

# Geisinger

## EVIDENCE OF COVERAGE 2021

### Geisinger Gold Secure Rx (HMO SNP)

**Geisinger GOLD  
Member Services  
1-800-498-9731  
Toll-Free**

**October 1– March 31  
8 am – 8 pm 7 days a week**

**April 1 – September 30  
8 am – 8 pm Monday – Friday  
8 am – 2 pm Saturday**

**January 1 – December 31, 2021**

## **Evidence of Coverage:**

### **Your Medicare Health Benefits and Services and Prescription Drug Coverage as a Member of Geisinger Gold Secure Rx (HMO SNP)**

This booklet gives you the details about your Medicare health care and prescription drug coverage from January 1 – December 31, 2021. It explains how to get coverage for the health care services and prescription drugs you need. **This is an important legal document. Please keep it in a safe place.**

This plan, Geisinger Gold Secure Rx (HMO SNP), is offered by Geisinger Health Plan (When this *Evidence of Coverage* says “we,” “us,” or “our,” it means Geisinger Health Plan. When it says “plan” or “our plan,” it means Geisinger Gold Secure Rx (HMO SNP).)

Please contact our Member Services number at 1-800-498-9731 for additional information. (TTY users should call 711 or 1-800-654-5984.) Hours are:

October 1- March 31:           8 a.m. to 8 p.m. 7 days a week  
April 1- September 30:       8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday

We can also give you plan information in braille, in audio, in large print, or other alternate formats if you need it.

Benefits, deductible, and/or copayments/coinsurance may change on January 1, 2022.

The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

*Geisinger Gold Secure Rx (HMO SNP) has been approved by the National Committee for Quality Assurance (NCQA) to operate as a Special Needs Plan (SNP) until December 31, 2023 based on a review of Geisinger Gold Secure Rx (HMO SNP)'s Model of Care.*

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**2021 Evidence of Coverage**

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# CHAPTER 1

*Getting started as a member*

## **Chapter 1. Getting started as a member**

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## **SECTION 1      Introduction**

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<b>Section 1.1</b>	<b>You are enrolled in Geisinger Gold Secure Rx (HMO SNP), which is a specialized Medicare Advantage Plan (Special Needs Plan)</b>
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You are covered by both Medicare and Pennsylvania Medical Assistance (Medicaid):

- **Medicare** is the Federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with end-stage renal disease (kidney failure).
- **Pennsylvania Medical Assistance (Medicaid)** is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources. Pennsylvania Medical Assistance (Medicaid) coverage varies depending on the state and the type of Pennsylvania Medical Assistance (Medicaid) you have. Some people with Pennsylvania Medical Assistance (Medicaid) get help paying for their Medicare premiums and other costs. Other people also get coverage for additional services and drugs that are not covered by Medicare.

You have chosen to get your Medicare health care and your prescription drug coverage through our plan, Geisinger Gold Secure Rx (HMO SNP).

There are different types of Medicare health plans. Geisinger Gold Secure Rx (HMO SNP) is a specialized Medicare Advantage Plan (a Medicare “Special Needs Plan”), which means its benefits are designed for people with special health care needs. Geisinger Gold Secure Rx (HMO SNP) is designed specifically for people who have Medicare and who are also entitled to assistance from Pennsylvania Medical Assistance (Medicaid).

Because you get assistance from Pennsylvania Medical Assistance (Medicaid) with your Medicare Part A and B cost sharing (deductibles, copayments, and coinsurance) you may pay nothing for your Medicare health care services. Pennsylvania Medical Assistance (Medicaid) may also provide other benefits to you by covering health care services, prescription drugs, long term care and/or home and community- based services that are not usually covered under Medicare. You will also receive “Extra Help” from Medicare to pay for the costs of your Medicare prescription drugs. Geisinger Gold Secure Rx (HMO SNP) will help manage all of these benefits for you, so that you get the health care services and payment assistance that you are entitled to.

Geisinger Gold Secure Rx (HMO SNP) is run by a non-profit organization. Like all Medicare Advantage Plans, this Medicare Special Needs Plan is approved by Medicare. The plan also has a contract with the Pennsylvania Medical Assistance (Medicaid) program to coordinate your Pennsylvania Medical Assistance (Medicaid) benefits. We are pleased to be providing your Medicare health care coverage, including your prescription drug coverage.

**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](http://www.irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information.

## **Section 1.2 What is the *Evidence of Coverage* booklet about?**

This *Evidence of Coverage* booklet tells you how to get your Medicare medical care and prescription drugs covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of the plan.

The word “coverage” and “covered services” refers to the medical care and services and the prescription drugs available to you as a member of Geisinger Gold Secure Rx (HMO SNP).

It’s important for you to learn what the plan’s rules are and what services are available to you. We encourage you to set aside some time to look through this *Evidence of Coverage* booklet.

If you are confused or concerned or just have a question, please contact our plan’s Member Services (phone numbers are printed on the back cover of this booklet).

## **Section 1.3 Legal information about the *Evidence of Coverage***

### **It’s part of our contract with you**

This *Evidence of Coverage* is part of our contract with you about how Geisinger Gold Secure Rx (HMO SNP) covers your care. Other parts of this contract include your enrollment form, the *List of Covered Drugs (Formulary)*, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called “riders” or “amendments.”

The contract is in effect for months in which you are enrolled in Geisinger Gold Secure Rx (HMO SNP) between January 1, 2021, and December 31, 2021.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of Geisinger Gold Secure Rx (HMO SNP) after December 31, 2021. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2021.

### **Medicare must approve our plan each year**

Medicare (the Centers for Medicare & Medicaid Services) must approve Geisinger Gold Secure Rx (HMO SNP) each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue to offer the plan and Medicare renews its approval of the plan.

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## **SECTION 2 What makes you eligible to be a plan member?**

### **Section 2.1 Your eligibility requirements**

*You are eligible for membership in our plan as long as:*



**Chapter 1. Getting started as a member**

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- You have both Medicare Part A and Medicare Part B (Section 2.2 tells you about Medicare Part A and Medicare Part B)
- -- *and* -- You live in our geographic service area (Section 2.4 below describes our service area).
- -- *and* -- you are a United States citizen or are lawfully present in the United States
- -- *and* -- You meet the special eligibility requirements described below.

**Special eligibility requirements for our plan**

Our plan is designed to meet the needs of people who receive certain Pennsylvania Medical Assistance (Medicaid) benefits. (Pennsylvania Medical Assistance (Medicaid) is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources.) To be eligible for our plan you must be eligible for Medicare and Full Pennsylvania Medical Assistance (Medicaid) Benefits.

Please note: If you lose your Pennsylvania Medical Assistance (Medicaid) eligibility but can reasonably be expected to regain eligibility within two (2) months, then you are still eligible for membership in our plan (Chapter 4, Section 2.1 tells you about coverage and cost sharing during a period of deemed continued eligibility).

<b>Section 2.2</b>	<b>What are Medicare Part A and Medicare Part B?</b>
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When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services, skilled nursing facilities, or home health agencies).
- Medicare Part B is for most other medical services (such as physician's services, home infusion therapy, and other outpatient services) and certain items (such as durable medical equipment (DME) and supplies).

<b>Section 2.3</b>	<b>What is Pennsylvania Medical Assistance (Medicaid)?</b>
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Pennsylvania Medical Assistance (Medicaid) is a joint Federal and state government program that helps with medical and long-term care costs for certain people who have limited incomes and resources. Each state decides what counts as income and resources, who is eligible, what services are covered, and the cost for services. States also can decide how to run their program as long as they follow the Federal guidelines.

In addition, there are programs offered through Pennsylvania Medical Assistance (Medicaid) that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These "Medicare Savings Programs" help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost sharing (like deductibles, coinsurance, and copayments). (Some people with QMB are also eligible for full Pennsylvania Medical Assistance (Medicaid) benefits (QMB+).)
- **Qualified Medicare Beneficiary (QMB)+:** An individual who meets the standards for QMB eligibility, and who also meets the criteria for full Medicaid benefits. Pennsylvania Medical Assistance (Medicaid) pays their Medicare Part A premiums, if any, Medicare Part B premiums, Medicare deductibles and coinsurance, and provides full Pennsylvania Medical Assistance (Medicaid) benefits to the extent consistent with the State Plan.
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. (Some people with SLMB are also eligible for full Pennsylvania Medical Assistance (Medicaid) benefits (SLMB+).)
- **SLMB+:** An individual who meets the standards for SLMB eligibility, and who also meets the criteria for full State Medicaid benefits. These individuals are entitled to payment of the Medicare Part B premium, in addition to full State Medicaid benefits.
- **Qualifying Individual (QI):** Helps pay Part B premiums
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums
- **Full Benefit Dual Eligible (FBDE):** Eligible for Medicaid either categorically or through optional coverage groups. However, Medicaid does not pay toward out-of-pocket costs.

Geisinger Gold Secure Rx (HMO SNP) members, who are eligible for both Medicare and Pennsylvania Medical Assistance (Medicaid), are required to select a Community HealthChoices (CHC) Plan to administer the Pennsylvania Medical Assistance (Medicaid) portion only of their health care coverage.

For questions about your Pennsylvania Medical Assistance (Medicaid) benefits, contact the PA CHC Helpline at 1-844-824-3655 (TTY: 1-833-254-0690)

Or your Community HealthChoices (CHC) Plan at:

CHC Plan	Website	Call	TTY
AmeriHealth Caritas Pennsylvania	<a href="http://www.amerihealthcaritaschc.com">http://www.amerihealthcaritaschc.com</a>	1-855-235-5115	1-855-235-5112
Keystone First Community HealthChoices	<a href="http://www.keystonefirstchc.com">http://www.keystonefirstchc.com</a>	1-855-332-0729	1-855-235-4976

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PA Health & Wellness	<a href="https://www.pahealthwellness.com">https://www.pahealthwellness.com</a>	1-844-626-6813	1-844-349-8916
UPMC Community HealthChoices	<a href="https://www.upmchealthplan.com">https://www.upmchealthplan.com</a>	1-844-833-0523	1-866-407-8762

<b>Section 2.4</b>	<b>Here is the plan service area for Geisinger Gold Secure Rx (HMO SNP)</b>
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Although Medicare is a Federal program, Geisinger Gold Secure Rx (HMO SNP) is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes these counties in Pennsylvania:

<b>Adams</b>	<b>Chester</b>	<b>Jefferson</b>	<b>Monroe</b>	<b>Somerset</b>
<b>Berks</b>	<b>Clearfield</b>	<b>Juniata</b>	<b>Montour</b>	<b>Sullivan</b>
<b>Blair</b>	<b>Clinton</b>	<b>Lackawanna</b>	<b>Northampton</b>	<b>Susquehanna</b>
<b>Bradford</b>	<b>Columbia</b>	<b>Lancaster</b>	<b>Northumberland</b>	<b>Tioga</b>
<b>Bucks</b>	<b>Cumberland</b>	<b>Lebanon</b>	<b>Perry</b>	<b>Union</b>
<b>Cambria</b>	<b>Dauphin</b>	<b>Lehigh</b>	<b>Pike</b>	<b>Wayne</b>
<b>Cameron</b>	<b>Franklin</b>	<b>Luzerne</b>	<b>Potter</b>	<b>Wyoming</b>
<b>Carbon</b>	<b>Fulton</b>	<b>Lycoming</b>	<b>Schuylkill</b>	<b>York</b>
<b>Centre</b>	<b>Huntingdon</b>	<b>Mifflin</b>	<b>Snyder</b>	

If you plan to move out of the service area, please contact Member Services (phone numbers are printed on the back cover of this booklet). When you move, you will have a Special Enrollment Period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

<b>Section 2.5</b>	<b>U.S. Citizen or Lawful Presence</b>
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A member of a Medicare health plan must be a U.S. citizen or lawfully present in the United States. Medicare (the Centers for Medicare & Medicaid Services) will notify Geisinger Gold Secure Rx (HMO SNP) if you are not eligible to remain a member on this basis. Geisinger Gold Secure Rx (HMO SNP) must disenroll you if you do not meet this requirement.

## SECTION 3 What other materials will you get from us?

### Section 3.1 Your plan membership card – Use it to get all covered care and prescription drugs

While you are a member of our plan, you must use your membership card for our plan whenever you get any services covered by this plan and for prescription drugs you get at network pharmacies. **Whenever you present your Geisinger Gold Secure Rx (HMO SNP) membership card**, you should also show the provider your Pennsylvania Medical Assistance (Medicaid) card. Here's a sample Geisinger Gold Secure Rx (HMO SNP) membership card to show you what yours will look like:

<b>Geisinger</b> First Name Last Name ID 12345678901 PCP copay \$XX Primary care XXX Spec coinsurance \$XX Office 1234567891 ER copay \$XXX Medical record 12345678 Rx BIN 19587 PCN PRX11803 Formulary X <b>MedicareRx</b> Prescription Drug Coverage X Gold Secure Rx (HMO D-SNP) A Medicare Advantage Plan Offered by Geisinger Health Plan, part of Geisinger.	<b>Connect with us</b> Customer service 800-498-9731 Prescription questions 800-988-4861 Tel-A-Nurse 877-543-5061 TTY hearing impaired PA Relay at 717-833-3333 Emergency 911 Mental health / substance abuse 888-839-7972 GeisingerHealthPlan.com Mail medical claims to Geisinger Health Plan PO Box 853910, Richardson, TX 75085-3910 Mail dental claims to West Third Party Administrators, Inc. D. 19587, Philadelphia, PA 85069-8300 Mail general information to Geisinger Health Plan, 100 N. Academy Ave. Danville, PA 17822-3229 Pharmacy technical assistance 1-855-508-1715 Dental provider assistance 844-232-3118 Issuer: 80840 Issue date 01/01/2019 XXXXX CMS HXXXX - XXX
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Do NOT use your red, white, and blue Medicare card for covered medical services while you are a member of this plan. If you use your Medicare card instead of your Geisinger Gold Secure Rx (HMO SNP) membership card, you may have to pay the full cost of medical services yourself. Keep your Medicare card in a safe place. You may be asked to show it if you need hospital services, hospice services, or participate in routine research studies.

**Here's why this is so important:** If you get covered services using your red, white, and blue Medicare card instead of using your Geisinger Gold Secure Rx (HMO SNP) membership card while you are a plan member, you may have to pay the full cost yourself.

If your plan membership card is damaged, lost, or stolen, call Member Services right away and we will send you a new card. (Phone numbers for Member Services are printed on the back cover of this booklet.)

### Section 3.2 The *Provider Directory*: Your guide to all providers and pharmacies in the plan's network

The *Provider Directory* lists our network providers, network pharmacies and durable medical equipment suppliers.

The directory also includes Geisinger Gold network providers who have been assigned Commonwealth of Pennsylvania Medical Assistance (Medicaid) Numbers. Please note that not

**Chapter 1. Getting started as a member**

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all providers with a number are currently accepting Pennsylvania Medical Assistance (Medicaid) patients. Providers that are not registered with Pennsylvania Medical Assistance (Medicaid) are indicated in the Directory. Before receiving services, members should contact the provider's office to confirm that the provider is currently accepting both Pennsylvania Medical Assistance (Medicaid) and Geisinger Gold Secure Rx (HMO SNP).

**What are “network providers” and “network pharmacies”?**

**Network providers** are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan. Our *Provider Directory* also gives you a complete list of our network pharmacies – that means all of the pharmacies that have agreed to fill covered prescriptions for our plan members. The most recent list of providers and suppliers is available on our website at [www.GeisingerGold.com](http://www.GeisingerGold.com).

**Why do you need to know which providers and pharmacies are part of our network?**

It is important to know which providers are part of our network because, with limited exceptions, while you are a member of our plan you must use network providers to get your medical care and services. The only exceptions are emergencies, urgently needed services when the network is not available (generally, when you are out of the area), out-of-area dialysis services, and cases in which Geisinger Gold Secure Rx (HMO SNP) authorizes use of out-of-network providers. See Chapter 3 (*Using the plan's coverage for your medical services*) for more specific information about emergency, out-of-network, and out-of-area coverage.

You can also use the Provider Directory to find the network pharmacy you want to use. There are changes to our network of pharmacies for next year. An updated Provider Directory is located on our website at [www.GeisingerGold.com](http://www.GeisingerGold.com). **Please review the 2021 Provider Directory to see which pharmacies are in our network.** This is important because, with few exceptions, you must get your prescriptions filled at a network pharmacy if you want our plan to cover (help you pay for) them.

If you don't have your copy of the *Provider Directory*, you can request a copy from Member Services (phone numbers are printed on the back cover of this booklet). You may ask Member Services for more information about our network providers, including their qualifications. You can also see the *Provider Directory* at [www.GeisingerGold.com](http://www.GeisingerGold.com), or download it from this website. Both Member Services and the website can give you the most up-to-date information about changes in our network providers and pharmacies.

**IMPORTANT: Your Pennsylvania Medical Assistance (Medicaid) benefits will cover your Medicare cost sharing as long as you follow the plans' rules for getting your care and meet the coverage requirements for Medicare cost sharing assistance under Medicaid. To receive this Pennsylvania Medical Assistance (Medicaid) coverage of your Medicare coinsurance or copayments, you must obtain your care from a Geisinger Gold network provider who also accepts Pennsylvania Medical Assistance (Medicaid).**

<b>Section 3.3</b>	<b>Hepatitis C Treatment Required at a Center of Excellence (COE)</b>
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Members with Hepatitis C are required to visit a Center of Excellence for treatment. A COE is a group of licensed physicians who share a hospital or medical center in order to provide high quality specialty healthcare for chronic conditions. Physicians located in the COE demonstrate best practices by using clinically proven health care management techniques as evidenced by their exceptional cure rates following treatment, high adherence rates for medication and excellent patient satisfaction scores. Geisinger Gold currently has four COE facilities that focus in treatment of Hepatitis C. Hepatitis C viral infection can be a chronic condition where scarring can damage the liver over time. Questions may be directed to the Pharmacy Customer Service Team at 800-988-4861.

<b>Section 3.4</b>	<b>The plan's List of Covered Drugs (<i>Formulary</i>)</b>
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The plan has a *List of Covered Drugs (Formulary)*. We call it the “Drug List” for short. It tells which Part D prescription drugs are covered under the Part D benefit included in Geisinger Gold Secure Rx (HMO SNP). In addition to the drugs covered by Part D, some prescription drugs are covered for you under your Pennsylvania Medical Assistance (Medicaid) benefits. The Drug List tells you how to find out which drugs are covered under Pennsylvania Medical Assistance (Medicaid) benefits.

The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved the Geisinger Gold Secure Rx (HMO SNP) Drug List.

The Drug List also tells you if there are any rules that restrict coverage for your drugs.

We will provide you a copy of the Drug List. To get the most complete and current information about which drugs are covered, you can visit the plan's website ([www.GeisingerGold.com](http://www.GeisingerGold.com)) or call Member Services (phone numbers are printed on the back cover of this booklet).

<b>Section 3.5</b>	<b>The <i>Part D Explanation of Benefits</i> (the “Part D EOB”): Reports with a summary of payments made for your Part D prescription drugs</b>
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When you use your Part D prescription drug benefits, we will send you a summary report to help you understand and keep track of payments for your Part D prescription drugs. This summary report is called the *Part D Explanation of Benefits* (or the “Part D EOB”).

The *Part D Explanation of Benefits* tells you the total amount you, or others on your behalf, have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. The Part D EOB provides more information about the drugs you take, such as increases in price and other drugs with lower cost sharing that may be available. You should consult with your prescriber about these lower cost options. Chapter 6

*(What you pay for your Part D prescription drugs)* gives more information about the *Explanation of Benefits* and how it can help you keep track of your drug coverage.

A *Part D Explanation of Benefits* summary is also available upon request. To get a copy, please contact Member Services (phone numbers are printed on the back cover of this booklet).

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## **SECTION 4      Your monthly premium for Geisinger Gold Secure Rx (HMO SNP)**

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<b>Section 4.1      How much is your plan premium?</b>
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*Your Plan has a Medicare Part D Prescription Drug Plan premium that is paid on behalf of members by Medicare Part D “Extra Help.”*

You do not pay a separate monthly plan premium for Geisinger Gold Secure Rx (HMO SNP). You must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Pennsylvania Medical Assistance (Medicaid) or another third party).

### **In some situations, your plan premium could be more**

In some situations, your plan premium could be more than the amount listed above in Section 4.1. These situations are described below.

- Some members are required to pay a Part D **late enrollment penalty** because they did not join a Medicare drug plan when they first became eligible or because they had a continuous period of 63 days or more when they didn’t have “creditable” prescription drug coverage. (“Creditable” means the drug coverage is expected to pay, on average, at least as much as Medicare’s standard prescription drug coverage.) For these members, the Part D late enrollment penalty is added to the plan’s monthly premium. Their premium amount will be the monthly plan premium plus the amount of their Part D late enrollment penalty.
  - If you receive “Extra Help” from Medicare to pay for your prescription drugs, you will not pay a late enrollment penalty.
  - If you lose Extra Help, you may be subject to the late enrollment penalty if you go 63 days or more in a row without Part D or other creditable prescription drug coverage.
  - If you are required to pay the Part D late enrollment penalty, the cost of the late enrollment penalty depends on how long you went without Part D or other creditable prescription drug coverage.
- Some members may be required to pay an extra charge, known as the Part D Income Related Monthly Adjustment Amount, also known as IRMAA, because, 2 years ago, they had a modified adjusted gross income, above a certain amount, on their IRS tax return.

Members subject to an IRMAA will have to pay the standard premium amount and this extra charge, which will be added to their premium.

### **Some members are required to pay other Medicare premiums**

Some members are required to pay other Medicare premiums. As explained in Section 2 above, in order to be eligible for our plan, you must maintain your eligibility for Pennsylvania Medical Assistance (Medicaid) as well as have both Medicare Part A and Medicare Part B. For most Geisinger Gold Secure Rx (HMO SNP) members, Pennsylvania Medical Assistance (Medicaid) pays for your Part A premium (if you don't qualify for it automatically) and for your Part B premium. If Pennsylvania Medical Assistance (Medicaid) is not paying your Medicare premiums for you, you must continue to pay your Medicare premiums to remain a member of the plan.

- If your modified adjusted gross income as reported on your IRS tax return from 2 years ago is above a certain amount, you'll pay the standard premium amount and an Income Related Monthly Adjustment Amount, also known as IRMAA. IRMAA is an extra charge added to your premium. If you have to pay an extra amount, Social Security, **not your Medicare plan**, will send you a letter telling you what that extra amount will be. If you had a life-changing event that caused your income to go down, you can ask Social Security to reconsider their decision.
- **If you are required to pay the extra amount and you do not pay it, you will be disenrolled from the plan.**
- You can also visit [www.medicare.gov](http://www.medicare.gov) on the Web or call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. Or you may call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778.

Your copy of *Medicare & You 2021* gives information about these premiums in the section called "2021 Medicare Costs." Everyone with Medicare receives a copy of *Medicare & You* each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of *Medicare & You 2021* from the Medicare website ([www.medicare.gov](http://www.medicare.gov)). Or, you can order a printed copy by phone at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users call 1-877-486-2048.

<b>Section 4.2</b>	<b>Can we change your monthly plan premium during the year?</b>
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**No.** We are not allowed to begin charging a monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.



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## **SECTION 5      Please keep your plan membership record up to date**

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<b>Section 5.1      How to help make sure that we have accurate information about you</b>
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Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage including your Primary Care Provider.

The doctors, hospitals, pharmacists, and other providers in the plan's network need to have correct information about you. **These network providers use your membership record to know what services and drugs are covered and the cost sharing amounts for you.** Because of this, it is very important that you help us keep your information up to date.

### **Let us know about these changes:**

- Changes to your name, your address, or your phone number
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Pennsylvania Medical Assistance (Medicaid))
- If you have any liability claims, such as claims from an automobile accident
- If you have been admitted to a nursing home
- If you receive care in an out-of-area or out-of-network hospital or emergency room
- If your designated responsible party (such as a caregiver) changes
- If you are participating in a clinical research study

If any of this information changes, please let us know by calling Member Services (phone numbers are printed on the back cover of this booklet). You may also send us a secure email telling us about changes to your membership record by visiting the member website at [www.geisinger.org](http://www.geisinger.org) and scrolling down to the section called "Health Plan shoppers & members" clicking on "Sign in to your account" near the center of the webpage.

Registered website users may also access claims records, request replacement ID cards, change their PCP and more. Haven't registered for access to the secure section of the website yet? Registration is easy; you will need your ID card and your email address to register. Visit [www.geisinger.org](http://www.geisinger.org), and scroll down to the section for Health Plan shoppers & members to "Sign in to your account" and click on that link. Click the button that says "Create account". Click on the link that says "Member" and follow the step-by-step instructions. If you have questions about accessing the secure Member section of our website, please call Member Services (phone numbers are printed on the back cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

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## **Read over the information we send you about any other insurance coverage you have**

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Member Services (phone numbers are printed on the back cover of this booklet).

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## **SECTION 6 We protect the privacy of your personal health information**

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<b>Section 6.1 We make sure that your health information is protected</b>
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Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 8, Section 1.4 of this booklet.

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## **SECTION 7 How other insurance works with our plan**

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<b>Section 7.1 Which plan pays first when you have other insurance?</b>
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When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the "primary payer" and pays up to the limits of its coverage. The one that pays second, called the "secondary payer," only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends on your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
  - If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.

**Chapter 1. Getting started as a member**

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- If you're over 65 and you or your spouse is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
- If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance)
- Liability (including automobile insurance)
- Black lung benefits
- Workers' compensation

Pennsylvania Medical Assistance (Medicaid) and TRICARE never pay first for Medicare-covered services. They only pay after Medicare and/or employer group health plans have paid.

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Member Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

# CHAPTER 2

*Important phone numbers  
and resources*

## **Chapter 2. Important phone numbers and resources**

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## **SECTION 1      Geisinger Gold Secure Rx (HMO SNP) contacts** **(how to contact us, including how to reach Member Services at the plan)**

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### **How to contact our plan's Member Services**

For assistance with claims, billing, or member card questions, please call or write to Geisinger Gold Secure Rx (HMO SNP) Member Services. We will be happy to help you.

<b>Method</b>	<b>Member Services – Contact Information</b>
<b>CALL</b>	<p>1-800-498-9731 Calls to this number are free.</p> <p>Our business hours: October 1- March 31:            8 a.m. to 8 p.m. 7 days a week April 1- September 30:        8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p> <p>After hours, an automated voice messaging service is available. If you leave a message, please include your name, phone number and the time you called. A Customer Service Representative will return your call within one business day.</p> <p>Member Services also has free language interpreter services available for non-English speakers.</p>
<b>TTY</b>	<p>TTY users call PA Relay: 711 or 1-800-654-5984 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.</p> <p>Our business hours: October 1- March 31:            8 a.m. to 8 p.m. 7 days a week April 1- September 30:        8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p>
<b>FAX</b>	570-271-5871
<b>WRITE</b>	Geisinger Gold 100 North Academy Avenue Danville, PA 17822-2580
<b>WEBSITE</b>	<a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>

## How to contact our plan's Pharmacy Member Services

For assistance with coverage for your Part D drugs, please call or write to Geisinger Gold Secure Rx (HMO SNP) Pharmacy Member Services. We will be happy to help you.

<b>Method</b>	<b>Pharmacy Member Services – Contact Information</b>
<b>CALL</b>	<p>1-800-988-4861 Calls to this number are free.</p> <p>Our business hours: October 1- March 31: 8 a.m. to 8 p.m. 7 days a week April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p> <p>Member Services also has free language interpreter services available for non-English speakers.</p>
<b>TTY</b>	<p>Call PA Relay: 711 or 1-800-654-5984 Calls to this number are free.</p> <p>Our business hours: October 1- March 31: 8 a.m. to 8 p.m. 7 days a week April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p>
<b>FAX</b>	570-271-5610
<b>WRITE</b>	Geisinger Gold Pharmacy Department 100 North Academy Avenue Danville, PA 17822-2580
<b>WEBSITE</b>	<a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>

**Chapter 2. Important phone numbers and resources****How to contact us when you are asking for a coverage decision about your medical care**

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. For more information on asking for coverage decisions about your medical care, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

You may call us if you have questions about our coverage decision process.

<b>Method</b>	<b>Coverage Decisions for Medical Care – Contact Information</b>
<b>CALL</b>	1-800-544-3907 Calls to this number are free. Hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.  Voicemail is available during non-business hours.
<b>TTY</b>	TTY users call PA Relay: 711 or 1-800-654-5984 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.  Calls to this number are free. Hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.
<b>FAX</b>	570-271-5534
<b>WRITE</b>	Medical Management Department Geisinger Health Plan 100 North Academy Avenue Danville, PA 17822-3218
<b>WEBSITE</b>	<a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>



## How to contact us when you are making an appeal about your medical care

An appeal is a formal way of asking us to review and change a coverage decision we have made. For more information on making an appeal about your medical care, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

<b>Method</b>	<b>Appeals for Medical Care – Contact Information</b>
<b>CALL</b>	<p>1-800-498-9731 Calls to this number are free.</p> <p>Our business hours: October 1- March 31: 8 a.m. to 8 p.m. 7 days a week April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p> <p>After hours, an automated voice messaging service is available. If you leave a message, please include your name, phone number and the time you called. A Customer Service Representative will return your call within one business day.</p>
<b>TTY</b>	<p>TTY users call PA Relay: 711 or 1-800-654-5984 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free.</p> <p>Our business hours: October 1- March 31: 8 a.m. to 8 p.m. 7 days a week April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p>
<b>FAX</b>	570-271-7225 Attention: Member Resolution Team
<b>WRITE</b>	Geisinger Gold Member Resolution Team 100 North Academy Avenue Danville, PA 17822-3220
<b>WEBSITE</b>	<a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>

## How to contact us when you are making a complaint about your medical care

You can make a complaint about us or one of our network providers, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes. (If your problem is about the plan's coverage or payment, you should look at the section above about making an appeal.) For more information on making a complaint about your medical care, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

<b>Method</b>	<b>Complaints about Medical Care – Contact Information</b>
<b>CALL</b>	<p>1-800-498-9731 Calls to this number are free.</p> <p>Our business hours:</p> <p>October 1- March 31: 8 a.m. to 8 p.m. 7 days a week</p> <p>April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p> <p>After hours, an automated voice messaging service is available. If you leave a message, please include your name, phone number and the time you called. A Customer Service Representative will return your call within one business day.</p>
<b>TTY</b>	<p>TTY users call PA Relay: 711 or 1-800-654-5984</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free.</p> <p>Our business hours:</p> <p>October 1- March 31: 8 a.m. to 8 p.m. 7 days a week</p> <p>April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p>
<b>FAX</b>	570-271-7225 Attention: Member Resolution Team
<b>WRITE</b>	Geisinger Gold Member Resolution Team 100 North Academy Avenue Danville, PA 17822-3220
<b>MEDICARE WEBSITE</b>	You can submit a complaint about Geisinger Gold Secure Rx (HMO SNP) directly to Medicare. To submit an online complaint to Medicare go to <a href="http://www.medicare.gov/MedicareComplaintForm/home.aspx">www.medicare.gov/MedicareComplaintForm/home.aspx</a>

## How to contact us when you are asking for a coverage decision about your Part D prescription drugs

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your prescription drugs covered under the Part D benefit included in your plan. For more information on asking for coverage decisions about your Part D prescription drugs, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

<b>Method</b>	<b>Coverage Decisions for Part D Prescription Drugs – Contact Information</b>
<b>CALL</b>	<p>1-800-988-4861 Calls to this number are free.</p> <p>Our business hours:</p> <p>October 1- March 31:           8 a.m. to 8 p.m. 7 days a week</p> <p>April 1- September 30:       8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p>
<b>TTY</b>	<p>TTY users call PA Relay: 711 or 1-800-654-5984</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free.</p> <p>Our business hours:</p> <p>October 1- March 31:           8 a.m. to 8 p.m. 7 days a week</p> <p>April 1- September 30:       8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p>
<b>FAX</b>	570-271-5610
<b>WRITE</b>	<p>Geisinger Gold                      Pharmacy Department                      100 North Academy Avenue                      Danville, PA 17822-3245</p>
<b>WEBSITE</b>	<a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>

## How to contact us when you are making an appeal about your Part D prescription drugs

An appeal is a formal way of asking us to review and change a coverage decision we have made. For more information on making an appeal about your Part D prescription drugs, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

<b>Method</b>	<b>Appeals for Part D Prescription Drugs – Contact Information</b>
<b>CALL</b>	1-800-988-4861 Calls to this number are free.  Our business hours: October 1- March 31: 8 a.m. to 8 p.m. 7 days a week April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday
<b>TTY</b>	TTY users call PA Relay: 711 or 1-800-654-5984 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.  Calls to this number are free.  Our business hours: October 1- March 31: 8 a.m. to 8 p.m. 7 days a week April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday
<b>FAX</b>	570-300-2122
<b>WRITE</b>	Geisinger Gold Pharmacy Department 100 North Academy Avenue Danville, PA 17822-3245
<b>WEBSITE</b>	<a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>

## How to contact us when you are making a complaint about your Part D prescription drugs

You can make a complaint about us or one of our network pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes. (If your problem is about the plan’s coverage or payment, you should look at the section above about making an appeal.) For more information on making a complaint about your Part D prescription drugs, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

<b>Method</b>	<b>Complaints about Part D prescription drugs – Contact Information</b>
<b>CALL</b>	<p>1-800-498-9731 Calls to this number are free.</p> <p>Our business hours:            October 1- March 31: 8 a.m. to 8 p.m. 7 days a week            April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p> <p>After hours, an automated voice messaging service is available. If you leave a message, please include your name, phone number and the time you called. A Customer Service Representative will return your call within one business day.</p>
<b>TTY</b>	<p>TTY users call PA Relay: 711 or 1-800-654-5984            This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free.</p> <p>Our business hours:            October 1- March 31: 8 a.m. to 8 p.m. 7 days a week            April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p>
<b>FAX</b>	570-271-7225 Attention: Member Resolution Team
<b>WRITE</b>	Geisinger Gold Member Resolution Team 100 North Academy Avenue Danville, PA 17822-3220
<b>MEDICARE WEBSITE</b>	You can submit a complaint about Geisinger Gold Secure Rx (HMO SNP) directly to Medicare. To submit an online complaint to Medicare go to <a href="http://www.medicare.gov/MedicareComplaintForm/home.aspx">www.medicare.gov/MedicareComplaintForm/home.aspx</a>

## **Where to send a request asking us to pay our share of the cost for medical care or a drug you have received**

For more information on situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 7 (*Asking us to pay our share of a bill you have received for covered medical services or drugs*).

Geisinger Gold is not allowed to reimburse members for Pennsylvania Medical Assistance (Medicaid) covered benefits. If you have questions, please contact Member Services at the phone number listed at the beginning of this section.

**Please note:** If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) for more information.

<b>Method</b>	<b>Medical Payment Request – Contact Information</b>
<b>CALL</b>	1-800-498-9731 Calls to this number are free.  Our business hours: October 1- March 31: 8 a.m. to 8 p.m. 7 days a week April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday
<b>TTY</b>	TTY users call PA Relay: 711 or 1-800-654-5984 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.  Calls to this number are free.  Our business hours: October 1- March 31: 8 a.m. to 8 p.m. 7 days a week April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday
<b>FAX</b>	570-271-5871
<b>WRITE</b>	Geisinger Gold P.O. Box 853910 Richardson, TX 75085-3910
<b>WEBSITE</b>	<a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>

**Chapter 2. Important phone numbers and resources**

<b>Method</b>	<b>Part D Prescription Drug Payment Requests – Contact Information</b>
<b>CALL</b>	1-800-988-4861 Calls to this number are free.  Our business hours: October 1- March 31: 8 a.m. to 8 p.m. 7 days a week April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday
<b>TTY</b>	TTY users call PA Relay: 711 or 1-800-654-5984 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.  Our business hours: October 1- March 31: 8 a.m. to 8 p.m. 7 days a week April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday
<b>FAX</b>	570-271-5610
<b>WRITE</b>	Geisinger Gold Pharmacy Department 100 North Academy Avenue Danville, PA 17822-3245
<b>WEBSITE</b>	<a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>

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## **SECTION 2 Medicare** (how to get help and information directly from the Federal Medicare program)

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Medicare is the Federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The Federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called “CMS”). This agency contracts with Medicare Advantage organizations including us.

Method	Medicare – Contact Information
<b>CALL</b>	1-800-MEDICARE, or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
<b>TTY</b>	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
<b>WEBSITE</b>	<p><a href="http://www.medicare.gov">www.medicare.gov</a></p> <p>This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state.</p> <p>The Medicare website also has detailed information about your Medicare eligibility and enrollment options with the following tools:</p> <ul style="list-style-type: none"><li>• <b>Medicare Eligibility Tool:</b> Provides Medicare eligibility status information.</li><li>• <b>Medicare Plan Finder:</b> Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an <i>estimate</i> of what your out-of-pocket costs might be in different Medicare plans.</li></ul> <p>You can also use the website to tell Medicare about any complaints you have about Geisinger Gold Secure Rx (HMO SNP):</p> <ul style="list-style-type: none"><li>• <b>Tell Medicare about your complaint:</b> You can submit a complaint about Geisinger Gold Secure Rx (HMO SNP) directly to Medicare. To submit a complaint to Medicare, go to <a href="http://www.medicare.gov/MedicareComplaintForm/home.aspx">www.medicare.gov/MedicareComplaintForm/home.aspx</a>. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.</li></ul> <p>If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or, you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>



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### **SECTION 3      State Health Insurance Assistance Program** (free help, information, and answers to your questions about Medicare)

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The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Pennsylvania, the SHIP is called APPRISE.

APPRISE is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare.

APPRISE counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. APPRISE counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

<b>Method</b>	<b>APPRISE (Pennsylvania SHIP) – Contact Information</b>
<b>CALL</b>	1-800-783-7067 Calls to this number are free
<b>WRITE</b>	APPRISE Pennsylvania Department of Aging 555 Walnut Street 5th Floor Harrisburg, PA 17101-1919
<b>WEBSITE</b>	<a href="http://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx">www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx</a>

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## **SECTION 4      Quality Improvement Organization** (paid by Medicare to check on the quality of care for people with Medicare)

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There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For Pennsylvania, the Quality Improvement Organization is called Livanta.

Livanta has a group of doctors and other health care professionals who are paid by the Federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. Livanta is an independent organization. It is not connected with our plan.

You should contact Livanta in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

<b>Method</b>	<b>Livanta (Pennsylvania’s Quality Improvement Organization) – Contact Information</b>
<b>CALL</b>	1-888-396-4646 Calls to this number are free. Hours are Monday - Friday: 9:00 a.m. - 5:00 p.m. (local time); Weekends and Holidays: 11:00 a.m. - 3:00 p.m. 24-hour voice mail is available.
<b>TTY</b>	888-985-2660 Calls to this number are free. This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
<b>FAX</b>	833-868-4057
<b>WRITE</b>	Livanta BFCC-QIO Program, Area 1 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701
<b>WEBSITE</b>	<a href="http://www.BFCCQIOAREA1.com">www.BFCCQIOAREA1.com</a>

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## **SECTION 5      Social Security**

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Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens and lawful permanent residents who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to enroll in Medicare. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for reconsideration.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

<b>Method</b>	<b>Social Security– Contact Information</b>
<b>CALL</b>	1-800-772-1213  Calls to this number are free.  Available 7:00 am to 7:00 pm, Monday through Friday.  You can use Social Security’s automated telephone services to get recorded information and conduct some business 24 hours a day.
<b>TTY</b>	1-800-325-0778  This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.  Calls to this number are free.  Available 7:00 am to 7:00 pm, Monday through Friday.
<b>WEBSITE</b>	<a href="http://www.ssa.gov">www.ssa.gov</a>

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## **SECTION 6      Pennsylvania Medical Assistance (Medicaid)** (a joint Federal and state program that helps with medical costs for some people with limited income and resources)

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Pennsylvania Medical Assistance (Medicaid) is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources.

