

SUMMARY OF  
BENEFITS  
2012

# Elderplan Classic: Zero Premium (HMO)

*January 1, 2012 to December 31, 2012*

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CMS Approved 09/08/2011

elderplan®

# **Elderplan Summary of Benefits**

## **for Elderplan Classic: Zero Premium (HMO)**

January 1, 2012–December 31, 2012

NEW YORK CITY METROPOLITAN AREA

Proposed Effective Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Primary Care Provider**

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number ( \_\_\_\_\_ ) \_\_\_\_\_

**Name of Sales Representative** \_\_\_\_\_

**Important Numbers**

**Member Services:** 1-800-353-3765

**TTY:** 1-800-662-1220 8 a.m. to 8 p.m., 7 days a week

## Section I: Introduction to the Summary of Benefits

### **Thank you for your interest in Elderplan Classic: Zero Premium (HMO)**

Our plan is offered by ELDERPLAN, INC./Elderplan, a Medicare Advantage Health Maintenance Organization (HMO). This Summary of Benefits tells you some features of our plan. It doesn't list every service that we cover or list every limitation or exclusion. To get a complete list of our benefits, please call Elderplan Classic: Zero Premium (HMO) and ask for the "Evidence of Coverage".

### **You Have Choices In Your Health Care**

As a Medicare beneficiary, you can choose from different Medicare options. One option is the Original (fee-for-service) Medicare Plan. Another option is a Medicare health plan, like Elderplan Classic: Zero Premium (HMO). You may have other options too. You make the choice. No matter what you decide, you are still in the Medicare Program. You may join or leave a plan only at certain times. Please call Elderplan Classic: Zero Premium (HMO) at the

telephone number listed at the end of this introduction or 1-800-MEDICARE (1-800-633-4227) for more information. TTY/TDD users should call 1-877-486-2048. You can call this number 24 hours a day, 7 days a week.

### **How Can I Compare My Options?**

You can compare Elderplan Classic: Zero Premium (HMO) and the Original Medicare Plan using this Summary of Benefits. The charts in this booklet list some important health benefits. For each benefit, you can see what our plan covers and what the Original Medicare Plan covers.

Our members receive all of the benefits that the Original Medicare Plan offers. We also offer more benefits, which may change from year to year.

### **Where is Elderplan Classic: Zero Premium (HMO) Available?**

The service area for this plan includes: Bronx, Kings, New York, Queens, Richmond Counties, NY. You must live in one of these areas to join the plan.

## **Who Is Eligible To Join Elderplan Classic: Zero Premium (HMO)?**

You can join Elderplan Classic: Zero Premium (HMO) if you are entitled to Medicare Part A and enrolled in Medicare Part B and live in the service area. However, individuals with End-Stage Renal Disease are generally not eligible to enroll in Elderplan Classic: Zero Premium (HMO) unless they are members of our organization and have been since their dialysis began.

## **Can I Choose My Doctors?**

Elderplan Classic: Zero Premium (HMO) has formed a network of doctors, specialists, and hospitals. You can only use doctors who are part of our network. The health providers in our network can change at any time.

You can ask for a current provider directory. For an updated list, visit us at **[www.elderplan.org](http://www.elderplan.org)**. Our customer service number is listed at the end of this introduction.

## **What Happens If I Go To A Doctor Who's Not In Your Network?**

If you choose to go to a doctor outside of our network, you must pay for these services yourself except in limited situations (for example, emergency care). Neither the plan nor the Original Medicare Plan will pay for these services

## **Where Can I Get My Prescriptions If I Join This Plan?**

Elderplan Classic: Zero Premium (HMO) has formed a network of pharmacies. You must use a network pharmacy to receive plan benefits. We may not pay for your prescriptions if you use an out-of-network pharmacy, except in certain cases. The pharmacies in our network can change at any time. You can ask for a pharmacy directory or visit us at **[www.envisionrx.com](http://www.envisionrx.com)**. Our customer service number is listed at the end of this introduction.

## Does My Plan Cover Medicare Part B Or Part D Drugs?

Elderplan Classic: Zero Premium (HMO) does cover both Medicare Part B prescription drugs and Medicare Part D prescription drugs.

## What Is A Prescription Drug Formulary?

Elderplan Classic: Zero Premium (HMO) uses a formulary. A formulary is a list of drugs covered by your plan to meet patient needs. We may periodically add, remove, or make changes to coverage limitations on certain drugs or change how much you pay for a drug. If we make any formulary change that limits our members' ability to fill their prescriptions, we will notify the affected enrollees before the change is made. We will send a formulary to you and you can see our complete formulary on our Web site at [www.elderplan.org](http://www.elderplan.org).

If you are currently taking a drug that is not on our formulary or subject to additional requirements or limits, you may be able to get a temporary supply of the drug. You can contact us to request an exception or switch to an

alternative drug listed on our formulary with your physician's help. Call us to see if you can get a temporary supply of the drug or for more details about our drug transition policy.

## How Can I Get Extra Help With My Prescription Drug Plan Costs or Get Extra Help With Other Medicare Costs?

You may be able to get extra help to pay for your prescription drug premiums and costs as well as get help with other Medicare costs. To see if you qualify for getting extra help, call:

\* 1-800-MEDICARE (1-800-633-4227). TTY/TDD users should call 1-877-486-2048, 24 hours a day/7 days a week; and see [www.medicare.gov](http://www.medicare.gov) 'Programs for People with Limited Income and Resources' in the publication Medicare & You.

\* The Social Security Administration at 1-800-772-1213 between 7 a.m. and 7 p.m., Monday through Friday. TTY/TDD users should call 1-800-325-0778; or

\* Your State Medicaid Office.

