

2019

Your Guide to Medicare & More

*Learn about your options and enroll
in the plan that works for you.*

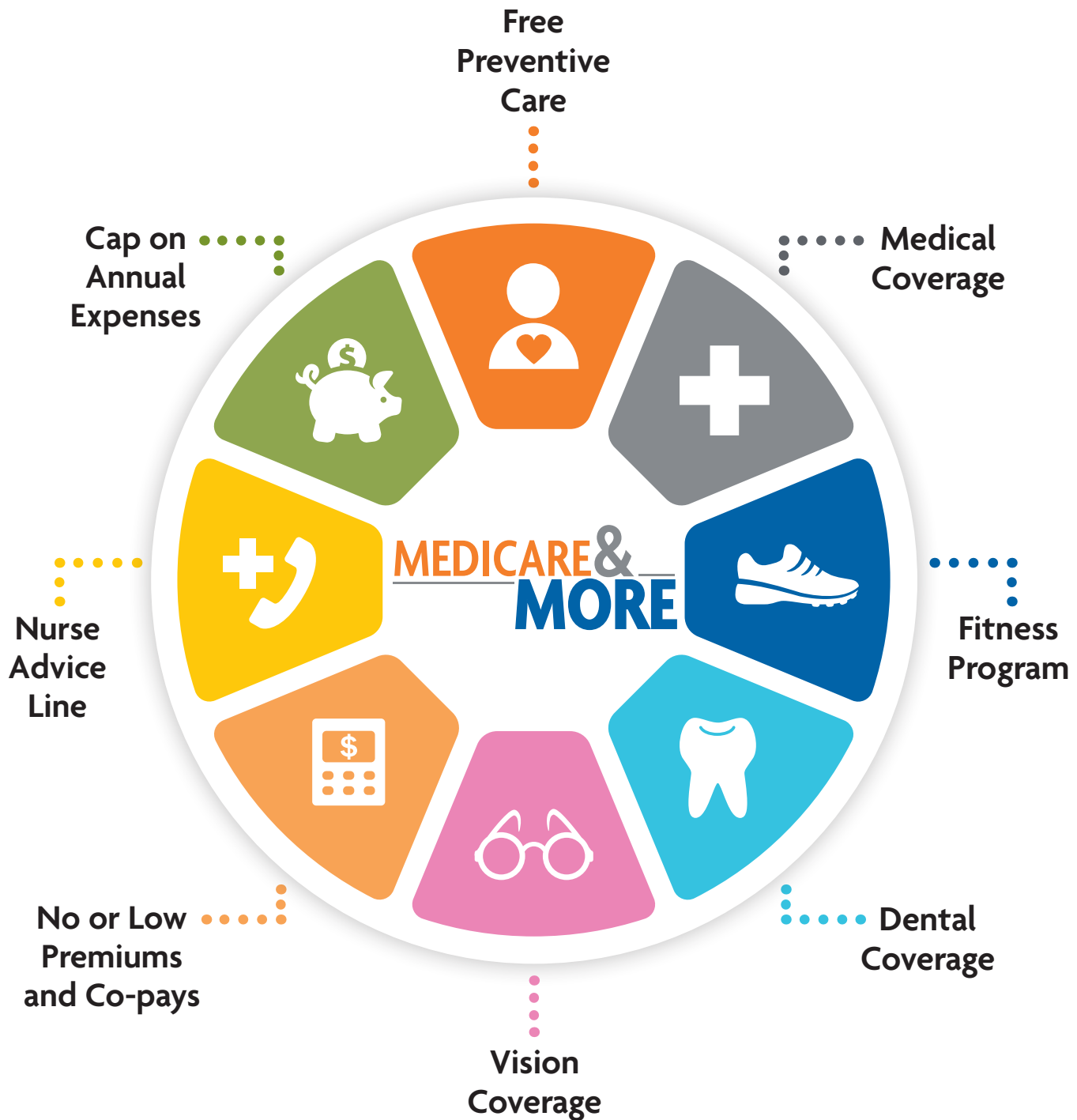
Enrollment Resource Guide Medicare Advantage Plans

New York
H4868-003-000



WellCare Advance (HMO)


Beyond Healthcare. A Better You.



This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments and restrictions may apply. Benefits, premiums and/or co-payments/coinsurance may change on January 1 of each year.

Get the Medicare Plan That’s Right for You

It’s possible to choose a Medicare plan that helps you get healthy and stay healthy. Keep reading to see how you can get more benefits than Original Medicare in a single, convenient plan.



If you’re ready to enroll or have questions about your plan options, please speak with a licensed insurance agent or call 1-866-527-0056 (TTY 711), 8 a.m. to 8 p.m., 7 days a week.

Agent’s Name:

Phone Number:



If you are a current member of our plan, call 1-800-278-5155, (TTY 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 pm.



Or online at www.wellcare.com/medicare

What’s inside?