In addition, there are programs offered through Pennsylvania Medical Assistance (Medicaid) that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These “Medicare Savings Programs” help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost sharing (like deductibles, coinsurance, and copayments). (Some people with QMB are also eligible for full Medicaid benefits (QMB+).)
- **Qualified Medicare Beneficiary (QMB)+:** An individual who meets the standards for QMB eligibility, and who also meets the criteria for full Medicaid benefits. Pennsylvania Medical Assistance (Medicaid) pays their Medicare Part A premiums, if any, Medicare Part B premiums, Medicare deductibles and coinsurance, and provides full Pennsylvania Medical Assistance (Medicaid) benefits to the extent consistent with the State Plan.
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. (Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).)
- **SLMB+:** An individual who meets the standards for SLMB eligibility, and who also meets the criteria for full State Medicaid benefits. These individuals are entitled to payment of the Medicare Part B premium, in addition to full State Medicaid benefits.
- **Qualifying Individual (QI):** Helps pay Part B premiums
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums
- **Full Benefit Dual Eligible (FBDE):** Eligible for Medicaid either categorically or through optional coverage groups. However, Medicaid does not pay toward out-of-pocket costs.

### **Pennsylvania Medical Assistance (Medicaid) Benefits**

Geisinger Gold Secure Rx (HMO SNP) is a Medicare Advantage Special Needs Plan for people who have both Medicare and Pennsylvania Medical Assistance (Medicaid). This Evidence of Coverage tells you about your **Medicare** benefits, and some additional benefits provided by Geisinger Gold.

In addition to the Medicare Benefits described in this Evidence of Coverage document, you also have **Pennsylvania Medical Assistance (Medicaid)** benefits that will cover your cost sharing, plus some services, drugs and other items not covered by your Geisinger Gold Secure Rx (HMO SNP) Plan.

Below is a list, provided by the Commonwealth of Pennsylvania, of the Pennsylvania Medical

## Chapter 2. Important phone numbers and resources

Assistance (Medicaid) benefits offered to **full-benefit Dual Eligible Pennsylvania Medical Assistance (Medicaid) recipients.**

Medicare coverage must be used first, and the Pennsylvania Medical Assistance (Medicaid) Program may then cover payment of Pennsylvania Medical Assistance (Medicaid) covered services.

**Please Note: Geisinger Gold Secure Rx (HMO SNP) does not administer your Pennsylvania Medical Assistance (Medicaid) benefits. Covered Pennsylvania Medical Assistance (Medicaid) services will be administered by your Community HealthChoices (CHC) plan. Please contact your local County Assistance Office or your CHC plan for more information or for assistance with your Pennsylvania Medical Assistance (Medicaid) benefits. You can find phone numbers for the CHC plans in Chapter 2, Section 6 of this booklet.**

### Commonwealth of Pennsylvania Full-Benefit Pennsylvania Medical Assistance (Medicaid) Benefits and Home and Community Based Services (HCBS) Waiver Services:

Pennsylvania Medical Assistance (Medicaid) State Plan Benefits and Home and Community Based Services (HCBS) Waiver Services as Identified by Pennsylvania Medical Assistance (Medicaid) for Benefit Coordination Purposes.

#### Pennsylvania Medicaid State Plan Benefits and Home and Community Based Services

<b>Adult Benefit Package*</b>	
<b>Services</b>	<b>Adult Benefit Package</b>
<b>Category 1: Ambulatory Services</b>	
Primary Care Provider	No limits
Physician Services and Medical and Surgical Services provided by a Dentist	No limits
Certified Registered Nurse Practitioner	No limits
Federally Qualified Health Center/Rural Health Clinic	No limits except for Dental Care Services as described below
Independent Clinic	No limits
Outpatient Hospital Clinic	No limits
Podiatrist Services	No limits
Chiropractor Services	No limits
Optometrist Services	2 visits (exams) per calendar year
Hospice Care	The only key limitation is related to respite care, which may not exceed a total of 5 consecutive days in a 60-day certification period.
Radiology (For example: X-Rays, MRIs, and CTs)	No limits
Dental Care Services	Diagnostic, preventive, restorative, surgical dental procedures, prosthodontics and sedation.
Dental Care Services (cont.)	<b>Key Limitations:</b>

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<b>Adult Benefit Package*</b>	
<b>Services</b>	<b>Adult Benefit Package</b>
	Dentures – 1 upper arch (complete or partial) and 1 lower arch (complete or partial) per lifetime Denture relines – either full or partial, limited to 1 arch every 2 calendar years. Exams 1 per 180 days Prophylaxis 1 per 180 days Panoramic maxilla or mandible single film is limited to 1 per 5 calendar years. Crowns, Periodontics and Endodontics only via approved benefit limit exception.
Outpatient Hospital Short Procedure Unit (SPU)	No limits
Outpatient Ambulatory Surgical Center (ASC)	No limits
Non-Emergency Medical Transport	Only to and from Medicaid covered services.
Family Planning Clinic, Services and Supplies	No limits
Renal Dialysis	Initial training for home dialysis is limited to 24 sessions per patient per calendar year. Backup visits to the facility limited to no more than 75 per calendar year.
<b>Category 2: Emergency Services</b>	
Emergency Room	No limits
Ambulance	No limits
<b>Category 3: Hospitalization</b>	
Inpatient Acute Hospital	No limits
Inpatient Rehab Hospital	No limits
Inpatient Psychiatric Hospital	No limits
Inpatient Drug & Alcohol	No limits
<b>Category 4: Maternity and Newborn</b>	
Maternity - Physician, Certified Nurse Midwives, Birth Centers	No limits
<b>Category 5: Mental Health and Substance Abuse (Behavioral Health)</b>	
Outpatient Psychiatric Clinic	No limits
Mobile Mental Health Treatment	No limits
Outpatient Drug and Alcohol Treatment	No limits
Methadone Maintenance	No limits
Clozapine	No limits
Psychiatric Partial Hospital	No limits
Peer Support	No limits
Crisis	No limits

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<b>Adult Benefit Package*</b>	
<b>Services</b>	<b>Adult Benefit Package</b>
Targeted Case Management – other than Behavioral Health	Limited to individuals identified in the target group (No limits).
Targeted Case Management – Behavioral Health Only	Limited to individuals with Serious Mental Illness (SMI) only (No limits).
<b>Category 6: Prescription Drugs</b>	
Prescription Drugs	No limits
Nutritional Supplements	No limits
<b>Category 7: Rehabilitation and Habilitation Services and Devices</b>	
Skilled Nursing Facility	365 days per calendar year
Home Health Care includes nursing, aide and therapy services.	Unlimited for first 28 days; limited to 15 days every month thereafter.
Intermediate Care Facilities/Individuals with Intellectual Disabilities (ICF/IID) and Intermediate Care Facilities/for people with Other Related Conditions (ICF/ORC)	Requires an institutional level of care (No limits).
Durable Medical Equipment	No limits
Prosthetics and Orthotics	<p>Orthopedic Shoes and Hearing Aids are not covered.</p> <p>Coverage of molded shoes is limited to molded shoes for severe foot and ankle conditions and deformities of such a degree that the beneficiary is unable to wear ordinary shoes without corrections and modifications</p> <p>Coverage of modifications to orthopedic shoes and molded shoes is limited to only modifications necessary for the application of a brace or splint</p> <p>Coverage for low vision aids and eye prostheses is limited to 1 per 2 calendar years.</p> <p>Coverage for an eye ocular is limited to 1 per calendar year.</p>
Eyeglass Lenses	Limited to individuals diagnosed with aphakia 4 lenses per calendar year.
Eyeglass Frames	Limited to individuals diagnosed with aphakia 2 frames per calendar year. Deluxe frames not included.
Contact Lenses	Limited to individuals diagnosed with aphakia 4 lenses per calendar year.
Medical Supplies	No limits
Therapy (physical, occupational, speech) - Rehabilitative	Only when provided by a hospital, outpatient clinic, or home health provider.

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<b>Adult Benefit Package*</b>	
<b>Services</b>	<b>Adult Benefit Package</b>
Therapy (physical, occupational, speech) - Habilitative	Only when provided by a hospital, outpatient clinic, or home health provider.
<b>Category 8: Laboratory Services</b>	
Laboratory	No limits
<b>Category 9: Preventative / Wellness Services and Chronic Care</b>	
Tobacco Cessation**	70, 15-minute units per calendar year

**All units of service, age, gender, diagnosis, and other procedure code related limits still apply as indicated on the Medical Assistance Fee Schedule.**

**\*Children's benefit plan will include all medically necessary services without limitation.**

**\*\*Tobacco cessation is one of the preventative services as recommended by the US Preventative Services Task Force. For a full listing of preventative services beyond tobacco cessation, please contact your Managed Care Organization (MCO).**

<b>Home and Community-Based Services (HCBS)</b>	
<b>Services</b>	<b>Limits</b>
Adult Daily Living Services	Under Community Integration: Each distinct goal may not be more than twenty-six (26) weeks. No more than 32 units per week for one goal will be approved. If the participant has multiple goals, no more than 48 units per week will be approved. However, the Office of Long Term Living retains the discretion to authorize more than 48 units (12 hours) of Community Integration in one week for up to 21 hours per week and for periods longer than 26 weeks. Community Transition Services are limited to an aggregate of \$4,000 per participant, per lifetime, as preauthorized by the State Medicaid Agency program office. Total combined hours for Employment Skills Development, or Job Coaching services are limited to 50 hours in a calendar week. A participant whose needs
Assistive Technology	
Behavior Therapy	
Benefits Counseling	
Career Assessment	
Cognitive Rehabilitation Therapy	
Community Integration	
Community Transition Services	
Counseling	
Employment Skills Development	
Home Adaptations	
Home Delivered Meals	
Home Health Aide	
Home Health – Nursing	
Home Health - Occupational Therapy	
Home Health - Physical Therapy	
Home Health - Speech and Language	



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<b>Home and Community-Based Services (HCBS)</b>	
<b>Services</b>	<b>Limits</b>
Therapy	exceed 50 hours a week must obtain prior approval.
Job Coaching	
Job Finding	Under Specialized Medical Equipment and Supplies non-covered items include:
Non-Medical Transportation	
Nutritional Counseling	All prescription and over-the-counter medications, compounds and solutions (except wipes and barrier cream)
Participant-Directed Community Supports	
Participant-Directed Goods and Services	Items covered under third party payer Liability
Personal Assistance Services	
Personal Emergency Response System (PERS)	Items that do not provide direct medical or remedial benefit to the participant and/or are not directly related to a participant's disability
Pest Eradication	
Residential Habilitation	
Respite	Food, food supplements, food substitutes (including formulas), and thickening agents
Service Coordination	
Specialized Medical Equipment and Supplies	Eyeglasses, frames, and lenses Dentures
Structured Day Habilitation	
TeleCare	Any item labeled as experimental that has been denied by Medicare and/or Medicaid
Vehicle Modifications	Recreational or exercise equipment and adaptive devices for such

**For all Home and Community-Based Services (HCBS) that are also offered under the State Plan, the State Plan benefit must be exhausted before HCBS services can be accessed. Additionally, Medicare and other third-party resources such as private insurance limitations must also have been exhausted. Lastly, some HCBS services may not be accessed at the same time.**

If you have questions about the assistance you get from Pennsylvania Medical Assistance (Medicaid), contact the Pennsylvania Department of Human Services (DHS), Pennsylvania Medical Assistance (Medicaid) program or your Community HealthChoices plan by calling the phone numbers listed below, or by contacting your local County Assistance Office.

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<b>Method</b>	<b>Pennsylvania Department of Human Services, Pennsylvania Medical Assistance (Medicaid) program) – Contact Information</b>
<b>CALL</b>	1-800-692-7462 Department of Human Services Helpline Calls to this number are free. Hours: Monday - Friday 8:30 a.m. - 4:45 p.m.
<b>TTY</b>	1-800-451-5886 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
<b>VISIT</b>	You may visit your local county assistance office. A list of county assistance offices is available online at the state website listed below.
<b>WEBSITE</b>	<a href="http://www.dhs.pa.gov/Services/Assistance/Pages/Medical-Assistance.aspx">www.dhs.pa.gov/Services/Assistance/Pages/Medical-Assistance.aspx</a>

**Chapter 2. Important phone numbers and resources**

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Community HealthChoices (CHC) Plan at:

<b>CHC Plan</b>	<b>Website</b>	<b>Call</b>	<b>TTY</b>
AmeriHealth Caritas Pennsylvania	<a href="http://www.amerihealthcaritaschc.com">http://www.amerihealthcaritaschc.com</a>	1-855-235-5115	1-855-235-5112
Keystone First Community HealthChoices	<a href="http://www.keystonefirstchc.com">http://www.keystonefirstchc.com</a>	1-855-332-0729	1-855-235-4976
PA Health & Wellness	<a href="https://www.pahealthwellness.com">https://www.pahealthwellness.com</a>	1-844-626-6813	1-844-349-8916
UPMC Community HealthChoices	<a href="https://www.upmchealthplan.com">https://www.upmchealthplan.com</a>	1-844-833-0523	1-866-407-8762

**Your local Pennsylvania County Assistance office helps people enrolled in Medical Assistance (Medicaid) with Medicaid service or billing problems.**

**Pennsylvania County Assistance Offices:**

The Pennsylvania Office of the State Long-Term Care Ombudsman helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.

<b>Method</b>	<b>Office of the State Long-Term Care Ombudsman Pennsylvania Department of Aging – Contact Information</b>
<b>CALL</b>	717-783-8975 or contact your local Area Agency on Aging Monday – Friday 8:30 a.m. – 5:00 p.m.
<b>WRITE</b>	Office of the State Long-Term Care Ombudsman Pennsylvania Department of Aging 555 Walnut Street, 5 <sup>th</sup> Floor Harrisburg, PA 17101-1919
<b>WEBSITE</b>	<a href="http://www.aging.pa.gov/aging-services/Pages/Ombudsman.aspx">www.aging.pa.gov/aging-services/Pages/Ombudsman.aspx</a> A list of county ombudsman offices is also available on this website. More information about the Ombudsman Program is available at this website: <a href="http://www.aging.pa.gov/organization/advocacy-and-protection/Pages/Ombudsman.aspx">www.aging.pa.gov/organization/advocacy-and-protection/Pages/Ombudsman.aspx</a>

**Your local Pennsylvania County Assistance office helps people enrolled in Medical Assistance (Medicaid) with Medicaid service or billing problems.**

**Pennsylvania County Assistance Offices:**

<b><u>County</u></b>	<b><u>Assistance Office Address</u></b>	<b><u>Telephone/Fax Numbers</u></b>
<b>Adams</b>	<b>Adams County Assistance Office</b> 225 South Franklin Street P.O. Box 4446 Gettysburg, PA 17325-4446	Toll Free: 1-800-638-6816 Phone: 717-334-6241 FAX: 717-334-4104
<b>Berks</b>	<b>Berks County Assistance Office</b> Reading State Office Building 625 Cherry Street Reading, PA 19602-1188	Toll Free: 1-866-215-3912 Phone: 610-736-4211 FAX: 610-736-4004

**Chapter 2. Important phone numbers and resources**

<b><u>County</u></b>	<b><u>Assistance Office Address</u></b>	<b><u>Telephone/Fax Numbers</u></b>
<b>Blair</b>	<b>Blair County Assistance Office</b> 1100 Green Avenue Altoona, PA 16601-3440	Toll Free: 1-866-812-3341 FAX: 814-941-6813
<b>Bradford</b>	<b>Bradford County Assistance Office</b> 1 Elizabeth Street, Suite 4 PO Box 398 Towanda, PA 18848-0398	Toll Free: 1-800-542-3938 Phone: 570-265-9186 FAX: 570-265-3061
<b>Bucks</b>	<b>Bucks County Assistance Office</b> 1214 Veterans Highway Bristol, PA 19007-2593	Toll Free: 1-800-362-1291 Phone: 215-781-3300 FAX: 215-781-3438
<b>Cambria</b>	<b>Cambria County Assistance Office</b> 625 Main Street Johnstown, PA 15901-1678	Toll Free: 1-877-315-0389 Phone: 814-533-2491 FAX: 814-533-2214
<b>Cameron</b>	<b>Cameron County Assistance Office</b> 411 Chestnut Street P.O. Box 71 Emporium, PA 15834-0071	Toll Free: 1-877-855-1824 Phone: 814-486-3757 FAX: 814-486-1379
<b>Carbon</b>	<b>Carbon County Assistance Office</b> 101 Lehigh Drive Lehighton, PA 18235	Toll Free: 1-800-314-0963 Phone: 610-577-9020 FAX: 610-577-9043
<b>Centre</b>	<b>Centre County Assistance Office</b> 2580 Park Center Boulevard State College, PA 16801-3005	Toll Free: 1-800-355-6024 Phone: 814-863-6571 FAX: 814-689-1356
<b>Chester</b>	<b>Chester County Assistance Office</b> 100 James Buchanan Drive Thorndale, PA 19372-1132	Toll Free: 1-888-814-4698 Phone: 610-466-1000 FAX: 610-466-1130
<b>Clearfield</b>	<b>Clearfield County Assistance Office</b> 1025 Leonard Street Clearfield, PA 16830	Toll Free: 1-800-521-9218 Phone: 814-765-7591 FAX: 814-765-0802
<b>Clinton</b>	<b>Clinton County Assistance Office</b> 300 Bellefonte Avenue, Suite 101 Lock Haven, PA 17745-1929	Toll Free: 1-800-820-4159 Phone: 570-748-2971 FAX: 570-893-2973

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<b><u>County</u></b>	<b><u>Assistance Office Address</u></b>	<b><u>Telephone/Fax Numbers</u></b>
<b>Columbia</b>	<b>Columbia County Assistance Office</b> 27 East Seventh Street P.O. Box 628 Bloomsburg, PA 17815-0628	Toll Free: 1-877-211-1322 Phone: 570-387-4200 FAX: 570-387-4708
<b>Cumberland</b>	<b>Cumberland County Assistance Office</b> 33 Westminster Drive Carlisle, PA 17013-0599	Toll Free: 1-800-269-0173 Phone: 717-240-2700 FAX: 717-240-2781
<b>Dauphin</b>	<b>Dauphin County Assistance Office</b> 2432 N. 7th Street P.O. Box 5959 Harrisburg, PA 17110-0959	Toll Free: 1-800-788-5616 Phone: 717-787-2324 FAX: 717-772-4703
<b>Franklin</b>	<b>Franklin County Assistance Office</b> 620 Norland Avenue Chambersburg, PA 17201-4205	Toll Free: 1-877-289-9177 Phone: 717-264-6121 FAX: 717-264-4801
<b>Fulton</b>	<b>Fulton County Assistance Office</b> 539 Fulton Drive McConnellsburg, PA 17233	Toll Free: 1-800-222-8563 Phone: 717-485-3151 FAX: 717-485-3713
<b>Huntingdon</b>	<b>Huntingdon County Assistance Office</b> 7591 Lake Raystown Shopping Center Huntingdon, PA 16652-0398	Toll Free: 1-800-237-7674 Phone: 814-643-1170 FAX: 814-643-5441
<b>Jefferson</b>	<b>Jefferson County Assistance Office</b> 100 Prushnok Drive P.O. Box 720 Punxsutawney, PA 15767-0720	Toll Free: 1-800-242-8214 Phone: 814-938-2990 FAX: 814-938-3842
<b>Juniata</b>	<b>Juniata County Assistance Office</b> 100 Meadow Lane P.O. Box 65 Mifflintown, PA 17059-9983	Toll Free: 1-800-586-4282 Phone: 717-436-2158 FAX: 717-436-5402
<b>Lackawanna</b>	<b>Lackawanna County Assistance Office</b> 200 Scranton State Office Building 100 Lackawanna Avenue Scranton, PA 18503-1972	Toll Free: 1-877-431-1887 Phone: 570-963-4525 FAX: 570-963-4843

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<b><u>County</u></b>	<b><u>Assistance Office Address</u></b>	<b><u>Telephone/Fax Numbers</u></b>
<b>Lancaster</b>	<b>Lancaster County Assistance Office</b> 832 Manor Street P.O. Box 4967 Lancaster, PA 17604-4967	Phone: 717-299-7411 FAX: 717-299-7565
<b>Lebanon</b>	<b>Lebanon County Assistance Office</b> 625 South Eighth Street Lebanon, PA 17042-6762	Toll Free: 1-800-229-3926 Phone: 717-270-3600 FAX: 717-228-2589
<b>Lehigh</b>	<b>Lehigh County Assistance Office</b> 555 Union Blvd., Suite 3 Allentown, PA 18109-3389	Toll Free: 1-877-223-5956 Phone: 610-821-6509 FAX: 610-821-6705
<b>Luzerne</b>	<b>Luzerne County Assistance Office</b> <b>Wilkes-Barre District</b> 205 South Washington Street Wilkes-Barre, PA 18711-3298  <b>Hazleton District</b> Center Plaza Building 10 West Chestnut Street Hazleton, PA 18201-6409	Toll Free: 1-866-220-9320 Phone: 570-826-2100 FAX: 570-826-2178  Phone: 570-459-3800 FAX: 570-459-3931
<b>Lycoming</b>	<b>Lycoming County Assistance Office</b> 400 Little League Boulevard P.O. Box 127 Williamsport, PA 17703-0127	Toll Free: 1-877-867-4014 Phone: 570-327-3300 FAX: 570-321-6501
<b>Mifflin</b>	<b>Mifflin County Assistance Office</b> 1125 Riverside Drive Lewistown, PA 17044-1942	Toll Free: 1-800-382-5253 Phone: 717-248-6746 FAX: 717-242-6099
<b>Monroe</b>	<b>Monroe County Assistance Office</b> 1972 W. Main Street, Suite 101 Stroudsburg, PA 18360-0232	Toll Free: 1-877-905-1495 Phone: 570-424-3030 FAX: 570-424-3915
<b>Montour</b>	<b>Montour County Assistance Office</b> 497 Church Street Danville, PA 17821-2217	Toll Free: 1-866-596-5944 Phone: 570-275-7430 FAX: 570-275-7433
<b>Northampton</b>	<b>Northampton County Assistance Office</b> 201 Larry Holmes Drive	Toll Free: 1-800-349-5122 Phone: 610-250-1700 FAX: 610-250-1839

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<b><u>County</u></b>	<b><u>Assistance Office Address</u></b>	<b><u>Telephone/Fax Numbers</u></b>
	P.O. Box 10 Easton, PA 18044-0010	
<b>Northumberland</b>	<b>Northumberland County Assistance Office</b> 320 Chestnut Street Sunbury, PA 17801	Toll Free: 833-299-4361 Phone: 570-988-5900 FAX: 570-988-5918
<b>Perry</b>	<b>Perry County Assistance Office</b> 100 Centre Drive P.O. Box 280 New Bloomfield, PA 17068-0280	Toll Free: 1-800-991-1929 Phone: 717-582-2127 FAX: 717-582-4187
<b>Pike</b>	<b>Pike County Assistance Office</b> Milford Professional Park Suite 101 10 Buist Road Milford, PA 18337	Toll Free: 1-866-267-9181 Phone: 570-296-6114 FAX: 570-296-4183
<b>Potter</b>	<b>Potter County Assistance Office</b> 269 Route 6 West, Room 1 Coudersport, PA 16915-8465	Toll Free: 1-800-446-9896 Phone: 814-274-4900 FAX: 814-274-3635
<b>Schuylkill</b>	<b>Schuylkill County Assistance Office</b> 2640 Woodglen Road P.O. Box 1100 Pottsville, PA 17901-1100	Toll Free: 1-877-306-5439 Phone: 570-621-3000 FAX: 570-624-3334
<b>Snyder</b>	<b>Snyder County Assistance Office</b> 83 Maple Lane Selinsgrove, PA 17870-1302	Toll Free: 1-866-713-8584 Phone: 570-374-8126 FAX: 570-374-6347
<b>Somerset</b>	<b>Somerset County Assistance Office</b> 164 Stayrook Street Somerset, PA 15501	Toll Free: 1-800-248-1607 Phone: 814-443-3681 FAX: 814-445-4352
<b>Sullivan</b>	<b>Sullivan County Assistance Office</b> 918 Main Street, Suite 2 P.O. Box 355 Laporte, PA 18626-0355	Toll Free: 1-877-265-1681 Phone: 570-946-7174 FAX: 570-946-7189
<b>Susquehanna</b>	<b>Susquehanna County Assistance Office</b> 111 Spruce Street	Toll Free: 1-888-753-6328 Phone: 570-278-3891 FAX: 570-278-9508



**Chapter 2. Important phone numbers and resources**

<b>County</b>	<b>Assistance Office Address</b>	<b>Telephone/Fax Numbers</b>
	P.O. Box 128 Montrose, PA 18801-0128	
<b>Tioga</b>	<b>Tioga County Assistance Office</b> 11809 Route 6 Wellsboro, PA 16901-6764	Toll Free: 1-800-525-6842 Phone: 570-724-4051 FAX: 570-724-5612
<b>Union</b>	<b>Union County Assistance Office</b> Suite 300 1610 Industrial Boulevard Lewisburg, PA 17837-1292	Toll Free: 1-877-628-2003 Phone: 570-524-2201 FAX: 570-524-2361
<b>Wayne</b>	<b>Wayne County Assistance Office</b> 15 Innovation Drive Lake Ariel, PA 18436-8800	Toll Free: 1-877-879-5267 Phone: 570-253-7100 FAX: 717-525-5151
<b>Wyoming</b>	<b>Wyoming County Assistance Office</b> 608 Hunter Highway, Suite 6 P.O. Box 490 Tunkhannock, PA 18657-0490	Toll Free: 1-877-699-3312 Phone: 570-836-5171 FAX: 570-996-4141
<b>York</b>	<b>York County Assistance Office</b> 130 N. Duke Street P.O. Box 15041 York, PA 17405-7041	Toll Free: 800-991-0929 Phone: 717-771-1100 FAX: 717-771-1261

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## **SECTION 7      Information about programs to help people pay for their prescription drugs**

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### **Medicare’s “Extra Help” Program**

Because you are eligible for Pennsylvania Medical Assistance (Medicaid), you qualify for and are getting “Extra Help” from Medicare to pay for your prescription drug plan costs. You do not need to do anything further to get this “Extra Help.”

If you have questions about “Extra Help,” call:

- 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048 (applications), 24 hours a day, 7 days a week;
- The Social Security Office at 1-800-772-1213, between 7 am to 7 pm, Monday through Friday. TTY users should call 1-800-325-0778; or
- Your State Pennsylvania Medical Assistance (Medicaid) Office (applications) (See Section 6 of this chapter for contact information).

If you believe that you are paying an incorrect cost sharing amount when you get your prescription at a pharmacy, our plan has established a process that allows you to either request assistance in obtaining evidence of your proper copayment level, or, if you already have the evidence, to provide this evidence to us.

- Geisinger Gold Pharmacy Member Services will assist you with this process. Please call us at 1-800-988-4861 within 15 days of paying the cost sharing amount that you believe may be incorrect. You may be asked to provide us with documentation about your eligibility for Extra Help and the pharmacy receipt for the amount in question. Geisinger Gold Pharmacy Member Services will work with you, Medicare, and your pharmacy to assess if you have paid incorrect cost sharing.
- When we receive the evidence showing your cost sharing level, we will update our system so that you can pay the correct cost sharing when you get your next prescription at the pharmacy. If you overpay your cost sharing, we will reimburse you. Either we will forward a check to you in the amount of your overpayment or we will offset future cost sharing. If the pharmacy hasn't collected a cost sharing from you and is carrying your cost sharing as a debt owed by you, we may make the payment directly to the pharmacy. If a state paid on your behalf, we may make payment directly to the state. Please contact Member Services if you have questions (phone numbers are printed on the back cover of this booklet)

### **What if you have coverage from a State Pharmaceutical Assistance Program (SPAP)?**

If you are enrolled in a State Pharmaceutical Assistance Program (SPAP), or any other program that provides coverage for Part D drugs (other than “Extra Help”), you still get the 70% discount on covered brand name drugs. Also, the plan pays 5% of the costs of brand drugs in the coverage gap. The 70% discount and the 5% paid by the plan are both applied to the price of the drug before any SPAP or other coverage.

### **What if you have coverage from an AIDS Drug Assistance Program (ADAP)? What is the 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. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the Special Pharmaceutical Benefits Program, (SPBP) customer service at 1-800-922-9384. 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. For information please call the SPBP customer service at 1-800-922-9384.

**Chapter 2. Important phone numbers and resources**

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For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the SPBP customer service at 1-800-922-9384 or send questions to [SPBP@pa.gov](mailto:SPBP@pa.gov). You can visit [www.health.pa.gov/topics/programs/HIV/Pages/Special-Pharmaceutical-Benefits.aspx](http://www.health.pa.gov/topics/programs/HIV/Pages/Special-Pharmaceutical-Benefits.aspx).

**What if you get “Extra Help” from Medicare to help pay your prescription drug costs? Can you get the discounts?**

Most of our members get “Extra Help” from Medicare to pay for their prescription drug plan costs. If you get “Extra Help,” the Medicare Coverage Gap Discount Program does not apply to you. If you get “Extra Help,” you already have coverage for your prescription drug costs during the coverage gap.

**What if you don’t get a discount, and you think you should have?**

If you think that you have reached the coverage gap and did not get a discount when you paid for your brand name drug, you should review your next *Part D Explanation of Benefits* (Part D EOB) notice. If the discount doesn’t appear on your *Part D Explanation of Benefits*, you should contact us to make sure that your prescription records are correct and up-to-date. If we don’t agree that you are owed a discount, you can appeal. You can get help filing an appeal from your State Health Insurance Assistance Program (SHIP) (telephone numbers are in Section 3 of this Chapter) 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.

**State Pharmaceutical Assistance Programs**

Many states have State Pharmaceutical Assistance Programs that help some people pay for prescription drugs based on financial need, age, medical condition, or disabilities. Each state has different rules to provide drug coverage to its members.

In Pennsylvania, the State Pharmaceutical Assistance Program is PACE and PACENET.

<b>Method</b>	<b>PACE and PACENET (Pennsylvania’s State Pharmaceutical Assistance Program) – Contact Information</b>
<b>CALL</b>	1-800-225-7223
<b>TTY</b>	1-800-222-9004 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
<b>WRITE</b>	PACE/PACENET Program P.O. Box 8806 Harrisburg, PA 17105-8806
<b>WEBSITE</b>	<a href="http://pacecares.magellanhealth.com">pacecares.magellanhealth.com</a>

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## **SECTION 8      How to contact the Railroad Retirement Board**

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The Railroad Retirement Board is an independent Federal agency that administers comprehensive benefit programs for the nation’s railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

<b>Method</b>	<b>Railroad Retirement Board – Contact Information</b>
<b>CALL</b>	1-877-772-5772 Calls to this number are free. If you press “0,” you may speak with an RRB representative from 9:00 am to 3:30 pm, Monday, Tuesday, Thursday, and Friday, and from 9:00 am to 12:00 pm on Wednesday. If you press “1”, you may access the automated RRB HelpLine and recorded information 24 hours a day, including weekends and holidays.
<b>TTY</b>	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are <i>not</i> free.
<b>WEBSITE</b>	<a href="http://rrb.gov/">rrb.gov/</a>

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## **SECTION 9      You can get assistance from Pennsylvania Area Agencies on Aging, Geisinger Health Plan Health and Wellness Programs, the Pennsylvania Department of Aging, and the Pennsylvania Department of Human Services**

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### **Geisinger Health Plan Health and Wellness Education Programs**

Health Management programs focus on health conditions including education and management (in conjunction with your PCP) of Asthma, Chronic Obstructive Pulmonary Disease (COPD), Heart Failure (HF), Coronary Artery Disease (previous heart attack, angina, coronary bypass), Diabetes, High Blood Pressure (Hypertension), Osteoporosis and Tobacco Cessation. Health Management nurses work with your health care Provider to promote optimal monitoring, of medication and lifestyle management.

If you have questions regarding these programs, please contact the Geisinger Health Plan Health Management Department toll free at 1-800-883-6355, Monday through Friday, 8:00 a.m. to 4:30 p.m.

### **Commonwealth of Pennsylvania, Department of Aging**

This Pennsylvania Department of Aging webpage has links to local Area Agencies on Aging, and many other local resources that provide assistance to Older Pennsylvanians. [www.aging.pa.gov](http://www.aging.pa.gov). You can also reach the Pennsylvania Department of Aging at (717) 783-1550 or via Email at [aging@pa.gov](mailto:aging@pa.gov)

### **Area Agencies on Aging**

Pennsylvania's Area Agencies on Aging are non-profit organizations funded by Federal, State, and County governments to assist older adults by promoting the ability to live with independence and dignity.

Area Agencies on Aging (AAA) can assist you with a variety of services, information and referrals. Specific services available at each agency vary throughout the state, but each agency offers a wide array of programs to help older Pennsylvanians and their families get the help and information they need.

Your local Area Agency on Aging can assist you with services such as transportation, care management, counseling, senior centers, meal services, protective services, personal care, home support, information on housing options and long-term care, adult day care, legal assistance, ombudsman and other services that may be available in your community.

**Chapter 2. Important phone numbers and resources**

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**Contact the Area Agency on Aging (AAA) that serves your county for information on the services available in your area at [www.aging.pa.gov](http://www.aging.pa.gov).**

**Commonwealth of Pennsylvania Department of Human Services**

Links are available on this Pennsylvania Department of Human Services website at [www.dhs.pa.gov](http://www.dhs.pa.gov) for various Pennsylvania adult assistance programs, such as Services for Persons with Disabilities, Heating Assistance (LIHEAP), Cash Assistance, Hearings and Appeals process, and other services and programs administered by the Pennsylvania Department of Human Services.

You can also contact the Pennsylvania Department of Human Services by phone at 1-800-692-7462.

# CHAPTER 3

*Using the plan's coverage for your  
medical services*

## **Chapter 3. Using the plan’s coverage for your medical services**

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## **SECTION 1      Things to know about getting your medical care covered as a member of our plan**

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This chapter explains what you need to know about using the plan to get your medical care covered. It gives definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by the plan.

For the details on what medical care is covered by our plan, use the benefits chart in the next chapter, Chapter 4 (*Benefits Chart, what is covered*).

<b>Section 1.1      What are “network providers” and “covered services”?</b>
--

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **“Providers”** are doctors and other health care professionals licensed by the state to provide medical services and care. The term “providers” also includes hospitals and other health care facilities.
- **“Network providers”** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan. The providers in our network bill us directly for care they give you. When you see a network provider, you pay nothing or only your share of the cost for covered services.
- **“Covered services”** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the benefits chart in Chapter 4.

<b>Section 1.2      Basic rules for getting your medical care covered by the plan</b>
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As a Medicare health plan, Geisinger Gold Secure Rx (HMO SNP) must cover all services covered by Original Medicare and may offer other services in addition to those covered under Original Medicare.

Geisinger Gold Secure Rx (HMO SNP) will generally cover your medical care as long as:

- **The care you receive is included in the plan's Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** “Medically necessary” means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

- **You have a network primary care provider (a PCP) who is providing and overseeing your care.** As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
- **You must receive your care from a network provider** (for more information about this, see Section 2 in this chapter). In most cases, care you receive from an out-of-network provider (a provider who is not part of our plan's network) will not be covered. *Here are three exceptions:*
  - The plan covers emergency care or urgently needed services that you get from an out-of-network provider. For more information about this, and to see what emergency or urgently needed services means, see Section 3 in this chapter.
  - If you need medical care that Medicare requires our plan to cover and the providers in our network cannot provide this care, you can get this care from an out-of-network provider. Authorization must be obtained from our plan prior to seeking care. In this situation, we will cover these services as if you got the care from a network provider. For information about getting approval to see an out-of-network doctor, see Section 2.4 in this chapter.
  - The plan covers kidney dialysis services that you get at a Medicare-certified dialysis facility when you are temporarily outside the plan's service area.

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## **SECTION 2      Use providers in the plan's network to get your medical care**

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<b>Section 2.1      You must choose a Primary Care Provider (PCP) to provide and oversee your care</b>
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### **What is a "PCP" and what does the PCP do for you?**

When you become a member of our plan, you must choose a network provider to be your Primary Care Provider (PCP). Your PCP is a physician who meets state requirements and is trained to give you routine medical care. You will get your routine or basic care from your PCP. Your PCP will also coordinate the rest of the covered services you get as a member of our plan. Your PCP will provide most of your care and will help you arrange or coordinate the rest of the covered services you get as a member of our plan. This includes x-rays, laboratory tests, therapies, care from doctors who are specialists, hospital admissions, and follow-up care.

"Coordinating" your services includes checking or consulting with other network providers about your care and how it is going. In some cases, your PCP will need to get prior authorization (prior approval) from us. Since your PCP will provide and coordinate your medical care, you should have all of your past medical records sent to your PCP's office. Chapter 8 Section 1.4 tells you how we will protect the privacy of your medical records and personal health information.

## How do you choose your PCP?

Upon enrollment, you can choose a PCP by selecting a PCP listed in the Provider Directory, or by obtaining assistance from Member Services. The name and office telephone number of your PCP site is printed on your Geisinger Gold membership card.

## Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our plan's network of providers and you would have to find a new PCP.

To change your PCP, call Member Services (phone numbers are printed on the back cover of this booklet). When you call, be sure to tell Member Services if you are seeing specialists or getting other covered services that needed your PCP's approval (such as home health services or durable medical equipment (DME)). Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will change your membership record to show the name of your new PCP, and tell you when the change to your new PCP will take effect. They will send you a new membership card that shows and phone number of your new PCP unless the change of PCP is within the same primary care site.

## Section 2.2 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer
- Cardiologists care for patients with heart conditions
- Orthopedists care for patients with certain bone, joint, or muscle conditions

When your PCP thinks that you need specialized treatment, he/she will recommend that you see a plan specialist or certain other providers. Your PCP will help you arrange or coordinate covered services you get from other plan providers.

For some types of services and care, your provider may need to get approval in advance from our plan (this is called "prior authorization"). Services that need prior authorization are identified in the Benefits Chart in Chapter 4, Section 2.1 by statements in ***bold italics***. You should ask your provider to confirm they have obtained prior authorization from the plan prior to receiving the services.

## What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- We will make a good faith effort to provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider to manage your care.

To tell us that your doctor or specialist is leaving the plan, or if you would like assistance with selecting a new qualified provider, please contact Member Services (phone numbers are printed on the back cover of this booklet). A Geisinger Gold customer service representative will be happy to assist you.

#### **Section 2.4      How to get care from out-of-network providers**

In certain situations, it may be necessary for you to obtain care outside of the plan's network. You do not need permission from the plan (called prior authorization) to seek out-of-network emergency or urgently needed services, **but for all other types of care, you are responsible for making sure that prior authorization has been obtained before you receive out-of-network care.**

Except for emergency and urgently needed services, we will not pay for out-of-network care you receive without first obtaining prior authorization. To ask for prior authorization, please call the Member Services phone number listed on the back of your Geisinger Gold membership card.

- Our plan covers emergency care or urgently needed services that you obtain from an out-of-network provider. For additional information on emergency or urgently needed services, see Section 3 in this chapter. You do not need prior authorization to seek emergency or urgently needed services out-of-network. If you get emergency or urgently needed services out-of-network, your cost is the same cost you would pay in-network for the same service.
- If you need medical care that Medicare requires our plan to cover and an in-network provider cannot provide this care, you can get this care from an out-of-network provider. **Authorization must be obtained from the plan prior to seeking this type of out-of-network care.** In this situation, you will pay the same as you would pay if you got the care from a network provider.

- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are temporarily outside the plan's service area.
- Routine and Medicare-covered eyewear (prescription eyeglasses or contact lenses) benefits may be obtained out of network. Prior authorization to go out of network for eyewear is not necessary.

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## **SECTION 3      How to get covered services when you have an emergency or urgent need for care or during a disaster**

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<b>Section 3.1      Getting care if you have a medical emergency</b>
--

### **What is a “medical emergency” and what should you do if you have one?**

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 medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call 911 for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do *not* need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. The number to call is on the back of your Geisinger Gold membership card.