## What Are My Protections in This Plan?

All Medicare Advantage Plans agree to stay in the program for a full calendar year at a time. Plan benefits and cost-sharing may change from calendar year to calendar year. Each year, plans can decide whether to continue to participate with Medicare Advantage. A plan may continue in their entire service area (geographic area where the plan accepts members) or choose to continue only in certain areas. Also, Medicare may decide to end a contract with a plan. Even if your Medicare Advantage Plan leaves the program, you will not lose Medicare coverage. If a plan decides not to continue for an additional calendar year, it must send you a letter at least 90 days before your coverage will end. The letter will explain your options for Medicare coverage in your area. As a member of Elderplan Classic: Zero Premium (HMO), you have the right to request an organization determination, which includes the right to file an appeal if we deny coverage for an item or service, and the right to file a grievance. You have the right to request an organization determination if you want us to provide or pay for an item or service that you believe should be covered. If we deny coverage for your

requested item or service, you have the right to appeal and ask us to review our decision. You may ask us for an expedited (fast) coverage determination or appeal if you believe that waiting for a decision could seriously put your life or health at risk, or affect your ability to regain maximum function. If your doctor makes or supports the expedited request, we must expedite our decision. Finally, you have the right to file a grievance with us if you have any type of problem with us or one of our network providers that does not involve coverage for an item or service. If your problem involves quality of care, you also have the right to file a grievance with the Quality Improvement Organization (QIO) for your state. Please refer to the Evidence of Coverage (EOC) for the QIO contact information. As a member of Elderplan Classic: Zero Premium (HMO), you have the right to request a coverage determination, which includes the right to request an exception, the right to file an appeal if we deny coverage for a prescription drug, and the right to file a grievance. You have the right to request a coverage determination if you want us to cover a Part D drug that you believe should be covered. An exception is a type of coverage determination. You may ask us

for an exception if you believe you need a drug that is not on our list of covered drugs or believe you should get a non-preferred drug at a lower out-of-pocket cost. You can also ask for an exception to cost utilization rules, such as a limit on the quantity of a drug. If you think you need an exception, you should contact us before you try to fill your prescription at a pharmacy. Your doctor must provide a statement to support your exception request. If we deny coverage for your prescription drug(s), you have the right to appeal and ask us to review our decision. Finally, you have the right to file a grievance if you have any type of problem with us or one of our network pharmacies that does not involve coverage for a prescription drug. If your problem involves quality of care, you also have the right to file a grievance with the Quality Improvement Organization (QIO) for your state. Please refer to the Evidence of Coverage (EOC) for the QIO contact information.

### **What Is A Medication Therapy Management (MTM) Program?**

A Medication Therapy Management (MTM) Program is a free service we offer. You may be invited to participate in a program designed for your specific health and pharmacy needs. You may decide not to participate but it is recommended that you take full advantage of this covered service if you are selected. Contact Elderplan Classic: Zero Premium (HMO) for more details.

### **What Types Of Drugs May Be Covered Under Medicare Part B?**

Some outpatient prescription drugs may be covered under Medicare Part B. These may include, but are not limited to, the following types of drugs. Contact Elderplan Classic: Zero Premium (HMO) for more details.

- Some Antigens: If they are prepared by a doctor and administered by a properly instructed person (who could be the patient) under doctor supervision.
- Osteoporosis Drugs: Injectable drugs for osteoporosis for certain women with Medicare.

- Erythropoietin (Epoetin Alfa or Epogen®): By injection if you have end-stage renal disease (permanent kidney failure requiring either dialysis or transplantation) and need this drug to treat anemia.
- Hemophilia Clotting Factors: Self-administered clotting factors if you have hemophilia.
- Injectable Drugs: Most injectable drugs administered incident to a physician's service.
- Immunosuppressive Drugs: Immunosuppressive drug therapy for transplant patients if the transplant was paid for by Medicare, or paid by a private insurance that paid as a primary payer to your Medicare Part A coverage, in a Medicare-certified facility.
- Some Oral Cancer Drugs: If the same drug is available in injectable form.
- Oral Anti-Nausea Drugs: If you are part of an anti-cancer chemotherapeutic regimen.
- Inhalation and Infusion Drugs administered through DME.

### **Where Can I Find Information on Plan Ratings?**

The Medicare program rates how well plans perform in different categories (for example, detecting and preventing illness, ratings from patients and customer service). If you have access to the web, you may use the web tools on [www.medicare.gov](http://www.medicare.gov) and select "Health and Drug Plans" then "Compare Drug and Health Plans" to compare the plan ratings for Medicare plans in your area. You can also call us directly to obtain a copy of the plan ratings for this plan.

Our customer service number is listed below. Please call Elderplan for more information about Elderplan Classic: Zero Premium (HMO).

Visit us at [www.elderplan.org](http://www.elderplan.org) or, call us:

Customer Service Hours: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, 8:00 a.m.-8:00 p.m. Eastern

Current members should call toll-free 1-800-353-3765 for questions related to the Medicare Advantage Program.

(TTY/TDD 1-800-662-1220)

Prospective members should call toll-free 1-866-695-8101 for questions related to the Medicare Advantage Program. (TTY/TDD 1-800-662-1220)

Current members should call locally (718) 921-7979 for questions related to the Medicare Advantage Program. (TTY/TDD 1-800-662-1220)

Prospective members should call locally 1-866-695-8101 for questions related to the Medicare Advantage Program. (TTY/TDD 1-800-662-1220)

Current members should call toll-free 1-800-353-3765 for questions related to the Medicare Part D Prescription Drug program. (TTY/TDD 1-800-662-1220)

Prospective members should call toll-free 1-866-695-8101 for questions related to the Medicare Part D Prescription Drug program. (TTY/TDD 1-800-662-1220)

Current members should call locally (718) 921-7979 for questions related to the Medicare Part D Prescription Drug program. (TTY/TDD 1-800-662-1220)

Prospective members should call locally 1-866-695-8101 for questions related to the Medicare Part D Prescription Drug program. (TTY/TDD 1-800-662-1220)

For more information about Medicare, please call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call 24 hours a day, 7 days a week.

