

# WELCOME TO SENIOR CARE PLUS

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For the healthiest reasons.

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## Senior Care Plus

*A Medicare Advantage Plan from Hometown Health.*





# Welcome to Senior Care Plus!

My Name is **Savannah Gonsalves**

*I am a Registered Nurse and your Senior Care Plus Quality Manager. Senior Care Plus is not just an insurance company. We are your partners in your healthcare journey, and we strive to serve you with the exceptional quality and Service that you deserve.*

*In collaboration with our provider partners like Renown Medical Group, P3 Health Partners and CareMore Health, our goal is to get you the care that you need as soon as you need it and to facilitate the coordination of your care.*

*When I was a nurse on a cardiac unit, I took great pride in providing excellent care to my patients. Now, as your Senior Care Plus Quality Manager, I take great pride in keeping you out of the hospital.*

*My team and I work diligently to ensure you receive important preventive screenings and see your primary care provider regularly. We also want to encourage you to have important conversations with your provider, such as how to prevent falls and how to maintain your physical and mental health.*

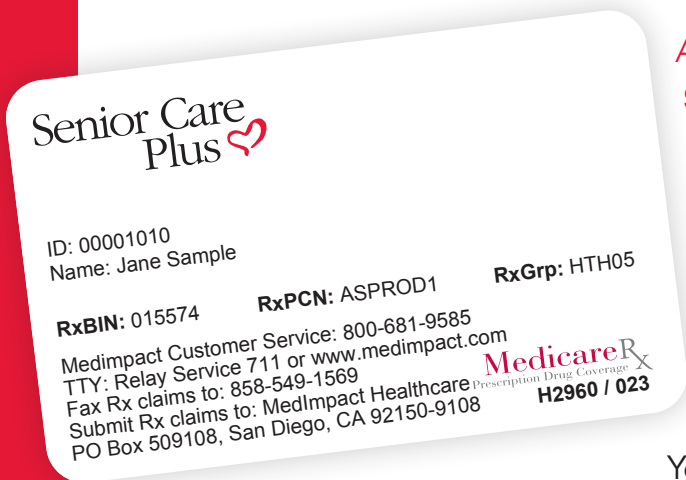
*All of us at Senior Care Plus value our members. You are our friends, our family, our neighbors, and our community. We want to keep you healthy and able to do the things you love with the people you love most. Thank you for allowing us to be such an important part of your life.*

**SINCERELY,**

*Savannah Gonsalves, RN*



# Your Senior Care Plus **Membership ID Card**



**AS AN ENROLLEE, you must use your SENIOR CARE PLUS MEMBERSHIP CARD whenever you receive any healthcare services and, if applicable, for prescription drugs you order at network pharmacies. If you lose your membership ID card, please call Customer Service and we will send you a new one.**

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 the doctor, please use the letters that you received in the mail from us. They include all the information needed for the pharmacy or doctor's office to verify your eligibility.

## **WHAT TO DO WITH YOUR RED, WHITE AND BLUE MEDICARE CARD?**

As long as you are a member of Senior Care Plus, do not use your red, white and blue Medicare card when receiving covered medical services, except in the case of some clinical research studies and hospice services. Keep your red, white, and blue Medicare card in a safe place in case you need it later.

## **Premium Payments**

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 also set up auto pay during this phone call if you wish. 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.

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

# PROVIDER NETWORKS & PROVIDER DIRECTORY

## Frequently Asked Questions

### Q: What is my provider network?

**A:** In northern Nevada, you now have exclusive access to the Renown Health network of physicians. Additionally, Senior Care Plus contracts with many other providers and facilities. In southern Nevada, depending on the plan you select, you will have access to either the P3 Health Partners network or the CareMore Health network. In all cases, you should always consult your provider directory to be sure the health care provider you've selected is in-network for your particular plan.



### Q: What is my dental network?

**A:** All Senior Care Plus plans have either preventive dental coverage or comprehensive dental coverage. Please see your Evidence of Coverage for detailed information about your plan's dental benefits. You can contact Delta Dental at **855-643-8513** or visit **deltadentalins.com/seniorcareplus**.



