



SeniorCare Complete (HMO SNP) Minnesota Senior Health Options ***Evidence of Coverage***



H2419_1854_v2 CMS Approved MM/DD/YYYY DHS Approved 11/19/2011
For members in the counties of: Brown, Dodge, Freeborn, Goodhue,
Kanabec, Morrison, Sibley, Steele, Todd, Wabasha, Wadena and
Waseca.

January, 2012

South Country Health Alliance Member Services

1-866-567-7242 • TTY 711

Calls to these numbers are free.

8:00 a.m. - 8:00 p.m., 7 days a week

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For enrollees age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.

Is the provider accessible to people with disabilities?

If you require special access to obtain services from a provider, you can obtain a listing by calling Member Services at the number listed above. Or, visit www.mnscha.org. This could include (but is not limited to) the following kinds of access for services: availability of flexible hours, wheelchair access, or parking lot access.

Beneficiaries must use network pharmacies to access their prescription drug benefit. Benefits, formulary, pharmacy network, premium and/or copayments/coinsurance may change on January 1, 2013.

Our plan will accept all eligible people who choose or are assigned to the plan. We will not discriminate in regard to your physical or mental condition; health status; need for health services; marital status; age; sex; sexual orientation; national origin; race; color; religion or political beliefs.

Attention. If you want free help translating this information, call the above number.

ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم الموجود أعلاه.

កំណត់សំគាល់ បើអ្នកចង់បានជំនួយបកប្រែព័ត៌មាននេះដោយមិនគិតថ្លៃ សូមទូរស័ព្ទ ទៅលេខនៅខាងលើ។

Pažnja. Ako vam je potrebna besplatna pomoć za prevod ove informacije, nazovite gornji broj.

Ceeb toom. Yog koj xav tau kev pab txhais cov xov no dawb, thov hu rau tus xov tooj saud.

ໂປຼດຊາບ. ຖ້າຫາກທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປຂໍ້ຄວາມດັ່ງກ່າວນີ້ຟຣີ, ຈົ່ງ ໂທອຕາມເລກໂທທີ່ຢູ່ຂ້າງເທິງນີ້.

Hubaddhu. Yoo akka odeeffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, lakkoofsa armaa olii bilbili.

Внимание. Если вам нужна бесплатная помощь в переводе этой информации, позвоните по указанному выше телефону.

Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjama dda macluumaadkani oo lacag la'aan ah, wac lambarka kore.

Atención. Si desea recibir asistencia gratuita para traducir esta información, llame al número que aparece más arriba.

Chú Ý. Nếu quý vị cần dịch thông tin này miễn phí, xin gọi số nêu trên.

This information is available in other forms to people with disabilities by calling 1-866-567-7242 (toll free) or 711 (TTY for the hearing impaired), or through the Minnesota Relay at 1-800-627-3529 (TTY, Voice, ASCII, Hearing Carry Over), or 1-877-627-3848 (speech to speech relay service).

LBS-0004 (1-08)

A Coordinated Care plan with a Medicare Advantage contract and a contract with the Minnesota Medicaid Program.

January 1 – December 31, 2012

EVIDENCE OF COVERAGE

Your Medicare and Medical Assistance (Medicaid) Health Benefits and Long Term Care, Home Care and Community-Based Services, and Prescription Drug Coverage as a member of SeniorCare Complete (HMO-SNP).

This booklet gives you the details about your Medicare and Medical Assistance (Medicaid) health care, long term care, home care and community-based services, and prescription drug coverage from January 1 – December 31, 2012. It explains how to get the health care, long term care, home care and community-based services, and prescription drugs you need covered. This is an important legal document. Please keep it in a safe place.

This plan, **SeniorCare Complete**, is offered by South Country Health Alliance. When this ***Evidence of Coverage*** says “we,” “us,” or “our,” it means South Country Health Alliance. When it says “plan” or “our plan,” it means **SeniorCare Complete**.

Member Services has free language interpreter services available for non-English speakers (phone numbers are on the back cover of this booklet).

2012 Evidence of Coverage

Table of Contents

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

| | | |
|-------------------|---|-----------|
| Chapter 1. | Getting started as a member..... | 5 |
| | Tells what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up to date. | |
| Chapter 2. | Important phone numbers and resources | 13 |
| | Tells you how to get in touch with our plan (SeniorCare Complete) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), programs that help people pay for their prescription drugs, and the Railroad Retirement Board. | |
| Chapter 3. | Using the plan’s coverage for your medical and other covered services | 21 |
| | Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in the plan’s network and how to get care when you have an emergency. | |
| Chapter 4. | Benefits Chart (what is covered) | 29 |
| | Gives the details about which types of medical care are covered and not covered for you as a member of our plan. | |
| Chapter 5. | Using the plan’s coverage for your Part D prescription drugs | 47 |
| | Explains rules you need to follow when you get your Part D drugs. Tells how to use the plan’s List of Covered Drugs (Formulary) to find out which drugs are covered. Tells which kinds of drugs are not covered. Explains several kinds of restrictions that apply to coverage for certain drugs. Explains where to get your prescriptions filled. Tells about the plan’s programs for drug safety and managing medications. | |
| Chapter 6. | What you pay for your Part D prescription drugs..... | 59 |
| | Tells about the 2 stages of drug coverage (Initial Coverage Stage and Catastrophic Coverage Stage) and how these stages affect what you pay for your drugs. Explains the 3 cost-sharing tiers for your Part D drugs and tells what you must pay for a drug in each cost-sharing tier. | |
| Chapter 7. | Asking us to pay our share of a bill you have received for covered medical services or drugs..... | 67 |
| | Tells when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered services or drugs. | |

| | | |
|--------------------|---|------------|
| Chapter 8. | Your rights and responsibilities | 71 |
| | Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected. | |
| Chapter 9. | What to do if you have a problem or complaint (coverage decisions, appeals, complaints)..... | 79 |
| | Tells you step-by-step what to do if you are having problems or concerns as a member of our plan. | |
| | <ul style="list-style-type: none"> • Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care or prescription drugs you think are covered by our plan. This includes asking us to make exceptions to the rules or extra restrictions on your coverage for prescription drugs, and asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon. • Explains how to make complaints about quality of care, waiting times, customer service, and other concerns. | |
| Chapter 10. | Ending your membership in the plan | 113 |
| | Tells when and how you can end your membership in the plan. Explains situations in which our plan is required to end your membership. | |
| Chapter 11. | Legal notices..... | 119 |
| | Includes notices about governing law and about nondiscrimination. | |
| Chapter 12. | Definitions of important words..... | 121 |
| | Explains key terms used in this booklet. | |

Chapter 1. Getting Started as a member

| | |
|---|-----------|
| SECTION 1 Introduction | 6 |
| Section 1.1 You are enrolled in SeniorCare Complete, which is a specialized Medicare Advantage Plan (Special Needs Plan) | 6 |
| Section 1.2 What is the Evidence of Coverage booklet about? | 6 |
| Section 1.3 What does this Chapter tell you? | 6 |
| Section 1.4 What if you are new to SeniorCare Complete? | 7 |
| Section 1.5 Legal information about the Evidence of Coverage | 7 |
| SECTION 2 What makes you eligible to be a plan member? | 7 |
| Section 2.1 Your eligibility requirements | 7 |
| Section 2.2 What are Medicare Part A and Medicare Part B? | 7 |
| Section 2.3 What is Medicaid? | 7 |
| Section 2.4 Here is the plan service area for SeniorCare Complete | 8 |
| SECTION 3 What other materials will you get from us? | 8 |
| Section 3.1 Your plan membership card – Use it to get all covered care and prescription drugs | 8 |
| Section 3.2 The Provider Directory: Your guide to all providers and pharmacies in the plan’s network | 8 |
| Section 3.3 The plan’s List of Covered Drugs (Formulary) | 9 |
| Section 3.4 The Explanation of Benefits (the “EOB”): Reports with a summary of payments made for your Part D prescription drugs..... | 9 |
| SECTION 4 Your monthly premium for SeniorCare Complete | 9 |
| Section 4.1 How much is your plan premium? | 9 |
| Section 4.2 Can we change your monthly plan premium during the year? | 10 |
| SECTION 5 Please keep your plan membership record up to date | 10 |
| Section 5.1 How to help make sure that we have accurate information about you | 10 |
| SECTION 6 We protect the privacy of your personal health information | 11 |
| Section 6.1 We make sure that your health information is protected | 11 |
| SECTION 7 How other insurance works with our plan | 11 |
| Section 7.1 Which plan pays first when you have other insurance? | 11 |

SECTION 1 Introduction

Section 1.1 You are enrolled in SeniorCare Complete, which is a specialized Medicare Advantage Plan (Special Needs Plan)

You are covered by both Medicare and Medical Assistance (Medicaid):

- **Medicare** is the Federal health insurance program for people age 65 and over, some people under age 65 with certain disabilities, and people with end-stage renal disease (kidney failure).
- **Medicaid** is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources. Medicaid coverage varies depending on the state and the type of Medicaid you have. Some people with Medicaid get help paying for their Medicare premiums and other costs. Other people also get coverage for additional services and drugs that are not covered by Medicare. In Minnesota, Medicaid is called Medical Assistance. In this document, you will see Medicaid referenced as Medical Assistance (Medicaid).

You have chosen to get your Medicare and Medical Assistance (Medicaid) health care, long term care/home and community-based services and your prescription drug coverage through our plan, **SeniorCare Complete**.

There are different types of Medicare health plans. **SeniorCare Complete** is a specialized Medicare Advantage Plan (a Medicare “Special Needs Plan”), which means its benefits are designed for people with special health care needs. **SeniorCare Complete** is designed specifically for people who have Medicare and who are also entitled to assistance from Medical Assistance (Medicaid).

Because you get assistance from Medical Assistance (Medicaid), you will pay less for some of your Medicare health care services. Medical Assistance (Medicaid) also provides other benefits to you by covering health care services, long term care/home and community-based services and prescription drugs that are not usually covered under Medicare. You will also receive Extra Help from Medicare to pay for the costs of your Medicare prescription drugs. **SeniorCare Complete** will help manage all of these benefits

for you, so that you get the health care services and payment assistance that you are entitled to.

SeniorCare Complete is run by a government entity. Like all Medicare Advantage Plans, this Medicare Special Needs Plan is approved by Medicare. The plan also has a contract with the Minnesota Medical Assistance (Medicaid) program to coordinate your Medicaid benefits. We are pleased to be providing your Medicare and Medical Assistance (Medicaid) health care coverage, including your prescription drug coverage, and long term care/home and community-based services.

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

This ***Evidence of Coverage*** (formerly called Certificate of Coverage or COC) booklet tells you how to get your Medicare and Medical Assistance (Medicaid) medical care, long term care/home and community-based services and prescription drugs covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of the plan.

This plan, **SeniorCare Complete**, is offered by South Country Health Alliance. (When this ***Evidence of Coverage*** says “we,” “us,” or “our,” it means South Country Health Alliance. When it says “plan” or “our plan,” it means **SeniorCare Complete**.)

The word “coverage” and “covered services” refers to the medical care and long term care/home and community-based services and the prescription drugs available to you as a member of **SeniorCare Complete**.

Section 1.3 What does this Chapter tell you?

Look through Chapter 1 of this ***Evidence of Coverage*** to learn:

- What makes you eligible to be a plan member?
- What is your plan’s service area?
- What materials will you get from us?
- What is your plan premium and how can you pay it?
- How do you keep the information in your membership record up to date?

Section 1.4 What if you are new to SeniorCare Complete?

If you are a new member, then it's important for you to learn how the plan operates – what the rules are and what services are available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** booklet.

If you are confused or concerned or just have a question, please contact our plan's Member Services (contact information is on the back cover of this booklet).

Section 1.5 Legal information about the Evidence of Coverage

It's part of our contract with you.

This **Evidence of Coverage** is part of our contract with you about how **SeniorCare Complete** 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 **SeniorCare Complete** between January 1, 2012 and December 31, 2012.

Medicare must approve our plan each year.

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

Our plan also contracts with the Minnesota Department of Human Service for Medical Assistance (Medicaid) services on an annual basis.

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

Section 2.1 Your eligibility requirements

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

- You live in our geographic service area (section 2.3 describes our service area)

- -- *and* -- you are entitled to Medicare Part A
- -- *and* -- you are enrolled in Medicare Part B
- -- *and* -- you do not have End-Stage Renal Disease (ESRD), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer, or you were a member of a different plan that was terminated.
- *and* -- you meet the special eligibility requirements described below.

Special eligibility requirements for our plan

Our plan is designed to meet the needs of people who receive certain Medicaid benefits. (Medicaid is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources.) To be eligible for our plan you must be age 65 or older and eligible for both Medicare and Medical Assistance (Medicaid).

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

When you originally signed up for Medicare, you received information about how to get Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally covers services furnished by institutional providers such as hospitals, skilled nursing facilities, or home health agencies.
- Medicare Part B is for most other medical services (such as physician's services and other outpatient services) and certain items (such as durable medical equipment and supplies).

Section 2.3 What is Medicaid?

Medicaid is a joint federal and state government program that helps with medical and long term care costs for certain people who have limited incomes and resources. Each state decides what counts as income and resources, who is eligible, what services are covered, and the cost for services. States also can decide how to run their program as long as they follow the Federal guidelines. In Minnesota, the Medicaid program is called Medical Assistance. Throughout the document, we refer to Medicaid as Medical Assistance (Medicaid).

In addition, there are programs offered through Medicaid that help people with Medicare pay their

Medicare costs, such as their Medicare premiums. These programs help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost sharing (like deductibles, coinsurance, and copayments).
- **Specified Low-Income Medicare Beneficiary (SLMB) and Qualifying Individual (QI):** Helps pay Part B premiums.

Section 2.4 Here is the plan service area for SeniorCare Complete

Although Medicare is a Federal program, **SeniorCare Complete** is available only to individuals who live in our plan service area. To remain a member of our plan, you must keep living in this service area. The service area is described below.

Our service area includes these counties in Minnesota: Brown, Dodge, Freeborn, Goodhue, Kanabec, Morrison, Sibley, Steele, Todd, Wabasha, Wadena, Waseca.

If you plan to move out of the service area, please contact Member Services. 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.

SECTION 3 What other materials will you get from us?

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

While you are a member of our plan, you must use your membership card for our plan along with your Minnesota Health Care Programs card whenever you get any services covered by this plan and for prescription drugs you get at network pharmacies. Here's a sample membership card to show you what yours will look like:

SOUTH COUNTRY HEALTH ALLIANCE **SeniorCare Complete(HMO SNP)** H2419001

| | |
|-------------------------|----------------------------------|
| Name: SAMPLE, JOSEPH Q. | Effective: 01/01/2012 |
| ID: XXXX123401 | Medical Acct #: XXXXXXXXXXXXXXXX |
| PMI#: 00015281 | Service Type: Medical/Dental/Rx |
| DOB: 02/10/1981 | Care Type: SCHAMA |
| PCN: SHMCD | PCC: MY PHYSICIAN |
| Rx Bin: 610455 | PCC Phone: (555) 555-5555 |

Non-Preventive Office Visit: \$0.00 Preventive Office Visit: \$0.00
Non-Emergency ER: \$0.00

Administered by
MedicareRx
Prescription Drug Coverage

| | |
|--|--|
| <p>MEMBER SERVICES 1-866-567-7242 or 711 (TTY)</p> <p>Find a dental provider 1-800-516-2940 or 1-800-466-7566 (TTY)</p> <p>Find a pharmacy 1-800-509-0545</p> <p>Ask Mayo Clinic 24-hr Nurse Advice Line 1-800-504-3451 or 1-877-728-3311 (TTY)</p> <p style="font-size: x-small;">Prior to non-emergency services, contact the clinic on the front of this card. In an emergency contact the clinic as soon as possible after receiving care.</p> <p>Written appeals mail to: Appeals Office, DHS, PO Box 64941, St Paul, MN 55164 Phone appeals or grievances call: DHS State Ombudsman 1-651-431-2660 or 1-800-657-3729</p> | <p>PROVIDER SERVICES 1-800-995-4543</p> <p>Dental Provider Services 1-800-241-8478 Pharmacy Help Desk 1-866-325-5233</p> <p>Medical claims to: MMSI PO Box 4014 Rochester, MN 55903</p> <p>Dental claims to: DentaQuest 12121 North Corporate Parkway Mequon, WI 53092</p> <p>www.mnscha.org</p> |
|--|--|

As long as you are a member of our plan **you must not use your red, white, and blue Medicare card** to get covered medical services (with the exception of routine clinical research studies and hospice services). Keep your red, white, and blue Medicare card in a safe place in case you need it later.

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

If your plan membership card is damaged, lost, or stolen, call Member Services right away and we will send you a new card.

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

Every year that you are a member of our plan, we will send you either a new **Provider Directory** or an update to your **Provider Directory**. This directory lists our network providers including participating Medical Assistance (Medicaid) providers and pharmacies.

What are "network providers"?

Network providers are the doctors and other health

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

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

It is important to know which providers are part of our network because, with limited exceptions, while you are a member of our plan must use network providers to get your medical care, services and prescription drugs. The only exceptions are emergencies, urgently needed care when the network is not available (generally, when you are out of the area), out-of-area dialysis services, open access services and cases in which **SeniorCare Complete** authorizes use of out-of-network providers. See Chapter 3 (*Using the plan's coverage for your medical services*) for more specific information about emergency, out-of-network, and out-of-area coverage.

If you don't have your copy of the **Provider Directory**, you can request a copy from Member Services. You may ask Member Services for more information about our network providers, including their qualifications. You can also see the **Provider Directory** at www.mnscha.org or download it from this website. In addition, you can look up pharmacies on the website at www.mnscha.org by selecting your program under "Programs" and then selecting the "Find a Pharmacy" link listed on the right side of the web page. Both Member Services and the website can give you the most up-to-date information about changes in our network providers and pharmacies.

Section 3.3 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 by **SeniorCare Complete**. 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 **SeniorCare Complete** Drug List.

In addition to the drugs covered by Part D, some prescription drugs are covered for you under your Medical Assistance (Medicaid) benefits. The Drug List tells

you how to find out which drugs are covered under Medical Assistance (Medicaid).

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

We will send 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 (www.mnscha.org) or call Member Services (phone numbers are on the back cover of this booklet).

Section 3.4 The Explanation of Benefits (the "EOB"): Reports with a summary of payments made for your Part D prescription drugs

When you use your Part D prescription drug benefits, we will send you a summary report to help you understand and keep track of payments for your Part D prescription drugs. This summary report is called the *Explanation of Benefits* (or the "EOB").

The *Explanation of Benefits* tells you the total amount you have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. Chapter 6 (*What you pay for your Part D prescription drugs*) gives more information about the *Explanation of Benefits* and how it can help you keep track of your drug coverage.

An *Explanation of Benefits* summary is also available upon request. To get a copy, please contact Member Services.

SECTION 4 Your monthly premium for SeniorCare Complete

Section 4.1 How much is your plan premium?

You do not pay a separate monthly plan premium for **SeniorCare Complete**. You must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medical Assistance (Medicaid) or another third party).

Some members are required to pay other Medicare premiums.

As explained in Section 2, in order to be eligible for our plan, you must maintain your eligibility for Medical Assistance (Medicaid) as well as be entitled to Medicare Part A and enrolled in Medicare Part B. For

most **SeniorCare Complete** members, Medical Assistance (Medicaid) pays for your Part A premium (if you don't qualify for it automatically) and for your Part B premium. If Medical Assistance (Medicaid) is not paying your Medicare premiums for you, you must continue to pay your Medicare premiums to remain a member of the plan.

- Your copy of Medicare & You 2012 gives information about these premiums in the section called "2012 Medicare Costs." This explains how the Part B premium differs for people with different incomes.
- Everyone with Medicare receives a copy of Medicare & You each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of Medicare & You 2012 from the Medicare website (<http://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 4.2 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.

SECTION 5 Please keep your plan membership record up to date

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

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage 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 for you.** Because of this, it is very important that you help us keep your information up to date.

Let us know about these changes:

- Changes to your name, your address, or your phone number

- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medical Assistance (Medicaid))
- If you have any liability claims, such as claims from an automobile accident
- If you have been admitted to a nursing home
- If your designated responsible party (such as a caregiver) changes
- If you are participating in a clinical research study

If any of this information changes, please let us know by calling Member Services (phone numbers are on the back cover of this booklet.)

In addition, call your county worker to report these changes:

- Name and address changes
- When you are admitted to a nursing home or other facility
- Adding or losing a household member
- New insurance – begin and end dates
- New job or income changes

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

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

Once each year, we will send you a letter that lists any other medical 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 Member Services (phone numbers are on the back cover of this booklet).

SECTION 6 We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected

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

For more information about how we protect your personal health information, please go to Chapter 8, Section 1.4 of this booklet.

SECTION 7 How other insurance works with our plan

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

When you have other insurance (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.

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 size of the employer, and whether you have Medicare based on age, disability, or End-stage Renal Disease (ESRD):
 - If you’re under 65 and disabled and you or your family member is still working, your plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan has more than 100 employees.
 - If you’re over 65 and you or your spouse is still working, the plan pays first if the employer has 20 or more employees or at least

one employer in a multiple employer plan 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

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

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

Chapter 2. Important phone numbers and resources

| | | |
|------------------|--|-----------|
| SECTION 1 | SeniorCare Complete contacts (how to contact us, including how to reach Member Services at the plan) | 14 |
| SECTION 2 | Medicare (how to get help and information directly from the Federal Medicare program) | 16 |
| SECTION 3 | State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare) | 16 |
| SECTION 4 | Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare) | 17 |
| SECTION 5 | Social Security | 17 |
| SECTION 6 | Medicaid (a joint Federal and state program that helps with medical costs for some people with limited income and resources)..... | 18 |
| SECTION 7 | Information about programs to help people pay for their prescription drugs | 19 |
| SECTION 8 | How to contact the Railroad Retirement Board..... | 20 |
| SECTION 9 | Do you have “group insurance” or other health insurance from an employer? ... | 20 |

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

How to contact our plan's Member Services

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

| MEMBER SERVICES | |
|------------------------|---|
| CALL | 1-866-567-7242 Member Services also has free language interpreter services available for non-English speakers. Calls to this number are free. 7 days a week, 8 a.m. to 8 p.m. |
| TTY | 711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. 7 days a week, 8 a.m. to 8 p.m. |
| FAX | 1-507-431-6328 |
| WRITE | South Country Health Alliance Attn: Member Services 110 West Fremont Street Owatonna, MN 55060 |
| WEBSITE | www.mnscha.org |

How to contact us when you are asking for a coverage decision, an appeal, or making a complaint 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.

An appeal is a formal way of asking us to review and change a coverage decision we have made.

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

For more information on asking for coverage decisions, appeals, or complaints about your medical care, and appeal, 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.

| Coverage Decisions, Appeals or Complaints for Medical Care | |
|---|---|
| CALL | 1-866-567-7242 Member Services also has free language interpreter services available for non-English speakers. Calls to this number are free. 7 days a week, 8 a.m. to 8 p.m. |
| TTY | 711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. 7 days a week, 8 a.m. to 8 p.m. |
| FAX | 1-507-431-6328 |
| WRITE | South Country Health Alliance Attn: Grievance and Appeals Dept. 110 West Fremont Street Owatonna, MN 55060 |
| WEBSITE | www.mnscha.org |

How to contact us when you are asking for a coverage decision, appeals, or complaints about your Part D prescription drugs

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your prescription drugs.

An appeal is a formal way of asking us to review and change a coverage decision we have made.

You can make a complaint about us or one of our network pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes. (If your problem is about the plan's coverage or payment, you should look at information about making an appeal.)

For more information on asking for coverage decisions, appeals, or complaints about your Part D prescription drugs, see Chapter 9 (*What to do if you*

have a problem or complaint (coverage decisions, appeals, complaints)).

| Coverage Decisions and Appeals for Part D Prescription Drugs | |
|---|---|
| CALL | 1-866-567-7242 Member Services also has free language interpreter services available for non-English speakers. Calls to this number are free. 7 days a week, 8 a.m. to 8 p.m. |
| TTY | 711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. 7 days a week, 8 a.m. to 8 p.m. |
| FAX | 1-800-693-6703 |
| WRITE | Appeals Dept. 1305 Corporate Center Drive Bldg N10 Eagan, MN 55121 |
| WEBSITE | www.mnscha.org |

| Complaints for Part D Prescription Drugs | |
|---|---|
| CALL | 1-866-567-7242 Member Services also has free language interpreter services available for non-English speakers. Calls to this number are free. 7 days a week, 8 a.m. to 8 p.m. |
| TTY | 711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. 7 days a week, 8 a.m. to 8 p.m. |
| FAX | 1-507-431-6328 |
| WRITE | South Country Health Alliance Attn: Grievance and Appeals Dept. 110 West Fremont Street Owatonna, MN 55060 |
| WEBSITE | www.mnscha.org |

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

We cannot pay you back for most medical bills that you pay. State and federal laws prevent us from paying you directly. The exception is if you pay for Part D prescription drugs. If you paid for a service that you think we should have covered, contact Member Services at the number listed on the back cover.

