BlueCross BlueShield of Texas

UT CARE™

Welcome Guide

Important information about UT CARE™ Medicare PPO Plan

Estos materiales están disponibles en español. Póngase en contacto con Servicio al Cliente para obtener ayuda.

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Table of Contents

When you get information from your **UT CARE Medicare PPO plan**, look for these helpful icons to get the most out of your plan.

When you see this icon, **TAKE ACTION** to complete a task.

When you see this icon, **SAVE THIS** important information somewhere you can easily reference it.

When you see this icon, you have **NEW INFORMATION** to review.

Welcome to UT CARE Medicare PPO for The University of Texas System retirees

We'll keep in touch.

Our goal is to help UT CARE Medicare PPO members manage their health. It's why we've developed this Welcome Guide and other helpful communications you'll receive throughout the year. This guide includes useful information about:

- Using your member ID card.
- Understanding your plan's coverage.
- Exploring your wellness solutions.
- Getting help when you need it.

UT CARE Medicare PPO is an open access Medicare Advantage PPO plan. On occasion, you may receive automated communications that reference plan name 'Blue Cross Group Medicare Advantage Open Access (PPO)℠.' This plan name also refers to UT CARE Medicare PPO.

Where to start.

Please review the information about your coverage and next steps, starting on page 4.

We're here for you.

Contact us before calling Medicare. We will let you know if your question can only be answered by Medicare.

Call

1-877-842-7562 (TTY 711)

Help is available 24 hours per day, 7 days per week.

Web

Blue Access for Members (BAM℠)

Get information about your plan, claim status and benefits.

www.bluemembertx.com

UT CARE™ Dedicated Website

www.bcbstx.com/retiree-medicare-ut

Let's Get Started

Follow these easy steps to get the most from your plan.

Step 1 Check Your Member ID Card

Present your Blue Cross and Blue Shield of Texas UT CARE Medicare PPO member ID card whenever you receive a medical service or benefit covered by your plan. Make sure the personal information on the member ID card is accurate. If you have any questions or concerns, call Customer Service.

Remember, you will have two insurance plan ID cards.

- Use your UT CARE Medicare PPO ID card for medical services and any drugs that are covered by Medicare Part B.
- Use your UT CARE™ Part D Plan member ID card from a separate insurance carrier at the pharmacy for your outpatient medications.

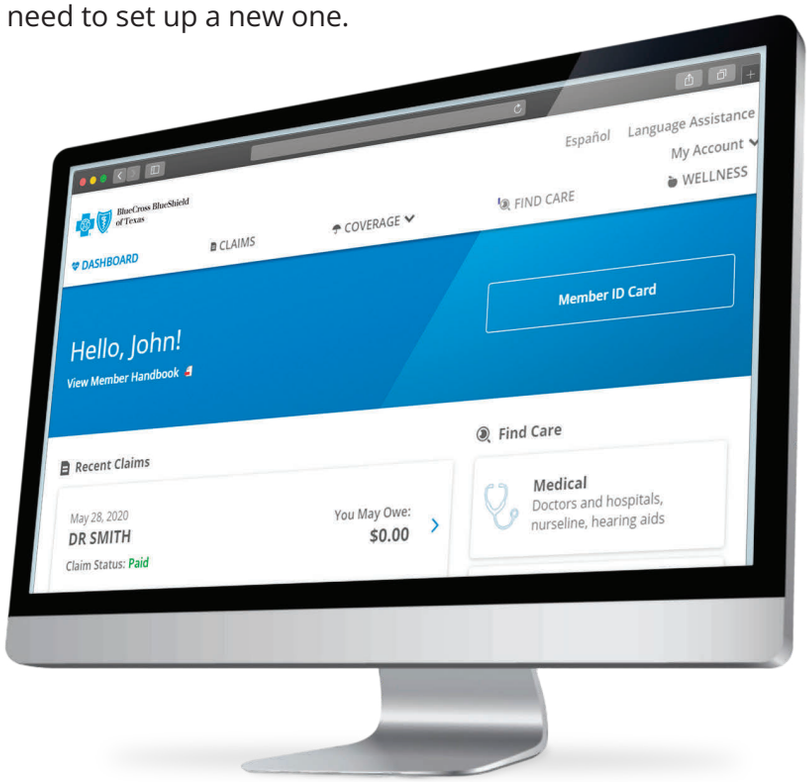
Step 2 Visit Blue Access for Members

Everything you need to know about your coverage — in one place.

Get the most out of your health care benefits with Blue Access for Members (BAM℠), a secure website and mobile app. It's the health information you need, anytime you need it. If you already have a BAM account, you do not need to set up a new one.

Here are a few things you can do with BAM:

- View claims status and up to 18 months of claims activity.
- Search for a health care provider, hospital or urgent care facility.
- Compare providers on a single page — you can view and sort providers by quality, cost and accessibility
- Request or print your ID card.
- View or print Explanation of Benefits statements.
- And more!



Go mobile! It's Easy to Get Started!

You can log in to BAM from the member website. Or, grab your smartphone and your member ID card and text† BCBSTXAPP to 33633 to download the mobile app so you can use BAM while you're on the go.

† Message and data rates may apply.

Step 3 Understand Your Plan's Network

Selecting a provider

UT CARE Medicare PPO is an Open Access PPO plan, giving you the freedom to seek care across the country. You can use network providers but have the flexibility to go outside the network for the same cost. No referral is needed. Your providers must 1) accept Medicare; 2) agree to see you as a patient; and 3) agree to submit claims to the plan.*

We make it easy for providers to submit UT CARE claims.

Instead of sending them to Medicare, providers submit directly to the plan. We take care of any interactions with Medicare on behalf of the provider and you. We offer education plus dedicated online resources about UT CARE that providers can access quickly. And they can reach customer service any time they have questions.

Call ahead and be prepared.

We recommend that you confirm with providers that they accept UT CARE Medicare PPO and will submit claims to BCBSTX. At your appointment, show the office staff your new UT CARE™ member ID card and the 'Your Providers, Your Personal Network' flyer included with this Welcome Guide. Detailed plan information can be found in your Evidence of Coverage Benefit Insert.

We work closely with your provider to deliver care.

Before you can be covered for some high-cost medical services, your doctor may need to get authorization from the plan. You may first need to try other clinically appropriate or cost-effective treatments.

Our plans follow government guidelines in this area to ensure you receive the most appropriate, cost-effective care available.

Be sure to tell the provider's office that you are in a Group Medicare Advantage Open Access PPO plan.

Please note: It's important to give your doctor the full name of your specific Medicare Advantage plan and network. Do not just say you have Blue Cross and Blue Shield, since many physicians are usually part of more than one Blue Cross and Blue Shield network. This information is located on your member ID card.

* Out-of-network/non-contracted providers are under no obligation to treat BCBSTX members, except in emergency situations.

Step 4 Review Your Evidence of Coverage Benefit Insert (EBI)

The EBI in this guide explains:

- Your rights and responsibilities.
- What's covered.
- What you pay as a member of the plan.

We encourage you to review your EBI. It lists the coverage, costs and extra health and wellness benefits that are provided by your UT CARE Medicare PPO plan. It's an important legal document, so keep it in a safe place. It is part of your complete EOC which can be found on BAM (see Step 2).

Step 5 Schedule Your Annual Wellness Visit

Wellness begins with understanding. Your UT CARE Medicare PPO plan includes a $0 copay Annual Wellness Visit with your health care provider. Use this checklist to guide the conversation.

Talk With Your Doctor About	Completion Date/Notes
☐ All your current conditions and treatments	
☐ Prescription and over-the-counter medications	
☐ Any pain you have and what you do for it	
☐ Difficulties with daily activities	
☐ Your level of physical exercise	
☐ Balance issues or recent falls	
☐ Difficulties with bladder control	
☐ Problems with sleeping or memory loss	
☐ Tobacco, alcohol or drug use	
☐ Hospital or ER visits in the last 90 days	
Complete These Basic Exams	**Completion Date/Notes**
☐ Blood Pressure	
☐ Height, Weight and Body Mass Index (BMI)	
☐ Blood Sugar and Retinal Eye Exam (if applicable)	
Review Your Screenings and Vaccines	**Completion Date/Notes**
☐ Annual Flu Vaccine	
☐ Bone Density Exam	
☐ Colorectal Screening	
☐ Mammogram	
☐ Pneumonia Vaccine	


East Side Hospital

Step 6 Get the Most From Your Plan

Notify your providers.

Show your new member ID card to your providers so they have the most up-to-date information. This can prevent your claim from being denied due to incorrect information.

Your medical benefits

UT CARE Medicare PPO covers most commonly used medical services such as provider visits, inpatient and outpatient hospital services, and emergency care. And it bundles these with wellness solutions for comprehensive health coverage. As a UT CARE™ member, you get all the benefits covered by Original Medicare, and more. Read your EBI for details on coverage and member costs.

- Provider office visits
- Preventive services
- Emergency care
- Hospitalization
- Health screenings
- Diagnostic services
- Immunizations
- Rehabilitation
- Physical therapy
- Skilled nursing care

What drugs are covered by UT CARE Medicare PPO?