### **What is covered if you have a medical emergency?**

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. For more information, see the Benefits Chart in Chapter 4 of this booklet.

In general, health care you get while traveling outside the United States and its territories isn't covered by Medicare.

### **Worldwide Emergency/Urgent Coverage**

If a Medical Emergency or an Urgent Need for Medical Services occurs while you are traveling outside the U.S., your Geisinger Gold Worldwide Emergency/Urgent Coverage benefit will cover Emergency or Urgently Needed Services and Emergency Ambulance Transportation you receive outside of the United States and its territories. Emergency Care and Urgently Needed

Services Coverage is limited to care that would be classified as emergency or urgently needed services had you received them inside the United States.

We cover emergency ambulance transport to the nearest appropriate facility that can provide emergency care when the member's emergency medical condition is such that any other means of transportation could seriously endanger the member's health. Worldwide Emergency Coverage, Worldwide Emergency Transportation, and Worldwide Urgent Coverage is a **combined** benefit limit of \$100,000 per year. Medical Evacuation from a foreign country back to the United States is covered by Geisinger Gold.

Because the coverage provided by the Geisinger Gold Worldwide Emergency/Urgent Coverage benefit is limited to emergency or urgently needed services outside the United States, you may want to consider buying a travel insurance policy to get more coverage. A travel agent can give you more information about buying travel insurance. Not all travel insurance includes health care coverage or coverage of medical evacuation back to the United States, so it is important to understand what the travel insurance policy covers and any restrictions before purchasing. Geisinger Gold does not cover non-emergency/non-urgent services you receive outside of the United States and its territories.

For more information about Worldwide Coverage of Emergency/Urgently Needed Services, please refer to the Benefit Chart in Chapter 4, or contact Member Services (phone numbers are printed on the back cover of this booklet).

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be covered by our plan. If your emergency care is provided by out-of-network providers, we will try to arrange for network providers to take over your care as soon as your medical condition and the circumstances allow.

### **What if it wasn't a medical emergency?**

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care – thinking that your health is in serious danger – and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, as long as you reasonably thought your health was in serious danger, we will cover your care.

However, after the doctor has said that it was *not* an emergency, we will cover additional care *only* if you get the additional care in one of these two ways:

- You go to a network provider to get the additional care.
- – *or* – The additional care you get is considered “urgently needed services” and you follow the rules for getting this urgent care (for more information about this, see Section 3.2 below).

## **Section 3.2 Getting care when you have an urgent need for services**

### **What are “urgently needed services”?**

“Urgently needed services” are non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

### **What if you are in the plan's service area when you have an urgent need for care?**

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

If you are in the plan's service area and have an urgent need for services, you should contact your PCP's office first, if possible. Many primary care providers reserve some time each day to see patients with an urgent need for services. Even after hours, your PCP may be able to assist you, or may be able to direct you to a partnering in-network provider who is on call for urgent after-hours services. You may also call our 24-hour nurse line, Tel-a-nurse, for assistance at 877-543-5061. If your PCP and other network providers are unavailable or inaccessible, our plan will cover urgently needed services that you receive at an urgent care center or from an out-of-network provider.

### **What if you are outside the plan's service area when you have an urgent need for care?**

When you are outside the service area and cannot get care from a network provider, our plan will cover urgently needed services that you get from any provider.

Our plan covers worldwide emergency and urgent care services outside the United States under the following circumstances:

If an urgent need for medical services occurs while you are traveling outside the United States, your Geisinger Gold Worldwide Emergency/Urgent Coverage benefit will cover urgently needed services you receive outside of the United States and its territories. Coverage is limited to services that would be classified as urgently needed services had you received them inside the United States, up to a **combined** Worldwide Emergency/Urgent Coverage benefit limit of \$100,000 per year. Our plan does not cover non-emergency/non-urgent services if you receive the care outside of the United States.

### **Section 3.3      Getting care during a disaster**

If the Governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from your plan.

Please visit the following website: [www.GeisingerGold.com](http://www.GeisingerGold.com) for information on how to obtain needed care during a disaster.

Generally, if you cannot use a network provider during a disaster, your plan will allow you to obtain care from out-of-network providers at in-network cost sharing. If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5 for more information.

## **SECTION 4      What if you are billed directly for the full cost of your covered services?**

### **Section 4.1      You can ask us to pay for covered services**

If you have paid for your covered services, or if you have received a bill for covered medical services, go to Chapter 7 (*Asking us to pay our share of a bill you have received for covered medical services or drugs*) for information about what to do.

Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Geisinger Gold Secure Rx (HMO SNP) Medicare-covered benefits. **Geisinger Gold is not allowed to reimburse members for Pennsylvania Medical Assistance (Medicaid) covered benefits.**

### **Section 4.2      What should you do if services are not covered by our plan?**

Geisinger Gold Secure Rx (HMO SNP) covers all medical services that are medically necessary, these services are listed in the plan's Benefits Chart (this chart is in Chapter 4 of this booklet) and are obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by our plan, either because they are not plan covered services, or they were obtained out-of-network and were not authorized.

However, in addition to the **Medicare** Benefits described in this Evidence of Coverage document, you may also have **Pennsylvania Medical Assistance (Medicaid)** benefits that cover some services, drugs and other items that are not covered by your Geisinger Gold Secure Rx (HMO SNP) Plan. Before paying for services that are not covered by **Geisinger Gold Secure Rx (HMO SNP)**, you will want to check with Pennsylvania Medical Assistance (Medicaid) or your Community HealthChoices Plan to see if the services are covered. You can find phone numbers in Chapter 2, Section 6 of this booklet. **If you have received services that are not covered by either Geisinger Gold Secure Rx (HMO SNP)**



**or by your Pennsylvania Medical Assistance (Medicaid) benefits, you are responsible for paying the full cost of these services.**

Geisinger Gold is not allowed to reimburse members for Pennsylvania Medical Assistance (Medicaid) covered benefits. If you have questions, please contact Member Services (phone numbers are printed on the back cover of this booklet).

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) has more information about what to do if you want a coverage decision from us or want to appeal a decision we have already made. You may also call Member Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service. Costs you have paid once a benefit limit has been reached will not count toward an out-of-pocket maximum. You can call Member Services when you want to know how much of your benefit limit you have already used.

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## **SECTION 5      How are your medical services covered when you are in a “clinical research study”?**

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<b>Section 5.1      What is a “clinical research study”?</b>
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A clinical research study (also called a “clinical trial”) is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare or our plan first needs to approve the research study. If you participate in a study that Medicare or our plan has *not* approved, *you will be responsible for paying all costs for your participation in the study.*

Once Medicare or our plan approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study *and* you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you

may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do *not* need to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do *not* need to be part of our plan's network of providers.

Your Pennsylvania Medical Assistance (Medicaid) benefits may provide additional coverage of services that are not covered by your Medicare benefits. For more information about your Medical Assistance (Medicaid) benefits, please contact the Pennsylvania Medical Assistance (Medicaid) office at 1-800-642-7462 or your Local County Assistance Office. (Contact information is listed in Chapter 2, section 6 of this document.) You may also contact your Community HealthChoices Provider.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

If you plan on participating in a clinical research study, contact Member Services (phone numbers are printed on the back cover of this booklet) to let them know that you will be participating in a clinical trial and to find out more specific details about what your plan will pay.

<b>Section 5.2</b>	<b>When you participate in a clinical research study, who pays for what?</b>
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Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study
- An operation or other medical procedure if it is part of the research study
- Treatment of side effects and complications of the new care

Original Medicare pays most of the cost of the covered services you receive as part of the study. After Medicare has paid its share of the cost for these services, either your Geisinger Gold Secure Rx (HMO SNP) or Pennsylvania Medicare Assistance (Medicaid) will pay the rest. Like for all covered services, you will pay nothing for the covered services you get in the clinical research study.

In order for us to pay for our share of the costs, you will need to submit a request for payment. With your request, you will need to send us a copy of your Medicare Summary Notices or other documentation that shows what services you received as part of the study. Please see Chapter 7 for more information about submitting requests for payment.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will *not* pay for the new item or service that the study is testing unless Medicare would cover the item or service even if you were *not* in a study.
- Items and services the study gives you or any participant for free

- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

### **Do you want to know more?**

You can get more information about joining a clinical research study by reading the publication “Medicare and Clinical Research Studies” on the Medicare website ([www.medicare.gov](http://www.medicare.gov)). You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

For information about additional services which may be covered by your Pennsylvania Medical Assistance (Medicaid) benefits or Medicare cost sharing paid by Pennsylvania Medical Assistance (Medicaid) on your behalf, please contact the Pennsylvania Medical Assistance (Medicaid) office at 1-800-642-7462, your Community HealthChoices Plan or your local County Assistance Office. (Contact information is listed in Chapter 2, Section 6 of this booklet.)

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## **SECTION 6 Rules for getting care covered in a “religious non-medical health care institution”**

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<b>Section 6.1</b>	<b>What is a religious non-medical health care institution?</b>
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A religious non-medical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious non-medical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for Part A inpatient services (non-medical health care services). Medicare will only pay for non-medical health care services provided by religious non-medical health care institutions.

<b>Section 6.2</b>	<b>Receiving Care From a Religious Non-Medical Health Care Institution</b>
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To get care from a religious non-medical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is “non-excepted.”

- “Non-excepted” medical care or treatment is any medical care or treatment that is *voluntary* and *not required* by any federal, state, or local law.
- “Excepted” medical treatment is medical care or treatment that you get that is *not* voluntary or *is required* under federal, state, or local law.

To be covered by our plan, the care you get from a religious non-medical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.

- Our plan's coverage of services you receive is limited to *non-religious* aspects of care.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
  - You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
  - – *and* – You must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.
  - Original Medicare inpatient hospital coverage limits apply.
  - For more information about our plan's coverage of services, please see the Benefit Chart in Chapter 4.

For information about additional services which may be covered by your Pennsylvania Medical Assistance (Medicaid) benefits or Medicare cost sharing paid by Pennsylvania Medical Assistance (Medicaid) on your behalf, please contact the Pennsylvania Medical Assistance (Medicaid) office at 1-800-642-7462, your Community HealthChoices Plan or your local County Assistance Office. (Contact information is listed in Chapter 2, Section 6 of this booklet.)

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## **SECTION 7      Rules for ownership of durable medical equipment**

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<b>Section 7.1</b>	<b>Will you own the durable medical equipment after making a certain number of payments under our plan?</b>
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Durable medical equipment (DME) includes items such as oxygen equipment and supplies, wheelchairs, walkers, powered mattress systems, crutches, diabetic supplies, speech generating devices, IV infusion pumps, nebulizers, and hospital beds ordered by a provider for use in the home. The member always owns certain items, such as prosthetics. In this section, we discuss other types of DME that you must rent.

In Original Medicare, people who rent certain types of DME own the equipment after paying copayments for the item for 13 months. As a member of Geisinger Gold Secure Rx (HMO SNP), however, you usually will not acquire ownership of rented DME items no matter how many copayments you make for the item while a member of our plan. Under certain limited circumstances we will transfer ownership of the DME item to you. Call Member Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

There are certain types of DME that are not eligible for conversion from rental to member ownership, including but not limited to: oxygen, ventilators and power mobility. Before converting an equipment rental to member ownership, we may need documentation from your provider stating that you continue to use the equipment and that it is still medically necessary.

Not all Geisinger Gold network DME Suppliers are contracted for rent to own conversion. For more information about rent to own DME and which network DME suppliers offer a rent to own

option, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you choose a DME supplier who does the rent to own option, after the rental period is over and you become the owner, you may be responsible for part of the cost to have the equipment serviced.

Please note that accessories and supplies used on, in, or with the DME item are not included in the rental payment cap. You continue to be responsible for cost sharing on these associated items and supplies purchased for you.

Your Pennsylvania Medical Assistance (Medicaid) benefits may provide additional coverage of DME items and services that are not covered by your Medicare benefits. For more information about your Pennsylvania Medical Assistance (Medicaid) benefits, please contact the Pennsylvania Medical Assistance (Medicaid) office at 1-800-642-7462, your Community HealthChoices Plan or your Local County Assistance Office. (Contact information is listed in Chapter 2, Section 6 of this document.)

### **What happens to payments you made for durable medical equipment if you switch to Original Medicare?**

If you did not acquire ownership of the DME item while in our plan, you will have to make 13 new consecutive payments after you switch to Original Medicare in order to own the item. Payments you made while in our plan do not count toward these 13 consecutive payments.

If you made fewer than 13 payments for the DME item under Original Medicare *before* you joined our plan, your previous payments also do not count toward the 13 consecutive payments. You will have to make 13 new consecutive payments after you return to Original Medicare in order to own the item. There are no exceptions to this case when you return to Original Medicare.

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## **SECTION 8 Rules for Oxygen Equipment, Supplies, and Maintenance**

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<b>Section 8.1 What oxygen benefits are you entitled to?</b>
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If you qualify for Medicare oxygen equipment coverage, then for as long as you are enrolled, Geisinger Gold Secure Rx (HMO SNP) will cover:

- Rental of oxygen equipment
- Delivery of oxygen and oxygen contents
- Tubing and related oxygen accessories for the delivery of oxygen and oxygen contents
- Maintenance and repairs of oxygen equipment

If you leave Geisinger Gold Secure Rx (HMO SNP) or no longer medically require oxygen equipment, then the oxygen equipment must be returned to the owner.

**Section 8.2      What is your cost sharing? Will it change after 36 months?**

**Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered items and services you receive.**

Your cost sharing for Medicare oxygen equipment coverage is 20% coinsurance every time your oxygen supplier bills Geisinger Gold.

Your cost sharing will not change after being enrolled for 36 months in Geisinger Gold Secure Rx (HMO SNP).

If prior to enrolling in Geisinger Gold Secure Rx (HMO SNP) you had made 36 months of rental payment for oxygen equipment coverage, your cost sharing in Geisinger Gold Secure Rx (HMO D-SNP) is 20% coinsurance.

**Section 8.3      What is your cost sharing? Will it change after 36 months?**

If you return to Original Medicare, then you start a new 36-month cycle which renews every five years. For example, if you had paid rentals for oxygen equipment for 36 months prior to joining Geisinger Gold Secure Rx (HMO SNP), join Geisinger Gold Secure Rx (HMO SNP) for 12 months, and then return to Original Medicare, you will pay full cost sharing for oxygen equipment coverage.

Similarly, if you made payments for 36 months while enrolled in Geisinger Gold Secure Rx (HMO SNP) and then return to Original Medicare, you will pay full cost sharing for oxygen equipment coverage.

# CHAPTER 4

*Benefits Chart (what is covered)*

## **Chapter 4. Benefits Chart (what is covered)**

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## **COVID-19 Public Health emergency**

Effective for services starting March 6, 2020 and for the duration of the COVID-19 Public Health Emergency, Medicare will make payment for Medicare telehealth services furnished to patients in broader circumstances.

Geisinger Health Plan will cover select Medicare telehealth services. Please go to the Benefit Table in Section 2.1 under Physician/Practitioner services for more details about these select Medicare telehealth services. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet).

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## **SECTION 1 Understanding covered services**

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This chapter focuses on what services are covered. It includes a Benefits Chart that lists your covered services as a member of Geisinger Gold Secure Rx (HMO SNP). Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services.

<b>Section 1.1 You pay nothing for your covered services</b>
--

Because you get assistance from Pennsylvania Medical Assistance (Medicaid), you pay nothing for your covered medical services as long as you follow the plans' rules for getting your care and meet the coverage requirements for Medicare cost sharing assistance under Pennsylvania Medical Assistance (Medicaid). (See Chapter 3 for more information about the plans' rules for getting your care.)

Geisinger Gold Secure Rx (HMO SNP) members also have Pennsylvania Medical Assistance (Medicaid) benefits. Medical Assistance (Medicaid) pays the Medicare cost sharing on your behalf for your Geisinger Gold Secure Rx (HMO SNP) Medicare-covered benefits as long as you follow the plans' rules for getting covered care and meet the coverage requirements for Medicare cost sharing assistance under Pennsylvania Medical Assistance (Medicaid.)

- A “copayment” is the fixed amount paid by Pennsylvania Medical Assistance (Medicaid) on your behalf each time you receive certain Medicare-covered medical services.
- “Coinsurance” is the percentage of the total cost of certain Medicare-covered medical services paid by Pennsylvania Medical Assistance (Medicaid) on your behalf.

Depending on your level of Medical Assistance Benefit, Pennsylvania Medical Assistance (Medicaid) may require certain Geisinger Gold Secure Rx (HMO SNP) members to pay Medical Assistance (Medicaid) copayments when receiving covered services. For more information about your Pennsylvania Medical Assistance (Medicaid) Benefit, please contact the Pennsylvania Medical Assistance Office at 1-800-642-7462 or your Local County Assistance Office. See Chapter 2, section 6 for Pennsylvania Medical Assistance (Medicaid) Contact Information. You may also contact your Community HealthChoices Plan.

<b>Section 1.2</b>	<b>What is the most you will pay for Medicare Part A and Part B covered medical services?</b>
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**Note:** Because our members also get assistance from Pennsylvania Medical Assistance (Medicaid), very few members ever reach this out-of-pocket maximum. If you are eligible for Medicare cost sharing assistance under Pennsylvania Medical Assistance (Medicaid), you are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B 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 medical services that are covered under Medicare Part A and Part B (see the Medical Benefits Chart in Section 2, below). This limit is called the maximum out-of-pocket amount for medical services.

As a member of Geisinger Gold Secure Rx (HMO SNP), the most you will have to pay out-of-pocket for Part A and Part B services in 2021 is \$6,700. The amounts you pay for copayments and coinsurance for covered services count toward this maximum out-of-pocket amount. (The amounts you pay for your Part D prescription drugs do not count toward your maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk in the Medical Benefits Chart.) If you reach the maximum out-of-pocket amount of \$6,700, you will not have to pay any out-of-pocket costs for the rest of the year for covered Part A and Part B services. However, you must continue to pay the Medicare Part B premium (unless your Part B premium is paid for you by Pennsylvania Medical Assistance (Medicaid) or another third party).

<b>Section 1.3</b>	<b>Our plan does not allow providers to “balance bill” you</b>
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As a member of Geisinger Gold Secure Rx (HMO SNP) an important protection for you is that you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called “balance billing.” This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don’t pay certain provider charges.

Here is how this protection works.

- If your cost sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends on which type of provider you see:
  - If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by the plan’s reimbursement rate (as determined in the contract between the provider and the plan).

- If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Remember, the plan covers services from out-of-network providers only in certain situations, such as when you get an authorization from the plan.)
- If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for non-participating providers. (Remember, the plan covers services from out-of-network providers only in certain situations, such as when you get an authorization from the plan.)

If you believe a provider has “balance billed” you, call Member Services (phone numbers are printed on the back cover of this booklet).

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## **SECTION 2      Use the *Benefits Chart* to find out what is covered for you**

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<b>Section 2.1      Your medical benefits as a member of the plan</b>
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The Benefits Chart on the following pages lists the services Geisinger Gold Secure Rx (HMO SNP) covers. The services listed in the Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) *must* be medically necessary. “Medically necessary” means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
- You have a primary care provider (a PCP) who is providing and overseeing your care.
- Some of the services listed in the Benefits Chart are covered *only* if your doctor or other network provider gets approval in advance (sometimes called “prior authorization”) from us. Covered services that need approval in advance are marked in the Benefits Chart in ***bold italics***. In addition, the following services not listed in the Benefits Chart require prior authorization:
  - Biofeedback Training

**Chapter 4. Benefits Chart (what is covered)**

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- We may also charge you "administrative fees" for missed appointments. Call Member Services if you have questions regarding these administrative fees. (Phone numbers for Member Services are printed on the back cover of this booklet.)

Other important things to know about our coverage:

- You are covered by both Medicare and Pennsylvania Medical Assistance (Medicaid). Medicare covers health care and prescription drugs. Pennsylvania Medical Assistance (Medicaid) covers your cost sharing for Medicare services, including Medicare Part A and B deductibles, copayments, and coinsurance. Pennsylvania Medical Assistance (Medicaid) also covers services Medicare does not cover, like long-term care, and home and community-based services.
- Like all Medicare health plans, we cover everything that Original Medicare covers. (If you want to know more about the coverage and costs of Original Medicare, look in your *Medicare & You 2021 Handbook*. View it online at [www.medicare.gov](http://www.medicare.gov) or ask for a copy 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.)
- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you.
- Sometimes, Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2021, either Medicare or our plan will cover those services.
- If you are within our plan's two-month period of deemed continued eligibility, we will continue to provide all Medicare Advantage plan-covered Medicare benefits. However, during this period, we will not pay the Medicare premiums or cost sharing for which the state would otherwise be liable had you not lost your Pennsylvania Medical Assistance (Medicaid) eligibility. Medicare cost sharing amounts for Medicare basic and supplemental benefits do not change during this period.

You do not pay anything for the services listed in the Benefits Chart, as long as you meet the coverage requirements described above and meet the coverage requirements for Medicare cost sharing under Pennsylvania Medical Assistance (Medicaid).

**If you are eligible for Medicare cost sharing assistance under Pennsylvania Medical Assistance (Medicaid), you do not pay anything for the services listed in the Benefits Chart, as long as you meet the coverage requirements described above.**

Important Benefit Information for Enrollees with Chronic Conditions

- If you are diagnosed with the following chronic condition(s) identified below and meet certain criteria, you may be eligible for special supplemental benefits for the chronically ill.
  1. Chronic alcohol and other drug dependence;
  2. Autoimmune disorders limited to:
    - Polyarteritis nodosa,
    - Polymyalgia rheumatica,

- Polymyositis,
- Rheumatoid arthritis, and
- Systemic lupus erythematosus;
- 3. Cancer, excluding pre-cancer conditions or in-situ status;
- 4. Cardiovascular disorders limited to:
  - Cardiac arrhythmias,
  - Coronary artery disease,
  - Peripheral vascular disease, and
  - Chronic venous thromboembolic disorder;
- 5. Chronic heart failure;
- 6. Dementia;
- 7. Diabetes mellitus;
- 8. End-stage liver disease;
- 9. End-stage renal disease (ESRD) requiring dialysis;
- 10. Severe hematologic disorders limited to:
  - Aplastic anemia,
  - Hemophilia,
  - Immune thrombocytopenic purpura,
  - Myelodysplastic syndrome,
  - Sickle-cell disease (excluding sickle-cell trait), and
  - Chronic venous thromboembolic disorder;
- 11. HIV/AIDS;
- 12. Chronic lung disorders limited to:
  - Asthma,
  - Chronic bronchitis,
  - Emphysema,
  - Pulmonary fibrosis, and
  - Pulmonary hypertension;
- 13. Chronic and disabling mental health conditions limited to:
  - Bipolar disorders,
  - Major depressive disorders,
  - Paranoid disorder,
  - Schizophrenia, and
  - Schizoaffective disorder;
- 14. Neurologic disorders limited to:
  - Amyotrophic lateral sclerosis (ALS),
  - Epilepsy,
  - Extensive paralysis (i.e., hemiplegia, quadriplegia, paraplegia, monoplegia),
  - Huntington's disease,
  - Multiple sclerosis,
  - Parkinson's disease,
  - Polyneuropathy,
  - Spinal stenosis, and
  - Stroke-related neurologic deficit; and
- 15. Stroke.

**Chapter 4. Benefits Chart (what is covered)**

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- Plan representatives and care staff will verify member eligibility and assess each individual's disease state, treatment plan, and relevant social determinants to validate any supplemental benefits provided will have reasonable impact toward maintaining or improving a member's unique health status.
- Please go to the "Special Supplemental Benefits for the Chronically ill" row in the below Medical Benefits Chart for further detail.




You will see this apple next to the preventive services in the benefits chart. Medicare covers many of these preventive services at no cost to members. To determine which preventive benefits are covered with \$0 cost sharing and which have a copayment or coinsurance, please see the cost sharing listed in the Benefit Chart for each benefit.

## Benefits Chart

Benefits that require prior authorization are identified in the table below by a prior authorization statement in ***bold italics***.




Amounts you pay for some services do not count toward your maximum out-of-pocket amount. These services are marked with an asterisk (\*) in the Medical Benefits Chart.




Services that are covered for you	What you must pay when you get these services
<p> <b>Abdominal aortic aneurysm screening</b></p> <p>A one-time screening ultrasound for people at risk. The plan only covers this screening if you have certain risk factors and if it is ordered by your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for members eligible for this in-network Medicare-covered preventive screening.</p>
<p><b>Acupuncture for chronic low back pain</b></p> <p>Covered services include:</p> <p>Up to 12 visits in 90 days are covered for Medicare beneficiaries under the following circumstances:</p> <p>For the purpose of this benefit, chronic low back pain is defined as:</p> <ul style="list-style-type: none"> <li>• Lasting 12 weeks or longer;</li> <li>• nonspecific, in that it has no identifiable systemic cause (i.e., not associated with metastatic, inflammatory, infectious, etc. disease);</li> <li>• not associated with surgery; and</li> <li>• not associated with pregnancy.</li> </ul> <p>An additional eight sessions will be covered for those patients demonstrating an improvement. No more than 20 acupuncture treatments may be administered annually.</p> <p>Treatment must be discontinued if the patient is not improving or is regressing.</p>	<p><b>0% Coinsurance for in-network Medicare-covered acupuncture services.</b></p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p><b>Ambulance services</b></p> <ul style="list-style-type: none"> <li>• Covered ambulance services include fixed wing, rotary wing, and ground ambulance services, to the nearest appropriate facility that can provide care only if they are</li> </ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered ambulance services.</p>


Services that are covered for you	What you must pay when you get these services
<p>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.</p> <ul style="list-style-type: none"> <li>• Non-emergency transportation by ambulance is appropriate if it is 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.</li> <li>• Emergency Ambulance transport to the nearest facility that can provide emergency care is also covered outside the United States as part of the Worldwide Emergency/Urgent Coverage Benefit. Worldwide Emergency/Urgent Coverage Services are covered up to a combined benefit limit of \$100,000 per year. Non-emergency Ambulance services are not covered outside of the US and its territories. (See Emergency care and Urgently needed services sections of this Benefit Chart)</li> </ul> <p>Medicare-covered non-emergency transportation by ambulance must be obtained from an in-network ambulance service.</p> <p><b><i>Prior Authorization is required for non-emergency transportation by ambulance. The ambulance provider must contact our plan before providing services.</i></b></p>	<p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p> <p><b>\$0 Copayment</b> for covered Worldwide Emergency Ambulance transport outside the United States.</p>
<p><b>Annual Routine Physical Examination</b></p> <p>The supplemental Annual Routine Physical is a comprehensive hands-on physical examination covered once each calendar year. It includes a routine examination of the eyes, ears, head, neck, abdomen and extremities, and cardiovascular, pulmonary, and neurological bodily systems.</p> <p>The exam also includes a review of your prescription medicines, and if needed, your provider may order</p>	<p><b>\$0 Copayment</b> for in-network annual routine physical examinations.</p>







**Chapter 4. Benefits Chart (what is covered)**

<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
lab or diagnostic tests. See the outpatient diagnostic test section in this table for more information.)	
 <b>Annual wellness visit</b> 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 each calendar year.  <b>Note:</b> 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.	There is no coinsurance, copayment, or deductible for the in-network Medicare-covered annual wellness visit.
 <b>Bone mass measurement</b> For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered once every two calendar years 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.	There is no coinsurance, copayment, or deductible for the in-network Medicare-covered bone mass measurement.
 <b>Breast cancer screening (mammograms)</b> Covered services include: <ul style="list-style-type: none"> <li>• One baseline mammogram between the ages of 35 and 39</li> <li>• One screening mammogram each calendar year for women age 40 and older</li> <li>• Clinical breast exams once every two calendar years</li> </ul>	There is no coinsurance, copayment, or deductible for the in-network Medicare-covered screening mammograms.
<b>Cardiac rehabilitation services</b> 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	<b>\$0 Copayment</b> for in-network Medicare-covered Cardiac Rehabilitation services.  Your Pennsylvania Medical Assistance (Medicaid) benefit pays


Services that are covered for you	What you must pay when you get these services
<p>that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p> <b>Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</b>                      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.  <b>The cardiovascular disease risk reduction visit must be with a primary care provider.</b></p>	<p>There is no coinsurance, copayment, or deductible for the in-network Medicare-covered intensive behavioral therapy cardiovascular disease preventive benefit.</p>
<p> <b>Cardiovascular disease testing</b>                      Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every 5 years (60 months)</p>	<p>There is no coinsurance, copayment, or deductible for the in-network Medicare-covered cardiovascular disease testing that is covered once every 5 years.</p>
<p> <b>Cervical and vaginal cancer screening</b>                      Covered services include:</p> <ul style="list-style-type: none"> <li>• For all women: Pap tests and pelvic exams are covered once every two calendar years</li> <li>• 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 and pelvic exam each calendar year</li> </ul>	<p>There is no coinsurance, copayment, or deductible for the in-network Medicare-covered preventive Pap and pelvic exams.  <b>Unless you are at high risk, pap tests and pelvic exams are covered once every two years.</b></p>
<p><b>Chiropractic services</b>                      Covered services include:</p> <ul style="list-style-type: none"> <li>• We cover only manual manipulation of the spine to correct subluxation</li> </ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered Chiropractic services.                      Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>

<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<p> <b>Colorectal cancer screening</b></p> <p>For people 50 and older, the following are covered:</p> <ul style="list-style-type: none"><li>• Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months</li></ul> <p>One of the following each calendar year:</p> <ul style="list-style-type: none"><li>• Guaiac-based fecal occult blood test (gFOBT)</li><li>• Fecal immunochemical test (FIT)</li></ul> <p>DNA based colorectal screening every 3 years</p> <p>For people at high risk of colorectal cancer, we cover:</p> <ul style="list-style-type: none"><li>• Screening colonoscopy (or screening barium enema as an alternative) each calendar year</li></ul> <p>For people not at high risk of colorectal cancer, we cover:</p> <ul style="list-style-type: none"><li>• Screening colonoscopy every 10 years (120 months), but not within 48 months of a screening sigmoidoscopy</li></ul>	<p>There is no coinsurance, copayment, or deductible for an in-network Medicare-covered colorectal cancer screening exam.</p>
<p><b>Dental services</b></p> <p>In general, preventive dental services (such as cleaning, routine dental exams, and dental x-rays) are not covered by Original Medicare. We cover:</p> <p><b>Supplemental Dental Services</b></p> <p>Geisinger Gold Secure Rx (HMO SNP) covers any combination of the following dental services each year, up to the annual supplemental dental services benefit limit:</p> <ul style="list-style-type: none"><li>• Routine Oral exams, up to two (2) visits every year</li><li>• Routine cleanings, up to two (2) visits every year</li><li>• Fluoride treatment, up to two (2) visits per year</li><li>• Dental x-rays two (2) visits per year</li><li>• Fillings</li><li>• Simple extractions</li></ul>	<p><b>*\$0 Copayment</b> for in-network covered supplemental dental services up to the combined \$3,500 annual supplemental dental services benefit limit.</p>

<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<ul style="list-style-type: none"><li>• Crowns</li><li>• Non-surgical periodontic services for treatment of gum disease</li><li>• Root Canals</li><li>• Dentures</li></ul> <p><b>Medicare-covered Dental Services</b></p> <p>Generally, Medicare-covered dental 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.</p> <p>Covered dental services must be provided by a network dental provider. For more information about finding a network dental provider, please call Member Services (phone numbers are printed on the back cover of this booklet).</p> <p>*The Non-Medicare-covered supplemental dental services listed above do not count toward the plan out-of-pocket maximum.</p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered dental services.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p> <b>Depression screening</b></p> <p>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.</p>	<p>There is no coinsurance, copayment, or deductible for an in-network Medicare-covered annual depression screening visit.</p>
<p> <b>Diabetes screening</b></p> <p>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 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.</p> <p>Based on the results of these tests, you may be eligible for up to two diabetes screenings each calendar year.</p>	<p>There is no coinsurance, copayment, or deductible for the in-network Medicare-covered diabetes screening tests.</p>


Services that are covered for you	What you must pay when you get these services
<p> <b>Diabetes self-management training, diabetic services and supplies</b></p> <p> <b>Diabetes self-management training</b></p> <ul style="list-style-type: none"><li>• Diabetes self-management training is covered under certain conditions.</li></ul> <p><b>Diabetic services and supplies</b></p> <p>For all people who have diabetes (insulin and non-insulin users). Covered services include:</p> <ul style="list-style-type: none"><li>• 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.</li></ul> <p><i>No prior authorization is required for preferred brand Blood Glucose Meters (Glucometers) and preferred brand glucose test strips up to 200 strips per month. Larger quantities of test strips, non-preferred brand glucometers and non-preferred brand test strips require prior authorization.</i></p> <p><i>Glucometers are limited to one meter every two years, unless prior authorization is obtained.</i></p> <ul style="list-style-type: none"><li>• 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.</li></ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered diabetes self-management training.</p> <p><b>\$0 Copayment</b> for in-network Medicare-covered preferred-brand glucometer.</p> <p><b>\$0 Copayment</b> for in-network Medicare-covered diabetes testing supplies, including meters, test strips, non-preferred brand glucometers and lancets.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered items and services you receive.</p> <p><b>\$0 Copayment</b> for in-network Medicare-covered therapeutic shoes or inserts for people with severe diabetic foot disease.</p>

Services that are covered for you	What you must pay when you get these services
<p><b>Durable medical equipment (DME) and related supplies</b></p> <p>(For a definition of “durable medical equipment,” see Chapter 12 of this document.)</p> <p>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.</p> <p>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. The most recent list of suppliers is available on our website at <a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>.</p> <p><b><i>Your provider must obtain prior authorization from our plan for certain durable medical equipment.</i></b></p> <p>Please see the previous section in this table for more information about Plan coverage of diabetic supplies.</p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered Durable Medical Equipment and related supplies.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered items and services you receive.</p>
<p><b>Emergency care</b></p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"><li>• Furnished by a provider qualified to furnish emergency services, and</li><li>• Needed to evaluate or stabilize an emergency medical condition.</li></ul> <p>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 medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <p>Cost sharing for necessary emergency services furnished out-of-network is the same as for such services furnished in-network.</p>	<p><b>\$0 Copayment</b> for Medicare-covered Emergency Care.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p> <p>If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must have your inpatient care at the out-of-network hospital authorized by the plan and your cost is the cost sharing you would pay at a network hospital.</p>

<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<p><b>Worldwide Emergency/Urgent Coverage</b></p> <p>If a Medical Emergency occurs while you are traveling outside the U.S., Geisinger Gold will cover Emergency Care you receive outside of the United States and its territories. Worldwide coverage is limited to care that would be classified as emergency services had you received them within the United States. Emergency Ambulance transport to the nearest facility that can provide emergency care is also covered outside the United States as part of the Worldwide Emergency/Urgent Coverage Benefit. Worldwide Emergency Coverage, Worldwide Urgent Coverage and Worldwide Emergency Transportation are covered up to a <b>combined</b> benefit limit of \$100,000 per year. (See Ambulance services and Urgently needed services sections of this Benefit Chart)</p> <p>Please contact Member Services for more details (phone numbers are printed on the back cover of this booklet).</p>	<p><b>\$0 Copayment</b> for Worldwide Emergency Services received outside of the United States.</p>
<p> <b>Health and wellness education programs</b></p> <p><b>Fitness benefit</b></p> <p>*To promote exercise, health and wellness, and staying active, Geisinger Gold will pay up to a maximum benefit limit every calendar quarter towards the purchase of a fitness center membership. This benefit includes coverage of a membership to a gym, fitness center, or exercise facility of your choice or fees for certain fitness/exercise classes.</p> <p>The following services <b>are not covered</b>:</p> <ul style="list-style-type: none"><li>• Personal trainers</li><li>• In-home exercise coaches</li></ul> <p>If you have any questions regarding the maximum Fitness benefit (covered every calendar quarter), please contact Member Services (Phone numbers are printed on the back cover of this booklet) or by logging in at <a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>.</p>	<p><b>\$120 Allowance</b> every calendar quarter toward a membership at a gym, fitness center or exercise facility of your choice or fees for certain fitness/exercise classes.</p>


<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<p><b>Tel-a-Nurse Nurseline</b></p> <p>Tel-A-Nurse Phone: 877-543-5061  Calls to this number are free.</p> <p>Tel-A-Nurse hours are  24 hours a day, seven days a week</p> <p>The Tel-A-Nurse nurse line provides plan members with health and wellness advice and information by telephone, toll-free, 24 hours per day, 365 days per year or via live chat online, 24 hours per day. Members may speak to a registered nurse at any time to obtain general information on all types of non-emergency health and medical conditions. An audio library is also available by calling the Tel-A-Nurse toll-free phone number. This library is a compilation of recorded advice on many health topics, like viral infections, nutrition, and more.</p> <p><b>Other Health Management and Wellness Services</b></p> <p>Geisinger Gold health management programs offer support for chronic medical conditions, such as diabetes, hypertension, heart failure, COPD and asthma. Our health managers provide personalized care, education, and guidance for members with chronic health conditions. They also work in partnership with doctors to develop a personalized plan of care to help you prevent disease and disability and stay healthier.</p> <p>Other wellness tools are also available to help you meet your health goals. Additional information about our other wellness services and tools are available by logging in at <a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>.</p>	<p>There is no charge for calling the Tel-A-Nurse line.</p> <p>These services are Geisinger Health Plan wellness programs and are available at no cost to all Geisinger Gold Members.</p> <p>Please contact Member Services at the phone number printed on the back cover of this booklet.</p>
<p><b>Hearing services</b></p> <p>Diagnostic hearing and balance evaluations/exams 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.</p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered diagnostic hearing exams.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>



Services that are covered for you	What you must pay when you get these services
<p>The following hearing services are covered:</p> <ul style="list-style-type: none"> <li>• One (1) routine hearing exam per calendar year, performed by a physician, audiologist or other qualified provider</li> <li>• Other diagnostic procedures performed by a physician, audiologist or other qualified provider. For more information, please see the benefit and cost sharing information for Outpatient Diagnostic Tests in this chart.</li> <li>• A basic hearing evaluation may also be included in your annual wellness visit; ask your PCP.</li> <li>• <b>\$0 Copayment</b> per ear for each hearing aid prescribed by a provider, including hearing aid test and fitting done by the hearing aid provider, is covered up to the benefit limit per ear, once every three years.</li> </ul> <p>*Hearing aids and hearing aid fitting evaluations do not count toward plan out-of-pocket maximum.</p>	<p><b>\$0 Copayment</b> for in-network routine hearing exam, covered once per calendar year.</p> <p><b>*\$0 Copayment</b> per ear for each hearing aid including hearing aid testing and fitting done by the hearing aid provider, covered up to the \$2,950 benefit limit per ear once every three years.</p>
<p> <b>HIV screening</b></p> <p>For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover:</p> <ul style="list-style-type: none"> <li>• One screening exam each calendar year</li> </ul> <p>For women who are pregnant, we cover:</p> <ul style="list-style-type: none"> <li>• Up to three screening exams during a pregnancy</li> </ul>	<p>There is no coinsurance, copayment, or deductible for members eligible for in-network Medicare-covered preventive HIV screening.</p>
<p><b>Home health agency care</b></p> <p>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.</p> <p><i><b>Prior authorization is not required for the first ten Medicare-covered home health agency care visits for non-hospice-related care. If additional visits are necessary, prior authorization may be required. Your provider should contact our plan.</b></i></p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered home health agency care.</p>

Services that are covered for you	What you must pay when you get these services
<p><b><i>Please refer to the Hospice Care Benefit for information about home health services for members enrolled in the Medicare Hospice Program.</i></b></p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• Physical therapy, occupational therapy, and speech therapy</li> <li>• Medical and social services</li> <li>• Medical equipment and supplies</li> </ul>	
<p><b>Home infusion therapy</b></p> <p>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).</p> <ul style="list-style-type: none"> <li>• Professional services, including nursing services, furnished in accordance with the plan of care</li> <li>• Patient training and education not otherwise covered under the durable medical equipment benefit</li> <li>• Remote monitoring</li> <li>• Monitoring services for the provision of home infusion therapy and home infusion drugs furnished by a qualified home infusion therapy supplier</li> </ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered Durable Medical Equipment and related supplies.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered items and services you receive.</p>
<p><b>Hospice care</b></p> <p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis</p>	<p>When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your</p>

<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<p>certifying that you're terminally ill and have 6 months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none"><li>• Drugs for symptom control and pain relief</li><li>• Short-term respite care</li><li>• Home care</li></ul> <p><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 for your hospice 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.</p> <p><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 related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network:</p> <ul style="list-style-type: none"><li>• If you obtain the covered services from a network provider, you only pay the plan cost sharing amount for in-network services</li><li>• If you obtain the covered services from an out-of-network provider, you pay the cost sharing under Fee-for-Service Medicare (Original Medicare)</li></ul> <p><u>For services that are covered by Geisinger Gold Secure Rx (HMO SNP) but are not covered by Medicare Part A or B:</u> Geisinger Gold Secure Rx (HMO SNP) 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.</p> <p><u>For drugs that may be covered by the plan's Part D benefit:</u> Drugs are never covered by both hospice and</p>	<p>terminal prognosis are paid for by Original Medicare, not Geisinger Gold Secure Rx (HMO SNP).</p>

Services that are covered for you	What you must pay when you get these services
<p>our plan at the same time. For more information, please see Chapter 5, Section 9.4 (<i>What if you're in Medicare-certified hospice</i>)</p> <p><b>Note:</b> If you need non-hospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services.</p> <p>Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit.</p>	<p><b>\$0 Copayment</b> for one-time only hospice consultation services.</p>
<p> <b>Immunizations</b></p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> <li>• Pneumonia vaccine</li> <li>• Flu shots, once each flu season in the fall and winter, with additional flu shots if medically necessary</li> <li>• Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B</li> <li>• Other vaccines if you are at risk and they meet Medicare Part B coverage rules</li> </ul> <p>We also cover some vaccines under our Part D prescription drug benefit.</p>	<p>There is no coinsurance, copayment, or deductible for the in-network Medicare-covered pneumonia, influenza, and Hepatitis B vaccines.</p>
<p><b>Inpatient hospital care</b></p> <p>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 order. The day before you are discharged is your last inpatient day.</p> <p>There is no limit to the number of covered days as long as an inpatient level of care is medically necessary.</p> <p><b><i>Except in an emergency or an urgent situation, your provider must obtain prior authorization from our plan for certain routine or planned hospital admissions and all transplant-related care.</i></b></p> <p><b><i>If you are admitted in an emergency or urgent situation, you or someone else should call to tell us</i></b></p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered inpatient hospital care.</p> <p>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.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>

**Services that are covered for you**

**What you must pay when you get these services**

*about your emergency care, usually within 48 hours. The number to call is on your Geisinger Gold membership card*

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 Geisinger Gold Secure Rx (HMO SNP) 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

**Services that are covered for you**

**What you must pay when you get these services**

companion. We will reimburse appropriate travel expenses based upon limits set by the GSA/IRS federal per diem rates and travel expense reimbursement rules.