For more information on situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, 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 for a Part D Drug 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.

| Payment Requests for Part D drugs | |
|--|---|
| CALL | 1-866-567-7242 Member Services also has free language interpreter services available for non-English speakers. Calls to this number are free. 7 days a week, 8 a.m. to 8 p.m. |
| TTY | 711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. 7 days a week, 8 a.m. to 8 p.m. |
| WRITE | South Country Health Alliance Attn: Member Services 110 West Fremont Street Owatonna, MN 55060 |

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

Medicare is the Federal health insurance program for people age 65 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.

| Medicare | |
|----------|---|
| 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 | http://www.medicare.gov This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state by selecting “Help and Support” and then clicking on “Useful Phone Numbers and Websites.” |

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. Select “Find Out if You’re Eligible.”
- **Medicare Plan Finder:** Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and Medigap (Medicare Supplement Insurance) policies in your area. Select “Health & Drug Plans” and then “Compare Drug and Health Plans” or “Compare Medigap Policies.” These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans.

If you don’t have a computer, your local library or senior center may be able to help you visit this website using its computer. Or, you can call Medicare at the number above and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you.

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. In Minnesota, the SHIP is called the Senior LinkAge Line®.

The Senior LinkAge Line is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare.

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

| | |
|---------------------------------------|--|
| Senior LinkAge Line® Minnesota's SHIP | |
| CALL | 1-800-333-2433 |
| TTY | Call the Minnesota Relay Service at 711 |
| WRITE | Minnesota Board on Aging PO Box 64976 St. Paul, MN 55164-0976 |
| WEBSITE | www.mnaging.org and www.minnesotahelp.info |

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

There is a Quality Improvement Organization for each state. For Minnesota the Quality Improvement Organization is called Stratis Health.

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

You should contact Stratis Health in any of 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.

| | |
|--|--|
| Stratis Health – Minnesota's Quality Improvement Organization | |
| CALL | <i>Stratis Health Helpline</i> This phone number will connect you to a health professional who can help you if you have Medicare and disagree with a decision to end Medicare coverage, or have a concern about the quality of care you receive. At this number, you can also be directed to other resources for assistance. This number is answered during regular business hours. Toll-free: 1-800-444-3423 |
| | <i>Stratis Health Non-Hospital Immediate Appeal Line</i> This number has information about how to appeal a decision to end Medicare coverage for services received from a home health agency, nursing home, comprehensive outpatient rehabilitation facility, or hospice. This number is answered 8:30-4:30, 7 days a week. Toll-free: 1-877-624-1414 |
| | <i>Stratis Health Hospital Discharge Appeal Line</i> This number has information about how to appeal a decision to end Medicare coverage for hospital services. This number is answered 8:30-4:30, 7 days a week. Toll-free: 1-866-894-1327 |
| WRITE | Stratis Health 2901 Metro Drive, Suite 400 Bloomington, MN 55425-1525 |
| WEBSITE | www.stratishealth.org |

SECTION 5 Social Security

The Social Security Administration is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who

have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

| Social Security Administration | |
|---------------------------------------|--|
| CALL | 1-800-772-1213 Calls to this number are free. Available 7:00 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 7:00 am to 7:00 pm, Monday through Friday. |
| WEBSITE | http://www.ssa.gov |

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

Medicaid is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources. In Minnesota, the Medicaid program is called Medical Assistance. To find out more about Medical Assistance and its programs, contact the Minnesota Department of Human Services.

Our plan is a part of a program called Minnesota Senior Health Options (MSHO). The Minnesota Department of Human Services designed this program to provide special care for seniors. This program combines your Medicare and Medical Assistance (Medicaid) services. It combines your doctors, hospital,

home care, nursing home care and other care into one coordinated care system.

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

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost sharing (like deductibles, coinsurance, and copayments).
- **Specified Low-Income Medicare Beneficiary (SLMB) and Qualifying Individual (QI):** Helps pay Part B premiums.
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

If you have questions about the assistance you get from Medical Assistance (Medicaid), contact the Minnesota Department of Human Services

| Minnesota Department of Human Services | |
|---|--|
| CALL | 651) 431-2670 (Twin Cities metro area) or (800) 657-3739 (outside Twin Cities metro area) |
| TTY | (800) 627-3529 or 711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. |
| WEBSITE | www.dhs.state.mn.us/healthcare |

The Minnesota Ombudsman for State Managed Health Care Programs helps people enrolled in a health plan providing Medical Assistance (Medicaid) with service or billing problems. They can help you file a grievance or appeal with our plan. The Ombudsman can also help you request a State Fair Hearing.

| Minnesota Ombudsman for State Managed Health Care Programs | |
|---|--|
| CALL | (651) 431-2660 (Twin Cities metro area) or (800) 657-3729 (outside Twin Cities metro area) |

| | |
|---------|--|
| TTY | 711 or (800) 627-3529 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. |
| WRITE | Minnesota Department of Human Services Ombudsman for State Managed Health Care Programs PO Box 64249, St. Paul MN 55164-0249 |
| WEBSITE | www.dhs.state.mn.us/managed-careombudsman |

The Minnesota Office of Ombudsman for Long Term helps people get information about nursing homes, boarding care homes, adult care homes (i.e. housing with services, assisted living, customized living, or foster care), home care services and Medicare beneficiaries with hospital access or discharge concerns and resolve problems between nursing homes and residents or their families.

| | |
|--|--|
| Minnesota Office of Ombudsman for Long Term Care | |
| CALL | (651-431-2555 (Twin Cities metro area) or (800) 657-3591 (outside Twin Cities metro area) |
| TTY | (800) 627-3529 or 711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. |
| WRITE | Office of Ombudsman for Long-Term Care P.O. Box 64971 St. Paul, MN 55164-0971 |
| WEBSITE | www.mnaging.org/advocate/ooltc.htm |

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

Medicare’s “Extra Help” Program

Because you are eligible for Medicaid, you qualify for and are getting “Extra Help” from Medicare to pay for

your prescription drug plan costs. You do not need to do anything further to get this Extra Help.

If you have questions about Extra Help, call:

- 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day, 7 days a week;
- The Social Security Office at 1-800-772-1213, between 7 am to 7 pm, Monday through Friday. TTY users should call 1-800-325-0778; or
- Your State Medicaid Office. (See Section 6 of this chapter for contact information)

If you believe that you are paying an incorrect cost-sharing amount when you get your prescription at a pharmacy, our plan has established a process that allows you to either request assistance in obtaining evidence of your proper co-payment level, or, if you already have the evidence, to provide this evidence to us.

- Call Member Services at the number listed in Chapter 2, Section 1. We will attempt to verify your cost-sharing in our systems to resolve the problem.
- When we receive the evidence showing your copayment level, we will update our system so that you can pay the correct copayment when you get your next prescription at the pharmacy. If you overpay your copayment, we will reimburse you. Either we will forward a check to you in the amount of your overpayment or we will offset future copayments. If the pharmacy hasn’t collected a copayment from you and is carrying your copayment as a debt owed by you, we may make the payment directly to the pharmacy. If a state paid on your behalf, we may make payment directly to the state. Please contact Member Services if you have questions.

Medicare Coverage Gap Discount Program

Because you get “Extra Help” from Medicare to pay for your prescription drug plan costs, the Medicare Coverage Gap Discount Program does not apply to you. You already have coverage for your prescription drugs during the coverage gap through the Extra Help program.

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 have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

| Railroad Retirement Board | |
|----------------------------------|--|
| CALL | 1-877-772-5772 Calls to this number are free. Available 9:00 am to 3:30 pm, Monday through Friday If you have a touch-tone telephone, recorded information and automat- ed services are available 24 hours a |
| | day, including weekends and holi- days. |
| TTY | 1-312-751-4701 This number requires special tele- phone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are not free. |
| WEBSITE | http://www.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, call the employer/union benefits administrator or Member Services if you have any questions. You can ask about your (or your spouse's) employer or retiree health benefits, premiums, or the enrollment period.

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’s coverage for your medical and other covered services

| | | |
|------------------|--|-----------|
| SECTION 1 | Things to know about getting your medical care and other services covered as a member of our plan..... | 22 |
| Section 1.1 | What are “network providers” and “covered services”? | 22 |
| Section 1.2 | Basic rules for getting your medical care and other services covered by the plan | 22 |
| SECTION 2 | Use providers in the plan’s network to get your medical care and other services and other services..... | 23 |
| Section 2.1 | You must choose a Primary Care Provider (PCP) to provide and oversee your care | 23 |
| Section 2.2 | What kinds of medical care and other services can you get without getting approval in advance from your PCP? | 23 |
| Section 2.3 | How to get care from specialists and other network providers | 24 |
| Section 2.4 | How to get care from out-of-network providers..... | 25 |
| SECTION 3 | How to get covered services when you have an emergency or urgent need for care..... | 25 |
| Section 3.1 | Getting care if you have a medical emergency | 25 |
| Section 3.2 | Getting care when you have an urgent need for care | 25 |
| SECTION 4 | What if you are billed directly for the full cost of your covered services?..... | 26 |
| Section 4.1 | You can ask the plan to pay our share of the cost of Part D Drugs only | 26 |
| Section 4.2 | What should you do if services are not covered by our plan? | 26 |
| SECTION 5 | How are your medical services covered when you are in a “clinical research study”? | 26 |
| Section 5.1 | What is a “clinical research study”? | 26 |
| Section 5.2 | When you participate in a clinical research study, who pays for what?..... | 27 |
| SECTION 6 | Rules for getting care covered in a “religious non-medical health care institution” | 27 |
| Section 6.1 | What is a religious non-medical health care institution? | 27 |
| Section 6.2 | What care from a religious non-medical health care institution is covered by our plan? | 28 |
| SECTION 7 | Rules for ownership of durable medical equipment..... | 28 |
| Section 7.1 | Will you own your durable medical equipment after making a certain number of payments under our plan? | 28 |

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

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

For the details on what medical care and other services are covered by our plan, use the benefits chart in the next chapter, Chapter 4 (*Benefits Chart, what is covered*).

Section 1.1 What are “network providers” and “covered services”?

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

- **“Providers”** are doctors and other health care professionals licensed by the state to provide medical services and care. The term “providers” also includes hospitals and other health care facilities.
- **“Network providers”** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount for Part D drugs as payment in full. We have arranged for these providers to deliver covered services to members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay nothing for covered services and pay only your share of the cost for Part D drugs..
- **“Covered services”** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the benefits chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care and other services covered by the plan

As a Medicare and Medical Assistance (Medicaid) health plan, **SeniorCare Complete** must cover all services covered by Original Medicare and other services.

SeniorCare Complete will generally cover your medical care as long as:

- The care you receive is included in the plan’s Benefits Chart (this chart is in Chapter 4 of this booklet).
- The care you receive is considered medically necessary. “Medically necessary” means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You have a network primary care provider (a PCP) who is providing and overseeing your care. As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - Referrals are not required to see any network provider, however, we encourage you to work with your PCP. If you need to see a specialist, or are in need of a skilled nursing facility or home health care agency, your PCP can help you make the decision and even make recommendations.
- You must receive 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. *Here are three exceptions:*
 - The plan covers emergency care or urgently needed care that you get from an out-of-network provider. For more information about this, and to see what emergency or urgently needed care means, see Section 3 in this chapter.
 - If you need medical care that Medicare or Medical Assistance (Medicaid) requires our plan to cover and the providers in our network cannot provide this care, you can get this care from an out-of-network provider. You may be required to get a service authorization before getting care from an out-of-network provider. In this situation, we will cover these

services as if you got the care from a network. For information about getting approval to see an out-of-network doctor, see Section 2.4 in this chapter.

- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are temporarily outside the plan's service area.

SECTION 2 Use providers in the plan's network to get your medical care and other services and other services

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your care

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

A Primary Care Provider (PCP) is the first place you normally go for care, and can provide most of the health care services you need. As a South Country Health Alliance member, you choose your PCP. Using a PCP makes it easier for your care providers to know you and your family, and for you to know them.

Primary Care Providers mainly include General Practitioners, Internal Medicine Physicians, Family Practice Physicians, Pediatricians and OB/GYN Physicians.

How does a PCP work with other providers?

If you think you need to see another provider or a specialist, your PCP can help you make that decision and even make recommendations. While you do not need a referral to see any provider in our network, consulting your PCP can help you find the services you need and helps them stay informed about your care.

How do you choose your PCP?

When you become a member of our plan, you must choose a network provider to be your Primary Care Provider (PCP) from our **Primary Care Network Listing** (or **Provider Directory**). You must write your choice on the enrollment form. Your PCP is a provider who meets state requirements and is trained to give you basic medical care.

If you cannot find a PCP listing for your area, or

have questions, call Member Services. If you do not choose a PCP, the PCP nearest to you will be assigned as your PCP.

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.

You may change your PCP at any time by calling Member Services at the number on the back cover of this booklet. The name and office telephone number of your current PCP is printed on your membership card.

Sometimes a network provider you are using might leave the plan. If this happens, you will have to switch to another provider who is part of our plan. Member Services can assist you in finding and selecting another provider.

If a provider you choose is no longer part in our plan network, you must choose another plan network provider. You may be able to continue to use services from a provider no longer a part of our plan network for up to 120 days for the following reasons:

- an acute condition
- a life-threatening mental or physical illness
- a pregnancy that is beyond the first three months (trimester);
- a physical or mental disability defined as an inability to engage in one or more major life activities. This applies to a disability that has lasted or is expected to last at least one year, or is likely to result in death;
- a disabling or chronic condition that is in an acute phase.

If your doctor certifies that you have an expected lifetime of 180 days or less, you may be able to continue to use services for the rest of your life from a provider who is no longer part of our network.

For more information, call Member Services.

Section 2.2 What kinds of medical care and other services can you get without getting approval in advance from your PCP?

You can get the services listed below without getting approval in advance from your PCP.

- Routine women’s health care, which includes breast exams, screening mammograms (x-rays of the breast), Pap tests, and pelvic exams as long as you get them from a network provider.
- Flu shots and pneumonia vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed care from in-network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, e.g., when you are temporarily outside of the plan’s service area.
- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are temporarily outside the plan’s service area. (If possible, please call Member Services before you leave the service area so we can help arrange for you to have maintenance dialysis while you are away.)
- American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For enrollees age 65 or older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your plan network primary care provider prior to the referral.

Section 2.3 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, who care for patients with cancer.
- Cardiologists, who care for patients with heart conditions.
- Orthopedists, who care for patients with certain bone, joint, or muscle conditions.

You do not need a referral to see a specialist in the plan network, however, it is recommended you contact your Primary Care Provider and tell them when you are seeing a different network provider.

If we are unable to find you a qualified plan network

provider, we must give you a standing service authorization for you to see a qualified specialist for any of these conditions:

- A chronic (on-going) condition;
- A life-threatening mental or physical illness;
- A pregnancy that is beyond the first three months (first trimester);
- A degenerative disease or disability;
- Any other condition or disease that is serious or complex enough to require treatment by a specialist.

If you do not get a service authorization from us when needed, the bill may not be paid. For more information, call Member Services.

What if a specialist or another network provider leaves our plan?

Sometimes a specialist, clinic, hospital or other network provider you are using might leave the plan. If this happens, you will have to switch to another provider who is part of our network. Member Services can assist you in finding and selecting another provider.

If a provider you choose is no longer part of the plan, you must choose another network provider. You may be able to continue to use services from a provider no longer a part of the plan network for up to 120 days for the following reasons:

- an acute condition
- a life-threatening mental or physical illness
- a pregnancy that is beyond the first three months (trimester);
- a physical or mental disability defined as an inability to engage in one or more major life activities. This applies to a disability that has lasted or is expected to last at least one year, or is likely to result in death;
- a disabling or chronic condition that is in an acute phase.

If your doctor certifies that you have an expected lifetime of 180 days or less, you may be able to continue to use services for the rest of your life from a provider who is no longer part of our network.

Section 2.4 How to get care from out-of-network providers

With limited exceptions, most care you receive from an out-of-network provider (a provider who is not part of our plan's network) will not be covered. If you need a covered service that you cannot get from a plan network provider, you must get a service authorization from us before seeing that out-of-network provider. Your doctor and/or authorized representative can help you with this. Call Member Services for more information.

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

Section 3.1 Getting care if you have a medical emergency

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

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

If you have a medical emergency:

- **Get help as quickly as possible.** Call 911 for help or go to the nearest emergency room, hospital, or urgent care center. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. Call the Member Services number listed on the back cover of this book or on the back of your member ID card.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in

situations where getting to the emergency room in any other way could endanger your health. For more information, see the Benefits Chart in Chapter 4 of this booklet.

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

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

What is “urgently needed care”?

“Urgently needed care” is a non-emergency, unforeseen medical illness, injury, or condition, that requires immediate medical care, but the plan's network of providers is temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have (for example, a flare-up of a

chronic skin condition).

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

In most other situations, if you are in the plan's service area, we will cover urgently needed care *only* if you get this care from a network provider and follow the other rules described earlier in this chapter. However, if the circumstances are unusual or extraordinary, and network providers are temporarily unavailable or inaccessible, we will cover urgently needed care that you get from an out-of-network provider.

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

When you are outside the service area and cannot get care from a network provider, our plan will cover urgently needed care that you get from any provider.

Our plan does not cover urgently needed care or any other care if you receive the care outside of the United States.

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

Section 4.1 You can ask the plan to pay our share of the cost of Part D Drugs only

We cannot pay you back for most medical bills that you pay. State and federal laws prevent us from paying you directly. The exception is if you pay for Part D prescription drugs. If you paid for a service that you think we should have covered, contact Member Services at the number listed on the front cover.

If you have paid more than your share for Part D drugs go to Chapter 7 (*Asking us to pay our share of a bill you have received for Part D drugs*) for information about what to do.

Section 4.2 What should you do if services are not covered by our plan?

SeniorCare Complete covers all medical services that are medically necessary, are listed in the plan's Benefits Chart (this chart is in Chapter 4 of this booklet), and are obtained consistent with plan rules. You are responsible for paying the full cost of services that

aren't covered by our plan, either because they are not plan covered services, or they were obtained out-of-network where not authorized.

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

Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) has more information about what to do if you want a coverage decision from us or want to appeal a decision we have already made. You may also call Member Services at the number on the back cover of this booklet to get more information about how to do this.

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

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

Section 5.1 What is a "clinical research study"?

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

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

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you

meet the requirements for the study and you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in 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 a Medicare-approved clinical research study, you do not need to 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, **you do need to tell us before you start participating in a clinical research study.** Here is why you need to tell us:

1. We can let you know whether the clinical research study is Medicare-approved.
2. We can tell you what services you will get from clinical research study providers instead of from our plan.

If you plan on participating in a clinical research study, contact Member Services (see Chapter 2, Section 1 of this *Evidence of Coverage*).

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

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

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

Original Medicare pays most of the cost of the covered services you receive as part of the study. After Medicare has paid its share of the cost for these services, our plan will pay the rest. Like for all covered services, you will pay nothing for the covered services you get in the clinical research study.

When you are part of a clinical research study, **nei-**

ther 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 and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your condition would usually require only one CT scan.

Do you want to know more?

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

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

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

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

Section 6.2 What care from a religious non-medical health care institution is covered by our plan?

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

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

To be covered by 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 your home, our plan will cover these services only if your condition would ordinarily meet the conditions for coverage of services given by home health agencies that are not religious non-medical health care institutions.
- 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.
- This benefit provides unlimited coverage if all conditions above are met. For a list of all benefits covered, see the Benefits Chart in Chapter 4.

SECTION 7 Rules for ownership of durable medical equipment

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

Durable medical equipment includes items such as oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a provider for use in the home. Certain items, such as prosthetics, are always owned by the enrollee. In this section, we discuss other types of durable medical equipment that must be rented.

In Original Medicare, people who rent certain types of durable medical equipment own the equipment after paying co-payments for the item for 13 months. As a member of **SeniorCare Complete**, however, you may acquire ownership of rented durable medical equipment items if used long enough to justify purchasing it. Call Member Services (phone numbers are on the back cover of this booklet) to find out more information about DME ownership or if you have questions.

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

If you switch to Original Medicare after being a member of our plan: If you did not acquire ownership of the durable medical equipment item while in our plan, you will have to make 13 new consecutive payments for the item while in Original Medicare in order to acquire ownership of the item. Your previous payments while in our plan do not count toward these new 13 consecutive payments.

If you made payments for the durable medical equipment item under Original Medicare *before* you joined our plan, these previous Original Medicare payments also do not count toward the new 13 consecutive payments. You will have to make 13 new consecutive payments for the item under Original Medicare in order to acquire ownership. There are no exceptions to this case when you return to Original Medicare.

Chapter 4. Benefits Chart (what is covered)

| | | |
|------------------|--|-----------|
| SECTION 1 | Understanding covered services | 30 |
| Section 1.1 | You pay nothing for your covered services | 30 |
| Section 1.2 | What is the most you will pay for covered medical services? | 30 |
| SECTION 2 | Use the Benefits Chart to find out what is covered for you | 30 |
| Section 2.1 | Your medical and long term care/home and community-based benefits as a member of the plan..... | 30 |
| | Benefits Chart | 31 |
| | Inpatient Care | 31 |
| | Outpatient Services..... | 33 |
| | Preventive Services | 38 |
| | Additional Medicare and Medical Assistance (Medicaid) Benefits Covered by our Plan | 39 |
| SECTION 3 | What benefits are not covered by the plan OR Medicare?..... | 44 |
| Section 3.1 | Benefits not covered by the plan OR Medicare (exclusions) | 44 |

SECTION 1 Understanding covered services

This chapter focuses on what services are covered. It includes a Benefits Chart that gives a list of your covered services as a member of **SeniorCare Complete**. Later in this chapter, you can find information about medical services that are not covered. It also tells about limitations on certain services.

Section 1.1 You pay nothing for your covered services

Because you get assistance from Medicaid, you pay nothing for your covered services as long as you follow the plans' rules for getting your care. (See Chapter 3 for more information about the plans' rules for getting your care.)

Section 1.2 What is the most you will pay for covered medical services?

Note: Because our members also get assistance from Medical Assistance (Medicaid), very few members ever reach this out-of-pocket maximum.

Because you are enrolled in a Medicare Advantage Plan, there is a limit to how much you have to pay out-of-pocket each year for medical services that are covered under Medicare Part A and Part B OR by our plan (see the Medical Benefits Chart in Section 2, below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of **SeniorCare Complete**, the most you will have to pay out-of-pocket for covered Part A and Part B services in 2012 is \$6,700. The amounts you pay for covered services count toward this maximum out-of-pocket amount. (The amounts you pay for your Part D prescription drugs do not count toward your maximum out-of-pocket amount.) If you reach the maximum out-of-pocket amount of \$6,700, you will not have to pay any out-of-pocket costs for the rest of the year for covered Part A and Part B services. However, you must continue to pay the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

SECTION 2 Use the Benefits Chart to find out what is covered for you

Section 2.1 Your medical and long term care/home and community-based benefits as a member of the plan

The Benefits Chart on the following pages lists the services **SeniorCare Complete** covers. The services listed in the Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare and Medical Assistance (Medicaid) covered services must be provided according to the coverage guidelines established by Medicare and Medicaid.
- Your services (including medical care, services, supplies, and equipment) *must* be medically necessary. "Medically necessary" means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
- You have a primary care provider (a PCP) who is providing and overseeing your care.
- Some of the services listed in the Benefits Chart are covered *only* if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from us. **Covered services that need approval in advance are marked in the Benefits Chart by an asterisk "*".**
- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you.

You do not pay anything for the services listed in the Benefits Chart, as long as you meet the coverage requirements described above.

Restricted Recipient Program

The Restricted Recipient Program is a program for members who have received medical care and have not followed the rules or have misused services. If you are placed in this program, we may replace your regular member card with a Restricted Recipient Program card. You must get health services from one doctor, one drug store, one hospital or other provider. You must do this for at least 24 months of eligibility for Minnesota Health Care Programs (MHCP). You may also be assigned to a home health agency or other providers. You may not be allowed to use the personal care assistance choice or flexible use

options or consumer directed services. Placement in the program will stay with you if you change health plans. Placement in the program will also stay with you if you change to MHCP fee for service. You will not lose eligibility for MHCP because of placement in the program. At the end of the 24 months, your health care services will be reviewed. If you still do not follow the rules, you will be placed in the program for an additional 36 months of eligibility. You have the right to appeal placement in the Restricted Recipient Program. See **Chapter 9**. The Restricted Recipient Program does not apply to Medicare covered services.

BENEFITS CHART

| | |
|-----------------------------------|---|
| Services that are covered for you | What you must pay when you get these services |
|-----------------------------------|---|

Inpatient Care

Inpatient hospital care*

Covered services include:

- Semi-private room (or a private room if medically necessary)
- Meals including special diets
- Regular nursing services
- Costs of special care units (such as intensive care or coronary care units)
- Drugs and medications
- Lab tests
- X-rays and other radiology services
- Necessary surgical and medical supplies
- Use of appliances, such as wheelchairs
- Operating and recovery room costs
- Physical, occupational, and speech language therapy
- Inpatient substance abuse services
- Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. If **SeniorCare Complete** provides transplant services at a distant location (farther away than the normal community patterns of care) 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.
- Blood - including storage and administration.
- Physician services

\$0

If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost sharing you would pay at a network hospital.