UT CARE Medicare PPO includes everything covered by Medicare Part A and Part B, including some drugs and services. These can include:

- **Drugs that you don't administer yourself.** These drugs can be given in a doctor's office as part of their service. Coverage may be limited to drugs that are given by infusion or injection in a hospital or outpatient facility.
- **Diabetic supplies** as detailed in your Evidence of Coverage Benefit Insert (EBI).
- **Certain shots (vaccinations):**
  - COVID-19 vaccine.
  - Flu shots.
  - Pneumococcal shots.
  - Hepatitis B shots.
  - Other vaccines that are directly related to the treatment of an injury or illness (like a tetanus shot).
- **Drugs infused through durable medical equipment**, like an infusion pump or a nebulizer. Medicare may cover insulin and insulin pumps worn outside the body.
- **Injectable and infused drugs**; some antigens; erythropoiesis stimulating agents to treat anemia; blood clotting factors; some immunosuppressive, oral cancer and anti-nausea drugs used as part of chemotherapy treatment; intravenous and tube feeding, and Immune Globulin (IVIG) provided in the home; some oral and intravenous drugs for those with end stage renal disease.
- **How you access your Medicare Part D prescription drug benefits has not changed.** Part D covers common outpatient medications you get from the pharmacy, like those used to treat high blood pressure, high cholesterol, depression, and osteoporosis. These types of prescription drugs are not covered under Original Medicare Part A or Part B. If you have questions about your Part D benefits, call your Part D plan customer service at 1-800-860-7849.

If you need to know if a drug you are prescribed is covered under Part B or Part D, please call Customer Service.

Medicare Part D Prescription Drugs

Your Part D prescription drug plan is the UT CARE Part D Plan. It is administered by a different insurance company. You will have a separate member ID card, customer service number and plan documents for your Part D prescription drug plan.
You have a $200 annual deductible and these copays:

	Retail Pharmacy (30-Day Supply)	Home Delivery, UTS Pharmacy 90-Day
Generic Drug	$10	$20
Preferred Brand Drug	$35	$87.50
Non-Preferred Brand Drug	$60	$150

Extended Supply —
Save time and money with a 90-day supply of maintenance medications via home delivery or at a participating network pharmacy, including Walgreens and UT pharmacies.

Specialty Medicines —
You'll still use Accredo and UT Specialty Pharmacies for specialty medicines. You'll have access to a specialty pharmacist with expertise specific to your condition.

If you have questions about your pharmacy benefits, call the number listed on the back of your Part D prescription drug plan member ID card.

Step 7 Access Extra Health and Wellness Benefits

UT CARE Medicare PPO offers a number of benefits above and beyond standard insurance coverage. Plus, you can continue to use these services:

- Omada® Diabetes Prevention Program.
- Livongo® Hypertension and Diabetes Program.
- Hinge Health Chronic Pain Program.
- Catapult Health Prevention Program.
- Airrosti® Home Rehab Program.
- Learn to Live Mental Health Program.
- Wondr Health™ Weight Loss Program.

Home Health Visits and Assessments

Signify Health provides an In-home Health Evaluation by a licensed and credentialed clinician (Certified Nurse Practitioner, Physician Assistant or MD) at no cost.
The evaluation can help members discuss health concerns, learn more about disease management programs and have their home checked for possible safety issues.
It is in addition to your annual wellness visit with your primary care provider.
If you are a candidate for an in-home assessment, Signify will reach out to you directly.

Blue365®

Blue365 is just one more advantage of being a Blue Cross and Blue Shield of Texas member. With this exclusive member program, you may save money on health and wellness products and services from top retailers that are not covered by insurance. There are no claims to file and no referrals or preauthorizations. Once you sign up for Blue365 at **www.blue365deals.com/bcbstx**, weekly 'featured deals' will be emailed to you. These deals offer special savings for a short period of time.

If you already have one, you can continue to use your Blue365 account. You do not need to re-enroll.

To learn more about Blue365, visit www.blue365deals.com/bcbstx.

Blue365 is a discount program only for BCBSTX members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Employees should check their benefit booklet or call the Customer Service number on the back of their ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors that take part in this program. BCBSTX does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSTX reserves the right to stop or change this program at any time without notice. Hearing services are provided by American Hearing Benefits, Beltone™, HearUSA and TruHearing®. Vision services are provided by ContactsDirect®, Croakies, Davis Vision℠, EyeMed Vision Care, Glasses.com, Jonathan Paul Fitovers and LasikPlus®.

24/7 Nurseline

Our nurses are available 24 hours a day, seven days a week, 365 days a year. They can help with health concerns and give general health tips. Get trusted guidance on possible emergency care, urgent care and more. You can also access an audio library of more than 1,000 health topics ranging from allergies to women's health. More than 600 topics are available in Spanish.

When should you call the 24/7 Nurseline?

Call when you have questions about health problems, such as:

- Asthma, back pain, or chronic health problems
- Cuts or burns
- Dizziness or severe headache
- High fever
- Sore throat

You can access the 24/7 Nurseline at: 1-800-631-7023 TTY 711.
You will find this number on the back of your member ID card.

SilverSneakers® Fitness Program

SilverSneakers is a fitness program for seniors and includes unlimited access to thousands of fitness locations nationwide. Membership offers a welcoming community where you can have fitness fun with friends and meet new people.

SilverSneakers benefits include:

- Specialized fitness classes designed for people of all abilities and led by certified instructors
- FLEX classes like yoga and dance at parks, recreation centers and clubs
- Access to SilverSneakers LIVE virtual classes and hundreds of On-Demand classes at **SilverSneakers.com**

For more information, call Monday through Friday, 8 a.m. – 8 p.m. ET, 1-866-584-7389 (TTY 711) or visit www.silversneakers.com/StartHere or email support@silversneakers.com.

Signify Health is an independent company that provides care management activities and member care services for Blue Cross and Blue Shield of Texas.

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Telehealth Services (Virtual Visits)

UT CARE Medicare PPO covers Virtual Visits, provided by Blue Cross and Blue Shield of Texas and powered by MDLIVE. With Virtual Visits, your appointment is with an independently contracted, board-certified MDLIVE doctor for minor, non-emergency medical or behavioral health conditions by phone, mobile app or online video anytime, anywhere, 24 hours a day, 7 days a week. Talk to a doctor immediately or schedule an appointment at a time that works best for you.*

To activate your account, you can choose what is easiest for you:

- Go to **www.mdlive.com/bcbstx-medicare**
- Text **BCBSTXMEDICARE** to **635-483**
- Download the MDLIVE app

To learn more about Virtual Visits benefits provided by MDLIVE, call 1-866-954-3585 (TTY 1-800-770-5531) or go to www.mdlive.com.

Hearing Care

Hearing loss can affect your quality of life, both physically and emotionally. Your plan includes benefits through TruHearing or another hearing provider:

- 1 routine $0 copay hearing exam per year.
- Hearing aid fitting and adjustments.
- $1,000 per ear hearing aid allowance, once every 3 years.
- $0 hearing deductible.

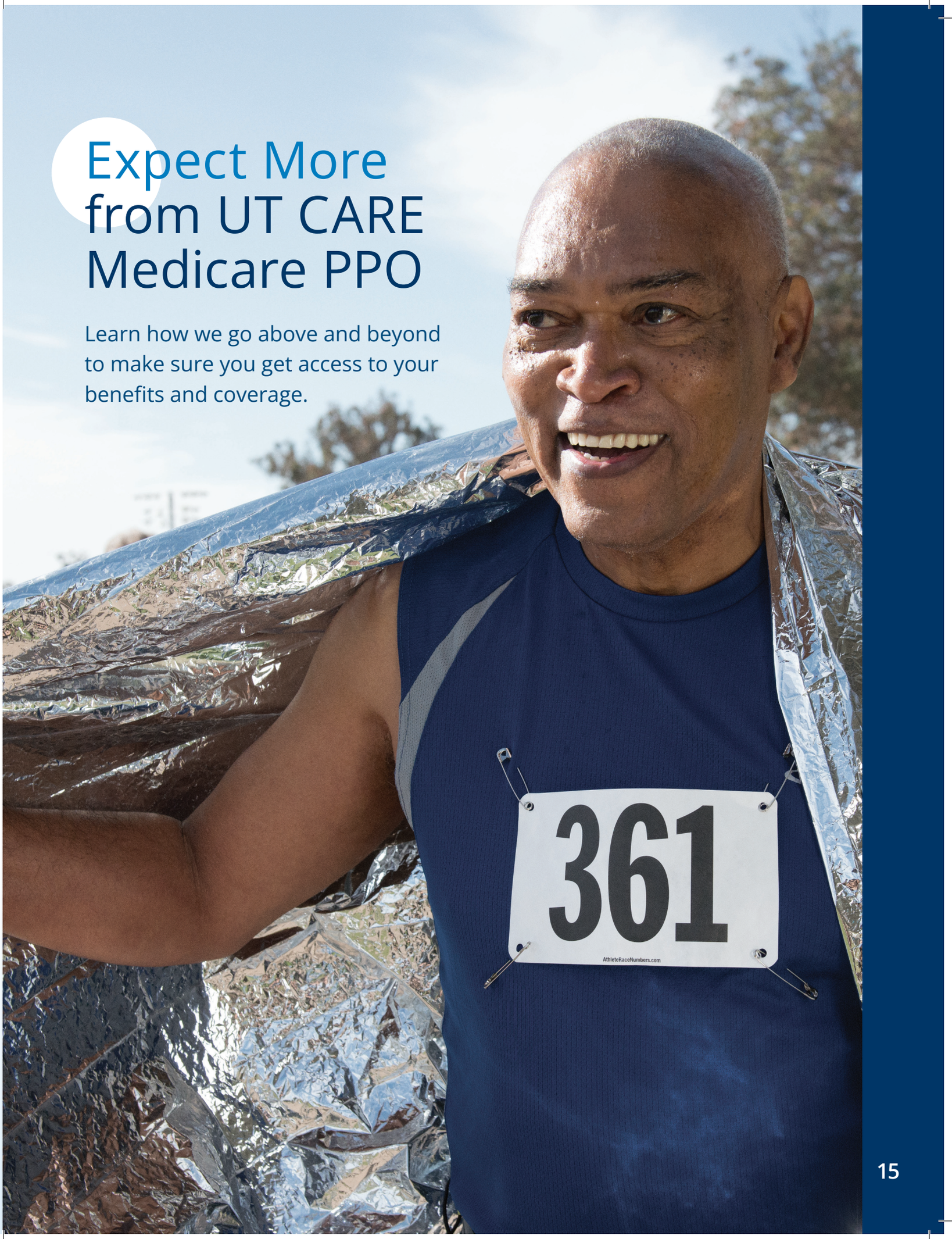
To learn more about your benefits through TruHearing, call 1-888-990-5523 (TTY 711).

