

A Simple Guide to Accessing Your 2024 Benefits



Elderplan for Medicaid Beneficiaries (HMO-POS D-SNP)¹

2024

 elderplan|homefirst.
a member of MJHS Health System





Elderplan is very proud to have you as our member. As a not-for-profit health plan, our goal is to support and guide you, making sure you receive the high-quality, affordable care you need.

As part of our commitment to you, each year we work hard to provide the best benefits possible. But offering great benefits isn't enough. Making it easy for you to get that care is important too.



Your Benefits at a Glance

Please note that your premiums, deductibles, coinsurance or copays may be zero if you are eligible for Medicare cost-sharing assistance under Medicaid. For example, if you have full Medicaid, you pay 0% coinsurance for doctor visits.



NEW! One card. Two great benefits.

- Elderplan is pleased to provide our members with one simple card to access both your expanded OTC coverage and new Flex spending benefit.



NEW! Increased and expanded OTC Benefit^{2 3}

- In 2024, all members have an increased benefit of \$210 a month to purchase health related items at elderplan.conveybenefits.com/login or walmart.com
- Additionally eligible members have the freedom to use their OTC Visa card toward any of these products or services throughout the benefit year. You can even split dollars across the following:
 - Rent/Mortgage assistance
 - Purchase of groceries at **FarmboxRx** or
 - Purchase of home-delivered meals at **Mom's Meals** or **GA Foods**
 - Payment of internet, cell phone, and utility bills
- Simply call Member Services to see if you qualify.
- You can also visit MyBenefitsCenter.com to view your OTC transaction history and card balance, as well as search eligible products and participating retailers.
- To learn more, visit elderplan.org/for-members/otc-benefits.



NEW! \$500 Flex benefit

- Members can use their Flex card for out-of-pocket dental, hearing, vision, and fitness expenses. These dollars are in addition to the Elderplan coverage you already receive.
 - **Dental services. Reminder!** Bring this card with you when visiting your dentist. Use your dental benefit first and then use your Flex card to help pay any out-of-pocket costs at both in and out-of-network providers.
 - Use toward dental implants, dentures, denture repairs and realignments, tooth extractions, root canals, bridges, crowns, periodontal work and more.
 - **Vision services.** Use your \$350 annual vision allowance at any in-network provider first, and then use this card toward any remaining balance.
 - Use toward contact lenses, eyeglasses, progressive and transition lenses, prescription sunglasses and more.
 - **Hearing services.** Use your hearing aid benefit of \$1300 both ears combined every 3 years at any in-network provider first, and then use this card toward any remaining balance.
 - Use toward hearing aids, hearing aid batteries, hearing aid repairs and more.
 - **Fitness services.** Use your Silver&Fit benefit first and then use this card to upgrade your fitness membership, schedule a private training session, or join a neighborhood gym or studio that's not part of the Silver&Fit network!

You can use your Flex card at any provider that accepts Visa.

If you don't have a PCP, or need help finding a specialist, Member Services is here to help. Simply call 1-800-353-3765 (TTY 711) from 8 a.m. – 8 p.m., 7 days a week. You can also check our live Provider Directory at elderplan.org.



NEW! See any Specialist you want:

0% or 20% coinsurance for each visit in or out-of-network⁶

- Specialists concentrate on specific area of medicine. For example, dermatologists treat the skin, cardiologists treat the heart, and pulmonologists treat the lungs. There are no referrals needed to see a Specialist.



NEW! In-Network and Out-of-Network Routine Podiatry:

\$0 copay for each visit⁶

- You may receive up to 12 visits per year.



NEW! In-Network and Out-of-Network Preventive and Comprehensive Dental⁶

- There is no charge for cleanings, exams, x-rays and fillings.
- Comprehensive coverage includes root canals, crowns and extractions.
- Elderplan pays up to \$1,500 for supplemental comprehensive dental services, in-network and out-of-network combined.
- See any dentist you want, in or out-of-network. While we are proud to offer out-of-network dental, it is important that you have a clear understanding of your potential financial responsibility, especially when it comes to comprehensive services, like crowns and fillings. Please ask your dentist to obtain a pre-treatment cost calculation from Healthplex, prior to your treatment.
- **Remember** to take your Flex Spending Card with you to use toward any out-of-pocket expenses you incur when visiting an out-of-network dentist.
- To find out more about the coverage, cost-sharing or out-of-network services, call our dental partner **Healthplex** at 1-866-795-6493 from 8 a.m. to 6 p.m. Monday to Friday, or visit elderplan.org/find-a-dentist to locate a dentist near you.