Note: To be an inpatient, your provider must write an order to admit you to the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient, you

Services that are covered for 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 <http://www.medicare.gov/Publications/Pubs/pdf/11435.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.

Inpatient mental health care* **\$0**

(see Outpatient mental health care and Partial hospitalization for other mental health care covered services)

- Covered services include mental health care services that require a hospital stay.

Skilled nursing facility (SNF) care* **\$0**

- for additional nursing facility care covered by us see Nursing Home Services in the section called “Additional Medicare and Medical Assistance Medicaid) Benefits Covered by our Plan”

(For a definition of “skilled nursing facility care,” see Chapter 12 of this booklet. Skilled nursing facilities are sometimes called “SNFs.”)

No prior hospital stay is required.

Covered services include:

- Semiprivate room (or a private room if medically necessary)
- Meals, including special diets
- Regular nursing services
- Physical therapy, occupational therapy, and speech therapy
- Drugs administered to you as part of your plan of care (This includes substances that are naturally present in the body, such as blood clotting factors.)
- Blood - including storage and administration.
- Medical and surgical supplies ordinarily provided by SNFs
- Laboratory tests ordinarily provided by SNFs
- X-rays and other radiology services ordinarily provided by SNFs
- Use of appliances such as wheelchairs ordinarily provided by SNFs
- Physician services

Generally, you will get your SNF care from plan facilities. However, under certain conditions listed below, you may be able to get your care from a facility that isn’t a plan provider, if the facility accepts our plan’s amounts for payment.

- A nursing home or continuing care retirement community where you were living right before you went to the hospital (as long as it provides skilled nursing facility care).
- A SNF where your spouse is living at the time you leave the hospital.

Home health agency care **\$0**

Covered services include:

- Skilled nursing*
- Home health aide services*
- Physical therapy, occupational therapy, and speech therapy*
- Respiratory therapy* – covered by us through Medical Assistance (Medicaid)
- Private duty nursing* – covered by us through Medical Assistance (Medicaid)
- Personal care assistant (PCA) services and supervision of PCA services*
- Medical and social services
- Medical equipment and supplies*

| Services that are covered for you | What you must pay when you get these services |
|-----------------------------------|---|
|-----------------------------------|---|

| | |
|---------------------|------------|
| Hospice care | \$0 |
|---------------------|------------|

You may receive care from any Medicare-certified hospice program. Your hospice doctor can be a network provider or an out-of-network provider.

Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal condition. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.

Covered services include:

- Drugs for symptom control and pain relief
- Short-term respite care
- Home care

You are still a member of our plan. If you need non-hospice care (care that is not related to your terminal condition), you have two options:

- You can obtain your non-hospice care from plan providers.
- --or-- You can get your care covered by Original Medicare. In this case, you must pay the cost-sharing amounts under Original Medicare, except for emergency or urgently needed care.

Note: If you need non-hospice care (care that is not related to your terminal condition), 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.

Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit.

When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal condition are paid for by Original Medicare, not **SeniorCare Complete**.

Outpatient Services

| | |
|---|------------|
| Physician services, including doctor's office visits | \$0 |
|---|------------|

Covered services include:

- Medically-necessary medical or surgical services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location
- Preventive and physical exams – covered by us through Medical Assistance (Medicaid)
- Consultation, diagnosis, and treatment by a specialist
- Basic hearing and balance exams performed by your PCP, if your doctor orders it to see if you need medical treatment
- Telehealth office visits including consultation, diagnosis and treatment by a specialist
- Second opinion by another network provider prior to surgery
- Family Planning – **open access service** covered by us through Medical Assistance (Medicaid) For more information see Family Planning section.
- Non-routine dental care (covered services under Medicare 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. For other dental services covered by us through Medical Assistance (Medicaid) see Dental Services section).

| | |
|-------------------------------------|------------|
| Outpatient hospital services | \$0 |
|-------------------------------------|------------|

We cover medically-necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.

Services that are covered for you

Covered services include:

- Services in an emergency department or outpatient clinic, including same-day surgery*
- Laboratory tests billed by the hospital*
- Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it*
- X-rays and other radiology services billed by the hospital*
- Medical supplies such as splints and casts
- Certain screenings and preventive services
- Certain drugs and biologicals that you can't give yourself

Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient. 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 <http://www.medicare.gov/Publications/Pubs/pdf/11435.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.

Chiropractic services

\$0

Covered services include:

- Manual manipulation of the spine to correct subluxation
- One evaluation or exam per year – covered by us through Medical Assistance (Medicaid)
- X-rays when needed to support a diagnosis of subluxation of the spine – covered by us through Medical Assistance (Medicaid)

Podiatry services

\$0

Covered services include:

- Treatment of injuries and diseases of the feet (such as hammer toe or heel spurs).
- Routine foot care for members with certain medical conditions affecting the lower limbs

Outpatient mental health care

\$0

(See Inpatient mental health care and Partial hospitalization for other mental health care covered services.)

Covered services include:

- Mental health services provided by a 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.

Additional mental health services covered by us through Medical Assistance (Medicaid):

- Crisis response services including:
 - Assessment
 - Intervention
 - Stabilization
- Community intervention
- Diagnostic assessments including screening for presence of co-occurring mental illness and substance abuse disorder
- Mental health targeted case management (MH-TCM)
- Dialectical Behavioral Therapy (DBT)*
- Outpatient Mental health services including:

Services that are covered for you

- Explanation of findings
- Mental health medication management
- Neuropsychological services*
- Psychotherapy*
- Psychological testing*
- Rehabilitative Mental Health Services including:
 - Assertive Community Treatment (ACT)
 - Adult Day Treatment*
 - Adult Rehabilitative Mental Health Services (ARMHS)*
- Certified Peer Specialist Support Services in some situations
- Intensive Residential Treatment Services (IRTS)*

Partial hospitalization services* **\$0**

(See Inpatient mental health care and Outpatient mental health care for other mental health care covered services.)

“Partial hospitalization” is a structured program of active psychiatric treatment provided in a hospital outpatient setting 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.

Substance abuse (Chemical dependency) services* **\$0**

Services covered by us through Medical Assistance (Medicaid) include:

- Assessment/diagnosis
- Outpatient treatment*
- Inpatient hospital*
- Residential non-hospital treatment*
- Outpatient methadone treatment
- Detoxification (only if required for medical treatment)
- Room and board determined necessary by chemical dependency assessment*

A qualified Plan network assessor will decide what type of chemical dependency care you need. You may get a second assessment if you do not agree with the first one. To get a second assessment you must send us a request. We must get your request within five working days of when you get the results of your first assessment or before you begin treatment (whichever is first). We will cover a second assessment by a different qualified assessor not in the Plan network. We will do this within five working days of when we get your request. If you agree with the second assessment, we will authorize services according to chemical dependency standards and the second assessment. You have the right to appeal.

Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers **\$0**

Note: If you are having surgery in a hospital, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient. Even if you stay in the hospital overnight, you might still be considered an “outpatient.”

Ambulance services **\$0**

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 are contraindicated (could endanger the person’s health) or if authorized by the plan. The member’s condition must require both the ambulance transportation itself and the level of service provided in order for the billed service to be considered medically necessary.

Services that are covered for you

- Non-emergency transportation by ambulance is appropriate if it is documented that the member’s condition is such that other means of transportation are contraindicated (could endanger the person’s health) and that transportation by ambulance is medically required.

Emergency care

\$0

Emergency care is care that is 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, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency care is only covered within the United States.

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 your care to continue to be covered OR you must have your inpatient care at the out-of-network hospital authorized by the plan.

Urgently needed care

\$0

Urgently needed care is care provided to treat a non-emergency, unforeseen medical illness, injury, or condition, that requires immediate medical care, but the plan’s network of providers is temporarily unavailable or inaccessible.

Urgently needed care is only covered within the United States.

Outpatient rehabilitation services

\$0

Covered services include: physical therapy, occupational therapy, and speech language therapy. Respiratory therapy is covered by us through Medical Assistance (Medicaid).

Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).

Cardiac rehabilitation services

\$0

Comprehensive programs that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor’s order. The plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.

Pulmonary rehabilitation services

\$0

Comprehensive programs of pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and an order for pulmonary rehabilitation from the doctor treating their chronic respiratory disease.

Durable medical equipment and related supplies

\$0

(For a definition of “durable medical equipment,” see Chapter 12 of this booklet.)

Covered items include, but are not limited to: wheelchairs, crutches, hospital bed, IV infusion pump, oxygen equipment, nebulizer, and walker.

Additional items covered by us through Medical Assistance (Medicaid) include: repairs of medical equipment, batteries for medical equipment, medical supplies you need to take care of your illness, injury or disability, incontinence products, nutritional/enteral products when specific conditions are met, family planning supplies – **open access service** – see Family Planning Services section.

| Services that are covered for you | What you must pay when you get these services |
|-----------------------------------|---|
|-----------------------------------|---|

| | |
|--|------------|
| Prosthetic devices and related supplies | \$0 |
|--|------------|

Devices (other than dental) that replace 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.

Additional items covered by us through Medical Assistance (Medicaid) include: orthotics, wigs for people with alopecia areata and some shoes when a part of a leg brace or when custom molded

| | |
|---|------------|
| Diabetes self-management training, diabetic services and supplies* | \$0 |
|---|------------|

For all people who have diabetes (insulin and non-insulin users). Covered services include:

- Blood glucose monitor, blood glucose test strips, lancet devices and lancets, and glucose-control solutions for checking the accuracy of test strips and monitors.*
- 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. We may cover additional shoes and inserts through Medical Assistance (Medicaid).
- Diabetes self-management training is covered under certain conditions.
- For persons at risk of diabetes: Fasting plasma glucose tests as directed by your PCP.

| | |
|---|------------|
| Outpatient diagnostic tests and therapeutic services and supplies* | \$0 |
|---|------------|

Covered services include, but are not limited to:

- X-rays
- Radiation (radium and isotope) therapy including technician materials and supplies
- Surgical supplies, such as dressings
- Splints, casts and other devices used to reduce fractures and dislocations
- Laboratory tests
- Blood. Coverage of storage and administration begins with the first pint of blood that you need.
- Other outpatient diagnostic tests as ordered by your doctor

| | |
|--------------------|------------|
| Vision care | \$0 |
|--------------------|------------|

Covered services include:

- Outpatient physician services for the diagnosis and treatment of diseases and conditions of the eye. For people who are at high risk of glaucoma, such as people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older: glaucoma screening once per year.
- One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) Corrective lenses/frames (and replacements) needed after a cataract removal without a lens implant.

The following are covered by us through Medical Assistance (Medicaid)

- Eye Exams
- Eyeglasses, including identical replacement due to damage, loss or theft
- Repairs to frames and lenses for eyeglasses covered under the Plan

Services that are covered for you

- Tints or polarized lenses, when medically necessary
- Contact lenses, when medically necessary under certain circumstances

Preventive Services

For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you.

| | |
|--|------------|
| Abdominal aortic aneurysm screening | \$0 |
| Bone mass measurement | \$0 |
| Colorectal cancer screening | \$0 |
| HIV screening | \$0 |
| Immunizations | \$0 |

Covered Medicare Part B services include:

- Pneumonia vaccine
- Flu shots, once a year in the fall or winter
- Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B
- Other vaccines if you are at risk and they meet Medicare Part B coverage rules

We also cover some vaccines under our Part D prescription drug benefit.

| | |
|--|------------|
| Breast cancer screening (mammograms) | \$0 |
| Cervical and vaginal cancer screening | \$0 |
| Prostate cancer screening exams | \$0 |
| Cardiovascular disease testing | \$0 |
| “Welcome to Medicare” physical exam | \$0 |

The plan covers a one-time “Welcome to Medicare” physical exam, which includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.

Important: You must have the physical exam 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” physical exam.

There is no coinsurance, copayment, or deductible for the Welcome to Medicare exam.

| | |
|------------------------------|------------|
| Annual wellness visit | \$0 |
|------------------------------|------------|

If you’ve had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.

Note: Your first annual wellness visit can’t take place within 12 months of your “Welcome to Medicare” exam. However, you don’t need to have had a “Welcome to Medicare” exam to be covered for annual wellness visits after you’ve had Part B for 12 months.

There is no coinsurance, copayment, or deductible for the annual wellness visit.

| | |
|----------------------------------|------------|
| Diabetes screening | \$0 |
| Medical nutrition therapy | \$0 |

| Services that are covered for you | What you must pay when you get these services |
|---|---|
| Smoking and tobacco use cessation (counseling to stop smoking) | \$0 |
| Services to treat kidney disease and conditions | \$0 |

Covered services include:

- Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime.
- Outpatient dialysis treatments (including dialysis treatments when temporarily out of the service area, as explained in Chapter 3)
- Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care)
- Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments)
- Home dialysis equipment and 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)

Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B Drugs, please go to the section below, “Medicare Part B prescription drugs.”

Medicare Part B prescription drugs **\$0**

These drugs are covered under Part B of Original Medicare. Members of our plan receive coverage for these drugs through our plan. Covered drugs include:

- Drugs that usually aren’t self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services
- Drugs you take using durable medical equipment (such as nebulizers) that was authorized by the plan
- Clotting factors you give yourself by injection if you have hemophilia
- Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant
- Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug
- Antigens
- Certain oral anti-cancer drugs and anti-nausea drugs
- Certain drugs for home dialysis, including heparin, the 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

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 listed in Chapter 6.

Additional Medicare and Medical Assistance (Medicaid) Benefits Covered by our Plan

Dental services* **\$0**

In general, preventive dental services (such as cleaning, routine dental exams, and dental x-rays) are not covered by Original Medicare but the following services are covered by us through Medical Assistance (Medicaid). We cover:

Diagnostic services including:

- Comprehensive exam every five years
- Periodic exam once per calendar year
- Problem focused exams (once per day per facility)

Services that are covered for you

- X-rays are limited to:
 - bitewing once per calendar year
 - single x-rays for diagnosis of problems
 - panoramic once every five years as medically necessary for diagnosis and follow-up of oral and maxillofacial conditions and trauma, once every two years in limited situations
 - full mouth x-rays once every five years only when provided in an outpatient hospital or freestanding Ambulatory Surgery Center (ASC)

Preventive services including:

- Cleaning once per calendar year
- Fluoride varnish once per calendar year

Restorative services including:

- Fillings
- Sedative fillings for relief of pain

Endodontics (Root canals) on anterior teeth and premolars only

Periodontics including:

- Gross removal of plaque and tartar once every five years
- Scaling and root planing once every two years only when provided in an outpatient hospital or freestanding Ambulatory Surgical Center (ASC)

Dental implant-related services when medically necessary and for very limited conditions

*Prosthodontics including:

- Removable prostheses (dentures and partials) once every six years per dental arch

Oral surgery limited to extractions, biopsies and incision and drainage of abscesses

Additional general services including:

- Treatment for pain (once per day)
- General anesthesia only when provided in an outpatient hospital or freestanding Ambulatory Surgical Center (ASC)

Hearing services

\$0

Basic hearing evaluations performed by your provider are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider.

The following are covered by us through Medical Assistance (Medicaid):

- Hearing aids and batteries*
- Repair and replacement of hearing aids due to normal wear and tear, with limits

Health and wellness education programs

\$0

South Country Health Alliance provides the following Health and Wellness Education Programs:

- **Take Charge! Rewards** - Women 40 and over who have an annual mammogram are eligible for a reward.
- **Be Fit! Exercise Program** - Members can receive up to \$15 off their monthly health club membership fees for exercising at least 8 days a month.
- South Country will cover up to \$15 of the registration fee for most Community Education classes (up to 5 classes per registration session). Call your local Community Education program or Member Services for more information.
- **Disease Management/Chronic Care Improvement** - Members can receive condition-specific educational materials and support in maintaining their care plan for heart failure, asthma and diabetes.
- **Mayo Clinic Tobacco Quitline** - Members can join a free tobacco cessation program. A trained counselor can talk with you over the phone and provide information, support, and advice. You can call the Mayo

Services that are covered for you

Clinic Tobacco Quitline at 1-800-504-3451 (toll free) or 1-877-728-3311 (TTY for the hearing impaired).

- **Ask Mayo Clinic 24 hour Nurse Line** - This helpful service is staffed by experienced registered nurses who work with the Mayo Clinic to answer your health questions. They can help you decide what to do when you are sick or injured. They are available 24 hours a day, 7 days a week.

Care Coordination

\$0

- Assisting you in arranging for, getting, and coordinating assessments, tests and health and continuing care services
- Developing and updating your care plan
- Communicating with a variety of agencies and persons
- Other services as outlined in your care plan

Family Planning Services – covered by us through

Medical Assistance (Medicaid)

\$0

Federal and State law allow you to choose any doctor, clinic, hospital, pharmacy, or family planning agency to get open access services. You can get open access services from any provider, even if they are not in the Plan network.

- Family planning exam and medical treatment – **open access service**
- Family planning lab and diagnostic tests – **open access service**
- Family planning methods (birth control pills, patch, ring, IUD, injections, implants) – **open access service**
- Family planning supplies with prescription (condom, sponge, foam, film, diaphragm, cap) - **open access service**
- Counseling and diagnosis of infertility, including related services - **open access service**
- Treatment for medical conditions of infertility – **Not an open access service**. You must see a provider in our plan’s network. Note: This service does not include artificial ways to become pregnant.
- Counseling and testing for sexually transmitted disease (STDs), AIDS and other HIV-related conditions - **open access service**
- Treatment for sexually transmitted diseases (STDs) - **open access service**
- Treatment for AIDS and other HIV-related conditions – **Not an open access service**. You must see a provider in the Plan network.
- Voluntary sterilization (You must be age 21 or older and you must sign a federal sterilization consent form. At least 30 days, but not more than 180 days, must pass between the date that you sign the form and the date of surgery)- **open access service**
- Genetic counseling - **open access service**
- Genetic testing – **Not an open access service**. You must see a provider in the plan network.

Health Services – covered by us through

Medical Assistance (Medicaid)

\$0

- Services of a certified public health nurse or a registered nurse practicing in a public health nursing clinic under a governmental unit
- Advanced Practice Nurse services: Services provided by a nurse practitioner, nurse anesthetist, nurse midwife, or clinical nurse specialist
- Community health worker care coordination and patient education services
- Tuberculosis care management and direct observation of drug intake
- Counseling and testing for sexually transmitted diseases (STDs), AIDS and other HIV-related conditions - **open access service**
- Treatment for AIDS and other HIV-related conditions - **Not an open access service**
- Treatment for sexually transmitted diseases (STDs) – **open access service**.
- Medical nutrition therapy

- Acupuncture

Elderly Waiver Services (Home and Community-Based Services)

covered by us through Medical Assistance (Medicaid)

\$0

- Adult Day Services (ADS): Health and social services given on a regular basis in a licensed setting.
- Adult Foster Care: A home that provides care in a family-like setting.
- Case Management: Management of your health and long-term care services among different health and social service workers.
- Chore Services: Services needed to keep your home clean and safe.
- Companion Services: Non-medical social support services for members who need supervision.
- Consumer Directed Community Support Services: Services that you manage yourself within a set budget.
- Customized Living/24 Hour Customized Living: A group of services given in an assisted living setting.
- Environmental Accessibility Adaptations: Physical changes to your home and vehicle needed to assure health and safety.
- Extended State Plan Home Health Care Services: This includes home health aide and nursing services that are over the Medical Assistance limit.
- Extended State Plan Private Duty Nursing – This includes private duty nursing services that are over the Medical Assistance limit.
- Extended State Plan Personal Care Assistance Services: Help with personal care and activities of daily living over the Medical Assistance limit.
- Family and Care Giver Training and Education: Training for unpaid caregivers.
- Home Delivered Meals: Meals delivered to your home.
- Homemaker Services: General household activities to keep up the home.
- Residential Care Services: A group of services offered in a licensed board and lodge setting.
- Respite Care: Short-term service when you cannot care for yourself, and your unpaid caregiver needs relief.
- Specialized Medical Supplies and Equipment: Supplies and equipment that are over the Medical Assistance limit or coverage.
- Transitional Supports Services: One-time costs related to setting up a household (such as when a person leaves a nursing home).
- Transportation: A ride to activities and services in the community.

You must have a Long Term Care Consultation (LTCC) done and found to be nursing home certifiable to get these Elderly Waiver (EW) services. You can request to have this assessment in your home, apartment or facility where you live. Your MSHO care coordinator will meet with you and your family to talk about your care needs within 15 days if you call to ask for a visit.

Your MSHO care coordinator will give you information about community services, help you find services to stay in your home or community, and help you find services to move out of a nursing home or other facility.

You have the right to have friends or family present at the visit. You can designate a representative to help you make decisions. You can decide what your needs are and where you want to live. You can ask for services to best meet your needs. You can make the final decisions about your plan for services and help. You can choose who you want to provide the services and supports from those providers available from our Plan's network.

After the visit, your MSHO care coordinator will send you a letter that recommends services that best meet your needs. You will be sent a copy of the service or care plan you helped put together. Your care coordinator will help you file an appeal if you disagree with suggested services or were informed you may not qualify for these services.

People who live on the White Earth, Leech Lake or Fond du Lac Reservations can choose to get their EW services through the White Earth, Leech Lake or Fond du Lac tribal services or through our Plan. These EW options may be expanded to other reservations. Contact your tribe or our Plan if you have questions.

If you are currently on the Community Alternatives for Disabled Individuals (CADI), Community Alternative

Services that are covered for you

Care (CAC), Traumatic Brain Injury (TBI), or the Developmental Disability (DD) waiver, you will continue to get services covered by these programs in the same way you get them now. Your county case manager will continue to authorize these services and coordinate with your MSHO care coordinator .

Interpreter Services **\$0**

Interpreter services are available to help you get services. Oral interpretation is available for any language.

- Spoken language interpreter services
- Hearing interpreter services

Nursing Home Services – covered by us through Medical Assistance (Medicaid) **\$0**

Our Plan is responsible for paying a total of 180 days of nursing home room and board. This includes custodial care. If you need continued nursing home care beyond the 180 days, the Minnesota Department of Human Services (DHS) will pay directly for your care. If DHS is currently paying for your care in the nursing home, DHS, not our Plan, will continue to pay for your care.

See Skilled nursing facility (SNF) care for additional nursing home coverage covered by us through Medicare

Medical Assistance (Medicaid) Covered Prescription Drugs **\$0**

Our Plan will cover some Medical Assistance covered drugs that are not covered by Medicare Parts B and D. These include drugs such as benzodiazepines, barbiturates, some over-the-counter products, and some prescription cough and cold medicines.

- The drug must be on our covered drug list (formulary). We will cover a non-formulary drug if your doctor shows us that: 1) the drug that is normally covered has caused a harmful reaction to you; 2) there is a reason to believe the drug that is normally covered would cause a harmful reaction; or 3) the drug prescribed by your doctor is more effective for you than the drug that is normally covered. The drug must be in a class of drugs that is covered.
- We will cover an antipsychotic drug, even if it is not on our drug list, if your provider certifies this is best for you. There is no copay for anti-psychotic drugs. In certain cases, we will cover other drugs used to treat a mental illness or emotional disturbance even if the drug is not on our approved drug list. We will do this for up to one year if your provider certifies the drug is best for you and you have been treated with the drug for 90 days before: 1) we removed the drug from our drug list; or 2) you enrolled in our Plan. You or your provider can ask the plan to make an exception for you and cover the drug in they way you would like it covered. When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved.
- If pharmacy staff tells you the drug is not covered and asks you to pay, ask them to call your doctor. We cannot pay you back if you pay for it. There may be another drug that will work that is covered by our Plan. If the pharmacy won't call your doctor, you can. You can also call our plan Member Services at the phone number in Chapter 2 for help.

Transportation – covered by us through Medical Assistance (Medicaid) **\$0**

If you need common carrier transportation (i.e. bus or cab) to and from health services that we cover, call your county financial worker or case manager. The Plan will cover transportation to your Primary Care Clinic even if it is over 30 miles from your home. If you need a ride and closer clinic in our network is not available, please call your county financial worker or case manager.

For Special transportation (for people who, because of physical or mental impairment, cannot safely use a common carrier and do not need an ambulance), contact Member Services (see Chapter 2, Section 1 of this **Evidence of Coverage**)

Annual maximum of \$300 towards equipment or services that promote safety, prevention of injury and encourage maximal function. Service authorization is required. Contact your care coordinator or Member Services for additional information.

SECTION 3 What benefits are not covered by the plan OR Medicare?

Section 3.1 Benefits not covered by the plan OR Medicare (exclusions)

This section tells you what kinds of benefits are “excluded”. Excluded means that the plan doesn’t cover these benefits. In some cases, we cover items or services that are excluded by Medicare under our plan’s Medical Assistance (Medicaid) benefits. For more information about Medical Assistance (Medicaid) benefits, call Member Services (phone numbers are on the back cover of this booklet).

The list below describes some services and items that aren’t covered under any conditions and some that are excluded by the plan only under specific conditions. The list also tells you if the service or item is covered by the plan under Medicaid.

We won’t pay for the excluded medical benefits listed in this section (or elsewhere in this booklet), and neither will Original Medicare or Medicaid. The only exception: If a benefit on the exclusion list is found upon appeal to be a medical benefit 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 6.3 in this booklet.)