* Your current provider also may offer telehealth services.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Texas. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.

TruHearing® is a registered trademark of TruHearing, Inc., which is an independent company providing discounts on hearing aids.



Expect More from UT CARE Medicare PPO

Learn how we go above and beyond to make sure you get access to your benefits and coverage.

Forms You May Need

You may need these forms during the year. All forms can be found on the member website.

- **Appointment of Representative**
  This form lets you choose someone to make decisions on your behalf. It also lets them get your health information such as Explanation of Benefits and bills (if you have a premium). This form may also be used to let the plan share your health information with a third party, such as another health plan or provider. Having this completed form on file is vital for caregivers.
- **Authorization to Disclose Protected Health Information**
  Use this form to allow the plan to share your Protected Health Information (PHI) with a person or entity you choose.
- **Coverage Determination**
  If the plan will not cover a medical service, you may ask for a coverage determination. Choose the form that matches your request.

Report Fraud

Medicare fraud costs billions of dollars each year.

Here are some ways you can help stop it:

- Keep your member ID card safe. Treat it like you would a debit or credit card.
- Make a copy of your member ID card and keep it in a safe place.
- If your member ID card is lost or stolen, call us right away.
- Be sure the pharmacy has your correct information.
- Look at your EOB carefully to be sure that you have been properly charged. If you think you may have been the victim of fraud, report it to our Fraud Hotline right away.

To report fraud,

call **1-800-543-0867 (TTY 711)** 24 hours a day, 7 days a week

We'll Keep in Touch

Because we care about your well-being and want you to get the most from your Medicare plan, we'll be in touch with you throughout the year.

TAKE ACTION: Provide your email address!

Scan this **QR code** with your smartphone camera or go online at **www.bcbstx.com/preferences**.

We will contact you.

You can expect to hear from us occasionally to check in. We are also available to:

- Review your coverage.
- Help you schedule an Annual Wellness Visit — a valuable part of your plan.
- Answer any questions you have.

Annual Notice of Change

Near the end of the year, you'll receive an Annual Notice of Change from UT CARE Medicare PPO. This notice outlines the premium/benefit changes (if any) for your plan. These changes will begin January 1 of the following calendar year. Review this document carefully.

Explanation of Benefits (EOB)

You'll receive a statement called Explanation of Benefits. How often you receive it depends on how often you see your provider. This statement is not a bill. It simply details what you have paid and indicates the level of benefits you've used. Review these details to be sure they are correct. If you think there are errors, call Customer Service at the number on the back of your member ID card. If you think you are the victim of fraud, report it immediately.

Glossary of Terms

We have described some commonly used terms to help you understand more about your plan. Refer to your benefit plan materials if you have questions.

Allowed Amount

The maximum amount a plan will pay for a covered health care service.

Amount Billed

The amount your provider billed for the service(s) rendered.

Coinsurance

An amount you pay after any deductibles. This is usually a percentage of the cost. For example, if the plan pays 80% of the allowed amount, then 20% would be your coinsurance.

Copayment (Copay)

Your share of the cost for each provider visit or service. This is usually a set dollar amount (for example: $10).

Deductible

An amount, if any, you pay before a plan begins to share the cost of covered services.

Out-of-Pocket Limit

Once you pay this amount in deductibles, copays and coinsurance for covered services, the plan pays 100% of the allowed amount for covered services for the rest of the benefit period.

Participating Provider

An in-network or out-of-network provider who accepts Medicare and the agreed-upon rates for services.

Important Plan Information

Discover how your coverage works for you.

BlueCross BlueShield of Texas

UT CARE™

Important Information
ABOUT YOUR PLAN

You can find the most current information about your plan benefits when you visit Blue Access for Members℠ (BAM℠) at **www.bluemembertx.com**.

If you don't already have a BAM account, you can create one the first time you use the service. You can also download the mobile app by texting BCBSTXAPP to 33633. Be sure to have your member ID card handy when setting up your account.

Here's what you'll find:

- Annual Notice of Changes (if a returning member)
- Evidence of Coverage
- Provider Finder℠
- Summary of Benefits

You may also request that printed copies of these items be mailed to you by calling Customer Service at the number on the back of your member ID card. Our Customer Service representatives are available to help if you have any questions.

Thank you for being a UT CARE™ Medicare PPO member. We look forward to serving you.

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BlueCross BlueShield of Texas

UT CARE

The University of Texas System

UT CARE® Medicare PPO[SM]

Evidence of Coverage Benefits Insert

January 1 – December 31, 2024

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2024 Evidence of Coverage Benefits Insert

Table of Contents

Chapter 4. Medical Benefits Chart (what is covered and what you pay)

SECTION 1 Understanding your out-of-pocket costs for covered services

Section 1.2 What is your plan deductible?

This plan does not have a deductible for medical services.

Section 1.3 What is the most you will pay for covered medical services?

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 in-network and out-of-network medical services that are covered by our plan. The most you will have to pay out-of-pocket for covered in-network and out-of-network services is listed below.

Your combined maximum out-of-pocket amount is $0. This is the most you pay during the calendar year for covered plan services received from both in-network and out-of-network providers. The amounts you pay for deductibles (if your plan has a deductible), copayments, and coinsurance for covered services count toward this combined maximum out-of-pocket amount. The amounts you pay for your plan premiums and for your Part D prescription drugs do not count toward your combined maximum out-of-pocket amount for medical services. In addition, amounts you pay for some services, such as supplemental benefits and non-Medicare Part D drugs do not count toward your combined maximum out-of-pocket amount. If you have paid $0 for covered services, you will have 100% coverage and will not have any out-of-pocket costs for the rest of the year for covered services. However, you must continue to pay your plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

SECTION 2 Use the *Medical Benefits Chart* to find out what is covered for you and how much you will pay

Section 2.1 Your medical benefits and costs as a member of the plan

See also Section 2.1 of Chapter 4 in the Evidence of Coverage booklet for more information.

You will see this apple next to the preventive services in the benefits chart.

Medical Benefits Chart

Services that are covered for you	**What you must pay** when you get these services
Abdominal aortic aneurysm screening A one-time screening ultrasound for people at risk. The plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.	**In-network** There is no coinsurance, copayment, or deductible for members eligible for this preventive screening. **Out-of-network** $0 copay for Medicare-covered services.
Acupuncture for chronic low back pain Covered services include: Up to 12 visits in 90 days are covered for Medicare beneficiaries under the following circumstances: For the purpose of this benefit, chronic low back pain is defined as: • Lasting 12 weeks or longer; • nonspecific, in that it has no identifiable systemic cause (i.e., not associated with metastatic, inflammatory, infectious disease, etc.); • not associated with surgery; and • not associated with pregnancy. An additional eight sessions will be covered for those patients demonstrating an improvement. No more than 20 acupuncture treatments may be administered annually. Treatment must be discontinued if the patient is not improving or is regressing.	**In-network** $0 copay for each Medicare-covered visit. **Out-of-network** $0 copay for each Medicare-covered visit.

Services that are covered for you	**What you must pay** when you get these services
Ambulance services • Covered ambulance services, whether for an emergency or non-emergency situation, 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 could endanger the person's health or if authorized by the plan. • If the covered ambulance services are not for an emergency situation, it should be documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. **Authorization rules may apply**	Cost sharing applies to each one-way trip. **In-network** $0 copay for each one-way Medicare-covered ground transportation service. $0 copay for each one-way Medicare-covered air transportation service. **Out-of-network** $0 copay for each one-way Medicare-covered ground transportation service. $0 copay for each one-way Medicare-covered air transportation service.
Annual physical exam The routine physical examination is a comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, hands on examination, anticipatory guidance/ risk factor reduction interventions.	**In-network** $0 copay for an annual routine physical exam. **Out-of-network** $0 copay for an annual routine physical exam.
Annual wellness visit 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 preventive visit. However, you don't need to have had a Welcome to Medicare visit to be covered for annual wellness visits after you've had Part B for 12 months. **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for the annual wellness visit. **Out-of-network** $0 copay for Medicare-covered services.

Services that are covered for you	**What you must pay** when you get these services
Bone mass measurement For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results. **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement. **Out-of-network** $0 copay for Medicare-covered services.
Breast cancer screening (mammograms) Covered services include: • One baseline mammogram between the ages of 35 and 39 • One screening mammogram every 12 months for women age 40 and older • Clinical breast exams once every 24 months **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for covered screening mammograms. **Out-of-network** $0 copay for Medicare-covered services.
Cardiac rehabilitation services Comprehensive programs of cardiac rehabilitation services 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. **Authorization rules may apply** Maximum of 2 one-hour sessions per day up to 36 sessions in 36 weeks. Limit to 36 per year. Medicare-covered Intensive Cardiac Rehab up to 72 sessions per year.	**In-network** $0 copay for Medicare-covered cardiac rehabilitation services. $0 copay for Medicare-covered intensive cardiac rehabilitation services. **Out-of-network** $0 copay for Medicare-covered cardiac rehabilitation services. $0 copay for Medicare-covered intensive cardiac rehabilitation services.