\*Travel, lodging and meals do not count toward the maximum out-of-pocket cost limits. For information on submitting receipts and the plan's specific guidelines for travel, lodging and meal reimbursement, please contact Member Services (phone numbers are printed on the back cover of this booklet).

***Your provider must obtain prior authorization from our plan for all transplant care.***

- Blood - including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need - you must either pay the costs for the first 3 pints of blood you get in a calendar year or have the blood donated by you or someone else. Storage and administrations fees and all other components of blood are covered beginning with the first pint used.
- Physician services
- Care from a religious non-medical health care institution is covered under certain conditions. Original Medicare inpatient hospital coverage limits apply. For more information, please see Chapter 3, Section 6

**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

**Services that are covered for you**

**What you must pay when you get these services**

[www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf](http://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.

These are 2020 cost sharing amounts and may change for 2021:

In 2020, you pay:

- \$1,408 deductible per benefit period
- \$0 for the first 60 days of each benefit period
- \$352 per day for days 61-90 for each benefit period
- \$704 per "lifetime reserve day" after day 90 of each benefit period (up to a maximum of 60 days over your lifetime)

**Inpatient mental health care**

- Covered services include mental health care services that require a hospital stay. You have a 190-day lifetime limit for inpatient services in a psychiatric hospital. The 190-day limit does not apply to mental health services provided in a psychiatric unit of a general hospital.
- Benefits received prior to enrollment shall be counted toward utilization of your total lifetime limit.

**\$0 Copayment** for in-network Medicare-covered inpatient mental health care.

Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.

These are 2020 cost sharing amounts and may change for 2021:

In 2020, you pay:

- \$1,408 deductible per benefit period
- \$0 for the first 60 days of each benefit period
- \$352 per day for days 61-90 for each benefit period
- \$704 per "lifetime reserve day" after day 90 of each benefit period (up to a maximum of 60 days over your lifetime)

***Your provider must obtain prior authorization from Geisinger Gold before obtaining inpatient mental health care services by calling the "Mental health/substance abuse" telephone number on the back of your Geisinger Gold membership card.***

**Services that are covered for you**

**What you must pay when you get these services**

**Inpatient stay: Covered services received in a hospital or SNF during a non-covered inpatient stay**

If you have exhausted your inpatient benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient stay. However, in some cases, we will cover certain services you receive while you are in the hospital or the skilled nursing facility (SNF). Covered services include, but are not limited to:

- Physician services
- Diagnostic tests (like lab tests)
- X-ray, radium, and isotope therapy including technician materials and services
- Surgical dressings
- Splints, casts and other devices used to reduce fractures and dislocations
- Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices
- Leg, arm, back, and neck braces; trusses, and artificial legs, arms, and eyes including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition
- Physical therapy, speech therapy, and occupational therapy

*Some services may require your provider to obtain prior authorization. Please refer to each benefit section for more information.*

You pay 100% of inpatient facility charges during a non-covered inpatient stay.

Applicable outpatient copayments and/or coinsurance apply to each Medicare-covered service and item you receive during a non-covered inpatient stay.

Please see each benefit listed in the Outpatient Services section of this chart for information about covered outpatient services and cost sharing amounts that apply for each service.




**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.

There is no coinsurance, copayment, or deductible for members eligible for in-network



Services that are covered for you	What you must pay when you get these services
<p>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, 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.</p>	<p>Medicare-covered medical nutrition therapy services.</p>
<p> <b>Medicare Diabetes Prevention Program (MDPP)</b></p> <p>MDPP services will be covered for eligible Medicare beneficiaries under all Medicare health plans.</p> <p>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.</p>	<p>There is no coinsurance, copayment, or deductible for members eligible for the in-network Medicare-covered MDPP benefit.</p>
<p><b>Medicare Part B prescription drugs</b></p> <p>These drugs are covered under Part B of Original Medicare. Members of our plan receive coverage for these drugs through our plan.</p> <p><b><i>Certain Medicare Part B prescription drugs may require prior authorization and/or step therapy. Your provider must contact our plan.</i></b></p> <p>Covered drugs include:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Drugs you take using durable medical equipment (such as nebulizers) that were authorized by the plan</li> <li>• Clotting factors you give yourself by injection if you have hemophilia</li> </ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered Part B prescription drugs. Also applies to the administration of the drug.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered Part B drugs, items, and services you receive.</p>

**Services that are covered for you**

**What you must pay when you get these services**

- Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant
- 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<sup>®</sup>, Procrit<sup>®</sup>, Epoetin Alfa, Aranesp<sup>®</sup>, or Darbepoetin Alfa)
- Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases

Covered drugs that may be subject to step therapy include:


- Erythropoetin Stimulating Agents
- Granulocyte Colony Stimulating Factors
- Infliximab Agents
- Wet Macular Degeneration Agents

The following link will take you to a list of Part B Drugs that may be subject to Step therapy:

[www.geisinger.org/health-plan/plans/geisinger-gold-medicare/a-geisinger-gold-member](http://www.geisinger.org/health-plan/plans/geisinger-gold-medicare/a-geisinger-gold-member)

We also cover some vaccines under our Part B and Part D prescription drug benefit.

Chapter 5 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.

<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<p> <b>Obesity screening and therapy to promote sustained weight loss</b></p> <p>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.</p>	<p>There is no coinsurance, copayment, or deductible for the in-network Medicare-covered preventive obesity screening and therapy.</p>
<p><b>Opioid treatment program services</b></p> <p>Opioid use disorder treatment services are covered under Part B of Original Medicare. Members of our plan receive coverage for these services through our plan. Covered services include:</p> <ul style="list-style-type: none"><li>• FDA-approved opioid agonist and antagonist treatment medications and the dispensing and administration of such medications, if applicable</li><li>• Substance use counseling</li><li>• Individual and group therapy</li><li>• Toxicology testing</li></ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered Opioid Treatment Services</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p><b>Outpatient diagnostic tests and therapeutic services and supplies</b></p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Laboratory tests</li><li>• X-rays</li><li>• Diagnostic radiology services, including Magnetic Resonance Imaging (MRI), Computed Axial Tomography (CT Scan) and Positron Emission Tomography (PET Scan), Magnetic Resonance Angiography (MRA), Nuclear Cardiology Studies, Virtual Colonoscopy. <i>These services require prior authorization by Geisinger Gold or a vendor</i></li></ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered outpatient diagnostic tests, therapeutic services, and supplies.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>

Services that are covered for you	What you must pay when you get these services
<p><i>designated by Geisinger Gold to manage radiology authorizations.</i></p> <ul style="list-style-type: none"> <li>• Radiation (radium and isotope) therapy including technician materials and supplies</li> <li>• Other outpatient diagnostic tests</li> <li>• Surgical supplies, such as dressings</li> <li>• Splints, casts and other devices used to reduce fractures and dislocations</li> <li>• Blood - including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need - you must either pay the costs for the first 3 pints of blood you get in a calendar year or have the blood donated by you or someone else. Storage and administration fees and all other components of blood are covered beginning with the first pint used.</li> </ul> <p><i>Certain diagnostic imaging services require prior authorization. Your provider must contact our plan before providing these services.</i></p> <p><i>Certain genetic diagnostic testing may require prior authorization. Your provider should contact our plan before providing these services.</i></p>	
<p><b>Outpatient hospital observation</b></p> <p>Observation services are hospital outpatient services given to determine if you need to be admitted as an inpatient or can be discharged.</p> <p>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.</p> <p><b>Note:</b> 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</p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered observation services.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>

<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<p>“outpatient.” If you are not sure if you are an outpatient, you should ask the hospital staff.</p> <p>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 <a href="http://www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf">www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf</a> 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.</p>	
<p><b>Outpatient hospital services</b></p> <p>We cover medically-necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery</li><li>• Laboratory and diagnostic tests billed by the hospital</li><li>• Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it</li><li>• X-rays and other radiology services billed by the hospital</li><li>• Medical supplies such as splints and casts</li><li>• Certain drugs and biologicals that you can’t give yourself</li></ul> <p><i>Certain Medicare Part B prescription drugs may require prior authorization and/or step therapy. Your provider must contact our plan.</i></p> <p><i>Some outpatient hospital services may require your provider to obtain prior authorization. Please refer to each benefit section in this chart for more information.</i></p>	<p><b>\$0 Copayment</b> for Medicare-covered services, items, and Medicare Part B covered drugs you receive as an outpatient in a network hospital.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p> <p>Please see each individual outpatient benefit listed in this benefit chart for more information about covered outpatient services.</p>

<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<p><b>Note:</b> 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.</p> <p>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 <a href="http://www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf">www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf</a> 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.</p>	
<p><b>Outpatient mental health care</b></p> <p>Covered services include:</p> <p>Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws.</p> <p><i>Your provider must obtain prior authorization from Geisinger Gold before obtaining outpatient mental health care by calling the “Mental health/substance abuse” telephone number on the back of your Geisinger Gold membership card.</i></p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered mental health care services.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p><b>Outpatient rehabilitation services</b></p> <p>Covered services include: physical therapy, occupational therapy, and speech language therapy.</p> <p>Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).</p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered outpatient rehabilitation services.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>


<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<p><b>Outpatient substance abuse services</b></p> <p>Medicare-covered outpatient substance abuse services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified substance abuse care professional as allowed under applicable state laws.</p> <p><i>Your provider must obtain prior authorization from Geisinger Gold before obtaining outpatient substance abuse services by calling the “Mental health/substance abuse” telephone number on the back of your Geisinger Gold membership card.</i></p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered outpatient substance abuse services.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p><b>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers</b></p> <p>Medicare-covered outpatient surgery services furnished in a physician’s office, certified ambulatory surgical center, hospital outpatient department, or any other location.</p> <p><b>Note:</b> 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.”</p> <p><i>Certain outpatient surgeries require prior authorization. Your provider must contact our plan before providing these services.</i></p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered outpatient surgical services furnished in a physician’s office, certified ambulatory surgical center, hospital outpatient department, or any other location.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p><b>Over-the-counter Medications/Supplies</b></p> <p>Geisinger Gold Secure Rx (HMO SNP) will cover certain over-the-counter (OTC) medications, vitamins and medical supplies, up to the monthly benefit limit.</p> <p>New Geisinger Gold Secure Rx (HMO SNP) members will receive a debit card in the mail, which can be used like a regular credit or debit card to</p>	<p><b>\$95</b> per month benefit limit for covered over-the-counter medications and supplies.</p>

Services that are covered for you	What you must pay when you get these services
<p>purchase approved over-the-counter items at participating locations. A list of eligible OTC items and participating locations will be sent with your OTC debit card. These lists may be updated periodically.</p> <p>At the beginning of each calendar month, Geisinger Gold will apply the monthly benefit limit for you to use on approved OTC items during the month. Any unused balance on the card at the end of the month will not carry over to the following month.</p> <p>Members will swipe their OTC debit card at the check-out counter to pay for their eligible purchases, up to the monthly benefit limit.</p> <p>Please call Member Services at (800) 988-4861 (TTY: 711) phone numbers are located on the back cover of this booklet. For OTC card services, including checking your balance and finding a participating retailer call 1-888-682-2400, or go to <a href="http://www.myotccard.com">www.myotccard.com</a>.</p>	
<p><b>Partial hospitalization services</b></p> <p>“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.</p> <p><i>Your provider must obtain prior authorization from Geisinger Gold before obtaining Partial Hospitalization services by calling the “Mental health/substance abuse” telephone number on the back of your Geisinger Gold membership card.</i></p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered partial hospitalization services.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p><b>Personal emergency response system (PERS)</b></p> <p>The Personal Emergency Response System (PERS) is used to notify the appropriate personnel of primarily health-related emergencies (e.g. falls). In the event of an emergency the PERS device is activated when the member presses their personal help button. Benefit provides coverage for an in-</p>	<p><b>\$700</b> benefit limit every calendar year for a one-time PERS activation fee, PERS device and service fees.</p>




Services that are covered for you	What you must pay when you get these services
<p>home personal emergency response system up to the benefit limit every calendar year.</p>	
<p><b>Physician/Practitioner services, including doctor’s office visits</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• Medically-necessary medical care or surgery services furnished in a physician’s office, certified ambulatory surgical center, hospital outpatient department, or any other location</li>   <li>• Consultation, diagnosis, and treatment by a specialist</li> <li>• Basic hearing and balance exams performed by your PCP, if your doctor orders it to see if you need medical treatment</li> <li>• You have the option of getting some professional services through an in-person visit or by telehealth. If you choose to get one of the professional services by telehealth, you must use a network provider who offers the service by telehealth. <ul style="list-style-type: none"> <li>○ The professional services available through telehealth, include: PCP Telehealth Services, Group Telehealth Mental Health Services, Group Telehealth Psychiatry Services, Group Telehealth Substance Abuse Services, Medical Urgent Care Telehealth Services, Individual Telehealth Mental Health Services, Individual Telehealth Psychiatry Services, Individual Telehealth Substance Abuse Services, Mental Health/Substance Abuse Urgent Care Telehealth Services, and Physician Specialist Telehealth Services</li> </ul> </li> </ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered primary care visits</p> <p><b>\$0 Copayment</b> for in-network Medicare-covered outpatient surgery services furnished in a physician’s office, certified ambulatory surgical center, hospital outpatient department, or any other location.</p> <p><b>\$0 Copayment</b> for in-network Medicare-covered physician specialist visits and medical procedures.</p>

<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<ul style="list-style-type: none"><li>○ For additional information on telehealth services, please go to this link: <a href="http://www.geisinger.org/health-plan/find/telemedicineandteladoc">www.geisinger.org/health-plan/find/telemedicineandteladoc</a> or call Member Services (phone numbers are printed on the back cover of this booklet).</li><li>● 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</li><li>● 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</li><li>● Telehealth services to diagnose, evaluate, or treat symptoms of a stroke</li><li>● Virtual check-ins (for example, by phone or video chat) with your doctor for 5-10 minutes <b>if</b>:<ul style="list-style-type: none"><li>○ You're not a new patient <b>and</b></li><li>○ The check-in isn't related to an office visit in the past 7 days <b>and</b></li><li>○ The check-in doesn't lead to an office visit within 24 hours or the soonest available appointment</li></ul></li><li>● Evaluation of video and/or images you send to your doctor, and interpretation and follow-up by your doctor within 24 hours <b>if</b>:<ul style="list-style-type: none"><li>○ You're not a new patient <b>and</b></li><li>○ The evaluation isn't related to an office visit in the past 7 days <b>and</b></li><li>○ The evaluation doesn't lead to an office visit within 24 hours or the soonest available appointment</li></ul></li><li>● Consultation your doctor has with other doctors by phone, internet, or electronic health record <b>if</b> you're not a new patient</li><li>● Second opinion by another network provider prior to surgery</li></ul>	


Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> <li>• 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)</li> </ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered non-routine dental care.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p><b>Podiatry services</b></p> <p>Covered services include:            Medicare-covered Podiatry Services:</p> <ul style="list-style-type: none"> <li>• Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs)</li> <li>• Routine foot care for members with certain medical conditions affecting the lower limbs</li> </ul> <p>Supplemental Nail Trim Benefit:</p> <ul style="list-style-type: none"> <li>• Routine trimming of nails up to four (4) times per calendar year</li> </ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered podiatry services.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p> <p><b>\$0 Copayment</b> for Supplemental in-network routine trimming of nails, up to four (4) visits per calendar year.</p>
<p> <b>Prostate cancer screening exams</b></p> <p>For men age 50 and older, covered services include the following - once every 12 months:</p> <ul style="list-style-type: none"> <li>• Digital rectal exam</li> <li>• Prostate Specific Antigen (PSA) test</li> </ul>	<p>There is no coinsurance, copayment, or deductible for an annual in-network Medicare-covered preventive prostate cancer screening service.</p>
<p><b>Prosthetic devices and related supplies</b></p> <p>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</p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered prosthetic devices and related supplies.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>

Services that are covered for you	What you must pay when you get these services
<p>following cataract removal or cataract surgery – see “Vision Care” later in this section for more detail.</p> <p><i>Your provider must obtain prior authorization from our plan for certain prosthetic devices.</i></p>	
<p><b>Pulmonary rehabilitation services</b></p> <p>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.</p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered pulmonary rehabilitation services.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p> <b>Screening and counseling to reduce alcohol misuse</b></p> <p>We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren’t alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to 4 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.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit obtained from an in-network primary care provider.</p>
<p> <b>Screening for lung cancer with low dose computed tomography (LDCT)</b></p> <p>For qualified individuals, a LDCT is covered every 12 months.</p> <p><b>Eligible members are:</b> people aged 55 – 77 years who have no signs or symptoms of lung cancer, but who have a history of tobacco smoking of at least 30 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.</p>	<p>There is no coinsurance, copayment, or deductible for the in-network Medicare-covered counseling and shared decision-making visit or for the LDCT.</p>

Services that are covered for you	What you must pay when you get these services
<p><i>For LDCT lung cancer screenings after the initial LDCT screening:</i> 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.</p>	
<p> <b>Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</b></p> <p>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.</p> <p>We also cover up to 2 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.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling for STIs preventive benefit obtained from an in-network primary care provider.</p>
<p><b>Services to treat kidney disease</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered kidney disease education services.</p>



Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> <li>• Outpatient dialysis treatments (including dialysis treatments when temporarily out of the service area, as explained in Chapter 3)</li> <li>• Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care)</li> <li>• Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments)</li> <li>• Home dialysis equipment and supplies</li> <li>• 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)</li> </ul> <p>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.”</p>	<p><b>\$0 Copayment</b> for Medicare-covered kidney dialysis and other ESRD care and treatment services.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p>
<p><b>Skilled nursing facility (SNF) care</b></p> <p>(For a definition of “skilled nursing facility care,” see Chapter 12 of this booklet. Skilled nursing facilities are sometimes called “SNFs.”)</p> <p>Up to 100 days are covered per benefit period. No prior hospital stay is required.</p> <p><b><i>Your provider must obtain prior authorization from our plan for skilled nursing facility admissions.</i></b></p> <p>Covered services include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Semiprivate room (or a private room if medically necessary)</li> <li>• Meals, including special diets</li> <li>• Skilled nursing services</li> <li>• Physical therapy, occupational therapy, and speech therapy</li> <li>• 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.)</li> <li>• Blood - including storage and administration. Coverage of whole blood</li> </ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered skilled nursing facility care.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered services you receive.</p> <p>Up to 100 days are covered per Medicare-covered benefit period. No prior hospital stay is required.</p> <p>A SNF benefit period begins the day you go into a skilled nursing facility. The benefit period ends when you haven’t received any inpatient skilled care in a SNF or a hospital for 60 days in a row.</p> <p>(You may have Pennsylvania Medical Assistance (Medicaid) benefits that cover services that</p>


<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<p>and packed red cells begins only with the fourth pint of blood that you need - you must either pay the costs for the first 3 pints of blood you get in a calendar year or have the blood donated by you or someone else. Storage and administration fees and all other components of blood are covered beginning with the first pint used.</p> <ul style="list-style-type: none"><li>• Medical and surgical supplies ordinarily provided by SNFs</li><li>• Laboratory tests ordinarily provided by SNFs</li><li>• X-rays and other radiology services ordinarily provided by SNFs</li><li>• Use of appliances such as wheelchairs ordinarily provided by SNFs</li><li>• Physician/Practitioner services</li></ul> <p>Generally, you will get your SNF care from network facilities. However, under certain conditions listed below, you may be able to get your care from a facility that isn't a network provider, if the facility accepts our plan's amounts for payment.</p> <ul style="list-style-type: none"><li>• 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)</li><li>• A SNF where your spouse is living at the time you leave the hospital</li></ul> <p>These are 2020 cost sharing amounts and may change for 2021: In 2020, you pay: \$1,364 deductible per benefit period \$0 for the first 20 days of each benefit period \$176 per day for days 21-100 for each benefit period \$682 per "lifetime reserve day" after day 90 of each benefit period (up to a maximum of 60 days over your lifetime)</p>	<p>Medicare does not cover. Contact your County Assistance Office for more information.)</p>

Services that are covered for you	What you must pay when you get these services
<p> <b>Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</b></p> <p><u>If you use tobacco, but do not have signs or symptoms of tobacco-related disease:</u> We cover two counseling quit attempts each calendar year as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p><u>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco:</u> 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.</p>	<p>There is no coinsurance, copayment, or deductible for the in-network Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p><b>Special Supplemental Benefits for the Chronically ill</b></p> <p>Members who meet CMS-defined SSBCI eligibility criteria and engage with plan-sponsored care management, enhanced disease management, or similar wellness programs will qualify for a package of potential supplemental benefits including limited meals, personal care, indoor air quality equipment and services, structural home modifications, and transitional/temporary supports. Plan representatives and care staff will verify member eligibility and assess each individual's disease state, treatment plan, and relevant social determinants to validate any supplemental benefits provided will have reasonable impact toward maintaining or improving a member's unique health status. All supplemental benefits provided as part of this SSBCI package will be subject to a total annual benefit maximum.</p>	<p>All supplemental benefits provided as part of this SSBCI package will be subject to a total annual benefit maximum of \$3,000.</p>
<p><b>Supervised Exercise Therapy (SET)</b></p> <p>SET is covered for members who have symptomatic peripheral artery disease (PAD) and a referral for PAD from the physician responsible for PAD treatment.</p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered supervised exercise therapy services.</p>



<b>Services that are covered for you</b>	<b>What you must pay when you get these services</b>
<p>Up to 36 sessions over a 12-week period are covered if the SET program requirements are met.</p> <p>The SET program must:</p> <ul style="list-style-type: none"><li>• Consist of sessions lasting 30-60 minutes, comprising a therapeutic exercise-training program for PAD in patients with claudication</li><li>• Be conducted in a hospital outpatient setting or a physician’s office</li><li>• Be delivered by qualified auxiliary personnel necessary to ensure benefits exceed harms, and who are trained in exercise therapy for PAD</li><li>• 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</li></ul> <p>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.</p>	
<p><b>Transportation Services</b></p> <p>Routine health-related non-emergency Medical transportation services include round-trip by taxi, bus, subway, van, uber or similar transportation services. Transportation is by ground only and must be to plan approved locations, such as doctor’s appointments, in order to obtain medically necessary care and services under the plans benefits. Drivers do not have medical training. In case of an emergency, call 911.</p> <ul style="list-style-type: none"><li>• This benefit is not intended for Medical emergencies</li><li>• Eligible Medicaid members may have Medicaid transportation benefits in addition to those provided by their Medicare Advantage Health Plan.</li></ul> <p>You may submit a claim form to receive reimbursement. The form is available on our website at <a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a> or you can contact</p>	<p><b>\$500</b> annual benefit limit for transportation services.</p>

Services that are covered for you	What you must pay when you get these services
<p>Member Services to have a form mailed to you (phone numbers are printed on the back cover of this booklet).</p>	
<p><b>Urgently needed services</b></p> <p>Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <p>Cost sharing for necessary urgently needed services furnished out-of-network is the same as for such services furnished in-network.</p> <p><b>Worldwide Urgent Coverage</b></p> <p>If an urgent need for medical services occurs while you are traveling outside the U.S., the Geisinger Gold Worldwide Emergency/Urgent Coverage Benefit will cover Urgently Needed Services you receive outside of the United States and its territories. Worldwide Urgent Coverage is limited to care that would be classified as urgently needed services had you received them within the United States. Worldwide Emergency/ Urgent Coverage Services (including emergency ambulance transport) are covered up to a <b>combined</b> benefit limit of \$100,000 per year. Please see the Emergency Care and Ambulance sections for more information about the Worldwide Emergency/Urgent Coverage benefit, or contact Member Services for more details (phone numbers are printed on the back cover of this booklet).</p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered urgently needed care visits.</p> <p>Your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for Medicare-covered items and services you receive.</p> <p><b>\$0 Copayment</b> for covered Worldwide Urgent Care outside of the United States.</p>
<p> <b>Vision care</b></p> <p> <b>Preventive vision care</b></p> <ul style="list-style-type: none"> <li>• 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,</li> </ul>	<p><b>\$0 Copayment</b> for in-network Medicare-covered preventive glaucoma screening for people who are at high risk.</p>

Services that are covered for you	What you must pay when you get these services
<p>African-Americans who are age 50 and older, and Hispanic Americans who are 65 or older</p> <p><b>Other covered vision care services include:</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• For people with diabetes, screening for diabetic retinopathy is covered once per year</li> <li>• 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.)</li> <li>• Routine eye exams (including a refraction) are covered by Geisinger Gold and are limited to one exam per calendar year.</li> <li>• *Geisinger Gold will pay towards the purchase of routine (non-Medicare-covered) prescription glasses (and/or frames) or contact lenses every year. Items such as warranties, cleaning kits and dispensing fees are NOT COVERED. Eyewear may be purchased in-network or out-of-network.</li> </ul> <p>*The Non-Medicare-covered eyewear listed in this section does not count toward the plan out-of-pocket maximum.</p>	<p><b>\$0 Copayment</b> for in-network Medicare-covered eye exams to diagnose and treat diseases and conditions of the eye.</p> <p><b>\$0 Copayment</b> for in-network Medicare-covered Diabetic Eye Exam</p> <p><b>\$0 Copayment</b> for one pair of Medicare-covered eyeglasses or contact lenses after cataract surgery.</p> <p><b>\$0 Copayment</b> for one routine eye exam each year.</p> <p><b>*\$400 allowance</b> towards the purchase of routine (non-Medicare-covered) prescription glasses (and/or frames) or contact lenses every year.</p>
<p> <b>“Welcome to Medicare” preventive visit</b></p> <p>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</p>	<p>There is no coinsurance, copayment, or deductible for the in-network Medicare-covered</p>

Services that are covered for you	What you must pay when you get these services
<p>(including certain screenings and shots), and referrals for other care if needed.</p> <p>The plan will also cover the Medicare-covered one-time screening EKG as a result of your “Welcome to Medicare” preventive visit. You must get an order from your provider for the one-time screening EKG.</p> <p><b>Important:</b> 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.</p>	<p>“Welcome to Medicare” preventive visit.</p>

**SECTION 3 What services are not covered by the plan?**

**Section 3.1 Services not covered by the plan (exclusions)**

This section tells you what services are “excluded”. Excluded means that the plan doesn’t cover these services.

The chart below describes some services and items that aren’t covered by the plan under any conditions or are covered by the plan only under specific conditions.

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 9, Section 6.3 in this booklet.)

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

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare	✓	

**Chapter 4. Benefits Chart (what is covered)**

<b>Services not covered by Medicare</b>	<b>Not covered under any condition</b>	<b>Covered only under specific conditions</b>
Experimental or investigational 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.		<p style="text-align: center;">✓</p> May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan.  (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital		<p style="text-align: center;">✓</p> Covered only when medically necessary
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television	✓	
Full-time nursing care in your home	✓	
*Custodial care is care provided in a nursing home, hospice, or other facility setting when you do not require skilled medical care or skilled nursing care.	✓	
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.		<p style="text-align: center;">✓</p> May be covered under the SSBCI Benefit. Please see Special Supplemental Benefits for the Chronically ill in the Benefit Chart.
Fees charged for care by your immediate relatives or members of your household	✓	

**Chapter 4. Benefits Chart (what is covered)**

<b>Services not covered by Medicare</b>	<b>Not covered under any condition</b>	<b>Covered only under specific conditions</b>
Cosmetic surgery or procedures		<p style="text-align: center;">✓</p> <ul style="list-style-type: none"> <li>• Covered in cases of an accidental injury or for improvement of the functioning of a malformed body part</li> <li>• Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance</li> </ul>
Routine dental care, such as cleanings, fillings or dentures		<p style="text-align: center;">✓</p> <p>Some routine dental services are covered. Please see Dental Services in the Benefit Chart.</p>
Non-routine dental care		<p style="text-align: center;">✓</p> <p>Dental care required to treat illness or injury may be covered as inpatient or outpatient care. Some routine dental services are covered. Please see Dental Services in the Benefit Chart.</p>
Routine chiropractic care		<p style="text-align: center;">✓</p> <p>Manual manipulation of the spine to correct a subluxation is covered.</p>
Routine foot care		<p style="text-align: center;">✓</p> <p>Some limited coverage provided according to Medicare guidelines, e.g., if you have diabetes. Please see Podiatry Services in the Benefit Chart.</p>
Home-delivered meals		<p style="text-align: center;">✓</p> <p>May be covered under the SSBCI Benefit. Please see Special Supplemental Benefits for the Chronically ill in the Benefit Chart.</p>
Orthopedic shoes		<p style="text-align: center;">✓</p> <p>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.</p>

**Chapter 4. Benefits Chart (what is covered)**

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Supportive devices for the feet		<p style="text-align: center;">✓</p> Orthopedic or therapeutic shoes for people with diabetic foot disease
Routine hearing exams, hearing aids, or exams to fit hearing aids		Please see Hearing Services in the Benefit Chart.
Routine eye examinations, eyeglasses, radial keratotomy, LASIK surgery, and other low vision aids		<p style="text-align: center;">✓</p> Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery. Please see Vision Care in the Benefit Chart.
Reversal of sterilization procedures and or non-prescription contraceptive supplies	✓	
Acupuncture		<p style="text-align: center;">✓</p> Please see acupuncture services in the Benefit Chart.
Naturopath services (uses natural or alternative treatments)	✓	
Drugs, items, supplies or services that are self-prescribed, self-provided (rendered by one's self), or are prescribed and/or provided to you by any person related to you by blood or marriage are not covered.	✓	

\*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.

# CHAPTER 5

*Using the plan's coverage for your  
Part D prescription drugs*



## **Chapter 5. Using the plan's coverage for your Part D prescription drugs**

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## How can you get information about your drug costs?

Because you are eligible for Pennsylvania Medical Assistance (Medicaid), you qualify for and are getting “Extra Help” from Medicare to pay for your prescription drug plan costs. Because you are in the “Extra Help” program, **some information in this Evidence of Coverage about the costs for Part D prescription drugs may not apply to you.** We sent you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also known as the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug coverage. If you don’t have this insert, please call Member Services and ask for the “LIS Rider.” (Phone numbers for Member Services are printed on the back cover of this booklet.)

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## SECTION 1 Introduction

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<b>Section 1.1</b>	<b>This chapter describes your coverage for Part D drugs</b>
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This chapter **explains rules for using your coverage for Part D drugs.** The next chapter tells what you pay for Part D drugs (Chapter 6, *What you pay for your Part D prescription drugs*).

In addition to your coverage for Part D drugs, Geisinger Gold Secure Rx (HMO SNP) also covers some drugs under the plan’s medical benefits. Through its coverage of Medicare Part A benefits, our plan generally covers drugs you are given during covered stays in the hospital or in a skilled nursing facility. Through its coverage of Medicare Part B benefits, our plan covers drugs including certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility. Chapter 4 (*Medical Benefits Chart, what is covered*) tells about the benefits and costs for drugs during a covered hospital or skilled nursing facility stay, as well as your benefits and costs for Part B drugs.

Your drugs may be covered by Original Medicare if you are in Medicare hospice. Our plan only covers Medicare Parts A, B, and D services and drugs that are unrelated to your terminal prognosis and related conditions and therefore not covered under the Medicare hospice benefit. For more information, please see Section 9.3 (*What if you’re in Medicare-certified hospice*). For information on hospice coverage, see the hospice section of Chapter 4 (*Medical Benefits Chart, what is covered*).

The following sections discuss coverage of your drugs under the plan’s Part D benefit rules. Section 9, *Part D drug coverage in special situations* includes more information on your Part D coverage and Original Medicare.

In addition to the drugs covered by Medicare, some prescription drugs are covered for you under your Pennsylvania Medical Assistance (Medicaid) benefits. For more information about your Medical Assistance (Medicaid) benefits, please contact the Pennsylvania Medical Assistance (Medicaid) office at 1-800-642-7462, your Community HealthChoices Plan or your Local County Assistance Office. (Contact information is listed in Chapter 2, section 6 of this document.)

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<b>Section 1.2</b>	<b>Basic rules for the plan's Part D drug coverage</b>
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The plan will generally cover your drugs as long as you follow these basic rules:

- You must have a provider (a doctor, dentist or other prescriber) write your prescription.
- Your prescriber must either accept Medicare or file documentation with CMS showing that he or she is qualified to write prescriptions, or your Part D claim will be denied. You should ask your prescribers the next time you call or visit if they meet this condition. If not, please be aware it takes time for your prescriber to submit the necessary paperwork to be processed.
- You generally must use a network pharmacy to fill your prescription. (See Section 2, *Fill your prescriptions at a network pharmacy or through the plan's mail-order service.*)
- Your drug must be on the plan's *List of Covered Drugs (Formulary)* (we call it the "Drug List" for short). (See Section 3, *Your drugs need to be on the plan's "Drug List."*)
- Your drug must be used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. (See Section 3 for more information about a medically accepted indication.)

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<b>SECTION 2</b>	<b>Fill your prescription at a network pharmacy or through the plan's mail-order service</b>
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<b>Section 2.1</b>	<b>To have your prescription covered, use a network pharmacy</b>
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In most cases, your prescriptions are covered *only* if they are filled at the plan's network pharmacies. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.)

A network pharmacy is a pharmacy that has a contract with the plan to provide your covered prescription drugs. The term "covered drugs" means all of the Part D prescription drugs that are covered on the plan's Drug List.

<b>Section 2.2</b>	<b>Finding network pharmacies</b>
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### **How do you find a network pharmacy in your area?**

To find a network pharmacy, you can look in your *Provider Directory*, visit our website ([www.GeisingerGold.com](http://www.GeisingerGold.com)), or call Member Services (phone numbers are printed on the back cover of this booklet).

You may go to any of our network pharmacies. If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask either to have a new

**Chapter 5. Using the plan's coverage for your Part D prescription drugs**

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prescription written by a provider or to have your prescription transferred to your new network pharmacy.

**What if the pharmacy you have been using leaves the network?**

If the pharmacy you have been using leaves the plan's network, you will have to find a new pharmacy that is in the network. To find another network pharmacy in your area, you can get help from Member Services (phone numbers are printed on the back cover of this booklet) or use the *Provider Directory*. You can also find information on our website at [www.GeisingerGold.com](http://www.GeisingerGold.com).

**What if you need a specialized pharmacy?**

Sometimes prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy. Please refer to your Provider Directory to find a home infusion pharmacy provider in your area or you can get help from Member Services (phone numbers are printed on the back cover of this booklet).
- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a long-term care facility (such as a nursing home) has its own pharmacy. If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies, which is typically the pharmacy that the LTC facility uses. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Member Services (phone numbers are printed on the back cover of this booklet).
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use. (Note: This scenario should happen rarely.)

To locate a specialized pharmacy, look in your *Provider Directory* or call Member Services (phone numbers are printed on the back cover of this booklet).

<b>Section 2.3</b>	<b>Using the plan's mail-order services</b>
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For certain kinds of drugs, you can use the plan's network mail-order services. Generally, the drugs provided through mail order are drugs that you take on a regular basis, for a chronic or long-term medical condition. The drugs that are *not* available through the plan's mail-order service are marked with "NM" in our Drug List.

Our plan's mail-order service allows you to order **up to a 100-day supply**.

**Chapter 5. Using the plan's coverage for your Part D prescription drugs**

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To get information about filling your prescriptions by mail please call Member Services (phone numbers are printed on the back cover of this booklet).

Usually a mail-order pharmacy order will get to you in no more than 10 days. However, sometimes your mail-order may be delayed. If this occurs, Geisinger Gold will coordinate with your retail pharmacist and mail order facility to see that you receive necessary medications. If your mail-order pharmacy order is delayed, please call Member Services (phone numbers are printed on the back cover of this booklet).

**New prescriptions the pharmacy receives directly from your doctor's office.**

After the pharmacy receives a prescription from a health care provider, it will contact you to see if you want the medication filled immediately or at a later time. This will give you an opportunity to make sure that the pharmacy is delivering the correct drug (including strength, amount, and form) and, if needed, allow you to stop or delay the order before you are billed and it is shipped. It is important that you respond each time you are contacted by the pharmacy, to let them know what to do with the new prescription and to prevent any delays in shipping.

**Refills on mail-order prescriptions.** For refills of your drugs, you have the option to sign up for an automatic refill program. Under this program we will start to process your next refill automatically when our records show you should be close to running out of your drug. The pharmacy will contact you prior to shipping each refill to make sure you are in need of more medication, and you can cancel scheduled refills if you have enough of your medication or if your medication has changed. If you choose not to use our auto refill program, please contact your pharmacy 21 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

To opt out of our program that automatically prepares mail-order refills, please contact us by calling Member Services (phone numbers are printed on the back cover of this booklet).

So the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you. To get information about how to reach the mail-order pharmacy, please call Member Services (phone numbers are printed on the back cover of this booklet).

<b>Section 2.4</b>	<b>How can you get a long-term supply of drugs?</b>
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The plan offers two ways to get a long-term supply (also called an “extended supply”) of “maintenance” drugs on our plan’s Drug List. (Maintenance drugs are drugs that you take on a regular basis, for a chronic or long-term medical condition.) You may order this supply through mail order (see Section 2.3) or you may go to a retail pharmacy.