### Q: What is my hearing network?

**A:** Senior Care Plus partners with TruHearing to offer routine hearing exams and hearing aids not typically covered by original Medicare. All Senior Care Plus plans have hearing coverage at no additional monthly premium. Please see your Evidence of Coverage for detailed information about your plan's hearing benefit. You must schedule your hearing screening through TruHearing by calling **844-341-9614**. You can also visit **TruHearing.com/select**.



## Q: What is my vision network?

**A:** Senior Care Plus partners with EyeMed to offer routine vision exams and eyewear coverage not typically covered by original Medicare. All Senior Care Plus plans have vision coverage at no additional monthly premium. Please see your Evidence of Coverage for detailed information about your plan's vision benefit, and check your provider directory for participating providers. Contact EyeMed directly at **866-723-0513** or visit **EyeMedVisionCare.com**.



## Q: What is my pharmacy network?

**A:** A list of preferred pharmacies can be found on **SeniorCarePlus.com**. Simply click on prescriptions, and then pharmacy search. There is a link for northern Nevada and a link for southern Nevada. This pharmacy list can also be found in the provider directory formulary. You may use a non-preferred pharmacy, but your prescriptions may cost more.



## Q: What gyms are in my fitness benefit network?

**A:** All Senior Care Plus plans have a Fitness Benefit included that offers access to contracted gyms. To view a list of all participating gyms, please visit the gym benefit page on **SeniorCarePlus.com**. In northern Nevada, there is a large selection of participating gyms throughout Reno, Sparks, and Carson City. In southern Nevada, members can access gyms through the Silver & Fit program.



Additionally, all Senior Care Plus members have access to Healthy Tracks, an online health and wellness website. Access to Healthy Tracks is valued at \$199 per year, but Senior Care Plus members receive it for free. Registering for Healthy Tracks is quick and easy. Visit **SeniorCarePlus.com** and search "Healthy Tracks" to learn more and view step-by-step registration instructions.



## Q: How do I take advantage of the Over-the-Counter (OTC) benefit?

**A:** When you enroll in Senior Care Plus you will receive a catalog in the mail with information on how to take advantage of your quarterly OTC benefit.



## Q: Where can I find the Senior Care Plus provider directory?

**A:** Please visit **SeniorCarePlus.com** to access our online provider directory. From the home page, click on "Directories" at the top of the page. Click on "Northern Nevada" to see the directory for Washoe county and Carson City or click on Southern Nevada to see the directory for Clark and Nye counties. In the first box in the search engine, type in your provider's name, OR the facility he/she practice at. Once your provider's name appears, click on details to make sure they accept Senior Care Plus. This will be bolded in black if they are.

If you do not have access to a computer or a smart phone, please call customer service at **775-982-3112** to request a directory to be mailed to your home address.



# Programs that **Help Pay for Prescription Drugs - LOW INCOME SUBSIDY (LIS)**

Medicare beneficiaries with limited income may qualify for the Extra Help Program in paying for prescription drugs. If you qualify, Medicare could pay up to 75 percent or more of your drug costs, including monthly prescription drug premiums, annual deductibles and coinsurance, based on income and assets.

**Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don't even know it.**

**To Learn if you Qualify, Call: 800-MEDICARE (800-633-4227).**

TTY users should call **877-486-2048**, 24 hours a day, 7 days a week; or the Social Security Office at **800-772-1213**, between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call **800-325-0778**; or Nevada State Medicaid Office at **877-638-3472** or **775-684-3600**.

## Help from the State's Pharmaceutical Assistance Program

Nevada Senior Rx and Nevada Disability Rx (the state Health Insurance Assistance Program) are state programs that help people pay for prescription drugs based on their financial need, age, or medical condition. The income and asset requirements are less restrictive than Medicare's Extra Help Program. You can contact Nevada Senior Rx at **866-303-6323, Option 2**.

