



Frequently Asked Questions For Current Members

Senior Care
Plus 

When will I receive my ID card?

You will receive your card before your start date with Senior Care Plus. Please allow a few extra days for the card to get to you (it normally takes 7-10 business days). If you do not receive your card before that time and you need to pick up a prescription or go to an appointment, please use the letters you received in the mail from us. They include all the information needed for the pharmacy or provider's office to verify your eligibility.

When is the effective date of coverage after my enrollment?

Your coverage will become effective the first of the following month following your enrollment. If you are new to Medicare and you enrolled with us early, your coverage will begin when your Medicare begins.

How do I pay my first premium?

If you chose to receive an invoice from us, please wait about a week from enrollment and call 775-982-3112 to pay by phone. You can set up auto-pay during this phone call if you wish. If you want to set up an EFT, please fill out the attached EFT form. If you chose to pay via SSA check, this information takes about a month to process. Please pay your first premium payment by calling the above number.

How do I schedule an appointment to see a primary care provider (PCP)?

If you are in northern Nevada, please call 775-982-5000 to be connected with a Renown primary care provider (PCP). If you want to schedule an appointment with another in-network facility that is **not** Renown, call that facility directly to schedule your appointment.

If you are in southern Nevada, make sure the doctor you wish to see is in-network. Call that facility directly to schedule your appointment.

Do I need to call my current insurance company to let them know I enrolled in Senior Care Plus?

If you have any auto-pays, or EFTs set up with your current company, call them to make sure they are cancelled so that you aren't charged for the month your Senior Care Plus coverage begins. Group policies and other Medicare plans will get notified of your enrollment with Senior Care Plus.

What is my provider network?

With Senior Care Plus you now have exclusive access to the Renown Health network of physicians. In addition to the Renown network, we are contracted with many facilities in the community. Make sure the provider you wish to see is listed in the provider directory.

In southern Nevada, Senior Care Plus is proud to partner with P3 Health Partners for your healthcare needs.

What is my dental network?

Senior Care Plus uses the [Delta Dental](#) network in both northern and southern Nevada. Visit [Delta Dental's website](#) to access the provider directory and evidence of coverage (EOC) for both the preventive and comprehensive plans. You can also contact Delta Dental directly at 800-521-2651.

What is my hearing network?

Senior Care Plus uses the Truhearing network. Hearing aid benefit are described in full detail in your evidence of coverage (EOC). To use this benefit and ensure you are in-network, call Truhearing at 844-341-9614. A representative will set you up with the appropriate audiologist.

What is my vision network?

Senior Care Plus uses the [EyeMed](#) network. Specific information about your vision benefit can be found in your evidence of coverage (EOC) document.

Where do I go for Urgent Care or emergencies?

Senior Care plus offers worldwide emergency coverage. Check the provider directory for in-network urgent cares for the lower copay. Going to an urgent care out of network will incur a higher copay, but you can still utilize them.

How do I take advantage of the OTC benefit (currently southern Nevada only)

When you enroll in Senior Care Plus you will get a catalog and information on how to order. You can visit the Senior Care Plus website to view the 2020 OTC Catalog, 2020 OTC Order Form or OTC Online Store.

Does Senior Care Plus offer transportation?

Senior Care Plus is happy to offer medically necessary transportation to and from your provider offices or facilities. To schedule transportation, **please call ahead of your appointment time.** If you are in northern Nevada, contact Customer Service at 775-982-3112. If you are in southern Nevada, please contact P3 Healthcare Partners at 702-920-3950.

How does specialist care work?

As long as a specialist you are seeing is in the network, you do **not** need a referral from your primary care provider to see a specialist. A doctor-to-doctor type referral might be wanted from the specialist, but you do not need this for insurance purposes. Authorization will be needed if the specialist is out-of-state.

What is the appeals and grievance process?

Appeals and grievances are two different issues with different processes. An appeal is when you ask us to change something about a previous decision. A grievance is an issue that you are having with your health plan, a contracted provider etc.

To file a grievance, contact Customer Service at 775-982-3112 for northern Nevada, or 702-914-0863 for southern Nevada.

To file an appeal, you must hand write a letter stating the: who, what, when, where, why about your appeal. You must also state what you want the ultimate outcome to be. You can bring these appeals into any office in Reno, Carson City and Las Vegas. You can also mail appeals to your local office. Chapter 9 of your Evidence of Coverage goes over this process in detail.

Who should I call if I want to change a doctor?

Make sure the doctor you wish to see is in-network. Call Customer service to update your primary care provider (PCP).

How do I change my address?

Our Customer Service department can change the address we have on file for you.

Do I call Customer Service if I have a questions regarding a change in my benefits?

You can always contact customer service if you have questions about your benefits. Typically, a change in benefits will occur during the open enrollment period from October 15 – December 7. You will receive mailings about these changes every year.

What is my pharmacy network?

A list of preferred pharmacies can be found through our Pharmacy Search. You can search for preferred pharmacies in both northern and southern Nevada. The pharmacy list can also be found in your provider directory or formulary. Please note that you may use a non-preferred pharmacy, but your prescriptions may cost more.

How do I order my prescriptions by mail?

Postal Prescription Services (PPS) and Costco Mail-Order Services, provides mail order prescription service, for your Senior Care Plus pharmacy benefit. You can learn more about ordering your prescriptions by mail on our [mail order pharmacy information page](#).