What if you need a specialized pharmacy?

S	ome prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:
	☐ Pharmacies that supply drugs for home infusion therapy.
	☐ Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a LTC facility (such as a nursing home) has its own pharmacy. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Customer Service.
	□ Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network.
	☐ Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use. (Note: This scenario should happen rarely.)

To locate a specialized pharmacy, look in your **Pharmacy Directory** or call Customer Service.

Section 2.3 Using the plan's mail-order service

Our plan's mail-order service allows you to order up to a 100-day supply.

To get order forms and information about filling your prescriptions by mail you may contact our preferred mail service pharmacy, OptumRx[™]. OptumRx can be reached at 1-877-889-6358, or for the hearing impaired, (TTY) 711, 24 hours a day, 7 days a week. Please reference your **Pharmacy Directory** to find the mail service pharmacies in our network. If you use a mail-order pharmacy not in the plan's network, your prescription will not be covered.

Usually a mail-order pharmacy order will be delivered to you in no more than 10 business days. However, sometimes your mail-order may be delayed. If your mail-order is delayed, please follow these steps:

If your prescription is on file at your local pharmacy, go to your pharmacy to fill the prescription. If your delayed prescription is not on file at your local pharmacy, then please ask your doctor to call in a new prescription to your pharmacist. Or, your pharmacist can call the doctor's office for you to request the prescription. Your pharmacist can call the Pharmacy help desk at 1-877-889-6510, (TTY) 711, 24 hours a day, 7 days a week if he/she has any problems, questions, concerns, or needs a claim override for a delayed prescription.

New prescriptions the pharmacy receives directly from your doctor's office.

The pharmacy will automatically fill and deliver new prescriptions it receives from health ca	ıre
providers, without checking with you first, if either:	

You used mail-order services with this plan in the past, or
You sign up for automatic delivery of all new prescriptions received directly from health care
providers. You may request automatic delivery of all new prescriptions at any time by phone or
mail.

If you receive a prescription automatically by mail that you do not want, and you were not contacted to see if you wanted it before it shipped, you may be eligible for a refund.

If you used mail order in the past and do not want the pharmacy to automatically fill and ship each new prescription, please contact us by phone or mail.

If you have never used our mail-order delivery and/or decide to stop automatic fills of new prescriptions, the pharmacy will contact you each time it gets a new prescription from a health care provider to see if you want the medication filled and shipped immediately. It is important that you respond each time you are contacted by the pharmacy, to let them know whether to ship, delay, or cancel the new prescription.

Refills on mail-order prescriptions. For refills, please contact your pharmacy at least 10 business days before your current prescription will run out to make sure your next order is shipped to you in time. You also have the option to sign up for an automatic refill program. Under this program we will start to process your next refill automatically when our records show you should be close to running out of your drug. The pharmacy will contact you prior to shipping each refill to make sure you are in need of more medication, and you can cancel scheduled refills if you have enough of your medication or if your medication has changed. To cancel the auto refill program, please contact the mail order pharmacy 10 days before your order will ship or you can let the pharmacy know when they notify you of an upcoming shipment.

Please keep your mail order pharmacy informed about the best way(s) to contact you, so the pharmacy can reach you to confirm your order before shipping. You can do this by contacting the mail order pharmacy when you set up your auto refill program and also when you receive notifications about upcoming refill shipments.

Section 2.4 How can you get a long-term supply of drugs?

When you get a long-term supply of drugs, your cost-sharing may be lower. The plan offers two ways to get a long-term supply (also called an "extended supply") of "maintenance" drugs on our plan's Drug List. (Maintenance drugs are drugs that you take on a regular basis, for a chronic or long-term medical condition.)

- 1. Some retail pharmacies in our network allow you to get a long-term supply of maintenance drugs. Your Pharmacy Directory tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Customer Service for more information.
- 2. You may also receive maintenance drugs through our mail-order program. Please see Section 2.3 for more information.

Section 2.5 When can you use a pharmacy that is not in the plan's network?

Your prescription may be covered in certain situations

Generally, we cover drugs filled at an out-of-network pharmacy **only** when you are not able to use a network pharmacy. To help you, we have network pharmacies outside of our service area where you can get your prescriptions filled as a member of our plan. **Please check first with Customer Service** to see if there is a network pharmacy nearby. You will most likely be required to pay the

difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

Here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

□ Prescriptions for a Medical Emergency We will cover prescriptions that are filled at an out-of-network pharmacy if the prescriptions are related to care for a medical emergency or urgently needed care, are included in our Drug List without restrictions, and are not excluded from Medicare Part D coverage. □ Coverage when traveling or out of the service area When traveling within the U.S. you have access to network pharmacies nationwide. Bring your prescriptions and medication with you and be sure to check the pharmacy directory for your travel plans to locate a network pharmacy while traveling. If you are leaving the country, you may be able to obtain a greater day supply to take with you before leaving for the country where there are no network pharmacies available. □ If you are unable to obtain a covered drug in a timely manner within the service area because a network pharmacy that provides 24-hour service is not within reasonable driving distance. □ If you are trying to fill a prescription drug not regularly stocked at an accessible network retail

How do you ask for reimbursement from the plan?

outpatient surgery, or other outpatient setting.

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal cost share) at the time you fill your prescription. You can ask us to reimburse you for our share of the cost. (Chapter 7, Section 2.1 explains how to ask the plan to pay you back.)

☐ If you need a prescription while a patient in an emergency department, provider based clinic,

or preferred mail-order pharmacy (including high cost and unique drugs).

Section 3 Your drugs need to be on the plan's "Drug List" Section 3.1 The "Drug List" tells which Part D drugs are covered

The plan has a "List of Covered Drugs (Formulary)." In this Evidence of Coverage, we call it the "Drug List" for short.

The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists. The list meets Medicare's requirements and has been approved by Medicare.

The drugs on the Drug List are only those covered under Medicare Part D.

We will generally cover a drug on the plan's Drug List as long as you follow the other coverage rules explained in this chapter and the use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is **either**:

\square Approved by the Food and Drug Administration for the diagnosis or condition for which it	is
being prescribed.	
or - Supported by certain references, such as the American Hospital Formulary Service	Dr

or – Supported by certain references, such as the American Hospital Formulary Service Drug
Information and the DRUGDEX Information System.

The Drug List includes brand name drugs and generic drugs.

A brand name drug is a prescription drug that is sold under a trademarked name owned by the drug manufacturer. Brand name drugs that are more complex than typical drugs (for example, drugs that are based on a protein) are called biological products. On the drug list, when we refer to "drugs," this could mean a drug or a biological product.

A generic drug is a prescription drug that has the same active ingredients as the brand name drug. Generally, generics work just as well as the brand name drug and usually costs less. There are generic drug substitutes available for many brand name drugs.

What is not on the Drug List?

The plan does not cover all prescription drugs.

In some cases, the law does not allow any Medicare plan to cover certain types of drugs (for more information about this, see Section 7.1 in this chapter).
In other cases, we have decided not to include a particular drug on the Drug List. In some cases, you may be able to obtain a drug that is not on the drug list. For more information,
please see Chapter 9.

Section 3.2 There are 5 "cost-sharing tiers" for drugs on the Drug List

Every drug on the plan's Drug List is in one of 5 cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug:

- Tier 1 Preferred Generic Lower-cost, commonly used generic drugs.
- Tier 2 Generic Many generic drugs. This tier also contains supplemental drugs that are approved by the FDA, but have been otherwise excluded from coverage under Medicare Part D. Your plan has made these drugs available to you as an enhanced benefit on your Drug List.
- Tier 3 Preferred Brand Many common brand name drugs, called preferred brands, and some higher-cost generic drugs.

Select Insulin Drugs - Select insulins \$35 maximum copay for each 1-month supply until the catastrophic stage. $^{\rm 1}$

- Tier 4 Non-preferred Drug Non-preferred generic and non-preferred brand name drugs.
- Tier 5 Specialty Tier Unique and/or very high-cost brand and generic drugs.

To find out which cost-sharing tier your drug is in, look it up in the plan's Drug List.

The amount you pay for drugs in each cost-sharing tier is shown in Chapter 6 (What you pay for your Part D prescription drugs).

¹ For 2023, this plan participates in the Part D Senior Savings Model which offers lower, stable, and predictable out of pocket costs for select insulin through the different Part D benefit coverage stages. You will pay a maximum of \$35 for each 1-month supply of Part D select insulin drug through all coverage stages.

Section 3.3 How can you find out if a specific drug is on the Drug List?

You have three ways to find out:

- 1. Check the most recent Drug List we provided electronically.
- 2. Visit the plan's website (myAARPMedicare.com). The Drug List on the website is always the most current.
- 3. Call Customer Service to find out if a particular drug is on the plan's Drug List or to ask for a copy of the list.

Section 4 There are restrictions on coverage for some drugs

Section 4.1 Why do some drugs have restrictions?

For certain prescription drugs, special rules restrict how and when the plan covers them. A team of doctors and pharmacists developed these rules to encourage you and your provider to use drugs in the most effective ways. To find out if any of these restrictions apply to a drug you take or want to take, check the Drug List. If a safe, lower-cost drug will work just as well medically as a higher-cost drug, the plan's rules are designed to encourage you and your provider to use that lower-cost option.

Please note that sometimes a drug may appear more than once in our Drug List. This is because the same drugs can differ based on the strength, amount, or form of the drug prescribed by your health care provider, and different restrictions or cost sharing may apply to the different versions of the drug (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

Section 4.2 What kinds of restrictions?

The sections below tell you more about the types of restrictions we use for certain drugs.

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. Contact Customer Service to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9)

What is a compounded drug?

A compounded drug is created by a pharmacist by combining or mixing ingredients to create a prescription medication customized to the needs of an individual patient.

Does my Part D plan cover compounded drugs?

Generally compounded drugs are non-formulary drugs (not covered) by your plan. You may need to ask for and receive an approved coverage determination from us to have your compounded drug covered. Compounded drugs may be Part D eligible if they meet all of the following requirements:

- 1. Contains at least one FDA, or Compendia, approved drug ingredient, and all ingredients in the compound (including their intended route of administration) are supported in the Compendia.
- 2. Does not contain a non-FDA approved or Part D excluded drug ingredient
- 3. Does not contain an ingredient covered under Part B. (If it does, the compound may be covered under Part B rather than Part D)

4. Prescribed for a medically accepted condition

The chart below explains the basic requirements for how a compound with 2 or more ingredients may or may not be covered under Part D rules, as well as potential costs to you.

Compound Type	Medicare Coverage
Compound containing a Part B eligible ingredient	Compound is covered only by Part B
Compound containing all ingredients eligible for Part D coverage and all ingredients are approved for use in a compound	Compound may be covered by Part D upon approved coverage determination
Compound containing ingredients eligible for Part D coverage and approved for use in a compound, and ingredients excluded from Part D coverage (for example, over the counter drugs, etc.)	Compound may be covered by Part D upon approved coverage determination. However, the ingredients excluded from Part D coverage will not be covered and you are not responsible for the cost of those ingredients excluded from Part D coverage
Compound containing an ingredient not approved or supported for use in a compound	Compound is not covered by Part D. You are responsible for the entire cost

What do I have to pay for a covered compounded drug?

A compounded drug that is Part D eligible may require an approved coverage determination to be covered by your plan. You will pay the non-preferred drug copay or coinsurance amount for compounded drugs that are approved. No further tier cost share reduction is allowed or available.

Getting plan approval in advance

For certain drugs, you or your provider need to get approval from the plan before we will agree to cover the drug for you. This is called "**prior authorization**." This is put in place to ensure medication safety and help guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by the plan.

Trying a different drug first

This requirement encourages you to try less costly but usually just as effective drugs before the plan covers another drug. For example, if Drug A and Drug B treat the same medical condition, the plan may require you to try Drug A first. If Drug A does not work for you, the plan will then cover Drug B. This requirement to try a different drug first is called "**step therapy.**"

Quantity limits

For certain drugs, we limit how much of a drug you can get each time you fill your prescription. For example, if it is normally considered safe to take only one pill per day for a certain drug, we may limit coverage for your prescription to no more than one pill per day.

Section 5	What if one of your drugs is not covered in the way you'd like it to be covered?
Section 5.1	There are things you can do if your drug is not covered in the way you'd like it to be covered
	where there is a prescription drug you are taking, or one that you and your nould be taking, that is not on our drug list (formulary) or is on our formulary example:
	not be covered at all. Or maybe a generic version of the drug is covered but version you want to take is not covered.
☐ The drug is cover explained in Sec	ered, but there are extra rules or restrictions on coverage for that drug, as stion 4.
_	ered, but it is in a cost-sharing tier that makes your cost sharing more you think it should be.
•	you can do if your drug is not covered in the way that you'd like it to be drug is not on the Drug List or if your drug is restricted, go to Section 5.2 to an do.
	a cost-sharing tier that makes your cost more expensive than you think it Section 5.3 to learn what you can do.
Section 5.2	What can you do if your drug is not on the Drug List or if the drug is restricted in some way?
f your drug is not on	the Drug List or is restricted, here are options:
☐ You may be able	to get a temporary supply of the drug.
☐ You can change	to another drug.
☐ You can request the drug.	an exception and ask the plan to cover the drug or remove restrictions from
ou may be able to	get a temporary supply
	nstances, the plan must provide a temporary supply of a drug that you are temporary supply gives you time to talk with your provider about the change in what to do.
_	emporary supply, the drug you have been taking must no longer be on the s now restricted in some way.
☐ If you are a new of your members	member, we will cover a temporary supply of your drug during the first 90 days ship in the plan.
☐ If you were in the 90 days of the ca	e plan last year, we will cover a temporary supply of your drug during the first alendar year.
•	supply will be for at least a 30-day supply. If your prescription is written for will allow multiple fills to provide up to at least a 30-day supply of medication



For questions about a temporary supply, call Customer Service.

During the time when you are using a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You have two options:

1)You can change to another drug

Talk with your provider about whether there is a different drug covered by the plan that may work just as well for you. You can call Customer Service to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you.

2)You can ask for an exception

You and your provider can ask the plan to make an exception and cover the drug in the way you would like it covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to. For example, you can ask the plan to cover a drug even though it is not on the plan's Drug List. Or you can ask the plan to make an exception and cover the drug without restrictions.

If you are a current member and a drug you are taking will be removed from the formulary or restricted in some way for next year, we will tell you about any change prior to the new year. You can ask for an exception before next year and we will give you an answer within 72 hours after we receive your request (or your prescriber's supporting statement). If we approve your request, we will authorize the coverage before the change takes effect.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4 tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?

If your drug is in a cost-sharing tier you think is too high, here are things you can do:

You can change to another drug

If your drug is in a cost-sharing tier you think is too high, talk to your provider. There may be a different drug in a lower cost-sharing tier that might work just as well for you. Call Customer Service to ask for a list of covered drugs that treat the same medical condition. This list can help your provider to find a covered drug that might work for you.

You can ask for an exception

You and your provider can ask the plan to make an exception in the cost-sharing tier for the drug so that you pay less for it. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4 tells what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Drugs in our Specialty Tier are not eligible for this type of exception. We do not lower the costsharing amount for drugs in this tier.

Section 6 What if your coverage changes for one of your drugs? Section 6.1 The Drug List can change during the year Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, the plan can make some changes to the Drug List. For example, the plan might: Add or remove drugs from the Drug List.

☐ Move a drug to a higher or lower cost-sharing tier.

 $\hfill \square$ Add or remove a restriction on coverage for a drug.

☐ Replace a brand name drug with a generic drug.

We must follow Medicare requirements before we change the plan's Drug List.

Section 6.2 What happens if coverage changes for a drug you are taking?

Information on changes to drug coverage

When changes to the Drug List occur, we post information on our website about those changes. We also update our online Drug List on a regularly scheduled basis. Below we point out the times that you would get direct notice if changes are made to a drug that you are taking.

Changes to your drug coverage that affect you during the current plan year

\square A new generic drug replaces a brand name drug on the Drug List (or we change the cos	st-
sharing tier or add new restrictions to the brand name drug or both)	

- We may immediately remove a brand name drug on our Drug List if we are replacing it with a newly approved generic version of the same drug. The generic drug will appear on the same or lower cost-sharing tier and with the same or fewer restrictions. We may decide to keep the brand name drug on our Drug List, but immediately move it to a higher cost-sharing tier or add new restrictions or both when the new generic is added.
- ° We may not tell you in advance before we make that change—even if you are currently taking the brand name drug. If you are taking the brand name drug at the time we make the change, we will provide you with information about the specific change(s). This will also include information on the steps you may take to request an exception to cover the brand name drug. You may not get this notice before we make the change.
- You or your prescriber can ask us to make an exception and continue to cover the brand name drug for you. For information on how to ask for an exception, see Chapter 9.

☐ Unsafe drugs and other drugs on the Drug List that are withdrawn from the market

- Sometimes a drug may be deemed unsafe or taken off the market for another reason. If this happens, we may immediately remove the drug from the Drug List. If you are taking that drug, we will tell you right away.
- Your prescriber will also know about this change, and can work with you to find another drug for your condition.

☐ Other changes to drugs on the Drug List

- ° We may make other changes once the year has started that affect drugs you are taking. For example, we might add a generic drug that is not new to the market to replace a brand name drug on the Drug List or change the cost-sharing tier or add new restrictions to the brand name drug or both. We also might make changes based on FDA boxed warnings or new clinical guidelines recognized by Medicare.
- o For these changes, we must give you at least 30-days' advance notice of the change or give you notice of the change and a 30-day refill of the drug you are taking at a network pharmacy.
- ° After you receive notice of the change, you should work with your provider to switch to a different drug that we cover or to satisfy any new restrictions on the drug you are taking.
- You or your prescriber can ask us to make an exception and continue to cover the drug for you. For information on how to ask for an exception, see Chapter 9.

Changes to the Drug List that do not affect you during this plan year

We may make certain changes to the Drug List that are not described above. In these cases, the change will not apply to you if you are taking the drug when the change is made; however, these changes will likely affect you starting January 1 of the next plan year if you stay in the same plan.

In general, changes that will not affect you during the current plan year are:	
☐ We move your drug into a higher cost-sharing tier.	
\square We put a new restriction on the use of your drug.	
\square We remove your drug from the Drug List.	

If any of these changes happen for a drug you are taking (except for market withdrawal, a generic drug replacing a brand name drug, or other change noted in the sections above), then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you probably won't see any increase in your payments or any added restrictions to your use of the drug.

We will not tell you about these types of changes directly during the current plan year. You will need to check the Drug List for the next plan year (when the list is available during the open enrollment period) to see if there are any changes to the drugs you are taking that will impact you during the next plan year.

Section 7 What types of drugs are not covered by the plan?

Section 7.1 Types of drugs we do not cover

This section tells you what kinds of prescription drugs are "excluded." This means Medicare does not pay for these drugs.