NEW! Expanded Acupuncture: \$0 copay

- 20 visits a year for expanded acupuncture which now includes reflexology, acupuncture, and more!
- For assistance finding a provider, call Member Services at **1-800-353-3765**, 8 a.m. – 8 p.m., 7 days a week.



Transportation: \$0 copay

- As a member, you get 24 medically necessary one-way trips every year.
- Simply call our Transportation partner, **ModivCare**, to schedule a ride at **1-877-659-6141** from 8 a.m. – 5 p.m., Monday – Friday.



\$0 or \$33.90 Plan Premium

- If you are eligible for Medicare cost-sharing assistance under Medicaid, or receive Extra Help, your plan premium is \$0.



Primary Care Visits (PCP): 0% or 20% coinsurance*

- Your PCP will oversee your care, identify health conditions before they become serious problems, and can also recommend specialists, when needed.



24/7 Virtual Doctor's Care: \$0 copay

- Teladoc's physicians can diagnose, treat and prescribe medication for non-emergency conditions.
- Simply call our Virtual Health partner, **Teladoc**, for assistance from Board certified doctors and behavioral health professionals 24/7 at **1-800-TELADOC (835-2362)** or visit **Teladoc.com** anytime. Mobile app is also available.



Routine Hearing: \$0 copay for a routine hearing exam, plus hearing aid fitting & evaluation every 3 years.

- Hearing aids are covered up to \$1,300 every 3 years for both ears combined, including one year of batteries. ⁴
- **Remember** to take your Flex Spending Card with you to use toward any out-of-pocket expenses for hearing aids, hearing aid batteries, and hearing aid repairs.
- Simply call our Hearing partner, **HearUSA**, for more information at **1-800-442-8231** from 8 a.m. – 8 p.m., Monday – Friday or visit them online at [hearusa.com](https://www.hearusa.com).



Routine Vision: \$0 copay for one routine eye exam every year.

- Regular eye exams can help identify the need for vision correction and detect eye diseases.
- \$350 per year for eyeglasses and contact lenses.
- **Remember** to take your Flex Spending Card with you to use toward any out-of-pocket expenses for contact lenses, eyeglasses, progressive and transition lenses, and prescription sunglasses.
- Simply call our Vision partner, **Superior Vision**, for more information at **1-844-353-2902** from 8 a.m. – 9 p.m., Monday – Friday and from 11 a.m. – 4:30 p.m. on Saturday, or visit them online at [superiorvision.com](https://www.superiorvision.com).



Memory Fitness Program: \$0 copay to participate

- BrainHQ® – a memory fitness program to improve brain function through games, puzzles and other fun exercises.
- Simply sign up by calling our partner, **BrainHQ®**, from 10 a.m. – 7 p.m. at **1-888-496-1675 (TTY 711)**, or visit them online at **elderplan.brainhq.com**.



Healthy Exercise Program: \$0 for in-person visits or virtual classes⁵

- Elderplan offers no-cost gym memberships at participating fitness centers, a home fitness kit, including an option for a wearable fitness tracker, and access to more than the 8000 exercise videos and digital fitness activities including coaching!
- **Remember** to take your Flex Spending Card with you to use toward any out-of-pocket expenses to upgrade your fitness membership, schedule a private training session, or join a neighborhood gym or studio that's not part of the Silver&Fit network!
- Simply call our Fitness partner, **Silver&Fit®**, to learn more at **1-877-427-4788** from 8 a.m. – 9 p.m., Monday – Friday and/or enroll into the Home Fitness program at **silverandfit.com** anytime.



Prescription Drugs: We understand how important it is that you take the medications your doctor prescribes. That's why we make it easy for you to access your prescriptions. Simply visit our website to:

- Find a pharmacy at elderplan.org/member-benefits/elderplan-benefits/pharmacies
- Enroll in Mail-Order at elderplan.org/find-a-form by filling out the Prescription Drug Mail Order Form. You can also call **1-866-490-2102**, 24 hours, 7 days a week.
- Find out if your medications are covered by going to Find a drug at elderplan.org/prescription



Dedicated Care Manager: One of the biggest perks of being enrolled in this plan is your Care Manager.