Services that are covered for you	**What you must pay** when you get these services
Cardiovascular disease risk reduction visit (therapy for cardiovascular disease) We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating healthy. **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit. **Out-of-network** $0 copay for Medicare-covered services.
Cardiovascular disease testing Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every five years (60 months). **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every five years. **Out-of-network** $0 copay for Medicare-covered services.
Cervical and vaginal cancer screening Covered services include: • For all women: Pap tests and pelvic exams are covered once every 24 months. • If you are at high risk of cervical or vaginal cancer or you are of childbearing age and have had an abnormal Pap test within the past 3 years: one Pap test every 12 months **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams. **Out-of-network** $0 copay for Medicare-covered services.
Chiropractic services Covered services include: • We cover all Medicare-covered and routine chiropractic services **Authorization rules may apply**	**In-network** $0 copay for each Medicare-covered visit. **Out-of-network** $0 copay for Medicare-covered services.

Services that are covered for you	**What you must pay** when you get these services
	Supplemental Chiropractic Services: **In-network and Out-of-network** $0 copay for up to 35 supplemental routine chiropractic visit(s) every year.
Colorectal cancer screening The following screening tests are covered: • Colonoscopy has no minimum or maximum age limitation and is covered once every 120 months (10 years) for patients not at high risk, or 48 months after a previous flexible sigmoidoscopy for patients who are not at high risk for colorectal cancer, and once every 24 months for high risk patients after a previous screening colonoscopy or barium enema. • Flexible sigmoidoscopy for patients 45 years and older. Once every 120 months for patients not at high risk after the patient received a screening colonoscopy. Once every 48 months for high risk patients from the last flexible sigmoidoscopy or barium enema. • Screening fecal-occult blood tests for patients 45 years and older. Once every 12 months. • Multitarget stool DNA for patients 45 to 85 years of age and not meeting high risk criteria. Once every 3 years. • Blood-based Biomarker Tests for patients 45 to 85 years of age and not meeting high risk criteria. Once every 3 years. • Barium Enema as an alternative to colonoscopy for patients at high risk and 24 months since the last screening barium enema or the last screening colonoscopy.	**In-network** There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam, excluding barium enemas, for which coinsurance applies. If your doctor finds and removes a polyp or other tissue during the colonoscopy or flexible sigmoidoscopy, the screening exam becomes a diagnostic exam. $0 copay for each Medicare-covered barium enema **Out-of-network** $0 copay for a Medicare-covered colorectal cancer screening exam. $0 copay for each Medicare-covered barium enema.

Services that are covered for you	**What you must pay** when you get these services
• Barium Enema as an alternative to flexible sigmoidoscopy for patient not at high risk and 45 years or older. Once at least 48 months following the last screening barium enema or screening flexible sigmoidoscopy. Colorectal cancer screening tests include a follow-up screening colonoscopy after a Medicare covered non-invasive stool-based colorectal cancer screening test returns a positive result. **Authorization rules may apply**	
Dental services In general, preventive dental services (such as cleaning, routine dental exams, and dental x-rays) are not covered by Original Medicare. However, Medicare currently pays for dental services in a limited number of circumstances, specifically when that service is an integral part of specific treatment of a beneficiary's primary medical condition. Some examples include reconstruction of the jaw following fracture or injury, tooth extractions done in preparation for radiation treatment for cancer involving the jaw, or oral exams preceding kidney transplantation. **Authorization rules may apply**	**In-network** $0 copay for Medicare-covered services. **Out-of-network** $0 copay for Medicare-covered services.
Depression screening We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and/or referrals. **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for an annual depression screening visit. **Out-of-network** $0 copay for Medicare-covered services.
Diabetes screening We cover this screening (includes fasting glucose tests) if you have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol	**In-network** There is no coinsurance, copayment, or deductible for the Medicare covered diabetes screening tests.

Services that are covered for you	**What you must pay** when you get these services
and triglyceride levels (dyslipidemia), obesity, or a history of high blood sugar (glucose). Tests may also be covered if you meet other requirements, like being overweight and having a family history of diabetes. Based on the results of these tests, you may be eligible for up to two diabetes screenings every 12 months. **Authorization rules may apply**	**Out-of-network** $0 copay for Medicare-covered services.
Diabetes self-management training, diabetic services and supplies For all people who have diabetes (insulin and non-insulin users). Covered services include: • Supplies to monitor your blood glucose: 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. • Diabetes self-management training is covered under certain conditions.	**In-network** 0% of the total cost for preferred test strips 0% of the total cost for non-preferred test strips 0% of the total cost for all other diabetes supplies 0% of the total cost for Medicare-covered diabetic therapeutic shoes or inserts. $0 copay for Medicare-covered diabetes self-management training services. **Out-of-network** 0% of the total cost for preferred test strips 0% of the total cost for non-preferred test strips 0% of the total cost for all other diabetes supplies 0% of the total cost for Medicare-covered diabetic therapeutic shoes or inserts. $0 copay for Medicare-covered diabetes

Services that are covered for you	**What you must pay** when you get these services
	self-management training services.
Durable medical equipment (DME) and related supplies (For a definition of durable medical equipment, see Chapter 10 as well as Chapter 3, Section 7 of the Evidence of Coverage booklet.) Covered items include, but are not limited to: wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, and walkers. We cover all medically necessary DME covered by Original Medicare. If our supplier in your area does not carry a particular brand or manufacturer, you may ask them if they can special order it for you. If you (or your provider) don't agree with the plan's coverage decision, you or your provider may file an appeal. You can also file an appeal if you don't agree with your provider's decision about what product or brand is appropriate for your medical condition. (For more information about appeals, see Chapter 7, *What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*.) **Authorization rules may apply**	**In-network** $0 copay for Medicare-covered durable medical equipment and supplies. **Out-of-network** $0 copay for Medicare-covered durable medical equipment and supplies. **Authorization required if cost is greater than $2,500**
Emergency care Emergency care refers to services that are: • Furnished by a provider qualified to furnish emergency services, and • 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	**In-network and Out-of-network** $0 copay for Medicare-covered emergency room visits. Cost share is waived if admitted within three days for the same condition. **Worldwide Coverage**

Services that are covered for you	**What you must pay** when you get these services
medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse. Cost sharing for necessary emergency services furnished out-of-network is the same as for such services furnished in-network. Worldwide emergency/urgent care services are covered.	$0 copay for Worldwide emergency services. No annual limit.
Health and wellness education programs SilverSneakers can help you live a healthier, more active life through fitness and social connection. You are covered for a fitness benefit through SilverSneakers at participating locations [1,] You have access to instructors who lead specially designed group exercise classes [2,] At participating locations nationwide [1,] you can take classes [2] plus use exercise equipment and other amenities. Additionally, SilverSneakers FLEX® gives you options to get active outside of traditional gyms (like recreation centers, malls and parks). SilverSneakers also connects you to a support network and virtual resources through SilverSneakers Live, SilverSneakers On-DemandTM and our mobile app, SilverSneakers GOTM. All you need to get started is your personal SilverSneakers ID number. Go to SilverSneakers.com to learn more about your benefit or call 1-888-423-4632 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m. **1.** Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL. **2.** Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location. SilverSneakers and SilverSneakers FLEX are registered trademarks of Tivity Health, Inc. SilverSneakers On-Demand and SilverSneakers GO are trademarks of	**In-network** $0 copay for this wellness program.

Services that are covered for you	**What you must pay** when you get these services
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Hearing services Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. We cover: • Medicare-covered services **Authorization rules may apply**	***Medicare-Covered Services:*** **In-network** $0 copay for each Medicare-covered hearing exam. **Out-of-network** $0 copay for each Medicare-covered hearing exam. ***Supplemental Hearing Exam Coverage:*** **In-network** $0 copay for 1 routine hearing exam every year. **Out-of-network** $0 copay for 1 routine hearing exam each year. ***Supplemental Hearing Aids Coverage:*** **In-network and Out-of-network** $2,000 allowance combined in-network and out-of-network on hearing aids every 3 years
HIV screening For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover: • One screening exam every 12 months For women who are pregnant, we cover:	**In-network** There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered preventive HIV screening. **Out-of-network**

Services that are covered for you	**What you must pay** when you get these services
• Up to three screening exams during a pregnancy **Authorization rules may apply**	$0 copay for Medicare-covered services.
Home health agency care Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort. Covered services include, but are not limited to: • Part-time or intermittent skilled nursing and home health aide services (To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week) • Physical therapy, occupational therapy, and speech therapy • Medical and social services • Medical equipment and supplies **Authorization rules may apply**	**In-network** $0 copay for Medicare-covered services. **Out-of-network** $0 copay for Medicare-covered services.
Home infusion therapy Home infusion therapy involves the intravenous or subcutaneous administration of drugs or biologicals to an individual at home. The components needed to perform home infusion include the drug (for example, antivirals, immune globulin), equipment (for example, a pump), and supplies (for example, tubing and catheters). Covered services include, but are not limited to: • Professional services, including nursing services, furnished in accordance with the plan of care • Patient training and education not otherwise covered under the durable medical equipment benefit • Remote monitoring • Monitoring services for the provision of home infusion therapy and home infusion drugs furnished by a qualified home infusion therapy supplier	**In-network** $0 copay for Medicare-covered professional services. $0 copay for Medicare-covered supplies. 0% of the total cost for Medicare-covered home infusion drugs. **Out-of-network** $0 copay for Medicare-covered professional services.

Services that are covered for you	**What you must pay** when you get these services
Authorization rules may apply	$0 copay for Medicare-covered supplies. 0% of the total cost for Medicare-covered home infusion drugs.
Hospice care You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have 6 months or less to live if your illness runs its normal course. You may receive care from any Medicare-certified hospice program. Your plan is obligated to help you find Medicare-certified hospice programs in the plan's service area, including those the MA organization owns, controls, or has a financial interest in. Your hospice doctor can be a network provider or an out-of-network provider. Covered services include: • Drugs for symptom control and pain relief • Short-term respite care • Home care When you are admitted to a hospice you have the right to remain in your plan; if you chose to remain in your plan you must continue to pay plan premiums. <u>For hospice services and for services that are covered by Medicare Part A or B and are related to your terminal prognosis</u>: Original Medicare (rather than our plan) will pay your hospice provider for your hospice services and any Part A and Part B services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for. You will be billed Original Medicare cost sharing. <u>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis</u>: If you need non-emergency, non-urgently needed services that are covered under Medicare Part A or B and that are not	When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not UT CARE Medicare PPO.