If you get drugs that are excluded, you must pay for them yourself (except for certain excluded drugs covered under our enhanced drug coverage). If you appeal and the requested drug is found not to be excluded under Part D, we will pay for or cover it. (For information about appealing a decision, go to Chapter 9.)

He

Here are four general rules about drugs that Medicare drug plans will not cover under Part D:
 Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
☐ Our plan cannot cover a drug purchased outside the United States or its territories.
 Our plan usually cannot cover off-label use. "Off-label use" is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
 Coverage for "off-label use" is allowed only when the use is supported by certain references, such as the American Hospital Formulary Service Drug Information and the DRUGDEX Information System.
In addition, by law, the following categories of drugs are not covered by Medicare drug plans: (Our plan covers certain drugs listed below through our enhanced drug coverage, for which you may be charged an additional premium. More information is provided below.)
☐ Non-prescription drugs (also called over-the-counter drugs).
☐ Drugs used to promote fertility.
☐ Drugs used for the relief of cough or cold symptoms.
☐ Drugs used for cosmetic purposes or to promote hair growth.
☐ Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations
☐ Drugs used for the treatment of sexual or erectile dysfunction.

☐ Drugs used for treatment of anorexia, weight loss, or weight gain.

Outpatient drugs for which the manufacturer seeks to require that associated tests or

monitoring services be purchased exclusively from the manufacturer as a condition of sale.

We offer additional coverage of some prescription drugs (enhanced drug coverage) not normally covered in a Medicare prescription drug plan. These covered excluded drugs are covered under Tier 2 (vitamins and erectile dysfunction medicine). These drugs and their prior authorization requirements and quantity limits are listed in the Drug List booklet in the section titled 'Coverage of additional drugs. The amount you pay for these drugs does not count towards qualifying you for the Catastrophic Coverage Stage. (The Catastrophic Coverage Stage is described in Chapter 6, Section 7 of this document.)

In addition, if you are **receiving "Extra Help"** to pay for your prescriptions, the "Extra Help" program will not pay for the drugs not normally covered. However, if you have drug coverage through Medicaid, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in Chapter 2, Section 6.)

Section 8 Filling a prescription

Section 8.1 Provide your UnitedHealthcare member ID information

To fill your prescription, provide your UnitedHealthcare member ID information, which can be found on your membership card, at the network pharmacy you choose. The network pharmacy will automatically bill the plan for **our** share of your drug cost. You will need to pay the pharmacy **your** share of the cost when you pick up your prescription.

Section 8.2 What if you don't have your UnitedHealthcare member ID information with you?

If you don't have your UnitedHealthcare member ID information with you when you fill your prescription, you or the pharmacy can call the plan to get the necessary information.

If the pharmacy is not able to get the necessary information, you may have to pay the full cost of the prescription when you pick it up. (You can then ask us to reimburse you for our share. See Chapter 7, Section 2.1 for information about how to ask the plan for reimbursement.)

Section 9 Part D drug coverage in special situations Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by the plan?

If you are admitted to a hospital or to a skilled nursing facility for a stay covered by the plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, the plan will cover your prescription drugs as long as the drugs meet all of our rules for coverage described in this Chapter.

Section 9.2 What if you're a resident in a long-term care (LTC) facility?

Usually, a long-term care (LTC) facility (such as a nursing home) has its own pharmacy, or uses a pharmacy that supplies drugs for all of its residents. If you are a resident of a LTC facility, you may get your prescription drugs through the facility's pharmacy or the one it uses, as long as it is part of our network.

Check your **Pharmacy Directory** to find out if your LTC facility's pharmacy or the one that it uses is part of our network. If it isn't, or if you need more information or assistance, please contact Customer Service. If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies.

What if you're a resident in a long-term care (LTC) facility and need a drug that is not on our Drug List or is restricted in some way?

Please refer to Section 5.2 about a temporary or emergency supply.

Section 9.3 What if you're also getting drug coverage from an employer or retiree group plan?

If you currently have other prescription drug coverage through your (or your spouse's) employer or retiree group please contact **that group's benefits administrator**. He or she can help you determine how your current prescription drug coverage will work with our plan.

In general, if you have employee or retiree group coverage, the drug coverage you get from us will be **secondary** to your group coverage. That means your group coverage would pay first.

Special note about 'creditable coverage':

Each year your employer or retiree group should send you a notice that tells if your prescription drug coverage for the next calendar year is "creditable."

If the coverage from the group plan is "**creditable**," it means that the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.

Keep this notice about creditable coverage, because you may need it later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need this notice to show that you have maintained creditable coverage. If you didn't get the creditable coverage notice, request a copy from the employer or retiree group's benefits administrator or the employer or union.

Section 9.4 What if you're in Medicare-certified hospice?

Hospice and our plan do not cover the same drug at the same time. If you are enrolled in Medicare hospice and require certain drugs (e.g., anti-nausea, laxative, pain medication or antianxiety drugs) that are not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving these drugs that should be covered by our plan, ask your hospice provider or prescriber to provide notification before your prescription is filled.

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover your drugs as explained in this document. To prevent any delays at a pharmacy when

your Medicare hospice benefit ends, bring documentation to the pharmacy to verify your revocation or discharge.

Section 10 Programs on drug safety and managing medications

Section 10.1 Programs to help members use drugs safely

We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

☐ Possible medication errors
☐ Drugs that may not be necessary because you are taking another drug to treat the sam condition
☐ Drugs that may not be safe or appropriate because of your age or gender
☐ Certain combinations of drugs that could harm you if taken at the same time
☐ Prescriptions for drugs that have ingredients you are allergic to
☐ Possible errors in the amount (dosage) of a drug you are taking
☐ Unsafe amounts of opioid pain medications

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

Section 10.2 Drug Management Program (DMP) to help members safely use their opioid medications

We have a program that helps make sure members safely use prescription opioids and other frequently abused medications. This program is called a Drug Management Program (DMP). If you use opioid medications that you get from several doctors or pharmacies, or if you had a recent opioid overdose, we may talk to your doctors to make sure your use of opioid medications is appropriate and medically necessary. Working with your doctors, if we decide your use of prescription opioid or benzodiazepine medications is not safe, we may limit how you can get those medications. If we place you in our DMP, the limitations may be:

 Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain pharmacy(ies)
certain pharmacy(les)
 Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain doctor(s)
☐ Limiting the amount of opioid or benzodiazepine medications we will cover for you

If we plan on limiting how you may get these medications or how much you can get, we will send you a letter in advance. The letter will explain the limitations we think should apply to you. You will have an opportunity to tell us which doctors or pharmacies you prefer to use, and about any other information you think is important for us to know. After you've had the opportunity to respond, if we decide to limit your coverage for these medications, we will send you another letter confirming the

limitation. If you think we made a mistake or you disagree with our determination or with the limitation, you and your prescriber have the right to appeal. If you appeal, we will review your case and give you a decision. If we continue to deny any part of your request related to the limitations that apply to your access to medications, we will automatically send your case to an independent reviewer outside of our plan. See Chapter 9 for information about how to ask for an appeal.

You will not be placed in our DMP if you have certain medical conditions, such as active cancerrelated pain or sickle cell disease, you are receiving hospice, palliative, or end-of-life care, or live in a long-term care facility.

Section 10.3 Medication Therapy Management (MTM) programs to help members manage their medications

We have programs that can help our members with complex health needs. One program is called a Medication Therapy Management (MTM) program. These programs are voluntary and free. A team of pharmacists and doctors developed the programs for us to help make sure that our members get the most benefit from the drugs they take.

Some members who take medications for different medical conditions and have high drug costs, or are in a DMP to help members use their opioids safely, may be able to get services through an MTM program. A pharmacist or other health professional will give you a comprehensive review of all your medications. During the review, you can talk about your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary which has a recommended to-do list that includes steps you should take to get the best results from your medications. You'll also get a medication list that will include all the medications you're taking, how much you take, and when and why you take them. In addition, members in the MTM program will receive information on the safe disposal of prescription medications that are controlled substances.

It's a good idea to talk to your doctor about your recommended to-do list and medication list. Bring the summary with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list up to date and keep it with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you. If you have any questions about these programs, please contact Customer Service.

Chapter 6

What you pay for your Part D prescription drugs



Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, some information in this Evidence of Coverage about the costs for Part D prescription drugs may not apply to you. We sent you a separate insert, called the "Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs" (also known as the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug coverage. If you don't have this insert, please call Customer Service and ask for the "LIS Rider."

Section 1 Introduction

Section 1.1 Use this chapter together with other materials that explain your drug coverage

This chapter focuses on what you pay for Part D prescription drugs. To keep things simple, we use "drug" in this chapter to mean a Part D prescription drug. As explained in Chapter 5, not all drugs are Part D drugs – some drugs are covered under Medicare Part A or Part B and other drugs are excluded from Medicare coverage by law.

To understand the payment information, you need to know what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Chapter 5, Sections 1 through 4 explain these rules.

Section 1.2 Types of out-of-pocket costs you may pay for covered drugs

There are different types of out-of-pocket costs for Part D drugs. The amount that you pay for a
drug is called "cost-sharing," and there are three ways you may be asked to pay.
☐ The "deductible" is the amount you pay for drugs before our plan begins to pay its share.

□ "Copayment" is a fixed amount you pay each time you fill a prescription.

□ "Coinsurance"	is a percentage	of the total cost	you hav each time	a vou fill a	nrescription
Comsurance	us a percentage o	or me roral cost	vou pav each iime	e vou iii a	Drescribiion

Section 1.3 How Medicare calculates your out-of-pocket costs

Medicare has rules about what counts and what does **not** count toward your out-of-pocket costs. Here are the rules we must follow to keep track of your out-of-pocket costs.

These payments are included in your out-of-pocket costs

Your out-of-pocket costs include the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 5):

☐ The amount you pay for drugs when you are in any of the following drug payment stages:

- The Initial Coverage Stage
- The Coverage Gap Stage

 Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.
It matters who pays:
☐ If you make these payments yourself , they are included in your out-of-pocket costs.
□ These payments are also included if they are made on your behalf by certain other individuals or organizations. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.
Some payments made by the Medicare Coverage Gap Discount Program are included. The amount the manufacturer pays for your brand name drugs is included. But the amount the plan pays for your generic drugs is not included.
Moving on to the Catastrophic Coverage Stage:
When you (or those paying on your behalf) have spent a total of \$7,400 in out-of-pocket costs within the calendar year, you will move from the Coverage Gap Stage to the Catastrophic Coverage Stage.
These payments are not included in your out-of-pocket costs
Your out-of-pocket costs do not include any of these types of payments:
☐ Your monthly premium.
☐ Drugs you buy outside the United States and its territories.
☐ Drugs that are not covered by our plan.
☐ Drugs you get at an out-of-network pharmacy that do not meet the plan's requirements for out-of-network coverage.
□ Prescription drugs covered by Part A or Part B.
 Payments you make toward drugs covered under our additional coverage but not normally covered in a Medicare Prescription Drug Plan.
 Payments you make toward prescription drugs not normally covered in a Medicare Prescription Drug Plan.
$\hfill \square$ Payments made by the plan for your brand or generic drugs while in the Coverage Gap.
□ Payments for your drugs that are made by group health plans including employer health plans.
 Payments for your drugs that are made by certain insurance plans and government-funded health programs such as TRICARE and the Veterans Affairs.
 Payments for your drugs made by a third-party with a legal obligation to pay for prescription costs (for example, Workers' Compensation).

Reminder: If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan by calling Customer Service.

How can you keep track of your out-of-pocket total? We will help you. The Part D EOB report you receive includes the current amount of your out-of-pocket costs. When this amount reaches \$7,400, this report will tell you that you have left the Coverage Gap Stage and have moved on to the Catastrophic Coverage Stage. Make sure we have the information we need. Section 3.2 tells what you can do to help make sure that our records of what you have spent are complete and up to date. Section 2 What you pay for a drug depends on which "drug payment stage" you are in when you get the drug

There are four "drug payment stages" for your prescription drug coverage under AARP® Medicare Advantage Plan 3 (HMO-POS). How much you pay depends on what stage you are in when you get a prescription filled or refilled. Details of each stage are in Sections 4 through 7 of this chapter. The stages are:

What are the drug payment stages for our plan members?

Stage 1: Yearly Deductible Stage

Stage 2: Initial Coverage Stage

Section 2.1

Stage 3: Coverage Gap Stage

Stage 4: Catastrophic Coverage Stage

Important Message About What You Pay for Insulin - You won't pay more than \$35 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it's on.

Section 3	We send you reports that explain payments for your drugs and which payment stage you are in
Section 3.1	We send you a monthly summary called the "Part D Explanation of Benefits" (the "Part D EOB")

Our plan keeps track of the costs of your prescription drugs and the payments you have made when you get your prescriptions filled or refilled at the pharmacy. This way, we can tell you when you have moved from one drug payment stage to the next. In particular, there are two types of costs we keep track of:

☐ We keep track of how much you have paid. This is called your "out-of-pocket" cost.
☐ We keep track of your "total drug costs." This is the amount you pay out-of-pocket or others
pay on your behalf plus the amount paid by the plan.

If you have had one or more prescriptions filled through the plan during the previous month we will send you a Part D Explanation of Benefits ("Part D EOB"). The Part D EOB includes:

have filled dur what you and Totals for the drug costs an Drug price in change from f	or that month. This report gives the payment details about the prescriptions you ing the previous month. It shows the total drug costs, what the plan paid, and others on your behalf paid. year since January 1. This is called "year-to-date" information. It shows the total d total payments for your drugs since the year began. formation. This information will display the total drug price, and any percentage irst fill for each prescription claim of the same quantity. er cost alternative prescriptions. This will include information about other s with lower cost sharing for each prescription claim.
Section 3.2	Help us keep our information about your drug payments up to date
	our drug costs and the payments you make for drugs, we use records we get Here is how you can help us keep your information correct and up to date:
-	nitedHealthcare member ID card when you get a prescription filled. This helps we know about the prescriptions you are filling and what you are paying.
of a prescripti keep track of	e have the information we need. There are times you may pay for the entire cost on drug. In these cases, we will not automatically get the information we need to your out-of-pocket costs. To help us keep track of your out-of-pocket costs, give nese receipts. Here are examples of when you should give us copies of your drug
• •	urchase a covered drug at a network pharmacy at a special price or using a rd that is not part of our plan's benefit.
° When you n assistance p	nade a copayment for drugs that are provided under a drug manufacturer patient program.
	u have purchased covered drugs at out-of-network pharmacies or other times id the full price for a covered drug under special circumstances.
•	illed for a covered drug, you can ask our plan to pay our share of the cost. For ns on how to do this, go to Chapter 7, Section 2.
certain other i qualify you for assistance pro	mation about the payments others have made for you. Payments made by individuals and organizations also count toward your out-of-pocket costs and help catastrophic coverage. For example, payments made by an AIDS drug ogram (ADAP), the Indian Health Service, and most charities count toward your costs. Keep a record of these payments and send them to us so we can track
the informatio questions, ple	itten report we send you. When you receive a Part D EOB look it over to be sure n is complete and correct. If you think something is missing or you have any ase call us at Customer Service. You can also view your EOB on our website at care.com. Be sure to keep these reports.

There is no deductible for the plan

Section 4

There is no deductible for your plan. You begin in the Initial Coverage Stage when you fill your first prescription of the year. See Section 5 for information about your coverage in the Initial Coverage Stage.

There is no deductible for AARP® Medicare Advantage Plan 3 (HMO-POS) for Select Insulin Drugs. During the Deductible Stage, your out-of-pocket costs for these Select Insulin Drugs will be \$35 for a one-month retail supply. To find out which drugs are Select Insulin Drugs, review the most recent Drug List we provided electronically. You can identify Select Insulins by the acronym ISSP in the list of covered drugs (Formulary). If you have questions about the Drug List, you can also call Customer Service.

Section 5	During the Initial Coverage Stage, the plan pays its share of your drug costs and you pay your share
Section 5.1	What you pay for a drug depends on the drug and where you fill your prescription

During the Initial Coverage Stage, the plan pays its share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending on the drug and where you fill your prescription.

The plan has 5 cost-sharing tiers

Every drug on the plan's Drug List is in one of 5 cost-sharing tiers. In general, the higher the cost-sharing tier number, the higher your cost for the drug:

- Tier 1 Preferred Generic Lower-cost, commonly used generic drugs.
- Tier 2 Generic Many generic drugs. This tier also contains supplemental drugs that are approved by the FDA, but have been otherwise excluded from coverage under Medicare Part D. Your plan has made these drugs available to you as an enhanced benefit on your Drug List.
- Tier 3 Preferred Brand Many common brand name drugs, called preferred brands, and some higher-cost generic drugs.

Select Insulin Drugs - Select Insulins \$35 maximum copay for each 1-month supply until the catastrophic stage. ¹

- Tier 4 Non-preferred Drug Non-preferred generic and non-preferred brand name drugs.
- Tier 5 Specialty Tier Unique and/or very high-cost brand and generic drugs.

To find out which cost-sharing tier your drug is in, look it up in the plan's Drug List.

Your pharmacy choices

H	How much you pay for a drug depends on whether you get the drug from:
	☐ A network retail pharmacy
	☐ A pharmacy that is not in the plan's network. We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 2.5 to find out when we will cover a prescription filled at an out-of-network pharmacy.
	☐ The plan's mail-order pharmacy

For more information about these pharmacy choices and filling your prescriptions, see Chapter 5 and the plan's **Pharmacy Directory**.

¹ For 2023, this plan participates in the Part D Senior Savings Model which offers lower, stable, and predictable out of pocket costs for select insulin through the different Part D benefit coverage stages. You will pay a maximum of \$35 for each 1-month supply of Part D select insulin drug through all coverage stages.

Section 5.2 A table that shows your costs for a one-month supply of a drug

During the Initial Coverage Stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

As shown in the table below, the amount of the copayment or coinsurance depends on which costsharing tier. Sometimes the cost of the drug is lower than your copayment. In these cases, you pay the lower price for the drug instead of the copayment.

Your share of the cost when you get a onemonth supply of a covered Part D prescription drug:

Tier	Standard retail cost- sharing (in-network) (up to a 30-day supply)	Long-term care (LTC) cost-sharing (up to a 31-day supply)	Out-of-network cost- sharing (Coverage is limited to certain situations; see Chapter 5 for details.) (up to a 30-day supply)
Cost-Sharing Tier 1 Preferred Generic	\$0 copayment	\$0 copayment	\$0 copayment*
Cost-Sharing Tier 2 Generic	\$8 copayment	\$8 copayment	\$8 copayment*
Cost-Sharing Tier 3 Preferred Brand	\$45 copayment	\$45 copayment	\$45 copayment*
Select Insulin Drugs ¹	\$35 copayment	\$35 copayment	\$35 copayment*

Your share of the cost when you get a onemonth supply of a covered Part D prescription drug:

Cost-Sharing Tier 4 Non-Preferred Drug	\$95 copayment	\$95 copayment	\$95 copayment*
Cost-Sharing Tier 5 Specialty Tier	33% coinsurance	33% coinsurance	33% coinsurance*

^{*}You will not be reimbursed for the difference between the Out-of-Network Pharmacy charge and the plan's In-Network allowable amount.