- Your Care Manager will lead a team of caring clinical professionals all committed to helping you stay healthy. They will stay in touch with your doctors and help arrange your medical visits as well as transportation to get you there. They will be your go-to person and will work to help ensure you get the support, guidance and care you need to stay healthy.



And there's more...Elderplan is pleased to offer:



Exams, evaluations, screenings, and services in the comfort and safety of your home

As an Elderplan member, you can receive dental, hearing and vision exams, doctor and therapist visits, annual wellness visits, colorectal cancer screening, retinal eye exams, home-delivered meals, live and pre-recorded exercise videos, as well as memory fitness program at home.



A Wellness Incentive Program

Your team at Elderplan knows how important preventive care is to your health and well-being. That's why we are providing members that complete each eligible health activity with a \$25 reward. Please call the Wellness Team at **718-759-4413** from 9 a.m. to 5 p.m., Monday through Friday, or visit elderplan.org/elderplan-wellness to learn more.



Member-to-Member® Program

Connect with each other through our exclusive and award-winning Member-to-Member program. And there's no cost to you! Whether it's a friendly chat, wellness and relaxation activities, virtual concerts, cooking demos, exercise classes or a walk in the park Member-to-Member gives you options for staying connected and engaged. To join, simply call the Member-to-Member program at **347-254-7700 (TTY 711)**, 9 a.m. to 5 p.m., Monday through Friday, or visit us at elderplan.org/m2m.



Another Advantage of Being an Elderplan Member

Elderplan/HomeFirst is a member of the MJHS family, a not-for-profit health system founded in 1907 based on the core values of compassion, dignity and respect. MJHS offers a range of programs and services including: Home Care, MJHS Hospice and Palliative Care, as well as Isabella and Menorah Centers for Centers for Rehabilitation and Nursing Care. So, should you require access to additional support over time, and choose to receive services from MJHS, the Elderplan team can work together with their colleagues from across the system to better coordinate your care and make it easier for you.

Health Equity

Elderplan realizes that staying healthy is not always as easy as seeing the doctor or taking medications as prescribed. Unfortunately, gaps in access to quality health care based on race, ethnicity and financial stability are still all too often a factor. Consistent with our values, Elderplan is leading the way to great care by being committed to health equity, to closing these gaps in care, and ensuring that all our members have access to high-quality programs and services.

Improving your ability to easily access care is important to us. So, if you have questions about any of these plan benefits, or how to use them, we are here for you. Simply call Elderplan at **1-800-353-3765** (or **TTY: 711** for the hearing impaired), between 8 a.m. – 8 p.m., 7 days a week. Visit elderplan.org



Elderplan is an HMO plan with Medicare and Medicaid contracts. Enrollment in Elderplan depends on contract renewal.

Elderplan/HomeFirst complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak a non-English language or require assistance in ASL, language assistance services, free of charge, are available to you. Call 1-800-353-3765 (TTY: 711).

Elderplan/HomeFirst cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-353-3765 (TTY: 711).

Elderplan/HomeFirst 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-353-3765 (TTY: 711)。



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¹ Elderplan for Medicaid Beneficiaries is a dual eligible Special Needs Plan available to Medicare beneficiaries who receive New York State Medicaid or other assistance through New York State medical assistance programs. Premiums, copays, coinsurance and deductibles may vary based on the level of Medicaid assistance and/or level of Low Income Subsidy (LIS) (Extra Help) that you may receive. Please contact the plan for further details.

² For eligible members (with certain chronic conditions) the Special Supplemental Benefits for the Chronically Ill combines with the OTC benefit to include payments toward rent/mortgage, utilities, Internet, certain grocery items, and home-delivered meals as part of the OTC allowance. Eligible members will be notified and provided instructions on how to access the benefit.

³ Members in this plan receive a monthly maximum amount (\$210 every month) to purchase eligible over-the-counter (OTC) items at authorized retail stores. The OTC card balance cannot be carried over to the next month. The OTC card is not a debit or credit card and cannot be converted to cash.

⁴ Prior authorization is needed for hearing aids.

⁵ No-cost gym membership is available at all fitness centers and in the Silver&Fit[®] network.

⁶ Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our Member Services number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.



Notes

 elderplan|homefirst.®

a member of MJHS Health System

Leading the way to great care.™

1-800-353-3765

[TTY: 711]

8 a.m. – 8 p.m., 7 days a week

Visit www.elderplan.org
for more information.