Services that are covered for you	**What you must pay** when you get these services
related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network and follow plan rules (such as if there is a requirement to obtain prior authorization). • If you obtain the covered services from a network provider and follow plan rules for obtaining service, you only pay the plan cost-sharing amount for in-network services. • If you obtain the covered services from an out-of-network provider, you pay the plan cost sharing for out-of-network services. For services that are covered by UT CARE Medicare PPO but are not covered by Medicare Part A or B: UT CARE Medicare PPO will continue to cover plan-covered services that are not covered under Part A or B whether or not they are related to your terminal prognosis. You pay your plan cost-sharing amount for these services. **Note:** If you need non-hospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services.	
Immunizations Covered Medicare Part B services include: • Pneumonia vaccine • Flu shots, once each flu season in the fall and winter, with additional flu shots if medically necessary • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B • COVID-19 vaccine • Other vaccines if you are at risk and they meet Medicare Part B coverage rules **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines, and COVID-19 vaccines. **Out-of-network** $0 copay for Medicare-covered services.
Inpatient hospital care Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's	Our plan covers an unlimited number of days for an inpatient hospital stay. **In-network**

Services that are covered for you	**What you must pay** when you get these services
order. The day before you are discharged is your last inpatient day. Plan covers an unlimited number of days per benefit period. Covered services include but are not limited to: • 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. Transplant providers may be local or outside of the service area. If our in-network transplant services are outside the community pattern of care, you may choose to go locally as long as the local transplant providers are willing to accept the Original Medicare rate. If 65 Plus Medicare Advantage Plan (PPO) provides transplant services at a location outside the pattern of care for transplants in your community and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion.	$0 copay per stay **Out-of-network** $0 copay per stay If you get 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.

Services that are covered for you	**What you must pay** when you get these services
• Blood - including storage and administration. Coverage of whole blood and packed red cells begins with the first pint of blood that you need. All other components of blood are covered beginning with the first pint used. • Physician services **Note:** To be an inpatient, your provider must write an order to admit you formally as an inpatient of 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 or 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 www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.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 services in a psychiatric hospital • Covered services include mental health care services that require a hospital stay. Our plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital. The inpatient hospital care limit does not apply to inpatient mental health services provided in a general hospital. **Authorization rules may apply**	**In-network** $0 copay per stay (days 191 and beyond are supplemental) **Out-of-network** $0 copay per stay (days 191 and beyond are supplemental)
Medical nutrition therapy This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when ordered by your doctor. We cover 3 hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan,	**In-network** There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered medical nutrition therapy services. **Out-of-network**

Services that are covered for you	**What you must pay** when you get these services
any other Medicare Advantage plan, or Original Medicare), and 2 hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's order. A physician must prescribe these services and renew their order yearly if your treatment is needed into the next calendar year. **Authorization rules may apply**	$0 copay for Medicare-covered services.
Medicare Diabetes Prevention Program (MDPP) MDPP services will be covered for eligible Medicare beneficiaries under all Medicare health plans. MDPP is a structured health behavior change intervention that provides practical training in long-term dietary change, increased physical activity, and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle. **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for the MDPP benefit. **Out-of-network** $0 copay for Medicare-covered services.
Medicare Part B prescription drugs 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 • Insulin furnished through an item of durable medical equipment (such as a medically necessary insulin pump) • Other drugs you take using durable medical equipment (such as nebulizers) that were 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	Part B drugs ***may*** be subject to step therapy requirements. You won't pay more than $35 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it's on, even if you haven't paid your deductible. **In-network** 0% of the total cost for Medicare-covered Part B chemo drugs. 0% of the total cost for other Medicare Part B drugs.

Services that are covered for you	**What you must pay** when you get these services
• 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 For a list of Part B Drugs that may be subject to Step Therapy, contact Customer Service. We also cover some vaccines under our Part B prescription drug benefit. Chapter 5 in the Evidence of Coverage booklet 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 explained in Chapter 6.	**Out-of-network** 0% of the total cost for Medicare-covered chemo drugs. 0% of the total cost for other Medicare Part B drugs. ***Prior authorization and/or step therapy may be required***
Obesity screening and therapy to promote sustained weight loss If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more. **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy. **Out-of-network** $0 copay for Medicare-covered services.
Opioid treatment program services Members of our plan with opioid use disorder (OUD) can receive coverage of services to treat OUD through an Opioid Treatment Program (OTP) which includes the following services:	**In-network** $0 copay for Medicare-covered opioid treatment program services.

Services that are covered for you	**What you must pay** when you get these services
• U.S. Food and Drug Administration (FDA)-approved opioid agonist and antagonist medication-assisted treatment (MAT) medications. • Dispensing and administration of MAT medications (if applicable) • Substance use counseling • Individual and group therapy • Toxicology testing • Intake activities • Periodic assessments	**Out-of-network** $0 copay for Medicare-covered services.
Outpatient diagnostic tests and therapeutic services and supplies 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 - including storage and administration. Coverage of whole blood and packed red cells begins with the first pint of blood that you need. All other components of blood are covered beginning with the first pint used. • Other outpatient diagnostic tests **Authorization rules may apply**	**In-network** **Medicare-covered outpatient X-ray services:** $0 copay **Medicare-covered outpatient therapeutic radiology services** (such as radiation treatment for cancer): $0 copay **Medicare-covered medical supplies:** $0 copay **Medicare-covered outpatient lab services:** $0 copay **Medicare-covered outpatient blood services:** $0 copay **Medicare-covered diagnostic procedures/ tests:** $0 copay

Services that are covered for you	**What you must pay** when you get these services
	Medicare-covered outpatient diagnostic radiology services (such as MRIs and CT scans): $0 copay **Out-of-network** **Medicare-covered outpatient X-ray services:** $0 copay **Medicare-covered outpatient therapeutic radiology services** (such as radiation treatment for cancer): $0 copay **Medicare-covered medical supplies:** $0 copay **Medicare-covered outpatient lab services:** $0 copay **Medicare-covered outpatient blood services:** $0 copay **Medicare-covered diagnostic procedures/ tests:** $0 copay **Medicare-covered outpatient diagnostic radiology services** (such as MRIs and CT scans):

Services that are covered for you	**What you must pay** when you get these services
	$0 copay
Outpatient hospital observation Observation services are hospital outpatient services given to determine if you need to be admitted as an inpatient or can be discharged. For outpatient hospital observation services to be covered, they must meet the Medicare criteria and be considered reasonable and necessary. Observation services are covered only when provided by the order of a physician or another individual authorized by state licensure law and hospital staff bylaws to admit patients to the hospital or order outpatient tests. **Note:** Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. 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 www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.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. **Authorization rules may apply**	**In-network** $0 copay for Medicare-covered observation services. **Out-of-network** $0 copay for Medicare-covered observation services.
Outpatient hospital services We cover medically-necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury. Covered services include, but are not limited to: • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery	**In-network** $0 copay for Medicare-covered outpatient hospital services. $0 copay for Medicare-covered

Services that are covered for you	**What you must pay** when you get these services
• Laboratory and diagnostic 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 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 and pay the cost-sharing amounts for outpatient hospital services. 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 www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.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. **Authorization rules may apply**	ambulatory surgical services. **Out-of-network** $0 copay for Medicare-covered outpatient hospital services. $0 copay for Medicare-covered ambulatory surgical services.
Outpatient mental health care Covered services include: Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, licensed professional counselor (LPC), licensed marriage and family therapist (LMFT), nurse practitioner (NP), physician assistant (PA), or other Medicare-qualified mental health care professional as allowed under applicable state laws. **Authorization rules may apply**	**In-network** $0 copay for Medicare-covered individual visits with a psychiatrist. $0 copay for each virtual visit with a psychiatrist through MDLive. $0 copay for Medicare-covered group visits with a psychiatrist.

Services that are covered for you	**What you must pay** when you get these services
	$0 copay for Medicare-covered individual visits with a mental health specialist. $0 copay for each virtual visit with a mental health specialist through MDLive. $0 copay for Medicare-covered group visits with a mental health specialist. **Out-of-network** $0 copay for Medicare-covered individual visits with a psychiatrist. $0 copay for Medicare-covered group visits with a psychiatrist. $0 copay for Medicare-covered individual visits with a mental health specialist. $0 copay for Medicare-covered group visits with a mental health specialist.
Outpatient rehabilitation services Covered services include: physical therapy, occupational therapy, and speech language therapy. Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs). **Authorization rules may apply**	**In-network** $0 copay for Medicare-covered occupational therapy services. $0 copay for Medicare-covered physical, language and speech therapy services. **Out-of-network**

Services that are covered for you	**What you must pay** when you get these services
	$0 copay for Medicare-covered occupational therapy services. $0 copay for Medicare-covered physical, language and speech therapy services.
Outpatient substance abuse services Coverage under Medicare Part B is available for treatment services that are provided in the outpatient department of a hospital to patients who for example, have been discharged from an inpatient stay for the treatment of drug substance abuse or who require treatment but do not require the availability and intensity of services found only in the inpatient hospital setting. **Authorization rules may apply**	**In-network** $0 copay for Medicare-covered individual outpatient substance abuse treatment. $0 copay for Medicare-covered group outpatient substance abuse treatment. $0 copay for Medicare-covered partial hospitalization services. **Out-of-network** $0 copay for Medicare-covered individual substance abuse treatment. $0 copay for Medicare-covered group substance abuse treatment. $0 copay for Medicare-covered partial hospitalization services.
Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers	**In-network** $0 copay for Medicare-covered

Services that are covered for you	**What you must pay** when you get these services
Note: If you are having surgery in a hospital facility, 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 and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient. **Authorization rules may apply**	outpatient hospital services. $0 copay for Medicare-covered ambulatory surgical services. $0 copay for Medicare-covered observation services. **Out-of-network** $0 copay for Medicare-covered outpatient hospital services. $0 copay for Medicare-covered ambulatory surgical services. $0 copay for Medicare-covered observation services.
Partial hospitalization services and Intensive outpatient services Partial hospitalization is a structured program of active psychiatric treatment provided as a hospital outpatient service 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. Intensive outpatient service is a structured program of active behavioral (mental) health therapy treatment provided in a hospital outpatient department, a community mental health center, a Federally qualified health center, or a rural health clinic that is more intense than the care received in your doctor's or therapist's office but less intense than partial hospitalization.	**In-network** $0 copay for Medicare-covered partial hospitalization services. **Out-of-network** $0 copay for Medicare-covered partial hospitalization services.