If you obtain less than a 100-day supply from the preferred mail-order pharmacy for any reason, the in-network standard retail cost-sharing amount applies.

Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply

Typically, the amount you pay for a prescription drug covers a full month's supply. There may be times when you or your doctor would like you to have less than a month's supply of a drug (for example, when you are trying a medication for the first time). You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month's supply of your drugs, if this will help you better plan refill dates for different prescriptions.

If you receive less than a full month's supply of certain drugs, you will not have to pay for the full month's supply.

If you are responsible for coinsurance, you pay a percentage of the total cost of the drug. Since the coinsurance is based on the total cost of the drug, your cost will be lower since the total cost for the drug will be lower.
If you are responsible for a copayment for the drug, you will only pay for the number of days of the drug that you receive instead of a whole month. We will calculate the amount you pay per day for your drug (the "daily cost-sharing rate") and multiply it by the number of days of the drug you receive.

Section 5.4 A table that shows your costs for a long-term (100-day) supply of a drug

¹ For 2023, this plan participates in the Part D Senior Savings Model which offers lower, stable, and predictable out of pocket costs for select insulin through the different Part D benefit coverage stages. You will pay a maximum of \$35 for each 1-month supply of Part D select insulin drug through all coverage stages.

For some drugs, you can get a long-term supply (also called an "extended supply"). A long-term supply is a 100-day supply.

The table below shows what you pay when you get a long-term (100-day) supply of a drug.

☐ Sometimes the cost of the drug is lower than your copayment. In these cases, you pay the lower price for the drug instead of the copayment.

Your share of the cost when you get a long-term supply of a covered Part D prescription drug:

Tier	Standard retail cost- sharing (in-network) (100-day supply)	Preferred Mail-order cost-sharing (100-day supply)	Standard Mail-order cost-sharing (100-day supply)
Cost-Sharing Tier 1 Preferred Generic	\$0 copayment	\$0 copayment	\$0 copayment
Cost-Sharing Tier 2 Generic	\$16 copayment	\$0 copayment	\$24 copayment
Cost-Sharing Tier 3 Preferred Brand	\$135 copayment	\$125 copayment	\$135 copayment
Select Insulin Drugs ¹	\$105 copayment	\$95 copayment	\$105 copayment
Cost-Sharing Tier 4 Non-Preferred Drug	\$285 copayment	\$275 copayment	\$285 copayment
Cost-Sharing Tier 5 Specialty Tier	N/A ²	N/A ²	N/A ²

¹ For 2023, this plan participates in the Part D Senior Savings Model which offers lower, stable, and predictable out of pocket costs for select insulin through the different Part D benefit coverage stages. You will pay a maximum of \$35 for each 1-month supply of Part D select insulin drug through all coverage stages.

² Limited to a 30-day supply

Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$4,660

You stay in the Initial Coverage Stage until the total amount for the prescription drugs you have filled reaches the \$4,660 limit for the Initial Coverage Stage.

We offer additional coverage on some prescription drugs that are not normally covered in a Medicare Prescription Drug Plan. Payments made for these drugs will not count toward your initial coverage limit or total out-of-pocket costs. To find out which drugs our plan covers, refer to your Drug List (Formulary).

The Part D EOB that you receive will help you keep track of how much you, the plan, and any third parties, have spent on your behalf for your drugs during the year. Many people do not reach the \$4,660 limit in a year.

We will let you know if you reach this amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Coverage Gap Stage. See Section 1.3 on how Medicare calculates your out-of-pocket costs.

Section 6 Costs in the Coverage Gap Stage

The plan will cover generics and brands in the Coverage Gap Stage in the following cost-sharing tiers:

For generic drugs covered in Tier 1 or Tier 2, you pay your cost-sharing amount (see Section 5 for these amounts) or no more than 25% of the cost for generic drugs and the plan pays the rest. Only the amount you pay counts and moves you through the coverage gap.

AARP® Medicare Advantage Plan 3 (HMO-POS) offers gap coverage for Select Insulin Drugs. During the Coverage Gap stage, your out-of-pocket costs for Select Insulin Drugs will be \$35 for a one-month retail supply. To find out which drugs are Select Insulin Drugs, review the most recent Drug List we provided electronically. You can identify Select Insulins by the acronym ISSP in the list of covered drugs (Formulary). If you have questions about the Drug List, you can also call Customer Service.

When you are in the Coverage Gap Stage and obtain drugs in Tiers 3, 4 or 5, the Medicare Coverage Gap Discount Program provides manufacturer discounts on brand name drugs. You pay 25% of the negotiated price and a portion of the dispensing fee for brand name drugs. Both the amount you pay and the amount discounted by the manufacturer for brand name drugs count toward your out-of-pocket costs as if you had paid them and moves you through the coverage gap. You pay no more than 25% of the cost for generic drugs and the plan pays the rest. Only the amount you pay counts and moves you through the coverage gap.

You continue paying these costs until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. Once you reach this amount \$7,400, you leave the Coverage Gap Stage and move to the Catastrophic Coverage Stage.

Medicare has rules about what counts and what does not count toward your out-of-pocket costs (Section 1.3).

Section 7 During the Catastrophic Coverage Stage, the plan pays most of the cost for your drugs

You enter the Catastrophic Coverage Stage when your out-of-pocket costs have reached the \$7,400 limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year.

During this stage, the plan will pay most of the cost for your drugs, excluding the covered supplemental drugs.

- ☐ Your share of the cost for a covered drug will be either coinsurance or a copayment, whichever is the larger amount:
 - ° either coinsurance of 5% of the cost of the drug
 - ° or \$4.15 for a generic drug or a drug that is treated like a generic and \$10.35 for all other drugs.
- ☐ Our plan pays the rest of the cost.

For the plan's supplemental drugs covered in Tier 2, you pay your cost-sharing amount (see Section 5 for these amounts).

Section 8 Additional benefits information

This part of Chapter 6 talks about limitations of our plan.

- 1. Early refills for lost, stolen or destroyed drugs are not covered except during a declared "National Emergency".
- 2. Early refills for vacation supplies are limited to a one-time fill of up to 30 days per calendar year.
- 3. Medications will not be covered if prescribed by physicians or other providers who are excluded or precluded from the Medicare program participation.
- 4. You may refill a non-opioid prescription when a minimum of seventy-five percent (75%) of the quantity is consumed based on the days supply.
- 5. You may refill an opioid prescription when a minimum of eighty-five percent (85%) of the quantity is consumed based on the days supply.
- 6. Costs for drugs that are not covered under Part D do not count toward your Out-of-Pocket costs.

Section 9 Part D Vaccines. What you pay for depends on how and where you get them

Important Message About What You Pay for Vaccines - Our plan covers most Part D vaccines at no cost to you. Call Customer Service for more information.

There are two parts to our coverage of Part D vaccinations:

☐ The first part of coverage is the cost of the vaccine itself .
☐ The second part of coverage is for the cost of giving you the vaccine . (This is sometimes called the "administration" of the vaccine.)
Your costs for a Part D vaccination depend on three things:
1. The type of vaccine (what you are being vaccinated for).
 Some vaccines are considered medical benefits. (See the Medical Benefits Chart (what is covered and what you pay) in Chapter 4).
 Other vaccines are considered Part D drugs. You can find these vaccines listed in the plan's List of Covered Drugs (Formulary).
2. Where you get the vaccine.
$^{\circ}$ The vaccine itself may be dispensed by a pharmacy or provided by the doctor's office.
3. Who gives you the vaccine.
 A pharmacist may give the vaccine in the pharmacy or another provider may give it in the doctor's office.
What you pay at the time you get the Part D vaccination can vary depending on the circumstances and what Drug Stage you are in. Below are 4 examples of ways you might get a Part D vaccine.
Situation 1: You get your vaccination at the network pharmacy. (Whether you have this choice depends on where you live. Some states do not allow pharmacies to give vaccines.) Your cost-share may be lower when you use a network pharmacy. You will pay the pharmacy your coinsurance OR copayment for the vaccine itself which includes the cost of giving you the vaccine.
☐ Our plan will pay the remainder of the costs.
Situation 2: You get the Part D vaccination at your doctor's office and they submit a claim on your behalf.
☐ You will pay your doctor your coinsurance OR copayment for the vaccine itself which includes the cost of giving you the vaccine. (Your doctor is not allowed to charge you more than your plan approved cost-share.)
☐ Our plan will pay the remainder of the costs.
Situation 3: You get the Part D vaccine at your doctor's office and ask them not to submit a claim on your behalf. (Your doctor is required to submit a claim unless you ask them not to.) □ Before giving you the vaccine, your doctor must tell you what your out-of-pocket costs will be.
When you get the vaccine, you will pay for the entire cost of the vaccine itself and the cost for the provider to give it to you.
You can then ask our plan to pay our share of the cost by using the procedures that are described in Chapter 7.
You will be reimbursed the amount you paid less your normal coinsurance OR copayment for the vaccine (including administration) less any difference between

the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

Situation 4: You buy the Part D vaccine itself at your pharmacy, and then take it to your doctor's office where they give you the vaccine.

You will have to pay the pharmacy your coinsurance OR copayment for the vaccine itself.

When your doctor gives you the vaccine, they will submit a claim for the administration of the vaccine. Depending on which drug payment stage you're in, you may have to pay an additional coinsurance OR copayment.

If you ask your doctor not to submit a claim, you will pay the entire cost for this service. You can then ask our plan to pay our share of the cost by using the procedures described in Chapter 7.

You will be reimbursed the amount charged by the doctor for administering the vaccine less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

Chapter 7

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

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

Sometimes when you get medical care or a prescription drug, you may need to pay the full cost. Other times, you may find that you have paid more than you expected under the coverage rules of the plan. In these cases, you can ask our plan to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services or drugs that are covered by our plan. There may be deadlines that you must meet to get paid back. Please see Section 2 of this chapter.

There may also be times when you get a bill from a provider for the full cost of medical care you have received or possibly for more than your share of cost sharing as discussed in the document. First try to resolve the bill with the provider. If that does not work, send the 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. If we decide not to pay it, we will notify the provider. You should never pay more than plan-allowed cost sharing. If this provider is contracted you still have the right to treatment.

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

1. When you've received emergency or urgently needed medical care from a provider who is not in our plan's network

You can receive emergency or urgently needed services from any provider in the United States, whether or not the provider is a part of our network. In these cases,

- ☐ You are only responsible for paying your share of the cost for emergency or urgently needed services. Emergency providers are legally required to provide emergency care. If you accidentally pay the entire amount yourself at the time you receive the care, 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.
- ☐ 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.
 - o If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.

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

Network providers should always bill the 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 covered services	. We d	o not
allow network providers to add additional separate charges, called "balance b	lling."	This
protection (that you never pay more than your cost-sharing amount) applies ev	en if w	e pay

the provider less than the provider charges for a service and even if there is a dispute ar don't pay certain provider charges.	nd we
☐ Whenever you get a bill from a network provider that you think is more than you should provider us the bill. We will contact the provider directly and resolve the billing problem.	pay,
☐ If you have already paid a bill to a 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 you back the difference between the amount you paid and the amount you owed under plan.	pay
you are retroactively enrolled in our plan	
Compating a paragraph approximate the plan is retrocative. (This means that the first day of	f thai

3.If

Sometimes a person's enrollment in the plan is retroactive. (This 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 our plan and you paid out-of-pocket for any of your covered services or drugs after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork such as receipts and bills for us to handle the reimbursement.

4. When you use an out-of-network pharmacy to get a prescription filled

If you go to an out-of-network pharmacy, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost. Remember that we only cover out-of-network pharmacies in limited circumstances. See Chapter 5, Section 2.5 for a discussion of these circumstances.

5. When you pay the full cost for a prescription because you don't have your UnitedHealthcare member ID card with you

If you do not have your UnitedHealthcare member ID card with you, you can ask the pharmacy to call the plan or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

6. When you pay the full cost for a prescription in other situations

for our share of the cost.

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

could	ample, the drug may not be on the plan's List of Covered Drugs (Formulary) ; or it have a requirement or restriction that you didn't know about or don't think should to you. If you decide to get the drug immediately, you may need to pay the full cost for
	our receipt and send a copy to us when you ask us to pay you back. In some ons, we may need to get more information from your doctor in order to pay you back

7. When you utilize your Worldwide Emergency Coverage, Worldwide Urgently Needed Services, or Worldwide Emergency Transportation benefits

You will pay the full cost of emergency services received outside of the United States at the time you receive services. To receive reimbursement from us, you must do the following:

Pay your bill at the time it is received. We will reimburse you for the difference between the amount of your bill and your cost share for the services as outlined in Chapter 4 of this document.

Save all of your receipts and send us copies when you ask us to pay you back. In some situations, we may need to get more information from you or the provider who rendered services to you in order to pay you back for our share of the cost. Please see Chapter 7 Section 2.1 for expense reimbursement for worldwide services.

If you are being asked to pay your bill for worldwide emergency services and are unable to make the payment, please call Customer Service for additional assistance and we may be able to help coordinate payment for covered services on your behalf.

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 9 of this document 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

You may request us to pay you back by sending us a request in writing. If you send a request in writing, send your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipt(s) for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

$\hfill \hfill \hfill$ You don't have to use the form, but it will help us process the information faster.
☐ Either download a copy of the form from our website (myAARPMedicare.com) or call
Customer Service and ask for the form.

Mail your request for payment together with any bills or paid receipts to us at this address:

Part D Prescription drug payment requests:

OptumRx

P.O. Box 650287

Dallas, TX 75265-0287

Medical claims payment requests:

UnitedHealthcare

P.O. Box 31362

Salt Lake City, UT 84131-0362

You must submit your Part C (medical) claim to us within 12 months of the date you received the service, item, or Part B drug.

You must submit your Part D (prescription drug) claim to us within 36 months of the date you received the service, item, or drug.

Section 3.1 We check to see whether we should cover the service or drug 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 or drug is covered and you followed all the rules, we will pay for our share of the cost. If you have already paid for the service or drug, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service or drug yet, we will mail the payment directly to the provider. If we decide that the medical care or drug is not covered, or you did not follow all the rules, we will not pay for our share of the cost. We will send you a letter explaining the reasons why we

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

are not sending the payment and your rights to appeal that decision.

If you think we have made a mistake in turning down your request for payment or 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. The appeals process is a formal process with detailed procedures and important deadlines. For details on how to make this appeal, go to Chapter 9 of this document.

Chapter 8

Your rights and responsibilities

Section 1 Our plan must honor your rights and cultural sensitivities as a member of the plan Section 1.1 You have a right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities. We must provide information in a way that works for

you and consistent with your cultural sensitivities (in languages other than English, in braille, in large print, or other alternate formats, etc.)

Your plan is required to ensure that all services, both clinical and non-clinical, are provided in a culturally competent manner and are accessible to all enrollees, including those with limited English proficiency, limited reading skills, hearing incapacity, or those with diverse cultural and ethnic backgrounds. Examples of how a plan may meet these accessibility requirements include, but are not limited to provision of translator services, interpreter services, teletypewriters, or TTY (text telephone or teletypewriter phone) connection.

Our plan has free interpreter services available to answer questions from non-English speaking members. We can also give you information in braille, in large print, or other alternate formats at no cost if you need it. We are required to give you information about the 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 Customer Service.

Our plan is required to give female enrollees the option of direct access to a women's health specialist within the network for women's routine and preventive health care services.

If providers in the plan's network for a specialty are not available, it is the plan's responsibility to locate specialty providers outside the network who will provide you with the necessary care. In this case, you will only pay in-network cost sharing. If you find yourself in a situation where there are no specialists in the plan's network that cover a service you need, call the plan for information on where to go to obtain this service at in-network cost sharing.

If you have any trouble getting information from our plan in a format that is accessible and appropriate for you, seeing a women's health specialists or finding a network specialist, please call to file a grievance with Customer Service (phone numbers are printed on the 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 1-800-368-1019 or TTY 1-800-537-7697.

Sección 1.1

Usted tiene derecho a recibir información sobre la organización, sus servicios, sus profesionales del cuidado de la salud y proveedores, además de los derechos y las responsabilidades de los miembros. Debemos brindarle información útil y en otros idiomas aparte del inglés, en braille, en letras grandes o en otros formatos alternativos

Para recibir información nuestra de una forma que le resulte conveniente, llame a Servicio al Cliente (los números de teléfono aparecen en la portada de esta guía).

Nuestro plan cuenta con personas y servicios gratuitos de intérpretes para responder las preguntas de los miembros discapacitados y los que no hablan inglés. Esta información está disponible sin costo en otros idiomas. También podemos proporcionarle información en braille, en letras grandes o en otros formatos alternativos sin costo, si es necesario. Se nos exige que le proporcionemos la información sobre los beneficios del plan en un formato que sea accesible y apropiado para usted. Para recibir información nuestra de una forma que le resulte conveniente, llame a Servicio al Cliente (los números de teléfono aparecen en la portada de esta guía) o comuníquese con nuestro Coordinador de Derechos Civiles.

Si tiene alguna dificultad para obtener información de nuestro plan en un formato que sea accesible y apropiado para usted, llame a Servicio al Cliente para presentar una queja formal (los números de teléfono aparecen en la portada de esta guía). También puede presentar una queja ante Medicare si llama al 1-800-MEDICARE (1-800-633-4227) o directamente ante la Oficina de Derechos Civiles. La información de contacto se incluye en esta **Evidencia de Cobertura** o con esta correspondencia o, para obtener información adicional, puede comunicarse con Servicio al Cliente.

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

You have the right to choose a primary care provider (PCP) in the plan's network to provide and arrange for your covered services (Chapter 3 explains more about this). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral.

You have the right to get appointments and covered services from the plan's network of providers, within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.

How to Receive Care After Hours

If you need to talk to or see your Primary Care Provider after the office has closed for the day, call your Primary Care Provider's office. When the on-call physician returns your call he or she will advise you on how to proceed.

If you think that you are not getting your medical care or Part D drugs within a reasonable amount of time, Chapter 9 tells 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 "persona	al health	information	" includes	s the persor	al infor	mation y	ou gave us	s when you	Į.
enrolled in this	s plan as	well as vou	ır medical	records an	d other	medical	and health	n informati	on.

☐ You have rights related to your information and controlling how your health information is use give you a written notice, called a "Notice of Privacy Practice," that tells about these right and explains how we protect the privacy of your health information.						
ow do we protect the privacy of your health information?						
☐ We make sure that unauthorized people don't see or change your records.						