In addition to any exclusions or limitations described in the Benefits Chart, or anywhere else in this *Evidence of Coverage*, or any addenda to this *Evidence of Coverage*, the following items and services aren’t covered under Original Medicare or by our plan:

- Services considered not reasonable and necessary, according to the standards of Original Medicare, unless these services are listed by our plan as covered services.
- Experimental medical and surgical procedures, equipment and medications, unless covered by Original Medicare or under a Medicare-approved

clinical research study. (See Chapter 3, Section 5 for more information on clinical research studies.) Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community.

- Surgical treatment for morbid obesity, except when it is considered medically necessary and covered under Original Medicare or Medical Assistance (Medicaid).
- Private room in a hospital, except when it is considered medically necessary.
- Private duty nurses – **Covered by us through Medical Assistance (Medicaid).**
- Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.
- Full-time nursing care in your home – **Covered by us through Medical Assistance (Medicaid) if criteria is met.**
- Custodial care, unless it is provided with covered skilled nursing care and/or skilled rehabilitation services. Custodial care, or non-skilled care, is care that helps you with activities of daily living, such as bathing or dressing. **Custodial care is covered by us or by the Minnesota Department of Human Services through Medical Assistance (Medicaid).**
- Homemaker services which include basic household assistance, including light housekeeping or light meal preparation. **These services are covered by us through Medical Assistance (Medicaid) if you are screened and found to be nursing home certifiable as the result of a screening.**
- Fees charged by your immediate relatives or members of your household. Exceptions to this may be some services such as personal care attendant (PCA) and consumer directed community support (CDCS) services covered by us through Medical Assistance (Medicaid).

- Meals delivered to your home. **These services are covered by us through Medical Assistance (Medicaid) if you are screened and found to be nursing home certifiable as the result of a screening.**
 - Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging and mental performance), except when medically necessary.
 - Cosmetic surgery or procedures, unless because of an accidental injury or to improve a malformed part of the body. However, all stages of reconstruction are covered for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
 - Routine dental care, such as cleanings, fillings or dentures. However, non-routine dental care required to treat illness or injury may be covered as inpatient or outpatient care. **Dental services are covered by us through Medical Assistance (Medicaid) – see Dental Services section for coverage information.**
 - Chiropractic care, other than manual manipulation of the spine consistent with Medicare coverage guidelines. **Chiropractic care is covered by us through Medical Assistance (Medicaid) – See Chiropractic care section.**
 - Routine foot care, except for the limited coverage provided according to Medicare guidelines. **Additional services may be covered by us through Medical Assistance (Medicaid).**
 - Orthopedic shoes, unless the shoes are part of a leg brace and are included in the cost of the brace or the shoes are for a person with diabetic foot disease. **Orthopedic shoes are covered by us through Medical Assistance (Medicaid) – see Prosthetic devices and related supplies.**
 - Supportive devices for the feet, except for orthopedic or therapeutic shoes for people with diabetic foot disease. **Orthopedic shoes are covered by us through Medical Assistance (Medicaid) – see Prosthetic devices and related supplies.**
 - Routine hearing exams, hearing aids, or exams to fit hearing aids. **These are covered by us through Medical Assistance (Medicaid).**
 - Eyeglasses, routine eye examinations, radial keratotomy, LASIK surgery, vision therapy and other low vision aids. However, eyeglasses are covered for people after cataract surgery. **Additional vision care services including some of those listed are covered by us through Medical Assistance (Medicaid).**
 - Reversal of sterilization procedures, sex change operations, and non-prescription contraceptive supplies. **Non-prescription contraceptive supplies are covered by us through Medical Assistance (Medicaid).**
 - Acupuncture. **Acupuncture is covered by us through Medical Assistance (Medicaid).**
 - Naturopath services (uses natural or alternative treatments).
 - Services provided to veterans in Veterans Affairs (VA) facilities.
- The plan will not cover the excluded services listed above **unless otherwise indicated that the service is covered by us through Medical Assistance (Medicaid).** Even if you receive the services at an emergency facility, the excluded services are still not covered.
- These benefits are not covered by us under the plans, but may be covered by the State, county, federal government, or tribe. To find out more about these services, call the Minnesota Health Care Programs Member Helpdesk at 651- 431-2670 or 1-800-657-3739 (toll-free).**
- Case management for people with developmental disabilities
 - Intermediate care facility for people who have a developmental disability (ICF/DD)
 - Treatment at Rule 36 facilities which are not licensed as Intensive Residential Treatment Services (IRTS)
 - Room and board associated with Intensive Residential Treatment Services (IRTS)
 - Services provided by a state regional treatment center, a State-owned long term care facility or an institution for mental disease (IMD) unless approved by us or the service is ordered by a court under conditions specified in law.
 - Services provided by federal institutions
 - Job training and educational services

- Day training and habilitation
- Mileage reimbursement for rides not otherwise covered by the Plan, to get to and from health appointments (for example, in your own car). Contact your county for more information.
- Nursing home stays for which our Plan is not otherwise responsible. See “Nursing Home Services” in the Benefits Chart.

Chapter 5. Using the plan’s coverage for your Part D prescription drugs

| | | |
|-------------------|--|-----------|
| SECTION 1 | Introduction | 48 |
| Section 1.1 | This chapter describes your coverage for Part D drugs | 48 |
| Section 1.2 | Basic rules for the plan’s Part D drug coverage..... | 48 |
| SECTION 2 | Your prescriptions should be written by a network provider | 48 |
| Section 2.1 | In most cases, your prescription must be from a network provider | 48 |
| SECTION 3 | Fill your prescription at a network pharmacy | 49 |
| Section 3.1 | To have your prescription covered, use a network pharmacy..... | 49 |
| Section 3.2 | Finding network pharmacies..... | 49 |
| Section 3.3 | When can you use a pharmacy that is not in the plan’s network?..... | 49 |
| SECTION 4 | Your drugs need to be on the plan’s “Drug List” | 50 |
| Section 4.1 | The “Drug List” tells which Part D drugs are covered | 50 |
| Section 4.2 | There are 3 “cost-sharing tiers” for drugs on the Drug List..... | 50 |
| Section 4.3 | How can you find out if a specific drug is on the Drug List? | 50 |
| SECTION 5 | There are restrictions on coverage for some drugs | 51 |
| Section 5.1 | Why do some drugs have restrictions? | 51 |
| Section 5.2 | What kinds of restrictions? | 51 |
| Section 5.3 | Do any of these restrictions apply to your drugs? | 51 |
| SECTION 6 | What if one of your drugs is not covered in the way you’d like it to be covered? | 52 |
| Section 6.1 | There are things you can do if your drug is not covered in the way you’d like it to be covered..... | 52 |
| Section 6.2 | What can you do if your drug is not on the Drug List or if the drug is restricted in some way? | 52 |
| Section 6.3 | What can you do if your drug is in a cost-sharing tier you think is too high?.... | 54 |
| SECTION 7 | What if your coverage changes for one of your drugs? | 54 |
| Section 7.1 | The Drug List can change during the year..... | 54 |
| Section 7.2 | What happens if coverage changes for a drug you are taking?..... | 54 |
| SECTION 8 | What types of drugs are not covered by the plan? | 55 |
| Section 8.1 | Types of drugs we do not cover | 55 |
| SECTION 9 | Show your plan membership card when you fill a prescription | 55 |
| Section 9.1 | Show your membership card | 55 |
| Section 9.2 | What if you don’t have your membership card with you? | 55 |
| SECTION 10 | Part D drug coverage in special situations | 56 |
| Section 10.1 | What if you’re in a hospital or a skilled nursing facility for a stay that is covered by the plan? | 56 |
| Section 10.2 | What if you’re a resident in a long-term care facility?..... | 56 |
| Section 10.3 | What if you’re also getting drug coverage from an employer or retiree group plan? | 56 |
| SECTION 11 | Programs on drug safety and managing medications | 57 |
| Section 11.1 | Programs to help members use drugs safely | 57 |
| Section 11.2 | Programs to help members manage their medications | 57 |

How can you get information about your drug costs?

Because you are eligible for Medicaid, you qualify for and are getting “Extra Help” from Medicare to pay for your prescription drug plan costs. Because you are in the Extra Help program, **some information in this Evidence of Coverage about the costs for Part D prescription drugs does not apply to you.** We have included a separate insert, called the “**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**” (LIS Rider), which tells you about your drug coverage. If you don’t have this insert, please call Member Services and ask for the “**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**” (LIS Rider). Phone numbers for Member Services are on the back cover of this booklet.

SECTION 1 Introduction

Section 1.1 This chapter describes your coverage for Part D drugs

This chapter explains rules for using your coverage for Part D drugs. The next chapter tells what you pay for Part D drugs (Chapter 6, *What you pay for your Part D prescription drugs*).

In addition to your coverage for Part D drugs, **SeniorCare Complete** also covers some drugs under the plan’s medical benefits:

- The plan covers drugs you are given during covered stays in the hospital or in a skilled nursing facility. Chapter 4 (*Benefits Chart, what is covered*) tells about the benefits for drugs during a covered hospital or skilled nursing facility stay.
- Medicare Part B also provides benefits for some drugs. Part B drugs include certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility. Chapter 4 (*Benefits Chart, what is covered*) tells about the coverage for Part B drugs.

In addition to the drugs covered by Medicare, some prescription drugs are covered for you under your Medical Assistance (Medicaid) benefits. Information about Medical Assistance (Medicaid) covered prescription drugs can be found in Chapter 4, (*Additional Medicare and Medical Assistance (Medicaid) Benefits*

Covered by our Plan).

This chapter explains rules for using your coverage for Medicare Part D drugs. The next chapter tells what you pay for Part D drugs (Chapter 6, *What you pay for your Part D prescription drugs*).

Section 1.2 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 network provider (a doctor or other prescriber) write your prescription. (For more information, see Section 2, *Your prescriptions should be written by a network provider*.)
- You must use a network pharmacy to fill your prescription. (See Section 3, *Fill your prescriptions at a network pharmacy*.)
- Your drug must be on the plan’s **List of Covered Drugs (Formulary)** (we call it the “Drug List” for short). (See Section 4, *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 4 for more information about a medically accepted indication.)

SECTION 2 Your prescriptions should be written by a network provider

Section 2.1 In most cases, your prescription must be from a network provider

You need to get your prescription (as well as your other care) from a provider in the plan’s provider network. This person would often be your primary care provider (your PCP). It could also be another professional in our provider network if your PCP has referred you for care.

To find network providers, look in the **Provider Directory**.

The plan will cover prescriptions from providers who are not in the plan’s network only in a few special circumstances. These include:

- Prescriptions you get in connection with covered emergency care.
- Prescriptions you get in connection with covered urgently needed care when network providers are not available.

If you pay “out-of-pocket” for a prescription written by an out-of-network provider and you think we should cover this expense, please contact Member Services or send the bill to us for payment. Chapter 7, Section 2.1 tells how to ask us to pay share of the cost for the drug.

We cannot pay you back for a Medical Assistance-covered drug that you pay for out-of-pocket. State and federal laws prevent us from paying you directly. If you paid for a prescription drug that you think we should have covered, contact Member Services at the number listed on the back cover.

SECTION 3 Fill your prescription at a network pharmacy

Section 3.1 To have your prescription covered, use a network pharmacy

In most cases, your prescriptions are covered only if they are filled at the plan’s network pharmacies. (See Section 3.5 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 covered on the plan’s Drug List.

Section 3.2 Finding network pharmacies

How do you find a network pharmacy in your area?

To find a network pharmacy, you can look in your **Provider Directory**, visit our website (www.mnscha.org), or call Member Services (phone numbers are on the back cover of this booklet). Choose whatever is easiest for you.

You may go to any of our network pharmacies. If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask to have a new prescription written by a provider or to have your prescription transferred to your

new network pharmacy.

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 network pharmacy in your area, you can get help from Member Services (phone numbers are on the back cover of this booklet) or use the **Provider Directory**. You can also find information on our website at www.mnscha.org.

What if you need a specialized pharmacy?

Sometimes 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 facility. Usually, a long-term care facility (such as a nursing home) has its own pharmacy. Residents may get prescription drugs through the facility’s pharmacy as long as it is part of our network. If your long-term care pharmacy is not in our network, please contact Member Services.
- 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 **Provider Directory** or call Member Services.

Section 3.3 When can you use a pharmacy that is not in the plan’s network?

Your prescription may be covered in certain situations

We have network pharmacies outside of our service area where you can get your prescriptions filled as a member of our plan. Generally, we cover drugs filled at an out-of-network pharmacy only when you are not able to use a network pharmacy.

Please check first with Member Services to see if there is a network pharmacy nearby.

How do you ask for reimbursement from the plan?

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal share of the cost) when 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 the drug is a Medical Assistance covered drug, we cannot pay you back for a Medical Assistance covered drug that you pay out-of-pocket. State and federal laws prevent us from paying you directly. If you paid for a prescription drug that you think we should have covered, contact Member Services at the number listed on the back cover.***

SECTION 4 Your drugs need to be on the plan's "Drug List"

Section 4.1 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 must meet requirements set by Medicare. Medicare has approved the plan's Drug List.

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:

- approved by the Food and Drug Administration. (That is, the Food and Drug Administration has approved the drug for the diagnosis or condition for which it is being prescribed.)
- -- or -- supported by certain reference books. (These reference books are the American Hospital Formulary Service Drug Information, the DRUGDEX Information System, and the USPDI or its successor.)

The Drug List includes both brand name and generic drugs

A generic drug is a prescription drug that has the same active ingredients as the brand name drug. Generally, it works 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 8.1 in this chapter).
- In other cases, we have decided not to include a particular drug on the Drug List.

Section 4.2 There are 3 "cost-sharing tiers" for drugs on the Drug List

Every drug on the plan's Drug List is in one of 3 cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug:

| Tier | Copayment |
|--|-----------------------|
| Tier 1 drugs (covered generic drugs) | \$0, \$1.10 or \$2.60 |
| Tier 2 drugs (covered preferred brand drugs) | \$0, \$3.30 or \$6.50 |
| Tier 3 drugs (covered non-preferred brand drugs) | \$0, \$3.30 or \$6.50 |

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*).

Section 4.3 How can you find out if a specific drug is on the Drug List?

You have 3 ways to find out:

1. Check the most recent Drug List we sent you in the mail.
2. Visit the plan's website (www.mnscha.org). The Drug List on the website is always the most current.
3. Call Member Services to find out if a particular drug is on the plan's Drug List or to ask for a copy

of the list. Phone numbers for Member Services are on the back cover of this booklet.

SECTION 5 There are restrictions on coverage for some drugs

Section 5.1 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 help our members use drugs in the most effective ways. These special rules also help control overall drug costs, which keeps your drug coverage more affordable.

In general, our rules encourage you to get a drug that works for your medical condition and is safe and effective. Whenever a safe, lower-cost drug will work medically just as well as a higher-cost drug, the plan's rules are designed to encourage you and your provider to use that lower-cost option. We also need to comply with Medicare's rules and regulations for drug coverage and cost sharing.

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. If you want us to waive the restriction for you, you will need to use the formal appeals process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 7.2 for information about asking for exceptions.)

Section 5.2 What kinds of restrictions?

Our plan uses different types of restrictions to help our members use drugs in the most effective ways. The sections below tell you more about the types of restrictions we use for certain drugs.

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.**" Sometimes the requirement for getting approval in advance helps 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 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 the amount of the drug that you can have. For example, the plan might limit how many refills you can get, or 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 5.3 Do any of these restrictions apply to your drugs?

The plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, check the Drug List. For the most up-to-date information, call Member Services (phone numbers are on the back cover of this booklet) or check our website (www.mnscha.org).

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. If there is a restriction on the drug you want to take, you should contact Member Services 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 formal appeals process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 7.2 for information about asking for exceptions.)

SECTION 6 What if one of your drugs is not covered in the way you'd like it to be covered?

Section 6.1 There are things you can do if your drug is not covered in the way you'd like it to be covered

Suppose there is a prescription drug you are currently taking, or one that you and your provider think you should be taking. We hope that your drug coverage will work well for you, but it's possible that you might have a problem. For example:

- **What if the drug you want to take is not covered by the plan?** For example, the drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand name version you want to take is not covered.
- **What if the drug is covered, but there are extra rules or restrictions on coverage for that drug?** As explained in Section 5, some of the drugs covered by the plan have extra rules to restrict their use. For example, you might be required to try a different drug first, to see if it will work, before the drug you want to take will be covered for you. Or there might be limits on what amount of the drug (number of pills, etc.) is covered during a particular time period. In some cases, you may want us to waive the restriction for you. For example, you might want us to cover a certain drug for you without having to try other drugs first. Or you may want us to cover more of a drug (number of pills, etc.) than we normally will cover.
- **What if the drug is covered, but it is in a cost-sharing tier that makes your cost sharing more expensive than you think it should be?** The plan puts each covered drug into one of 3 different cost-sharing tiers. How much you pay for your prescription depends in part on which cost-sharing tier your drug is in.

There are things you can do if your drug is not covered in the way that you'd like it to be covered. Your options depend on what type of problem you have:

- If your drug is not on the Drug List or if your drug is restricted, go to Section 6.2 to learn what you can do.
- If your drug is in a cost-sharing tier that makes your cost more expensive than you think it should

be, go to Section 6.3 to learn what you can do.

Section 6.2 What can you do if your drug is not on the Drug List or if the drug is restricted in some way?

If your drug is not on the Drug List or is restricted, here are things you can do:

- You may be able to get a temporary supply of the drug (only members in certain situations can get a temporary supply). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask the plan to cover the drug or remove restrictions from the drug.

You may be able to get a temporary supply

Under certain circumstances, the plan can offer a temporary supply of a drug to you when your drug is not on the Drug List or when it is restricted in some way. Doing this gives you time to talk with your provider about the change in coverage and figure out what to do.

To be eligible for a temporary supply, you must meet the two requirements below:

1. The change to your drug coverage must be one of the following types of changes:
 - The drug you have been taking is no longer on the plan's Drug List.
 - -- or -- the drug you have been taking is now restricted in some way (Section 5 in this chapter tells about restrictions).
2. You must be in one of the situations described below:
 - **For those members who were in the plan last year and aren't in a long-term care facility:**
We will cover a temporary supply of your drug during the first 90 days of the calendar year. This temporary supply will be for a maximum of 30 days or less if your prescription is written for fewer days. The prescription must be filled at a network pharmacy.
 - **For those members who are new to the plan and aren't in a long-term care facility**
We will cover a temporary supply of your

drug during the first 90 days of your membership in the plan. This temporary supply will be for a maximum of 30 days, or less if your prescription is written for fewer days. The prescription must be filled at a network pharmacy.

- **For those members who are new to the plan and reside in a long-term care facility:**

We will cover a temporary supply of your drug during the first 90 days of your membership in the plan. The first supply will be for a maximum of 31 days, or less if your prescription is written for fewer days. If needed, we will cover additional refills during your first 90 days in the plan.

- **For those members who have been in the plan for more than 90 days and reside in a long-term care facility and need a supply right away:**

We will cover one 31-day supply, or less if your prescription is written for fewer days. This is in addition to the above long-term care transition supply.

- **For those members who have been in the plan and are admitted to or discharged from a long-term care facility:** Circumstances exist in which unplanned transitions for current members could arise and in which prescribed drug regimens may not be on the formulary. These circumstances usually involve level of care changes in which a member is changing from one treatment setting to another. For these unplanned transitions, you must use our exceptions and appeals process. Coverage determinations and redeterminations will be processed as expeditiously as your health condition requires.

In order to prevent a temporary gap in care when a member is discharged to home, members are permitted to have a full outpatient supply available to continue therapy once their limited supply provided at discharge is exhausted. This outpatient supply is available in advance of discharge from a Part A stay.

When a member is admitted to or discharged from an LTC facility, he or she does not have access to the remainder of the previously dispensed prescription. We will ensure you have

a refill upon admission or discharge. A one-time override of the “refill too soon” edits are provided for each medication which would be impacted due to a member being admitted to or discharged from an LTC facility. Early refill edits are not used to limit appropriate and necessary access to a member’s Part D benefit, and such members are allowed to access a refill upon admission or discharge.

To ask for a temporary supply, call Member Services (phone numbers are on the back cover of this booklet).

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug. The sections below tell you more about these options.

You can change to another drug

Start by talking with your provider. Perhaps there is a different drug covered by the plan that might work just as well for you. You can call Member Services 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.

You can ask for an exception

You and your provider can ask the plan to make an exception for you and cover the drug in the way you would like it to be 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 the rule. 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 allow you to request a formulary exception in advance for next year. We will tell you about any change in the coverage for your drug for the following year. You can then ask us to make an exception and cover the drug in the way you would like it to be covered for the following year. We will give you an answer to your request for an exception before the change takes effect

If you and your provider want to ask for an exception,

Chapter 9, Section 7.4 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.

Section 6.3 What can you do if your drug is in a cost-sharing tier you think is too high?

You can change to another drug

If your drug is in a cost-sharing tier you think is too high, start by talking with your provider. Perhaps there is a different drug in a lower cost-sharing tier that might work just as well for you. You can call Member Services 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.

SECTION 7 What if your coverage changes for one of your drugs?

Section 7.1 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 might make many kinds of changes to the Drug List. For example, the plan might:

- **Add or remove drugs from the Drug List.** New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. Or we might remove a drug from the list because it has been found to be ineffective.
- **Move a drug to a higher or lower cost-sharing tier.**
- **Add or remove a restriction on coverage for a drug** (for more information about restrictions to coverage, see Section 5 in this chapter).
- **Replace a brand name drug with a generic drug.**

In almost all cases, we must get approval from Medicare for changes we make to the plan's Drug List.

Section 7.2 What happens if coverage changes for a drug you are taking?

How will you find out if your drug's coverage has been changed?

If there is a change to coverage for a drug you are taking, the plan will send you a notice to tell you. Normally, **we will let you know at least 60 days ahead of time.**

Once in a while, a drug is **suddenly recalled** because it's been found to be unsafe or for other reasons. If this happens, the plan will immediately remove the drug from the Drug List. We will let you know of this change right away. Your provider will also know about this change, and can work with you to find another drug for your condition.

Do changes to your drug coverage affect you right away?

If any of the following types of changes affect a drug you are taking, the change will not affect you until January 1 of the next year if you stay in the plan:

- If we move your drug into a higher cost-sharing tier.
- If we put a new restriction on your use of the drug.
- If we remove your drug from the Drug List, but not because of a sudden recall or because a new generic drug has replaced it.

If any of these changes happens for a drug you are taking, 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 restriction to your use of the drug. However, on January 1 of the next year, the changes will affect you.

In some cases, you will be affected by the coverage change before January 1:

- **If a brand name drug you are taking is replaced by a new generic drug,** the plan must give you at least 60 days' notice or give you a 60-day refill of your brand name drug at a network pharmacy.
 - During this 60-day period, you should be working with your provider to switch to the generic or to a different drug that we cover.
 - Or you and your provider can ask the plan 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 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

- Again, if a drug is **suddenly recalled** because it's been found to be unsafe or for other reasons, the plan will immediately remove the drug from the Drug List. We will let you know of this change right away.
 - Your provider will also know about this change, and can work with you to find another drug for your condition.

SECTION 8 What types of drugs are not covered by the plan?

Section 8.1 Types of drugs we do not cover

This section tells you what kinds of prescription drugs are “excluded.” This means neither Medicare nor Medicaid pays for these drugs.

We won't pay for the drugs that are listed in this section. The only exception: If the requested drug is found upon appeal to be a drug that is not excluded under Part D and we should have paid for or covered it because of your specific situation. (For information about appealing a decision we have made to not cover a drug, go to Chapter 9, Section 7.5 in this booklet.) If the drug excluded by our plan is also excluded by Medicaid, you must pay for it yourself.

Here are three 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 and 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.
 - Generally, coverage for “off-label use” is allowed only when the use is supported by certain reference books. These reference books are the American Hospital Formulary Service Drug Information, the DRUGDEX Information

System, and the USPDI or its successor. If the use is not supported by any of these reference books, then our plan cannot cover its “off-label use.”

Also, by law, the categories of drugs listed below are not covered by Medicare or Medicaid.

- Drugs when used to promote fertility
- Drugs when used for cosmetic purposes or to promote hair growth
- Drugs when used for the treatment of sexual or erectile dysfunction, such as Viagra, Cialis, Levitra, and Caverject
- Drugs when used to promote weight loss
- 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

SECTION 9 Show your plan membership card when you fill a prescription

Section 9.1 Show your membership card

To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill the plan for our share of the costs of your covered prescription drug. You will need to pay the pharmacy your share of the cost when you pick up your prescription.

Section 9.2 What if you don't have your membership card with you?

If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to 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.)

We cannot pay you back for a Medical Assistance-covered drug that you pay for out-of-pocket. State and federal laws prevent us from paying you directly. If you paid for a prescription drug that you think

we should have covered, contact Member Services at the number listed on the back cover.

SECTION 10 Part D drug coverage in special situations

Section 10.1 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 drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this section that tell about the rules for getting drug coverage. Chapter 6 (*What you pay for your Part D prescription drugs*) gives more information about drug coverage and what you pay.