1. **Some retail pharmacies** in our network allow you to get a long-term supply of maintenance drugs. Your *Provider Directory* tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Member Services for more information (phone numbers are printed on the back cover of this booklet).

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2. For certain kinds of drugs, you can use the plan's network **mail-order services**. The drugs that are not available through the plan's mail-order service are marked with "NM" in our Drug List. Our plan's mail-order service allows you to order *up to* a 100-day supply. See Section 2.3 for more information about using our mail-order services.

<b>Section 2.5</b>	<b>When can you use a pharmacy that is not in the plan's network?</b>
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**Your prescription may be covered in certain situations**

Generally, we cover drugs filled at an out-of-network pharmacy *only* when you are not able to use a network pharmacy. To help you, we have network pharmacies outside of our service area where you can get your prescriptions filled as a member of our plan. If you cannot use a network pharmacy, here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- If you are unable to get a covered drug in a timely manner within our service area, because there are no network pharmacies within a reasonable driving distance that provide 24-hour service.
- If you are trying to fill a covered prescription drug that is not regularly stocked at an eligible network retail or mail order pharmacy (these drugs include orphan drugs or other specialty pharmaceuticals).
- **Getting your prescription drugs in a disaster or emergency.** If the Governor, the U.S. Secretary of Health and Human Services, or the President of the United States declares a disaster or emergency in your local area, the usual rules for obtaining your prescription drugs may change for a short time. Contact Geisinger Gold if you had to leave your home without your drugs, or your drugs have been damaged or lost because of the emergency or disaster. The number to call is on the back of your Geisinger Gold membership card. If you can't reasonably get to a network pharmacy, we can help you get drugs during an emergency or disaster at an out-of-network pharmacy at the in-network cost sharing rate.

In these situations, **please check first with Member Services** to see if there is a network pharmacy nearby. (Phone numbers for Member Services are printed on the back cover of this booklet.) You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

**How do you ask for reimbursement from the plan?**

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal share of the cost) at the time you fill your prescription. You can ask us to reimburse you for our share of the cost. (Chapter 7, Section 2.1 explains how to ask the plan to pay you back.)

Please note that Geisinger Gold is not allowed to reimburse members for Medical Assistance (Medicaid) covered benefits. If you have questions, please contact Member Services (phone numbers are printed on the back cover of this booklet).

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## **SECTION 3      Your drugs need to be on the plan's "Drug List"**

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<b>Section 3.1      The "Drug List" tells which Part D drugs are covered</b>
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The plan has a "*List of Covered Drugs (Formulary)*." In this *Evidence of Coverage*, we call it the "**Drug List**" for short.

The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved the plan's Drug List.

The Drug List includes the drugs covered under Medicare Part D (earlier in this chapter, Section 1.1 explains about Part D drugs). In addition to the drugs covered by Medicare, some prescription drugs are covered for you under your Pennsylvania Medical Assistance (Medicaid) benefits. Please contact your Pennsylvania Medical Assistance (Medicaid) program to learn what Medical Assistance (Medicaid) drug coverage may be available to you. You may also contact your Community HealthChoices Plan. (Contact information is listed in Chapter 2, Section 6 of this document.)

We will generally cover a drug on the plan's Drug List as long as you follow the other coverage rules explained in this chapter and the use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is *either*:

- Approved by the Food and Drug Administration. (That is, the Food and Drug Administration has approved the drug for the diagnosis or condition for which it is being prescribed.)
- -- *or* -- Supported by certain references, such as the American Hospital Formulary Service Drug Information; and the DRUGDEX Information System.

### **The Drug List includes both brand name and generic drugs**

A generic drug is a prescription drug that has the same active ingredients as the brand name drug. Generally, it works just as well as the brand name drug and usually costs less. There are generic drug substitutes available for many brand name drugs.

### **Over-the-Counter Drugs**

Our plan also covers certain over-the-counter drugs. Some over-the-counter drugs are less expensive than prescription drugs and work just as well. For more information, please refer to the OTC Drug Benefit section in the Benefits Chart in Chapter 4, or call Member Services (phone numbers are printed on the back cover of this booklet).

### **What is *not* on the Drug List?**

The plan does not cover all prescription drugs.

- In some cases, the law does not allow any Medicare plan to cover certain types of drugs (for more information about this, see Section 7.1 in this chapter).



**Chapter 5. Using the plan's coverage for your Part D prescription drugs**

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- In other cases, we have decided not to include a particular drug on our Drug List.
- The Geisinger Gold Drug List does not include drugs that are not covered by your Geisinger Gold Secure Rx (HMO SNP) plan, but may be covered under your Pennsylvania Medical Assistance (Medicaid) Benefit. For information about drugs which may be covered by your Pennsylvania Medical Assistance (Medicaid) benefits, please contact the Pennsylvania Medical Assistance (Medicaid) office at 1-800-642-7462, your Community HealthChoices Plan or your local County Assistance Office (Contact information is listed in Chapter 2, section 6 of this document.)

**Section 3.2 How can you find out if a specific drug is on the Drug List?**

You have three ways to find out:

1. Check the most recent Drug List we sent you in the mail.
2. Visit the plan's website ([www.GeisingerGold.com](http://www.GeisingerGold.com)). The Drug List on the website is always the most current.
3. Call Member Services to find out if a particular drug is on the plan's Drug List or to ask for a copy of the list. (Phone numbers for Member Services are printed on the back cover of this booklet.)

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**SECTION 4 There are restrictions on coverage for some drugs**

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**Section 4.1 Why do some drugs have restrictions?**

For certain prescription drugs, special rules restrict how and when the plan covers them. A team of doctors and pharmacists developed these rules to help our members use drugs in the most effective ways. These special rules also help control overall drug costs, which keeps your drug coverage more affordable.

In general, our rules encourage you to get a drug that works for your medical condition and is safe and effective. Whenever a safe, lower-cost drug will work just as well medically as a higher-cost drug, the plan's rules are designed to encourage you and your provider to use that lower-cost option. We also need to comply with Medicare's rules and regulations for drug coverage and cost sharing.

**If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug.** If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 7.2 for information about asking for exceptions.)

Please note that sometimes a drug may appear more than once in our drug list. This is because different restrictions or cost sharing may apply based on factors such as the strength, amount, or

form of the drug prescribed by your health care provider (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

<b>Section 4.2</b>	<b>What kinds of restrictions?</b>
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Our plan uses different types of restrictions to help our members use drugs in the most effective ways. The sections below tell you more about the types of restrictions we use for certain drugs.

### **Restricting brand name drugs when a generic version is available**

Generally, a “generic” drug works the same as a brand name drug and usually costs less. **When a generic version of a brand name drug is available, our network pharmacies will provide you the generic version.** We usually will not cover the brand name drug when a generic version is available. However, if your provider has told us the medical reason that neither the generic drug nor other covered drugs that treat the same condition will work for you, then we will cover the brand name drug. (Your share of the cost may be greater for the brand name drug than for the generic drug.)

### **Getting plan approval in advance**

For certain drugs, you or your provider need to get approval from the plan before we will agree to cover the drug for you. This is called “**prior authorization.**” Sometimes the requirement for getting approval in advance helps guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by the plan.

### **Trying a different drug first**

This requirement encourages you to try less costly but just as effective drugs before the plan covers another drug. For example, if Drug A and Drug B treat the same medical condition and Drug A is less costly, the plan may require you to try Drug A first. If Drug A does not work for you, the plan will then cover Drug B. This requirement to try a different drug first is called “**step therapy.**”

### **Quantity limits**

For certain drugs, we limit the amount of the drug that you can have by limiting how much of a drug you can get each time you fill your prescription. For example, if it is normally considered safe to take only one pill per day for a certain drug, we may limit coverage for your prescription to no more than one pill per day.

<b>Section 4.3</b>	<b>Do any of these restrictions apply to your drugs?</b>
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The plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, check the Drug List. For the most up-to-date information, call Member Services (phone numbers are printed on the back cover of this booklet) or check our website ([www.GeisingerGold.com](http://www.GeisingerGold.com)).

**Chapter 5. Using the plan's coverage for your Part D prescription drugs**

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**If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug.** If there is a restriction on the drug you want to take, you should contact Member Services to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 7.2 for information about asking for exceptions.)

**Section 4.4 Hepatitis C Treatment required at a Center of Excellence (COE)**

Members with Hepatitis C are required to visit a Center of Excellence for treatment. A COE is a group of licensed physicians who share a hospital or medical center in order to provide high quality specialty healthcare for chronic conditions. Physicians located in the COE demonstrate best practices by using clinically proven health care management techniques as evidenced by their exceptional cure rates following treatment, high adherence rates for medication and excellent patient satisfaction scores. Geisinger Gold currently has four COE facilities that focus in treatment of Hepatitis C. Hepatitis C viral infection can be a chronic condition where scarring can damage the liver over time. Questions may be directed to the Pharmacy Customer Service Team at 800-988-4861.

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**SECTION 5 What if one of your drugs is not covered in the way you'd like it to be covered?**

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**Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered**

We hope that your drug coverage will work well for you. But it's possible that there could be a prescription drug you are currently taking, or one that you and your provider think you should be taking, that is not on our formulary or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand name version you want to take is not covered.
- The drug is covered, but there are extra rules or restrictions on coverage for that drug. As explained in Section 4, some of the drugs covered by the plan have extra rules to restrict their use. For example, you might be required to try a different drug first, to see if it will work, before the drug you want to take will be covered for you. Or there might be limits on what amount of the drug (number of pills, etc.) is covered during a particular time period. In some cases, you may want us to waive the restriction for you.

There are things you can do if your drug is not covered in the way that you'd like it to be covered.

- If your drug is not on the Drug List or if your drug is restricted, go to Section 5.2 to learn what you can do.

<b>Section 5.2</b>	<b>What can you do if your drug is not on the Drug List or if the drug is restricted in some way?</b>
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If your drug is not on the Drug List or is restricted, here are things you can do:

- You may be able to get a temporary supply of the drug (only members in certain situations can get a temporary supply). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask the plan to cover the drug or remove restrictions from the drug.

### **You may be able to get a temporary supply**

Under certain circumstances, the plan can offer a temporary supply of a drug to you when your drug is not on the Drug List or when it is restricted in some way. Doing this gives you time to talk with your provider about the change in coverage and figure out what to do.

To be eligible for a temporary supply, you must meet the two requirements below:

#### **1. The change to your drug coverage must be one of the following types of changes:**

- The drug you have been taking is **no longer on the plan's Drug List**.
- -- or -- the drug you have been taking is **now restricted in some way** (Section 4 in this chapter tells about restrictions).

#### **2. You must be in one of the situations described below:**

- **For those members who are new or who were in the plan last year:**

We will cover a temporary supply of your drug **during the first 90 days of your membership in the plan if you were new and during the first 90 days of the calendar year if you were in the plan last year**. This temporary supply will be for a maximum of a 30-day supply at a retail pharmacy. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 30-day supply of medication at a retail pharmacy. The prescription must be filled at a network pharmacy. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

- **For those members who have been in the plan for more than 90 days and reside in a long-term care (LTC) facility and need a supply right away:**

We will cover one 31-day supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above temporary supply situation.

- Early refill restrictions will not be used to limit access to a Member's Part D benefit. Members changing from one treatment setting to another (e.g. hospital to LTC facility, or

**Chapter 5. Using the plan's coverage for your Part D prescription drugs**

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hospital to home), admitted or discharged from a long-term care facility or experiencing similar level of care changes may obtain a refill upon admission or discharge.

To ask for a temporary supply, call Member Services (phone numbers are printed on the back cover of this booklet).

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug. The sections below tell you more about these options.

**You can change to another drug**

Start by talking with your provider. Perhaps there is a different drug covered by the plan that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. (Phone numbers for Member Services are printed on the back cover of this booklet.)

**You can ask for an exception**

You and your provider can ask the plan to make an exception for you and cover the drug in the way you would like it to be covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule. For example, you can ask the plan to cover a drug even though it is not on the plan's Drug List. Or you can ask the plan to make an exception and cover the drug without restrictions.

If you and your provider want to ask for an exception, Chapter 9, Section 7.4 tells what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

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**SECTION 6      What if your coverage changes for one of your drugs?**

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<b>Section 6.1      The Drug List can change during the year</b>
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Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, the plan might make changes to the Drug List. For example, the plan might:

- **Add or remove drugs from the Drug List.** New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. Or we might remove a drug from the list because it has been found to be ineffective.
- **Add or remove a restriction on coverage for a drug** (for more information about restrictions to coverage, see Section 4 in this chapter).

- **Replace a brand name drug with a generic drug.**

We must follow Medicare requirements before we change the plan's Drug List.

<b>Section 6.2</b>	<b>What happens if coverage changes for a drug you are taking?</b>
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### **Information on changes to drug coverage**

When changes to the Drug List occur during the year, we post information on our website about those changes. We will update our online Drug List on a regularly scheduled basis to include any changes that have occurred after the last update. Below we point out the times that you would get direct notice if changes are made to a drug that you are then taking. You can also call Member Services for more information (phone numbers are printed on the back cover of this booklet).

### **Do changes to your drug coverage affect you right away?**

Changes that can affect you this year: In the below cases, you will be affected by the coverage changes during the current year:

- **A new generic drug replaces a brand name drug on the Drug List (or we change the cost sharing tier or add new restrictions to the brand name drug or both)**
  - We may immediately remove a brand name drug on our Drug List if we are replacing it with a newly approved generic version of the same drug that will appear on the same or lower cost sharing tier and with the same or fewer restrictions. Also, when adding the new generic drug, we may decide to keep the brand name drug on our Drug List, but immediately move it to a higher cost sharing tier or add new restrictions or both.
  - We may not tell you in advance before we make that change—even if you are currently taking the brand name drug.
  - You or your prescriber can ask us to make an exception and continue to cover the brand name drug for you. For information on how to ask for an exception, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).
  - If you are taking the brand name drug at the time we make the change, we will provide you with information about the specific change(s) we made. This will also include information on the steps you may take to request an exception to cover the brand name drug. You may not get this notice before we make the change.
- **Unsafe drugs and other drugs on the Drug List that are withdrawn from the market**
  - Once in a while, a drug may be suddenly withdrawn because it has been found to be unsafe or removed from the market for another reason. If this happens, we will immediately remove the drug from the Drug List. If you are taking that drug, we will let you know of this change right away.

**Chapter 5. Using the plan's coverage for your Part D prescription drugs**

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- Your prescriber will also know about this change, and can work with you to find another drug for your condition.
- **Other changes to drugs on the Drug List**
  - We may make other changes once the year has started that affect drugs you are taking. For instance, we might add a generic drug that is not new to the market to replace a brand name drug or change the cost sharing tier or add new restrictions to the brand name drug or both. We also might make changes based on FDA boxed warnings or new clinical guidelines recognized by Medicare. We must give you at least 30 days' advance notice of the change or give you notice of the change and a 30-day supply retail or 31-day supply long-term care (LTC) refill of the drug you are taking at a network pharmacy.
  - After you receive notice of the change, you should be working with your prescriber to switch to a different drug that we cover.
  - Or you or your prescriber can ask us to make an exception and continue to cover the drug for you. For information on how to ask for an exception, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

**Changes to drugs on the Drug List that will not affect people currently taking the drug:** For changes to the Drug List that are not described above, if you are currently taking the drug the following types of changes will not affect you until January 1 of the next year if you stay in the plan:

- If we put a new restriction on your use of the drug
- If we remove your drug from the Drug List

If any of these changes happen for a drug you are taking (but not because of a market withdrawal, a generic drug replacing a brand name drug, or other change noted in the sections above), then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you probably won't see any increase in your payments or any added restriction to your use of the drug. You will not get direct notice this year about changes that do not affect you. However, on January 1 of the next year, the changes will affect you, and it is important to check the Drug List in the new benefit year for any changes to drugs.

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**SECTION 7      What types of drugs are *not* covered by the plan?**

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<b>Section 7.1      Types of drugs we do not cover</b>
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This section tells you what kinds of prescription drugs are “excluded.” This means Medicare does not pay for these drugs.

We won't pay for the drugs that are listed in this section. The only exception: If the requested drug is found upon appeal to be a drug that is not excluded under Part D and we should have paid for or covered it because of your specific situation. (For information about appealing a decision

**Chapter 5. Using the plan's coverage for your Part D prescription drugs**

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we have made to not cover a drug, go to Chapter 9, Section 7.5 in this booklet.) If the drug is excluded, you must pay for it yourself.

Here are three general rules about drugs that Medicare drug plans will not cover under Part D:

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
- Our plan cannot cover a drug purchased outside the United States and its territories.
- Our plan usually cannot cover off-label use. "Off-label use" is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
  - Generally, coverage for "off-label use" is allowed only when the use is supported by certain references, such as the American Hospital Formulary Service Drug Information; and the DRUGDEX Information System. If the use is not supported by any of these references, then our plan cannot cover its "off-label use."

Also, by law, the categories of drugs listed below are not covered by Medicare. However, some of these drugs may be covered for you under your Pennsylvania Medical Assistance (Medicaid) drug coverage.

Your Pennsylvania Medical Assistance (Medicaid) benefit may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your Pennsylvania Medical Assistance (Medicaid) program to learn what Pennsylvania Medical Assistance (Medicaid) drug coverage may be available to you. You may also contact your Community HealthChoices Plan. (Contact information is listed in Chapter 2, Section 6 of this booklet.)

- Drugs when used to promote fertility
- Drugs when used for the relief of cough or cold symptoms
- Drugs when used for cosmetic purposes or to promote hair growth
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations
- Drugs when used for the treatment of sexual or erectile dysfunction
- Drugs when used for treatment of anorexia, weight loss, or weight gain
- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale



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## **SECTION 8      Show your plan membership card when you fill a prescription**

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<b>Section 8.1      Show your membership card</b>
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To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill the plan for our share of the costs of your covered prescription drug. You will need to pay the pharmacy your share of the cost when you pick up your prescription.

**IMPORTANT: You must always show your Pennsylvania ACCESS (Medical Assistance) card with your Geisinger Gold Secure Rx (HMO SNP) plan membership card.**

The Pennsylvania ACCESS card is a permanent plastic card that is issued by the Commonwealth of Pennsylvania to each individual who is eligible for Pennsylvania Medical Access (Medicaid). The ACCESS card must be presented to the pharmacy at the time of service along with the Geisinger Gold Secure Rx (HMO SNP) membership card. Members receiving services must use both the ACCESS card and the Geisinger Gold Secure Rx (HMO SNP) membership card when getting covered items or drugs.

<b>Section 8.2      What if you don't have your membership card with you?</b>
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If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to call the plan to get the necessary information.

If the pharmacy is not able to get the necessary information, **you may have to pay the full cost of the prescription when you pick it up.** (You can then **ask us to reimburse you** for our share. See Chapter 7, Section 2.1 for information about how to ask the plan for reimbursement.)

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## **SECTION 9      Part D drug coverage in special situations**

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<b>Section 9.1      What if you're in a hospital or a skilled nursing facility for a stay that is covered by the plan?</b>
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If you are admitted to a hospital or to a skilled nursing facility for a stay covered by the plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, the plan will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this section that tell about the rules for getting drug coverage. Chapter 6 (*What you pay for your Part D prescription drugs*) gives more information about drug coverage and what you pay.

<b>Section 9.2      What if you're a resident in a long-term care (LTC) facility?</b>
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Usually, a long-term care (LTC) facility (such as a nursing home) has its own pharmacy, or a pharmacy that supplies drugs for all of its residents. If you are a resident of a long-term care

**Chapter 5. Using the plan's coverage for your Part D prescription drugs**

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facility, you may get your prescription drugs through the facility's pharmacy as long as it is part of our network.

Check your *Provider Directory* to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Member Services (phone numbers are printed on the back cover of this booklet).

**What if you're a resident in a long-term care (LTC) facility and become a new member of the plan?**

If you need a drug that is not on our Drug List or is restricted in some way, the plan will cover a **temporary supply** of your drug during the first 90 days of your membership. The total supply will be for a maximum of a 31-day supply, or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.) If you have been a member of the plan for more than 90 days and need a drug that is not on our Drug List or if the plan has any restriction on the drug's coverage, we will cover one 31-day supply, or less if your prescription is written for fewer days.

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by the plan that might work just as well for you. Or you and your provider can ask the plan to make an exception for you and cover the drug in the way you would like it to be covered. If you and your provider want to ask for an exception, Chapter 9, Section 7.4 tells what to do.

<b>Section 9.3</b>	<b>What if you're in Medicare-certified hospice?</b>
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Drugs are never covered by both hospice and our plan at the same time. If you are enrolled in Medicare hospice and require an anti-nausea, laxative, pain medication or antianxiety drug that is not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving any unrelated drugs that should be covered by our plan, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover all your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, you should bring documentation to the pharmacy to verify your revocation or discharge. See the previous parts of this section that tell about the rules for getting drug coverage under Part D Chapter 6 (*What you pay for your Part D prescription drugs*) gives more information about drug coverage and what you pay.

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## **SECTION 10 Programs on drug safety and managing medications**

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<b>Section 10.1 Programs to help members use drugs safely</b>
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We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors
- Drugs that may not be necessary because you are taking another drug to treat the same medical condition
- Drugs that may not be safe or appropriate because of your age or gender
- Certain combinations of drugs that could harm you if taken at the same time
- Prescriptions written for drugs that have ingredients you are allergic to
- Possible errors in the amount (dosage) of a drug you are taking
- Unsafe amounts of opioid pain medications

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

<b>Section 10.2 Drug Management Program (DMP) to help members safely use their opioid medications</b>
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We have a program that can help make sure our members safely use their prescription opioid medications, and other medications that are frequently abused. This program is called a Drug Management Program (DMP). If you use opioid medications that you get from several doctors or pharmacies, we may talk to your doctors to make sure your use of opioid medications is appropriate and medically necessary. Working with your doctors, if we decide your use of prescription opioid or benzodiazepine medications is not safe, we may limit how you can get those medications. The limitations may be:

- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain pharmacy(ies)
- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain doctor(s)
- Limiting the amount of opioid or benzodiazepine medications we will cover for you

If we think that one or more of these limitations should apply to you, we will send you a letter in advance. The letter will have information explaining the limitations we think should apply to you. You will also have an opportunity to tell us which doctors or pharmacies you prefer to use,

**Chapter 5. Using the plan's coverage for your Part D prescription drugs**

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and about any other information you think is important for us to know. After you've had the opportunity to respond, if we decide to limit your coverage for these medications, we will send you another letter confirming the limitation. If you think we made a mistake or you disagree with our determination that you are at-risk for prescription drug misuse or with the limitation, you and your prescriber have the right to ask us for an appeal. If you choose to appeal, we will review your case and give you a decision. If we continue to deny any part of your request related to the limitations that apply to your access to medications, we will automatically send your case to an independent reviewer outside of our plan. See Chapter 9 for information about how to ask for an appeal.

The DMP may not apply to you if you have certain medical conditions, such as cancer, you are receiving hospice, palliative, or end-of-life care, or live in a long-term care facility.

<b>Section 10.3</b>	<b>Medication Therapy Management (MTM) program to help members manage their medications</b>
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We have a program that can help our members with complex health needs.

This program is voluntary and free to members. A team of pharmacists and doctors developed the program for us. This program can help make sure that our members get the most benefit from the drugs they take. Our program is called a Medication Therapy Management (MTM) program.

Some members who take medications for different medical conditions and have high drug costs may be able to get services through an MTM program. A pharmacist or other health professional will give you a comprehensive review of all your medications. You can talk about how best to take your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary of this discussion. The summary has a medication action plan that recommends what you can do to make the best use of your medications, with space for you to take notes or write down any follow-up questions. You'll also get a personal medication list that will include all the medications you're taking and why you take them.

It's a good idea to have your medication review before your yearly "Wellness" visit, so you can talk to your doctor about your action plan and medication list. Bring your action plan and medication list with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you from the program. If you have any questions about these programs, please contact Member Services (phone numbers are printed on the back cover of this booklet).

# CHAPTER 6

*What you pay for your Part D  
prescription drugs*

## **Chapter 6. What you pay for your Part D prescription drugs**

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## ? How can you get information about your drug costs?

Because you are eligible for Pennsylvania Medical Assistance (Medicaid), you qualify for and are getting “Extra Help” from Medicare to pay for your prescription drug plan costs. Because you are in the “Extra Help” program, **some information in this *Evidence of Coverage* about the costs for Part D prescription drugs may not apply to you.** We sent you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also known as the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug coverage. If you don’t have this insert, please call Member Services and ask for the “LIS Rider.” (Phone numbers for Member Services are printed on the back cover of this booklet.)

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## SECTION 1 Introduction

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<b>Section 1.1</b>	<b>Use this chapter together with other materials that explain your drug coverage</b>
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This chapter focuses on what you pay for your Part D prescription drugs. To keep things simple, we use “drug” in this chapter to mean a Part D prescription drug. As explained in Chapter 5, not all drugs are Part D drugs – some drugs are excluded from Part D coverage by law. Some of the drugs excluded from Part D coverage are covered under Medicare Part A or Part B or under Pennsylvania Medical Assistance (Medicaid).

To understand the payment information we give you in this chapter, you need to know the basics of what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Here are materials that explain these basics:

- **The plan’s *List of Covered Drugs (Formulary)*.** To keep things simple, we call this the “Drug List.”
  - This Drug List tells which drugs are covered for you.
  - It also tells whether there are any restrictions on your coverage for the drug.
  - If you need a copy of the Drug List, call Member Services (phone numbers are printed on the back cover of this booklet). You can also find the Drug List on our website at [www.GeisingerGold.com](http://www.GeisingerGold.com). The Drug List on the website is always the most current.
- **Chapter 5 of this booklet.** Chapter 5 gives the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 5 also tells which types of prescription drugs are not covered by our plan.
- **The plan’s *Provider Directory*.** In most situations you must use a network pharmacy to get your covered drugs (see Chapter 5 for the details). The *Provider Directory* has a list of pharmacies in the plan’s network. It also tells you which pharmacies in our network can give you a long-term supply of a drug (such as filling a prescription for a three-month’s supply).



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<b>Section 1.2</b>	<b>Types of out-of-pocket costs you may pay for covered drugs</b>
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To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services. The amount that you pay for a drug is called “cost sharing,” and there are three ways you may be asked to pay.

- The “**deductible**” is the amount you must pay for drugs before our plan begins to pay its share.
- “**Copayment**” means that you pay a fixed amount each time you fill a prescription.
- “**Coinsurance**” means that you pay a percent of the total cost of the drug each time you fill a prescription.

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<b>SECTION 2</b>	<b>What you pay for a drug depends on which “drug payment stage” you are in when you get the drug</b>
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<b>Section 2.1</b>	<b>What are the drug payment stages for Geisinger Gold Secure Rx (HMO SNP) members?</b>
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As shown in the table below, there are “drug payment stages” for your Medicare Part D prescription drug coverage under Geisinger Gold Secure Rx (HMO SNP). How much you pay for a drug depends on which of these stages you are in at the time you get a prescription filled or refilled.

<b>Stage 1</b> <i>Yearly Deductible Stage</i>	<b>Stage 2</b> <i>Initial Coverage Stage</i>	<b>Stage 3</b> <i>Coverage Gap Stage</i>	<b>Stage 4</b> <i>Catastrophic Coverage Stage</i>
<p>If you receive “Extra Help” to pay your prescription drugs, this payment stage does not apply to you.</p> <p>If you do not receive “Extra Help,” you begin in this payment stage when you fill your first prescription of the year.</p> <p>During this stage, <b>you pay the full cost</b> of your drugs.</p> <p>You stay in this stage until you have paid \$445 for your drugs (\$445 is the amount of your deductible).</p> <p>(Details are in Section 4 of this chapter.)</p>	<p>During this stage, after you (or others on your behalf) have met your deductible, the plan pays its share of the cost of your drugs and <b>you pay your share of the cost.</b></p> <p><i>If you receive “Extra Help” to pay for your prescription drugs, you stay in this stage until your year-to-date “out-of-pocket costs” (your payments) reach \$4,130.</i></p> <p><i>If you do not receive “Extra Help”, you stay in this stage until your year-to-date “total drug costs” (your payments plus any Part D plan’s payments) total \$4,130.</i></p> <p>(Details are in Section 5 of this chapter.)</p>	<p>During this stage, you pay 25% of the price for brand name drugs (plus a portion of the dispensing fee) and 25% of the price for generic drugs.</p> <p>You stay in this stage until your year-to-date “<b>out-of-pocket costs</b>” (your payments) reach a total of \$6,550. This amount and rules for counting costs toward this amount have been set by Medicare.</p> <p><i>(If you receive “Extra Help” to pay for your prescription drugs, the Coverage Gap payment stage does not apply to you.)</i></p> <p>(Details are in Section 6 of this chapter.)</p>	<p>During this stage, <b>the plan will pay most of the costs</b> of your drugs for the rest of the calendar year (through December 31, 2021).</p> <p>(Details are in Section 7 of this chapter.)</p>

**\*Geisinger Gold Secure Rx (HMO SNP) plan members are eligible to receive “Extra Help” with their prescription drug costs.** If you do not receive “Extra Help”, please contact Member Services (phone numbers are printed on the back cover of this booklet).

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## **SECTION 3      We send you reports that explain payments for your drugs and which payment stage you are in**

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<b>Section 3.1      We send you a monthly report called the “Part D Explanation of Benefits” (the “Part D EOB”)</b>
---

Our plan keeps track of the costs of your prescription drugs and the payments you have made when you get your prescriptions filled or refilled at the pharmacy. This way, we can tell you when you have moved from one drug payment stage to the next. In particular, there are two types of costs we keep track of:

- We keep track of how much you have paid. This is called your “**out-of-pocket**” cost.
- We keep track of your “**total drug costs.**” This is the amount you pay out-of-pocket or others pay on your behalf plus the amount paid by the plan.

Our plan will prepare a written report called the *Part D Explanation of Benefits* (it is sometimes called the “Part D EOB”) when you have had one or more prescriptions filled through the plan during the previous month. The Part D EOB provides more information about the drugs you take, such as increases in price and other drugs with lower cost sharing that may be available. You should consult with your prescriber about these lower cost options. It includes:

- **Information for that month.** This report gives the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.
- **Totals for the year since January 1.** This is called “year-to-date” information. It shows you the total drug costs and total payments for your drugs since the year began.
- **Drug price information.** This information will display cumulative percentage increases for each prescription claim.
- **Available lower cost alternative prescriptions.** This will include information about other drugs with lower cost sharing for each prescription claim that may be available.

<b>Section 3.2      Help us keep our information about your drug payments up to date</b>
--

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up to date:

- **Show your membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (If you are billed for a

covered drug, you can ask our plan to pay our share of the cost for the drug. For instructions on how to do this, go to Chapter 7, Section 2 of this booklet.) Please note **that Geisinger Gold is not allowed to reimburse members for Pennsylvania Medical Assistance (Medicaid) covered benefits.** If you have questions, please contact Member Services (phone numbers are printed on the back cover of this booklet). Here are some types of situations when you may want to give us copies of your drug receipts to be sure we have a complete record of what you have spent for your drugs:

- When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan’s benefit
  - When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program
  - Any time you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances
- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs and help qualify you for catastrophic coverage. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs. You should keep a record of these payments and send them to us so we can track your costs.
  - **Check the written report we send you.** When you receive a *Part D Explanation of Benefits* (a Part D EOB) in the mail, please look it over to be sure the information is complete and correct. If you think something is missing from the report, or you have any questions, please call us at Member Services (phone numbers are printed on the back cover of this booklet). Be sure to keep these reports. They are an important record of your drug expenses.

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## **SECTION 4      During the Deductible Stage, you pay the full cost of your drugs**

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<b>Section 4.1      You stay in the Deductible Stage until you have paid \$445 for your drugs</b>
---

Because most of our members get “Extra Help” with their prescription drug costs, the Deductible Stage does not apply to most members. If you receive “Extra Help,” this payment stage does not apply to you.

If you do not receive “Extra Help,” the Deductible Stage is the first payment stage for your drug coverage. This stage begins when you fill your first prescription in the year. When you are in this payment stage, **you must pay the full cost of your drugs** until you reach the plan’s deductible amount, which is \$445 for 2021.

- Your **“full cost”** is usually lower than the normal full price of the drug, since our plan has negotiated lower costs for most drugs.
- The **“deductible”** is the amount you must pay for your Part D prescription drugs before the plan begins to pay its share.

Once you have paid \$445 for your drugs, you leave the Deductible Stage and move on to the next drug payment stage, which is the Initial Coverage Stage.

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## **SECTION 5      During the Initial Coverage Stage, the plan pays its share of your drug costs and you pay your share**

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<b>Section 5.1      What you pay for a drug depends on the drug and where you fill your prescription</b>
--

During the Initial Coverage Stage, the plan pays its share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending on the drug and where you fill your prescription.

### **Your pharmacy choices**

How much you pay for a drug depends on whether you get the drug from:

- A retail pharmacy that is in our plan’s network
- A pharmacy that is not in the plan’s network
- The plan’s mail-order pharmacy

For more information about these pharmacy choices and filling your prescriptions, see Chapter 5 in this booklet and the plan’s *Provider Directory*.

<b>Section 5.2      A table that shows your costs for a <i>one-month</i> supply of a drug</b>
---

During the Initial Coverage Stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

- **“Copayment”** means that you pay a fixed amount each time you fill a prescription.
- **“Coinsurance”** means that you pay a percent of the total cost of the drug each time you fill a prescription.

As shown in the table below, the amount of the copayment or coinsurance depends on which cost sharing tier your drug is in. Please note:

- If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay *either* the full price of the drug *or* the copayment amount, *whichever is lower*.

- We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 2.5 for information about when we will cover a prescription filled at an out-of-network pharmacy.

**Your share of the cost when you get a *one-month* supply of a covered Part D prescription drug:**

	<b>Standard Retail cost sharing (in-network)</b> (up to a 30-day supply)	<b>Long-term care (LTC) cost sharing</b> (up to a 31-day supply)	<b>Out-of-network cost sharing</b> (Coverage is limited to certain situations; see Chapter 5 for details.) (up to a 30-day supply)
<b>To find out your level of “Extra Help” please refer to your Low Income Subsidy (LIS) Rider</b>			
<b>Extra Help Copayments – LIS Category Level 3</b>			
LIS Category code 3 – Full-Benefit Dual Eligible Beneficiaries who live in long-term care institutions or who live at home but require an institutional level of care.			
<b>Generic Drugs</b>	\$0.00 Copayment	\$0.00 Copayment	\$0.00 Copayment
<b>Brand Name Drugs</b>	\$0.00 Copayment	\$0.00 Copayment	\$0.00 Copayment
<b>Extra Help Copayments – LIS Category Level 2</b>			
LIS Category Code 2 – Full-Benefit Dual Eligible Beneficiaries with income up to or at 100% FPL			
<b>Generic Drugs</b>	\$1.30 Copayment	\$1.30 Copayment	\$1.30 Copayment
<b>Brand Name Drugs</b>	\$4.00 Copayment	\$4.00 Copayment	\$4.00 Copayment
<b>Extra Help Copayments – LIS Category Level 1</b>			
LIS Category Code 1 – Full-Benefit Dual Eligible Beneficiaries with income over 100% FPL			
<b>Generic Drugs</b>	\$3.70 Copayment	\$3.70 Copayment	\$3.70 Copayment
<b>Brand Name Drugs</b>	\$9.20 Copayment	\$9.20 Copayment	\$9.20 Copayment
<b>Standard Medicare Part D Benefit – Does Not Receive “Extra Help”*</b>			
<b>Generic Drugs</b>	25% Coinsurance	25% Coinsurance	25% Coinsurance
<b>Brand Name Drugs</b>	25% Coinsurance	25% Coinsurance	25% Coinsurance
<i>*“Extra Help” is also called LIS (Low Income Subsidy)</i>			

**\*Please note that all Geisinger Gold Secure Rx (HMO SNP) members are eligible to receive “Extra Help” with their prescription drug costs. If you do not receive “Extra Help” please contact Member Services (Phone numbers are printed on the back cover of this booklet).**

**Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply**

Typically, the amount you pay for a prescription drug covers a full month's supply of a covered drug. However, your doctor can prescribe less than a month's supply of drugs. There may be times when you want to ask your doctor about prescribing less than a month's supply of a drug (for example, when you are trying a medication for the first time that is known to have serious side effects). If your doctor prescribes less than a full month's supply, you will not have to pay for the full month's supply for certain drugs.

The amount you pay when you get less than a full month's supply will depend on whether you are responsible for paying coinsurance (a percentage of the total cost) or a copayment (a flat dollar amount).

- If you are responsible for coinsurance, you pay a percentage of the total cost of the drug. You pay the same percentage regardless of whether the prescription is for a full month's supply or for fewer days. However, because the entire drug cost will be lower if you get less than a full month's supply, the amount you pay will be less.
- If you are responsible for a copayment for the drug, your copay will be based on the number of days of the drug that you receive. We will calculate the amount you pay per day for your drug (the "daily cost sharing rate") and multiply it by the number of days of the drug you receive.
  - Here's an example: Let's say the copay for your drug for a full month's supply (a 30-day supply) is \$30. This means that the amount you pay per day for your drug is \$1. If you receive a 7 days' supply of the drug, your payment will be \$1 per day multiplied by 7 days, for a total payment of \$7.

Daily cost sharing allows you to make sure a drug works for you before you have to pay for an entire month's supply. You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month's supply of a drug or drugs, if this will help you better plan refill dates for different prescriptions so that you can take fewer trips to the pharmacy. The amount you pay will depend upon the days' supply you receive.

**Section 5.4 A table that shows your costs for a long-term up to a (100-day) supply of a drug**

For some drugs, you can get a long-term supply (also called an "extended supply") when you fill your prescription. A long-term supply is up to a 100-day supply. (For details on where and how to get a long-term supply of a drug, see Chapter 5, Section 2.4.)

The table below shows what you pay when you get a long-term up to a (100-day) supply of a drug.

**Your share of the cost when you get a *long-term* supply of a covered Part D prescription drug:**

	<b>Standard Retail cost sharing (in-network)</b> (up to a 100-day supply)	<b>Mail-order cost sharing</b> (up to a 100-day supply)
<b>To find out your level of “Extra Help” please refer to your Low Income Subsidy (LIS) Rider</b>		
<b>Extra Help Copayments – LIS Category Level 3</b> <i>LIS Category code 3 – Full-Benefit Dual Eligible Beneficiaries who live in long-term care institutions or who live at home but require an institutional level of care.</i>		
<b>Generic Drugs</b>	\$0.00 Copayment	\$0.00 Copayment
<b>Brand Name Drugs</b>	\$0.00 Copayment	\$0.00 Copayment
<b>Extra Help Copayments – LIS Category Level 2</b> <i>LIS Category Code 2 – Full-Benefit Dual Eligible Beneficiaries with income up to or at 100% FPL</i>		
<b>Generic Drugs</b>	\$1.30 Copayment	\$1.30 Copayment
<b>Brand Name Drugs</b>	\$4.00 Copayment	\$4.00 Copayment
<b>Extra Help Copayments – LIS Category Level 1</b> <i>LIS Category Code 1 – Full-Benefit Dual Eligible Beneficiaries with income over 100% FPL</i>		
<b>Generic Drugs</b>	\$3.70 Copayment	\$3.70 Copayment
<b>Brand Name Drugs</b>	\$9.20 Copayment	\$9.20 Copayment
<b>Standard Medicare Part D Benefit – Does Not Receive “Extra Help”*</b>		
<b>Generic Drugs</b>	25% Coinsurance	25% Coinsurance
<b>Brand Name Drugs</b>	25% Coinsurance	25% Coinsurance
**“Extra Help” is also called LIS (Low Income Subsidy)		

**\*Please note that all Geisinger Gold Secure Rx (HMO SNP) members are eligible to receive “Extra Help” with their prescription drug costs. If you do not receive “Extra Help” please contact Member Services (Phone numbers are printed on the back cover of this booklet).**

**Section 5.5      You stay in the Initial Coverage Stage until your total drug costs for the year reach \$4,130 or your out-of-pocket costs for the year reach \$6,550**

**If you do not receive “Extra Help” to pay for your prescription drugs, you stay in the Initial Coverage Stage until the total amount for the prescription drugs you have filled and refilled reaches the \$4,130 limit for the Initial Coverage Stage.**

Your total drug cost is based on adding together what you have paid and what any Part D plan has paid:



- **What you have paid** for all the covered drugs you have gotten since you started with your first drug purchase of the year. (See Section 6.2 for more information about how Medicare calculates your out-of-pocket costs.) This includes:
  - The \$445 you paid when you were in the Deductible Stage
  - The total you paid as your share of the cost for your drugs during the Initial Coverage Stage
- **What the plan has paid** as its share of the cost for your drugs during the Initial Coverage Stage. (If you were enrolled in a different Part D plan at any time during 2021, the amount that plan paid during the Initial Coverage Stage also counts toward your total drug costs.)