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☐ Except for the circumstances noted below, if we intend to give your health information to
anyone who isn't providing your care or paying for your care, we are required to get writte
permission from you or someone you have given legal power to make decisions for you
first.

- ☐ There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - ° We are required to release health information to government agencies that are checking on quality of care.
 - Because you are a member of our plan through Medicare, we are required to give Medicare your health information including information about your Part D prescription drugs. If Medicare releases your information for research or other uses, this will be done according to Federal statutes and regulations; typically, this requires that information that uniquely identifies you not be shared.

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 the 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 Customer Service.

HEALTH PLAN NOTICES OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Medical Information Privacy Notice

Effective January 1, 2022

We are required by law to protect the privacy of your health information. We are also required to send you this notice, which explains how we may use information about you and when we can give out or "disclose" that information to others. You also have rights regarding your health information that are described in this notice. We are required by law to abide by the terms of this notice.

The terms "information" or "health information" in this notice include any information we maintain that reasonably can be used to identify you and that relates to your physical or mental health condition, the provision of health care to you, or the payment for such health care. We will comply with the requirements of applicable privacy laws related to notifying you in the event of a breach of your health information.

We have the right to change our privacy practices and the terms of this notice. If we make a material change to our privacy practices, we will provide to you, in our next annual distribution, either a revised notice or information about the material change and how to obtain a revised notice.

We will provide you with this information either by direct mail or electronically, in accordance with applicable law. In all cases, if we maintain a website for your particular health plan, we will post the revised notice on your health plan website, myAARPMedicare.com. We reserve the right to make any revised or changed notice effective for information we already have and for information that we receive in the future.

UnitedHealth Group collects and maintains oral, written and electronic information to administer our business and to provide products, services and information of importance to our enrollees. We maintain physical, electronic and procedural security safeguards in the handling and maintenance of our enrollees' information, in accordance with applicable state and federal standards, to protect against risks such as loss, destruction or misuse.

How We Collect, Use, and Disclose Information

We collect, use, and disclose your health information to provide that information:

- To you or someone who has the legal right to act for you (your personal representative) in order to administer your rights as described in this notice; and
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected.

We have the right to collect, use, and disclose health information for your treatment, to pay for your health care and to operate our business. For example, we may use or disclose your health information:

- For Payment of premiums due us, to determine your coverage, and to process claims for health care services you receive, including for subrogation or coordination of other benefits you may have. For example, we may tell a doctor whether you are eligible for coverage and what percentage of the bill may be covered.
- For Treatment. We may collect, use, and disclose health information to aid in your treatment or the coordination of your care. For example, we may collect information from, or disclose information to, your physicians or hospitals to help them provide medical care to you.

• For Health Care Operations. We may collect, use, and disclose health information as necessary to operate and manage our business activities related to providing and managing your health care coverage. For example, we might talk to your physician to suggest a disease management or wellness program that could help improve your health or we may analyze data to determine how we can improve our services. We may also de-identify health information in accordance with applicable laws. After that information is de-identified, the information is no longer subject to this notice and we may use the information for any lawful purpose.
☐ To Provide You Information on Health-Related Programs or Products such as alternative medical treatments and programs or about health-related products and services, subject to limits imposed by law.
□ For Plan Sponsors. If your coverage is through an employer sponsored group health plan, we may share summary health information and enrollment and disenrollment information with the plan sponsor. In addition, we may share other health information with the plan sponsor for plan administration purposes if the plan sponsor agrees to special restrictions on its use and disclosure of the information in accordance with federal law.
□ For Underwriting Purposes. We may collect, use, and disclose your health information for underwriting purposes; however, we will not use or disclose your genetic information for such purposes.
□ For Reminders. We may use or disclose health information to send you reminders about your benefits or care, such as appointment reminders with providers who provide medical care to you.
□ For Communications to You. We may communicate, electronically or via telephone, these treatment, payment or health care operation messages using telephone numbers or email addresses you provide to us.
We may collect, use, and disclose your health information for the following purposes under limited circumstances:
☐ As Required by Law. We may disclose information when required to do so by law.
□ To Persons Involved with Your Care. We may collect, use, and disclose your health information to a person involved in your care or who helps pay for your care, such as a family member, when you are incapacitated or in an emergency, or when you agree or fail to object when given the opportunity. If you are unavailable or unable to object, we will use our best judgment to decide if the disclosure is in your best interests. Special rules apply regarding when we may disclose health information to family members and others involved in a deceased individual's care. We may disclose health information to any persons involved, prior to the death, in the care or payment for care of a deceased individual, unless we are aware that doing so would be inconsistent with a preference previously expressed by the deceased.
 For Public Health Activities such as reporting or preventing disease outbreaks to a public health authority.



including highly confidential information about you. Such laws may protect the following types of information:

- 1. Alcohol and Substance Abuse
- 2. Biometric Information
- 3. Child or Adult Abuse or Neglect, including Sexual Assault
- 4. Communicable Diseases
- 5. Genetic Information
- 6. HIV/AIDS
- 7. Mental Health
- 8. Minors' Information
- 9. Prescriptions
- 10. Reproductive Health
- 11. Sexually Transmitted Diseases

If a use or disclosure of health information described above in this notice is prohibited or materially limited by other laws that apply to us, it is our intent to meet the requirements of the more stringent law.

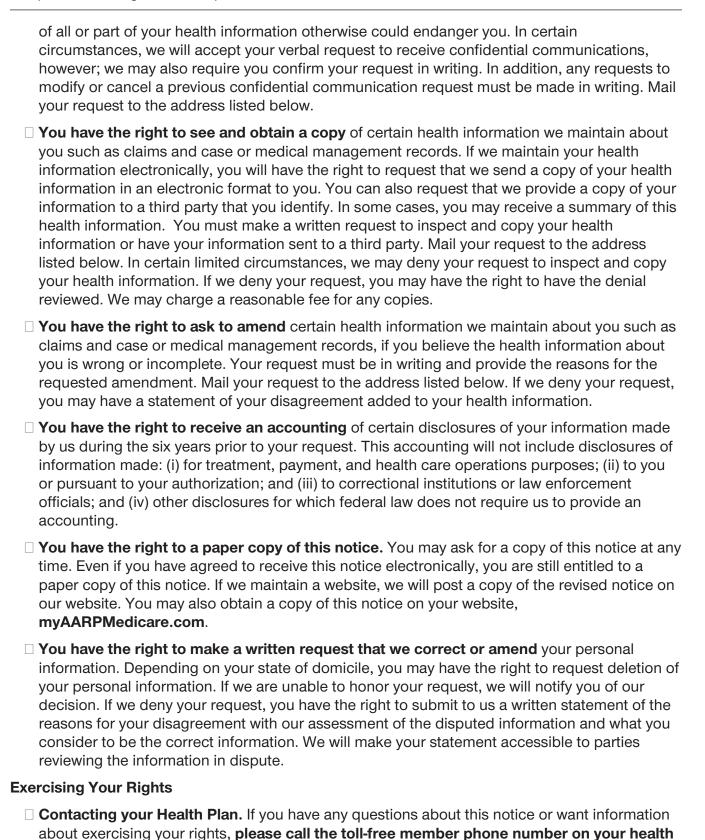
Except for uses and disclosures described and limited as set forth in this notice, we will use and disclose your health information only with a written authorization from you. This includes, except for limited circumstances allowed by federal privacy law, not using or disclosing psychotherapy notes about you, selling your health information to others, or using or disclosing your health information for certain promotional communications that are prohibited marketing communications under federal law, without your written authorization. Once you give us authorization to release your health information, we cannot guarantee that the recipient to whom the information is provided will not disclose the information. You may take back or "revoke" your written authorization at any time in writing, except if we have already acted based on your authorization. To find out where to mail your written authorization and how to revoke an authorization, contact the phone number listed on your health plan ID card.

What Are Your Rights

The following are your rights with respect to your health information:

You have the right to ask to restrict uses or disclosures of your information for treatment,
payment, or health care operations. You also have the right to ask to restrict disclosures to
family members or to others who are involved in your health care or payment for your health
care. We may also have policies on dependent access that authorize your dependents to
request certain restrictions. Please note that while we will try to honor your request and will permit requests consistent with our policies, we are not required to agree to any
restriction.
You have the right to ask to receive confidential communications of information in a

You have the right to ask to receive confidential communications of information in a different manner or at a different place (for example, by sending information to a P.O. Box instead of your home address). We will accommodate reasonable requests where a disclosure



plan ID card or you may contact a UnitedHealth Group Customer Call Center Representative at 1-877-849-5430 (TTY/RTT 711).

□ **Submitting a Written Request.** You can mail your written requests to exercise any of your rights, including modifying or cancelling a confidential communication, requesting copies of your records, or requesting amendments to your record, to us at the following address:

UnitedHealthcare Privacy Office PO Box 1459 Minneapolis, MN 55440

☐ **Filing a Complaint.** If you believe your privacy rights have been violated, you may file a complaint with us at the address listed above.

You may also notify the Secretary of the U.S. Department of Health and Human Services of your complaint. We will not take any action against you for filing a complaint.

¹ This Medical Information Notice of Privacy Practices applies to the following health plans that are affiliated with UnitedHealth Group: ACN Group of California, Inc.; All Savers Insurance Company; All Savers Life Insurance Company of California; AmeriChoice of New Jersey, Inc.; Arizona Physicians IPA, Inc.; Care Improvement Plus of Texas Insurance Company; Care Improvement Plus South Central Insurance Company; Care Improvement Plus Wisconsin Insurance Company; Dental Benefit Providers of California, Inc.; Dental Benefit Providers of Illinois, Inc.; Enterprise Life Insurance Company; Freedom Life Insurance Company of America; Golden Rule Insurance Company; Health Plan of Nevada, Inc.; MAMSI Life and Health Insurance Company; March Vision Care, Inc.; MD - Individual Practice Association, Inc.; Medica Health Plans of Florida, Inc.; Medica Healthcare Plans, Inc.; National Pacific Dental, Inc.; National Foundation Life Insurance Company; Neighborhood Health Partnership, Inc.; Nevada Pacific Dental; Optimum Choice, Inc.; Optum Insurance Company of Ohio, Inc.; Oxford Health Insurance, Inc.; Oxford Health Plans (CT), Inc.; Oxford Health Plans (NJ), Inc.; Oxford Health Plans (NY), Inc.; PacifiCare Life and Health Insurance Company; PacifiCare Life Assurance Company; PacifiCare of Arizona, Inc.; PacifiCare of Colorado, Inc.; PacifiCare of Nevada, Inc.; Peoples Health, Inc.; Physicians Health Choice of Texas, LLC; Preferred Care Partners, Inc.; Rocky Mountain Health Maintenance Organization, Incorporated; Rocky Mountain HealthCare Options, Inc.; Sierra Health and Life Insurance Company, Inc.; Symphonix Health Insurance, Inc.; UHC of California; U.S. Behavioral Health Plan, California; Unimerica Insurance Company; Unimerica Life Insurance Company of New York; Unison Health Plan of Delaware, Inc.; UnitedHealthcare Benefits of Texas, Inc.; UnitedHealthcare Community Plan of California, Inc.; UnitedHealthcare Community Plan of Georgia, Inc.; UnitedHealthcare Community Plan of Ohio, Inc.; UnitedHealthcare Community Plan, Inc.; UnitedHealthcare Community Plan of Texas, L.L.C.; UnitedHealthcare Insurance Company; UnitedHealthcare Insurance Company of Illinois; UnitedHealthcare Insurance Company of New York; UnitedHealthcare Insurance Company of the River Valley; UnitedHealthcare Life Insurance Company; UnitedHealthcare of Alabama, Inc.; UnitedHealthcare of Arizona, Inc.; UnitedHealthcare of Arkansas, Inc.; UnitedHealthcare of Colorado, Inc.; UnitedHealthcare of Florida, Inc.; UnitedHealthcare of Georgia, Inc.; UnitedHealthcare of Illinois, Inc.; UnitedHealthcare of Kentucky, Ltd.; UnitedHealthcare of

Louisiana, Inc.; UnitedHealthcare of the Mid-Atlantic, Inc.; UnitedHealthcare of the Midlands, Inc.; UnitedHealthcare of the Midwest, Inc.; UnitedHealthcare of Mississippi, Inc.; UnitedHealthcare of New England, Inc.; UnitedHealthcare of New Mexico, Inc.; UnitedHealthcare of North Carolina, Inc.; UnitedHealthcare of Ohio, Inc.; UnitedHealthcare of Oklahoma, Inc.; UnitedHealthcare of Oregon, Inc.; UnitedHealthcare of Pennsylvania, Inc.; UnitedHealthcare of Texas, Inc.; UnitedHealthcare of Utah, Inc.; UnitedHealthcare of Washington, Inc.; UnitedHealthcare of Wisconsin, Inc.; UnitedHealthcare Plan of the River Valley, Inc. This list of health plans is complete as of the effective date of this notice. For a current list of health plans subject to this notice go to www.uhc.com/privacy/entities-fn-v1.

Financial Information Privacy Notice

THIS NOTICE DESCRIBES HOW <u>FINANCIAL INFORMATION</u> ABOUT YOU MAY BE USED AND DISCLOSED. PLEASE REVIEW IT CAREFULLY.

Effective January 1, 2022

We² are committed to maintaining the confidentiality of your personal financial information. For the purposes of this notice, "personal financial information" means information about an enrollee or an applicant for health care coverage that identifies the individual, is not generally publicly available, and is collected from the individual or is obtained in connection with providing health care coverage to the individual.

Information We Collect

Depending upon the product or service you have with us, we may collect personal financial information about you from the following sources:
 Information we receive from you on applications or other forms, such as name, address, age, medical information and Social Security number;
☐ Information about your transactions with us, our affiliates or others, such as premium paymen and claims history; and
☐ Information from a consumer reporting agency.

Disclosure of Information

We do not disclose personal financial information about our enrollees or former enrollees to any third party, except as required or permitted by law. For example, in the course of our general business practices, we may, as permitted by law, disclose any of the personal financial information that we collect about you, without your authorization, to the following types of institutions:

To our corporate	affiliates,	which in	clude fii	nancial	service	providers,	such as	other i	nsurers,
and non-financia	I compani	es, such	as data	proces	sors;				

To nonaffiliated companies for our everyday business purposes, such as to process your transactions, maintain your account(s), or respond to court orders and legal investigations; and
To nonaffiliated companies that perform services for us, including sending promotional communications on our behalf.

Confidentiality and Security

We maintain physical, electronic and procedural safeguards, in accordance with applicable state and federal standards, to protect your personal financial information against risks such as loss, destruction or misuse. These measures include computer safeguards, secured files and buildings, and restrictions on who may access your personal financial information.

Questions About this Notice

If you have any questions about this notice, please call the toll-free member phone number on your health plan ID card or contact the UnitedHealth Group Customer Call Center at 1-877-849-5430 (TTY/RTT 711).

² For purposes of this Financial Information Privacy Notice, "we" or "us" refers to the entities listed in footnote 2, beginning on page four of the Health Plan Notices of Privacy Practices, plus the following UnitedHealthcare affiliates: AmeriChoice Corporation.; Dental Benefit Providers, Inc.; Ear Professional International Corporation; gethealthinsurance.com Agency, Inc.; Genoa Healthcare, LLC; Golden Outlook, Inc.; Level2 Health IPA, LLC; Level2 Health Management, LLC; Life Print Health, Inc.; Managed Physical Network, Inc.; Optum Care Networks, Inc; Optum Global Solutions (India) Private Limited; OptumHealth Care Solutions, LLC; OptumHealth Holdings, LLC; Optum Labs, LLC; Optum Networks of New Jersey, Inc.; Optum Women's and Children's Health, LLC; OrthoNet, LLC; OrthoNet of the South, Inc.; Oxford Benefit Management, Inc.; Oxford Health Plans LLC; Physician Alliance of the Rockies, LLC; POMCO Network, Inc.; POMCO, Inc.; Real Appeal, Inc.; Sanvello Health, Inc.; Spectera, Inc.; Three Rivers Holdings, Inc.; UHIC Holdings, Inc.; UMR, Inc.; ;United Behavioral Health; United Behavioral Health of New York I.P.A., Inc.; UnitedHealthcare, Inc.; United HealthCare Services, Inc.; UnitedHealth Advisors, LLC; UnitedHealthcare Service LLC; Urgent Care MSO, LLC; USHEALTH Administrators, LLC; USHEALTH Group, Inc.; and Vivify Health, Inc. This Financial Information Privacy Notice only applies where required by law. Specifically, it does not apply to (1) health care insurance products offered in Nevada by Health Plan of Nevada, Inc. and Sierra Health and Life Insurance Company, Inc.; or (2) other UnitedHealth Group health plans in states that provide exceptions for HIPAA covered entities or health insurance products. This list of health plans is complete as of the effective date of this notice. For a current list of health plans subject to this notice go to www.uhc.com/privacy/entities-fn-v1.

Section 1.4	We must give you information about the plan, its network of providers, and your covered services
As a member of o	ur plan, you have the right to get several kinds of information from us.
lf you want any of	the following kinds of information, please call Customer Service:
☐ Information a condition.	about our plan. This includes, for example, information about the plan's financial
☐ Information a	about our network providers and pharmacies.
	ne right to get information about the qualifications of the providers and in our network and how we pay the providers in our network.
Chapters 3 ar	about your coverage and the rules you must follow when using your coverage. and 4 provide information regarding medical services. Chapters 5 and 6 provide bout Part D prescription drug coverage.
provides infor drug is not co	about why something is not covered and what you can do about it. Chapter 9 rmation on asking for a written explanation on why a medical service or Part D overed or if your coverage is restricted. Chapter 9 also provides information on change a decision, also called an appeal.
Section 1.5	You have a right to participate with practitioners in making decisions about your health care. We must support your right to make decisions about your care and a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
You have the righ health care	nt to know your treatment options and participate in decisions about your
•	t to get full information from your doctors and other health care providers. Your plain your medical condition and your treatment choices in a way that you can
	right to participate fully in decisions about your health care. To help you make ur doctors about what treatment is best for you, your rights include the following:
options that a covered by or	ut all of your choices. You have the right to be told about all of the treatment are recommended for your condition, no matter what they cost or whether they are are plan. It also includes being told about programs our plan offers to help nage their medications and use drugs safely.
You must be	ut the risks. You have the right to be told about any risks involved in your care. told in advance if any proposed medical care or treatment is part of a research ou always have the choice to refuse any experimental treatments.
•	say "no." You have the right to refuse any recommended treatment. This includes ave 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.