Section 10.2 What if you're a resident in a long-term care facility?

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

Check your **Provider Directory** to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Member Services.

What if you're a resident in a long-term care facility and become a new member of the plan?

If you need a drug that is not on our Drug List or is restricted in some way, the plan will cover a **temporary supply** of your drug during the first 90 days of your membership. The first supply will be for a maximum of 31 days, or less if your prescription is written for fewer days. If needed, we will cover additional refills during your first 90 days in the plan.

If you have been a member of the plan for more than 90 days and need a drug that is not on our Drug List or if the plan has any restriction on the drug's coverage, we will cover one 31-day supply, or less if your prescription is written for fewer days.

During the time when you are getting a temporary

supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by the plan that might work just as well for you. Or you and your provider can ask the plan to make an exception for you and cover the drug in the way you would like it to be covered. If you and your provider want to ask for an exception, Chapter 9, Section 7.4 tells what to do.

Section 10.3 What if you're also getting drug coverage from an employer or retiree group plan?

Do you currently have other prescription drug coverage through your (or your spouse's) employer or retiree group? If so, 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 are currently employed, the prescription drug coverage you get from us will be secondary to your employer or retiree 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" and the choices you have for drug coverage.

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

SECTION 11 Programs on drug safety and managing medications

Section 11.1 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. These reviews are especially important for members who have more than one provider who prescribes their drugs.

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 same medical 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 written for drugs that have ingredients you are allergic to
- Possible errors in the amount (dosage) of a drug you are taking.

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

Section 11.2 Programs to help members manage their medications

We have programs that can help our members with special situations. For example, some members have several complex medical conditions or they may need to take many drugs at the same time, or they could have very high drug costs.

These programs are voluntary and free to members. A team of pharmacists and doctors developed the programs for us. The programs can help make sure that our members are using the drugs that work best to treat their medical conditions and help us identify possible medication errors.

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 from the program. If you have any questions about these programs, please contact Member Services (phone numbers are on the back cover of this booklet)

Chapter 6: What you pay for your Part D prescription drugs

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|------------------|---|-----------|
| SECTION 1 | Introduction..... | 60 |
| Section 1.1 | Use this chapter together with other materials that explain your drug coverage..... | 60 |
| SECTION 2 | What you pay for a drug depends on which “drug payment stage” you are in when you get the drug..... | 60 |
| Section 2.1 | What are the drug payment stages for SeniorCare Complete members? | 60 |
| SECTION 3 | We send you reports that explain payments for your drugs and which payment stage you are in..... | 61 |
| Section 3.1 | We send you a monthly report called the “Explanation of Benefits” (the “EOB”)..... | 61 |
| Section 3.2 | Help us keep our information about your drug payments up to date..... | 61 |
| SECTION 4 | There is no deductible for SeniorCare Complete | 62 |
| Section 4.1 | You do not pay a deductible for your Part D drugs. | 62 |
| SECTION 5 | During the Initial Coverage Stage, the plan pays its share of your drug costs and you pay your share | 62 |
| Section 5.1 | What you pay for a drug depends on the drug and where you fill your prescription..... | 62 |
| Section 5.2 | A table that shows your costs for a 30-day or 90-day supply of a drug..... | 62 |
| Section 5.3 | You stay in the Initial Coverage Stage out-of-pocket costs for the year reach \$4,700 | 63 |
| Section 5.4 | How Medicare calculates your out-of-pocket costs for prescription drugs..... | 63 |
| SECTION 6 | There is no coverage gap for SeniorCare Complete. | 64 |
| Section 6.1 | You do not have a coverage gap for your Part D drugs. | 64 |
| SECTION 7 | During the Catastrophic Coverage Stage, the plan pays all of the costs for your drugs..... | 64 |
| Section 7.1 | Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year | 64 |
| SECTION 8 | What you pay for vaccinations covered by Part D depends on how and where you get them..... | 64 |
| Section 8.1 | Our plan has separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccination shot | 64 |
| Section 8.2 | You may want to call us at Member Services before you get a vaccination..... | 65 |

How can you get information about your drug costs?

Because you are eligible for Medicaid, you qualify for and are getting “Extra Help” from Medicare to pay for your prescription drug plan costs. Because you are in the Extra Help program, some information in this **Evidence of Coverage** about the costs for Part D prescription drugs does not apply to you. We have included a separate insert, called the “**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**” (LIS Rider), which tells you about your drug coverage. If you don’t have this insert, please call Member Services and ask for the “**Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**” (LIS Rider). Phone numbers for Member Services are on the back cover of this booklet.

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 your 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 excluded from Part D coverage by law. Some of the drugs excluded from Part D coverage are covered under Medicare Part A or Part B or under Medicaid.

To understand the payment information we give you in this chapter, you need to know the basics of what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Here are materials that explain these basics:

- The plan’s **List of Covered Drugs (Formulary)**. To keep things simple, we call this the “Drug List.”
 - This Drug List tells which drugs are covered for you.
 - It also tells which of the 3 “cost-sharing tiers” the drug is in and whether there are any restrictions on your coverage for the drug.
 - If you need a copy of the Drug List, call Member Services (phone numbers are on the back cover of this booklet). You can also find the Drug List on our website at www.mnscha.org.

The Drug List on the website is always the most current.

- Chapter 5 of this booklet. Chapter 5 gives the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 5 also tells which types of prescription drugs are not covered by our plan.
- The plan’s **Provider Directory**. In most situations you must use a network pharmacy to get your covered drugs (see Chapter 5 for the details). The **Provider Directory** has a list of pharmacies in the plan’s network. It also explains how you can get a long-term supply of a drug (such as filling a prescription for a three-month’s supply).

SECTION 2 What you pay for a drug depends on which “drug payment stage” you are in when you get the drug

Section 2.1 What are the drug payment stages for SeniorCare Complete members?

As shown in the table below, there are “drug payment stages” for your Medicare Part D prescription drug coverage under **SeniorCare Complete**. How much you pay for a drug depends on which of these stages you are in at the time you get a prescription filled or refilled.

| Stage 1 Yearly Deductible Stage | Stage 2 Initial Coverage Stage |
|---|---|
| Because there is no deductible for the plan, this payment stage does not apply to you. | You begin in this stage when you fill your first prescription of the year. During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost. You stay in this stage until your year-to-date “ out-of-pocket costs ” (your payments) reach \$4,700. (Details are in Section 5 of this chapter.) |

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 report called the “Explanation of Benefits” (the “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.

Our plan will prepare a written report called the *Explanation of Benefits* (it is sometimes called the “EOB”) when you have had one or more prescriptions filled through the plan during the previous month. It includes:

- **Information for that month.** This report gives the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.

| Stage 3 Coverage Gap Stage | Stage 4 Catastrophic Coverage Stage |
|---|---|
| Because there is no coverage gap for the plan, this payment stage does not apply to you. | During this stage, the plan will pay all of the costs of your drugs for the rest of the calendar year (through December 31, 2012). (Details are in Section 7 of this chapter.) |

- **Totals for the year since January 1.** This is called “year-to-date” information. It shows you the total drug costs and total payments for your drugs since the year began.

Section 3.2 Help us keep our information about your drug payments up to date

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up to date:

- **Show your membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (If you are billed for a covered drug, you can ask our plan to pay our share of the cost for the drug. For instructions on how to do this, go to Chapter 7, Section 2 of this booklet.) ***We cannot pay you back for a Medical Assistance (Medicaid) covered drug that you pay for out-of-pocket. State and federal laws prevent us from paying you directly. If you paid for a prescription drug that you think we should have covered, contact Member Services at the number listed on the back cover. Medical Assistance (Medicaid) covered drugs will not be included or tracked to move you to the next coverage stage.*** Here are some types of situations when you may want to give us copies of your drug receipts to be sure we have a complete record of what you have spent for your drugs:
 - When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan’s benefit.
 - When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program.
 - Any time you have purchased covered drugs at out-of-network pharmacies or other times

you have paid the full price for a covered drug under special circumstances.

- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs and help qualify you for catastrophic coverage. For example, payments made by an AIDS drug assistance program, the Indian Health Service, and most charities count toward your out-of-pocket costs. You should keep a record of these payments and send them to us so we can track your costs.
- **Check the written report we send you.** When you receive an *Explanation of Benefits* (an EOB) in the mail, please look it over to be sure the information is complete and correct. If you think something is missing from the report, or you have any questions, please call us at Member Services (phone numbers are on the back cover of this booklet). Be sure to keep these reports. They are an important record of your drug expenses.

SECTION 4 There is no deductible for SeniorCare Complete

Section 4.1 You do not pay a deductible for your Part D drugs.

There is no deductible for **SeniorCare Complete**. 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.

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 (copayment). Your share of the cost will vary depending on the drug and where you fill your prescription.

The plan has 3 cost-sharing tiers

Every drug on the plan's Drug List is in one of 3 cost-sharing tiers. In general, the higher the cost-sharing tier number, the higher your cost for the drug:

| Tier | Copayment |
|--|-----------------------|
| Tier 1 drugs (covered generic drugs) – the lowest tier | \$0, \$1.10 or \$2.60 |
| Tier 2 drugs (covered preferred brand drugs) | \$0, \$3.30 or \$6.50 |
| Tier 3 drugs (covered non-preferred brand drugs) – the highest tier | \$0, \$3.30 or \$6.50 |

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

Your pharmacy choices

How much you pay for a drug depends on whether you get the drug from:

- A retail pharmacy that is in our plan's network, or
- A pharmacy that is not in the plan's network

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

Section 5.2 A table that shows your costs for a 30-day or 90-day supply of a drug

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

- **"Copayment" or "Copay"** means that you pay a fixed amount each time you fill a prescription.

As shown in the table on the next page, the amount of the copayment depends on which cost-sharing tier your drug is in. Please note:

- If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay either the full price of the drug or the copayment amount, whichever is lower.
- We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 3.5 for information about when we will cover a prescription filled at an out-of-network pharmacy.

| Drug Tier | Part D copay for Institutionalized members | Part D copay for Medicare covered drugs, depending upon your income | | Medicaid copay for Medical Assistance covered drugs |
|---|--|---|--------|---|
| Cost-Sharing Tier 1 (covered generic drugs) | \$0 | \$1.10 | \$2.60 | \$0 |
| Cost-Sharing Tier 2 (covered preferred brand drugs) | \$0 | \$3.30 | \$6.50 | \$0 |
| Cost-Sharing Tier 3 (covered non-preferred brand drugs) | \$0 | \$3.30 | \$6.50 | \$0 |

Section 5.3 You stay in the Initial Coverage Stage out-of-pocket costs for the year reach \$4,700

You stay in the Initial Coverage Stage until your total out-of-pocket costs reach \$4,700. Medicare has rules about what counts and what does not count as your out-of-pocket costs. (See Section 5.4 for information about how Medicare counts your out-of-pocket costs.) When you reach an out-of-pocket limit of \$4,700, you leave the Initial Coverage Gap and move on to the Catastrophic 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 towards your total out-of-pocket costs. To find out which drugs our plan covers, refer to your formulary. Section 4.5 tells you more about what counts toward your out-of-pocket costs.

The *Explanation of Benefits* (EOB) that we send to you will help you keep track of how much you and the plan have spent for your drugs during the year. Many people do not reach the \$4,700 limit in a year.

We will let you know if you reach this \$4,700 amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Catastrophic Coverage Stage.

Section 5.4 How Medicare calculates your out-of-pocket costs for prescription drugs

Medicare has rules about what counts and what does not count as your out-of-pocket costs. When you reach an out-of-pocket limit of \$4,700, you leave the Initial Coverage Stage and move on to the Catastrophic Coverage Stage.

Here are Medicare’s rules that we must follow when we keep track of your out-of-pocket costs for your drugs.

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

When you add up your out-of-pocket costs, you can 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 of this booklet):

- The amount you pay for drugs when you are in any of the following drug payment stages:
 - The Initial Coverage 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.

Moving on to the Catastrophic Coverage Stage:

When you (or those paying on your behalf) have spent a total of \$4,700 in out-of-pocket costs within the calendar year, you will move from the Initial Coverage Stage to the Catastrophic Coverage Stage.

These payments are not included in your out-of-pocket costs

When you add up your out-of-pocket costs, **you are not allowed to include** any of these types of payments for prescription drugs:

- 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.
- Drugs covered by Medicaid only.
- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare.
- Payments you make toward drugs covered under our additional coverage but not normally covered in a Medicare Prescription Drug Plan.
- 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 Veteran's Administration.
- Payments for your drugs made by a third-party with a legal obligation to pay for prescription costs (for example, Worker's 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. Call Member Services to let us know (phone numbers are on the back cover of this booklet).

How can you keep track of your out-of-pocket total?

- **We will help you.** The *Explanation of Benefits* (EOB) report we send to you includes the current amount of your out-of-pocket costs (Section 3 in this chapter tells about this report). When you reach a total of \$4,700 in out-of-pocket costs for the year, this report will tell you that you have left the Initial Coverage 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 6 There is no coverage gap for SeniorCare Complete.

Section 6.1 You do not have a coverage gap for your Part D drugs.

There is no coverage gap for **SeniorCare Complete**. Once you leave the Initial Coverage Stage, you move on to the Catastrophic Coverage Stage. See Section 7 for information about your coverage in the Catastrophic Coverage Stage.

SECTION 7 During the Catastrophic Coverage Stage, the plan pays all of the costs for your drugs

Section 7.1 Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the \$4,700 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 all of the costs for your drugs.

SECTION 8 What you pay for vaccinations covered by Part D depends on how and where you get them

Section 8.1 Our plan has separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccination shot

Our plan provides coverage of a number of Part D vaccines. We also cover vaccines that are considered medical benefits. You can find out about coverage of these vaccines by going to the Benefits Chart in Chapter 4, Section 2.1.

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

- The first part of coverage is the cost of **the vaccine medication itself**. The vaccine is a prescrip-

tion medication.

- The second part of coverage is for the cost of **giving you the vaccination shot**. (This is sometimes called the “administration” of the vaccine.)

What do you pay for a Part D vaccination?

What you pay for a Part D vaccination depends on three things:

- 1. The type of vaccine** (what you are being vaccinated for).
 - Some vaccines are considered medical benefits. You can find out about your coverage of these vaccines by going to Chapter 4, *Benefits Chart (what is covered)*.
 - 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 medication.**
- 3. Who gives you the vaccination shot.**

What you pay at the time you get the Part D vaccination can vary depending on the circumstances. For example:

- Sometimes when you get your vaccination shot, you will have to pay the entire cost for both the vaccine medication and for getting the vaccination shot. You can ask our plan to pay you back for our share of the cost.
- Other times, when you get the vaccine medication or the vaccination shot, you will pay only your share of the cost.

To show how this works, here are three common ways you might get a Part D vaccination shot.

Situation 1: You buy the Part D vaccine at the pharmacy and you get your vaccination shot at the network pharmacy. (Whether you have this choice depends on where you live. Some states do not allow pharmacies to administer a vaccination.)

- You will have to pay the pharmacy the amount of your copayment for the vaccine itself.
- Our plan will pay for the cost of giving you the vaccination shot.

Situation 2: You get the Part D vaccination at your doctor’s office.

- When you get the vaccination, you will pay for the entire cost of the vaccine and its administration.
- You can then ask our plan to pay you back for our share of the cost by using the procedures that are described in Chapter 7 of this booklet (*Asking us to pay our share of a bill you have received for covered medical services or drugs*).
- You will be reimbursed the amount you paid less your normal copayment for the vaccine (including administration).

Situation 3: You buy the Part D vaccine at your pharmacy, and then take it to your doctor’s office where they give you the vaccination shot.

- You will have to pay the pharmacy the amount of your copayment for the vaccine itself.
- When your doctor gives you the vaccination shot, you will pay the entire cost for this service. You can then ask our plan to pay you back for our share of the cost by using the procedures described in Chapter 7 of this booklet.
- You will be reimbursed the amount charged by the doctor for administering the vaccine.

Situation 4: If you are getting a Zostavax vaccination, remind your provider of a form located on our website (www.mnscha.org) that they must fill out and you must sign. We will then pay the provider for the Zostavax vaccination.

Section 8.2 You may want to call us at Member Services before you get a vaccination

The rules for coverage of vaccinations are complicated. We are here to help. We recommend that you call us first at Member Services whenever you are planning to get a vaccination (phone numbers are on the back cover of this booklet).

- We can tell you about how your vaccination is covered by our plan and explain your share of the cost.
- We can tell you how to keep your own cost down by using providers and pharmacies in our network.
- If you are not able to use a network provider and

pharmacy, we can tell you what you need to do to ask us to pay you back for our share of the cost.

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 for your covered services or drugs..... | 68 |
| Section 1.1 | If you pay for your covered services or drugs, or if you receive a bill, you can ask us for payment..... | 68 |
| SECTION 2 | How to ask us to pay you back or to pay a bill you have received | 69 |
| Section 2.1 | How and where to send us your request for payment | 69 |
| SECTION 3 | We will consider your request for payment and say yes or no | 69 |
| Section 3.1 | We check to see whether we should cover the service or drug and how much we owe | 69 |
| 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 | 69 |
| SECTION 4 | Other situations in which you should save your receipts and send copies to us..... | 70 |
| Section 4.1 | In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs..... | 70 |

SECTION 1 Situations in which you should ask us to pay for your covered services or drugs

Section 1.1 If you pay for your covered services or drugs, or if you receive a bill, you can ask us for payment

Our network providers bill the plan directly for your covered services and drugs. If you get a bill for the full cost of medical care or drugs you have received, you should send this bill to us so that we can pay it. When you send us the bill, 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 you have already paid for Part D drugs covered by the plan, 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 Part D drugs that are covered by our plan. When you send us a bill you have already paid, we will look at the bill and decide whether the Part D drugs should be covered. If we decide they should be covered, we will pay you back for the Part D drugs.

We cannot pay you back for most medical bills that you pay. State and federal laws prevent us from paying you directly. The exception is if you pay for Part D prescription drugs. If you paid for a service that you think we should have covered, contact Member Services at the number listed on the back cover.

Here are examples of situations in which you may need to ask our plan 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 services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed care from a provider who is not part of our network, you should ask the provider to bill the plan.

We cannot pay you back for most medical bills that you pay. State and federal laws prevent us from paying you directly. The exception is if you pay for Part D prescription drugs. If you paid for

a service that you think we should have covered, contact Member Services at the number listed on the back cover.

- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill.
 - If the provider is owed anything, we will pay the provider directly.
 - ***We cannot pay you back for most medical bills that you pay. State and federal laws prevent us from paying you directly. The exception is if you pay for Part D prescription drugs. If you paid for a service that you think we should have covered, contact Member Services at the number listed on the back cover.***

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

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

- Whenever you get a bill from a network provider, send us the bill. We will contact the provider directly and resolve the billing problem
- ***We cannot pay you back for most medical bills that you pay. State and federal laws prevent us from paying you directly. The exception is if you pay for Part D prescription drugs. If you paid for a service that you think we should have covered, contact Member Services at the number listed on the back cover.***

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

If you go to an out-of-network pharmacy and try to use your membership card to fill a Part D prescription, 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 Part D prescription. (We cover Part D prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 5, Sec. 3.5 to learn more.)

- Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.
- 4. When you pay the full cost for a Part D prescription because you don’t have your plan member-**

ship card with you

If you do not have your plan membership 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 Part D 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.

5. When you pay the full cost for a Part D prescription in other situations

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

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

When you send us a request for payment, we will review your request and decide whether the service or drug should be covered. This is called making a "coverage decision." If we decide it should be covered, we will pay for our share of the cost for the service or drug. If we deny your request for payment, you can appeal our decision. Chapter 9 of this booklet (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) has information about how to make an appeal.

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

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

We cannot pay you back for most medical bills that you pay. State and federal laws prevent us from paying you directly. The exception is if you pay for

Part D prescription drugs. If you paid for a service that you think we should have covered, contact Member Services at the number listed on the back cover.

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

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

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

We cannot pay you back for most medical bills that you pay. State and federal laws prevent us from paying you directly. The exception is if you pay for Part D prescription drugs. If you paid for a service that you think we should have covered, contact Member Services at the number listed on the back cover.

- If we decide that the Part D drug is covered and you followed all the rules for getting Part D drug, we will pay for our share of the cost for the service. If you have already paid for the Part D drug, we will mail your reimbursement of our share of the cost to you. If you have not paid for the Part D drug yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered. Chapter 5 explains the rules you need to follow for getting your Part D prescription drugs covered.)
- If we decide that the Part D drug is not covered, or you did not follow all the rules, we will not pay for our share of the cost of the Part D drug. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

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

If you think we have made a mistake in turning down

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

For the details on how to make this appeal, go to Chapter 9 of this booklet (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*). The appeals process is a formal process with detailed procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 5 of Chapter 9. Section 5 is an introductory section that explains the process for coverage decisions and appeals and gives definitions of terms such as "appeal." Then after you have read Section 5, you can go to the section in Chapter 9 that tells what to do for your situation:

- If you want to make an appeal about getting paid back for a medical service, go to Section 6.3 in Chapter 9.
- If you want to make an appeal about getting paid back for a drug, go to Section 7.5 of Chapter 9.

SECTION 4 Other situations in which you should save your receipts and send copies to us

Section 4.1 In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs

There are some situations when you should let us know about payments you have made for your drugs. In these cases, you are not asking us for payment. Instead, you are telling us about your payments so that we can calculate your out-of-pocket costs correctly. This may help you to qualify for the Catastrophic Coverage Stage more quickly.

Below is an example of a situation when you should send us copies of receipts to let us know about payments you have made for your drugs:

When you get a drug through a patient assistance program offered by a drug manufacturer

Some members are enrolled in a patient assistance program offered by a drug manufacturer that is outside the plan benefits. If you get any drugs through a program offered by a drug manufacturer, you may pay a copayment to the patient assistance program.

- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** Because you are getting your drug through the patient assistance program and not through the plan's benefits, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

Since you are not asking for payment in the case described above, this situation is not considered a coverage decision. Therefore, you cannot make an appeal if you disagree with our decision.

Chapter 8: Your rights and responsibilities

| | | |
|------------------|---|-----------|
| SECTION 1 | Our plan must honor your rights as a member of the plan..... | 72 |
| Section 1.1 | We must provide information in a way that works for you (in languages other than English, in Braille, in large print, or other alternate formats, etc.) | 72 |
| Section 1.2 | We must treat you with fairness and respect at all times | 72 |
| Section 1.3 | We must ensure that you get timely access to your covered services and drugs | 72 |
| Section 1.4 | We must protect the privacy of your personal health information..... | 72 |
| Section 1.5 | We must give you information about the plan, its network of providers and practitioners, and your covered services | 73 |
| Section 1.6 | We must support your right to make decisions about your care | 74 |
| Section 1.7 | You have the right to make complaints about South Country or the care we provide and to ask us to reconsider decisions we have made | 75 |
| Section 1.8 | You have the right to receive information about South Country’s Member Rights and Responsibilities, and to make recommendations about them..... | 76 |
| Section 1.9 | What can you do if you think you are being treated unfairly or your rights are not being respected? | 76 |
| Section 1.10 | How to get more information about your rights | 76 |
| SECTION 2 | You have some responsibilities as a member of the plan | 76 |
| Section 2.1 | What are your responsibilities? | 76 |

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

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

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

Our plan has people and free language 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 if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about the plan's benefits that is accessible and appropriate for you.

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call 1-877-486-2048.

Section 1.2 We must treat you with fairness and respect at all times

You have the right to be treated with respect and recognition of your dignity and your right to privacy. Our plan must obey laws that protect you from discrimination or unfair treatment. **We do not discriminate** based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

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** 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call us at Member Services (phone numbers are on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

Section 1.3 We must ensure that you get timely access to your covered services and drugs

As a member of our plan, 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). Call Member Services to learn which doctors are accepting new patients (phone numbers are on the back cover of this booklet). You have the right to choose where you get family planning services. You have the right to get a second opinion for medical, mental health and chemical dependency services. We do not require you to get referrals to go to network providers.

As a plan member, 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. You have the right to get services you need 24 hours a day, seven days a week.

If you think that you are not getting your medical care or Part D drugs within a reasonable amount of time, Chapter 9, Section 11 of this booklet tells what you can do. (If we have denied coverage for your medical care or drugs and you don't agree with our decision, Chapter 9, Section 5 tells what you can do.)

Section 1.4 We must protect the privacy of your personal health information

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

- Your "personal health information" includes the personal information you gave us when you enrolled in this plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "**Notice of Privacy Practice**," that tells about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, *we are required to get written permission from you first*. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - For example, we are required to release health information to government agencies that are checking on quality of care.
 - Because you are a member of 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.
 - We, and the health providers who take care of you, have the right to see information about your health care. When you enrolled in the Minnesota Health Care Program, you gave your consent for us to do this. We will keep this information private according to law.

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. 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 healthcare provider to decide whether the changes should be made.