Or, visit **www.medicare.gov** on the web.

This document may be available in other formats such as Braille, large print or other alternate formats.

This document may be available in a non-English language. For additional information, call customer service at the phone number listed above.

Este documento podría estar disponible en otro idioma que no sea inglés.

Para más información, llame al servicio al cliente al número de teléfono indicado anteriormente.

If you have any questions about this plan's benefits or costs, please contact Elderplan for details.  
 Section II: Summary of Benefits

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>IMPORTANT INFORMATION</b>		
<p>1. Premium and Other Important Information</p>	<p>In 2011 the monthly Part B Premium was \$96.40 and may change for 2012 and the annual Part B deductible amount was \$162 and may change for 2012.</p> <p>If a doctor or supplier does not accept assignment, their costs are often higher, which means you pay more.</p> <p>Most people will pay the standard monthly Part B premium. However, some people will pay a higher premium because of their yearly income (over \$85,000 for singles, \$170,000 for married couples). For more information about Part B premiums based on income, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You may also call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778.</p>	<p><b>General</b></p> <p>\$0 monthly plan premium in addition to your monthly Medicare Part B premium. Most people will pay the standard monthly Part B premium in addition to their MA plan premium. However, some people will pay higher Part B and Part D premiums because of their yearly income (over \$85,000 for singles, \$170,000 for married couples). For more information about Part B and Part D premiums based on income, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You may also call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778.</p> <p><b>In-Network</b></p> <p>\$3,400 out-of-pocket limit for Medicare-covered services.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>IMPORTANT INFORMATION</b>		
<p>2. Doctor and Hospital Choice (For more information, see Emergency Care-#15 and Urgently Needed Care-#16.)</p>	<p>You may go to any doctor, specialist or hospital that accepts Medicare.</p>	<p><b>In-Network</b> You must go to network doctors, specialists, and hospitals. No referral required for network doctors, specialists, and hospitals.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>INPATIENT CARE</b>		
<p>3. Inpatient Hospital Care (includes Substance Abuse and Rehabilitation Services)</p>	<p>In 2011 the amounts for each benefit period were:  Days 1-60: \$1132 deductible  Days 61-90: \$283 per day  Days 91-150: \$566 per lifetime reserve day  These amounts may change for 2012.  Call 1-800-MEDICARE (1-800-633-4227) for information about lifetime reserve days.  Lifetime reserve days can only be used once  A "benefit period" starts the day you go into a hospital or skilled nursing facility. It ends when you go for 60 days in a row without hospital or skilled nursing care. If you go into the hospital after one benefit period has ended, a new benefit period begins.  You must pay the inpatient hospital deductible for each benefit period. There is no limit to the number of benefit periods you can have.</p>	<p><b>In-Network</b>  No limit to the number of days covered by the plan each hospital stay.  For Medicare-covered hospital stays:  Days 1-7: \$120 copay per day  Days 8-90: \$0 copay per day  \$0 copay for each additional hospital day.  Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>INPATIENT CARE</b>		
<p>4. Inpatient Mental Health Care</p>	<p>In 2011 the amounts for each benefit period were:  Days 1-60: \$1132 deductible  Days 61-90: \$283 per day  Days 91-150: \$566 per lifetime reserve day  These amounts may change for 2012.  You get up to 190 days of inpatient psychiatric hospital care in a lifetime. Inpatient psychiatric hospital services count toward the 190-day lifetime limitation only if certain conditions are met. This limitation does not apply to inpatient psychiatric services furnished in a general hospital.</p>	<p><b>In-Network</b>  You get up to 190 days of inpatient psychiatric hospital care in a lifetime. Inpatient psychiatric hospital services count toward the 190-day lifetime limitation only if certain conditions are met. This limitation does not apply to inpatient psychiatric services furnished in a general hospital.  For Medicare-covered hospital stays:  Days 1-7: \$120 copay per day  Days 8-90: \$0 copay per day  Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital.</p>