## SAVE MONEY WITH 100 DAY SUPPLIES

Request a 100 days' supply of medication from your doctor or have your pharmacy ask your doctor to write a new prescription for 100 days' supply.

If you receive a 100 days' supply all year long from a retail pharmacy, you will save 2 co-pays a year. If you receive a 100 days' supply all year long from a mail-order pharmacy, you will save 4 co-pays a year.

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## NEVADA STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP)

The Nevada Medicare SHIP Program provides information on eligibility and benefits for Medicare programs including enrollment in Part D prescription drug benefit plans. To learn more about the SHIP program, you can call Nevada SHIP at **844-826-2085**.

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## MAIL ORDER PRESCRIPTIONS

Postal Prescription Services (PPS) and Costco Mail-Order Services provide mail order prescription service as part of your Senior Care Plus pharmacy benefit.

You can access the link to the mail-order forms on **SeniorCarePlus.com** by clicking on "Benefit Resources" under the PRESCRIPTIONS tab. To enroll by telephone, call PPS at **800-552-6694** or Costco at **800-607-6861**, seven days a week, 8 a.m. to 8 p.m. (PST).

# MyBenefitsCoverage

One of the most powerful health management tools available to you is the MyBenefits Coverage portal on the Senior Care Plus website. Registration is quick and easy; visit **SeniorCarePlus.com** and click “MyBenefits Login” in the upper left and then click on “Create Account” to get started.

## With a MyBenefitsCoverage Account, YOU CAN:

- Update your contact information (name, address, phone number)
- Change your primary care provider
- View your medical claims history and see detailed explanations for each claim



**My Benefits Coverage**

## Renown MyChart

For members in northern Nevada who plan to use Renown Health, you are encouraged to sign up for MyChart to better manage your care. With a Renown MyChart account, you have 24/7 access to many features from your computer or mobile device:

- Email your healthcare provider securely and privately with non-urgent medical questions
- View test results released by your provider
- Request prescription refills
- View a summary of your personal medical record
- Schedule and view appointments

To sign up, please visit **renown.org/MyChart**.

**Renown**<sup>®</sup> **MyChart**  
HEALTH

## ABOUT

### SENIOR CARE PLUS

Senior Care Plus is Medicare Advantage HMO plan with a Medicare contract. Enrollment in Senior Care Plus depends on contract renewal. Senior Care Plus complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

This information is available for free in other languages. Please call Customer Service at **775-982-3112** or toll-free at **888-775-7003**. TTY users should call the State Relay Service at 711. Hours are 7 a.m. to 8 p.m., Monday through Friday.

Esta información está disponible gratuitamente en otros idiomas. Por favor llame a nuestro servicio al cliente al **775-982-3112** o al número gratuito al **888-775-7003**. Los usuarios de TTY deben llamar al Servicio de Retransmisión del Estado al 711. Los horarios son de 7 a.m. a 8 p.m. de lunes a viernes.

### Still Have Questions?

**Please call us at 775-982-3112.**  
**We are here to help!**

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Plus

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## **Senior Care Plus Customer Service**

10315 Professional Circle

Reno, NV 89521

**775-982-3112**

**888-775-7003** (Toll-Free)

**711** (TTY / Toll-Free)

Monday – Friday • 7 a.m. to 8 p.m.

Email: **Customer\_Service@HometownHealth.com**

**SeniorCarePlus.com**

## **MedImpact – Prescription Drug Coverage**

**800-681-9585** (Toll-Free)

**711** (TTY / Toll-Free)

You can call MedImpact 7 days a week, 24 hours a day.

## **Delta Dental**

**855-643-8513** (Toll-Free)

**711** (TTY / Toll-Free)

Monday – Friday • 5 a.m. to 5 p.m.

## **TruHearing**

**844-341-9614** (Toll-Free)

Monday – Friday • 5 a.m. to 6 p.m.

## **Eye Med**

**866-723-0513**

Monday – Friday • 8 a.m. to 5 p.m.

## **DispatchHealth**

**775 439-1529**

7 days a week • 8 a.m. to 10 p.m.

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