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.
f you want to use an "advance directive" to give your instructions, here is what to do:
☐ Get the form . You can get an advance directive 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. You can also contact Customer Service for assistance in locating an advanced directive form.
☐ 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 who can make decisions for you if you can't. You may want to give copies to close friends or family members. Keep a copy at home.
f 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.
☐ The hospital 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 example, your State Department of Health. See Chapter 2, Section 3 for contact information regarding your state-specific agency.

Section 1.6 You have a right to voice complaints or appeals about the organization or the care it provides. You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems, concerns, or complaints and need to request coverage, or make an appeal, Chapter 9 of this document tells what you can do.

Whatever you do – ask for a coverage decision, make an appeal, or make a complaint – we are required to treat you fairly.

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, sexual orientation, or national origin, you should call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 or TTY 1-800-537-7697, or call your local Office for Civil Rights.

Is it about something else?

week (TTY 1-877-486-2048).

about discrimination, you can get help dealing with the problem you are having:
□ You can call Customer Service .
☐ You can call the SHIP. For details, go to Chapter 2, Section 3.
□ Or, you can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a

If you believe you have been treated unfairly or your rights have not been respected, and it's not

Section 1.8 You have a right to make recommendations regarding the organization's member rights and responsibilities policy. How to get more information about your rights

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

note are several places where you can get more information about your rights.
☐ You can call Customer Service .
□ For information on the quality program for your specific health plan, call Customer Service. You may also access this information via the website (https://www.uhcmedicaresolutions.com/resources/ma-pdp-information-forms.html). Select, "Commitment to Quality."
☐ You can call the SHIP. For details, go to Chapter 2, Section 3.
☐ You can contact Medicare .
 You can visit the Medicare website to read or download the publication "Medicare Rights &

- 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 1-877-486-2048).

Section 2 You have some responsibilities as a member of the plan

Things you need to do as a member of the plan are listed below. If you have any questions, please call Customer Service.

- ☐ Get familiar with your covered services and the rules you must follow to get these covered services. Use this Evidence of Coverage to learn what is covered for you and the rules you need to follow to get your covered services.
 - Chapters 3 and 4 give the details about your medical services.
 - ° Chapters 5 and 6 give the details about your Part D prescription drug coverage.
- ☐ If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us. Chapter 1 tells you about coordinating these benefits.
- ☐ **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your UnitedHealthcare member ID card whenever you get your medical care or Part D prescription drugs.
- ☐ Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.
 - To help get the best care, tell your doctors and other health providers about your health problems. 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 and get an answer you can understand.
- □ **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:
 - You must continue to pay your Medicare Part B premium to remain a member of the plan.
 - ° For most of your medical services or drugs covered by the plan, you must pay your share of the cost when you get the service or drug.
 - If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.
 - o If you are required to pay the extra amount for Part D because of your yearly income, you must continue to pay the extra amount directly to the government to remain a member of the plan.
 - ° If you move outside of our plan service area, you cannot remain a member of our plan.
 - If you move within our service area, we 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).

Chapter 9

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

Section 1 Introduction Section 1.1 What to do if vo

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

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

- ☐ For some problems, you need to use the **process for coverage decisions and appeals**.
- ☐ For other problems, you need to use the **process for making complaints**; also called grievances.

Both of these processes have been approved by Medicare. Each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

The guide in Section 3 will help you identify the right process to use and what you should do.

Section 1.2 What about the legal terms?

There are 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 make things easier, this chapter:

- □ Uses 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" or "at-risk 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. Knowing which terms to use will help you communicate more accurately to 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 Where to get more information and personalized assistance

We are always available to help you. Even if you have a complaint about our treatment of you, we are obligated to honor your right to complain. Therefore, you should always reach out to customer service for help. But in some situations, you may also want help or guidance from someone who is not connected with us. Below are two entities that can assist you.

State Health Insurance Assistance Program (SHIP)

Each state has a government program with trained counselors. The program is not connected with us 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. You will find phone numbers in Chapter 2, Section 3 of this document.

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Medicare

You can also contact Medicare to get help. To contact 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 also visit the Medicare website (www.medicare.gov).

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

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.

Is your problem or concern about your benefits or coverage?

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

Yes.

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

No.

Skip ahead to Section 10 at the end of this chapter: "How to make a complaint about quality of care, waiting times, customer service 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

Coverage decisions and appeals deal with problems related to your benefits and coverage for medical services and prescription drugs, including 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 prior to receiving services

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or drugs. For example, your plan network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your 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. In limited circumstances a request for a coverage decision will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on your behalf but isn't legally authorized to do so or if you ask for your request to be withdrawn. If we dismiss a request for a coverage decision, we will send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

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 or drug 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, whether before or after a service is received and you are not satisfied, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

Under certain circumstances, which we discuss later, you can request an expedited or "fast appeal" of a coverage decision. Your appeal is handled by different reviewers than those who made the original decision. 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 properly following the rules.

When we have completed the review, we give you our decision. In limited circumstances a request for a Level 1 appeal will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on your behalf but isn't legally authorized to do so or if you ask for your request to be withdrawn. If we dismiss a request for a Level 1 appeal, we will send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

If we do not dismiss your case but 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. (Appeals for medical services and Part B drugs will be automatically sent to the independent review organization for a Level 2 appeal – you do not need to do anything. For Part D drug appeals, if we say no to all or part of your appeal you will need to ask for a Level 2 appeal. Part D appeals are discussed further in Section 6 of this chapter). 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 9 in this chapter explains the Level 3, 4, and 5 appeals processes).

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

5 11	
Here are resources if you decide to ask for any kind of coverage decision or appeal a decisio	n:
□ You can call us at Customer Service .	
☐ You can get free help from your State Health Insurance Assistance Program.	
☐ Your doctor can make a request for you. If your doctor helps with an appeal past Leve	۱2,
they will need to be appointed as your representative. Please call Customer Service and	ask for

the "Appointment of Representative" form. (The form is also available on Medicare's website at www.cms.gov/Medicare/CMS-Forms/CMSForms/downloads/cms1696.pdf.)

- ° 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.
- o For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 appeal on your behalf. If your Level 1 appeal is denied your doctor or prescriber can request a Level 2 appeal.
- ☐ 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.
 - o If you want a friend, relative, or another person to be your representative, call Customer Service and ask for the "Appointment of Representative" form. (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
 - 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.

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. 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 four different 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: "Your Part D prescription drugs: How to ask for a coverage decision
or make an appeal of a coverage decision"
□ Section 7 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 8 of this chapter: "How to ask us to keep covering certain medical services if you thin

Section 8 of this chapter: "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (Applies only to these services: 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 Customer Service. You can also get help or information from government organizations such as your State Health Insurance Assistance Program.

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

Section 5.1 This section tells 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 benefits are described in Chapter 4 of this document: **Medical Benefits Chart (what is covered and what you pay)**. To keep things simple, we generally refer to "medical care coverage" or "medical care" which 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 tells 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. **Ask for a coverage decision. Section 5.2.**
- 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. **Ask for a coverage decision. Section 5.2.**
- 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. **Make an appeal. Section 5.3.**
- 4. You have received and paid for medical care that you believe should be covered by the plan, and you want to ask our plan to reimburse you for this care. **Send us the bill. Section 5.5.**
- 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. **Make an appeal. Section 5.3.**

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 Sections 7 and 8 of this Chapter. Special rules apply to these types of care.

Section 5.2 Step-by-step: How to ask for a coverage decision

Legal Terms: When a coverage decision involves your medical care, it is called an "organization determination."

A "fast coverage decision" is called an "expedited determination."



Step 1: Decide if you need a "standard coverage decision" or a "fast coverage decision".

A "standard coverage decision" is usually made within 14 days or 72 hours for Part B drugs. A "fast coverage decision" is generally made within 72 hours, for medical services, or 24 hours for Part B drugs. In order to get a fast coverage decision, you must meet two requirements:

- ☐ You may **only ask** for coverage for medical care you have not yet 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, we will decide whether your health requires that we give you a fast coverage decision. If we do not approve a fast coverage decision, we will send you a letter that:
 - Explains that we will use the standard deadlines.
 - Explains if your doctor asks for the fast coverage decision, we will automatically give you a fast coverage decision.
 - Explains that you can file a "fast complaint" about our decision to give you a standard coverage decision instead of the fast coverage decision you requested.



Step 2: Ask our plan to make a coverage decision or fast coverage decision.

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. Chapter 2 has contact information.



Step 3: We consider your request for medical care coverage and give you our answer.

For standard coverage decisions we use the standard deadlines.

This 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, if you ask for more time, or if we need more information that may benefit you we can take up to 14 more days if your request is for a medical item or service. If we 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". We will give you an answer to your complaint as soon as we make the decision. (The process for making a complaint is different from the process for coverage decisions and appeals. See Section 10 of this chapter for information on complaints.)

For Fast Coverage decisions we use an expedited timeframe

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, if you ask for more time, or if we need more information that may benefit you we can take up to 14 more days. If we 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." (See Section 10 of this chapter for information on complaints.) We will call you as soon as we make the decision.
- ☐ 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 4: If we say no to your request for coverage for medical care, you can appeal.

If we say no, you have the right to ask us to reconsider this decision by making an appeal. This means asking again to get the medical care coverage you want. If you make an appeal, it means you are going on to Level 1 of the appeals process.

Section 5.3 Step-by-step: How to make a Level 1 appeal

Legal Terms:	An appeal to the plan about a medical care coverage decision is called a plan "reconsideration."
	A "fast appeal" is also called an "expedited reconsideration."



Step 1: Decide if you need a "standard appeal" or a "fast appeal."

A "standard appeal" is usually made within 30 days. A "fast appeal" is generally made within 72 hours.

- ☐ 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." If your doctor tells us that your health requires a "fast appeal," we will give you a fast appeal.
- ☐ The requirements for getting a "fast appeal" are the same as those for getting a "fast coverage decision" in Section 5.2 of this chapter.



Step 2: Ask our plan for an Appeal or a Fast Appeal

	nas contact information.
	f you are asking for a fast appeal, make your appeal in writing or call us. Chapter 2 has contact information.
r h a i	You must make your appeal request within 60 calendar days from the date on the written notice we sent to tell you our answer on the 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 may include 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. You and your doctor may add more information to support your appeal.



Step 3: We consider your appeal and we give you our answer.

\square When our plan is reviewing your appeal, we take	e a careful look at all of the information. We
check to see if we were following all the rules wh	nen we said no to your request.

☐ We will gather more information if needed, possibly contacting you or your doctor.

Deadlines for a "fast appeal"

\square For fast appeals, we must give you our answer ${f v}$	within 72 hours after we receive your appeal
We will give you our answer sooner if your healt	h requires us to.

- However, if you ask for more time, or if we need 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 take extra days, we will tell you in writing. We can't take extra time 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
- o 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. Section 5.4 explains the Level 2 appeal 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 send you our decision in writing and automatically forward your appeal to the independent review organization for a Level 2 appeal. The independent review organization will notify you in writing when it receives your appeal.

Deadlines for a "standard appeal"

- □ For standard appeals, we must give you our answer within 30 calendar days after we receive your appeal. 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.
 - On the second of the second
 - of this chapter for information on complaints.)
 of this chapter for information on complaints.)
 - o If we do not give you an answer by the deadline (or by the end of the extended time period), we will send your request to a Level 2 appeal, where an independent review organization will review the appeal. Section 5.4 explains the Level 2 appeal process.
- □ If our answer is yes to part or all of what you requested, we must authorize or provide the coverage 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 plan says no to part or all of your appeal, we will automatically send your appeal to the independent review organization for a Level 2 appeal.

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

Legal Term: The formal name for the "independent review organization" is the "Independent Review Entity." It is sometimes called the "IRE."

The independent review organization is an independent organization hired by Medicare. It is not connected with us and is not a government agency. This organization decides whether the decision we made is correct or if it should be changed. Medicare oversees its work.



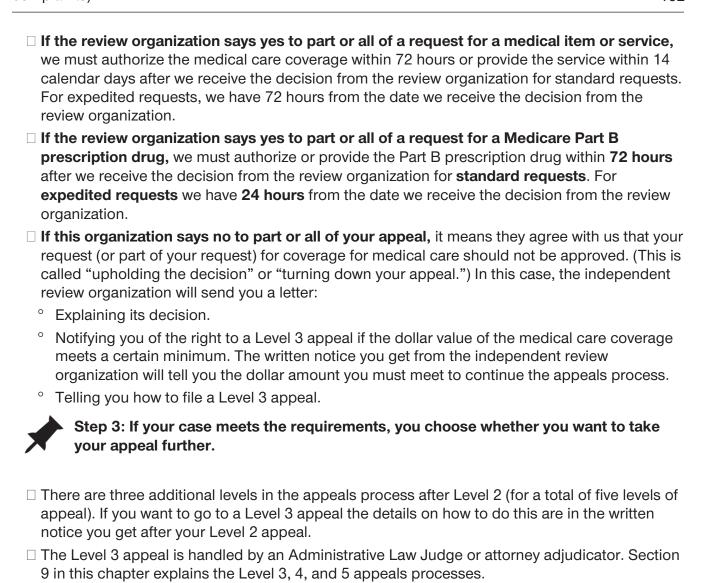
Step 1: The independent review organization reviews your appeal.

☐ 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.
lf you had a "fast" appeal at Level 1, you will also have a "fast" appeal at Level 2
☐ For the "fast appeal" 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.
lf you had a "standard" appeal at Level 1, you will also have a "standard" appeal at Level 2
□ For a "standard appeal" 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.



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

Chapter 7 describes when you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells 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 asking for reimbursement, you are asking for a coverage decision. To make this decision, we will check to see if the medical care you paid for is a covered service. We will also check to see if you followed all the rules for using your coverage for medical care.

$\ extstyle \ $ If we say yes to your request: $\ extstyle \ $	f the medical car	e is covered and y	ou followed all the rule	s, we
will send you the payment for ou	ur share of the co	st within 60 calen	dar davs after we receiv	/e

your request. If you haven't paid for the services, we will send the payment directly to the provider.
☐ If we say no to your request: 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.
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. For appeals concerning reimbursement, please note:
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, you are not allowed to ask for a fast appeal.
☐ If the independent review organization decides we should pay, we must send you or the provider the payment 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 Your Part D prescription drugs: How to ask for a coverage decision or make an appeal
Section 6.1 This section tells you what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug
Your benefits include coverage for many prescription drugs. To be covered, the drug must be used for a medically accepted indication. (See Chapter 5 for more information about a medically accepted indication.) For details about Part D drugs, rules, restrictions, and costs please see Chapters 5 and 6. This section is about your Part D drugs only. To keep things simple, we generally say "drug" in the rest of this section, instead of repeating "covered outpatient prescription drug" or "Part D drug" every time. We also use the term "drug list" instead of "List of Covered Drugs" or "Formulary."
☐ If you do not know if a drug is covered or if you meet the rules, you can ask us. Some drugs require that you get approval from us before we will cover it.
☐ If your pharmacy tells you that your prescription cannot be filled as written, the pharmacy will give you a written notice explaining how to contact us to ask for a coverage decision.
Part D coverage decisions and appeals
Legal Term An initial coverage decision about your Part D drugs is called a "coverage determination."

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs. This section tells what you can do if you are in any of the following situations:

	g to cover a Part D drug that is not on the plan's List of Covered Drugs. Ask for an ption. Section 6.2
	ng to waive a restriction on the plan's coverage for a drug (such as limits on the amount of trug you can get). Ask for an exception. Section 6.2
	g to pay a lower cost-sharing amount for a covered drug on a higher cost-sharing tier Askneeption. Section 6.2
☐ Askin	g to get pre-approval for a drug. Ask for a coverage decision. Section 6.4
☐ Pay fo	or a prescription drug you already bought. Ask us to pay you back. Section 6.4
If you disa	agree with a coverage decision we have made, you can appeal our decision.
This secti	on tells you both how to ask for coverage decisions and how to request an appeal.

Section 6.2 What is an exception?

Legal Terms: Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a "formulary exception." Asking for removal of a restriction on coverage for a drug is sometimes called asking for a "formulary exception." Asking to pay a lower price for a covered non-preferred drug is sometimes called asking for a "tiering exception."

If a drug is not covered in the way you would like it to be covered, you can ask us to make an "exception." An exception is a type of coverage decision.

For us to consider your exception request, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. Here are three examples of exceptions that you or your doctor or other prescriber can ask us to make:

- **1.Covering a Part D drug for you that is not on our Drug List.** If we agree to cover a drug not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in Tier 4. You cannot ask for an exception to the cost-sharing amount we require you to pay for the drug.
- **2.Removing a restriction for a covered drug**. Chapter 5 describes the extra rules or restrictions that apply to certain drugs on our **Drug List**. If we agree to make an exception and waive a restriction for you, you can ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.

is in one of 5	verage of a drug to a lower cost-sharing tier. Every drug on our plan's Drug List cost-sharing tiers. In general, the lower the cost-sharing tier number, the less you ur share of the cost of the drug.
cost-sharing t	contains alternative drug(s) for treating your medical condition that are in a lower ier than your drug, you can ask us to cover your drug at the cost-sharing amount to the alternative drug(s).
• • •	u're taking is a biological product you can ask us to cover your drug at a lower This would be the lowest tier that contains biological product alternatives for condition.
• • •	u're taking is a brand name drug you can ask us to cover your drug at the cost- int that applies to the lowest tier that contains brand name alternatives for treating in.
• • •	u're taking is a generic drug you can ask us to cover your drug at the cost-sharing applies to the lowest tier that contains either brand or generic alternatives for condition.
☐ You cannot a	sk us to change the cost-sharing tier for any drug in Tier 5 Specialty Tier.
	your tiering exception request and there is more than one lower cost-sharing tier reduced you can't take, you will usually pay the lowest amount.
Section 6.3	Important things to know about asking for exceptions
Your doctor mus	t tell us the medical reasons
requesting an exc	ner prescriber must give us a statement that explains the medical reasons for eption. For a faster decision, include this medical information from your doctor or when you ask for the exception.
different possibilit as the drug you a will generally not will generally not	g List includes more than one drug for treating a particular condition. These ies are called "alternative" drugs. If an alternative drug would be just as effective re requesting and would not cause more side effects or other health problems, we approve your request for an exception. If you ask us for a tiering exception, we approve your request for an exception unless all the alternative drugs in the lower) won't work as well for you or are likely to cause an adverse reaction or other
We can say yes o	r no to your request
plan year. Thi	your request for an exception, our approval usually is valid until the end of the s is true as long as your doctor continues to prescribe the drug for you and that es to be safe and effective for treating your condition.
☐ If we say no to	your request, you can ask for another review by making an appeal.
Section 6.4	Step-by-step: How to ask for a coverage decision, including an

exception

Legal Term A "fast coverage decision" is called an "expedited coverage determination."



Step 1: Decide if you need a "standard coverage decision" or a "fast coverage decision."