<b>Benefit Category</b>	<b>Original Medicare</b>	<b>Elderplan Classic: Zero Premium (HMO)</b>
<b>INPATIENT CARE</b>		
<p>5. Skilled Nursing Facility (SNF) (in a Medicare-certified skilled nursing facility)</p>	<p>In 2011 the amounts for each benefit period after at least a 3-day covered hospital stay were:                      Days 1-20: \$0 per day                      Days 21-100: \$141.50 per day                      These amounts may change for 2012.                      100 days for each benefit period.                      A "benefit period" starts the day you go into a hospital or SNF. It ends when you go for 60 days in a row without hospital or skilled nursing care.                      If you go into the hospital after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period.                      There is no limit to the number of benefit periods you can have.</p>	<p><b>General</b>                      Authorization rules may apply.  <b>In-Network</b>                      Plan covers up to 100 days each benefit period                      No prior hospital stay is required.                      For SNF stays:                      Days 1-14: \$0 copay per day                      Days 15-100: \$100 copay per day</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>INPATIENT CARE</b>		
6. Home Health Care (includes medically necessary intermittent skilled nursing care, home health aide services, and rehabilitation services, etc.)	\$0 copay.	<p><b>General</b> Authorization rules may apply.</p> <p><b>In-Network</b> \$0 copay for Medicare-covered home health visits</p>
7. Hospice	<p>You pay part of the cost for outpatient drugs and inpatient respite care.</p> <p>You must get care from a Medicare-certified hospice.</p>	<p><b>General</b> You must get care from a Medicare-certified hospice. Your plan will pay for a consultative visit before you select hospice</p>
<b>OUTPATIENT CARE</b>		
8. Doctor Office Visits	20% coinsurance	<p><b>In-Network</b> \$0 copay for each primary care doctor visit for Medicare-covered benefits. \$25 copay for each in-area, network urgent care Medicare-covered visit \$15 copay for each specialist visit for Medicare-covered benefits.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>OUTPATIENT CARE</b>		
9. Chiropractic Services	<p>Supplemental routine care not covered</p> <p>20% coinsurance for manual manipulation of the spine to correct subluxation (a displacement or misalignment of a joint or body part) if you get it from a chiropractor or other qualified providers.</p>	<p><b>General</b></p> <p>Authorization rules may apply.</p> <p><b>In-Network</b></p> <p>\$15 copay for each Medicare-covered visit</p> <p>Medicare-covered chiropractic visits are for manual manipulation of the spine to correct subluxation (a displacement or misalignment of a joint or body part) if you get it from a chiropractor or other qualified providers.</p>
10. Podiatry Services	<p>Supplemental routine care not covered.</p> <p>20% coinsurance for medically necessary foot care, including care for medical conditions affecting the lower limbs.</p>	<p><b>In-Network</b></p> <p>\$15 copay for each Medicare-covered visit</p> <p>\$0 copay for up to 4 supplemental routine visit(s) every year</p> <p>Medicare-covered podiatry benefits are for medically-necessary foot care.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>OUTPATIENT CARE</b>		
<p>11. Outpatient Mental Health Care</p>	<p>40% coinsurance for most outpatient mental health services</p> <p>Specified copayment for outpatient partial hospitalization program services furnished by a hospital or community mental health center (CMHC). Copay cannot exceed the Part A inpatient hospital deductible.</p> <p>"Partial hospitalization program" is a structured program of active outpatient psychiatric treatment that is more intense than the care received in your doctor's or therapist's office and is an alternative to inpatient hospitalization.</p>	<p><b>General</b></p> <p>Authorization rules may apply.</p> <p><b>In-Network</b></p> <p>20% of the cost for each Medicare-covered individual therapy visit</p> <p>20% of the cost for each Medicare-covered group therapy visit</p> <p>20% of the cost for each Medicare-covered individual therapy visit with a psychiatrist</p> <p>20% of the cost for each Medicare-covered group therapy visit with a psychiatrist</p> <p>\$20 for Medicare-covered partial hospitalization program services</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>OUTPATIENT CARE</b>		
12. Outpatient Substance Abuse Care	20% coinsurance	<p><b>General</b> Authorization rules may apply.</p> <p><b>In-Network</b> 20% of the cost for Medicare-covered individual visits 20% of the cost for Medicare-covered group visits</p>
13. Outpatient Services/ Surgery	<p>20% coinsurance for the doctor's services</p> <p>Specified copayment for outpatient hospital facility services Copay cannot exceed the Part A inpatient hospital deductible.</p> <p>20% coinsurance for ambulatory surgical center facility services</p>	<p><b>General</b> Authorization rules may apply.</p> <p><b>In-Network</b> \$75 copay for each Medicare-covered ambulatory surgical center visit \$100 copay for each Medicare-covered outpatient hospital facility visit</p>
14. Ambulance Services (medically necessary ambulance services)	20% coinsurance	<p><b>General</b> Authorization rules may apply.</p> <p><b>In-Network</b> \$100 copay for Medicare-covered ambulance benefits.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>OUTPATIENT CARE</b>		
<p>15. Emergency Care (You may go to any emergency room if you reasonably believe you need emergency care.)</p>	<p>20% coinsurance for the doctor's services Specified copayment for outpatient hospital facility emergency services. Emergency services copay cannot exceed Part A inpatient hospital deductible for each service provided by the hospital. You don't have to pay the emergency room copay if you are admitted to the hospital as an inpatient for the same condition within 3 days of the emergency room visit. Not covered outside the U.S. except under limited circumstances.</p>	<p><b>General</b> \$50 copay for Medicare-covered emergency room visits \$50,000 plan coverage limit for emergency services outside the U.S. every year. If you are admitted to the hospital within 1-day for the same condition, you pay \$0 for the emergency room visit.</p>
<p>16. Urgently Needed Care (This is NOT emergency care, and in most cases, is out of the service area.)</p>	<p>20% coinsurance, or a set copay NOT covered outside the U.S. except under limited circumstances.</p>	<p><b>General</b> \$0 copay for Medicare-covered urgently-needed-care visits If you are admitted to the hospital within 1-day for the same condition, you pay \$0 for the urgently-needed-care visit.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>OUTPATIENT CARE</b>		
<p>17. Outpatient Rehabilitation Services (Occupational Therapy, Physical Therapy, Speech and Language Therapy)</p>	<p>20% coinsurance</p>	<p><b>General</b> Authorization rules may apply.</p> <p><b>In-Network</b> \$15 copay for Medicare-covered Occupational Therapy visits \$15 copay for Medicare-covered Physical and/or Speech and Language Therapy visits</p>
<b>OUTPATIENT MEDICAL SERVICES AND SUPPLIES</b>		
<p>18. Durable Medical Equipment (includes wheelchairs, oxygen, etc.)</p>	<p>20% coinsurance</p>	<p><b>General</b> Authorization rules may apply.</p> <p><b>In-Network</b> 20% of the cost for Medicare-covered items</p>
<p>19. Prosthetic Devices (includes braces, artificial limbs and eyes, etc.)</p>	<p>20% coinsurance</p>	<p><b>General</b> Authorization rules may apply.</p> <p><b>In-Network</b> 20% of the cost for Medicare-covered items</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>OUTPATIENT MEDICAL SERVICES AND SUPPLIES</b>		
20. Diabetes Programs and Supplies	20% coinsurance for diabetes self-management training 20% coinsurance for diabetes supplies 20% coinsurance for diabetic therapeutic shoes or inserts	<b>In-Network</b> \$0 copay for Diabetes self-management training \$0 copay for: - Diabetes monitoring supplies - Therapeutic shoes or inserts