If you receive “Extra Help” to pay for your prescription drugs, you stay in the Initial Coverage Stage until your total out-of-pocket costs reach \$4,130. Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. (See Section 5.6 for information about how Medicare counts your out-of-pocket costs.) When you reach an out-of-pocket limit of \$4,130, you leave the Initial Coverage Stage and move on to the Catastrophic Coverage Stage.

The *Part D Explanation of Benefits* (Part D EOB) that we send to you will help you keep track of how much you and the plan, as well as any third parties, have spent on your behalf during the year. Many people do not reach the \$4,130 or \$6,550 limit in a year.

**If you receive “Extra Help”** to pay for your prescription drugs, we will let you know if you reach this \$6,550 amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Catastrophic Coverage Stage.

**If you do not receive “Extra Help”** to pay for your prescription drugs, we will let you know if you reach the \$4,130 amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Coverage Gap Stage.

<b>Section 5.6</b>	<b>How Medicare calculates your out-of-pocket costs for prescription drugs</b>
--------------------	--

Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. When you reach an out-of-pocket limit of \$6,550, you leave the Initial Coverage Stage and move on to the Catastrophic Coverage Stage.

Here are Medicare’s rules that we must follow when we keep track of your out-of-pocket costs for your drugs.

### **These payments are included in your out-of-pocket costs**

When you add up your out-of-pocket costs, **you can include** the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 5 of this booklet):

- The amount you pay for drugs when you are in any of the following drug payment stages:
  - The Deductible Stage
  - The Initial Coverage Stage
- Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan

#### **It matters who pays:**

- If you make these payments **yourself**, they are included in your out-of-pocket costs.
- These payments are also included if they are made on your behalf by **certain other individuals or organizations**. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, or by the Indian Health Service. Payments made by Medicare’s “Extra Help” Program are also included.

#### **Moving on to the Catastrophic Coverage Stage:**

When you (or those paying on your behalf) have spent a total of \$6,550 in out-of-pocket costs within the calendar year, you will move from the Initial Coverage Stage to the Catastrophic Coverage Stage.

---

### **These payments are not included in your out-of-pocket costs**

When you add up your out-of-pocket costs, you **are not allowed to include** any of these types of payments for prescription drugs:

- Drugs you buy outside the United States and its territories.
- Drugs that are not covered by our plan.
- Drugs you get at an out-of-network pharmacy that do not meet the plan’s requirements for out-of-network coverage.
- Drugs covered by Pennsylvania Medical Assistance (Medicaid) only.
- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare.

- Payments you make toward prescription drugs not normally covered in a Medicare Prescription Drug Plan.
- Payments made by the plan for your brand or generic drugs while in the Coverage Gap.
- Payments for your drugs that are made by group health plans including employer health plans.
- Payments for your drugs that are made by certain insurance plans and government-funded health programs such as TRICARE and Veterans Affairs.
- Payments for your drugs made by a third-party with a legal obligation to pay for prescription costs (for example, workers' compensation).

*Reminder:* If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan. Call Member Services to let us know (phone numbers are printed on the back cover of this booklet).

---

### ***How can you keep track of your out-of-pocket total?***

- **We will help you.** The *Part D Explanation of Benefits* (Part D EOB) report we send to you includes the current amount of your out-of-pocket costs (Section 3 in this chapter tells about this report). When you reach a total of \$6,550 in out-of-pocket costs for the year, this report will tell you that you have left the Initial Coverage Stage and have moved on to the Catastrophic Coverage Stage.
- **Make sure we have the information we need.** Section 3.2 tells what you can do to help make sure that our records of what you have spent are complete and up to date.

---

## **SECTION 6      During the Coverage Gap Stage, you receive a discount on brand name drugs and pay no more than 25% of the costs of generic drugs**

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<b>Section 6.1      You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$6,550</b>
---

**If you receive “Extra Help” from Medicare (LIS) for your prescription drug costs, you do not have a coverage gap for your Part D drugs and this section does not apply to you.** Once you leave the Initial Coverage Stage, you move on to the Catastrophic Coverage Stage. See Section 7 for information about your coverage in the Catastrophic Coverage Stage.

**If you do not receive “Extra Help” from Medicare (LIS) for your prescription drug costs, you stay in the Coverage Gap Stage until your out-of-pocket costs reach \$6,550.**

When you are in the Coverage Gap Stage, the Medicare Coverage Gap Discount Program provides manufacturer discounts on brand name drugs. You pay 25% of the negotiated price and a portion of the dispensing fee for brand name drugs. Both the amount you pay and the amount

discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them and move you through the coverage gap.

You also receive some coverage for generic drugs. You pay no more than 25% of the cost for generic drugs and the plan pays the rest. For generic drugs, the amount paid by the plan (75%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap.

You continue paying the discounted price for brand name drugs and no more than 25% of the costs of generic drugs until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2021, that amount is \$6,550.

Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. When you reach an out-of-pocket limit of \$6,550, you leave the Coverage Gap Stage and move on to the Catastrophic Coverage Stage.

<b>Section 6.2</b>	<b>How Medicare calculates your out-of-pocket costs for prescription drugs</b>
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Here are Medicare's rules that we must follow when we keep track of your out-of-pocket costs for your drugs.

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**These payments are included in your out-of-pocket costs**

*When you add up your out-of-pocket costs, you can include the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 5 of this booklet):*

- The amount you pay for drugs when you are in any of the following drug payment stages:
  - The Deductible Stage
  - The Initial Coverage Stage
  - The Coverage Gap Stage
- Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.

**It matters who pays:**

- If you make these payments **yourself**, they are included in your out-of-pocket costs.
- These payments are *also included* if they are made on your behalf by **certain other individuals or organizations**. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.

- Some of the payments made by the Medicare Coverage Gap Discount Program are included. The amount the manufacturer pays for your brand name drugs is included. But the amount the plan pays for your generic drugs is not included.

### **Moving on to the Catastrophic Coverage Stage:**

When you (or those paying on your behalf) have spent a total of \$6,550 in out-of-pocket costs within the calendar year, you will move from the Coverage Gap Stage to the Catastrophic Coverage Stage.

---

### **These payments are not included in your out-of-pocket costs**

When you add up your out-of-pocket costs, you are **not allowed to include** any of these types of payments for prescription drugs:

- Drugs you buy outside the United States and its territories.
- Drugs that are not covered by our plan.
- Drugs you get at an out-of-network pharmacy that do not meet the plan's requirements for out-of-network coverage.
- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare
- Payments you make toward prescription drugs not normally covered in a Medicare Prescription Drug Plan
- Payments made by the plan for your brand or generic drugs while in the Coverage Gap
- Payments for your drugs that are made by group health plans including employer health plans
- Payments for your drugs that are made by certain insurance plans and government-funded health programs such as TRICARE and Veterans Affairs
- Payments for your drugs made by a third-party with a legal obligation to pay for prescription costs (for example, workers compensation)

*Reminder:* If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan. Call Member Services to let us know (phone numbers are printed on the back cover of this booklet).

---

### **How can you keep track of your out-of-pocket total?**

- **We will help you.** The *Part D Explanation of Benefits* (Part D EOB) report we send to you includes the current amount of your out-of-pocket costs (Section 3 in this chapter tells

about this report). When you reach a total of \$6,550 in out-of-pocket costs for the year, this report will tell you that you have left the Coverage Gap Stage and have moved on to the Catastrophic Coverage Stage.

- **Make sure we have the information we need.** Section 3.2 tells what you can do to help make sure that our records of what you have spent are complete and up to date.

---

## **SECTION 7      During the Catastrophic Coverage Stage, the plan pays most of the costs for your drugs**

---

<b>Section 7.1      Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year</b>
---

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the \$6,550 limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year.

### **If you receive “Extra Help” Low Income Subsidy (LIS) from Medicare for your prescription drug costs:**

During this stage, the plan will pay all of the costs for your drugs.

### **If you do not receive “Extra Help” Low Income Subsidy (LIS) from Medicare for your prescription drug costs:**

- **Your share** of the cost for a covered drug will be either coinsurance or a copayment, whichever is the *larger* amount:
  - – *either* – Coinsurance of 5% of the cost of the drug
  - – or – \$3.70 for a generic drug or a drug that is treated like a generic and \$9.20 for all other drugs.
- **Our plan pays the rest of the cost.**

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## **SECTION 8      What you pay for vaccinations covered by Part D depends on how and where you get them**

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<b>Section 8.1      Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine</b>
---

Our plan provides coverage of a number of Part D vaccines. We also cover vaccines that are considered medical benefits. You can find out about coverage of these vaccines by going to the Benefits Chart in Chapter 4, Section 2.1.

There are two parts to our coverage of Part D vaccinations:

- The first part of coverage is the cost of **the vaccine medication itself**. The vaccine is a prescription medication.
- The second part of coverage is for the cost of **giving you the vaccine**. (This is sometimes called the “administration” of the vaccine.)

### **What do you pay for a Part D vaccination?**

What you pay for a Part D vaccination depends on three things:

- 1. The type of vaccine** (what you are being vaccinated for).
  - Some vaccines are considered medical benefits. You can find out about your coverage of these vaccines by going to Chapter 4, *Benefits Chart (what is covered)*.
  - Other vaccines are considered Part D drugs. You can find these vaccines listed in the plan’s *List of Covered Drugs (Formulary)*.
- 2. Where you get the vaccine medication.**
- 3. Who gives you the vaccine.**

What you pay at the time you get the Part D vaccination can vary depending on the circumstances. For example:

- Sometimes when you get your vaccine, you will have to pay the entire cost for both the vaccine medication and for getting the vaccine. You can ask our plan to pay you back for our share of the cost.
- Other times, when you get the vaccine medication or the vaccine, you will pay only your share of the cost.

To show how this works, here are three common ways you might get a Part D vaccine. Remember, if you do not receive “Extra Help” from Medicare with your Part D prescription drug costs, you are responsible for all of the costs associated with vaccines (including their administration) during the Deductible and Coverage Gap Stage of your benefit.

*Situation 1:* You buy the Part D vaccine at the pharmacy and you get your vaccine at the network pharmacy. (Whether you have this choice depends on where you live. Some states do not allow pharmacies to administer a vaccination.)

- You will have to pay the pharmacy the amount of your coinsurance or copayment for the vaccine and the cost of giving you the vaccine.
- Our plan will pay the remainder of the costs.

*Situation 2:* You get the Part D vaccination at your doctor’s office.

- When you get the vaccination, you will pay for the entire cost of the vaccine and its administration.
- You can then ask our plan to pay you back for our share of the cost by using the procedures that are described in Chapter 7 of this booklet

*(Asking us to pay our share of a bill you have received for covered medical services or drugs).*

- You will be reimbursed the amount you paid less your normal coinsurance or copayment for the vaccine (including administration) less any difference between the amount the doctor charges and what we normally pay. (If you get “Extra Help,” we will reimburse you for this difference.)

*Situation 3:* You buy the Part D vaccine at your pharmacy, and then take it to your doctor’s office where they give you the vaccine.

- You will have to pay the pharmacy the amount of your copayment for the vaccine itself.
- When your doctor gives you the vaccine, you will pay the entire cost for this service. You can then ask our plan to pay you back for our share of the cost by using the procedures described in Chapter 7 of this booklet.
- You will be reimbursed the amount charged by the doctor for administering the vaccine less any difference between the amount the doctor charges and what we normally pay. (If you get “Extra Help,” we will reimburse you for this difference.)

<b>Section 8.2</b>	<b>You may want to call us at Member Services before you get a vaccination</b>
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The rules for coverage of vaccinations are complicated. We are here to help. We recommend that you call us first at Member Services whenever you are planning to get a vaccination. (Phone numbers for Member Services are printed on the back cover of this booklet.)

- We can tell you about how your vaccination is covered by our plan and explain your share of the cost.
- We can tell you how to keep your own cost down by using providers and pharmacies in our network.
- If you are not able to use a network provider and pharmacy, we can tell you what you need to do to ask us to pay you back for our share of the cost.



## CHAPTER 7

*Asking us to pay our share of a bill  
you have received for covered  
medical services or drugs*

**Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs**

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**Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs**

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**Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs**

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**SECTION 1 Situations in which you should ask us to pay for your covered services or drugs**

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<b>Section 1.1</b>	<b>If you pay for your covered services or drugs, or if you receive a bill, you can ask us for payment</b>
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Our network providers bill the plan directly for your covered services and drugs – you should not receive a bill for covered services or drugs. If you get a bill for the full cost of medical care or drugs you have received, you should send this bill to us so that we can pay it. When you send us the bill, we will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

**If you have already paid for a Medicare service or item covered by the plan**, you can ask our plan to pay you back (paying you back is often called “reimbursing” you). It is your right to be paid back by our plan whenever you’ve paid more than your share of the cost for medical services or drugs that are covered by our plan. When you send us a bill you have already paid, we will look at the bill and decide whether the services or drugs should be covered. If we decide they should be covered, we will pay you back for the services or drugs.

Please note that your Pennsylvania Medical Assistance (Medicaid) benefit pays the Medicare cost sharing on your behalf for your Secure Rx (HMO SNP) Medicare-covered benefits. Geisinger Gold is not allowed to reimburse members for Pennsylvania Medical Assistance (Medicaid) covered benefits. If you have questions, please contact Member Services (Phone numbers are printed on the back cover of this booklet).

Here are examples of situations in which you may need to ask our plan to pay you back or to pay a bill you have received.

**1. When you’ve received emergency or urgently needed medical care from a provider who is not in our plan’s network**

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you should ask the provider to bill the plan.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
  - If the provider is owed anything, we will pay the provider directly.
  - If you have already paid for the service, we will pay you back.

**2. When a network provider sends you a bill you think you should not pay**

## **Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs**

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Network providers should always bill the plan directly. But sometimes they make mistakes, and ask you to pay for your services.

- Whenever you get a bill from a network provider, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, send us the bill along with documentation of any payment you have made. You should ask us to pay you back for your covered services.

### **3. If you are retroactively enrolled in our plan**

Sometimes a person's enrollment in the plan is retroactive. (Retroactive means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services or drugs after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement. Please contact Member Services for additional information about how to ask us to pay you back and deadlines for making your request. (Phone numbers for Member Services are printed on the back cover of this booklet.)

### **4. When you use an out-of-network pharmacy to get a prescription filled**

If you go to an out-of-network pharmacy and try to use your membership card to fill a prescription, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription. (We cover prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 5, Section 2.5 to learn more.) Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

### **5. When you pay the full cost for a prescription because you don't have your plan membership card with you**

If you do not have your plan membership card with you, you can ask the pharmacy to call the plan or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself. Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

### **6. When you pay the full cost for a prescription in other situations**

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on the plan's *List of Covered Drugs (Formulary)*; or it could have a requirement or restriction that you didn't know about or don't think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.

## Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs

- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost of the drug.

When you send us a request for payment, we will review your request and decide whether the service or drug should be covered. This is called making a “coverage decision.” If we decide it should be covered, we will pay for our share of the cost for the service or drug. If we deny your request for payment, you can appeal our decision. Chapter 9 of this booklet (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) has information about how to make an appeal.

## SECTION 2 How to ask us to pay you back or to pay a bill you have received

### Section 2.1 How and where to send us your request for payment

Send us your request for payment, along with your bill and documentation of any payment you have made. It’s a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our member reimbursement request form to make your request for payment.

- You don’t have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website ([www.GeisingerGold.com](http://www.GeisingerGold.com)) or call Member Services and ask for the form. (Phone numbers for Member Services are printed on the back cover of this booklet.)

Mail your request for payment together with any bills or receipts to us at this address:

#### Medical Care Reimbursement Requests:

Geisinger Health Plan  
P.O. Box 853910  
Richardson, TX 75085-3910

#### Drug Reimbursement Requests:

Geisinger Health Plan  
Attn: Pharmacy Department  
100 N. Academy Ave  
Danville, PA 17822-3446

**You must submit your claim to us within three (3) years** of the date you received the service, item, or drug.

Contact Member Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you don’t know what you should have paid, or you receive bills and you don’t know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

**Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs**

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**SECTION 3 We will consider your request for payment and say yes or no**

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**Section 3.1 We check to see whether we should cover the service or drug and how much we owe**

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care or drug is covered and you followed all the rules for getting the care or drug, we will pay for our share of the cost for the service. If you have already paid for the service or drug, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service or drug yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered. Chapter 5 explains the rules you need to follow for getting your Part D prescription drugs covered.)
- If we decide that the medical care or drug is *not* covered, or you did *not* follow all the rules, we will not pay for our share of the cost of the care or drug. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

**Section 3.2 If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal**

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details on how to make this appeal, go to Chapter 9 of this booklet (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*). The appeals process is a formal process with detailed procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 5 of Chapter 9. Section 5 is an introductory section that explains the process for coverage decisions and appeals and gives definitions of terms such as "appeal." Then after you have read Section 5, you can go to the section in Chapter 9 that tells what to do for your situation:

- If you want to make an appeal about getting paid back for a medical service, go to Section 6.3 in Chapter 9.
- If you want to make an appeal about getting paid back for a drug, go to Section 7.5 of Chapter 9.

**Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs**

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**SECTION 4 Other situations in which you should save your receipts and send copies to us**

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<b>Section 4.1</b>	<b>In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs</b>
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There are some situations when you should let us know about payments you have made for your drugs. In these cases, you are not asking us for payment. Instead, you are telling us about your payments so that we can calculate your out-of-pocket costs correctly. This may help you to qualify for the Catastrophic Coverage Stage more quickly.

Below is an example of a situation when you should send us copies of receipts to let us know about payments you have made for your drugs:

**When you get a drug through a patient assistance program offered by a drug manufacturer**

Some members are enrolled in a patient assistance program offered by a drug manufacturer that is outside the plan benefits. If you get any drugs through a program offered by a drug manufacturer, you may pay a copayment to the patient assistance program.

- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** Because you are getting your drug through the patient assistance program and not through the plan's benefits, we will not pay for any share of these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

Since you are not asking for payment in the case described above, this situation is not considered a coverage decision. Therefore, you cannot make an appeal if you disagree with our decision.

# CHAPTER 8

## *Your rights and responsibilities*



## **Chapter 8. Your rights and responsibilities**

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## **SECTION 1      Our plan must honor your rights as a member of the plan**

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<b>Section 1.1      We must provide information in a way that works for you (in languages other than English, in braille, in audio, in large print, or other alternate formats, etc.)</b>
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To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

Our plan has people and free interpreter services available to answer questions from disabled and non-English speaking members. We can also give you information in braille, in audio, in large print, or other alternate formats at no cost if you need it. We are required to give you information about the plan's benefits in a format that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan in a format that is accessible and appropriate for you, please call to file a grievance with Member Services (phone numbers are printed on the back cover of this booklet). You may also file a complaint with Medicare by calling 1-800-MEDICARE (1-800-633-4227) or directly with the Office for Civil Rights. Contact information is included in this Evidence of Coverage or with this mailing, or you may contact Member Services for additional information.

<b>Section 1.2      We must treat you with fairness and respect at all times</b>
--

Our plan must obey laws that protect you from discrimination or unfair treatment. **We do not discriminate** based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call us at Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

<b>Section 1.3      We must ensure that you get timely access to providers and pharmacies for your covered services and drugs</b>
---

As a member of our plan, you have the right to choose a primary care provider (PCP) in the plan's network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Member Services to learn which doctors are accepting new patients (phone numbers

**Chapter 8. Your rights and responsibilities**

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are printed on the back cover of this booklet). We do not require you to get referrals to go to network providers.

As a plan member, you have the right to get appointments and covered services from the plan's network of providers *within a reasonable amount of time*. This includes the right to get timely services from specialists when you need that care. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.

If you think that you are not getting your medical care or Part D drugs within a reasonable amount of time, Chapter 9, Section 11 of this booklet tells what you can do. (If we have denied coverage for your medical care or drugs and you don't agree with our decision, Chapter 9, Section 5 tells what you can do.)

<b>Section 1.4</b>	<b>We must protect the privacy of your personal health information</b>
--------------------	--

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your “personal health information” includes the personal information you gave us when you enrolled in this plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a “Notice of Privacy Practice,” that tells about these rights and explains how we protect the privacy of your health information.

**How do we protect the privacy of your health information?**

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, *we are required to get written permission from you first*. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
  - For example, we are required to release health information to government agencies that are checking on quality of care.
  - Because you are a member of our plan through Medicare, we are required to give Medicare your health information including information about your Part D prescription drugs. If Medicare releases your information for research or other uses, this will be done according to Federal statutes and regulations.

## **You can see the information in your records and know how it has been shared with others**

You have the right to look at your medical records held at the plan, and to get a copy of your records. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Member Services (phone numbers are printed on the back cover of this booklet).

<b>Section 1.5</b>	<b>We must give you information about the plan, its network of providers, and your covered services</b>
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As a member of Geisinger Gold Secure Rx (HMO SNP), you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in languages other than English and in large print or other alternate formats.)

If you want any of the following kinds of information, please call Member Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about the plan's financial condition. It also includes information about the number of appeals made by members and the plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.
- **Information about our network providers including our network pharmacies.**
  - For example, you have the right to get information from us about the qualifications of the providers and pharmacies in our network and how we pay the providers in our network.
  - For a list of the providers and pharmacies in the plan's network, see the *Provider Directory*.
  - For more detailed information about our providers or pharmacies, you can call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at [www.GeisingerGold.com](http://www.GeisingerGold.com).
- **Information about your coverage and the rules you must follow when using your coverage.**
  - In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.

**Chapter 8. Your rights and responsibilities**

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- To get the details on your Part D prescription drug coverage, see Chapters 5 and 6 of this booklet plus the plan's *List of Covered Drugs (Formulary)*. These chapters, together with the *List of Covered Drugs (Formulary)*, tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.
- If you have questions about the rules or restrictions, please call Member Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
  - If a medical service or Part D drug is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service or drug from an out-of-network provider or pharmacy.
  - If you are not happy or if you disagree with a decision we make about what medical care or Part D drug is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 9 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 9 also tells about how to make a complaint about quality of care, waiting times, and other concerns.)
  - If you want to ask our plan to pay our share of a bill you have received for medical care or a Part D prescription drug, see Chapter 7 of this booklet.

**Section 1.6**

**We must support your right to make decisions about your care, regardless of cost or whether covered by your plan, as well as your right to use advance directives and/or name an authorized representative to help with your decisions**

**You have the right to know your treatment options and participate in decisions about your health care**

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices *in a way that you can understand*.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.

## Chapter 8. Your rights and responsibilities

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- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say “no.”** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking medication, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 9 of this booklet tells how to ask the plan for a coverage decision.

### **You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself**

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, *if you want to*, you can:

- Fill out a written form to give **someone the legal authority to make medical decisions for you** if you ever become unable to make decisions for yourself.
- **Give your doctors written instructions** about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called “**advance directives**.” There are different types of advance directives and different names for them. Documents called “**living will**” and “**power of attorney for health care**” are examples of advance directives.

If you want to use an “advance directive” to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare.
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can’t. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, **take a copy with you to the hospital.**

**Chapter 8. Your rights and responsibilities**

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- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

**Remember, it is your choice whether you want to fill out an advance directive** (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

**What if your instructions are not followed?**

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with the Pennsylvania Insurance Department, Bureau of Consumer Services, 1209 Strawberry Square, Harrisburg, PA 17120.

<b>Section 1.7</b>	<b>You have the right to make complaints and to ask us to reconsider decisions we have made</b>
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If you have any problems or concerns about your covered services or care, Chapter 9 of this booklet tells what you can do. It gives the details about how to deal with all types of problems and complaints. What you need to do to follow up on a problem or concern depends on the situation. You might need to ask our plan to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do – ask for a coverage decision, make an appeal, or make a complaint – **we are required to treat you fairly.**

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Member Services (phone numbers are printed on the back cover of this booklet).

<b>Section 1.8</b>	<b>What can you do if you believe you are being treated unfairly or your rights are not being respected?</b>
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**If it is about discrimination, call the Office for Civil Rights**

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 or TTY 1-800-537-7697, or call your local Office for Civil Rights.

**Is it about something else?**

If you believe you have been treated unfairly or your rights have not been respected, *and it's not* about discrimination, you can get help dealing with the problem you are having:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).

**Chapter 8. Your rights and responsibilities**

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- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- **You can call Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
- Or, you can call Pennsylvania Medical Assistance (Medicaid), the State Ombudsman programs or your Community HealthChoices Plan at the contact numbers listed in Chapter 2, Section 6 of this booklet.

<b>Section 1.9</b>	<b>How to get more information about your rights or make recommendations regarding Geisinger Gold's Rights and Responsibilities Policy</b>
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There are several places where you can get more information about your rights:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact **Medicare**.
  - You can visit the Medicare website to read or download the publication “Medicare Rights & Protections.” (The publication is available at: [www.medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-Protections.pdf](http://www.medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-Protections.pdf).)
  - Or, 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.

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**SECTION 2**      **You have some responsibilities as a member of the plan**

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<b>Section 2.1</b>	<b>What are your responsibilities?</b>
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Things you need to do as a member of the plan are listed below. If you have any questions, please call Member Services (phone numbers are printed on the back cover of this booklet). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this *Evidence of Coverage* booklet to learn what is covered for you and the rules you need to follow to get your covered services.
  - Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
  - Chapters 5 and 6 give the details about your coverage for Part D prescription drugs.



**Chapter 8. Your rights and responsibilities**

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- **If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.** Please call Member Services to let us know (phone numbers are printed on the back cover of this booklet).
  - We are required to follow rules set by Medicare and Pennsylvania Medical Assistance (Medicaid) to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is called “**coordination of benefits**” because it involves coordinating the health and drug benefits you get from our plan with any other health and drug benefits available to you. We’ll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card and your Pennsylvania Medical Assistance (Medicaid) card whenever you get your medical care or Part D prescription drugs.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
  - To help your doctors and other health providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
  - Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
  - If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don’t understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor’s office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
  - In order to be eligible for our plan, you must have Medicare Part A and Medicare Part B. For most Geisinger Gold Secure Rx (HMO SNP) members, Pennsylvania Medical Assistance (Medicaid) pays for your Part A premium (if you don’t qualify for it automatically) and for your Part B premium. If Pennsylvania Medical Assistance (Medicaid) is not paying your Medicare premiums for you, you must continue to pay your Medicare premiums to remain a member of the plan.
  - For most of your drugs covered by the plan, you must pay your share of the cost when you get the drug. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 6 tells what you must pay for your Part D prescription drugs.

**Chapter 8. Your rights and responsibilities**

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- If you get any medical services or drugs that are not covered by our plan or by other insurance you may have, you must pay the full cost.
  - If you disagree with our decision to deny coverage for a service or drug, you can make an appeal. Please see Chapter 9 of this booklet for information about how to make an appeal.
- If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.
- If you are required to pay the extra amount for Part D because of your higher income (as reported on your last tax return), you must pay the extra amount directly to the government to remain a member of the plan.
- **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Member Services (phone numbers are printed on the back cover of this booklet).
  - **If you move *outside* of our plan service area, you cannot remain a member of our plan.** (Chapter 1 tells about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a Special Enrollment Period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
  - **If you move *within* our service area, we still need to know** so we can keep your membership record up to date and know how to contact you.
  - If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
- **Call Member Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
  - Phone numbers and calling hours for Member Services are printed on the back cover of this booklet.
  - For more information on how to reach us, including our mailing address, please see Chapter 2.

# CHAPTER 9

*What to do if you have a problem  
or complaint (coverage decisions,  
appeals, complaints)*

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)****SECTION 1 Introduction****Section 1.1 What to do if you have a problem or concern**

This chapter explains the processes for handling problems and concerns. The process you use to handle your problem depends on two things:

1. Whether your problem is about benefits covered by **Medicare** or **Pennsylvania Medical Assistance (Medicaid)**. If you would like help deciding whether to use the Medicare process or the Pennsylvania Medical Assistance (Medicaid) process, or both, please contact Member Services (phone numbers are printed on the back cover of this booklet).
2. The type of problem you are having:
  - For some types of problems, you need to use the **process for coverage decisions and appeals**.
  - For other types of problems, you need to use the **process for making complaints**.

These processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

Which one do you use? The guide in Section 3 will help you identify the right process to use.

**Section 1.2 What about the legal terms?**

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says “making a complaint” rather than “filing a grievance,” “coverage decision” rather than “organization determination” or “coverage determination” or “at-risk determination,” and “Independent Review Organization” instead of “Independent Review Entity.” It also uses abbreviations as little as possible.

However, it can be helpful – and sometimes quite important – for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)****SECTION 2 You can get help from government organizations that  
are not connected with us****Section 2.1 Where to get more information and personalized assistance**

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

**Get help from an independent government organization**

We are always available to help you. But in some situations you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3 of this booklet.

**You can also get help and information from Medicare**

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from Medicare:

- 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.
- You can visit the Medicare website ([www.medicare.gov](http://www.medicare.gov)).

**You can get help and information from Pennsylvania Medical Assistance  
(Medicaid)**

For more information about your Pennsylvania Medical Assistance (Medicaid) benefits or for help in handling a problem with your Pennsylvania Medical Assistance (Medicaid) benefits, contact your local County Assistance Office. A list of County Assistance Offices and their phone numbers can be found in Chapter 2, Section 6 of this document. You may also contact Pennsylvania Medical Assistance (Medicaid) directly at 1-800-692-7462 between 8:30 a.m. and 4:45 p.m., Monday through Friday or visit their website at: [www.dhs.pa.gov/citizens/healthcaremedicalassistance/index.htm](http://www.dhs.pa.gov/citizens/healthcaremedicalassistance/index.htm). Or you may contact your Community HealthChoices Plan.



**Chapter 9. What to do if you have a problem or complaint  
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**You can get help and information from the Pennsylvania Quality Improvement Organization (QIO)**

If you have concerns about the quality of care you have received or if you think coverage for your hospital stay, Skilled Nursing Facility Care or if you believe your Outpatient Rehabilitation Services are ending too soon, you can contact your Quality Improvement Organization for assistance. Contact information can be found in Chapter 2, section 4 of this document.

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**SECTION 3 To deal with your problem, which process should you use?**

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<p><b>Section 3.1 Should you use the process for Medicare benefits or Pennsylvania Medical Assistance (Medicaid) benefits?</b></p>
--

Because you have Medicare and get assistance from Pennsylvania Medical Assistance (Medicaid), you have different processes that you can use to handle your problem or complaint. Which process you use depends on whether the problem is about Medicare benefits or Pennsylvania Medical Assistance (Medicaid) benefits. If your problem is about a benefit covered by Medicare, then you should use the Medicare process. If your problem is about a benefit covered by Pennsylvania Medical Assistance (Medicaid), then you should use the Pennsylvania Medical Assistance (Medicaid) process. If you would like help deciding whether to use the Medicare process or the Pennsylvania Medical Assistance (Medicaid) process, please contact Member Services (phone numbers are printed on the back cover of this booklet).

The Medicare process and Pennsylvania Medical Assistance (Medicaid) process are described in different parts of this chapter. To find out which part you should read, use the chart below.

---

To figure out which part of this chapter will help with your specific problem or concern,  
**START HERE**

**Is your problem about Medicare benefits or Pennsylvania Medical Assistance (Medicaid) benefits?**

(If you would like help deciding whether your problem is about Medicare benefits or Pennsylvania Medical Assistance (Medicaid) benefits, please contact Member Services. Phone numbers for Member Services are printed on the back cover of this booklet.)

My problem is about **Medicare** benefits.

Go to the next section of this chapter, **Section 4, “Handling problems about your Medicare benefits.”**

My problem is about **Pennsylvania Medical Assistance (Medicaid)** coverage.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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Skip ahead to **Section 12** of this chapter, “**Handling problems about your Pennsylvania Medical Assistance (Medicaid) benefits.**”

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**PROBLEMS ABOUT YOUR MEDICARE BENEFITS****SECTION 4 Handling problems about your Medicare benefits**

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<b>Section 4.1</b>	<b>Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?</b>
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If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The chart below will help you find the right section of this chapter for problems or complaints about **benefits covered by Medicare**.

---

To figure out which part of this chapter will help with your problem or concern about your **Medicare** benefits, use this chart:

**Is your problem or concern about your benefits or coverage?**

(This includes problems about whether particular medical care or prescription drugs are covered or not, the way in which they are covered, and problems related to payment for medical care or prescription drugs.)

**Yes.** My problem is about benefits or coverage.

Go on to the next section of this chapter, **Section 5**, “**A guide to the basics of coverage decisions and appeals.**”

**No.** My problem is not about benefits or coverage.

Skip ahead to **Section 11** at the end of this chapter: “**How to make a complaint about quality of care, waiting times, customer service, or other concerns.**”

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**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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**SECTION 5      A guide to the basics of coverage decisions and  
appeals**

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<b>Section 5.1      Asking for coverage decisions and making appeals: the big picture</b>
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The process for asking for coverage decisions and appeals deals with problems related to your benefits and coverage, including problems related to payment. This is the process you use for issues such as whether something is covered or not and the way in which something is covered.

**Asking for coverage decisions**

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or drugs. We are making a coverage decision whenever we decide what is covered for you and how much we pay. For example, your plan network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

In some cases, we might decide a service or drug is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

**Making an appeal**

If we make a coverage decision and you are not satisfied with this decision, you can “appeal” the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or “fast coverage decision” or fast appeal of a coverage decision.

If we say no to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an Independent Review Organization that is not connected to us.

- In some situations, your case will be automatically sent to the Independent Review Organization for a Level 2 Appeal.
- In other situations, you will need to ask for a Level 2 Appeal.
- See **Section 6.4** of this chapter for more information about Level 2 Appeals.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

**Section 5.2            How to get help when you are asking for a coverage decision  
or making an appeal**

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call us at Member Services** (phone numbers are printed on the back cover of this booklet).
- **You can get free help** from your State Health Insurance Assistance Program (see Section 2 of this chapter).
- **Your doctor can make a request for you.**
  - For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
  - For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 or Level 2 Appeal on your behalf. To request any appeal after Level 2, your doctor or other prescriber must be appointed as your representative.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your “representative” to ask for a coverage decision or make an appeal.
  - There may be someone who is already legally authorized to act as your representative under State law.
  - If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the “Appointment of Representative” form. (The form is also available on Medicare’s website at [www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf](http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf) for on our website at [www.GeisingerGold.com](http://www.GeisingerGold.com).) The form gives that person permission to act on your behalf. It must be signed by you and by the person who you would like to act on your behalf. You must give us a copy of the signed form.
- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, **you are not required to hire a lawyer** to ask for any kind of coverage decision or appeal a decision.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

**Section 5.3 Which section of this chapter gives the details for your situation?**

There are four different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- **Section 6** of this chapter: “Your medical care: How to ask for a coverage decision or make an appeal”
- **Section 7** of this chapter: “Your Part D prescription drugs: How to ask for a coverage decision or make an appeal”
- **Section 8** of this chapter: “How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon”
- **Section 9** of this chapter: “How to ask us to keep covering certain medical services if you think your coverage is ending too soon” (*Applies to these services only*: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services)

If you’re not sure which section you should be using, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

**SECTION 6 Your medical care: How to ask for a coverage decision or make an appeal**



**Have you read Section 5 of this chapter (*A guide to “the basics” of coverage decisions and appeals*)? If not, you may want to read it before you start this section.**

**Section 6.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for your care**

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: *Benefits Chart (what is covered)*. To keep things simple, we generally refer to “medical care coverage” or “medical care” in the rest of this section, instead of repeating “medical care or treatment or services” every time. The term “medical care” includes medical items and services as well as Medicare Part B prescription drugs. In some cases, different rules apply to a request for a Part B prescription drug. In those cases, we will explain how the rules for Part B prescription drugs are different from the rules for medical items and services.

This section tells what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

2. Our plan will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by the plan.
3. You have received medical care that you believe should be covered by the plan, but we have said we will not pay for this care.
4. You have received and paid for medical care that you believe should be covered by the plan, and you want to ask our plan to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.
  - **NOTE: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:**
    - Section 8 of this chapter: *How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.*
    - Section 9 of this chapter: *How to ask us to keep covering certain medical services if you think your coverage is ending too soon.* This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.
  - For *all other* situations that involve being told that medical care you have been getting will be stopped, use this section (Section 6) as your guide for what to do.

### Which of these situations are you in?

If you are in this situation:	This is what you can do:
To find out whether we will cover the medical care you want.	You can ask us to make a coverage decision for you. Go to the next section of this chapter, <b>Section 6.2</b> .
If we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for.	You can make an <b>appeal</b> . (This means you are asking us to reconsider.) Skip ahead to <b>Section 6.3</b> of this chapter.
If you want to ask us to pay you back for medical care you have already received and paid for.	You can send us the bill. Skip ahead to <b>Section 6.5</b> of this chapter.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

**Section 6.2 Step-by-step: How to ask for a coverage decision (how to ask our plan to authorize or provide the medical care coverage you want)**

**Legal Terms**

When a coverage decision involves your medical care, it is called an **“organization determination.”**

**Step 1: You ask our plan to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a “fast coverage decision.”**

**Legal Terms**

A “fast coverage decision” is called an **“expedited determination.”**

***How to request coverage for the medical care you want***

- Start by calling, writing, or faxing our plan to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details on how to contact us, go to Chapter 2, Section 1 and look for the section called *How to contact us when you are asking for a coverage decision about your medical care.*

***Generally, we use the standard deadlines for giving you our decision***

When we give you our decision, we will use the “standard” deadlines unless we have agreed to use the “fast” deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days** after we receive your request **for a medical item or service.** If your request is for a **Medicare Part B prescription drug, we will give you an answer within 72 hours** after we receive your request.

- For a request **for a medical item or service, we can take up to 14 more calendar days** if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing. We can’t take extra time to make a decision if your request is for a Medicare Part B prescription drug.
- If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.)

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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*If your health requires it, ask us to give you a “fast coverage decision”*

- **A fast coverage decision means we will answer within 72 hours if your request is for a medical item or service. If your request is for a Medicare Part B prescription drug, we will answer within 24 hours.**
  - **For a request for a medical item or service, we can take up to 14 more calendar days** if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing. We can’t take extra time to make a decision if your request is for a Medicare Part B prescription drug.
  - If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
  - You can get a fast coverage decision *only* if you are asking for coverage for medical care *you have not yet received*. (You cannot ask for a fast coverage decision if your request is about payment for medical care you have already received.)
  - You can get a fast coverage decision *only* if using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.
- **If your doctor tells us that your health requires a “fast coverage decision,” we will automatically agree to give you a fast coverage decision.**
- If you ask for a fast coverage decision on your own, without your doctor’s support, we will decide whether your health requires that we give you a fast coverage decision.
  - If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
  - This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
  - The letter will also tell how you can file a “fast complaint” about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.)



**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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**Step 2: We consider your request for medical care coverage and give you our answer.***Deadlines for a “fast” coverage decision*

- Generally, for a fast coverage decision on a request for a medical item or service, we will give you our answer **within 72 hours**. If your request is for a Medicare Part B prescription drug, we will answer **within 24 hours**.
  - As explained above, we can take up to 14 more calendar days under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing. We can’t take extra time to make a decision if your request is for a Medicare Part B prescription drug.
  - If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.)
  - If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), or within 24 hours if your request is for a Medicare Part B prescription drug, you have the right to appeal. Section 6.3 below tells how to make an appeal.
- **If our answer is no to part or all of what you requested**, we will send you a detailed written explanation as to why we said no.