"Standard coverage decisions" are made within 72 hours after we receive your doctor's statement. "Fast coverage decisions" are made within 24 hours after we receive your doctor's statement.

If your health requires it, ask us to give you a "fast coverage decision." To get a fast coverage decision, you must meet two requirements:

- ☐ You must be asking for a **drug you have not yet received**. (You cannot ask for fast coverage decision to be paid back for a drug you have already bought.)
- ☐ Using the standard deadlines could **cause serious harm to your health or hurt your ability to function.**
- ☐ If your doctor or other prescriber tells us that your health requires a "fast coverage decision," we will automatically give you a fast coverage decision.
- ☐ If you ask for a fast coverage decision on your own, without your doctor or prescriber's support, we will decide whether your health requires that we give you a fast coverage decision. If we do not approve a fast coverage decision, we will send you a letter that:
 - Explains that we will use the standard deadlines.
 - Explains if your doctor or other prescriber asks for the fast coverage decision, we will automatically give you a fast coverage decision.
 - Or Tells you 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. We will answer your complaint within 24 hours of receipt.



Step 2: Request a "standard coverage decision" or a "fast coverage decision."

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 can also access the coverage decision process through our website. We must accept any written request, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website. Chapter 2 has contact information. To assist us in processing your request, please be sure to include your name, contact information, and information identifying which denied claim is being appealed. You, your doctor, (or other prescriber) or your representative can do this. You can also have a lawyer act on your behalf. Section 4 of this chapter tells how you can give written permission to someone else to act as your representative.

□ If you are requesting an exception, provide the "supporting statement," which is the medical reasons for the exception. Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary.



Step 3: We consider your request and give you our answer.

Deadlines for a "fast" coverage decision

- ☐ We must generally give you our answer within 24 hours after we receive your request.
 - ° For exceptions, we will give you our answer within 24 hours after we receive your doctor's supporting statement. We will give you our answer sooner if your health requires us to.
 - o If we do not meet this deadline, 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.
- ☐ If our answer is yes to part or all of what you requested, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor's statement supporting your request.
- ☐ 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. We will also tell you how you can appeal.

Deadlines for a "standard" coverage decision about a drug you have not yet received

- ☐ We must generally give you our answer within 72 hours after we receive your request.
 - ° For exceptions, we will give you our answer within 72 hours after we receive your doctor's supporting statement. We will give you our answer sooner if your health requires us to.
 - o If we do not meet this deadline, 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.
- ☐ If our answer is yes to part or all of what you requested, we must provide the coverage we have agreed to provide within 72 hours after we receive your request or doctor's statement supporting your request.
- ☐ 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. We will also tell you how you can appeal.

Deadlines for a "standard" coverage decision about payment for a drug you have already bought

□ We must give you our answer within 14 calendar days after we receive your request.
 □ If we do not meet this deadline, 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.
 □ If our answer is yes to part or all of what you requested, we are also required to make payment to you within 14 calendar days after we receive your request.
 □ If our answer is no to part or all of what you requested, we will send you a written statement



Step 4: If we say no to your coverage request, you can make an appeal.

that explains why we said no. We will also tell you how you can appeal.

☐ If we say no, you have the right to ask us to reconsider this decision by making an appeal. This means asking again to get the drug coverage you want. If you make an appeal, it means you are going on to Level 1 of the appeals process.

Section 6.5 Step-by-step: How to make a Level 1 appeal

Legal Terms	An appeal to the plan about a Part D drug coverage decision is called a plan "redetermination."
	A "fast appeal" is also called an "expedited redetermination."



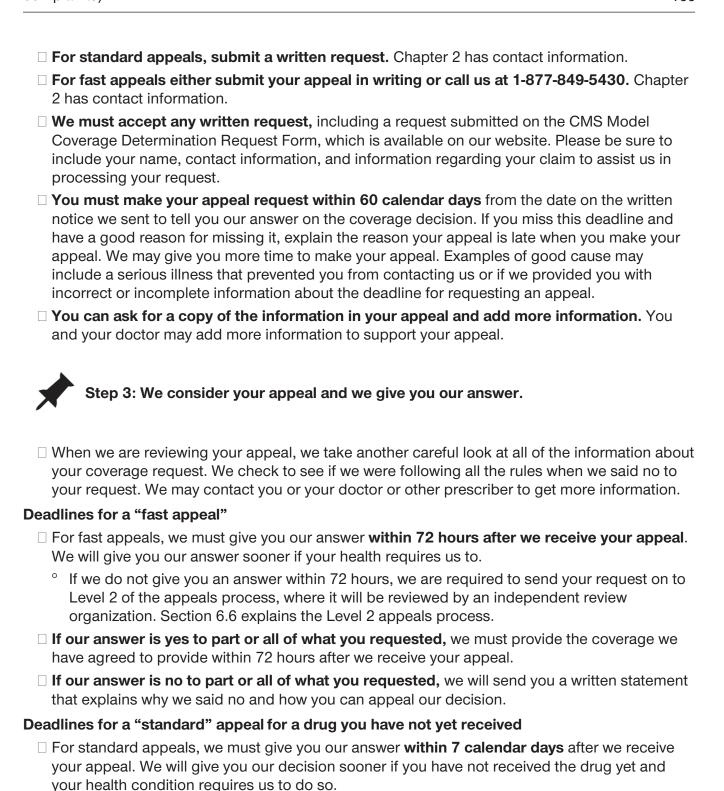
Step 1: Decide if you need a "standard appeal" or a "fast appeal."

A "standard appeal" is usually made within 7 days. A "fast appeal" is generally made within 72 hours. If your health requires it, ask for a "fast appeal"

- ☐ If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a "fast appeal."
- ☐ The requirements for getting a "fast appeal" are the same as those for getting a "fast coverage decision" in Section 6.4 of this chapter.



Step 2: You, your representative, doctor or other prescriber must contact us and make your Level 1 appeal. If your health requires a quick response, you must ask for a "fast appeal."





The independent review organization is an independent organization hired by Medicare. It is not connected with us and is not a government agency. This organization decides whether the decision we made is correct or if it should be changed. Medicare oversees its work.



Step 1: You (or your representative or your doctor or other prescriber) must contact the independent review organization and ask for a review of your case.

If our plan says no to your Level 1 appeal, the written notice we send you will include
instructions on how to make a Level 2 appeal with the independent review organization.
These instructions will tell who can make this Level 2 appeal, what deadlines you must follow,

and how to reach the review organization. If, however, we did not complete our review within the applicable timeframe, or make an unfavorable decision regarding "at-risk" determination under our drug management program, we will automatically forward your claim to the IRE.
☐ 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 suppor your appeal.
Step 2: The independent review organization reviews your appeal.
Reviewers at the independent review organization will take a careful look at all of the information

Deadlines for "fast" appeal

related to your appeal.

- ☐ If your health requires it, ask the independent review organization for a "fast appeal."
- ☐ If the organization agrees to give you a "fast appeal," the organization must give you an answer to your Level 2 appeal within 72 hours after it receives your appeal request.

Deadlines for "standard" appeal

□ For standard appeals, the review organization must give you an answer to your Level 2 appeal within 7 calendar days after it receives your appeal if it is for a drug you have not yet received. If you are requesting that we pay you back for a drug you have already bought, the review organization must give you an answer to your Level 2 appeal within 14 calendar days after it receives your request.



Step 3: The independent review organization gives you their answer.

For "fast" appeals

☐ If the independent review organization says yes to part or all of what you requested, we must provide the drug coverage that was approved by the review organization within 24 hours after we receive the decision from the review organization.

For "standard" appeals

- ☐ If the independent review organization says yes to part or all of your request for coverage, we must provide the drug coverage that was approved by the review organization within 72 hours after we receive the decision from the review organization.
- ☐ If the independent review organization says yes to part or all of your request to pay you back for a drug you already bought, we are required to send payment to you within 30 calendar days after we receive the decision from the review organization.

What if the review organization says no to your appeal?

If this organization says no to part or all of your appeal, it means they agree with our decision not to approve your request (or part of your request). (This is called "upholding the decision." It is also called "turning down your appeal.") In this case, the independent review organization will send you a letter:

*	Step 4: If your case meets the requirements, you choose whether you want to take your appeal further.
□ Telli	ing you the dollar value that must be in dispute to continue with the appeals process.
requ	ifying you of the right to a Level 3 appeal if the dollar value of the drug coverage you are uesting meets a certain minimum. If the dollar value of the drug coverage you are uesting is too low, you cannot make another appeal and the decision at Level 2 is final.
☐ Expl	laining its decision.

	nere are three ad	lditional levels	in the appeals	process after	Level 2 (for a	a total of five	levels of
ap	peal).						

- ☐ If you want to go on to a Level 3 appeal the details on how to do this are in the written notice you get after your Level 2 appeal decision.
- ☐ The Level 3 appeal is handled by an Administrative Law Judge or attorney adjudicator. Section 9 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

Section 7 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.

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 help arrange for care you may need after you leave.

er you leave.
☐ The day you leave the hospital is called your "discharge date."
When your discharge date is decided, your doctor or the hospital staff will tell you.
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.

Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

Within two days of being admitted to the hospital, 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. If you do not get the notice from someone at the hospital (for example, a caseworker or

nurse), ask any hospital employee for it. If you need help, please call Customer Service or 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY 1-877-486-2048). 1. Read this notice carefully and ask questions if you don't understand it. It tells you: ☐ 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. ☐ Where to report any concerns you have about the quality of your hospital care. ☐ Your right to request an immediate review of the decision to discharge you if you think you are being discharged from the hospital too soon. This 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. 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. ☐ Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date. Signing the notice does not mean you are agreeing on a discharge date. 3. **Keep your copy** of the notice handy so you will have the information about making an appeal (or reporting a concern about quality of care) if you need it. ☐ If you sign the notice more than two days before your discharge date, 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 Customer Service or 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 7.2 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 us 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. ■ Meet the deadlines.

☐ Ask for help if you need it. If you have questions or need help at any time, please call

organization that provides personalized assistance.

Customer Service. Or, call your State Health Insurance Assistance Program, a government

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.

The Quality Improvement Organization is a group of doctors and other health care professionals paid by the Federal government to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare. These experts are not part of our plan.



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

How can you contact this organization?

The written notice you received (An Important Message from Medicare About Your Rights
tells you how to reach this organization. Or, find the name, address, and phone number of the
Quality Improvement Organization for your state in Chapter 2.

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.**
 - o If you meet this deadline, you may stay in the hospital after your discharge date without paying for it while you wait to get the decision from the Quality Improvement Organization.
 - o 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 our plan instead. For details about this other way to make your appeal, see Section 7.4.

Once you request an immediate review of your hospital discharge the Quality Improvement Organization will contact us. By noon of the day after we are contacted, we will give you a Detailed **Notice of Discharge**. This notice 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.

You can get a sample of the **Detailed Notice of Discharge** by calling Customer Service or 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.



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

☐ Health professionals at the Quality Improvement Organization (we will call them "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 told us of your appeal, you will get a written notice from us that gives your planned discharge date. This notice also 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.
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, 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.
What happens if the answer is no?
If the review organization says no, they are saying that your planned discharge date is medically appropriate. If this happens, our 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 said no to 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.

Step-by-step: How to make a Level 2 appeal to change your hospital

Section 7.3

discharge date

During a Level 2 appeal, you ask the Quality Improvement Organization to take another look at their decision 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.



Step 1: 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 Level 2 appeal, the reviewers will decide on your appeal and tell you their decision.

If the review organization says yes:

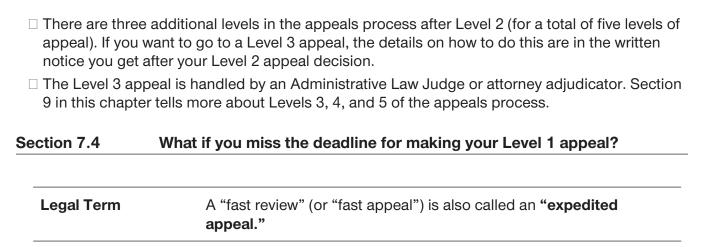
- □ We must reimburse you for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- ☐ 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.
- ☐ The notice you get will tell you in writing what you can do if you wish to continue with the review process.



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.



You can appeal to us instead

As explained above, you must act quickly to start your Level 1 appeal of your hospital discharge date. If you miss the deadline for contacting the Quality Improvement 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



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

□ **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. Chapter 2 has contact information.



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 see if the decision about when you should leave the hospital was fair and followed all the rules.



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

☐ If we say yes to your appeal, it means we have agreed with you that you still need to be in the hospital after the discharge date. We will keep providing your covered inpatient hospital services for as long as they are 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 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.
 - o 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 our plan says no to your appeal, your case will automatically be sent on to the next level of the appeals process.

Step-by-Step: Level 2 Alternate Appeal Process

Legal Term The formal name for the "Independent Review Organization" is the "Independent Review Entity." It is sometimes called the "IRE."
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The independent review organization is an independent organization hired by Medicare. It is not connected with our plan and is not a government agency. This organization decides whether the decision we made is correct or if it should be changed. Medicare oversees its work.



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.
Section 10 of this chapter tells 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.

Reviewers at the Independent review organization will take a careful look at all of t	the
information related to your appeal of your hospital discharge.	

If this organization says yes to your appeal, then we must pay you back for our share of the
costs of hospital care you 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 that your planned hospital discharge date was medically appropriate.
- The written notice you get from the independent review organization will tell how to start a Level 3 appeal with the review process, 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 appeal.
- ☐ Section 9 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

Section 8 How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 8.1 This section is only about three services: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services

When you are getting home health services, skilled nursing care, or rehabilitation care (Comprehensive Outpatient Rehabilitation Facility), 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.

When we decide 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 tells you how to ask for an appeal.

Section 8.2 We will tell you in advance when your coverage will be ending

Legal Term	"Notice of Medicare Non-Coverage." It tells you how you can
Ü	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.

1.You receive a care. The not	a notice in writing at least two days before our plan is going to stop covering your ice tells you:
\square The date wh	nen we will stop covering the care for you.
☐ How to requ period of tin	lest a "fast track appeal" to request us to keep covering your care for a longer ne.
show that yo information a	eone who is acting on your behalf, will be asked to sign the written notice to u received it. Signing the notice shows only that you have received the bout when your coverage will stop. Signing it does not mean you agree with the on to stop care.
Section 8.3	Step-by-step: How to make a Level 1 appeal to have our plan cover your care for a longer time
•	us to cover your care for a longer period of time, you will need to use the to make this request. Before you start, understand what you need to do and s are.
☐ Follow the pr	rocess.
☐ Meet the dea	adlines.
Customer Se	if you need it. If you have questions or need help at any time, please call rvice. Or call your State Health Insurance Assistance Program, a government that provides personalized assistance.
	appeal, the Quality Improvement Organization reviews your appeal. It decides your care is medically appropriate.
by the Federal go Medicare. This inc	ovement Organization is a group of doctors and other health care experts paid vernment to check on and help improve the quality of care for people with cludes reviewing plan decisions about when it's time to stop covering certain care. These experts are not part of our plan.
	Make your Level 1 appeal: contact the Quality Improvement Organization for a fast-track appeal. You must act quickly.
How can you cor	tact this organization?
organization.	otice you received (Notice of Medicare Non-Coverage) tells you how to reach this Or find the name, address, and phone number of the Quality Improvement for your state in Chapter 2.
Act quickly:	
☐ You must cor	ntact the Quality Improvement Organization to start your appeal by noon of the

day before the effective date on the Notice of Medicare Non-Coverage.

Your deadline for contacting this organization.

☐ 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 us instead. For details about this other way to make your appeal, see Section 8.5.



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

Legal Term

"Detailed Explanation of Non-Coverage." Notice that provides details on reasons for ending coverage.

What happens during this review?

Health professionals at the Quality Improvement Organization ("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 the information that our plan has given to them.
- □ By the end of the day the reviewers tell us of your appeal, you will get the **Detailed Explanation** of **Non-Coverage** from us that explains in detail our reasons for ending our coverage for your services.



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?

☐ If the reviewers say yes to your appe	al, then we must	keep providing your	r covered services
for as long as it is medically necess	sary.		

☐ You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). There may be limitations on your covered services.

What happens if the reviewers say no?

_ 16.11 .		*** * **		
\square If the reviewers sav no .	than valir cavarada	Will and an the	data wa r	HAVE TAIM VALL
I II IIIG IGVIGWGIƏ ƏRV HW.	IIIGII VUUI CUVEIAUE	will clid oil the	uale we i	iave tulu vuu.

If you decide to keep getting the home health care, or 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.

☐ 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 a Level 2 appeal.

Section 8.4 Step-by-step: How to make a Level 2 appeal to have our plan cover your care for a longer time

During a Level 2 appeal, you ask the Quality Improvement Organization to take another look at the decision 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, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services **after** the date when we said your coverage would end.



Step 1: 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?

We must reimburse you for our share of the costs of care you have received since the date
when we said your coverage would end. We must continue providing coverage for the care
for as long as it is medically necessary.

Ш	You must	continue to	o pay your	share of the	e costs ar	nd there ma	ay be coverag	e limitations	that
	apply.								

What happens if the review organization says no?

- ☐ It means they agree with the decision made to your Level 1 appeal.
- ☐ 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 you want to go on to a Level 3 appeal, the details on how to do this are in the written notice you get after your Level 2 appeal decision.
- ☐ The Level 3 appeal is handled by an Administrative Law Judge or attorney adjudicator. Section 9 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

Section 8.5 What if you miss the deadline for making your Level 1 appeal?

You can appeal to us instead

As explained above, 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

Legal Term	A "fast" review (or "fast appeal") is also called an "expedited
	appeal."



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

□ **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. Chapter 2 has contact information.



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 the plan's coverage for services you were receiving.



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

☐ If we say yes to your 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 appeal, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- ☐ If you continued to get home health care, or 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.



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

Legal Term	The formal name for the "independent review organization" is the
	"Independent Review Entity." It is sometimes called the "IRE."

Step-by-Step: Level 2 Alternate Appeal Process

During the Level 2 appeal, the **independent review organization** reviews the decision we made to your "fast appeal." This organization decides whether the decision should be changed. **The independent review organization is an independent organization that is hired by Medicare.** This organization is not connected with our 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.



Step 1: We 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. Section 10 of this chapter tells 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.

- □ 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 we must 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 services.
- ☐ If this organization says no to your appeal, it means they agree with the decision our 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 go on to a Level 3 appeal.