Services that are covered for you	**What you must pay** when you get these services
Authorization rules may apply	
Physician/Practitioner services, including doctor's office visits Covered services include: • Medically-necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location • Consultation, diagnosis, and treatment by a specialist • Basic hearing and balance exams performed by your specialist, if your doctor orders it to see if you need medical treatment • Some telehealth services including consultation, diagnosis, and treatment by a physician or practitioner, for patients in certain rural areas or other places approved by Medicare • Telehealth services for monthly end-stage renal disease-related visits for home dialysis members in a hospital-based or critical access hospital-based renal dialysis center, renal dialysis facility, or the member's home • Telehealth services to diagnose, evaluate, or treat symptoms of a stroke, regardless of your location • Telehealth services for members with a substance use disorder or co-occurring mental health disorder, regardless of their location • Telehealth services for diagnosis, evaluation, and treatment of mental health disorders **if**: ◦ You have an in-person visit within 6 months prior to your first telehealth visit ◦ You have an in-person visit every 12 months while receiving these telehealth services ◦ Exceptions can be made to the above for certain circumstances • Telehealth services for mental health visits provided by Rural Health Clinics and Federally Qualified Health Centers • Virtual check-ins (for example, by phone or video chat) with your doctor for 5-10 minutes **if**:	**In-network** $0 copay for Medicare-covered physician services with a Primary Care Physician. $0 copay for Medicare-covered specialist services. $0 copay for Medicare-covered services provided by other health care professionals such as nurse practitioners, physician assistants, etc. **Out-of-network** $0 copay for Medicare-covered primary care physician services. $0 copay for Medicare-covered physician specialist services. $0 copay for Medicare-covered services provided by other health care professionals such as nurse practitioners, physician assistants, etc.

Services that are covered for you	**What you must pay** when you get these services
◦ You're not a new patient **and** ◦ The check-in isn't related to an office visit in the past 7 days **and** ◦ The check-in doesn't lead to an office visit within 24 hours or the soonest available appointment • Evaluation of video and/or images you send to your doctor, and interpretation and follow-up by your doctor within 24 hours **if**: ◦ You're not a new patient **and** ◦ The evaluation isn't related to an office visit in the past 7 days **and** ◦ The evaluation doesn't lead to an office visit within 24 hours or the soonest available appointment • Consultation your doctor has with other doctors by phone, internet, or electronic health record • Second opinion by another network provider prior to surgery • Non-routine dental care (covered services 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) **Authorization rules may apply**	
Podiatry services Covered services include: • Diagnosis and the medical or surgical 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 **Authorization rules may apply**	**In-network** $0 copay for Medicare-covered services. **Out-of-network** $0 copay for Medicare-covered services.
Private Duty Nursing Private duty nursing is provided to individuals who need skilled care and require individualized and continuous 24–hour nursing care that's more intense than what is available under the home health care benefit.	**In-network** $0 copay for Medicare-covered services. (90 visits per year)

Services that are covered for you	**What you must pay** when you get these services
PDN doesn't cover services provided by, or within the scope of practice of medical assistants, nurse's aides, home health aides or other non–nurse level caregivers. **Authorization rules may apply**	**Out-of-network** $0 copay for Medicare-covered services. (90 visits per year)
Prostate cancer screening exams For men age 50 and older, covered services include the following - once every 12 months: • Digital rectal exam • Prostate Specific Antigen (PSA) test **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for an annual PSA test. $0 copay for an annual Medicare-covered digital rectal exam. **Out-of-network** $0 copay for Medicare-covered services. $0 copay for an annual Medicare-covered digital rectal exam.
Prosthetic devices and related supplies Devices (other than dental) that replace all or part of 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. **Authorization rules may apply**	**In-network** $0 copay for Medicare-covered prosthetics. $0 copay for Medicare-covered medical supplies. **Out-of-network** $0 copay for Medicare-covered prosthetics. $0 copay for Medicare-covered supplies. **Authorization required if cost is greater than $2,500**

Services that are covered for you	**What you must pay** when you get these services
Pulmonary rehabilitation services 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 the chronic respiratory disease. **Authorization rules may apply**	**In-network** $0 copay for Medicare-covered services. **Out-of-network** $0 copay for Medicare-covered services.
Screening and counseling to reduce alcohol misuse We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent. If you screen positive for alcohol misuse, you can get up to four brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting. **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit. **Out-of-network** $0 copay for Medicare-covered services.
Screening for lung cancer with low dose computed tomography (LDCT) For qualified individuals, a LDCT is covered every 12 months. **Eligible members are**: people aged 50 – 77 years who have no signs or symptoms of lung cancer, but who have a history of tobacco smoking of at least 20 pack-years and who currently smoke or have quit smoking within the last 15 years, who receive a written order for LDCT during a lung cancer screening counseling and shared decision making visit that meets the Medicare criteria for such visits and be furnished by a physician or qualified non-physician practitioner.	**In-network** There is no coinsurance, copayment, or deductible for the Medicare covered counseling and shared decision making visit or for the LDCT. **Out-of-network** $0 copay for Medicare-covered services.

Services that are covered for you	**What you must pay** when you get these services
For LDCT lung cancer screenings after the initial LDCT screening: the member must receive a written order for LDCT lung cancer screening, which may be furnished during any appropriate visit with a physician or qualified non-physician practitioner. If a physician or qualified non-physician practitioner elects to provide a lung cancer screening counseling and shared decision making visit for subsequent lung cancer screenings with LDCT, the visit must meet the Medicare criteria for such visits. **Authorization rules may apply**	
 **Screening for sexually transmitted infections (STIs) and counseling to prevent STIs** We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy. We also cover up to two individual 20 to 30 minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office. **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling for STIs preventive benefit. **Out-of-network** $0 copay for Medicare-covered services.
Services to treat kidney disease 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	**In-network** $0 copay for Medicare-covered dialysis services. $0 copay for Medicare-covered kidney disease education. **Out-of-network**

Services that are covered for you	**What you must pay** when you get these services
• 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, Medicare Part B prescription drugs. **Authorization rules may apply**	$0 copay for Medicare-covered dialysis services. $0 copay for Medicare-covered kidney disease education.
Skilled nursing facility (SNF) care (For a definition of skilled nursing facility care, see Chapter 10 of the Evidence of Coverage. Skilled nursing facilities are sometimes called SNFs.) Plan covers 100 days per benefit period. Covered services include but are not limited to: • Semiprivate room (or a private room if medically necessary) • Meals, including special diets • Skilled 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. Coverage of whole blood and packed red cells begins with the first pint of blood that you need. All other components of blood are covered beginning with the first pint used.	**In-network** $0 copay per day for days 1-20 $0 copay per day for days 21-180 (80 days are supplemental). **Out-of-network** $0 copay per day for days 1-20 $0 copay per day for days 21-180 (80 days are supplemental).

Services that are covered for you	**What you must pay** when you get these services
• 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/Practitioner services Generally, you will get your SNF care from network facilities. However, under certain conditions listed below, you may be able to pay in-network cost sharing for a facility that isn't a network 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 or domestic partner is living at the time you leave the hospital **Authorization rules may apply**	
Smoking and tobacco use cessation (counseling to stop smoking or tobacco use) If you use tobacco, but do not have signs or symptoms of tobacco-related disease: We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits. If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period, however, you will pay the applicable cost sharing. Each counseling attempt includes up to four face-to-face visits. **Authorization rules may apply**	**In-network** There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits. **Out-of-network** $0 copay for Medicare-covered services.
Supervised Exercise Therapy (SET)	**In-network**

Services that are covered for you	**What you must pay** when you get these services
SET is covered for members who have symptomatic peripheral artery disease (PAD) and a referral for PAD from the physician responsible for PAD treatment. Up to 36 sessions over a 12-week period are covered if the SET program requirements are met. The SET program must: • Consist of sessions lasting 30-60 minutes, comprising a therapeutic exercise-training program for PAD in patients with claudication • Be conducted in a hospital outpatient setting or a physician's office • Be delivered by qualified auxiliary personnel necessary to ensure benefits exceed harms, and who are trained in exercise therapy for PAD • Be under the direct supervision of a physician, physician assistant, or nurse practitioner/clinical nurse specialist who must be trained in both basic and advanced life support techniques SET may be covered beyond 36 sessions over 12 weeks for an additional 36 sessions over an extended period of time if deemed medically necessary by a health care provider. **Authorization rules may apply**	$0 copay for Medicare-covered supervised exercise therapy. **Out-of-Network** $0 copay for Medicare-covered supervised exercise therapy.
Supplemental telehealth services Covered services include: • Certain telehealth services, including: urgent care and behavioral health services. You have the option of getting these services through an in-person visit or by telehealth. If you choose to get one of these services by telehealth, you must use a network provider who offers the service by telehealth.	**In-network** $0 copay for urgent care; $0 copay for Outpatient Mental Health; $0 copay for Outpatient Mental Health Psychiatric visit through MDLive.