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

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

Section 1.5 We must give you information about the plan, its network of providers and practitioners, and your covered services

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

If you want any of the following kinds of information, please call Member Services (phone numbers are on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about the plan's financial condition. It also includes information about the number of appeals made by members and the plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans. You have the right to get the results of an external quality review study from the State, if you ask for them.
- **Information about our network providers and practitioners including our network pharmacies.**
 - For example, you have the right to get information from us about the qualifications of the providers and pharmacies in our network and how we pay the providers in our network. You have the right to get the following from us, if you ask for it:
 - Whether we use a physician incentive plan that affects the use of referral services;
 - The type(s) of incentive arrangements used;
 - Whether stop-loss protection is provided; and
 - Results of a member survey if one is required because of our physician incentive plan.
 - For a list of the providers and pharmacies in the plan's network, see the **Provider Directory**.
 - For more detailed information about our providers or pharmacies, you can call Member Services (phone numbers are on the back cover of this booklet) or visit our website at www.mnscha.org.

NOTE: South Country Health Alliance (SCHA) makes authorization decisions using evidence-based standards of care, medical necessity criteria and the member’s benefit coverage. SCHA does not reward providers or other individuals for denying services to members, nor does SCHA reward decisions that results in under-utilization of services.

- **Information about your coverage and rules you must follow when using your coverage.**
 - In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - To get the details on your Part D prescription drug coverage, see Chapters 5 and 6 of this booklet plus the plan’s **List of Covered Drugs (Formulary)**. These chapters, together with the **List of Covered Drugs (Formulary)**, tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.
 - If you have questions about the rules or restrictions, please call Member Services (phone numbers are on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - If a medical service or Part D drug is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service or drug from an out-of-network provider or pharmacy.
 - If you are not happy or if you disagree with a decision we make about what medical care or Part D drug is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 9 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 9 also tells about how to make a complaint about quality of care, waiting times, and other concerns.)

- If you want to ask our plan to pay our share of a bill you have received for medical care or a Part D prescription drug, see Chapter 7 of this booklet.

Section 1.6 We must support your right to make decisions about your care

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

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

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

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say “no.”** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking medication, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 9 of this booklet tells how to ask the plan for a coverage decision.

- **To get help to identify services needed to help you stay in the least restrictive environment.**
- **To be free of restraints or seclusion used as a means of coercion, discipline, convenience or retaliation.**

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 one of these situations. 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 **“health care directives,” “living will”** and **“power of attorney for health care”** are examples of advance directives.

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

- **Get the form.** If you want to have an advance directive, we supply one for you in the packet of materials that came with this booklet. You can also get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. Chapter 2 tells how to find resources from the Senior LinkAge Line at www.Minnesota-Help.info. You can also contact Member Services to ask for the forms (phone numbers are on the back cover of this booklet).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should

give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can’t. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

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

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

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

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital hasn’t followed the instructions in it, you may file a complaint with the Office of Health Facility Complaints at the Minnesota Department of Health at 651-201-4201 or toll-free at 1-800-369-7994.

Section 1.7 You have the right to make complaints about South Country or the care we provide and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 9 of this booklet tells what you can do. It gives the details about how to deal with all types of problems and complaints.

As explained in Chapter 9, what you need to do to follow up on a problem or concern depends on the situation. You might need to ask our plan to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do – ask for a coverage decision, make an appeal, or make a complaint – **we are required to treat you fairly.**

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get

this information, please call Member Services (phone numbers are on the back cover of this booklet).

Section 1.8 You have the right to receive information about South Country's Member Rights and Responsibilities, and to make recommendations about them.

Your rights and responsibilities are presented to you in several formats, including in this *Evidence of Coverage*, on the South Country website (www.mn-scha.org), in your member guide, and by contacting Member Services using the contact details in Chapter 2, Section 1. If you would like to make recommendations to us about your Member Rights and Responsibilities, you can call or write to Member Services using the contact details in Chapter 2, Section 1.

Section 1.9 What can you do if you think 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 think you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 or TTY 1-800-537-7697, or call your local Office for Civil Rights.

Is it about something else?

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

- You can **call Member Services** (phone numbers are on the back cover of this booklet).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, 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 week. TTY users should call 1-877-486-2048.

Section 1.10 How to get more information about your rights

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

- You can **call Member Services** (phone numbers are on the back cover of this booklet).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can also **get help from the Minnesota Ombudsman for State Managed Health Care Programs**. Contact information is in Chapter 2 of this booklet.
- You can **contact Medicare**.
 - You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at: <http://www.medicare.gov/Publications/Pubs/pdf/10112.pdf>.)
 - Or, you can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

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

Section 2.1 What are your responsibilities?

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

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this *Evidence of Coverage* booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow,
 - Chapters 5 and 6 give the details about your coverage for Part D prescription drugs.
- **If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know.

- We are required to follow rules set by Medicare and Medical Assistance (Medicaid) to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is called “**coordination of benefits**” because it involves coordinating the health and drug benefits you get from our plan with any other health and drug benefits available to you. We’ll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card and Minnesota Health Care Programs 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 your doctors and other health providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
 - Establish a relationship with a Plan network primary care doctor before you become ill. This helps you and your primary care doctor understand your total health condition.
 - Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
 - If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don’t understand the answer you are given, ask again.
 - Practice preventive health care. Have tests, exams and shots recommended for you based on your age and gender.
- **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.
- **Participate in your care.** You have the responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - In order to be eligible for our plan, you must be entitled to Medicare Part A and enrolled in Medicare Part B. For most **SeniorCare Complete** members, Medical Assistance (Medicaid) pays for your Part A premium (if you don’t qualify for it automatically) and for your Part B premium. If Medical Assistance (Medicaid) is not paying your Medicare premiums for you, you must continue to pay your Medicare premiums to remain a member of the plan.
 - For most of your drugs covered by the plan, you must pay your share of the cost when you get the drug. This will be a copayment (a fixed amount). Chapter 6 tells what you must pay for your Part D prescription drugs.
 - If you get any medical services or drugs that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - If you disagree with our decision to deny coverage for a service or drug, you can make an appeal. Please see Chapter 9 of this booklet for information about how to make an appeal.
- **Tell us if you move.** If you are going to move, it’s important to tell us right away. Call Member Services (phone numbers are on the back cover of this booklet).
 - **If you move outside of our plan service area, you cannot remain a member of our plan.** (Chapter 1 tells about our service area.) We can help you figure out whether you are moving outside our service area.
 - **If you move within our service area, we still need to know** so we can keep your membership record up to date and know how to contact you.
- **Call member services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.

- Phone numbers and calling hours for Member Services are on the back cover of this booklet.
- For more information on how to reach us, including our mailing address, please see Chapter 2.

Chapter 9: What to do if you have a problem or complaint **(coverage decisions, appeals, complaints)**

| | | |
|------------------|--|-----------|
| SECTION 1 | Introduction | 81 |
| Section 1.1 | What to do if you have a problem or concern | 81 |
| Section 1.2 | What about the <i>legal terms</i> ?..... | 81 |
| SECTION 2 | You can get help from government organizations that are not connected with us | 81 |
| Section 2.1 | Where to get more information and personalized assistance..... | 81 |
| SECTION 3 | To deal with your problem, which process should you use? | 82 |
| Section 3.1 | Should you use the process for Medicare benefits or Medicaid benefits? | 82 |
| SECTION 4 | Handling problems about your benefits | 82 |
| Section 4.1 | Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints? | 82 |
| SECTION 5 | A guide to the basics of coverage decisions and appeals | 82 |
| Section 5.1 | Asking for coverage decisions and making appeals: the big picture | 82 |
| Section 5.2 | How to get help when you are asking for a coverage decision or making an appeal | 83 |
| Section 5.3 | Which section of this chapter gives the details for your situation? | 83 |
| SECTION 6 | Your medical care: How to ask for a coverage decision or make an appeal | 84 |
| Section 6.1 | 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 your care | 84 |
| Section 6.2 | Step-by-step: How to ask for a coverage decision (how to ask our plan to authorize or provide the medical care coverage you want) | 85 |
| Section 6.3 | Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)..... | 87 |
| Section 6.4 | Step-by-step: How to make a Level 2 Appeal..... | 89 |
| Section 6.5 | What if you are asking us to pay you back for a bill you have received for medical care?..... | 91 |
| SECTION 7 | Your Part D prescription drugs: How to ask for a coverage decision or make an appeal | 91 |
| Section 7.1 | 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 | 91 |
| Section 7.2 | What is an exception? | 93 |
| Section 7.3 | Important things to know about asking for exceptions..... | 93 |
| Section 7.4 | Step-by-step: How to ask for a coverage decision, including an exception..... | 93 |
| Section 7.5 | Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan) | 95 |
| Section 7.6 | Step-by-step: How to make a Level 2 Appeal..... | 97 |
| SECTION 8 | How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon | 98 |
| Section 8.1 | During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights..... | 98 |
| Section 8.2 | Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date | 99 |
| Section 8.3 | Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date | 100 |
| Section 8.4 | What if you miss the deadline for making your Level 1 Appeal?..... | 101 |

| | | |
|-------------------|--|------------|
| SECTION 9 | How to ask us to keep covering certain medical services if you think your coverage is ending too soon..... | 102 |
| Section 9.1 | This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services | 102 |
| Section 9.2 | We will tell you in advance when your coverage will be ending | 103 |
| Section 9.3 | Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time..... | 103 |
| Section 9.4 | Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time..... | 105 |
| Section 9.5 | What if you miss the deadline for making your Level 1 Appeal?..... | 105 |
| SECTION 10 | Taking your appeal to Level 3 and beyond | 107 |
| Section 10.1 | Levels of Appeal 3, 4, and 5 for Medical Service Appeals..... | 107 |
| Section 10.2 | Levels of Appeal 3, 4, and 5 for Part D Drug Appeals..... | 109 |
| SECTION 11 | How to make a complaint about quality of care, waiting times, customer service, or other concerns | 109 |
| Section 11.1 | What kinds of problems are handled by the complaint process? | 110 |
| Section 11.2 | The formal name for “making a complaint” is “filing a grievance” | 110 |
| Section 11.3 | Step-by-step: Making a complaint | 111 |
| Section 11.4 | You can also make complaints about quality of care to the Quality Improvement Organization | 111 |

BACKGROUND

SECTION 1 Introduction

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

This chapter explains the processes for handling problems and concerns.

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

These processes have been approved by Medicare and Medical Assistance (Medicaid). To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

Which one do you use? The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

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

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

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

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

Section 2.1 Where to get more information and personalized assistance

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

Get help from an independent government organization

We are always available to help you. But in some situations you may also want help or guidance from someone who is not connected with us. **You can always contact your State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with 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 booklet.

You can also get help and information from Medicare

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

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

You can get help and information from Medicaid

The Minnesota Ombudsman for State Managed Health Care Programs, at the Minnesota Department of Human Services can help you file a complaint or appeal with our plan. The Ombudsman can also help you request a State Fair Hearing. You will find the phone number for the Ombudsman in Chapter 2, Section 6 of this booklet.

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

Section 3.1 Should you use the process for Medicare benefits or Medicaid benefits?

Because you have Medicare and get assistance from Medical Assistance (Medicaid), you have different processes that you can use to handle your problem or complaint. These processes have been integrated to make the process easier for you but assure you do not lose access to any of your rights. This chapter describes the this process and the additional rights you have under Medical Assistance (Medicaid).

PROBLEMS ABOUT YOUR BENEFITS

SECTION 4 Handling problems about your benefits

Section 4.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The chart below will help you find the right section of this chapter for problems or complaints.

To figure out which part of this chapter will help with your problem or concern about your benefits, use this chart:

| | |
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| Is your problem or concern about your benefits or coverage? (This includes problems about whether particular medical care or prescription drugs are covered or not, the way in which they are covered, and problems related to payment for medical care or prescription drugs.) | |
| Yes. My problem is about benefits or coverage. | Go on to the next section of this chapter, Section 5, “A guide to the basics of coverage decisions and making appeals.” |
| No. My problem is not about benefits or coverage. | Skip ahead to Section 11 at the end of this chapter: “How to make a complaint about <i>quality of care, waiting times, customer service or other concerns.</i> ” |

SECTION 5 A guide to the basics of coverage decisions and appeals

Section 5.1 Asking for coverage decisions and making appeals: the big picture

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

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or drugs. We are making a coverage decision whenever we decide what is covered for you and how much we pay. 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 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 some cases we might decide a service or drug is not covered or is no longer covered by Medicare and/or Medical Assistance (Medicaid) for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

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

When you make an appeal, we review the coverage decision we have made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review we give you our decision.

If we say no to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is

conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through several more levels of appeal.

As a plan member, some of your plan services may also be covered by Medical Assistance (Medicaid). Therefore, if you believe that we improperly denied you a service or payment for a service, you may also have the right to appeal this decision to Medical Assistance (Medicaid). We will let you know in writing if you have the right to appeal our decision to Medical Assistance (Medicaid).

Section 5.2 How to get help when you are asking for a coverage decision or making an appeal

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

- **You can call us at Member Services** (phone numbers are on the back cover of this booklet).
- **To get free help from an independent organization** that is not connected with our plan, contact the Minnesota Ombudsman for State Managed Health Care Programs or your State Health Insurance Assistance Program (see Section 2 of this chapter).
- **Your doctor or other provider can make a request for you.** Your doctor or other provider can request a coverage decision or a Level 1 Appeal on your behalf. To request any appeal after Level 1, your doctor or other provider must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your “representative” to ask for a coverage decision or make an appeal.
 - There may be someone who is already legally authorized to act as your representative under State law.
 - If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services and ask for the “Appointment of Representative” form. (The form is also available on Medi-

care’s website at <http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf> or on our website at www.mnscha.org.) The form gives that person permission to act on your behalf. It must be signed by you and by the person who you would like to act on your behalf. You must give us a copy of the signed form.

- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, **you are not required to hire a lawyer** to ask for any kind of coverage decision or appeal a decision.

Section 5.3 Which section of this chapter gives the details for your situation?

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

- **Section 6** of this chapter: *“Your medical care: How to ask for a coverage decision or make an appeal”*
- **Section 7** of this chapter: *“Your Part D prescription drugs: How to ask for a coverage decision or make an appeal”*
- **Section 8** 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 9** of this chapter: *“How to ask us to keep covering certain medical services if you think your coverage is ending too soon”* (Applies to these services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services)

If you’re not sure which section you should be using, please call Member Services (phone numbers are on the back cover of this booklet). You can also get help or information from government organizations such as the Minnesota Ombudsman for State Managed Health Care Programs or your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for these programs).

SECTION 6 Your medical care: How to ask for a coverage decision or make an appeal

Have you read Section 5 of this chapter (*A guide to “the basics” of coverage decisions and appeals*)? If not, you may want to read it before you start this section.

Section 6.1 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 your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: *Benefits Chart (what is covered)*. **To keep things simple, we generally refer to “medical care coverage” or “medical care” in the rest of this section, instead of repeating “medical care or treatment or services” every time.**

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.
2. Our plan will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by the plan.
3. You have received medical care or services that you believe should be covered by the plan, but we have said we will not pay for this care.
4. You have received and paid for medical care or services that you believe should be covered by the plan, and you want to ask our plan to reimburse you for this care.

NOTE: If the service or drug is Medical Assistance (Medicaid) covered, we cannot pay you back for a Medical Assistance (Medicaid) covered drug or services that you pay for out-of-pocket. State and federal laws prevent us from paying you directly. If you paid for a prescription drug or service that you think we should have covered, contact Member Services at the number listed on the back cover.

5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could

harm your health.

- ***NOTE: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here’s what to read in those situations:***
 - Chapter 9, Section 8: *How to ask us for a longer hospital stay if you think you are being asked to leave the hospital too soon.*
 - Chapter 9, Section 9: *How to ask us to keep covering certain medical services if you think your coverage is ending too soon.* This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.
- For all other situations that involve being told that medical care you have been getting will be stopped, use this section (Section 6) as your guide for what to do.
- **Continuation of Services:** If we are stopping or reducing medical care, services or a non-Part D drug, you can keep getting the medical care, service or non-Part D drug if you file a plan appeal or request a State Fair Hearing within 10 days (30 days for PCA services) after we send you the notice or before the service is stopped or reduced, whichever is later. You must ask for this to be done. The participating treating provider must agree the medical care, service or non-Part D drug should continue. The medical care, service or non-Part D drug can continue until the appeal or State Fair Hearing is resolved. If you lose the appeal or State Fair Hearing, you may be billed for the medical care, service or non-Part D drug.

| | |
|---|---|
| Which of these situations are you in? | |
| If you are in this situation: | ▶ This is what you can do: |
| Do you want to find out whether we will cover the medical care or services you want? | ▶ You can ask us to make a coverage decision for you. Go to the next section of this chapter, Section 6.2 . |
| Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for? | ▶ You can make an appeal . (This means you are asking us to reconsider.) Skip ahead to Section 6.3 of this chapter. |
| Do you want to ask us to pay you back for medical care or services you have already received and paid for? | ▶ You can send us the bill. Skip ahead to Section 6.5 of this chapter. NOTE: If the service or drug is Medical Assistance (Medicaid) covered, we cannot pay you back for a Medical Assistance (Medicaid) covered drug or service that you pay for out-of-pocket. State and federal laws prevent us from paying you directly. If you paid for a prescription drug or service that you think we should have covered, contact Member Services at the number listed in on the cover. |

Section 6.2 Step-by-step: How to ask for a coverage decision (how to ask our plan to authorize or provide the medical care coverage you want)

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| Legal Terms | <i>When a coverage decision involves your medical care, it is called an “organization determination.”</i> |
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Step 1: You ask our plan to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a “fast decision.”

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| Legal Terms | <i>A “fast decision” is called an “expedited determination.”</i> |
|--------------------|--|

How to request coverage for the medical care you want

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

Generally we use the standard deadlines for giving you our decision

When we give you our decision, we will use the “standard” deadlines unless we have agreed to use the “fast” deadlines. **A standard decision means we will give you an answer within 14 days after we receive your request.**

- **However, we can take up to 14 more calendar days** if you ask for more time, or if we need information (such as medical records) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should not take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.)

If your health requires it, ask us to give you a “fast decision”

- **A fast decision means we will answer within 72 hours.**
 - **However, we can take up to 14 more calendar days** if we find that some information that may benefit you is missing, or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - If you believe we should not take extra days, you can file a “fast complaint” about our deci-

sion to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.) We will call you as soon as we make the decision.

- **To get a fast decision, you must meet two requirements:**
 - You can get a fast decision *only* if you are asking for coverage for medical care *you have not yet received*. (You cannot get a fast decision if your request is about payment for medical care you have already received.)
 - You can get a fast 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 decision,” we will automatically agree to give you a fast decision.**
- If you ask for a fast decision on your own, without your doctor’s support, we will decide whether your health requires that we give you a fast decision.
 - If we decide that your medical condition does not meet the requirements for a fast decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - This letter will tell you that if your doctor asks for the fast decision, we will automatically give a fast decision.
 - The letter will also tell how you can file a “fast complaint” about our decision to give you a standard decision instead of the fast decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a “fast” coverage decision

- Generally, for a fast decision, we will give you our answer **within 72 hours**.
 - As explained above, we can take up to 14 more calendar days under certain circumstances. If we decide to take extra days to make the decision, we will tell you in writing.
 - If you believe we should not take extra days, you can file a “fast complaint” about our deci-

sion to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.)

- If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 6.3 tells how to make an appeal.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our decision, we will provide the coverage by the end of that extended period.
- **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.

Deadlines for a “standard” coverage decision

- Generally, for a standard decision, we will give you our answer **within 14 days of receiving your request**.
 - We can take up to 14 more calendar days (“an extended time period”) under certain circumstances. If we decide to take extra days to make the decision, we will tell you in writing.
 - If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.)
 - If we do not give you our answer within 14 days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 6.3 below tells how to make an appeal.
- **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 14 days after we received your request. If we extended the time needed to make our decision, we will provide the coverage by the end of that extended period.

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

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

- If we say no, you have the right to ask us to reconsider – and perhaps change – this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 6.3 below).

Section 6.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)

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| Legal Terms | <i>An appeal to the plan about a medical care coverage decision is called a plan “reconsideration.”</i> |
|--------------------|---|

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

What to do

- **To start an appeal you, your doctor, or your representative, must contact us.** For details on how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1 look for section called, *How to contact us when you are asking for a coverage decision, an appeal, or making a complaint about your medical care.*
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a signed request.** You may also ask for an appeal by calling us at the phone number shown in Chapter 2, Section 1 (*How to contact us when you are asking for a coverage decision, an appeal, or making a complaint about your medical care*). We will write down your appeal and send it to you for your review and signature. You must sign and return this form to South Country.
 - If you have someone appealing our decision for you other than your doctor, your appeal must include an Appointment of Representative form authorizing this person to represent

you. (To get the form, call Member Services and ask for the “Appointment of Representative” form. It is also available on Medicare’s website at <http://www.cms.hhs.gov/cms-forms/downloads/cms1696.pdf> or on our website at www.mnscha.org.) While we can accept an appeal request without the form, we cannot complete our review until we receive it. If we do not receive the form within 44 days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be sent to the Independent Review Organization for dismissal.

- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1 (*How to contact us when you are asking for a coverage decision, an appeal, or making a complaint about your medical care*).
- **You must make your appeal request within 90 calendar days** from the date on the written notice we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - You have the right to ask us for a copy of the information regarding your appeal.
 - If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a “fast appeal” (you can make a request by calling us)

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| Legal Terms | <i>A “fast appeal” is also called an “expedited reconsideration.”</i> |
|--------------------|---|

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a “fast appeal.”
- The requirements and procedures for getting a

“fast appeal” are the same as those for getting a “fast decision.” To ask for a fast appeal, follow the instructions for asking for a fast decision. (These instructions are given earlier in this section.)

- If your doctor tells us that your health requires a “fast appeal,” we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

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

Deadlines for a “fast” appeal

- When we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires us to do so.
 - However, if you ask for more time, or if we need to gather more information that may benefit you, we **can take up to 14 more calendar days**. If we decide to take extra days to make the decision, we will tell you in writing.
 - 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 organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal for Medicare covered services. Services covered only by Medical Assistance (Medicaid) cannot be sent to the Independent Review Organization but you could file a State Fair Hearing.

Deadlines for a “standard” appeal

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**.
 - If you believe we should not take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.)
 - If we do not give you an answer by the deadline above (or by the end of the extended time period if we took extra days), we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent outside organization. Later in this section, we tell about this review organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 30 days after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written denial notice informing you that we have automatically sent your appeal to the Independent Review Organization for a Level 2 Appeal for Medicare covered services. Services covered only by Medical Assistance (Medicaid) cannot be sent to the Independent Review Organization but you could file a State Fair Hearing.

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

- To make sure we were following all the rules when we said no to your appeal, **we are required to send your Medicare appeal to the “Independent Review Organization.”** When we do this, it means that your appeal is going on to the next

level of the appeals process, which is Level 2.

Section 6.4 Step-by-step: How to make a Level 2 Appeal

If we say no to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process for decisions regarding Medicare covered services. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said no to your first appeal. This organization decides whether the decision we made should be changed.

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| Legal Terms | <i>The formal name for the “Independent Review Organization” is the “Independent Review Entity.” It is sometimes called the “IRE.”</i> |
|--------------------|--|

Step 1: The Independent Review Organization reviews your appeal.

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

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

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal **within 72 hours** of when it receives your appeal for decisions regarding Medicare covered services.
- However, if the Independent Review Organization needs to gather more information that may ben-

efit you, **it can take up to 14 more calendar days.**

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

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal **within 30 calendar days** of when it receives your appeal for decisions regarding Medicare covered services.
- However, if the Independent Review Organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days.**

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

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

- **If the review organization says yes to part or all of what you requested**, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization.
- **If this organization says no to part or all of your appeal**, it means they agree with our plan that your request (or part of your request) for coverage for medical care should not be approved. (This is called “upholding the decision.” It is also called “turning down your appeal.”)
 - The notice you get from the Independent Review Organization will tell you in writing if your case meets the requirements for continuing with the appeals process. For example, to continue and make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final.

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

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal) for decisions regarding Medicare covered services.
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process for decisions regarding Medicare

covered services, you must decide whether you want to go on to Level 3 and make a third appeal. The details on how to do this are in the written notice you got after your Level 2 Appeal.

The Level 3 Appeal is handled by an administrative law judge. Section 10 in this chapter tells more about Levels 3, 4, and 5 of the appeals process for decisions regarding Medicare covered services.

Additional Appeal Rights under Medical Assistance (Medicaid)

As a plan member, some of your plan services may also be covered by Medical Assistance (Medicaid). Therefore, if you believe that we improperly denied you a service or payment for a service, you may also have the right to appeal this decision to Medical Assistance (Medicaid). We will let you know in writing if you have the right to appeal our decision to Medical Assistance (Medicaid).

If you disagree with a decision or have a complaint regarding a Medical Assistance (Medicaid) covered service, you can do any of the following:

- You can call our plan to file an appeal. We will write down your appeal and send it to you for your review and signature. You must sign and return this form to South Country.
- You can write to our plan to file an appeal.

You can write to the Minnesota Department of Human Services to request a State Fair Hearing. You may request a State Fair Hearing at any time during the plan's appeal process. You do not have to file an appeal with the plan before you request a State fair hearing. If you request a State Fair Hearing instead of filing an appeal with the plan, the timelines for appealing to the plan still are applicable as described in the Appeal Level 1.