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>OUTPATIENT MEDICAL SERVICES AND SUPPLIES</b>		
<p>21. Diagnostic Tests, X-Rays, Lab Services, and Radiology Services</p>	<p>20% coinsurance for diagnostic tests and x-rays</p> <p>\$0 copay for Medicare-covered lab services</p> <p>Lab Services: Medicare covers medically necessary diagnostic lab services that are ordered by your treating doctor when they are provided by a Clinical Laboratory Improvement Amendments (CLIA) certified laboratory that participates in Medicare. Diagnostic lab services are done to help your doctor diagnose or rule out a suspected illness or condition. Medicare does not cover most supplemental routine screening tests, like checking your cholesterol.</p> <p>20% coinsurance for digital rectal exam and other related services.</p> <p>Covered once a year for all men with Medicare over age 50.</p>	<p><b>General</b></p> <p>Authorization rules may apply.</p> <p><b>In-Network</b></p> <p>\$0 copay for Medicare-covered:</p> <ul style="list-style-type: none"> <li>- lab services</li> <li>- diagnostic procedures and tests</li> </ul> <p>\$0 copay for Medicare covered X-rays</p> <p>\$50 copay for Medicare-covered diagnostic radiology services (not including X-rays)</p> <p>20% of the cost for Medicare-covered therapeutic radiology services</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>OUTPATIENT MEDICAL SERVICES AND SUPPLIES</b>		
22. Cardiac and Pulmonary Rehabilitation Services	<p>20% coinsurance Cardiac Rehabilitation services</p> <p>20% coinsurance for Pulmonary Rehabilitation services</p> <p>20% coinsurance for Intensive Cardiac Rehabilitation services</p> <p>This applies to program services provided in a doctor’s office. Specified cost sharing for program services provided by hospital outpatient departments.</p>	<p><b>General</b></p> <p>Authorization rules may apply.</p> <p><b>In-Network</b></p> <p>\$10 copay for Medicare-covered Cardiac Rehabilitation Services</p> <p>\$10 copay for Medicare-covered Intensive Cardiac Rehabilitation Services</p> <p>\$10 copay for Medicare-covered Pulmonary Rehabilitation Services</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
<p>23. Preventive Services and Wellness/Education Programs</p>	<p>No coinsurance, copayment or deductible for the following:</p> <ul style="list-style-type: none"> <li>- Abdominal Aortic Aneurysm Screening</li> <li>- Bone Mass Measurement. Covered once every 24 months (more often if medically necessary) if you meet certain medical conditions.</li> <li>- Cardiovascular Screening</li> <li>- Cervical and Vaginal Cancer Screening. Covered once every 2 years. Covered once a year for women with Medicare at high risk.</li> <li>- Colorectal Cancer Screening</li> <li>- Diabetes Screening</li> <li>- Influenza Vaccine</li> <li>- Hepatitis B Vaccine for people with Medicare who are at risk</li> </ul>	<p><b>General</b></p> <p>\$0 copay for all preventive services covered under Original Medicare at zero cost sharing:</p> <ul style="list-style-type: none"> <li>- Abdominal Aortic Aneurysm screening</li> <li>- Bone Mass Measurement</li> <li>- Cardiovascular Screening</li> <li>- Cervical and Vaginal Cancer Screening (Pap Test and Pelvic Exam)</li> <li>- Colorectal Cancer Screening</li> <li>- Diabetes Screening</li> <li>- Influenza Vaccine</li> <li>- Hepatitis B Vaccine</li> <li>- HIV Screening</li> <li>- Breast Cancer Screening (Mammogram)</li> <li>- Medical Nutrition Therapy Services</li> <li>- Personalized Prevention Plan Services (Annual Wellness Visits)</li> <li>- Pneumococcal Vaccine</li> </ul>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
	<ul style="list-style-type: none"> <li>- HIV Screening. \$0 copay for the HIV screening, but you generally pay 20% of the Medicare-approved amount for the doctor’s visit. HIV screening is covered for people with Medicare who are pregnant and people at increased risk for the infection, including anyone who asks for the test. Medicare covers this test once every 12 months or up to three times during a pregnancy.</li> <li>- Breast Cancer Screening (Mammogram). Medicare covers screening mammograms once every 12 months for all women with Medicare age 40 and older. Medicare covers one baseline mammogram for women between ages 35-39.</li> </ul>	<ul style="list-style-type: none"> <li>- Prostate Cancer Screening (Prostate Specific Antigen (PSA) test only)</li> <li>- Smoking Cessation (Counseling to stop smoking if ordered by a doctor)</li> <li>- Welcome to Medicare Physical Exam (Initial Preventive Physical Exam)</li> </ul> <p>HIV screening is covered for people with Medicare who are pregnant and people at increased risk for the infection, including anyone who asks for the test. Medicare covers this test once every 12 months or up to three times during a pregnancy. Please contact plan for details.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
	<ul style="list-style-type: none"> <li>- Medical Nutrition Therapy Services Nutrition therapy is for people who have diabetes or kidney disease (but aren't on dialysis or haven't had a kidney transplant) when referred by a doctor. These services can be given by a registered dietitian and may include a nutritional assessment and counseling to help you manage your diabetes or kidney disease</li> <li>- Personalized Prevention Plan Services (Annual Wellness Visits)</li> <li>- Pneumococcal Vaccine. You may only need the Pneumonia vaccine once in your lifetime. Call your doctor for more information.</li> </ul>	<p><b>In-Network</b></p> <p>The plan covers the following supplemental education/wellness programs:</p> <ul style="list-style-type: none"> <li>- Written health education materials, including Newsletters</li> <li>- Health Club Membership/ Fitness Classes</li> </ul>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
	<ul style="list-style-type: none"> <li>- Prostate Cancer Screening –Prostate Specific Antigen (PSA) test only. Covered once a year for all men with Medicare over age 50.</li> <li>- Smoking Cessation (counseling to stop smoking). Covered if ordered by your doctor. Includes two counseling attempts within a 12-month period. Each counseling attempt includes up to four face-to-face visits.</li> <li>- Welcome to Medicare Physical Exam (initial preventive physical exam) When you join Medicare Part B, then you are eligible as follows. During the first 12 months of your new Part B coverage, you can get either a Welcome to Medicare Physical Exam or an Annual Wellness Visit. After your first 12 months, you can get one Annual Wellness Visit every 12 months.</li> </ul>	