Services that are covered for you	**What you must pay** when you get these services
• This telehealth service is offered through MDLive. Members will need to complete registration and be directed to complete a medical questionnaire upon first visit to the MDLive portal. Please contact MDLive at 1-888-680-8646 or visit the MDLive website at www.mdlive.com. Access to telehealth service can be completed through computer, tablet, smartphone, traditional phone and can include web-based video.	**Out-of-network** Not Covered
Urgently needed services Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care but, given your circumstances, it is not possible, or it is unreasonable, to obtain services from network providers. If it is unreasonable given your circumstances to immediately obtain the medical care from a network provider, then your plan will cover the urgently needed services from a provider out-of-network. Services must be immediately needed and medically necessary. Examples of urgently needed services that the plan must cover out of network occur if: You are temporarily outside the service area of the plan and require medically needed immediate services for an unforeseen condition but it is not a medical emergency; or it is unreasonable given your circumstances to immediately obtain the medical care from a network provider. Cost sharing for necessary urgently needed services furnished out-of-network is the same as for such services furnished in-network. Worldwide emergency/urgent care services are covered.	**In-network** $0 copay for Medicare-covered services. $0 copay for each virtual visit through MDLive. **Out-of-network** $0 copay for Medicare-covered services. **Worldwide coverage** $0 copay for each visit.
Vision care Covered services include:	***Medicare-Covered Services:*** **In-network**

Services that are covered for you	**What you must pay** when you get these services
• Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. • For people who are at high risk of glaucoma, we will cover one glaucoma screening each year. People at high risk of glaucoma include: people with a family history of glaucoma, people with diabetes, African-Americans who are age 50 and older, and Hispanic Americans who are 65 or older. • For people with diabetes, screening for diabetic retinopathy is covered 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.)	$0 copay for Medicare-covered services. $0 copay for an annual glaucoma screening. $0 copay for 1 pair of eyeglasses (lenses and frames) or contact lenses after cataract surgery. **Out-of-network** $0 copay for Medicare-covered services. $0 copay for an annual glaucoma screening. $0 copay for 1 pair of eyeglasses (lenses and frames) or contact lenses after cataract surgery.
Welcome to Medicare preventive visit The plan covers the one-time Welcome to Medicare preventive visit. The visit 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:** We cover the Welcome to Medicare preventive visit only 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 preventive visit.	**In-network** There is no coinsurance, copayment, or deductible for the Welcome to Medicare preventive visit. **Out-of-network** $0 copay for Medicare-covered services.

SECTION 3 What services are not covered by the plan?

Section 3.1 Services we do *not* cover (exclusions)

This section tells you what services are excluded from Medicare coverage and therefore, are not covered by this plan. If a service is "excluded," it means that this plan doesn't cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

If you get services that are excluded (not covered), you must pay for them yourself. We won't pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception: we will pay if a service in the chart below is found upon appeal to be a medical service 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 7, Section 5.3 in the Evidence of Coverage.)

All exclusions or limitations on services are described in the Benefits Chart or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Acupuncture		• **Covered for chronic low back pain**
Cosmetic surgery or procedures		• Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member. • Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
Custodial care	**Not covered under any condition**	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing.		
Experimental medical and surgical procedures, equipment and medications. 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.		• May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (See Chapter 3, Section 5 of the Evidence of Coverage for more information on clinical research studies.)
Fees charged for care by your immediate relatives or members of your household.	**Not covered under any condition**	
Full-time nursing care in your home.	**Not covered under any condition**	
Home-delivered meals	**Not covered under any condition**	
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	**Not covered under any condition**	
Naturopath services (uses natural or alternative treatments).	**Not covered under any condition**	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Non-routine dental care		• Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Orthopedic shoes		• If 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.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	**Not covered under any condition**	
Private room in a hospital.		• Covered only when medically necessary.
Reversal of sterilization procedures and or non-prescription contraceptive supplies.	**Not covered under any condition**	
Routine chiropractic care		• Manual manipulation of the spine to correct a subluxation is covered.
Routine dental care, such as cleanings, fillings or dentures.	**Not covered under any condition**	
Routine eye examinations, eyeglasses, radial keratotomy, LASIK surgery, and other low vision aids.		• Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery.
Routine foot care		• Some limited coverage provided according to Medicare guidelines (e.g., if you have diabetes).
Services considered not reasonable and necessary,	**Not covered under any condition**	

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
according to the standards of Original Medicare		
Supportive devices for the feet		• Orthopedic or therapeutic shoes for people with diabetic foot disease.

PPO plan provided by Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). HCSC is an Independent Licensee of the Blue Cross and Blue Shield Association. HCSC is a Medicare Advantage organization with a Medicare contract. Enrollment depends on contract renewal.

Out-of-network/non-contracted providers are under no obligation to treat UT CARE Medicare PPO members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage Benefits Insert for more information, including the cost sharing that applies to out-of-network services.

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BlueCross BlueShield of Texas

UT CARE Medicare PPO℠ offered by HCSC

Annual Notice of Changes for 2024

You are currently enrolled as a member of UT CARE™ Medicare PPO℠ through The University of Texas System. Next year, there will be changes to the plan's costs and benefits. ***Please see page 4 for a Summary of Important Costs, including Premium.***

This document tells about the changes to your plan. To get more information about costs, benefits, or rules please review the *Evidence of Coverage*, and Benefit Insert.

- **During your Group's open enrollment period, you may make changes to your Medicare coverage for next year.**

What to do now

1. **ASK:** Which changes apply to you

☐ Check the changes to our benefits and costs to see if they affect you.

- Review the changes to Medical care costs (doctor, hospital)
- Think about how much you will spend on premiums, deductibles, and cost sharing

☐ Check to see if your primary care doctors, specialists, hospitals and other providers will be in our network next year.

☐ Think about whether you are happy with our plan.

2. **COMPARE:** Learn about other plan choices

☐ Check coverage and costs of plans in your area. Use the Medicare Plan Finder at www.medicare.gov/plan-compare website or review the list in the back of your *Medicare & You 2024* handbook.

☐ Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan's website.

3. **CHOOSE:** Decide whether you want to change your plan

- If you don't join another plan, you will stay in UT CARE Medicare PPO.
- To change to a **different plan**, contact your Employer Group Plan Benefit Administrator.

OMB Approval 0938-1051 (Expires: February 29, 2024)

- If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can switch plans or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

Additional Resources

- This document is available for free in Spanish.
- ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-842-7562 (TTY only, call: 711) for more information.
- ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio al Cliente al 1-877-842-7562 (TTY: 711) para recibir más información.
- Please contact our Customer Service number at 1-877-842-7562 for additional information. (TTY users should call 711). Hours are 8:00 a.m. – 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on weekends and holidays. This call is free.
- Para obtener más información por favor póngase en contacto con nuestro número de servicio al cliente en 1-877-842-7562. (Usuarios de TTY deben llamar al 711). El horario es de 8:00 – 20:00, hora de local, 7 días a la semana. Si usted está llamando desde el 1 de abril hasta el 30 de septiembre, tecnologías alternativas (por ejemplo, correo de voz) se utilizarán los fines de semana y festivos.
- Please contact UT CARE Medicare PPO if you need this information in another language or format (Spanish, braille, large print or alternate formats).
- **Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information.

About UT CARE Medicare PPO

- PPO plan provided by Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). HCSC is an Independent Licensee of the Blue Cross and Blue Shield Association. HCSC is a Medicare Advantage organization with a Medicare contract. Enrollment depends on contract renewal.
- When this document says "we," "us," or "our," it means HCSC. When it says "plan" or "our plan," it means UT CARE Medicare PPO.

Annual Notice of Changes for 2024
Table of Contents

Summary of Important Costs for 2024

The table below compares the 2023 costs and 2024 costs for UT CARE Medicare PPO in several important areas. **Please note this is only a summary of costs**.

Cost	2023 (this year)	2024 (next year)
Monthly plan premium* * Your premium may be higher or lower than this amount. See Section 1.1 for details.	**You can get information regarding your premium by going through your employer group.**	
Deductible	$0 for in-network and out-of-network medical services with a coinsurance.	$0 for in-network and out-of-network medical services with a coinsurance.
Maximum out-of-pocket amount This is the most you will pay out-of-pocket for your covered services. (See Section 1.2 for details.)	From network and out-of-network providers combined: $0	From network and out-of-network providers combined: $0
Doctor office visits	**Primary care visits:** In-Network: $0 copay Out-of-Network: $0 copay **Specialist visits:** In-Network: $0 copay Out-of-Network: $0 copay	**Primary care visits:** In-Network: $0 copay Out-of-Network: $0 copay **Specialist visits:** In-Network: $0 copay Out-of-Network: $0 copay
Inpatient hospital stays	In-Network: $0 copay per stay Out-of-Network: $0 copay per stay	In-Network: $0 copay per stay Out-of-Network: $0 copay per stay

SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 – Changes to the Monthly Premium

Cost	2023 (this year)	2024 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	**You can get information regarding your premium by going through your employer group.**	

Section 1.2 – Changes to Your Maximum Out-of-Pocket Amounts

Medicare requires all health plans to limit how much you pay out-of-pocket during the year. These limits are called the maximum out-of-pocket amounts. Once you reach this amount, you generally pay nothing for covered services for the rest of the year.