Step 3: If the independent review organization says no to 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 you want to go on to a Level 3 appeal, the details on how to do this are in the written notice you get after your Level 2 appeal decision.
- □ A Level 3 appeal is reviewed by an Administrative Law Judge or attorney adjudicator. Section 9 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

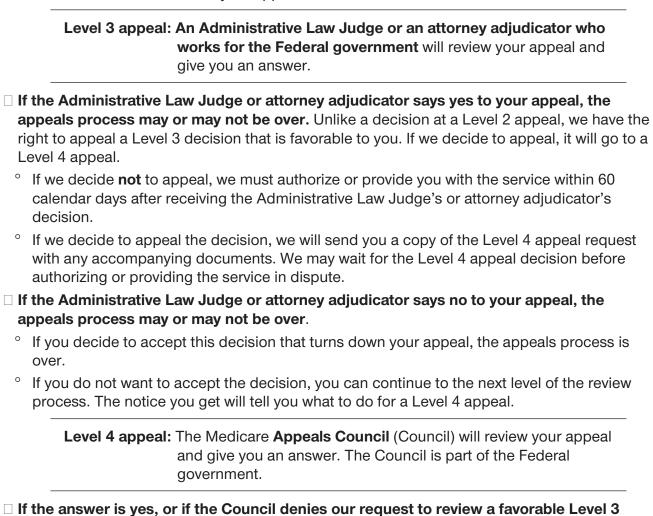
Section 9 Taking your appeal to Level 3 and beyond

Section 9.1 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. The written response you receive to your Level 2 appeal will explain how to make 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.



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.

appeal decision, the appeals process may or may not be over. Unlike a decision at Level 2, we have the right to appeal a Level 4 decision that is favorable to you. We will decide whether

° If we decide to appeal the decision, we will let you know in writing.

to appeal this decision to Level 5.

- ☐ 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.

Level	5 appeal: A judge at the Federal District Court will review your appeal.
	review all of the information and decide yes or no to your request. This is a final re are no more appeal levels after the Federal District Court.
Section 9.2	Appeal Levels 3, 4, and 5 for Part D Drug Requests
•	be appropriate for you if you have made a Level 1 appeal and a Level 2 appeal, appeals have been turned down.
to additional leve	e drug you have appealed meets a certain dollar amount, you may be able to go on els of appeal. If the dollar amount is less, you cannot appeal any further. The you receive to your Level 2 appeal will explain who to contact and what to do to appeal.
	ns that involve appeals, the last three levels of appeal work in much the same way. dles the review of your appeal at each of these levels.
Level	3 appeal: An Administrative Law Judge or an attorney adjudicator who works for the Federal government will review your appeal and give you an answer.
coverage th 72 hours (2	er is yes, the appeals process is over. We must authorize or provide the drug at was approved by the Administrative Law Judge or attorney adjudicator within 4 hours for expedited appeals) or make payment no later than 30 calendar are receive the decision.
\square If the answe	r is no, the appeals process may or may not be over.
o If you deci over.	de to accept this decision that turns down your appeal, the appeals process is
	ot want to accept the decision, you can continue to the next level of the review he notice you get will tell you what to do for a Level 4 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.

 $\ \square$ If the answer is no, 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 may be able to continue to the next level of the review process. If the Council says no to your appeal or denies your request to review the appeal, the notice will tell you whether the rules allow you to go on to a Level 5 appeal. It 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.

□ A judge will review all of the information and decide yes or no to your request. This is a final answer. There are no more appeal levels after the Federal District Court.

Making complaints

Section 10

How to make a complaint about quality of care, waiting times, customer service, or other concerns

Section 10.1 What kinds of problems are handled by the complaint process?

The complaint process is only used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service. Here are examples of the kinds of problems handled by the complaint process.

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	☐ Did someone not respect your right to privacy or share confidential information?
Disrespect, poor customer service, or other negative behaviors	 ☐ Has someone been rude or disrespectful to you? ☐ Are you unhappy with our Customer Service? ☐ 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, pharmacists, or other health professionals? Or by Customer Service or other staff at our plan?

Complaint	Example			
	 Examples include waiting too long on the phone, in the waiting or exam room, or getting a prescription. 			
Cleanliness	Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?			
Information you get from us	□ Did we fail to give you a required notice?□ Is our written information hard to understand?			
Timeliness (These types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals)	If you have 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: You asked us for a "fast coverage decision" or a "fast appeal," and we have said no; you can make a complaint. You believe we are not meeting the deadlines for coverage decisions or appeals; you can make a complaint. You believe we are not meeting deadlines for covering or reimbursing you for certain medical services or drugs that were approved, you can make a complaint. You believe we failed to meet required deadlines for forwarding your case to the independent review organization; you can make a complaint.			

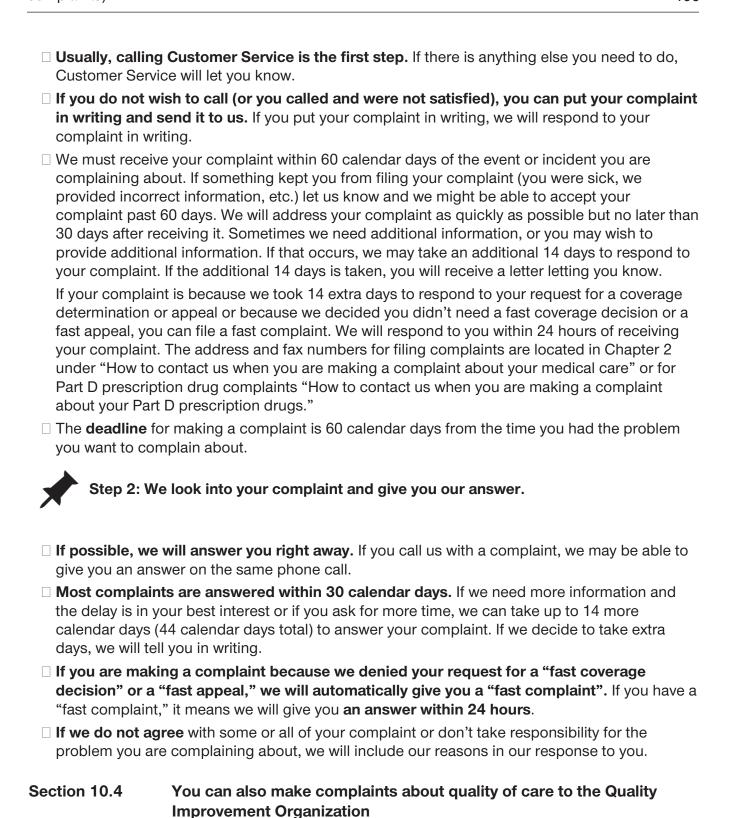
Section 10.2 How to make a complaint

Legal Terms ☐ A "complaint" is also called a "grievance." ☐ "Making a complaint" is also called "filing a grievance." ☐ "Using the process for complaints" is also called "using the process for filing a grievance." ☐ A "fast complaint" is also called an "expedited grievance."

Section 10.3 Step-by-step: Making a complaint



Step 1: Contact us promptly - either by phone or in writing.



2023 Evidence of Coverage for AARP® Medicare Advantage Plan 3 (HMO-POS)
Chapter 9: What to do if you have a problem or complaint (coverage decisions, appeals,
complaints)

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☐ You can make	e your complaint directly to the Quality Improvement Organization.
experts paid b	provement Organization is a group of practicing doctors and other health care y the Federal government to check and improve the care given to Medicare ster 2 has contact information.
	Or
☐ You can make same time.	e your complaint to both the Quality Improvement Organization and us at the
Section 10.5	You can also tell Medicare about your complaint

You can submit a complaint about AARP® Medicare Advantage Plan 3 (HMO-POS) directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. You may also call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users can call 1-877-486-2048.

Chapter 10

Ending your membership in the plan

Section 1	Introduction to ending your membership in our plan
Ending your member own choice):	ership in the plan may be voluntary (your own choice) or involuntary (not your
•	our plan because you have decided that you want to leave. Sections 2 and 3 tion on ending your membership voluntarily.
	mited situations where you do not choose to leave, but we are required to end ip. Section 5 tells you about situations when we must end your membership.
	r plan, our plan must continue to provide your medical care and prescription ontinue to pay your cost share until your membership ends.
Section 2	When can you end your membership in our plan?
Section 2.1	You can end your membership during the Annual Enrollment Period
the "Annual Open E decide about covera	embership in our plan during the Annual Enrollment Period (also known as nrollment Period"). During this time, review your health and drug coverage and age for the upcoming year. Follment Period is from October 15 to December 7.
-	your current coverage or make changes to your coverage for the . If you decide to change to a new plan, you can choose any of the following
• • • • •	care health plan, with or without prescription drug coverage.
☐ Original Medi	care with a separate Medicare prescription drug plan.
☐ Original Medi	care without a separate Medicare prescription drug plan.
•	se this option, Medicare may enroll you in a drug plan, unless you have opted matic enrollment.
prescription d	senroll from Medicare prescription drug coverage and go without creditable rug coverage for 63 or more days in a row, you may have to pay a Part D late nalty if you join a Medicare drug plan later.
☐ Your membersh	ip will end in our plan when your new plan's coverage begins on January 1.
Section 2.2	You can end your membership during the Medicare Advantage Open Enrollment Period
You have the opport	unity to make one change to your health coverage during the Medicare

☐ The annual Medicare Advantage Open Enrollment Period is from January 1 to March 31.

☐ During the annual Medicare Advantage Open Enrollment Period you can:

Advantage Open Enrollment Period.

- ° Switch to another Medicare Advantage Plan with or without prescription drug coverage.
- 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.

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

In certain situations, members of our plan may be eligible to end their membership at other times of the year. This is known as a **Special Enrollment Period**.

You may be eligible to end your membership during a Special Enrollment Period if any of the following situations apply to you. These are just examples, for the full list you can contact the plan, call Medicare, or visit the Medicare website (www.medicare.gov):

,
☐ Usually, when you have moved.
□ If you have Medicaid.
$\hfill \square$ If you are eligible for "Extra Help" with paying for your Medicare prescriptions.
☐ 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 Customer Service (phone numbers are printed on the cover of this booklet).
Note: If you're in a drug management program, you may not be able to change plans. Chapter 5, Section 10 tells you more about drug management programs.
The enrollment time periods vary depending on your situation.
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 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. You can choose:
$\hfill \square$ Another Medicare health plan with or without prescription drug coverage.
☐ Original Medicare with a separate Medicare prescription drug plan.
\square - or- Original Medicare without a separate Medicare prescription drug plan.

Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage for 63 days or more in a row, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later.

Your membership will usually end on the first day of the month after your request to change your plan is received.

Section 2.4

1-877-486-2048).

If you receive "Extra Help" from Medicare to pay for your prescription drugs: If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you have opted out of automatic enrollment.

membership? If you have any questions about ending your membership you can: Call Customer Service. Find the information in the Medicare & You 2023 handbook. Contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. (TTY

Where can you get more information about when you can end your

Section 3 How do you end your membership in our plan?

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:
□ Another Medicare health plan.	☐ Enroll in the new Medicare health plan. You will automatically be disenrolled from our plan when your new plan's coverage begins.
 Original Medicare with a separate Medicare prescription drug plan. 	 Enroll in the new Medicare prescription drug plan. You will automatically be disenrolled from our plan when your new plan's coverage begins.
□ Original Medicare without a separate Medicare prescription drug plan.	 □ Send us a written request to disenroll. Contact Customer Service if you need more information on how to do this. □ 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 our plan when your coverage in Original Medicare begins.

Section 4 Until your membership ends, you must keep getting your medical services and drugs through our plan

•	ership ends, and your new Medicare coverage begins, you must continue to get eand prescription drugs through our plan.
☐ Continue to	use our network providers to receive medical care.
	use our network pharmacies or mail order to get your prescriptions filled.
\square If you are ho	spitalized on the day that your membership ends, your hospital stay will be our plan until you are discharged (even if you are discharged after your new
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 you	ur membership in the plan if any of the following happen:
☐ If you no long	ger have Medicare Part A and Part B.
☐ If you move o	out of our service area.
☐ If you are awa	ay from our service area for more than 6 months.
•	e or take a long trip, call Customer Service to find out if the place you are moving to is in our plan's area.
\square If you becom	e incarcerated (go to prison).
\square If you are no	longer a United States citizen or lawfully present in the United States.
☐ If you lie or w drug coverag	ithhold information about other insurance you have that provides prescription e.
information a	onally give us incorrect information when you are enrolling in our plan and that ffects your eligibility for our plan. (We cannot make you leave our plan for this s we get permission from Medicare first.)
medical care	lously behave in a way that is disruptive and makes it difficult for us to provide for you and other members of our plan. (We cannot make you leave our plan for nless we get permission from Medicare first.)
•	leone else use your UnitedHealthcare member ID card to get medical care. (We you leave our plan for this reason unless we get permission from Medicare first.)
•	our membership because of this reason, Medicare may have your case d by the Inspector General.
•	uired to pay the extra Part D amount because of your income and you do not pay vill disenroll you from our plan and you will lose prescription drug coverage.
Where can you g	et more information?
If you have questi Customer Service	ons or would like more information on when we can end your membership call

Section 5.2 We cannot ask you to leave our plan for any health-related reason

Our plan is not allowed to ask you to leave our plan for any health-related reason.

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, call Medicare at 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week (TTY 1-877-486-2048).

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.

Chapter 11 Legal notices

Section 1 Notice about governing law

The principal law that applies to this **Evidence of Coverage** 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. This may affect your rights and responsibilities even if the laws are not included or explained in this document.

Section 2 Notice about non-discrimination

We don't discriminate based on race, ethnicity, national origin, color, religion, sex, gender, age, sexual orientation, 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 our 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. You can also review information from the Department of Health and Human Services' Office for Civil Rights at https://www.hhs.gov/ocr/index.

If you have a disability and need help with access to care, please call us at Customer Service. If you have a complaint, such as a problem with wheelchair access, Customer Service 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, our 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 Third party liability and subrogation

If you suffer an illness or injury for which any third party is alleged to be liable or responsible due to any negligent or intentional act or omission causing illness or injury to you, you must promptly notify us of the illness or injury. We will send you a statement of the amounts we paid for services provided in connection with the illness or injury. If you recover any sums from any third party, we shall be reimbursed out of any such recovery from any third party for the payments we made on your behalf, subject to the limitations in the following paragraphs.

- 1)Our payments are less than the recovery amount. If our payments are less than the total recovery amount from any third party (the "recovery amount"), then our reimbursement is computed as follows:
 - a) First: Determine the ratio of the procurement costs to the recovery amount (the term "procurement costs" means the attorney fees and expenses incurred in obtaining a settlement or judgment).
 - b) **Second**: Apply the ratio calculated above to our payment. The result is our share of procurement costs.
 - c) **Third**: Subtract our share of procurement costs from our payments. The remainder is our reimbursement amount.
- 2)Our payments equal or exceed the recovery amount. If our payments equal or exceed the recovery amount, our reimbursement amount is the total recovery amount minus the total procurement costs.
- 3) We incur procurement costs because of opposition to our reimbursement. If we must bring suit against the party that received the recovery amount because that party opposes our reimbursement, our reimbursement amount is the lower of the following:
 - a) Our payments made on your behalf for services; or
 - b) the recovery amount, minus the party's total procurement cost.

Subject to the limitations stated above, you agree to grant us an assignment of, and a claim and a lien against, any amounts recovered through settlement, judgment or verdict. You may be required by us and you agree to execute documents and to provide information necessary to establish the assignment, claim, or lien to ascertain our right to reimbursement.

Section 5 Member liability

services.

In the event we fail to reimburse provider's charges for covered services, you will not be liable for any sums owed by us. Neither the plan nor Medicare will pay for non-covered services except for the following eligible expenses:
□ Emergency services
☐ Urgently needed services
 Out-of-area and routine travel dialysis (must be received in a Medicare Certified Dialysis Facility within the United States)
□ Post-stabilization services
If you enter into a private contract with a provider, neither the plan nor Medicare will pay for those

Section 6 Medicare-covered services must meet requirement of reasonable and necessary

In determining coverage, services must meet the reasonable and necessary requirements under Medicare in order to be covered under your plan, unless otherwise listed as a covered service. A service is "reasonable and necessary" if the service is:

	Safe	and	effec	tive:
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- ☐ Not experimental or investigational; and
- □ Appropriate, including the duration and frequency that is considered appropriate for the service, in terms of whether it is:
 - 1. Furnished in accordance with accepted standards of medical practice for the diagnosis or treatment of the patient's condition or to improve the function of a malformed body member;
 - 2. Furnished in a setting appropriate to the patient's medical needs and condition;
 - 3. Ordered and furnished by qualified personnel;
 - 4. One that meets, but does not exceed, the patient's medical need; and
 - 5. At least as beneficial as an existing and available medically appropriate alternative.

Section 7 Non duplication of benefits with automobile, accident or liability coverage

If you are receiving benefits as a result of other automobile, accident or liability coverage, we will not duplicate those benefits. It is your responsibility to take whatever action is necessary to receive payment under automobile, accident, or liability coverage when such payments may reasonably be expected, and to notify us of such coverage when available. If we happen to duplicate benefits to which you are entitled under other automobile, accident or liability coverage, we may seek reimbursement of the reasonable value of those benefits from you, your insurance carrier, or your health care provider to the extent permitted under State and/or federal law. We will provide benefits over and above your other automobile, accident or liability coverage, if the cost of your health care services exceeds such coverage. You are required to cooperate with us in obtaining payment from your automobile, accident or liability coverage carrier. Your failure to do so may result in termination of your plan membership.

Section 8 Acts beyond our control

If, due to a natural disaster, war, riot, civil insurrection, complete or partial destruction of a facility, ordinance, law or decree of any government or quasi-governmental agency, labor dispute (when said dispute is not within our control), or any other emergency or similar event not within the control of us, providers may become unavailable to arrange or provide health services pursuant to this Evidence of Coverage and Disclosure Information, then we shall attempt to arrange for covered services insofar as practical and according to our best judgment. Neither we nor any provider shall have any liability or obligation for delay or failure to provide or arrange for covered services if such delay is the result of any of the circumstances described above.

Section 9 Contracting medical providers and network hospitals are independent contractors

The relationships between us and our network providers and network hospitals are independent contractor relationships. None of the network providers or network hospitals or their physicians or employees are employees or agents of UnitedHealthcare Insurance Company or one of its affiliates. An agent would be anyone authorized to act on our behalf. Neither we nor any employee of UnitedHealthcare Insurance Company or one of its affiliates is an employee or agent of the network providers or network hospitals.

Section 10 Technology assessment

We regularly review new procedures, devices and drugs to determine whether or not they are safe and efficacious for members. New procedures and technology that are safe and efficacious are eligible to become Covered Services. If the technology becomes a Covered Service, it will be subject to all other terms and conditions of the plan, including medical necessity and any applicable member copayments, coinsurance, deductibles or other payment contributions.

In determining whether to cover a service, we use proprietary technology guidelines to review new devices, procedures and drugs, including those related to behavioral/mental health. When clinical necessity requires a rapid determination of the safety and efficacy of a new technology or new application of an existing technology for an individual member, one of our Medical Directors makes a medical necessity determination based on individual member medical documentation, review of published scientific evidence, and, when appropriate, relevant specialty or professional opinion from an individual who has expertise in the technology.