*Deadlines for a “standard” coverage decision*

- Generally, for a standard coverage decision on a request for a medical item or service, we will give you our answer **within 14 calendar days of receiving your request**. If your request is for a Medicare Part B prescription drug, we will give you an answer **within 72 hours** of receiving your request.
  - For a request for a medical item or service, we can take up to 14 more calendar days (“an extended time period”) under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing. We can’t take extra time to make a decision if your request is for a Medicare Part B prescription drug.
  - If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.)
  - If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), or within 72 hours if your request is for a Medicare Part B prescription drug, you have the right to appeal. Section 6.3 below tells how to make an appeal.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no.

### Step 3: If we say no to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say no, you have the right to ask us to reconsider – and perhaps change – this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 6.3 below).

<b>Section 6.3</b>	<b>Step-by-step: How to make a Level 1 Appeal (How to ask for a review of a medical care coverage decision made by our plan)</b>
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<b>Legal Terms</b>
An appeal to the plan about a medical care coverage decision is called a plan “reconsideration.”

**Step 1: You contact us and make your appeal.** If your health requires a quick response, you must ask for a “fast appeal.”

#### *What to do*

- **To start an appeal you, your doctor, or your representative, must contact us.** For details on how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1 and look for the section called *How to contact us when you are making an appeal about your medical care*.
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
  - If you have someone appealing our decision for you other than your doctor, your appeal must include an Appointment of Representative form authorizing this person to represent you. (To get the form, call Member Services (phone numbers are printed on the back cover of this booklet) and ask for the “Appointment of Representative” form. It is also available on Medicare’s website at [www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf](http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf) or on our website at [www.GeisingerGold.com](http://www.GeisingerGold.com).) While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision to dismiss your appeal.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1 (*How to contact us when you are making an appeal about your medical care*).
- **You must make your appeal request within 60 calendar days** from the date on the written notice we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, explain the reason your appeal is late when you make your appeal. We may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
  - You have the right to ask us for a copy of the information regarding your appeal.
  - If you wish, you and your doctor may give us additional information to support your appeal.

*If your health requires it, ask for a “fast appeal” (you can make a request by calling us)*

Legal Terms
A “fast appeal” is also called an “ <b>expedited reconsideration.</b> ”

- If you are appealing a decision we made about coverage for care that you have not yet received, you and/or your doctor will need to decide if you need a “fast appeal.”
- The requirements and procedures for getting a “fast appeal” are the same as those for getting a “fast coverage decision.” To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a “fast appeal,” we will give you a fast appeal.

### **Step 2: We consider your appeal and we give you our answer.**

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said no to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

#### *Deadlines for a “fast” appeal*

- When we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires us to do so.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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- If you ask for more time, or if we need to gather more information that may benefit you, we **can take up to 14 more calendar days** if your request is for a medical item or service. If we decide to take extra days to make the decision, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
- If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we tell you about this organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will automatically send your appeal to the Independent Review Organization for a Level 2 Appeal.

***Deadlines for a "standard" appeal***

- If we are using the standard deadlines, we must give you our answer on a request for a medical item or service **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. If your request is for a Medicare Part B prescription drug you have not yet received, we will give you our answer **within 7 calendar days** after we receive your appeal. We will give you our decision sooner if your health condition requires us to.
  - However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days** if your request is for a medical item or service. If we decide we need to take extra days to make the decision, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
  - If you believe we should *not* take extra days, you can file a "fast complaint" about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 11 of this chapter.)
  - If we do not give you an answer by the applicable deadline above (or by the end of the extended time period if we took extra days on your request for a medical item or service), we are required to send your request on to Level 2 of the appeals process. Then an Independent Review Organization will review it. Later in this section, we talk about this review organization and explain what happens at Level 2 of the appeals process.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 30 calendar days if your request is for a medical item or service, or **within 7 calendar days** if your request is for a Medicare Part B prescription drug.
- **If our answer is no to part or all of what you requested**, we will automatically send your appeal to the Independent Review Organization for a Level 2 Appeal.

### **Step 3: If our plan says no to part or all of your appeal, your case will *automatically* be sent on to the next level of the appeals process.**

- To make sure we were following all the rules when we said no to your appeal, **we are required to send your appeal to the “Independent Review Organization.”** When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

### **Section 6.4 Step-by-step: How a Level 2 Appeal is done**

- If we say No to your Level 1 Appeal, your case will *automatically* be sent on to the next level of the appeals process. During the Level 2 Appeal, the Independent Review Organization reviews our decision for your first appeal. This organization decides whether the decision we made should be changed.

#### **Legal Terms**

The formal name for the “Independent Review Organization” is the “**Independent Review Entity.**” It is sometimes called the “**IRE.**”

### **Step 1: The Independent Review Organization reviews your appeal.**

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- We will send the information about your appeal to this organization. This information is called your “case file.” **You have the right to ask us for a copy of your case file.**
- You have a right to give the Independent Review Organization additional information to support your appeal.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.

### ***If you had a “fast” appeal at Level 1, you will also have a “fast” appeal at Level 2***

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal **within 72 hours** of when it receives your appeal.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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- If your request is for a medical item or service and the Independent Review Organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days**. The Independent Review Organization can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

***If you had a "standard" appeal at Level 1, you will also have a "standard" appeal at Level 2***

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2.
- If your request is for a medical item or service, the review organization must give you an answer to your Level 2 Appeal **within 30 calendar days** of when it receives your appeal.
- If your request is for a Medicare Part B prescription drug, the review organization must give you an answer to your Level 2 Appeal within 7 calendar days of when it receives your appeal.
- If your request is for a medical item or service and the Independent Review Organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days**. The Independent Review Organization can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

**Step 2: The Independent Review Organization gives you their answer.**

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- **If the Independent Review Organization says yes to part or all of a request for a medical item or service**, we must:
  - authorize the medical care coverage **within 72 hours** or
  - provide the service within **14 calendar days** after we receive the Independent Review Organization's decision for **standard requests** or
  - provide the service **within 72 hours** from the date the plan receives the Independent Review Organization's decision for **expedited requests**.
- **If the Independent Review Organization says yes to part or all of a request for a Medicare Part B prescription drug**, we must:
  - authorize or provide the Medicare Part B prescription drug under dispute **within 72 hours** after we receive the Independent Review Organization's decision for **standard requests** or
  - **within 24 hours** from the date we receive the Independent Review Organization's decision for **expedited requests**.
- **If this organization says no to part or all of your appeal**, it means they agree with our plan that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision." It is also called "turning down your appeal.")

## **Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

- If the Independent Review Organization “upholds the decision” you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.

### **Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.**

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). See Section 10 of this chapter for more information.
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details on how to do this are in the written notice you get after your Level 2 Appeal.
- The Level 3 Appeal is handled by an Administrative Law Judge or attorney adjudicator. Section 10 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

<h3><b>Section 6.5      What if you are asking us to pay you back for a bill you have received for medical care?</b></h3>
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If you want to ask us for payment for medical care, start by reading Chapter 7 of this booklet: *Asking us to pay our share of a bill you have received for covered medical services or drugs*. Chapter 7 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells how to send us the paperwork that asks us for payment.

### **Asking for reimbursement is asking for a coverage decision from us**

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 5.1 of this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service (see Chapter 4: *Benefits Chart (what is covered)*). *We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: Using the plan’s coverage for your medical services).*

### **We will say yes or no to your request**

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for your medical care within 60 calendar days after we receive your request. Or, if you haven’t paid for the services, we will send the payment directly to the provider. When we send the payment, it’s the same as saying *yes* to your request for a coverage decision.
- If the medical care is *not* covered, or you did *not* follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

### What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

**To make this appeal, follow the process for appeals that we describe in Section 5.3.** Go to this section for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is yes at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

## SECTION 7 Your Part D prescription drugs: How to ask for a coverage decision or make an appeal



**Have you read Section 5 of this chapter (A guide to “the basics” of coverage decisions and appeals)? If not, you may want to read it before you start this section.**

<b>Section 7.1</b>	<b>This section tells you what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug</b>
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Your benefits as a member of our plan include coverage for many prescription drugs. Please refer to our plan's *List of Covered Drugs (Formulary)*. To be covered, the drug must be used for a medically accepted indication. (A “medically accepted indication” is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3 for more information about a medically accepted indication.)

- **This section is about your Part D drugs only.** To keep things simple, we generally say “drug” in the rest of this section, instead of repeating “covered outpatient prescription drug” or “Part D drug” every time.
- For details about what we mean by Part D drugs, the *List of Covered Drugs (Formulary)*, rules and restrictions on coverage, and cost information, see Chapter 5 (*Using our plan's coverage for your Part D prescription drugs*) and Chapter 6 (*What you pay for your Part D prescription drugs*).



## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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### Part D coverage decisions and appeals

As discussed in Section 5 of this chapter, a coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs.

Legal Terms
An initial coverage decision about your Part D drugs is called a “ <b>coverage determination.</b> ”

Here are examples of coverage decisions you ask us to make about your Part D drugs:

- You ask us to make an exception, including:
  - Asking us to cover a Part D drug that is not on the plan’s *List of Covered Drugs (Formulary)*
  - Asking us to waive a restriction on the plan’s coverage for a drug (such as limits on the amount of the drug you can get)
- You ask us whether a drug is covered for you and whether you meet the requirements for coverage. (For example, when your drug is on the plan’s *List of Covered Drugs (Formulary)* but we require you to get approval from us before we will cover it for you.)
  - *Please note:* If your pharmacy tells you that your prescription cannot be filled as written, the pharmacy will give you a written notice explaining how to contact us to ask for a coverage decision.
- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

If you disagree with a coverage decision we have made, you can appeal our decision.

This section tells you both how to ask for coverage decisions and how to request an appeal. Use the chart below to help you determine which part has information for your situation:

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

### Which of these situations are you in?

If you are in this situation:	This is what you can do:
If you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover.	You can ask us to make an exception. (This is a type of coverage decision.) Start with <b>Section 7.2</b> of this chapter.
If you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need.	You can ask us for a coverage decision. Skip ahead to <b>Section 7.4</b> of this chapter.
If you want to ask us to pay you back for a drug you have already received and paid for.	You can ask us to pay you back. (This is a type of coverage decision.) Skip ahead to <b>Section 7.4</b> of this chapter.
If we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for.	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to <b>Section 7.5</b> of this chapter.

### Section 7.2 What is an exception?

If a drug is not covered in the way you would like it to be covered, you can ask us to make an “exception.” An exception is a type of coverage decision. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request. Here are two examples of exceptions that you or your doctor or other prescriber can ask us to make:

1. **Covering a Part D drug for you that is not on our *List of Covered Drugs (Formulary)*.**  
(We call it the “Drug List” for short.)

#### Legal Terms

Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a “**formulary exception.**”

- If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost sharing amount that applies to all of our drugs. You cannot ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

2. **Removing a restriction on our coverage for a covered drug.** There are extra rules or restrictions that apply to certain drugs on our *List of Covered Drugs (Formulary)* (for more information, go to Chapter 5, Section 4).

Legal Terms
Asking for removal of a restriction on coverage for a drug is sometimes called asking for a <b>“formulary exception.”</b>

- The extra rules and restrictions on coverage for certain drugs include:
  - *Being required to use the generic version* of a drug instead of the brand name drug.
  - *Getting plan approval in advance* before we will agree to cover the drug for you. (This is sometimes called “prior authorization.”)
  - *Being required to try a different drug first* before we will agree to cover the drug you are asking for. (This is sometimes called “step therapy.”)
  - *Quantity limits.* For some drugs, there are restrictions on the amount of the drug you can have.

<b>Section 7.3</b>	<b>Important things to know about asking for exceptions</b>
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### Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called “alternative” drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally *not* approve your request for an exception.

### We can say yes or no to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say no to your request for an exception, you can ask for a review of our decision by making an appeal. Section 7.5 of this chapter tells how to make an appeal if we say no.

The next section tells you how to ask for a coverage decision, including an exception.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

**Section 7.4 Step-by-step: How to ask for a coverage decision, including an exception**

**Step 1: You ask us to make a coverage decision about the drug(s) or payment you need.** If your health requires a quick response, you must ask us to make a “fast coverage decision.” You cannot ask for a fast coverage decision if you are asking us to pay you back for a drug you already bought.

*What to do*

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can also access the coverage decision process through our website. For the details, go to Chapter 2, Section 1 and look for the section called *How to contact us when you are asking for a coverage decision about your Part D prescription drugs*. Or if you are asking us to pay you back for a drug, go to the section called *Where to send a request asking us to pay our share of the cost for medical care or a drug you have received*.
- **You or your doctor or someone else who is acting on your behalf** can ask for a coverage decision. Section 5.2 of this chapter tells how you can give written permission to someone else to act as your representative. You can also have a lawyer act on your behalf.
- **If you want to ask us to pay you back for a drug**, start by reading Chapter 7 of this booklet: *Asking us to pay our share of a bill you have received for covered medical services or drugs*. Chapter 7 describes the situations in which you may need to ask for reimbursement. It also tells how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the “supporting statement.”** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (We call this the “supporting statement.”) Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary. See Sections 7.2 and 7.3 of this chapter for more information about exception requests.
- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.

*If your health requires it, ask us to give you a “fast coverage decision”*

**Legal Terms**

A “fast coverage decision” is called an “expedited coverage determination.”

- When we give you our decision, we will use the “standard” deadlines unless we have agreed to use the “fast” deadlines. A standard coverage decision means we will give you an answer within 72 hours after we receive your doctor’s statement. A fast coverage decision means we will answer within 24 hours after we receive your doctor’s statement.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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- **To get a fast coverage decision, you must meet two requirements:**
  - You can get a fast coverage decision *only* if you are asking for a *drug you have not yet received*. (You cannot ask for fast coverage decision if you are asking us to pay you back for a drug you have already bought.)
  - You can get a fast coverage decision *only* if using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.
- **If your doctor or other prescriber tells us that your health requires a “fast coverage decision,” we will automatically agree to give you a fast coverage decision.**
- If you ask for a fast coverage decision on your own (without your doctor’s or other prescriber’s support), we will decide whether your health requires that we give you a fast coverage decision.
  - If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
  - This letter will tell you that if your doctor or other prescriber asks for the fast coverage decision, we will automatically give a fast coverage decision.
  - The letter will also tell how you can file a complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. It tells how to file a “fast” complaint, which means you would get our answer to your complaint within 24 hours of receiving the complaint. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 11 of this chapter.)

**Step 2: We consider your request and we give you our answer.*****Deadlines for a “fast” coverage decision***

- If we are using the fast deadlines, we must give you our answer **within 24 hours**.
  - Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor’s statement supporting your request. We will give you our answer sooner if your health requires us to.
  - If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. In Section 7.6 of this chapter, we talk about this review organization and explain what happens at Appeal Level 2.
- **If our answer is yes to part or all of what you requested**, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor’s statement supporting your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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***Deadlines for a “standard” coverage decision about a drug you have not yet received***

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.
  - Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor’s statement supporting your request. We will give you our answer sooner if your health requires us to.
  - If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. In Section 7.6 of this chapter, we talk about this review organization and explain what happens at Appeal Level 2.
- **If our answer is yes to part or all of what you requested –**
  - If we approve your request for coverage, we must **provide the coverage** we have agreed to provide **within 72 hours** after we receive your request or doctor’s statement supporting your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

***Deadlines for a “standard” coverage decision about payment for a drug you have already bought***

- We must give you our answer **within 14 calendar days** after we receive your request.
  - If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. In Section 7.6 of this chapter, we talk about this review organization and explain what happens at Appeal Level 2.
- **If our answer is yes to part or all of what you requested**, we are also required to make payment to you within 14 calendar days after we receive your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

**Step 3: If we say no to your coverage request, you decide if you want to make an appeal.**

- If we say no, you have the right to request an appeal. Requesting an appeal means asking us to reconsider – and possibly change – the decision we made.

**Chapter 9. What to do if you have a problem or complaint  
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**Section 7.5 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan)**

**Legal Terms**

An appeal to the plan about a Part D drug coverage decision is called a plan “redetermination.”

**Step 1: You contact us and make your Level 1 Appeal.** If your health requires a quick response, you must ask for a “fast appeal.”

*What to do*

- **To start your appeal, you (or your representative or your doctor or other prescriber) must contact us.**
  - For details on how to reach us by phone, fax, or mail, or on our website for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called *How to contact us when you are making an appeal about your Part D prescription drugs*.
- **If you are asking for a standard appeal, make your appeal by submitting a written request.**
- **If you are asking for a fast appeal, you may make your appeal in writing or you may call us at the phone number shown in Chapter 2, Section 1** (*How to contact us when you are making an appeal about your Part D prescription drugs*).
- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.
- **You must make your appeal request within 60 calendar days** from the date on the written notice we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.**
  - You have the right to ask us for a copy of the information regarding your appeal.
  - If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

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*If your health requires it, ask for a “fast appeal”*

Legal Terms
A “fast appeal” is also called an “ <b>expedited redetermination.</b> ”

- If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a “fast appeal.”
- The requirements for getting a “fast appeal” are the same as those for getting a “fast coverage decision” in Section 7.4 of this chapter.

### **Step 2: We consider your appeal and we give you our answer.**

- When we are reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said no to your request. We may contact you or your doctor or other prescriber to get more information.

#### *Deadlines for a “fast” appeal*

- If we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires it.
  - If we do not give you an answer within 72 hours, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. In Section 7.6 of this chapter, we talk about this review organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no and how you can appeal our decision.

#### *Deadlines for a “standard” appeal*

- If we are using the standard deadlines, we must give you our answer **within 7 calendar days** after we receive your appeal for a drug you have not received yet. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so. If you believe your health requires it, you should ask for “fast” appeal.
  - If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. In Section 7.6 of this chapter, we talk about this review organization and explain what happens at Level 2 of the appeals process.



**Chapter 9. What to do if you have a problem or complaint  
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- **If our answer is yes to part or all of what you requested –**
  - If we approve a request for coverage, we must **provide the coverage** we have agreed to provide as quickly as your health requires, but **no later than 7 calendar days** after we receive your appeal.
  - If we approve a request to pay you back for a drug you already bought, we are required to **send payment to you within 30 calendar days** after we receive your appeal request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no and how you can appeal our decision.
- If you are requesting that we pay you back for a drug you have already bought, we must give you our answer **within 14 calendar days** after we receive your request.
  - If we do not give you a decision within 14 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. In Section 7.6 of this chapter, we talk about this review organization and explain what happens at Appeal Level 2.
- **If our answer is yes to part or all of what you requested**, we are also required to make payment to you within 30 calendar days after we receive your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal our decision.

**Step 3: If we say no to your appeal, you decide if you want to continue with the appeals process and make *another* appeal.**

- If we say no to your appeal, you then choose whether to accept this decision or continue by making another appeal.
- If you decide to make another appeal, it means your appeal is going on to Level 2 of the appeals process (see below).

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

**Section 7.6 Step-by-step: How to make a Level 2 Appeal**

If we say no to your appeal, you then choose whether to accept this decision or continue by making another appeal. If you decide to go on to a Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said no to your first appeal. This organization decides whether the decision we made should be changed.

**Legal Terms**

The formal name for the “Independent Review Organization” is the “**Independent Review Entity.**” It is sometimes called the “**IRE.**”

**Step 1: To make a Level 2 Appeal, you (or your representative or your doctor or other prescriber) must contact the Independent Review Organization and ask for a review of your case.**

- If we say no to your Level 1 Appeal, the written notice we send you will include **instructions on how to make a Level 2 Appeal** with the Independent Review Organization. These instructions will tell who can make this Level 2 Appeal, what deadlines you must follow, and how to reach the review organization.
- When you make an appeal to the Independent Review Organization, we will send the information we have about your appeal to this organization. This information is called your “case file.” **You have the right to ask us for a copy of your case file.**
- You have a right to give the Independent Review Organization additional information to support your appeal.

**Step 2: The Independent Review Organization does a review of your appeal and gives you an answer.**

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to review our decisions about your Part D benefits with us.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal. The organization will tell you its decision in writing and explain the reasons for it.

***Deadlines for “fast” appeal at Level 2***

- If your health requires it, ask the Independent Review Organization for a “fast appeal.”
- If the review organization agrees to give you a “fast appeal,” the review organization must give you an answer to your Level 2 Appeal **within 72 hours** after it receives your appeal request.

**Chapter 9. What to do if you have a problem or complaint  
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- **If the Independent Review Organization says yes to part or all of what you requested**, we must provide the drug coverage that was approved by the review organization **within 24 hours** after we receive the decision from the review organization.

***Deadlines for “standard” appeal at Level 2***

- If you have a standard appeal at Level 2, the review organization must give you an answer to your Level 2 Appeal **within 7 calendar days** after it receives your appeal if it is for a drug you have not received yet. If you are requesting that we pay you back for a drug you have already bought, the review organization must give you an answer to your level 2 appeal within 14 calendar days after it receives your request.
- **If the Independent Review Organization says yes to part or all of what you requested –**
  - If the Independent Review Organization approves a request for coverage, we must **provide the drug coverage** that was approved by the review organization **within 72 hours** after we receive the decision from the review organization.
  - If the Independent Review Organization approves a request to pay you back for a drug you already bought, we are required to **send payment to you within 30 calendar days** after we receive the decision from the review organization.

**What if the review organization says no to your appeal?**

If this organization says no to your appeal, it means the organization agrees with our decision not to approve your request. (This is called “upholding the decision.” It is also called “turning down your appeal.”)

If the Independent Review Organization “upholds the decision” you have the right to a Level 3 appeal. However, to make another appeal at Level 3, the dollar value of the drug coverage you are requesting must meet a minimum amount. If the dollar value of the drug coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final. The notice you get from the Independent Review Organization will tell you the dollar value that must be in dispute to continue with the appeals process.

**Step 3: If the dollar value of the coverage you are requesting meets the requirement, you choose whether you want to take your appeal further.**

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If your Level 2 Appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. If you decide to make a third appeal, the details on how to do this are in the written notice you got after your second appeal.
- The Level 3 Appeal is handled by an Administrative Law Judge or attorney adjudicator. Section 10 of this chapter tells more about Levels 3, 4, and 5 of the appeals process.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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**SECTION 8      How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon**

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When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see Chapter 4 of this booklet: *Benefits Chart (what is covered)*.

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your “**discharge date.**”
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

<b>Section 8.1      During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights</b>
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During your covered hospital stay, you will be given a written notice called *An Important Message from Medicare about Your Rights*. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Member Services (phone numbers are printed on the back cover of this booklet). You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

**Chapter 9. What to do if you have a problem or complaint  
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**1. Read this notice carefully and ask questions if you don't understand it.** It tells you about your rights as a hospital patient, including:

- Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
- Your right to be involved in any decisions about your hospital stay, and your right to know who will pay for it
- Where to report any concerns you have about quality of your hospital care
- Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon

**Legal Terms**

The written notice from Medicare tells you how you can “**request an immediate review.**” Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 8.2 below tells you how you can request an immediate review.)

**2. You will be asked to sign the written notice to show that you received it and understand your rights.**

- You or someone who is acting on your behalf will be asked to sign the notice. (Section 5.2 of this chapter tells how you can give written permission to someone else to act as your representative.)
- Signing the notice shows *only* that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice **does not mean** you are agreeing on a discharge date.

**3. Keep your copy** of the notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.

- If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.
- To look at a copy of this notice in advance, you can call Member Services (phone numbers are printed on the back cover of this booklet) or 1-800 MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. You can also see the notice online at [www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html](http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html)

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)****Section 8.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date**

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 of this chapter).

**During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.** It checks to see if your planned discharge date is medically appropriate for you.

**Step 1: Contact the Quality Improvement Organization for your state and ask for a “fast review” of your hospital discharge. You must act quickly.**

**A “fast review” is also called an “immediate review.”**

*What is the Quality Improvement Organization?*

- This organization is a group of doctors and other health care professionals who are paid by the Federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

*How can you contact this organization?*

- The written notice you received (*An Important Message from Medicare About Your Rights*) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4, of this booklet.)

*Act quickly:*

- To make your appeal, you must contact the Quality Improvement Organization *before* you leave the hospital and **no later than midnight the day of your discharge.** (Your “planned discharge date” is the date that has been set for you to leave the hospital.)

**Chapter 9. What to do if you have a problem or complaint  
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- If you meet this deadline, you are allowed to stay in the hospital *after* your discharge date *without paying for it* while you wait to get the decision on your appeal from the Quality Improvement Organization.
- If you do *not* meet this deadline, and you decide to stay in the hospital after your planned discharge date, *you may have to pay all of the costs* for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization, and you still wish to appeal, you must make an appeal directly to our plan instead. For details about this other way to make your appeal, see Section 8.4 of this chapter.

***Ask for a “fast review”:***

- You must ask the Quality Improvement Organization for a **“fast review”** of your discharge. Asking for a “fast review” means you are asking for the organization to use the “fast” deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A “fast review” is also called an “immediate review” or an “expedited review.”

**Step 2: The Quality Improvement Organization conducts an independent review of your case.*****What happens during this review?***

- Health professionals at the Quality Improvement Organization (we will call them “the reviewers” for short) will ask you (or your representative) why you believe coverage for the services should continue. You don’t have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

### Legal Terms

This written explanation is called the “**Detailed Notice of Discharge.**” You can get a sample of this notice by calling Member Services (phone numbers are printed on the back cover of this booklet) or 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048.) Or you can see a sample notice online at [www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html](http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html)

### **Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.**

#### *What happens if the answer is yes?*

- If the review organization says *yes* to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet.)

#### *What happens if the answer is no?*

- If the review organization says *no* to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, **our coverage for your inpatient hospital services will end** at noon on the day *after* the Quality Improvement Organization gives you its answer to your appeal.
- If the review organization says *no* to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost** of hospital care you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

### **Step 4: If the answer to your Level 1 Appeal is no, you decide if you want to make another appeal.**

- If the Quality Improvement Organization has turned down your appeal, *and* you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to “Level 2” of the appeals process.



**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)****Section 8.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date**

If the Quality Improvement Organization has turned down your appeal, *and* you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeal process:

**Step 1: You contact the Quality Improvement Organization again and ask for another review.**

- You must ask for this review **within 60 calendar days** after the day the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you stay in the hospital after the date that your coverage for the care ended.

**Step 2: The Quality Improvement Organization does a second review of your situation.**

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

**Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.**

*If the review organization says yes:*

- **We must reimburse you** for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. **We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.**
- You must continue to pay your share of the costs and coverage limitations may apply.

*If the review organization says no:*

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by an Administrative Law Judge or attorney adjudicator.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

### **Step 4: If the answer is no, you will need to decide whether you want to take your appeal further by going on to Level 3.**

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by an Administrative Law Judge or attorney adjudicator.
- Section 10 of this chapter tells more about Levels 3, 4 and 5 of the appeals process.

### **Section 8.4 What if you miss the deadline for making your Level 1 Appeal?**

#### **You can appeal to us instead**

As explained above in Section 8.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. (“Quickly” means before you leave the hospital and no later than your planned discharge date, whichever comes first.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, *the first two levels of appeal are different.*

#### **Step-by-Step: How to make a Level 1 Alternate Appeal**

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a “fast review.” A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

#### **Legal Terms**

A “fast” review (or “fast appeal”) is also called an “**expedited appeal.**”

#### **Step 1: Contact us and ask for a “fast review.”**

- For details on how to contact us, go to Chapter 2, Section 1 and look for the section called, *How to contact us when you are making an appeal about your medical care.*
- **Be sure to ask for a “fast review.”** This means you are asking us to give you an answer using the “fast” deadlines rather than the “standard” deadlines.

#### **Step 2: We do a “fast” review of your planned discharge date, checking to see if it was medically appropriate.**

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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- In this situation, we will use the “fast” deadlines rather than the standard deadlines for giving you the answer to this review.

### **Step 3: We give you our decision within 72 hours after you ask for a “fast review” (“fast appeal”).**

- **If we say yes to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
  - If you stayed in the hospital *after* your planned discharge date, then **you may have to pay the full cost** of hospital care you received after the planned discharge date.

### **Step 4: If we say *no* to your fast appeal, your case will *automatically* be sent on to the next level of the appeals process.**

- To make sure we were following all the rules when we said no to your fast appeal, **we are required to send your appeal to the “Independent Review Organization.”** When we do this, it means that you are *automatically* going on to Level 2 of the appeals process.

### **Step-by-Step: Level 2 Alternate Appeal Process**

During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said no to your “fast appeal.” This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the “Independent Review Organization” is the “ <b>Independent Review Entity.</b> ” It is sometimes called the “ <b>IRE.</b> ”

### **Step 1: We will automatically forward your case to the Independent Review Organization.**

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying no to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeal process. Section 11 of this chapter tells how to make a complaint.)

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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### **Step 2: The Independent Review Organization does a “fast review” of your appeal. The reviewers give you an answer within 72 hours.**

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- **If this organization says *yes* to your appeal,** then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue the plan’s coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says *no* to your appeal,** it means they agree with us that your planned hospital discharge date was medically appropriate.
  - The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by an Administrative Law Judge or attorney adjudicator.

### **Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.**

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say no to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 10 of this chapter tells more about Levels 3, 4 and 5 of the appeals process.

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## **SECTION 9      How to ask us to keep covering certain medical services if you think your coverage is ending too soon**

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<b>Section 9.1</b>	<b><i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services</b>
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This section is about the following types of care *only*:

- **Home health care services** you are getting

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a “skilled nursing facility,” see Chapter 12, *Definitions of important words*.)
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually, this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 12, *Definitions of important words*.)

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information on your covered services, including your share of the cost and any limitations to coverage that may apply, see Chapter 4 of this booklet: *Benefits Chart (what is covered)*.

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, *we will stop paying for your care*.

If you think we are ending the coverage of your care too soon, **you can appeal our decision**. This section tells you how to ask for an appeal.

### Section 9.2 We will tell you in advance when your coverage will be ending

1. **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
  - The written notice tells you the date when we will stop covering the care for you.
  - The written notice also tells what you can do if you want to ask our plan to change this decision about when to end your care, and keep covering it for a longer period of time.

#### Legal Terms

In telling you what you can do, the written notice is telling how you can request a “**fast-track appeal**.” Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 9.3 below tells how you can request a fast-track appeal.)

The written notice is called the “**Notice of Medicare Non-Coverage**.”

## **Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

### **2. You will be asked to sign the written notice to show that you received it.**

- You or someone who is acting on your behalf will be asked to sign the notice. (Section 5.2 tells how you can give written permission to someone else to act as your representative.)
- Signing the notice shows *only* that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with the plan that it's time to stop getting the care.

<b>Section 9.3</b>	<b>Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time</b>
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If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 11 of this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 of this chapter).

**During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.**

**Step 1: Make your Level 1 Appeal: contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.**

#### *What is the Quality Improvement Organization?*

- This organization is a group of doctors and other health care experts who are paid by the Federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

#### *How can you contact this organization?*

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2, Section 4 of this booklet.)

## **Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

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### *What should you ask for?*

- Ask this organization for a “fast-track appeal” (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

### *Your deadline for contacting this organization.*

- You must contact the Quality Improvement Organization to start your appeal by noon of the day before the effective date on the Notice of Medicare Non-Coverage.
- If you miss the deadline for contacting the Quality Improvement Organization, and you still wish to file an appeal, you must make an appeal directly to us instead. For details about this other way to make your appeal, see Section 9.5 of this chapter.

## **Step 2: The Quality Improvement Organization conducts an independent review of your case.**

### *What happens during this review?*

- Health professionals at the Quality Improvement Organization (we will call them “the reviewers” for short) will ask you (or your representative) why you believe coverage for the services should continue. You don’t have to prepare anything in writing, but you may do so if you wish.
- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers informed us of your appeal, and you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

<b>Legal Terms</b>
This notice explanation is called the “ <b>Detailed Explanation of Non-Coverage.</b> ”

## **Step 3: Within one full day after they have all the information they need, the reviewers will tell you their decision.**

### *What happens if the reviewers say yes to your appeal?*

- If the reviewers say *yes* to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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*What happens if the reviewers say no to your appeal?*

- If the reviewers say *no* to your appeal, then **your coverage will end on the date we have told you**. We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* this date when your coverage ends, then **you will have to pay the full cost** of this care yourself.

**Step 4: If the answer to your Level 1 Appeal is no, you decide if you want to make another appeal.**

- This first appeal you make is “Level 1” of the appeals process. If reviewers say *no* to your Level 1 Appeal – and you choose to continue getting care after your coverage for the care has ended – then you can make another appeal.
- Making another appeal means you are going on to “Level 2” of the appeals process.

<b>Section 9.4</b>	<b>Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time</b>
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If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* the date when we said your coverage would end.

Here are the steps for Level 2 of the appeal process:

**Step 1: You contact the Quality Improvement Organization again and ask for another review.**

- You must ask for this review **within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

**Step 2: The Quality Improvement Organization does a second review of your situation.**

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.



**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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**Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.**

*What happens if the review organization says yes to your appeal?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says no?*

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by an Administrative Law Judge or attorney adjudicator.

**Step 4: If the answer is no, you will need to decide whether you want to take your appeal further.**

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by an Administrative Law Judge or attorney adjudicator.
- Section 10 of this chapter tells more about Levels 3, 4 and 5 of the appeals process.

<b>Section 9.5</b>	<b>What if you miss the deadline for making your Level 1 Appeal?</b>
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### **You can appeal to us instead**

As explained above in Section 9.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, *the first two levels of appeal are different.*

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

### Step-by-Step: How to make a Level 1 Alternate Appeal

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a “fast review.” A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A “fast” review (or “fast appeal”) is also called an “expedited appeal.”

#### **Step 1: Contact us and ask for a “fast review.”**

- For details on how to contact us, go to Chapter 2, Section 1 and look for the section called *How to contact us when you are making an appeal about your medical care.*
- **Be sure to ask for a “fast review.”** This means you are asking us to give you an answer using the “fast” deadlines rather than the “standard” deadlines.

#### **Step 2: We do a “fast” review of the decision we made about when to end coverage for your services.**

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending the plan’s coverage for services you were receiving.
- We will use the “fast” deadlines rather than the standard deadlines for giving you the answer to this review.

#### **Step 3: We give you our decision within 72 hours after you ask for a “fast review” (“fast appeal”).**

- **If we say yes to your fast appeal,** it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal,** then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* the date when we said your coverage would end, then **you will have to pay the full cost** of this care yourself.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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### **Step 4: If we say *no* to your fast appeal, your case will *automatically* go on to the next level of the appeals process.**

- To make sure we were following all the rules when we said no to your fast appeal, **we are required to send your appeal to the “Independent Review Organization.”** When we do this, it means that you are *automatically* going on to Level 2 of the appeals process.

### **Step-by-Step: Level 2 Alternate Appeal Process**

During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said no to your “fast appeal.” This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the “Independent Review Organization” is the “ <b>Independent Review Entity.</b> ” It is sometimes called the “ <b>IRE.</b> ”

### **Step 1: We will automatically forward your case to the Independent Review Organization.**

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying no to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeal process. Section 11 of this chapter tells how to make a complaint.)

### **Step 2: The Independent Review Organization does a “fast review” of your appeal. The reviewers give you an answer within 72 hours.**

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says *yes* to your appeal,** then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **If this organization says *no* to your appeal**, it means they agree with the decision our plan made to your first appeal and will not change it.
  - The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

### **Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.**

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say no to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by an Administrative Law Judge or attorney adjudicator.
- Section 10 of this chapter tells more about Levels 3, 4 and 5 of the appeals process.

## **SECTION 10 Taking your appeal to Level 3 and beyond**

### **Section 10.1 Appeal Levels 3, 4 and 5 for Medical Service Requests**

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, the written response you receive to your Level 2 Appeal will explain who to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

**Level 3 Appeal** A judge (called an **Administrative Law Judge**) or an **attorney adjudicator who works for the Federal government** will review your appeal and give you an answer.

- **If the Administrative Law Judge or attorney adjudicator says yes to your appeal, the appeals process *may* or *may not* be over** - We will decide whether to appeal this decision to Level 4. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.
  - If we decide *not* to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Administrative Law Judge's or attorney adjudicator's decision.

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(coverage decisions, appeals, complaints)**

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- If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the Administrative Law Judge or attorney adjudicator says no to your appeal, the appeals process *may* or *may not* be over.**
  - If you decide to accept this decision that turns down your appeal, the appeals process is over.
  - If you do not want to accept the decision, you can continue to the next level of the review process. If the Administrative Law Judge or attorney adjudicator says no to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

**Level 4 Appeal** The Medicare **Appeals Council** (Council) will review your appeal and give you an answer. The Council is part of the Federal government.

- **If the answer is yes, or if the Council denies our request to review a favorable Level 3 Appeal decision, the appeals process *may* or *may not* be over** - We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you if the value of the item or medical service meets the required dollar value.
  - If we decide *not* to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Council's decision.
  - If we decide to appeal the decision, we will let you know in writing.
- **If the answer is no or if the Council denies the review request, the appeals process *may* or *may not* be over.**
  - If you decide to accept this decision that turns down your appeal, the appeals process is over.
  - If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Council says no to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you who to contact and what to do next if you choose to continue with your appeal.

**Level 5 Appeal** A judge at the **Federal District Court** will review your appeal.

- This is the last step of the appeals process.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)****Section 10.2 Appeal Levels 3, 4 and 5 for Part D Drug Requests**

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the value of the drug you have appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. If the dollar amount is less, you cannot appeal any further. The written response you receive to your Level 2 Appeal will explain who to contact and what to do to ask for a Level 3 Appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

**Level 3 Appeal** A judge (called an **Administrative Law Judge**) or **attorney adjudicator who works for the Federal government** will review your appeal and give you an answer.

- **If the answer is yes, the appeals process is over.** What you asked for in the appeal has been approved. We must **authorize or provide the drug coverage** that was approved by the Administrative Law Judge or attorney adjudicator **within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days** after we receive the decision.
- **If the answer is no, the appeals process *may or may not* be over.**
  - If you decide to accept this decision that turns down your appeal, the appeals process is over.
  - If you do not want to accept the decision, you can continue to the next level of the review process. If the Administrative Law Judge or attorney adjudicator says no to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

**Level 4 Appeal** The Medicare **Appeals Council** (Council) will review your appeal and give you an answer. The Council is part of the Federal government.

- **If the answer is yes, the appeals process is over.** What you asked for in the appeal has been approved. We must **authorize or provide the drug coverage** that was approved by the Council **within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days** after we receive the decision.
- **If the answer is no, the appeals process *may or may not* be over.**
  - If you decide to accept this decision that turns down your appeal, the appeals process is over.
  - If you do not want to accept the decision, you might be able to continue to the next level of the review process. If the Council says no to your appeal or denies your request to review the appeal, the notice you get will tell you whether the rules allow

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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you to go on to a Level 5 Appeal. If the rules allow you to go on, the written notice will also tell you who to contact and what to do next if you choose to continue with your appeal.

**Level 5 Appeal** A judge at the **Federal District Court** will review your appeal.

- This is the last step of the appeals process.