<b>Benefit Category</b>	<b>Original Medicare</b>	<b>Elderplan Classic: Zero Premium (HMO)</b>
<b>PREVENTIVE SERVICES</b>		
24. Kidney Disease and Conditions	<p>20% coinsurance for renal dialysis.</p> <p>20% coinsurance for kidney disease education services</p>	<p><b>General</b> Authorization rules may apply.</p> <p><b>In-Network</b> 20% of the cost for renal dialysis 20% of the cost for kidney disease education services</p>
25. Outpatient Prescription Drugs	<p>Most drugs are not covered under Original Medicare. You can add prescription drug coverage to Original Medicare by joining a Medicare Prescription Drug Plan, or you can get all your Medicare coverage, including prescription drug coverage, by joining a Medicare Advantage Plan or a Medicare Cost Plan that offers prescription drug coverage.</p>	<p><b>Drugs covered under Medicare Part B</b></p> <p><b>General</b> 20% of the cost for Part B-covered chemotherapy drugs and other Part B-covered drugs.</p> <p><b>Drugs Covered under Medicare Part D</b></p> <p><b>General</b> This plan uses a formulary. The plan will send you the formulary. You can also see the formulary at <b>www.elderplan.org</b> on the web.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p>Different out-of-pocket costs may apply for people who</p> <ul style="list-style-type: none"> <li>-have limited incomes,</li> <li>-live in long-term care facilities,</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>-have access to Indian/Tribal/Urban (Indian Health Service) providers.</li> </ul> <p>The plan offers national in-network prescription coverage (i.e., this would include 50 states and the District of Columbia). This means that you will pay the same cost-sharing amount for your prescription drugs if you get them at an in-network pharmacy outside of the plan's service area (for instance when you travel).</p> <p>Total yearly drug costs are the total drug costs paid by both you and a Part D plan.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p>The plan may require you to first try one drug to treat your condition before it will cover another drug for that condition.</p> <p>Some drugs have quantity limits.</p> <p>Your provider must get prior authorization from Elderplan Classic: Zero Premium (HMO) for certain drugs.</p> <p>You must go to certain pharmacies for a very limited number of drugs, due to special handling, provider coordination, or patient education requirements that cannot be met by most pharmacies in your network.</p> <p>These drugs are listed on the plan's website, formulary, printed materials, as well as on the Medicare Prescription Drug Plan Finder on <b>Medicare.gov</b>.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p>If the actual cost of a drug is less than the normal cost-sharing amount for that drug, you will pay the actual cost, not the higher cost-sharing amount.</p> <p>If you request a formulary exception for a drug and Elderplan Classic: Zero Premium (HMO) approves the exception, you will pay Tier 3: Non-Preferred Brand Drugs cost sharing for that drug.</p> <p><b>In-Network</b> \$0 deductible.</p> <p><b>Initial Coverage</b> You pay the following until total yearly drug costs reach \$2,930:</p> <p><b>Retail Pharmacy</b> Tier 1: Preferred Generic Drugs - \$4 copay for a one-month (30-day) supply of drugs in this tier</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<ul style="list-style-type: none"> <li>- \$12 copay for a three-month (90-day) supply of drugs in this tier</li> <li>Tier 2: Preferred Brand Drugs</li> <li>- \$30 copay for a one-month (30-day) supply of drugs in this tier</li> <li>- \$90 copay for a three-month (90-day) supply of drugs in this tier</li> <li>Tier 3: Non-Preferred Brand Drugs</li> <li>- \$80 copay for a one-month (30-day) supply of drugs in this tier</li> <li>- \$240 copay for a three-month (90-day) supply of drugs in this tier</li> <li>Tier 4: Specialty Tier Drugs</li> <li>- 25% coinsurance for a one-month (30-day) supply of drugs in this tier</li> </ul>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<ul style="list-style-type: none"> <li>- 25% coinsurance for a three-month (90-day) supply of drugs in this tier</li> <li><b>Long-Term Care Pharmacy</b></li> <li>Tier 1: Preferred Generic Drugs                             <ul style="list-style-type: none"> <li>- \$4 copay for a one-month (31-day) supply of drugs in this tier</li> </ul> </li> <li>Tier 2: Preferred Brand Drugs                             <ul style="list-style-type: none"> <li>- \$30 copay for a one-month (31-day) supply of drugs in this tier</li> </ul> </li> <li>Tier 3: Non-Preferred Brand Drugs                             <ul style="list-style-type: none"> <li>- \$80 copay for a one-month (31-day) supply of drugs in this tier</li> </ul> </li> <li>Tier 4: Specialty Tier Drugs                             <ul style="list-style-type: none"> <li>- 25% coinsurance for a one-month (31-day) supply of drugs in this tier</li> </ul> </li> </ul>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p><b>Mail Order</b></p> <p>Tier 1: Preferred Generic Drugs</p> <ul style="list-style-type: none"> <li>- \$10 copay for a three-month (90-day) supply of drugs in this tier</li> </ul> <p>Tier 2: Preferred Brand Drugs</p> <ul style="list-style-type: none"> <li>- \$75 copay for a three-month (90-day) supply of drugs in this tier</li> </ul> <p>Tier 3: Non-Preferred Brand Drugs</p> <ul style="list-style-type: none"> <li>- \$200 copay for a three-month (90-day) supply of drugs in this tier</li> </ul> <p>Tier 4: Specialty Tier Drugs</p> <ul style="list-style-type: none"> <li>- 25% coinsurance for a three-month (90-day) supply of drugs in this tier</li> </ul>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p><b>Additional Coverage Gap</b>                      You pay the following:</p> <p><b>Retail Pharmacy</b>                      Tier 1: Preferred Generic Drugs</p> <ul style="list-style-type: none"> <li>- \$4 copay for a one-month (30-day) supply of all drugs covered in this tier</li> <li>- \$12 copay for a three month (90-day) supply of all drugs covered in this tier</li> </ul> <p><b>Long-Term Care Pharmacy</b>                      Tier 1: Preferred Generic Drugs</p> <ul style="list-style-type: none"> <li>- \$4 copay for a one-month (31-day) supply of all drugs covered in this tier</li> </ul> <p><b>Mail Order</b>                      Tier 1: Preferred Generic Drugs</p> <ul style="list-style-type: none"> <li>- \$10 copay for a three-month (90-day) supply of all drugs covered in this tier</li> </ul>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p>After your total yearly drug costs reach \$2,930, you receive limited coverage by the plan on certain drugs. You will also receive a discount on brand name drugs and generally pay no more than 86% of the plan's costs for generic drugs until your yearly out-of-pocket drug costs reach \$4,700.