Continuation of Services

If we are stopping or reducing medical care, services or a non-Part D drug, you can keep getting the medical care, service or non-Part D drug if you file a plan appeal or request a State Fair Hearing within 10 days (30 days for PCA services) after we send you the notice or before the service is stopped or reduced, whichever is later. You must ask for this to be done. The participating treating provider must agree the medical care, service or non-Part D drug should continue. The medical care, service or non-Part D drug can continue until the appeal or State Fair Hearing is resolved. If you lose the appeal or State Fair Hear-

ing, you may be billed for the medical care, service or non-Part D drug.

State Fair Hearing Process

You may request a State Fair Hearing at any time during the plan's appeal process for services covered by Medical Assistance. You do not have to file an appeal with the plan before you request a State Fair Hearing. If you request a State Fair Hearing instead of filing an appeal with the plan, the timelines for appealing to the health plan still are applicable as described in the Appeal Level 1.

A State Fair Hearing is a hearing at the State to review a decision made by us. You must request a hearing in writing. You may ask for a hearing if you disagree with:

- the delivery of health services;
- enrollment in the plan;
- denial in full or part of a claim or service;
- our failure to act within required timelines for service authorizations and appeals; or
- any other action.

You must ask for a State Fair Hearing within 30 days of the date of the Notice of Action or the decision in a plan appeal. You can have up to 90 days to request a State Fair Hearing if you have a good reason for being late.

Write to: Minnesota Department of Human Services
Appeals Office
P.O. Box 64941
St. Paul, MN 55164-0941

Or fax to: 651- 431-7523

1. A Human Services Judge from the State Appeals Office will hold a hearing. You can choose to attend the hearing in person or by telephone.
2. Tell the State why you disagree with the decision made by us.
3. You can ask a friend, relative, advocate, provider, or lawyer to help you.
4. The process can take between 30-90 days. If your hearing is about an urgently needed service, tell the Judge (see contact information above) or the Minnesota Ombudsman for State Managed Health Care Programs when you call or write to them. See Section 2 for contact information.
5. If your hearing is about a medical necessity de-

nial, you may ask for an expert medical opinion. This will be from an outside reviewer. There is no cost to you.

If you disagree with the ruling of the State Fair Hearing process, you may appeal to the District Court in your county.

Section 6.5 What if you are asking us to pay you back for a bill you have received for medical care?

If you want to ask us for payment for medical care, start by reading Chapter 7 of this booklet: Asking us to pay a bill you have received for covered medical services or drugs. Chapter 7 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also 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 that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 5.1 of this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service (see Chapter 4: *Benefits Chart (what is covered)*). We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: *Using the plan's coverage for your medical services*).

We cannot pay you back for most medical bills that you pay. State and federal laws prevent us from paying you directly. The exception is if you pay for Part D prescription drugs see Section 7 of this chapter. If you paid for a service that you think we should have covered, contact Member Services at the number listed on the front cover.

We will say yes or no to your request

- If the Part D you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your Part D Drug within 60 calendar days after we receive your request. Or, if you haven't paid for the services, we will send the payment directly to the provider. When we send the payment, it's the same as saying yes to your request for a coverage decision.)
- If the medical care is *not* covered, or you did not

follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why. (When we turn down your request for payment, it's the same as saying no to your request for a coverage decision.)

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

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

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

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

SECTION 7 Your Part D prescription drugs: How to ask for a coverage decision or make an appeal

Have you read Section 5 of this chapter (*A guide to "the basics" of coverage decisions and appeals*)? If not, you may want to read it before you start this section.

Section 7.1 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 as a member of our plan include coverage for many outpatient prescription drugs. Medi-

care calls these outpatient prescription drugs “Part D drugs.” You can get these drugs as long as they are included in our plan’s **List of Covered Drugs (Formulary)** and the use of the drug is 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 Chapter 5, Section 4 for more information about a medically accepted indication.)

- 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.
- For details about what we mean by Part D drugs, the **List of Covered Drugs (Formulary)**, rules and restrictions on coverage, and cost information, see Chapter 5 (*Using our plan’s coverage for your Part D prescription drugs*) and Chapter 6 (*What you pay for your Part D prescription drugs*).

Part D coverage decisions and appeals

As discussed in Section 5 of this chapter, a coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs.

Legal Terms *An initial coverage decision about your Part D drugs is called a “**coverage determination.**”*

Here are examples of coverage decisions you ask us to make about your Part D drugs:

- You ask us to make an exception, including:
 - Asking us to cover a Part D drug that is not on the plan’s **List of Covered Drugs (Formulary)**
 - Asking us to waive a restriction on the plan’s coverage for a drug (such as limits on the amount of the drug you can get)
 - Asking to pay a lower cost-sharing amount for a covered non-preferred drug
- You ask us whether a drug is covered for you and whether you meet the requirements for coverage. (For example, when your drug is on the plan’s **List of Covered Drugs (Formulary)** but we require you to get approval from us before we will cover it for you.)
 - Please note: If your pharmacy tells you that your prescription cannot be filled as written,

you will get a written notice explaining how to contact us to ask for a coverage decision.

- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

If you disagree with a coverage decision we have made, you can appeal our decision.

This section tells you both how to ask for coverage decisions and how to request an appeal. Use the chart below to help you determine which part has information for your situation:

| Which of these situations are you in? | |
|--|---|
| If you are in this situation: | ◆ This is what you can do: |
| Do you need a drug that isn’t on our Drug List or need us to waive a rule or restriction on a drug we cover? | ◆ You can ask us to make an exception. (This is a type of coverage decision.) Start with Section 7.2 of this chapter. |
| Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need? | ◆ You can ask us for a coverage decision. Skip ahead to Section 7.4 of this chapter. |
| Do you want to ask us to pay you back for a drug you have already received and paid for? | ◆ You can ask us to pay you back. (This is a type of coverage decision.) Skip ahead to Section 7.4 of this chapter. |
| Have we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for? | ◆ You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 7.5 of this chapter. |

Section 7.2 What is an 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. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request. 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 *List of Covered Drugs (Formulary)*. (We call it the “Drug List” for short.)

| | |
|--------------------|---|
| Legal Terms | <i>Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a “formulary exception.”</i> |
|--------------------|---|

- If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in Tier 3 for brand name drugs. You cannot ask for an exception to the copayment amount we require you to pay for the drug.
- You cannot ask for coverage of any “excluded drugs” or other non-Part D drugs which Medicare does not cover. (For more information about excluded drugs, see Chapter 5.)

2. Removing a restriction on our coverage for a covered drug. There are extra rules or restrictions that apply to certain drugs on our *List of Covered Drugs (Formulary)* (for more information, go to Chapter 5 and look for Section 5).

| | |
|--------------------|---|
| Legal Terms | <i>Asking for removal of a restriction on coverage for a drug is sometimes called asking for a “formulary exception.”</i> |
|--------------------|---|

- The extra rules and restrictions on coverage for certain drugs include:
 - *Getting plan approval in advance* before we will agree to cover the drug for you. (This is sometimes called “prior authorization.”)
 - *Being required to try a different drug first* before we will agree to cover the drug you

are asking for. (This is sometimes called “step therapy.”)

- *Quantity limits.* For some drugs, there are restrictions on the amount of the drug you can have.
- If we agree to make an exception and waive a restriction for you, you can ask for an exception to the copayment amount we require you to pay for the drug.

Section 7.3 Important things to know about asking for exceptions

Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called “alternative” drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally not approve your request for an exception.

We can say yes or no to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say no to your request for an exception, you can ask for a review of our decision by making an appeal. Section 7.5 tells how to make an appeal if we say no.

The next section tells you how to ask for a coverage decision, including an exception.

Section 7.4 Step-by-step: How to ask for a coverage decision, including an exception

Step 1: You ask us to make a coverage decision about the drug(s) or payment you need. If your health requires a quick response, you must ask us to make a “fast decision.” You cannot ask for a fast decision if you are asking us to pay you back for a drug you already bought.

What to do

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing us to make your request. You, your representative, or your doctor (or other prescriber) can do this. For the details, go to Chapter 2, Section 1 and look for the section called, How to contact us when you are asking for a coverage decision, an appeal, or making a complaint about your Part D prescription drugs. Or if you are asking us to pay you back for a drug, go to the section called, Where to send a request that asks us to pay for our share of the cost for medical care or a drug you have received.
- **You or your doctor or someone else who is acting on your behalf** can ask for a coverage decision. Section 5 of this chapter tells how you can give written permission to someone else to act as your representative. You can also have a lawyer act on your behalf.
- **If you want to ask us to pay you back for a drug,** start by reading Chapter 7 of this booklet: Asking us to pay our share of a bill you have received for covered medical services or drugs. Chapter 7 describes the situations in which you may need to ask for reimbursement. It also tells how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the “doctor’s statement.”** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (We call this the “doctor’s statement.”) 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. See Sections 6.2 and 6.3 for more information about exception requests.

If your health requires it, ask us to give you a “fast decision”

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| Legal Terms | A “fast decision” is called an “ expedited coverage determination. ” |
|--------------------|---|

- When we give you our decision, we will use the “standard” deadlines unless we have agreed to use the “fast” deadlines. A standard decision means we will give you an answer within 72 hours after we receive your doctor’s statement. A fast decision means we will answer within 24

hours.

- **To get a fast decision, you must meet two requirements:**
 - You can get a fast decision *only* if you are asking for a *drug you have not yet received*. (You cannot get a fast decision if you are asking us to pay you back for a drug you are already bought.)
 - You can get a fast decision only if 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 decision,” we will automatically agree to give you a fast decision.**
- If you ask for a fast decision on your own (without your doctor’s or other prescriber’s support), we will decide whether your health requires that we give you a fast decision.
 - If we decide that your medical condition does not meet the requirements for a fast decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - This letter will tell you that if your doctor or other prescriber asks for the fast decision, we will automatically give a fast decision.
 - The letter will also tell how you can file a complaint about our decision to give you a standard decision instead of the fast decision you requested. It tells how to file a “fast” complaint, which means you would get our answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 11 of this chapter.)

Step 2: We consider your request and we give you our answer.

Deadlines for a “fast” coverage decision

- If we are using the fast deadlines, we must give you our answer within 24 hours.
 - Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor’s statement supporting your request. We will give you our answer sooner if your health

requires us to.

- 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 outside organization. Later in this section, we tell about this review organization and explain what happens at Appeal Level 2.
- **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.

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

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.
 - Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
 - 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 organization. Later in this section, we tell about this review organization and explain what happens at Appeal Level 2.
- **If our answer is yes to part or all of what you requested** –
 - If we approve your request for coverage, 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.

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 organization. Later in this section, we tell about this review organization and explain what happens at Appeal Level 2.

- **If our answer is yes to part or all of what you requested**, we are also required to make payment to you within 30 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 that explains why we said no.

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

- If we say no, you have the right to request an appeal. Requesting an appeal means asking us to reconsider – and possibly change – the decision we made.

Section 7.5 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan)

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|--------------------|--|
| Legal Terms | <i>An appeal to the plan about a Part D drug coverage decision is called a plan "redetermination."</i> |
|--------------------|--|

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

What to do

- **To start your appeal, you (or your representative or your doctor or other prescriber) must contact us.**
 - For details on how to reach us by phone, fax, or mail for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called, How to contact our plan when you are asking for a coverage determination, an appeal, or making a complaint about your Part D prescription drugs.
- **If you are asking for a standard appeal, make your appeal by submitting a written request.** You may also ask for an appeal by calling us at the phone number shown in Chapter 2, Section 1 (How to contact our plan when you are asking for a coverage determination, an appeal, or making a

complaint about your Part D prescription drugs).

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

If your health requires it, ask for a “fast appeal”

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|--------------------|--|
| Legal Terms | A “fast appeal” is also called an “expedited redetermination.” |
|--------------------|--|

If you are appealing a decision our plan 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 decision” in Section 7.4 of this chapter.

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

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

Deadlines for a “fast” appeal

- If we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner

if your health requires it.

- If we do not give you an answer within 72 hours, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we tell about this review organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must 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 a written statement that explains why we said no and how to appeal our decision.

Deadlines for a “standard” appeal

- If we are using the standard deadlines, we must give you our answer **within 7 calendar days** after we receive your appeal. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so. If you believe your health requires it, you should ask for “fast” appeal.
 - If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we tell about this review organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested** we must do the following –
 - If we approve a request for coverage, we must **provide the coverage** we have agreed to provide as quickly as your health requires, but **no later than 7 calendar days** after we receive your appeal.
 - If we approve a 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 your appeal 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 and how to appeal our decision.

Step 3: If we say no to your appeal, you decide if you want to continue with the appeals process and make another appeal.

- If we say no to your appeal, you then choose whether to accept this decision or continue by making another appeal.
- If you decide to make another appeal, it means your appeal is going on to Level 2 of the appeals process (see below).

Section 7.6 Step-by-step: How to make a Level 2 Appeal

If we say no to your appeal, you then choose whether to accept this decision or continue by making another appeal. If you decide to go on to a Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said no to your first appeal. This organization decides whether the decision we made should be changed.

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| Legal Terms | <i>The formal name for the “Independent Review Organization” is the “Independent Review Entity.” It is sometimes called the “IRE.”</i> |
|--------------------|--|

Step 1: To make a Level 2 Appeal, you must contact the Independent Review Organization and ask for a review of your case.

- If we say 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.
- When you make an appeal to the Independent Review Organization, we will send the information we have 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.

Step 2: The Independent Review Organization does a review of your appeal and gives you an answer.

- **The Independent Review Organization is an independent organization that is hired by Medi-**

care. This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to review our decisions about your Part D benefits with us.

- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal. The organization will tell you its decision in writing and explain the reasons for it.

Deadlines for “fast” appeal at Level 2

- If your health requires it, ask the Independent Review Organization for a “fast appeal.”
- If the review organization agrees to give you a “fast appeal,” the review organization must give you an answer to your Level 2 Appeal **within 72 hours** after it receives your appeal request.
- **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.

Deadlines for “standard” appeal at Level 2

- If you have a standard appeal at Level 2, the review organization must give you an answer to your Level 2 Appeal **within 7 calendar days** after it receives your appeal.
- **If the Independent Review Organization says yes to part or all of what you requested** we must do the following –
 - If the Independent Review Organization approves a 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 approves a 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 your appeal, it means the organization agrees with our decision not to approve your request. (This is called “upholding the de-

cision.” It is also called “turning down your appeal.”) To continue and make another appeal at Level 3, the dollar value of the drug coverage you are requesting must meet a minimum amount. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final. The notice you get from the Independent Review Organization will tell you the dollar value that must be in dispute to continue with the appeals process.

Step 3: If the dollar value of the coverage you are requesting meets the requirement, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. If you decide to make a third appeal, the details on how to do this are in the written notice you got after your second appeal.
- The Level 3 Appeal is handled by an administrative law judge. Section 10 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

SECTION 8 How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: *Benefits Chart (what is covered)*.

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

- The day you leave the hospital is called your “**discharge date**.” Our plan’s coverage of your hospital stay ends on this date.
- When your discharge date has been decided,

your doctor or the hospital staff will let you know.

- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

Section 8.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights

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

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

Legal Terms

The written notice from Medicare tells you how you can “request an immediate review.” Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 8.2 below tells you how you can request an immediate review.)

2. **You must sign the written notice to show that you received it and understand your rights.**

- You or someone who is acting on your behalf must sign the notice. (Section 5 of this chapter tells how you can give written permission to someone else to act as your representative.)
- Signing the notice shows *only* that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice **does not mean** you are agreeing on a discharge date.

3. Keep your copy of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.

- If you sign the notice more than 2 days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
- To look at a copy of this notice in advance, you can call Member Services 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 it online at http://www.cms.gov/BNI/12_HospitalDischargeAppealNotices.asp.

Section 8.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date

If you want to ask for your 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.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 of this chapter).

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

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

| | |
|--------------------|---|
| Legal Terms | A “fast review” is also called an “immediate review.” |
|--------------------|---|

What is the Quality Improvement Organization?

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

How can you contact this organization?

- The written notice you received (*An Important Message from Medicare About Your Rights*) 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, Section 4, of this booklet.)

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization *before* you leave the hospital and **no later than your planned discharge date**. (Your “planned discharge date” is the date that has been set for you to leave the hospital.)
 - If you meet this deadline, you are allowed to stay in the hospital after your discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
 - If you do not meet this deadline, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 8.4.

Ask for a “fast review”:

- You must ask the Quality Improvement Organization for a “fast review” of your discharge. Asking

for a “fast review” means you are asking for the organization to use the “fast” deadlines for an appeal instead of using the standard deadlines.

Legal Terms

A “fast review” is also called an “immediate review” or an “expedited review.”

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

What happens during this review?

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

Legal Terms

This written explanation is called the “Detailed Notice of Discharge.” You can get a sample of this notice by calling Member Services 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 get see a sample notice online at <http://www.cms.hhs.gov/BNI/>

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

What happens if the answer is yes?

- If the review organization says yes to your appeal, **we must keep providing your covered hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these

apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet).

What happens if the answer is no?

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

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

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

Section 8.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date

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

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

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

- You must ask for this review **within 60 calendar days** after the day when the Quality Improvement Organization said no to your Level 1 Appeal. You can ask for this review only if you stayed 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, the Quality Improvement Organization 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 hospital care for as long as it is medically necessary.**
- You must continue to pay your share of the costs and coverage limitations may apply.

If the review organization says no:

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

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

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 10 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

Section 8.4 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 8.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. (“Quickly” means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

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

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

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

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| Legal Terms | A “fast” review (or “fast appeal”) is also called an “expedited appeal”. |
|--------------------|--|

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

- For details on how to contact our plan, go to Chapter 2, Section 1 and look for the section called, *How to contact our plan when you are asking for a coverage determination, an appeal, or making a complaint about your medical care.*
- Be sure to ask for a “fast review.” This means you are asking us to give you an answer using the “fast” deadlines rather than the “standard” deadlines.

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

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the “fast” deadlines rather than the standard deadlines for giving you the answer to this review.

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

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

appropriate. Our coverage for your hospital services ends as of the day we said coverage would end.

- If you stayed in the hospital after your planned discharge date, then **you may have to pay the full cost** of hospital care you received after the planned discharge date.

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

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

Step-by-Step: How to make a Level 2 Alternate Appeal

If we say no to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said no to your “fast appeal.” This organization decides whether the decision we made should be changed.

Legal Terms

The formal name for the “Independent Review Organization” is the “Independent Review Entity.” It is sometimes called the “IRE.”

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

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying no to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeal process. Section 11 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.

- **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.

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

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

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say no to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 10 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

SECTION 9 How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 9.1 This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services

This section is about the following types of care only:

- **Home health care services** you are getting.
- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a “skilled nursing facility,” see Chapter 12, *Definitions of important words*.)
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually, this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 12, *Definitions of important words*.)

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information on your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: *Benefits Chart (what is covered)*.

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 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 9.2 We will tell you in advance when your coverage will be ending

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

Legal Terms

In telling you what you can do, the written notice is telling how you can request a “fast-track appeal.” Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 9.3 below tells how you can request a fast-track appeal.)

Legal Terms

The written notice is called the “Notice of Medicare Non-Coverage.” To get a sample copy, call Member Services 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 see a copy online at <http://www.cms.hhs.gov/BNI/>

2. You must sign the written notice to show that you received it.

- You or someone who is acting on your behalf must sign the notice. (Section 5 tells how you can give written permission to someone else to act as your representative.)
- Signing the notice shows only that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with the plan that it’s time to stop getting the care.

Section 9.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

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

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 11 of this chapter tells

you how to file a complaint.)

- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 of this chapter).

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

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

What is the Quality Improvement Organization?

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

How can you contact this organization?

- The written notice you received 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, Section 4, of this booklet.)

What should you ask for?

- Ask this organization to do an independent review of whether it is medically appropriate for us to end coverage for your medical services.

Your deadline for contacting this organization.

- You must contact the Quality Improvement Organization to start your appeal no later than noon of the day after you receive the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 9.5.

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

What happens during this review?

- Health professionals at the Quality Improvement

Organization (we will call them “the reviewers” for short) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.

- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers informed us of your appeal, and you will also get a written notice from us that gives our reasons for ending our coverage for your services.

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| Legal Terms | <i>This notice explanation is called the “Detailed Explanation of Non-Coverage.”</i> |
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Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.

What happens if the reviewers say yes to your appeal?

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

What happens if the reviewers say no to your appeal?

- If the reviewers say no to your appeal, then **your coverage will end on the date we have told you.** We will stop paying its share of the costs of this care.
- 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.

- This first appeal you make is “Level 1” of the appeals process. If reviewers say no to your Level 1 Appeal – and you choose to continue getting care

after your coverage for the care has ended – then you can make another appeal.

- Making another appeal means you are going on to “Level 2” of the appeals process.

Section 9.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If we turn 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.

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

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

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

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

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

Step 3: Within 14 days, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.

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

- **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.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

What happens if the review organization says no?

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

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

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 10 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

Section 9.5 What if you miss the deadline for making your Level 1 Appeal?

You can appeal to us instead

As explained above in Section 9.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, *the first two levels of appeal are different.*

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

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

Here are the steps for a Level 1 Alternate Appeal:

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| Legal Terms | A “fast” review (or “fast appeal”) is also called an “expedited appeal”. |
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Step 1: Contact us and ask for a “fast review.”

- For details on how to contact us, go to Chapter 2, Section 1 and look for the section called, *How to contact our plan when you are asking for a coverage determination, an appeal, or making a complaint about your medical care.*
- **Be sure to ask for a “fast review.”** This means

you are asking us to give you an answer using the “fast” deadlines rather than the “standard” deadlines.

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

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending the plan’s coverage for services you were receiving.
- We will use the “fast” deadlines rather than the standard deadlines for giving you the answer to this review. (Usually, if you make an appeal to our plan and ask for a “fast review,” we are allowed to decide whether to agree to your request and give you a “fast review.” But in this situation, the rules require us to give you a fast response if you ask for it.)

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

- **If we say yes to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal**, then your coverage will end on the date we have told you and we will not pay after this date. We will stop paying its share of the costs of this care.
- 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 yourself.

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

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

the appeals process.

Step-by-Step: How to make a Level 2 Alternate Appeal

If we say no to your Level 1 Appeal, your case will automatically be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said no to your “fast appeal.” This organization decides whether the decision we made should be changed.

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| Legal Terms | <i>The formal name for the “Independent Review Organization” is the “Independent Review Entity.” It is sometimes called the “IRE.”</i> |
|--------------------|--|

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

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying no to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeal process. Section 11 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.

- **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.
- 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 reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much

we would reimburse or how long we would continue to cover your services.

- **If this organization says no to your appeal**, it means they agree with the decision 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 continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

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

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say no to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by a judge.
- Section 10 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

SECTION 10 Taking your appeal to Level 3 and beyond

Section 10.1 Levels of Appeal 3, 4, and 5 for Medical Service Appeals

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain who to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

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| Level 3 Appeal | A judge who works for the Federal government will review your appeal and give you an answer. This judge is called an “Administrative Law Judge.” |
|-----------------------|---|

- **If the Administrative Law Judge says yes to your appeal, the appeals process may or may not be over** - We will decide whether to appeal this decision to Level 4. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.
 - If we decide *not* to appeal the decision, we must authorize or provide you with the service within 60 days after receiving the judge’s decision.
 - If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the Administrative Law Judge says no to your appeal, the appeals process may or may not be over.**
 - If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - If you do not want to accept the decision, you can continue to the next level of the review process. If the administrative law judge says no to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

| | |
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| Level 4 Appeal | The Medicare Appeals Council will review your appeal and give you an answer. The Medicare Appeals Council works for the Federal government. |
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If the answer is yes, or if the Medicare Appeals Council denies our request to review a favorable Level 3 Appeal decision, the appeals process may or may not be over. We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.

- If we decide *not* to appeal the decision, we must authorize or provide you with the service within 60 days after receiving the Medicare Appeals Council’s decision.
- If we decide to appeal the decision, we will let you know in writing.

- **If the answer is no or if the Medicare Appeals Council denies the review request, the appeals process *may or may not* be over.**

- If you decide to accept this decision that turns down your appeal, the appeals process is over.
- If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Medicare Appeals Council says no to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you who to contact and what to do next if you choose to continue with your appeal.

Level 5 Appeal *A judge at the Federal District Court will review your appeal.*

- This is the last step of the administrative appeals process.

Additional Appeal Rights under Medical Assistance (Medicaid)

As a plan member, some of your plan services may also be covered by Medical Assistance (Medicaid). Therefore, if you believe that we improperly denied you a service or payment for a service, you may also have the right to appeal this decision to Medical Assistance (Medicaid). We will let you know in writing if you have the right to appeal our decision to Medical Assistance (Medicaid).

If you disagree with a decision or have a complaint regarding a Medical Assistance (Medicaid) covered service, you can do any of the following:

- You can call our plan to file an appeal. We will write down your appeal and send it to you for your review and signature. You must sign and return this form to South Country.
- You can write to our plan to file an appeal.