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**SECTION 11 How to make a complaint about quality of care,  
waiting times, customer service, or other concerns**

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 **If your problem is about decisions related to benefits, coverage, or payment, then this section is *not for you*. Instead, you need to use the process for coverage decisions and appeals. Go to Section 5 of this chapter.**

<b>Section 11.1</b>	<b>What kinds of problems are handled by the complaint process?</b>
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This section explains how to use the process for making complaints. The complaint process is used for certain types of problems *only*. This includes problems related to quality of care, waiting times, and the customer service you receive. Here are examples of the kinds of problems handled by the complaint process.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

**If you have any of these kinds of problems, you can “make a complaint”**

Complaint	Example
<b>Quality of your medical care</b>	<ul style="list-style-type: none"> <li>• Are you unhappy with the quality of the care you have received (including care in the hospital)?</li> </ul>
<b>Respecting your privacy</b>	<ul style="list-style-type: none"> <li>• Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?</li> </ul>
<b>Disrespect, poor customer service, or other negative behaviors</b>	<ul style="list-style-type: none"> <li>• Has someone been rude or disrespectful to you?</li> <li>• Are you unhappy with how our Member Services has treated you?</li> <li>• Do you feel you are being encouraged to leave the plan?</li> </ul>
<b>Waiting times</b>	<ul style="list-style-type: none"> <li>• Are you having trouble getting an appointment, or waiting too long to get it?</li> <li>• Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by our Member Services or other staff at the plan? <ul style="list-style-type: none"> <li>○ Examples include waiting too long on the phone, in the waiting room, when getting a prescription, or in the exam room.</li> </ul> </li> </ul>
<b>Cleanliness</b>	<ul style="list-style-type: none"> <li>• Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor’s office?</li> </ul>
<b>Information you get from us</b>	<ul style="list-style-type: none"> <li>• Do you believe we have not given you a notice that we are required to give?</li> <li>• Do you think written information we have given you is hard to understand?</li> </ul>



**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

Complaint	Example
<p><b>Timeliness</b> (These types of complaints are all related to the <i>timeliness</i> of our actions related to coverage decisions and appeals)</p>	<p>The process of asking for a coverage decision and making appeals is explained in sections 4-10 of this chapter. If you are asking for a coverage decision or making an appeal, you use that process, not the complaint process.</p> <p>However, if you have already asked us for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:</p> <ul style="list-style-type: none"> <li>• If you have asked us to give you a “fast coverage decision” or a “fast appeal,” and we have said we will not, you can make a complaint.</li> <li>• If you believe we are not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.</li> <li>• When a coverage decision we made is reviewed and we are told that we must cover or reimburse you for certain medical services or drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.</li> <li>• When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.</li> </ul>

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

**Section 11.2      The formal name for “making a complaint” is “filing a grievance”**

**Legal Terms**

- What this section calls a “**complaint**” is also called a “**grievance.**”
- Another term for “**making a complaint**” is “**filing a grievance.**”
- Another way to say “**using the process for complaints**” is “**using the process for filing a grievance.**”

**Section 11.3      Step-by-step: Making a complaint**

**Step 1: Contact us promptly – either by phone or in writing.**

- **Usually, calling Member Services is the first step.** If there is anything else you need to do, Member Services will let you know. Member Services Phone Number: 1-800-498-9731, TTY users call PA Relay: 711 or 1-800-654-5984. Our business hours are Sunday through Saturday, 8:00 a.m. to 8:00 p.m., seven days a week. Beginning April 1, 2021 through September 30, 2021, Member Services and TTY Hours will be 8:00 a.m. to 8:00 p.m. Monday through Friday and 8:00 a.m. to 2:00 p.m. Saturday.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to your complaint in writing.
- **Complaint (Grievance) Review Procedure:**
  - If Member Services is unable to respond to your complaint on the telephone or if we receive your complaint in writing, the Geisinger Gold Member Resolution Team will respond to your complaint as quickly as your case requires based on your health status, but no later than 30 days after receiving your complaint. We may extend the time frame by up to 14 days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest. When we extend the deadline, we will notify you in writing of the reasons for the delay. Each complaint will be investigated and an oral or written response will be provided to you that will include the basis for the decision.
  - You also have the right to ask Geisinger Gold for a copy of your file that contains the information regarding your complaint. For a copy of your file, you can call us toll free at 1-866-577-7733, press option “0”, or send a written request to the Geisinger Gold Member Resolution Team, 100 North Academy Avenue, Danville, PA 17822-3220.

## Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

### • Expedited (Fast) Grievances

- As a Geisinger Gold member, you have the right to file an expedited (fast) grievance for services you have not yet received.
  - You may file an expedited (fast) grievance if the plan denies your request for an expedited organization determination, expedited reconsideration (appeal), expedited coverage decision or expedited redetermination (appeal).
  - You may also file an expedited (fast) grievance if you disagree with the plan's decision to take an extension to process an expedited or standard organization determination or an expedited or standard reconsideration (appeal).
- **Whether you call or write, you should contact Member Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
  - **If you are making a complaint because we denied your request for a “fast coverage decision” or a “fast appeal,” we will automatically give you a “fast” complaint.** If you have a “fast” complaint, it means we will give you **an answer within 24 hours.**

Legal Terms
What this section calls a “fast complaint” is also called an “expedited grievance.”

### **Step 2: We look into your complaint and give you our answer.**

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.
- **Most complaints are answered within 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint. If we decide to take extra days, we will tell you in writing.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

<b>Section 11.4</b>	<b>You can also make complaints about quality of care to the Quality Improvement Organization</b>
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You can make your complaint about the quality of care you received by using the step-by-step process outlined above.

When your complaint is about *quality of care*, you also have two extra options:

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (*without* making the complaint to us).
  - The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the Federal government to check and improve the care given to Medicare patients.
  - To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Chapter 2, Section 4 of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

**Section 11.5      You can also tell Medicare about your complaint**

You can submit a complaint about Geisinger Gold Secure Rx (HMO SNP) directly to Medicare. To submit a complaint to Medicare, go to [www.medicare.gov/MedicareComplaintForm/home.aspx](http://www.medicare.gov/MedicareComplaintForm/home.aspx). Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users can call 1-877-486-2048.

**PROBLEMS ABOUT YOUR PENNSYLVANIA MEDICAL ASSISTANCE  
(MEDICAID) BENEFITS****SECTION 12      Handling problems about your Pennsylvania  
Medical Assistance (Medicaid) benefits**

**Contact your local County Assistance Office for help with your Pennsylvania Medical Assistance (Medicaid) benefits.**

**Geisinger Gold does not provide or administer your Pennsylvania Medical Assistance (Medicaid) benefits.** Your Community HealthChoices Plan provides and administers your Pennsylvania Medical Assistance (Medicaid) benefits. If you would like help deciding if a problem or concern is about a Pennsylvania Medical Assistance (Medicaid) benefit or a Geisinger Gold Secure Rx (HMO SNP) benefit, please contact Geisinger Gold Member Services. (Phone numbers are printed on the back cover of this booklet.)

If you have a problem or concern with a Pennsylvania Medical Assistance (Medicaid) benefit, please call or visit your local County Assistance Office or your Community HealthChoices Plan. The County Assistance Office can answer your Pennsylvania Medical Assistance (Medicaid) questions and explain your Pennsylvania Medical Assistance (Medicaid) benefits. Contact information for these offices can be found in Chapter 2, Section 6 of this document.

**Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)**

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You may appeal any action or failure to act and you have the right to have a hearing if you are dissatisfied with any decision to refuse, discontinue, change, suspend, or reduce Pennsylvania Medical Assistance (Medicaid) services or benefits. Depending on your Pennsylvania Medical Assistance (Medicaid) benefits package you may also have other types of help available to you. Contact your County Assistance Office for more information.

If you want to appeal a decision about your Pennsylvania Medical Assistance (Medicaid) benefits, the County Assistance Office can provide you with information about the Pennsylvania Medical Assistance (Medicaid) appeals process and assist you with submitting your appeal. Generally, Pennsylvania Medical Assistance (Medicaid) appeals are submitted, in writing, to the County Assistance Office. Written appeals must be signed. Initial appeal requests may be made orally, but you will need to follow up with a signed, written appeal within three (3) working days. You have 30 days to file an appeal from the date the notice of the decision you are appealing was mailed.

For more information about the Pennsylvania Medical Assistance (Medicaid) appeals process, contact your local County Assistance Office. Contact information for your County Assistance Office can be found in Chapter 2, Section 6 of this document.

# CHAPTER 10

*Ending your membership in the plan*

## **Chapter 10. Ending your membership in the plan**

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## **SECTION 1 Introduction**

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<b>Section 1.1 This chapter focuses on ending your membership in our plan</b>
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Ending your membership in Geisinger Gold Secure Rx (HMO SNP) may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- You might leave our plan because you have decided that you *want* to leave.
  - There are only certain times during the year, or certain situations, when you may voluntarily end your membership in the plan. Section 2 tells you when you can end your membership in the plan. Section 2 tells you about the types of plans you can enroll in and when your enrollment in your new coverage will begin.
  - The process for voluntarily ending your membership varies depending on what type of new coverage you are choosing. Section 3 tells you *how* to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care through our plan until your membership ends.

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## **SECTION 2 When can you end your membership in our plan?**

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You may end your membership in our plan only during certain times of the year, known as enrollment periods. All members have the opportunity to leave the plan during the Annual Enrollment Period and during the Medicare Advantage Open Enrollment Period. In certain situations, you may also be eligible to leave the plan at other times of the year.

<b>Section 2.1 You may be able to end your membership because you have Medicare and Pennsylvania Medical Assistance (Medicaid)</b>
--

Most people with Medicare can end their membership only during certain times of the year. Because you have Pennsylvania Medical Assistance (Medicaid), you may be able to end your membership in our plan or switch to a different plan one time during each of the following Special Enrollment Periods:

- January to March
- April to June
- July to September

If you joined our plan during one of these periods, you'll have to wait for the next period to end your membership or switch to a different plan. You can't use this Special Enrollment Period to



end your membership in our plan between October and December. However, all people with Medicare can make changes from October 15 – December 7 during the Annual Enrollment Period. Section 2.2 tells you more about the Annual Enrollment Period.

- **What type of plan can you switch to?** If you decide to change to a new plan, you can choose any of the following types of Medicare plans:
  - Another Medicare health plan. (You can choose a plan that covers prescription drugs or one that does not cover prescription drugs.)
  - Original Medicare *with* a separate Medicare prescription drug plan
    - If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you have opted out of automatic enrollment.

**Note:** If you disenroll from Medicare prescription drug coverage and go without “creditable” prescription drug coverage for a continuous period of 63 days or more, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later. (“Creditable” coverage means the coverage is expected to pay, on average, at least as much as Medicare’s standard prescription drug coverage.)

Contact your State Pennsylvania Medical Assistance (Medicaid) Office to learn about your Pennsylvania Medical Assistance (Medicaid) plan options (telephone numbers are in Chapter 2, Section 6 of this booklet). You may also contact your Community HealthChoices Plan.

- **When will your membership end?** Your membership will usually end on the first day of the month after we receive your request to change your plans. Your enrollment in your new plan will also begin on this day.

<b>Section 2.2</b>	<b>You can end your membership during the Annual Enrollment Period</b>
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You can end your membership during the Annual Enrollment Period (also known as the “Annual Open Enrollment Period”). This is the time when you should review your health and drug coverage and make a decision about your coverage for the upcoming year.

- **When is the Annual Enrollment Period?** This happens from October 15 to December 7.
- **What type of plan can you switch to during the Annual Enrollment Period?** You can choose to keep your current coverage or make changes to your coverage for the upcoming year. If you decide to change to a new plan, you can choose any of the following types of plans:
  - Another Medicare health plan. (You can choose a plan that covers prescription drugs or one that does not cover prescription drugs.)

- Original Medicare *with* a separate Medicare prescription drug plan
- *or* – Original Medicare *without* a separate Medicare prescription drug plan.

**If you receive “Extra Help” from Medicare to pay for your prescription drugs:** If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you have opted out of automatic enrollment.

**Note:** If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage for 63 days or more in a row, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later. (“Creditable” coverage means the coverage is expected to pay, on average, at least as much as Medicare’s standard prescription drug coverage.) See Chapter 1, Section 4 for more information about the late enrollment penalty.

- **When will your membership end?** Your membership will end when your new plan’s coverage begins on January 1.

<b>Section 2.3</b>	<b>You can end your membership during the Medicare Advantage Open Enrollment Period</b>
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You have the opportunity to make *one* change to your health coverage during the **Medicare Advantage Open Enrollment Period**.

- **When is the annual Medicare Advantage Open Enrollment Period?** This happens every year from January 1 to March 31.
- **What type of plan can you switch to during the annual Medicare Advantage Open Enrollment Period?** During this time, you can:
  - Switch to another Medicare Advantage Plan. (You can choose a plan that covers prescription drugs or one that does not cover prescription drugs.)
  - Disenroll from our plan and obtain coverage through Original Medicare. If you choose to switch to Original Medicare during this period, you can also join a separate Medicare prescription drug plan at that time.
- **When will your membership end?** Your membership will end on the first day of the month after you enroll in a different Medicare Advantage plan or we get your request to switch to Original Medicare. If you also choose to enroll in a Medicare prescription drug plan, your membership in the drug plan will begin the first day of the month after the drug plan gets your enrollment request.

<b>Section 2.4</b>	<b>In certain situations, you can end your membership during a Special Enrollment Period</b>
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In certain situations, you may be eligible to end your membership at other times of the year. This is known as a **Special Enrollment Period**.

- **Who is eligible for a Special Enrollment Period?** If any of the following situations apply to you, you may be eligible to end your membership during a Special Enrollment Period. These are just examples, for the full list you can contact the plan, call Medicare, or visit the Medicare website ([www.medicare.gov](http://www.medicare.gov)):
  - Usually, when you have moved
  - If you have Pennsylvania Medical Assistance (Medicaid)
  - If you are eligible for “Extra Help” with paying for your Medicare prescriptions
  - If we violate our contract with you
  - If you are getting care in an institution, such as a nursing home or long-term care (LTC) hospital
  - If you enroll in the Program of All-inclusive Care for the Elderly (PACE) (*In Pennsylvania, this program is sometimes called the Living Independence for the Elderly (LIFE) Program*).
  - **Note:** If you’re in a drug management program, you may not be able to change plans. Chapter 5, Section 10 tells you more about drug management programs.

**Note:** Section 2.1 tells you more about the special enrollment period for people with Pennsylvania Medical Assistance (Medicaid).

- **When are Special Enrollment Periods?** The enrollment periods vary depending on your situation.
- **What can you do?** To find out if you are eligible for a Special Enrollment Period, please call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users call 1-877-486-2048. If you are eligible to end your membership because of a special situation, you can choose to change both your Medicare health coverage and prescription drug coverage. This means you can choose any of the following types of plans:
  - Another Medicare health plan. (You can choose a plan that covers prescription drugs or one that does not cover prescription drugs.)
  - Original Medicare *with* a separate Medicare prescription drug plan
  - – *or* – Original Medicare *without* a separate Medicare prescription drug plan.

**If you receive “Extra Help” from Medicare to pay for your prescription drugs:** If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you have opted out of automatic enrollment.

**Note:** If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage for a continuous period of 63 days or more, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later. (“Creditable” coverage means the coverage is expected to pay, on average, at least as

much as Medicare's standard prescription drug coverage.) See Chapter 1, Section 4 for more information about the late enrollment penalty.

- **When will your membership end?** Your membership will usually end on the first day of the month after your request to change your plan is received.

**Note:** Sections 2.1 and 2.2 tell you more about the special enrollment period for people with Pennsylvania Medical Assistance (Medicaid) and Extra Help.

<b>Section 2.5</b>	<b>Where can you get more information about when you can end your membership?</b>
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If you have any questions or would like more information on when you can end your membership:

- You can **call Member Services** (phone numbers are printed on the back cover of this booklet).
- You can find the information in the *Medicare & You 2021* Handbook.
  - Everyone with Medicare receives a copy of *Medicare & You* each fall. Those new to Medicare receive it within a month after first signing up.
  - You can also download a copy from the Medicare website ([www.medicare.gov](http://www.medicare.gov)). Or, you can order a printed copy by calling Medicare at the number below.
- You can contact **Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

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## **SECTION 3**      **How do you end your membership in our plan?**

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<b>Section 3.1</b>	<b>Usually, you end your membership by enrolling in another plan</b>
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Usually, to end your membership in our plan, you simply enroll in another Medicare plan. However, if you want to switch from our plan to Original Medicare but you have not selected a separate Medicare prescription drug plan, you must ask to be disenrolled from our plan. There are two ways you can ask to be disenrolled:

- You can make a request in writing to us. Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet).
- *--or--* You can contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> <li>• Another Medicare health plan</li> </ul>	<ul style="list-style-type: none"> <li>• Enroll in the new Medicare health plan. Your new coverage will begin on the first day of the following month. You will automatically be disenrolled from Geisinger Gold Secure Rx (HMO SNP) when your new plan’s coverage begins.</li> </ul>
<ul style="list-style-type: none"> <li>• Original Medicare <i>with</i> a separate Medicare prescription drug plan</li> </ul>	<ul style="list-style-type: none"> <li>• Enroll in the new Medicare prescription drug plan. Your new coverage will begin on the first day of the following month. You will automatically be disenrolled from Geisinger Gold Secure Rx (HMO SNP) when your new plan’s coverage begins.</li> </ul>
<ul style="list-style-type: none"> <li>• Original Medicare <i>without</i> a separate Medicare prescription drug plan.             <ul style="list-style-type: none"> <li>○ If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you have opted out of automatic enrollment.</li> <li>○ If you disenroll from Medicare prescription drug coverage and go 63 days or more in a row without creditable prescription drug coverage, you may have to pay a late enrollment penalty if you join a Medicare drug plan later.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Send us a written request to disenroll.</b> Contact Member Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet).</li> <li>• You can also contact <b>Medicare</b>, 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.</li> <li>• You will be disenrolled from Geisinger Gold Secure Rx (HMO SNP) when your coverage in Original Medicare begins.</li> </ul>

For questions about your Pennsylvania Medical Assistance (Medicaid) benefits, contact Pennsylvania Medical Assistance (Medicaid) at 1-800-692-7462, Monday – Friday 8:30 a.m. – 4:45 p.m.; TTY users can call 1-800-451-5886. You may also contact your Community HealthChoices Plan at the phone number listed in chapter 2, Section 6 of this booklet. Ask how joining another plan or returning to Original Medicare affects how you get your Pennsylvania Medical Assistance (Medicaid) coverage.

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## **SECTION 4      Until your membership ends, you must keep getting your medical services and drugs through our plan**

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<b>Section 4.1      Until your membership ends, you are still a member of our plan</b>
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If you leave Geisinger Gold Secure Rx (HMO SNP), it may take time before your membership ends and your new Medicare coverage goes into effect. (See Section 2 for information on when your new coverage begins.) During this time, you must continue to get your medical care and prescription drugs through our plan.

- **You should continue to use our network pharmacies to get your prescriptions filled until your membership in our plan ends.** Usually, your prescription drugs are only covered if they are filled at a network pharmacy including through our mail-order pharmacy services.
- **If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged** (even if you are discharged after your new health coverage begins).

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## **SECTION 5      Geisinger Gold Secure Rx (HMO SNP) must end your membership in the plan in certain situations**

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<b>Section 5.1      When must we end your membership in the plan?</b>
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**Geisinger Gold Secure Rx (HMO SNP) must end your membership in the plan if any of the following happen:**

- If you no longer have Medicare Part A and Part B
- If you are no longer eligible for Pennsylvania Medical Assistance (Medicaid). As stated in Chapter 1, Section 2.1, our plan is for people who are eligible for both Medicare and Pennsylvania Medical Assistance (Medicaid). If you no longer meet the special eligibility requirements of our plan, your membership in this plan will end after two months. You will receive a notice from us informing you of the end of your membership and your options. If you have any questions about your eligibility, please contact Member Services (phone numbers are printed on the back cover of this booklet.)
- If you move out of our service area
- If you are away from our service area for more than six months
  - If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area. (Phone numbers for Member Services are printed on the back cover of this booklet.)
- If you become incarcerated (go to prison)
- If you are not a United States citizen or lawfully present in the United States

- If you lie about or withhold information about other insurance you have that provides prescription drug coverage
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. (We cannot make you leave our plan for this reason unless we get permission from Medicare first.)
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. (We cannot make you leave our plan for this reason unless we get permission from Medicare first.)
- If you let someone else use your membership card to get medical care. (We cannot make you leave our plan for this reason unless we get permission from Medicare first.)
  - If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our plan

### **Where can you get more information?**

If you have questions or would like more information on when we can end your membership:

- You can call **Member Services** for more information (phone numbers are printed on the back cover of this booklet).

<b>Section 5.2</b>	<b>We <u>cannot</u> ask you to leave our plan for any reason related to your health</b>
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Geisinger Gold Secure Rx (HMO SNP) is not allowed to ask you to leave our plan for any reason related to your health.

### **What should you do if this happens?**

If you feel that you are being asked to leave our plan because of a health-related reason, you should call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You may call 24 hours a day, 7 days a week.

<b>Section 5.3</b>	<b>You have the right to make a complaint if we end your membership in our plan</b>
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If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can file a grievance or make a complaint about our decision to end your membership. You can also look in Chapter 9, Section 11 for information about how to make a complaint.

# CHAPTER 11

## *Legal notices*



**Chapter 11. Legal notices**

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## **SECTION 1      Notice about governing law**

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Many laws apply to this *Evidence of Coverage* and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other Federal laws may apply and, under certain circumstances, the laws of the state you live in.

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## **SECTION 2      Notice about nondiscrimination**

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Our plan must obey laws that protect you from discrimination or unfair treatment. **We don't discriminate** based on race, ethnicity, national origin, color, religion, sex, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area. All organizations that provide Medicare Advantage plans, like our plan, must obey Federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, Section 1557 of the Affordable Care Act, all other laws that apply to organizations that get Federal funding, and any other laws and rules that apply for any other reason.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call us at Member Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

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## **SECTION 3      Notice about Medicare Secondary Payer subrogation rights**

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We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Geisinger Gold Secure Rx (HMO SNP), as a Medicare Advantage Organization, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any State laws.

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## **SECTION 4 Member non-liability**

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In the event Geisinger Gold fails to appropriately reimburse a provider for covered services, or in the event that we fail to pay a provider or facility for covered services that have received prior authorization, you shall not be liable for any sums owed by Geisinger Gold.

If you receive services that require prior authorization and your provider has not first obtained prior authorization, except for emergency care/services, urgently needed care, or out-of-area renal dialysis services, neither Geisinger Gold nor Medicare will pay for those services. In addition, if you enter into a private contract with a provider or facility, neither Geisinger Gold nor Medicare will pay for those services.

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## **SECTION 5 Notices**

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Any notice that we give you will be in writing and delivered either personally, by U.S. Postal Service, or by other delivery service carriers to your last address known to Geisinger Gold.

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## **SECTION 6 Additional notice of subrogation and third-party recovery**

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### **Subrogation**

If we make any payment to you or on your behalf for covered services, we are entitled to be fully subrogated to any and all rights you have against any person, entity, or insurer that may be responsible for payment of medical expenses and/or benefits related to your injury, illness, or condition. We are entitled to exercise the same rights of subrogation and recovery that are accorded to the Medicare Program under the Medicare Secondary Payer rules.

Once we have made a payment for covered services, we shall have a lien on the proceeds of any judgment, settlement, or other award or recovery you receive, including but not limited to the following:

1. Any award, settlement, benefits, or other amounts paid under any workers' compensation law or award;
2. Any and all payments made directly by or on behalf of a third-party tortfeasor or person, entity, or insurer responsible for indemnifying the third-party tortfeasor;
3. Any arbitration awards, payments, settlements, structured settlements, or other benefits or amounts paid under an uninsured or underinsured motorist coverage policy;
4. Any claims payable under any federal, state, or common law, or
5. Any other payments designated, earmarked, or otherwise intended to be paid to you as compensation, restitution, reimbursement or remuneration for your injury, illness, or condition suffered as a result of the negligence or liability of a third party.

You agree to cooperate with us and any of our representatives and to take any actions or steps necessary to secure our lien, including but not limited to:

**Chapter 11. Legal notices**

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1. Responding to requests for information about any accidents or injuries within five (5) business days, either personally or through your representative;
2. Responding to our requests, made by ourselves or any representative or affiliate, for information and providing any relevant information that we have requested within five (5) business days, either personally or through your representative; and
3. Participating in all phases of any legal action we commence in order to protect our rights, including but not limited to participating in investigation, discovery, attending depositions, and appearing and testifying at trial

In addition, you agree not to do anything to prejudice our rights, including but not limited to assigning any rights or causes of action that you may have against any person or entity relating to an injury, illness, or condition without our prior express written consent. Your failure to cooperate shall be deemed a breach of your obligations, resulting in potential legal action against you in order for us to protect our rights.

**Reimbursement**

We are also entitled to be fully reimbursed for any and all benefit payments we make to you or on your behalf that are the responsibility of any person, organization, or insurer. Our right of reimbursement is separate and apart from our subrogation right, and is limited only by the amount of actual benefits paid under our plan. You must immediately pay to us any amounts you recover by judgment, settlement, award, recovery, or otherwise from any liable third party, his or her insurer, and any first party insurer such as Uninsured or Underinsured Motorists Coverage to the extent that we paid out or provided benefits for your injury, illness, or condition during your enrollment in our plan. We are entitled to full reimbursement even if you have not been made whole, are not fully compensated, or only partially recover from your claim.

**Antisubrogation rules do not apply**

Our subrogation and reimbursement rights shall have first priority, and must be paid prior to payment of any additional claims. Our subrogation right takes priority over any other claimants, your claims or any other person or entity with a claim, right or lien on the recovery. Our subrogation and reimbursement rights will not be affected, reduced, or eliminated by the "made whole" doctrine, the Collateral Source Rule, payment or reduction for attorney's fees or any other equitable doctrine.

We are not obligated to pursue subrogation or reimbursement either for our own benefit or on your behalf. Our rights under Medicare law and this Evidence of Coverage shall not be affected, reduced, or eliminated by our failure to intervene in any legal action you commence relating to your injury, illness, or condition.

# CHAPTER 12

*Definitions of important words*

## **Chapter 12. Definitions of important words**

**Ambulatory Surgical Center** – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

**Appeal** – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for a drug, item, or service you think you should be able to receive. Chapter 9 explains appeals, including the process involved in making an appeal.

**Benefit Period** – (Skilled Nursing Facilities) The way that both our plan and Original Medicare measures your use of inpatient skilled nursing facility (SNF) services. A SNF benefit period begins the day you go into a skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care or skilled care in a SNF for 60 days in a row. If you go into a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

**Brand Name Drug** – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand name drug has expired.

**Catastrophic Coverage Stage** – The stage in the Part D Drug Benefit where you pay no copayment if you receive “Extra Help” with your prescription drug costs, or if you do not receive “Extra Help,” where you pay a low copayment or coinsurance for your drugs after you or other qualified parties on your behalf have spent \$6,550 in covered drugs during the covered year.

**Center of Excellence (COE)** – A Center of Excellence is a group of licensed physicians who share a hospital or medical center in order to provide high quality specialty healthcare for chronic conditions.

**Centers for Medicare & Medicaid Services (CMS)** – The Federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

**Coinsurance** – An amount you may be required to pay as your share of the cost for services or prescription drugs after you pay any deductibles. Coinsurance is usually a percentage (for example, 20%). Your Pennsylvania Medical Assistance (Medicaid) benefits will cover your Medicare Part A and Part B coinsurance as long as you follow the plans' rules for getting your care and meet the coverage requirements for Medicare cost sharing assistance under Pennsylvania Medical Assistance (Medicaid).

**Chapter 12. Definitions of important words**

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**Community HealthChoices (CHC)** – Pennsylvania’s mandatory managed care program for individuals who are eligible for both Medicaid and Medicare (dual eligibles), older adults, and individuals with physical disabilities.

**Complaint** — The formal name for “making a complaint” is “filing a grievance.” The complaint process is used for certain types of problems *only*. This includes problems related to quality of care, waiting times, and the customer service you receive. See also “Grievance,” in this list of definitions.

**Comprehensive Outpatient Rehabilitation Facility (CORF)** – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

**Copayment (or “copay”)** – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor’s visit, hospital outpatient visit, or a prescription drug. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor’s visit or prescription drug. Your Pennsylvania Medical Assistance (Medicaid) benefits will cover your Medicare Part A and Part B coinsurance as long as you follow the plans’ rules for getting your care and meet the coverage requirements for Medicare cost sharing assistance under Pennsylvania Medical Assistance (Medicaid).

**Cost Sharing** – Cost sharing refers to amounts that a member has to pay when services or drugs are received. Cost sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed “copayment” amount that a plan requires when a specific service or drug is received; or (3) any “coinsurance” amount, a percentage of the total amount paid for a service or drug that a plan requires when a specific service or drug is received. A “daily cost sharing rate” may apply when your doctor prescribes less than a full month’s supply of certain drugs for you and you are required to pay a copayment.

**Coverage Determination** – A decision about whether a drug prescribed for you is covered by the plan and the amount, if any, you are required to pay for the prescription. In general, if you bring your prescription to a pharmacy and the pharmacy tells you the prescription isn’t covered under your plan, that isn’t a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called “coverage decisions” in this booklet. Chapter 9 explains how to ask us for a coverage decision.

**Covered Drugs** – The term we use to mean all of the prescription drugs covered by our plan.

**Covered Services** – The general term we use to mean all of the health care services and supplies that are covered by our plan.

**Creditable Prescription Drug Coverage** – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare’s standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

**Chapter 12. Definitions of important words**

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**Custodial Care** – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

**Daily cost sharing rate** – A “daily cost sharing rate” may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. A daily cost sharing rate is the copayment divided by the number of days in a month's supply. Here is an example: If your copayment for a one-month supply of a drug is \$30, and a one-month's supply in your plan is 30 days, then your “daily cost sharing rate” is \$1 per day. This means you pay \$1 for each day's supply when you fill your prescription.

**Deductible** – The amount you must pay for health care or prescriptions before our plan begins to pay.

**Disenroll or Disenrollment** – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

**Dispensing Fee** – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription. The dispensing fee covers costs such as the pharmacist's time to prepare and package the prescription.

**Dual Eligible Individual** – A person who qualifies for Medicare and Pennsylvania Medical Assistance (Medicaid) coverage.

**Durable Medical Equipment (DME)** – Certain medical equipment that is ordered by your doctor for medical reasons. Examples include walkers, wheelchairs, crutches, powered mattress systems, diabetic supplies, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, or hospital beds ordered by a provider for use in the home.

**Emergency** – 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 medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

**Emergency Care** – Covered services that are: (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

**Evidence of Coverage (EOC) and Disclosure Information** – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.



**Chapter 12. Definitions of important words**

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**Exception** – A type of coverage decision that, if approved, allows you to get a drug that is not on your plan sponsor’s formulary (a formulary exception), or get a non-preferred drug at a lower cost sharing level (a tiering exception). You may also request an exception if your plan sponsor requires you to try another drug before receiving the drug you are requesting, or the plan limits the quantity or dosage of the drug you are requesting (a formulary exception).

**Extra Help** – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

**Generic Drug** – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand name drug. Generally, a “generic” drug works the same as a brand name drug and usually costs less.

**Grievance** – A type of complaint you make about us or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

**Home Health Aide** – A home health aide provides services that don’t need the skills of a licensed nurse or therapist, such as help with personal care (e.g., bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

**Home Health Care** – Skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Covered Services are listed in the Benefits Chart in Chapter 4 under the heading “Home Health Care.” If you need Home Health Care services, our Plan will cover these services for you provided the Medicare coverage requirements are met. Home Health Care can include services from a home health aide if the services are part of the home health plan of care for your illness or injury. They aren’t covered unless you are also getting a covered skilled service. Home health services don’t include the services of housekeepers, food service arrangements, or full-time nursing care at home.

**Hospice** – A member who has 6 months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

**Hospital Inpatient Stay** – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an “outpatient.”

**Income Related Monthly Adjustment Amount (IRMAA)** – If your modified adjusted gross income as reported on your IRS tax return from 2 years ago is above a certain amount, you’ll pay the standard premium amount and an Income Related Monthly Adjustment Amount, also known as IRMAA. IRMAA is an extra charge added to your premium. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

**Initial Coverage Limit** – The maximum limit of coverage under the Initial Coverage Stage.

**Chapter 12. Definitions of important words**

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**Initial Coverage Stage – If you receive “Extra Help”** to pay for your prescription drugs, you stay in the Initial Coverage Stage until your total out-of-pocket costs, (paid by you or others paying on your behalf) reach \$4,130. If you do not receive “Extra Help” to pay for your prescription drugs, you stay in the Initial Coverage Stage until your total drug costs including amounts you have paid and what your plan has paid on your behalf for the year have reached 4,130.

**Initial Enrollment Period** – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. For example, if you’re eligible for Medicare when you turn 65, your Initial Enrollment Period is the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65.

**List of Covered Drugs (Formulary or “Drug List”)** – A list of prescription drugs covered by the plan. The drugs on this list are selected by the plan with the help of doctors and pharmacists. The list includes both brand name and generic drugs.

**Low Income Subsidy (LIS)** – See “Extra Help.”

**Maximum Out-of-Pocket Amount** – The most that you pay out-of-pocket during the calendar year for covered Part A and Part B services. Amounts you pay for your Medicare Part A and Part B premiums and prescription drugs do not count toward the maximum out-of-pocket amount. If you are eligible for Medicare cost sharing assistance under Pennsylvania Medical Assistance (Medicaid), you are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services. (Note: Because our members also get assistance from Pennsylvania Medical Assistance (Medicaid), very few members ever reach this out-of-pocket maximum.) See Chapter 4, Section 1.2 for information about your maximum out-of-pocket amount.

**Medicaid (or Pennsylvania Medical Assistance)** – A joint Federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6 for information about how to contact Medicaid in your state.

**Medically Accepted Indication** – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3 for more information about a medically accepted indication.

**Medically Necessary** – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

**Medicare** – The Federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare, a PACE plan or a Medicare Advantage Plan.

**Chapter 12. Definitions of important words**

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**Medicare Advantage Open Enrollment Period** –A set time each year when members in a Medicare Advantage plan can cancel their plan enrollment and switch to another Medicare Advantage plan, or obtain coverage through Original Medicare. If you choose to switch to Original Medicare during this period, you can also join a separate Medicare prescription drug plan at that time. The Medicare Advantage Open Enrollment Period is from January 1 until March 31, and is also available for a 3-month period after an individual is first eligible for Medicare.

**Medicare Advantage (MA) Plan** – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. When you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan, and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare Advantage health plan that is offered in their area.

**Medicare Coverage Gap Discount Program** – A program that provides discounts on most covered Part D brand name drugs to Part D members who have reached the Coverage Gap Stage and who are not already receiving “Extra Help.” Discounts are based on agreements between the Federal government and certain drug manufacturers. For this reason, most, but not all, brand name drugs are discounted.

**Medicare-Covered Services** – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.

**Medicare Health Plan** – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-inclusive Care for the Elderly (PACE).

**Medicare Prescription Drug Coverage (Medicare Part D)** – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

**“Medigap” (Medicare Supplement Insurance) Policy** – Medicare supplement insurance sold by private insurance companies to fill “gaps” in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Advantage Plan is not a Medigap policy.)

**Member (Member of our Plan, or “Plan Member”)** – A person with Medicare who is eligible to get covered services, who has enrolled in our plan and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

**Member Services** – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Member Services.

**Chapter 12. Definitions of important words**

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**Network Pharmacy** – A network pharmacy is a pharmacy where members of our plan can get their prescription drug benefits. We call them “network pharmacies” because they contract with our plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

**Network Provider** – “Provider” is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the State to provide health care services. We call them “**network providers**” when they have an agreement with our plan to accept our payment as payment in full, and in some cases to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as “plan providers.”

**Organization Determination** – The Medicare Advantage plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. Organization determinations are called “coverage decisions” in this booklet. Chapter 9 explains how to ask us for a coverage decision.

**Original Medicare** (“Traditional Medicare” or “Fee-for-service” Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

**Orphan Drug** – A drug or biological product that treats a rare condition or disease. In the United States, the FDA orphan drug designation is given to drugs that are intended to treat, diagnose or prevent rare diseases or conditions that affect fewer than 200,000 people or that will cost more to develop and produce than is expected to be made from sales of the drug. It is generally easier for a drug company to obtain approval from the FDA for an Orphan drug. Orphan drugs are usually very expensive and used only when there are no other effective treatment alternatives available.

**Out-of-Network Pharmacy** – A pharmacy that doesn’t have a contract with our plan to coordinate or provide covered drugs to members of our plan. As explained in this Evidence of Coverage, most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply.

**Out-of-Network Provider or Out-of-Network Facility** – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

**Chapter 12. Definitions of important words**

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**Out-of-Pocket Costs** – See the definition for “cost sharing” above. A member’s cost sharing requirement to pay for a portion of services or drugs received is also referred to as the member’s “out-of-pocket” cost requirement.

**PACE plan** – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Pennsylvania Medical Assistance (Medicaid) benefits through the plan. *(In Pennsylvania, this program is sometimes called the Living Independence for the Elderly (LIFE) Program.)*

**Part C** – see “**Medicare Advantage (MA) Plan.**”

**Part D** – The voluntary Medicare Prescription Drug Benefit Program. (For ease of reference, we will refer to the prescription drug benefit program as Part D.)

**Part D Drugs** – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. (See your formulary for a specific list of covered drugs.) Certain categories of drugs were specifically excluded by Congress from being covered as Part D drugs.

**Part D Late Enrollment Penalty** – An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more after you are first eligible to join a Part D plan. You pay this higher amount as long as you have a Medicare drug plan. There are some exceptions. For example, if you receive “Extra Help” from Medicare to pay your prescription drug plan costs, you will not pay a late enrollment penalty. If you lose Extra Help, you may be subject to the late enrollment penalty if you go 63 days or more in a row without Part D or other creditable prescription drug coverage.

**Primary Care Provider (PCP)** Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1 for information about Primary Care Providers.

**Prior Authorization** Approval in advance to get services or certain drugs that may or may not be on our formulary. Some in-network medical services are covered only if your doctor or other network provider gets “prior authorization” from our plan. Covered services that need prior authorization are marked in the Benefits Chart in Chapter 4. Some drugs are covered only if your doctor or other network provider gets “prior authorization” from us. Covered drugs that need prior authorization are marked in the formulary.

**Prosthetics and Orthotics** – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back and neck braces; artificial

**Chapter 12. Definitions of important words**

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limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

**Quality Improvement Organization (QIO)** – A group of practicing doctors and other health care experts paid by the Federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4 for information about how to contact the QIO for your state.

**Quantity Limits** – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

**Rehabilitation Services** – These services include physical therapy, speech and language therapy, and occupational therapy.

**Service Area** – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (non-emergency) services. The plan may disenroll you if you permanently move out of the plan's service area.

**Skilled Nursing Facility (SNF) Care** – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

**Special Needs Plan** – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Pennsylvania Medical Assistance (Medicaid), who reside in a nursing home, or who have certain chronic medical conditions.

**Step Therapy** – A utilization tool that requires you to first try another drug to treat your medical condition before we will cover the drug your physician may have initially prescribed.

**Supplemental Security Income (SSI)** – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

**Urgently Needed Services** – Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

## Geisinger Gold Secure Rx (HMO SNP) Member Services

Method	Member/Pharmacy Services – Contact Information
<b>CALL</b>	<p>1-800-498-9731 or Pharmacy Member Services 1-800-988-4861 Calls to this number are free.</p> <p>Our business hours:            October 1- March 31: 8 a.m. to 8 p.m. 7 days a week            April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p> <p>After hours, an automated voice messaging service is available. If you leave a message, please include your name, phone number and the time you called. A Customer Service Representative will return your call within one business day.</p> <p>Member Services also has free language interpreter services available for non-English speakers.</p>
<b>TTY</b>	<p>TTY users call PA Relay: 711 or 1-800-654-5984 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.</p> <p>Our business hours:            October 1- March 31: 8 a.m. to 8 p.m. 7 days a week            April 1- September 30: 8 a.m. to 8 p.m. Monday-Friday; 8 a.m. to 2 p.m. Saturday</p>
<b>FAX</b>	570-271-5871
<b>WRITE</b>	Geisinger Gold 100 North Academy Avenue Danville, PA 17822-2580
<b>WEBSITE</b>	<a href="http://www.GeisingerGold.com">www.GeisingerGold.com</a>

## APPRISE (Pennsylvania SHIP)

APPRISE is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare.

Method	APPRISE (Pennsylvania SHIP) Contact Information
<b>CALL</b>	1-800-783-7067 Calls to this number are free
<b>WRITE</b>	APPRISE Pennsylvania Department of Aging 555 Walnut Street 5th Floor Harrisburg, PA 17101-1919
<b>WEBSITE</b>	<a href="http://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx">www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx</a>

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