Cost	2023 (this year)	2024 (next year)
Combined maximum out-of-pocket amount Your costs for covered medical services (such as copays) from in-network and out-of-network providers count toward your combined maximum out-of-pocket amount. Your plan premium does not count toward your maximum out-of-pocket amount.	$0	$0 Once you have paid $0 out-of-pocket for covered services, you will pay nothing for your covered services from network or out-of-network providers for the rest of the calendar year.

Section 1.3 – Changes to the Provider Network

There are changes to our network of providers for next year. **Please review the 2024 Provider Directory to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers) that are part of your plan during the year. If a mid-year change in our providers affects you, please contact Member Services so we may assist.

Section 1.4 – Changes to Benefits and Costs for Medical Services

We are making changes to costs and benefits for certain medical services next year. The information below describes these changes.

SECTION 2 Deciding Which Plan to Choose

Section 2.1 – If you want to stay in UT CARE Medicare PPO

To stay in our plan you don't need to do anything. If you do not sign up for a different plan or change to Original Medicare by the open enrollment timeframe as defined by your employer, you will automatically be enrolled in our UT CARE Medicare PPO.

Section 2.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change for 2024 follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan,
- – *OR*– You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan. If you do not enroll in a Medicare drug plan, please see Section 1.1 regarding a potential Part D late enrollment penalty.

To learn more about Original Medicare and the different types of Medicare plans, use the Medicare Plan Finder (www.medicare.gov/plan-compare), read the *Medicare & You 2024* handbook, or call your State Health Insurance Assistance Program (see Section 4), or call Medicare (see Section 6.2).

Step 2: Change your coverage

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from UT CARE Medicare PPO.

- To **change to Original Medicare with a prescription drug plan,** enroll in the new drug plan. You will automatically be disenrolled from UT CARE Medicare PPO.

- To **change to Original Medicare without a prescription drug plan,** you must either:
  - Send us a written request to disenroll. Contact Customer Service if you need more information on how to do this (phone numbers are in Section 6.1 of this booklet).
  - – *or* – 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.

SECTION 3 Deadline for Changing Plans

If you want to change to a different plan or to Original Medicare for next year, you can do it during your Group's specified Open Enrollment period. Contact your Employer Group Plan Benefit Administrator to understand what happens if you disenroll from the group plan. The change will take effect on January 1, 2024.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. Examples include people with Medicaid, those who get "Extra Help" paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area.

If you enrolled in a Medicare Advantage plan for January 1, 2024, and don't like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage).

If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can change your Medicare coverage at any time. You can change to any other Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

SECTION 4 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. In Texas, the SHIP is called Health Information, Counseling, and Advocacy Program (HICAP).

It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. Health Information, Counseling, and Advocacy Program (HICAP) counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call Health Information, Counseling, and Advocacy Program (HICAP) at 1-800-252-9240. You can learn more about Health Information, Counseling, and Advocacy Program (HICAP) by visiting their website (https://www.tdi.texas.gov/consumer/hicap/). If you need assistance in another state please visit https://www.bcbstx.com/retiree-medicare-ut for a listing of SHIP's in every state.

SECTION 5 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **"Extra Help" from Medicare.** People with limited incomes may qualify for "Extra Help" to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. 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 see if you qualify, 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 and 7 pm, Monday through Friday. TTY users should call, 1-800-325-0778 (applications); or
  - Your State Medicaid Office (applications).
- **Help from your state's pharmaceutical assistance program.** Texas has a program called Kidney Health Care Program (KHC): Texas State Pharmaceutical Assistance Programs (ESRD Assistance only) that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 4 of this booklet).
- **What if you have coverage from an AIDS Drug Assistance Program (ADAP)?** The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the Texas HIV Medication Program (THMP). Note: To be eligible for the ADAP operating in your State, individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status.

- If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. Texas HIV Medication Program (THMP) at 1-800-255-1090.

  For information on eligibility criteria, covered drugs, or how to enroll in the program, please call Texas HIV Medication Program (THMP) at 1-800-255-1090.

SECTION 6 Questions?

Section 6.1 – Getting Help from UT CARE Medicare PPO

Questions? We're here to help. Please call Customer Service at 1-877-842-7562. (TTY only, call 711). We are available for phone calls 8:00 a.m. – 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on weekends and holidays. Calls to these numbers are free.

Read your 2024 *Evidence of Coverage* (it has details about next year's benefits and costs)

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2024. For details, look in the 2024 *Evidence of Coverage Benefits Insert* for UT CARE Medicare PPO. The *Evidence of Coverage Benefits Insert* is the legal, detailed description of your plan benefits. In addition, the *Evidence of Coverage booklet* explains your rights and the rules you need to follow to get covered services and prescription drugs. The *Evidence of Coverage* and the *Evidence of Coverage Benefits Insert* is located on our Blue Access for Members (BAM) portal (www.bluememberTX.com) or you may call Customer Service to ask us to mail you a copy.

Visit our Website

You can also visit our website at https://www.bcbstx.com/retiree-medicare-ut. As a reminder, our website has the most up-to-date information about our provider network (*Provider Directory*).

Section 6.2 – Getting Help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

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.

Visit the Medicare Website

Visit the Medicare website (www.medicare.gov). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans in your area. To view the information about plans, go to www.medicare.gov/plan-compare.

Read *Medicare & You OMB Approval 0938-1051 (Expires: February 29, 2024)*

Read the *Medicare & You 2024* handbook. Every fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this document, you can get it at the Medicare website (www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

BlueCross BlueShield of Texas

Blue Cross and Blue Shield of Texas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of Texas does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Texas:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact a Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Texas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960. You can file a grievance by phone, mail, or fax. If you need help filing a grievance, a Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-877-842-7562** (TTY/TDD: **711**). Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-877-842-7562** (TTY/TDD: **711**). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑 问。如果您需要此翻译服务，请致电 **1-877-842-7562** (TTY/TDD: **711**)。我们的中文工作人员很乐意帮助您。 这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯 服務。如需翻譯服務，請致電 **1-877-842-7562** (TTY/TDD: **711**)。我們講中文的人員將樂意為您提供幫助。這 是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa **1-877-842-7562** (TTY/TDD: **711**). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au **1-877-842-7562** (TTY/TDD: **711**). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quí vị cần thông dịch viên xin gọi **1-877-842-7562** (TTY/TDD: **711**). sẽ có nhân viên nói tiếng Việt giúp đỡ quí vị. Đây là dịch vụ miễn phi.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter **1-877-842-7562** (TTY/TDD: **711**). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 **1-877-842-7562** (TTY/TDD: **711**). 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону **1-877-842-7562** (TTY/TDD: **711**). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: سيقوم شخص ما يتحدث العربية إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول **1-877-842-7562** (TTY/TDD: **711**). بمساعدتك. هذه خدمة مجانية على مترجم فوري، ليس عليك سوى الاتصال بنا على

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें **1-877-842-7562** (TTY/TDD: **711**). पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero **1-877-842-7562** (TTY/TDD: **711**). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portugués: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número **1-877-842-7562** (TTY/TDD: **711**). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan **1-877-842-7562** (TTY/TDD: **711**). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer **1-877-842-7562** (TTY/TDD: **711**). Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするため に、無料の通訳サービスがありますございます。通訳をご用命になるには、**1-877-842-7562** (TTY/TDD: **711**). にお電話ください。日本語を話す人 者 が支援いたします。これは無料のサー ビスです。

IMPORTANT INFORMATION:

Official U.S. Government Medicare Information

2024 Medicare Star Ratings

Blue Cross Group Medicare Advantage (PPO) - H0107

For 2024, Blue Cross Group Medicare Advantage (PPO) - H0107 received the following Star Ratings from Medicare:

Overall Star Rating:	★★★½☆
Health Services Rating:	★★★½☆
Drug Services Rating:	★★★☆☆

Every year, Medicare evaluates plans based on a 5-star rating system.

Why Star Ratings Are Important

Medicare rates plans on their health and drug services.

This lets you easily compare plans based on quality and performance.

Star Ratings are based on factors that include:

- Feedback from members about the plan's service and care
- The number of members who left or stayed with the plan
- The number of complaints Medicare got about the plan
- Data from doctors and hospitals that work with the plan

More stars mean a better plan – for example, members may get better care and better, faster customer service.

The number of stars show how well a plan performs.

★★★★★ EXCELLENT
★★★★☆ ABOVE AVERAGE
★★★☆☆ AVERAGE
★★☆☆☆ BELOW AVERAGE
★☆☆☆☆ POOR

Get More Information on Star Ratings Online

Compare Star Ratings for this and other plans online at medicare.gov/plan-compare.

Questions about this plan?

You may also contact us 7 days a week from 8:00 a.m. to 8:00 p.m. local time at 877-583-8129 (toll-free)or 711 (TTY), from October 1 to March 31. Our hours of operation from April 1 to September 30 are are Monday through Friday from 8:00 a.m. to 8:00 p.m. local time and alternate technologies (for example, voicemail) will be used on weekends and holidays. Current members please call 877-842-7562 (toll-free) or 711 (TTY).

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HMO and PPO plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association. HMO plans available for employer/union groups only. HCSC is a Medicare Advantage organization with a Medicare contract. Enrollment in HCSC's plan depends on contract renewal.

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Contact Information

Have questions or concerns? We can help! Call us first.

Contact us before calling Medicare. We will let you know if your question can only be answered by Medicare.

Call

1-877-842-7562 (TTY 711)

Help is available 24 hours per day, 7 days per week.

Web

UT CARE Medicare PPO Dedicated Website

www.bcbstx.com/retiree-medicare-ut

Connect Community

Connect is a fun way to interact with other members through our online blog-style format. Learn about health and wellness, benefits and coverage, how health insurance works and much more.

Connect at **http://connect.bcbstx.com/medicare**.

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