</p> <p><b>Catastrophic Coverage</b></p> <p>After your yearly out-of-pocket drug costs reach \$4,700, you pay the greater of:</p> <ul style="list-style-type: none"> <li>-5% coinsurance, or</li> <li>- \$2.60 copay for generic (including brand drugs treated as generic) and a \$6.50 copay for all other drugs.</li> </ul>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p><b>Out-of-Network</b>                      Plan drugs may be covered in special circumstances, for instance, illness while traveling outside of the plan's service area where there is no network pharmacy. You may have to pay more than your normal cost-sharing amount if you get your drugs at an out-of-network pharmacy. In addition, you will likely have to pay the pharmacy's full charge for the drug and submit documentation to receive reimbursement from Elderplan Classic: Zero Premium (HMO).</p> <p><b>Out-of-Network Initial Coverage</b>                      You will be reimbursed up to the plan's cost of the drug minus the following for drugs purchased out-of-network until total yearly drug costs reach \$2,930:</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p>Tier 1: Preferred Generic Drugs</p> <ul style="list-style-type: none"> <li>- \$4 copay for a one-month (30-day) supply of drugs in this tier</li> </ul> <p>Tier 2: Preferred Brand Drugs</p> <ul style="list-style-type: none"> <li>- \$30 copay for a one-month (30-day) supply of drugs in this tier</li> </ul> <p>Tier 3: Non-Preferred Brand Drugs</p> <ul style="list-style-type: none"> <li>- \$80 copay for a one-month (30-day) supply of drugs in this tier</li> </ul> <p>Tier 4: Specialty Tier Drugs</p> <ul style="list-style-type: none"> <li>- 25% coinsurance for a one-month (30-day) supply of drugs in this tier</li> </ul> <p>You will not be reimbursed for the difference between the Out-of-Network Pharmacy charge and the plan's In-Network allowable amount.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p><b>Additional Out-of-Network Coverage Gap</b></p> <p>You will be reimbursed for these drugs purchased out-of-network up to the plan's cost of the drug minus the following:</p> <p>Tier 1: Preferred Generic Drugs</p> <ul style="list-style-type: none"> <li>- \$4 copay for a one-month (30-day) supply of all drugs covered in this tier</li> </ul> <p>Tier 2: Preferred Brand Drugs</p> <ul style="list-style-type: none"> <li>- You will be reimbursed up to 14% of the plan allowable cost for generic drugs purchased out-of-network until total yearly out-of-pocket drug costs reach \$4,700.</li> </ul> <p>You will be reimbursed up to the discounted price for brand name drugs purchased out-of-network until total yearly out-of-pocket drug costs reach \$4,700.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p>Tier 3: Non-Preferred Brand Drugs</p> <ul style="list-style-type: none"> <li>- You will be reimbursed up to 14% of the plan allowable cost for generic drugs purchased out-of-network until total yearly out-of-pocket drug costs reach \$4,700.</li> </ul> <p>You will be reimbursed up to the discounted price for brand name drugs purchased out-of-network until total yearly out-of-pocket drug costs reach \$4,700.</p> <p>Tier 4: Specialty Tier Drugs</p> <ul style="list-style-type: none"> <li>- You will be reimbursed up to 14% of the plan allowable cost for generic drugs purchased out-of-network until total yearly out-of-pocket drug costs reach \$4,700.</li> </ul> <p>You will be reimbursed up to the discounted price for brand name drugs purchased out-of-network until total yearly out-of-pocket drug costs reach \$4,700.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
		<p>You will not be reimbursed for the difference between the Out-of-Network Pharmacy charge and the plan's In-Network allowable amount.</p> <p><b>Out-of-Network Catastrophic Coverage</b></p> <p>After your yearly out-of-pocket drug costs reach \$4,700, you will be reimbursed for drugs purchased out-of-network up to the plan's cost of the drug minus your cost share, which is the greater of:</p> <ul style="list-style-type: none"> <li>- 5% coinsurance, or</li> <li>- \$2.60 copay for generic (including brand drugs treated as generic) and a \$6.50 copay for all other drugs.</li> </ul> <p>You will not be reimbursed for the difference between the Out-of-Network Pharmacy charge and the plan's In-Network allowable amount.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
26. Dental Services	Preventive dental services (such as cleaning) not covered.	<p><b>In-Network</b></p> <p>\$0 copay for the following preventive dental benefits:</p> <ul style="list-style-type: none"> <li>- up to 1 oral exam(s) every six months</li> <li>- up to 1 cleaning(s) every six months</li> <li>- up to 1 dental x-ray(s) every six months</li> </ul> <p>\$0 copay for Medicare-covered dental benefits</p> <p>Plan offers additional comprehensive dental benefits.</p>
27. Hearing Services	<p>Supplemental routine hearing exams and hearing aids not covered.</p> <p>20% coinsurance for diagnostic hearing exams.</p>	<p><b>In-Network</b></p> <p>\$0 copay for Medicare-covered diagnostic hearing exams</p> <p>\$0 copay for</p> <ul style="list-style-type: none"> <li>- up to 1 supplemental routine hearing exam(s) every three years</li> <li>- up to 5 fitting-evaluation(s) for a hearing aid every three years</li> </ul> <p>\$0 copay for up to 1 hearing aid(s) every three years</p> <p>\$1,500 plan coverage limit for hearing aids.</p>