Section 11 Member statements

In the absence of fraud, all statements made by you will be deemed representations and not warranties. No such representation will void coverage or reduce covered services under this Evidence of Coverage or be used in defense of a legal action unless it is contained in a written application.

Section 12 Information upon request

As a plan member, you have the right to request information on the following:	
☐ General coverage and comparative plan information	
☐ Utilization control procedures	
☐ Quality improvement programs	
☐ Statistical data on grievances and appeals	
☐ The financial condition of UnitedHealthcare Insurance Company or one of its affiliates	

Section 13 2023 Enrollee Fraud & Abuse Communication

How you can fight healthcare fraud

Our company is committed to preventing fraud, waste, and abuse in Medicare benefit programs and we're asking for your help. If you identify a potential case of fraud, please report it to us immediately.

Here are some examples of potential Medicare fraud cases:

☐ A health care provider - such as a physician, pharmacy, or medical device company - bills for services you never got;
☐ A supplier bills for equipment different from what you got;
☐ Someone uses another person's Medicare card to get medical care, prescriptions, supplies or equipment;
☐ Someone bills for home medical equipment after it has been returned;
$\hfill \Box$ A company offers a Medicare drug or health plan that hasn't been approved by Medicare; or
☐ A company uses false information to mislead you into joining a Medicare drug or health plan.

To report a potential case of fraud in a Medicare benefit program, call AARP® Medicare Advantage Plan 3 (HMO-POS) Customer Service at 1-877-849-5430 (TTY 711), 24 hours a day, 7 days a week.

This hotline allows you to report cases anonymously and confidentially. We will make every effort to maintain your confidentiality. However, if law enforcement needs to get involved, we may not be able to guarantee your confidentiality. Please know that our organization will not take any action against you for reporting a potential fraud case in good faith.

You may also report potential medical or prescription drug fraud cases to the Medicare Drug Integrity Contractor (MEDIC) at 1-877-7SafeRx (1-877-772-3379) or to the Medicare program directly at (1-800-633-4227). The Medicare fax number is 1-717-975-4442 and the website is www.medicare.gov.

Section 14 Commitment of Coverage Decisions

UnitedHealthcare's Clinical Services Staff and Physicians make decisions on the health care services you receive based on the appropriateness of care and service and existence of coverage. Clinical Staff and Physicians making these decisions: 1. Do not specifically receive reward for issuing non-coverage (denial) decisions; 2. Do not offer incentives to physicians or other health care professionals to encourage inappropriate underutilization of care or services; and 3. Do not hire, promote, or terminate physicians or other individuals based upon the likelihood or the perceived likelihood that the individual will support or tend to support the denial of benefits.

Section 15 Renew ActiveTM Terms and Conditions

Eligibility Requirements

 Only members enrolled in a participating Medicare Plan insured by UnitedHealthcare Insurance Company ("UnitedHealthcare") and affiliates are eligible for the Renew Active program ("Program"), which includes, without limitation, access to standard fitness

	memberships at participating gyms/fitness locations, online fitness and cognitive providers, digital communities, events, classes and discounts for meal delivery at no additional cost. By enrolling in the Program, you hereby accept and agree to be bound by these Renew Active Terms and Conditions.
En	rollment Requirements
	Membership and participation in the Program is voluntary.
	You must enroll in the Program according to the instructions provided on this website. Once enrolled, you must obtain your confirmation code and use it when signing up for any Program services. Provide your confirmation code when visiting a participating gym/fitness location to receive standard membership access at no additional cost, registering with an online fitness and/or cognitive providers, joining the Fitbit® Community for Renew Active, and to gain access to included discounts. Please note, that by using your confirmation code, you are electing to disclose that you are a Renew Active member with a participating UnitedHealthcare Medicare plan.
	Program enrollment is on an individual basis and the Program's waived monthly membership rate for standard membership services at participating gyms and fitness locations is only applicable to individual memberships.
	You are responsible for any and all non-covered services and/or similar fee-based products and services offered by Program service providers (including, without limitation, gym/fitness centers, digital fitness offerings, digital cognitive providers, Fitbit, and other third party service offerings made available through the Program), including, without limitation, fees associated with personal training sessions, specialized classes, enhanced facility membership levels beyond the basic or standard membership level, and meal delivery.
	ness membership equipment, classes, personalized fitness plans, caregiver access and events y vary by location. Access to gym and fitness location network may vary by location and plan.
Lia	bility Waiver
	Always seek the advice of a doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine.
	Certain services, discounts, classes, events, and online fitness offerings are provided by affiliates of UnitedHealthcare or other third parties not affiliated with UnitedHealthcare. Participation in these third-party services is subject to your acceptance of their respective terms and policies. UnitedHealthcare and its respective subsidiaries are not responsible for the services or information provided by third parties. The information provided through these services is for informational purposes only and is not a substitute for the advice of a doctor. UnitedHealthcare and its respective subsidiaries and affiliates do not endorse and are not responsible for the services or information provided by third parties, the content on any linked

site, or for any injuries you may sustain while participating in any activities under the Program.

Other Requirements

You must verify that the individual gym/fitness location or service provider participates in the Program before enrolling.
If a Program service provider you use, including a gym or fitness location, ceases to participate in the Program, your Program participation and waived monthly membership rate with such service provider through the Program will be discontinued until you join another service offered by a participating service provider. You will be responsible for paying the standard membership rates of such service provider should you elect to continue to receive services from a service provider once that service provider ceases to participate in our Program. If you wish to cancel your membership with such service provider, you can opt to do so per the cancellation policy of the applicable service provider, including the applicable gym or fitness location. You should review your termination rights with a service provider when you initially elect to sign up with such service provider.

Data Requirements

□ Optum (the Program administrator) and/or your service provider will collect and electronically send and/or receive the minimum amount of your personal information required in order to facilitate the Program in accordance with the requirements of applicable laws, including privacy laws. Such required personal information includes, but is not limited to, program confirmation code, gym/fitness location/provider membership ID, activity year and month, and monthly visit count. By enrolling in the Program, you authorize Optum to request, and each service provider to provide, such personal information.

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Chapter 12

Definitions of important words

Chapter 12

Definitions of important words

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 –The time period of October 15 until December 7 of each year when members can change their health or drug plans or switch to Original Medicare.

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving.

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 AARP® Medicare Advantage Plan 3 (HMO-POS), you only have to pay our plan's allowed cost-sharing amounts when you get services covered by our plan. We do not allow network providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

Benefit period – The way that 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 have not 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. You must pay the inpatient hospital deductible for each benefit period. There is no limit to the number of benefit periods.

Brand Name Drug – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand name drug has expired.

Catastrophic Coverage Stage – The stage in the Part D Drug Benefit where you pay a low copayment or coinsurance for your drugs after you or other qualified parties on your behalf have spent \$7,400 in covered drugs during the covered year.

Centers for Medicare & Medicaid Services (CMS) – The Federal agency that administers Medicare.

Chronic-Care Special Needs Plan – C-SNPs are SNPs that restrict enrollment to special needs individuals with specific severe or disabling chronic conditions, defined in 42 CFR 422.2. A C-SNP must have specific attributes that go beyond the provision of basic Medicare Parts A and B services and care coordination that is required of all Medicare Advantage Coordinated Care Plans, in order to receive the special designation and marketing and enrollment accommodations provided to C-SNPs.

Clinical Research Study – 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. 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.

Coinsurance – An amount you may be required to pay, expressed as a percentage (for example 20%) as your share of the cost for services or prescription drugs. Coinsurance for in-network services is based upon contractually negotiated rates (when available for the specific covered service to which the coinsurance applies) or Medicare Allowable Cost, depending on our contractual arrangements for the service.

Compendia – Medicare-recognized reference books for drug information and medically accepted indications for Part D coverage.

Complaint – The formal name for "making a complaint" is "filing a grievance." The complaint process is used only for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive. It also includes complaints if your plan does not follow the time periods in the appeal process.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Copayment (or "copay") – 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, hospital outpatient visit, or a prescription drug. A copayment is a set amount (for example \$10), rather than a percentage.

Cost-Sharing – Cost-sharing refers to amounts that a member has to pay when services or drugs are received. (This is in addition to the plan's monthly premium.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed "copayment" amount that a plan requires when a specific service or drug is received; or (3) any "coinsurance" amount, a percentage of the total amount paid for a service or drug that a plan requires when a specific service or drug is received.

Cost-Sharing Tier – Every drug on the list of covered drugs is in one of 5 cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug.

Coverage Determination – A decision about whether a drug prescribed for you is covered by the plan and the amount, if any, you are required to pay for the prescription. In general, if you bring your prescription to a pharmacy and the pharmacy tells you the prescription isn't covered under your plan, that isn't a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called "coverage decisions" in this document.

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

Covered Services – The term we use in this EOC to mean all of the health care services and supplies that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for

Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

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, provided by people who do not have professional skills or training, includes 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.

Customer Service – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals.

Daily cost-sharing rate – A "daily cost-sharing rate" may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. A daily cost-sharing rate is the copayment divided by the number of days in a month's supply. Here is an example: If your copayment for a one-month supply of a drug is \$30, and a one-month's supply in your plan is 30 days, then your "daily cost-sharing rate" is \$1 per day.

Daily Cost Share applies only if the drug is in the form of a solid oral dose (e.g., tablet or capsule) when dispensed for less than a one-month supply under applicable law. The Daily Cost Share requirements do not apply to either of the following:

- 1. Solid oral doses of antibiotics.
- 2. Solid oral doses that are dispensed in their original container or are usually dispensed in their original packaging to assist patients with compliance.

Deductible – The amount you must pay for health care or prescriptions before our plan pays.

Disenroll or **Disenrollment** – The process of ending your membership in our plan.

Dispensing Fee – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription, such as the pharmacist's time to prepare and package the prescription.

Dual Eligible Special Needs Plans (D-SNP) – D-SNPs enroll individuals who are entitled to both Medicare (title XVIII of the Social Security Act) and medical assistance from a state plan under Medicaid (title XIX). States cover some Medicare costs, depending on the state and the individual's eligibility.

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 (and, if you are a pregnant woman, loss of an unborn child), loss of a limb, or loss of function of a limb, or loss of or serious impairment to a bodily function. 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) provided 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 our plan.

Exception – A type of coverage decision that, if approved, allows you to get a drug that is not on our formulary (a formulary exception), or get a non-preferred drug at a lower cost-sharing level (a tiering exception). You may also request an exception if our plan requires you to try another drug before receiving the drug you are requesting, or if our plan limits the quantity or dosage of the drug you are requesting (a formulary exception).

Extra Help – A Medicare or a state program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Generic Drug – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand name drug. Generally, a "generic" drug works the same as a brand name drug and usually costs less.

Grievance – A type of complaint you make about our plan, providers, or pharmacies, including a complaint concerning the quality of your care. This does not involve coverage or payment disputes.

Home Health Aide – A person who provides services that do not 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 Care – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered services are listed in the Benefits Chart in Chapter 4, Section 2.1 under the heading "Home health agency care." If you need home health care services, our plan will cover these services for you provided the Medicare coverage requirements are met. Home health care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren't covered unless you are also getting a covered skilled service. Home health services don't include the services of housekeepers, food service arrangements, or full-time nursing care at home.

Hospice – A benefit that provides special treatment for a member who has been medically certified as terminally ill, meaning having a life expectancy of 6 months or less. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer.

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 under "Search Tools" choose "Find a Medicare Publication" to view or download the publication "Medicare Hospice Benefits." Or, call (1-800-633-4227). TTY users should call 1-877-486-2048. You may call 24 hours a day/7 days a week.

Hospital Inpatient Stay - A hospital stay 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."

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 Coverage Limit - The maximum limit of coverage under the Initial Coverage Stage.

Initial Coverage Stage – This is the stage before your total drug costs including amounts you have paid and what your plan has paid on your behalf for the year have reached \$4,660.

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. If you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65.

Institutional Special Needs Plan (SNP) – A 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 Individuals with Intellectual Disabilities (ICF/IID); an inpatient psychiatric facility, and/or facilities approved by CMS that furnishes similar long-term, healthcare services that are covered under Medicare Part A, Medicare Part B, or Medicaid; and whose residents have similar needs and healthcare status to the other named facility types. An institutional Special Needs Plan must have a contractual arrangement with (or own and operate) the specific LTC facility(ies).

Institutional Equivalent Special Needs Plan (SNP) – A 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.

List of Covered Drugs (Formulary or "Drug List") – A list of prescription drugs covered by the plan.

Low Income Subsidy (LIS) - See "Extra Help."

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for in-network covered Part A and Part B services. Amounts you pay for your plan premiums, Medicare Part A and Part B premiums, and prescription drugs do not count toward the maximum out-of-pocket amount. See Chapter 4, Section 1.2 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. State Medicaid programs vary, but most health care costs are covered if you qualify for both Medicare and Medicaid.

Medical 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.

Medically Accepted Indication – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books.

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).

Medicare Advantage Open Enrollment Period – The time period from January 1 until March 31 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 also available for a 3-month period after an individual is first eligible for Medicare.

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 i) HMO, ii) PPO, a iii) Private Fee-for-Service (PFFS) plan, or a iv) Medicare Medical Savings Account (MSA) plan. Besides choosing from these types of plans, a Medicare Advantage HMO or PPO plan can also be a Special Needs Plan (SNP). 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**.

Medicare Allowable Cost – The maximum price of a service for reimbursement purposes under Original Medicare.

Medicare Assignment – In Original Medicare, a doctor or supplier "accepts assignment" when he or she agrees to accept the Medicare-approved amount as full payment for covered services.

Medicare Coverage Gap Discount Program – A program that provides discounts on most covered Part D brand name drugs to Part D members who have reached the Coverage Gap Stage and who are not already receiving "Extra Help." Discounts are based on agreements between the Federal government and certain drug manufacturers.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans must cover all of the services that are covered by Medicare Part A and B. The term Medicare-Covered Services does not include the extra benefits, such as vision, dental or hearing, that a Medicare Advantage plan may offer.

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, Special Needs Plans, Demonstration/Pilot Programs, and Programs of All-inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

"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).

Network – The doctors and other health care professionals, medical groups, hospitals, and other health care facilities or providers that have an agreement with us to provide covered services to our members and to accept our payment and any plan cost-sharing as payment in full. (See Chapter 1, Section 3.2)

Network Pharmacy – A pharmacy that contracts with our plan where members of our plan can get their prescription drug benefits. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

Network Provider – "Provider" is the general term 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. "Network providers" have an agreement with our plan to accept our payment as payment in full, and in some cases to coordinate as well as provide covered services to members of our plan. Network providers are also called "plan providers."

Non-Preferred Network Mail-order Pharmacy – A network mail-order pharmacy that generally offers Medicare Part D covered drugs to members of our plan at higher cost-sharing levels than apply at a preferred network mail-order pharmacy.

Organization Determination – A decision our plan makes 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 document.

Original Medicare ("Traditional Medicare" or "Fee-for-service" Medicare) – Original Medicare is offered by the government, and not a private health plan like 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 Pharmacy – A pharmacy that does not have a contract with our plan to coordinate or provide covered drugs to members of our plan. Most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply.

Out-of-Network Provider or Out-of-Network Facility – A provider or facility that does not have a contract with our plan to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan.

Out-of-Pocket Costs – See the definition for "cost-sharing" above. A member's cost-sharing requirement to pay for a portion of services or drugs 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 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. PACE is not available in all states. If you would like to know if PACE is available in your state, please contact Customer Service.

Part C - see "Medicare Advantage (MA) Plan."

Part D – The voluntary Medicare Prescription Drug Benefit Program.

Part D Drugs – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. Certain categories of drugs have been excluded as covered Part D drugs by Congress. Certain categories of Part D drugs must be covered by every plan.

Part D Late Enrollment Penalty – An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more after you are first eligible to join a Part D plan.

Preferred Cost-Sharing – Preferred cost-sharing means lower cost-sharing for certain covered Part D drugs at certain network pharmacies.

Point of Service (POS) Plan – As a member of this Point of Service (POS) plan you may receive covered services from network providers. You may also receive covered routine dental services from providers who are not contracted with UnitedHealthcare.

Preferred Network Mail-order Pharmacy – A network mail-order pharmacy that generally offers Medicare Part D covered drugs to members of our plan that may have lower cost-sharing levels than at other network pharmacies or mail-order pharmacies.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health or prescription drug coverage.

Prescription Drug Benefit Manager – Third party prescription drug organization responsible for processing and paying prescription drug claims, developing and maintaining the drug list (formulary), and negotiating discounts and rebates with drug manufacturers.

Primary Care Provider (PCP) – The doctor or other provider you see first for most health problems. In many Medicare health plans, you must see your primary care provider before you see any other health care provider.

Prior Authorization – For medical services it means a process where your PCP or treating provider must receive approval in advance before certain medical services will be provided or payable. For certain drugs it means a process where you or your provider must receive approval in advance before certain drugs will be provided or payable. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4. Covered drugs that need prior authorization are marked in the formulary.

Prosthetics and Orthotics – Medical devices including, 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.

Provider – The doctor or other provider you see first for most health problems. In many Medicare health plans, you must see your primary care provider before you see any other health care

provider.

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.

Quantity Limits – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Retail Walk-In Clinic – A provider location that generally does not require appointments and may be a standalone location or located in a retail store, supermarket or pharmacy. Walk-In Clinic Services are subject to the same cost sharing as Urgent Care Centers. (See the Benefit Chart in Chapter 4)

Service Area – A geographic area where you must live to join a particular health plan. 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 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 plans 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 are getting "Extra Help" with your prescription drug costs, 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.

Standard Cost-sharing – Standard cost-sharing is cost-sharing other than preferred cost-sharing offered at a network pharmacy.

Step Therapy – A utilization tool that requires you to first try another drug to treat your medical condition before we will cover the drug your physician may have initially prescribed.

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 – Covered services that are not emergency services, provided when the network providers are temporarily unavailable or inaccessible or when the enrollee is out of the service area. For example, you need immediate care during the weekend. Services must be immediately needed and medically necessary.

AARP® Medicare Advantage Plan 3 (HMO-POS) Customer Service:



Call **1-877-849-5430**

Calls to this number are free. 24 hours a day, 7 days a week. Customer Service also has free language interpreter services available for non-English speakers.

TTY **711**

Calls to this number are free. 24 hours a day, 7 days a week.

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Write: **P.O. Box 30770 Salt Lake City, UT 84130-0770**

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State Health Insurance Assistance Program

State Health Insurance Assistance Program is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare. You can call the SHIP in your state at the number listed in Chapter 2 Section 3 of the Evidence of Coverage.

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