You can write to the Minnesota Department of Human Services to request a State Fair Hearing. You may request a State Fair Hearing at any time during the plan's appeal process. You do not have to file an appeal with the plan before you request a State fair hearing. If you request a State fair hearing instead of filing an appeal with the plan, the timelines for appealing to the plan still are applicable as described in the Appeal Level 1.

Continuation of Services

If we are stopping or reducing medical care, services or a non-Part D drug, you can keep getting the medical care, service or non-Part D drug if you file a plan appeal or request a State Fair Hearing within 10 days (30 days for PCA services) after we send you the notice or before the service is stopped or reduced, whichever is later. You must ask for this to be done. The participating treating provider must agree the medical care, service or non-Part D drug should continue. The medical care, service or non-Part D drug can continue until the appeal or State Fair Hearing is resolved. If you lose the appeal or State Fair Hearing, you may be billed for the medical care, service or non-Part D drug.

State Fair Hearing Process

You may request a State Fair Hearing at any time during the plan's appeal process for services covered by Medical Assistance. You do not have to file an appeal with the plan before you request a State Fair Hearing. If you request a State Fair Hearing instead of filing an appeal with the plan, the timelines for appealing to the health plan still are applicable as described in the Appeal Level 1.

A State Fair Hearing is a hearing at the State to review a decision made by us. You must request a hearing in writing. You may ask for a hearing if you disagree with:

- the delivery of health services;
- enrollment in the plan;
- denial in full or part of a claim or service;
- our failure to act within required timelines for service authorizations and appeals; or
- any other action.

You must ask for a State Fair Hearing within 30 days of the date of the Notice of Action or the decision in a plan appeal. You can have up to 90 days to request a State Fair Hearing if you have a good reason for being late.

Write to: Minnesota Department of Human Services
Appeals Office
P.O. Box 64941
St. Paul, MN 55164-0941

Or fax to: 651- 431-7523

1. A Human Services Judge from the State Appeals Office will hold a hearing. You can choose to at-

tend the hearing in person or by telephone.

2. Tell the State why you disagree with the decision made by us.
3. You can ask a friend, relative, advocate, provider, or lawyer to help you.
4. The process can take between 30-90 days. If your hearing is about an urgently needed service, tell the Judge (see contact information above) or the Minnesota Ombudsman for State Managed Health Care Programs when you call or write to them. See Section 2 for contact information.
5. If your hearing is about a medical necessity denial, you may ask for an expert medical opinion. This will be from an outside reviewer. There is no cost to you.

If you disagree with the ruling of the State Fair Hearing process, you may appeal to the District Court in your county.

Section 10.2 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals

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 drug you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain who to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

| | |
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| Level 3 Appeal | <i>A judge who works for the Federal government will review your appeal and give you an answer. This judge is called an "Administrative Law Judge."</i> |
|-----------------------|---|

- **If the answer is yes, the appeals process is over.** What you asked for in the appeal has been approved. We must **authorize or provide the drug coverage** that was approved by the Administrative Law Judge **within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days** after we receive the decision.

- **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 can continue to the next level of the review process. If the administrative law judge says no to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

| | |
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| Level 4 Appeal | <i>The Medicare Appeals Council will review your appeal and give you an answer. The Medicare Appeals Council works for the Federal government.</i> |
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- **If the answer is yes, the appeals process is over.** What you asked for in the appeal has been approved. We must **authorize or provide the drug coverage** that was approved by the Medicare Appeals Council **within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days** after we receive the decision.
- **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 might be able to continue to the next level of the review process. If the Medicare Appeals Council says no to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you who to contact and what to do next if you choose to continue with your appeal.

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| Level 5 Appeal | <i>A judge at the Federal District Court will review your appeal.</i> |
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- This is the last step of the appeals process.

SECTION 11 How to make a complaint about quality of care, waiting times, customer service, or other concerns

If your problem is about decisions related to benefits,

coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to **Section 5** of this chapter.

Section 11.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is used for certain types of problems only. This includes problems related to quality of care, waiting times, and the customer service you receive. Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can “make a complaint”

Quality of your medical care

- Are you unhappy with the quality of the care you have received (including care in the hospital)?

Respecting your privacy

- Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?

Disrespect, poor customer service, or other negative behaviors

- Has someone been rude or disrespectful to you?
- Are you unhappy with how our Member Services has treated you?
- Do you feel you are being encouraged to leave the plan?

Waiting times

- Are you having trouble getting an appointment, or waiting too long to get it?
- Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by our Member Services or other staff at the plan?
 - Examples include waiting too long on the phone, in the waiting room, when getting a prescription, or in the exam room.

Cleanliness

- Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor’s office?

Information you get from us

- Do you believe we have not given you a notice that we are required to give?

- Do you think written information we have given you is hard to understand?

These types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals

The process of asking for a coverage decision and making appeals is explained in sections 4-10 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked us for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:

- If you have asked us to give you a “fast response” for a coverage decision or appeal, and we have said we will not, you can make a complaint.
- If you believe we are not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.
- When a coverage decision we made is reviewed and we are told that we must cover or reimburse you for certain medical services or drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.
- When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.

Section 11.2 The formal name for “making a complaint” is “filing a grievance”

Legal Terms

What this section calls a “complaint” is also called a “grievance.”

Another term for “making a complaint” is “filing a grievance.”

Another way to say “using the process for complaints” is “using the process for filing a grievance.”

Section 11.3 Step-by-step: Making a complaint

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

- Usually, calling Member Services is the first step. If there is anything else you need to do, Member Services will let you know. Call toll free 1-866-567-7242 or 711 (TTY for the hearing impaired) between 8 a.m. to 8 p.m., 7 days a week.
- If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us. If you do this, it means that we will use our formal procedure for answering your complaint. Here's how it works:
 - Write to us within 60 days of the Part D drug related issues, or within 90 days of medical service, or non-Part D drug related issues at the plan's address listed in Chapter 2, section 1.
 - Within 10 days of receiving the complaint, we will send you a notice that we received it. Within 30 days of receiving your complaint, we will send you a written response that will include:
 - The results of the investigation of the complaint,
 - Any actions relative to the complaint, and
 - Options for further review through the DHS Managed Care Ombudsman and/or Minnesota Department of Health.
 - If your complaint is a "fast" complaint, we will answer you within 24 hours for Part D drug issues, and within 72 hours for all other issues, by calling you and following up with a written response.
 - Whether you call or write, you should contact Member Services right away. The complaint must be made within within 60 calendar days after you had a Part D drug related problem, or within 90 calendar days after a medical, service, or non-Part D drug related problem you want to complain about.
- If you are making a complaint because we denied your request for a "fast response" to a coverage decision or appeal, we will automatically give you a "fast" complaint. If you have a "fast" complaint, it means we will give you an answer within 24 hours.

Legal Terms

What this section calls a "fast complaint" is also called an "expedited grievance."

Step 2: We look into your complaint and give you our answer.

- If possible, we will answer you right away. If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.
- Most complaints are answered in 30 calendar days. If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- If we do not agree with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

Step 3: If you are not satisfied with our decision, you may call or write to the Minnesota Department of Health

To file a complaint with the Minnesota Department of Health

Write to: Minnesota Department of Health
Health Policy and Systems Compliance
Division
Managed Care Systems
P.O. Box 64882
St. Paul, MN 55164-0882

Or Call: 651-201-5100 (Twin Cities metro) or
toll-free 1-800-657-3916

Section 11.4 You can also make complaints about quality of care to the Quality Improvement Organization

You can make your complaint about the quality of care you received to us by using the step-by-step process outlined above.

When your complaint is about quality of care for Medicare-covered services, you also have two extra options:

- You can make your complaint to the Quality Improvement Organization. If you prefer, you can make your complaint about the quality of care

you received directly to this organization (without making the complaint to us).

- The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the Federal government to check and improve the care given to Medicare patients.
- To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- Or you can make your complaint to both at the same time. If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Chapter 10: Ending your membership in the plan

| | | |
|------------------|---|------------|
| SECTION 1 | Introduction | 114 |
| Section 1.1 | This chapter focuses on ending your membership in our plan | 114 |
| SECTION 2 | When can you end your membership in our plan?..... | 114 |
| Section 2.1 | You can end your membership at any time | 114 |
| Section 2.2 | Where can you get more information about when you can end your membership?..... | 114 |
| SECTION 3 | How do you end your membership in our plan? | 115 |
| Section 3.1 | Usually, you end your membership by enrolling in another plan..... | 115 |
| SECTION 4 | Until your membership ends, you must keep getting your medical services and drugs through our plan | 116 |
| Section 4.1 | Until your membership ends, you are still a member of our plan..... | 116 |
| SECTION 5 | SeniorCare Complete must end your membership in the plan in certain situations | 116 |
| Section 5.1 | When must we end your membership in the plan? | 116 |
| Section 5.2 | We cannot ask you to leave our plan for any reason related to your health .. | 117 |
| Section 5.3 | You have the right to make a complaint if we end your membership in our plan | 117 |

SECTION 1 Introduction

Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in **SeniorCare Complete** may be voluntary (your own choice) or involuntary (not your own choice):

- You might leave our plan because you have decided that you want to leave.
 - You can end your membership in the plan at any time. Section 2 tells you about the types of plans you can enroll in and when your enrollment in your new coverage will begin.
 - The process for voluntarily ending your membership varies depending on what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care through our plan until your membership ends.

SECTION 2 When can you end your membership in our plan?

Section 2.1 You can end your membership at any time

You can end your membership in **SeniorCare Complete** at any time.

- When can you end your membership? Most people with Medicare can end their membership only during certain times of the year. However, because you get assistance from Medical Assistance (Medicaid), you can end your membership in **SeniorCare Complete** at any time.
- What type of plan can you switch to? If you decide to change to a new plan, you can choose any of the following types of Medicare plans:
 - Another Medicare health plan. (You can choose a plan that covers prescription drugs or one that does not cover prescription drugs.)

- Original Medicare with a separate Medicare prescription drug plan.
 - 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.

If you choose to leave our plan, you will be automatically enrolled in our plan's Minnesota Senior Care Plus (MSC+) plan for your Medical Assistance services if our MSC+ plan is offered in your county. You can ask in writing to be enrolled in the MSC+ plan you were enrolled in before our plan's MSHO enrollment. If our plan does not have an MSC+ plan in your county, you will be enrolled in the MSC+ plan that is available in your county. Contact your county financial worker if you have questions.

If you currently have a medical spenddown and you choose to leave our plan, your Medical Assistance will be provided fee-for-service. You will not be enrolled in another health plan for Medical Assistance services.

Contact your State Medicaid Office to learn about your Medicaid plan options (telephone numbers are in Chapter 2, Section 6 of this booklet).

- When will your membership end? Your membership will usually end on the first day of the month after we receive your request to change your plans. Your enrollment in your new plan will also begin on this day.

Section 2.2 Where can you get more information about when you can end your membership?

If you have any questions or would like more information on when you can end your membership:

- You can call Member Services (phone numbers are on the back cover of this booklet).
- You can find the information in the **Medicare & You 2012 Handbook**.
 - Everyone with Medicare receives a copy of Medicare & You each fall. Those new to Medicare receive it within a month after first signing up.
 - You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or, you can order a printed copy by calling Medi-

care at the number below.

- You can contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

SECTION 3 How do you end your membership in our plan?

Section 3.1 Usually, you end your membership by enrolling in another plan

Usually, to end your membership in our plan, you simply enroll in another Medicare plan. However, if you want to switch from our plan to Original Medicare but you have not selected a separate Medicare prescription drug plan, you must ask to be disenrolled from our plan. There are two ways you can ask to be disenrolled:

- You can make a request in writing to us. (Contact Member Services if you need more information on how to do this.)
- --or--You can contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

The table on this page explains how you should end your membership in our plan. It only describes your Medicare coverage. For Medical Assistance (Medicaid), if you choose to leave our plan, you will be automatically enrolled in our plan's Minnesota Senior Care Plus (MSC+) plan for your Medical Assistance services if our MSC+ plan is offered in your county. You can ask in writing to be enrolled in the MSC+ plan you were enrolled in before our plan's MSHO enrollment. If our plan does not have an MSC+ plan in your county, you will be enrolled in the MSC+ plan that is available in your county. Contact your county financial worker if you have questions.

If you currently have a medical spenddown and you choose to leave our plan, your Medical Assistance will be provided fee-for-service. You will not be enrolled in another health plan for Medical Assistance services.

| | |
|--|---|
| If you would like to switch <u>from our plan to:</u> | ▶This is what you should do: |
| •Another Medicare health plan. | ▶Enroll in the new Medicare health plan. You will automatically be disenrolled from SeniorCare Complete 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 SeniorCare Complete when your new plan's coverage begins. |
| •Original Medicare without a separate Medicare prescription drug plan. o 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. | ▶Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are on the back cover of this booklet). •You can also contact Medicare, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048. •You will be disenrolled from SeniorCare Complete 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

Section 4.1 Until your membership ends, you are still a member of our plan

If you leave **SeniorCare Complete**, it may take time before your membership ends and your new Medicare and Medical Assistance (Medicaid) coverage goes into effect. (See Section 2 for information on when your new coverage begins.) During this time, you must continue to get your medical care and prescription drugs through our plan.

- You should continue to use our network pharmacies to get your prescriptions filled until your membership in our plan ends. Usually, your prescription drugs are only covered if they are filled at a network pharmacy.
- If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged (even if you are discharged after your new health coverage begins).

SECTION 5 SeniorCare Complete must end your membership in the plan in certain situations

Section 5.1 When must we end your membership in the plan?

SeniorCare Complete must end your membership in the plan if any of the following happen:

- If you do not stay continuously enrolled in Medicare Part A and Part B.
- If you are no longer eligible for Medical Assistance (Medicaid). As stated in Chapter 1, section 2.1, our plan is for people who are eligible for both Medicare and Medical Assistance (Medicaid). If you have Medicare and lose eligibility for Medical Assistance (Medicaid), our plan will continue to provide plan benefits for up to three months. If after three months you have not regained Medical Assistance, coverage with our plan will end. You will need to choose a new Part D plan in order to continue getting coverage for

Medicare covered drugs. If you need help, you can call the Senior Linkage Line at 1-866-333-2433.

- If you do not pay your medical spenddown, if applicable.
- If you move out of our service area for more than six months.
 - If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area.
- If you become incarcerated (go to prison).
- If you lie about or withhold information about other insurance you have that provides prescription drug coverage.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan.
 - We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you let someone else use your membership card to get medical care.
 - If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not meet the plan's special eligibility requirements as stated in Chapter 1, section 2.1.

Where can you get more information?

If you have questions or would like more information on when we can end your membership:

- You can call Member Services for more information (phone numbers are on the back cover of this booklet).

Section 5.2 We cannot ask you to leave our plan for any reason related to your health

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You may call 24 hours a day, 7 days a week.

Section 5.3 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 9, Section 11 for information about how to make a complaint.

Chapter 11: Legal notices

| | | |
|------------------|---|------------|
| SECTION 1 | Notice about governing law | 120 |
| SECTION 2 | Notice about nondiscrimination | 120 |
| SECTION 3 | Subrogation or other claims..... | 120 |

SECTION 1 Notice about governing law

Many laws apply to this *Evidence of Coverage* and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other Federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2 Notice about nondiscrimination

We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. 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, all other laws that apply to organizations that get Federal funding, and any other laws and rules that apply for any other reason.

SECTION 3 Subrogation or other claims

You may have other sources of payment for your medical care. They might be from another person, group, insurance company or other organization. Federal and State laws provide that Medical Assistance (Medicaid) benefits pay only if no other source of payment exists. If you have a claim against another source for injuries, we will make a separate claim for medical care we covered for you. The laws require you to help us do this. The claim may be recovered from any source that may be responsible for payment of the medical care we covered for you. The amount of the claim will not be more than Federal and State laws allow.

Chapter 12. Definitions of important words

Action – This includes:

- the denial or limited authorization in the type or level of service;
- the reduction, suspension, or stopping of a service that was approved before;
- the denial of all or part of payment for a service;
- not providing services in a reasonable amount of time;
- not acting within required time frames for grievances and appeals;
- denial of a member's request to get services out of network for members living in a rural area with only one health plan.

Anesthesia – Drugs that make you fall asleep for an operation.

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.

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. For example, you may ask for an appeal if we don't pay for a drug, item, or service you think you should be able to receive. Chapter 9 explains appeals, including the process involved in making an appeal.

Benefit Period – The way that both our plan and Original Medicare measures your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

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.

Care Coordinator – A person who develops, coordinates, and provides supports and services stated in the care plan. This person works in partnership with the plan.

Catastrophic Coverage Stage – The stage in the Part D Drug Benefit where you pay no copayment for your drugs after you or other qualified parties on your behalf have spent \$4,700 in covered drugs during the covered year.

Centers for Medicare & Medicaid Services (CMS) – The Federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Chemical Dependency – Using alcohol or drugs in a way that harms you.

Clinical Trial – A qualified medical study test that is: subject to a defined peer review; sponsored by a clinical research program that meets federal and state rules and approved standards; and whose true results are reported.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Copayment or copay – An amount that you are responsible to pay to the provider. Some adults must pay a part of the provider's charges for some services. Copayments are usually paid at the time service is provided.

Cost Sharing – Cost sharing refers to amounts that a member has to pay when services or drugs are received. 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 3 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 booklet. Chapter 9 explains how to ask us for a coverage decision.

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

Covered Services – The general term we use 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.

Direct Access Services – You can go to any provider in our plan’s network to get these services. You do not need a referral or service authorization before getting services.

Custodial Care – Custodial care is personal care that can be provided by people who don’t have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn’t pay for custodial care but Medical Assistance (Medicaid) does.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Dispensing Fee – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription. The dispensing fee covers costs such as the pharmacist’s time to prepare and package the prescription.

Dual Eligible Individual – A person who qualifies for Medicare and Medical Assistance (Medicaid) coverage.

Durable Medical Equipment – Certain medical equipment that is ordered by your doctor for use at home. Equipment that can withstand repeated use. It is used for a medical purpose. Examples are walkers, wheelchairs, or hospital beds.

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

Emergency Care – Covered services that are: 1) rendered by a provider qualified to furnish emergency services; and 2) needed to 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 determination that, if approved, allows you to get a drug that is not on your plan sponsor’s formulary (a formulary exception). You may also request an exception if your plan sponsor requires you to try another drug before receiving the drug you are requesting, or the plan limits the quantity or dosage of the drug you are requesting (a formulary exception).

Experimental – A service that has not been proven to be safe and effective.

External Quality Review Study – A study about how quality, timeliness and access of care are provided by

us. This study is external and independent.

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Family Planning – Information, services, and supplies that help a person decide about having children. These decisions include choosing to have a child, when to have a child, or not to have a child.

Formulary – See “List of Covered Drugs.”

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 us or one of our network providers or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Home and Community-Based Services – Additional services that are provided to help you remain in your home.

Home Health Aide – A home health aide provides services that don’t need the skills of a licensed nurse or therapist, such as help with personal care (e.g., bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Initial Coverage Limit – The maximum limit of coverage under the Initial Coverage Stage.

Initial Coverage Stage – This is the stage before your total drug expenses have reached \$4,700, including amounts you’ve paid and what our plan has paid on your behalf.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part B. For example, if you’re eligible for Part B 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.

Inpatient Hospital Stay – A stay in a hospital or treatment center that usually lasts 24 hours or more.

List of Covered Drugs (Formulary or “Drug List”) – A list of prescription drugs covered by the plan. The drugs on this list are selected by the plan with the help of doctors and pharmacists. The list includes both brand name and generic drugs.

Long Term Care Consultation – A review done to find the type and level of services needed.

Low Income Subsidy – See “Extra Help.”

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for covered Part A and Part B services. Amounts you pay for prescription drugs do not count toward the maximum out-of-pocket amount. (*Note: Because our members also get assistance from Medicaid, very few members ever reach this out-of-pocket maximum.*) 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. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6 for information about how to contact Medicaid in your state.

Medically Accepted Indication – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 4 for more information about a medically accepted indication.

Medically Necessary – Care that is appropriate for the condition. This includes care related to physical conditions and mental health. It includes the kind and level of service. It includes the number of treatments. It also includes where you get the service and how long it continues. Medically necessary care must:

- be the service that other providers would usually order.
- help you get better, or stay as well as you are.
- help stop the condition from getting worse.
- help prevent and find health problems.

Medicare – The Federal health insurance program for people age 65 or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kid-

ney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. When you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan, and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called Medicare Advantage Plans with Prescription Drug Coverage. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area, except people with End-Stage Renal Disease (unless certain exceptions apply).

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-inclusive Care for the Elderly (PACE).

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).

Member Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

Minnesota Senior Care Plus (MSC+) – A program in which the State contracts with health plans to cover and manage health care and Elderly Waiver services for Medical Assistance (Medicaid) enrollees age 65 or older.

Minnesota Senior Health Options (MSHO) – A program offered by the Minnesota Department of Human Services and health plans, including our Plan, for seniors eligible for both Medicare and Medical Assistance (Medicaid).

Network Pharmacy – A network pharmacy is a pharmacy where members of our plan can get their prescription drug benefits. We call them “network pharmacies” because they contract with our plan. 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 we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the State to provide health care services. We call them “network providers” when they 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. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as “plan providers.”

Notice of Action – A form or letter we send you telling you about a decision on a claim, a service, or any other action taken by our Plan.

Nursing Home Certifiable – A decision that you need a nursing home level of care. A screener uses a screening process called a Long Term Care Consultation to decide.

Open Access Services – Federal and state law allow you to choose any doctor, clinic, hospital, pharmacy, or family planning agency—even if not in the our Plan’s network—to get these services

Organization Determination – The Medicare Advantage organization has made an organization determination when it, or one of its providers, makes a decision about whether services are covered or how much you have to pay for covered services. Organization determinations are called “coverage decisions” in this booklet. Chapter 9 explains how to ask us for a coverage decision.

Original Medicare (“Traditional Medicare” or “Fee-for-service” Medicare) – Original Medicare is offered by the government, and not a private health plan 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 doesn’t have a contract with our plan to coordinate or provide covered drugs to members of our plan. As explained in this *Evidence of Coverage*, 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 with which we have not arranged 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 or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Outpatient Hospital Services – Services provided at a hospital or outpatient facility which are not at an inpatient level of care. These services may also be available at your clinic or other health facility.

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.

Part C – see “Medicare Advantage (MA) Plan.”

Part D – The voluntary Medicare Prescription Drug Benefit Program. (For ease of reference, we will refer to the prescription drug benefit program as Part D.)

Part D Drugs – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. (See your formulary for a specific list of covered drugs.) Certain categories of drugs were specifically excluded by Congress from being covered as Part D drugs.

Physician Incentive Plan – Special payment arrange-

ments between us and the doctor that may affect the use of referrals. It may also affect other services that you might need.

Prescriptions – Medicines and drugs ordered by a medical provider.

Preventive Services – Services that help you stay healthy, such as routine physicals, immunizations, and well-person care. These services help find and prevent health problems. Follow-up on conditions that have been diagnosed (like diabetes checkup) are not preventive.

Primary Care Provider (PCP) or Primary Care Clinic (PCC) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1 for information about PCP or PCC.

Prior Authorization – Approval in advance to get services or certain drugs that may or may not be on our formulary. Some in-network medical services are covered only if your doctor or other network provider gets “prior authorization” from our plan. Covered services that need prior authorization are marked in the Benefits Chart in Chapter 4. Some drugs are covered only if your doctor or other network provider gets “prior authorization” from us. Covered drugs that need prior authorization are marked in the formulary.

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. See Chapter 2, Section 4 for information about how to contact the QIO for your state.

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 – Services that help restore or maintain a person’s health function. These services include physical therapy, speech and language therapy, and occupational therapy.

Restricted Recipient Program – A program for members who have received medical care and have not followed the rules or have misused services. If you are in this program, you must get health services from one doctor, one drug store, one hospital or other provider. You must do this for at least 24 months of eligibility for Minnesota Health Care Programs. Members in this program who fail to follow program rules will be required to continue in the program for an additional 36 months.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (non-emergency) services. The plan may disenroll you if you move out of the plan's service area.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special 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.

Standing Authorization – Written consent from us to see a non-network specialist more than one time (for on-going care).

State Fair Hearing – A hearing at the State to review a decision made by our Plan. You must request a hearing in writing. You may ask for a hearing if you disagree with:

- a denial, termination or reduction of service;
- enrollment in the Plan;
- denial in full or part of a claim or service;
- our failure to act within required timelines for service authorizations, and appeals; or
- any other action

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.

Subrogation – Our right to collect money in your name from another person, group, or insurance company. We have this right when you get medical coverage under this plan for a service that is covered by another source or third party payer.

Supplemental Security Income (SSI) – A monthly benefit paid by the Social Security Administration to people with limited income and resources who are disabled, blind, or age 65 or older. SSI benefits are not the same as Social Security benefits.

Urgent Care – Care for a condition that needs prompt treatment to stop the condition from getting worse. An urgent condition is not as serious as an emergency. Urgent Care may be available 24 hours a day.

Urgently Needed Care – Urgently needed care is care provided to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care, but the plan's network of providers is temporarily unavailable or inaccessible.

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Questions?

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You can also call the Senior Linkage Line[®] at 1-866-333-2433