Benefit Category	Original Medicare	Elderplan Classic: Zero Premium (HMO)
<b>PREVENTIVE SERVICES</b>		
28. Vision Services	<p>20% coinsurance for diagnosis and treatment of diseases and conditions of the eye.</p> <p>Supplemental routine eye exams and glasses not covered.</p> <p>Medicare pays for one pair of eyeglasses or contact lenses after cataract surgery.</p> <p>Annual glaucoma screenings covered for people at risk.</p>	<p><b>In-Network</b></p> <p>\$0 copay for</p> <ul style="list-style-type: none"> <li>- one pair of eyeglasses or contact lenses after cataract surgery</li> <li>- glasses</li> <li>- contacts</li> <li>- lenses</li> <li>- frames</li> <li>- \$0 to \$15 copay for exams to diagnose and treat diseases and conditions of the eye.</li> <li>- \$0 copay for up to 1 supplemental routine eye exam(s) every year</li> </ul> <p>\$100 plan coverage limit for eye wear every year.</p>
Over-the-Counter Items	Not covered.	<p><b>General</b></p> <p>The plan does not cover Over-the-Counter items.</p>
Transportation (Routine)	Not covered.	<p><b>In-Network</b></p> <p>This plan does not cover supplemental routine transportation.</p>

<b>Benefit Category</b>	<b>Original Medicare</b>	<b>Elderplan Classic: Zero Premium (HMO)</b>
<b>PREVENTIVE SERVICES</b>		
Acupuncture	Not covered.	<p><b>General</b> Authorization rules may apply.</p> <p><b>In-Network</b> \$15 copay per visit up to 50 visit(s) every year</p>

## Section III: Extra Benefits

# Members of Elderplan Classic: Zero Premium also have access to the following valuable benefits:

### Silver&Fit Basic Fitness Club or Exercise Center Access

Staying fit and active helps you remain healthy. That's why, as a supplemental benefit, Elderplan gives members of this plan access to our special Silver&Fit Program at no cost. The Silver&Fit Program offers each beneficiary membership at a participating fitness club or exercise center. The Silver&Fit Basic network is national in scope and includes over 10,000 fitness clubs and 2,700 exercise centers for Elderplan members to choose from. These valuable fitness club memberships include standard fitness club services including access to cardiovascular equipment; free weights; resistance training equipment; group exercise classes; and, where available, amenities such as saunas, steam rooms, and whirlpools. The exercise center memberships offer access to the standard services offered by the exercise center such as Jazzercise, Pilates, yoga, or other.

**Covered Dental Services**

Co-pays apply for services received by In Network Providers.

**Elderplan Classic: Zero Premium offers its members important dental coverage including:**

<b>Diagnostic &amp; Preventative Services*</b>	<b>Patient Co-payment</b>
Oral Exams	No Charge
Complete series of X-Rays	No Charge
Cleaning of Teeth	No Charge
<b>Restorative*</b>	<b>Patient Co-payment</b>
Basic Restorative Fillings	No Charge
Resin Restorative Fillings	No Charge
Inlay/Onlay Restorations (Metallic, Porcelain or Ceramic)	\$125
<b>Oral Surgery*</b>	<b>Patient Co-payment</b>
Routine Extraction	No Charge
Surgical Extraction	No Charge
Soft Tissue Impaction	No Charge
Partial Bony Impaction	\$50
Complete Bony Impaction	\$50
Surgical Removal of Residual Roots	No Charge

<b>Root Canal Therapy (Endodontics)</b>	<b>Patient Co-payment</b>
Root Canal Therapy, anterior	No Charge
Root Canal Therapy, bicuspid	No Charge
Root Canal Therapy, molar	\$20
Re-treatment of previous root canal therapy-anterior	No Charge
Re-treatment of previous root canal therapy-bicuspid	No Charge
Re-treatment of previous root canal therapy-molar	\$20
<b>Prosthetics*</b>	<b>Patient Co-payment</b>
Crown	\$125
Pontics and Abutment crowns	\$150
Complete Dentures	\$150
Partial Dentures	\$150
Denture Adjustments	No Charge
Broken Body of Denture	No Charge
Replacing Broken, missing teeth (per tooth)	No Charge
Denture Relines	No Charge

*\*Note: This is not a complete fee schedule. Certain Restrictions may apply.  
Please call member services to inquire about any dental services not listed above.  
Referrals are required for treatments rendered by a specialist.*



To contact the **Sales Department**, call **1-866-360-1934**.

If you're hearing impaired, call **TTY 1-800-662-1220**.

Department hours are 8 a.m.–8 p.m., 7 days a week.

To contact the **Member Service Department**, call **1-800-353-3765**.

If you're hearing impaired, call **TTY 1-800-662-1220**.

Department hours are 8 a.m.–8 p.m., 7 days a week.

Elderplan is a health plan with a Medicare contract. Anyone entitled to Medicare Parts A and B may apply. Enrolled members must continue to pay their Medicare Part B premium if not otherwise paid for under Medicaid.