- Medicare basics
- How to enroll
- Benefits beyond Original Medicare

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Medicare Basics: the ABC and Ds.

What is Medicare? And who's eligible?

Medicare is a federal health insurance program. Generally, you are eligible for Medicare if ...

- You or your spouse “paid into” Medicare through deductions from your paycheck for at least 10 years, *and*
- You're 65 years or older and a citizen or permanent resident of the United States

Medicare is also available to people under 65 with certain disabilities such as end-stage renal disease (permanent kidney failure).




What's covered?

Different parts of the Medicare insurance program cover different services. The parts of Medicare are:

A	Hospital Coverage <ul style="list-style-type: none">• Helps cover inpatient hospital care• Care in a skilled nursing facility, hospice care or home health care	Original Medicare
B	Medical Coverage <ul style="list-style-type: none">• Helps cover doctor and outpatient services, as well as some outpatient prescription drugs• In many cases, if you have Part B coverage, you pay a monthly premium	
C	Medicare Advantage <ul style="list-style-type: none">• An alternative to Original Medicare• Offers Part A and Part B benefits, and may include Part D• May offer extras not found in Original Medicare such as dental and hearing• Predictable costs with set co-pays and out-of-pocket cost limits	Offered by private companies that have a contract with Medicare
D	Prescription Drug Coverage <ul style="list-style-type: none">• Prescription drug coverage available with a stand-alone Prescription Drug Plan (PDP) or a Medicare Advantage plan with Part D prescription drug coverage (MAPD).	

Find Out Why More People Choose Medicare Advantage

You may have asked, “*What’s the advantage of Medicare Advantage?*” When you become a member of our plan, you get more benefits, value and care on your journey to better health.

	More benefits Medicare Advantage plans give you Part A (hospital) and Part B (medical) coverage – the benefits found in Original Medicare – and many plans include Part D (prescription drug) coverage as well as extras like dental, vision and hearing.
	More value You typically pay lower out-of-pocket costs by choosing a Medicare Advantage plan. And unlike Original Medicare, our Medicare Advantage plans have a limit to your yearly out-of-pocket expenses.
	More care Medicare Advantage plans work with you and your providers to ensure you get the right care when it’s needed most.



Enrollment in Medicare Advantage has increased more than 33% from 2010 to 2017. It now accounts for 19 million people in the U.S. Almost one-third of all people with Medicare choose Medicare Advantage.

Source: Medicare Advantage 2017 Spotlight: Enrollment Market Update. June 6, 2017. Kaiser Family Foundation. Retrieved April 10, 2018, from www.kff.org/medicare/fact-sheet/medicare-advantage

Now You Can Choose Medicare & More™



Our all-in-one Medicare Advantage plans allow you to enjoy Original Medicare benefits, and additional benefits that you can't get from Medicare alone.

Our plan gives you:





- Original Medicare Benefits
- No or low-cost preventive screenings
- No or low co-pay for Primary Care Provider visits
- Choice of doctors
- Dental
- Vision services
- Fitness program

Be sure to see the Summary of Benefits in this booklet for details on the specific additional benefits in this plan.

More for Less

You get more, but you won't pay high monthly premiums. In fact, some plans have no premium. (You must continue to pay your Medicare Part B premium.) Doctor visits and many prescription drugs have fixed, no or low co-pays. That means predictable out-of-pocket costs and limits on yearly out-of-pocket expenses (unlike in Original Medicare).

This chart offers you a side-by-side comparison of Original Medicare and our Medicare Advantage plans:

COMPARE	MEDICARE	MEDICARE ADVANTAGE
 Doctor Visits	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Hospital Stays	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Additional Benefits*		<input checked="" type="checkbox"/>
 Cap on Yearly Expenses		<input checked="" type="checkbox"/>

**Be sure to see the Summary of Benefits in this booklet for details on the specific additional benefits in this plan.*

Health Benefits for a Better You

Our health plan benefits are designed to help you be a better you. We work with you and your doctors, hospitals and specialists so you can focus on the things that are important to you: staying active, being independent and spending time doing the things you enjoy most.

All of our plans offer hospital and medical coverage (parts A and B). But our plan also gives you:



A dental benefit to smile about

A healthy smile is important to your overall health. Our dental coverage goes beyond Original Medicare and includes cleanings, exams, X-rays and more. Some plans even cover comprehensive dental such as extractions, crowns and dentures.



The value of vision coverage

Take advantage of vision coverage that includes a yearly exam and an allowance for glasses, frames or contacts.



Benefits for better hearing

Get a yearly hearing evaluation and some plans even cover hearing aids.



A fitness program to get you moving

True to our focus on wellness and prevention, many of our plans offer a fitness membership at partner facilities. You can choose a participating fitness center in your area, and sign up for exercise classes if your plan has this benefit.



MyWellCare, healthcare on the go

Stay connected with your plan anytime, anywhere. Download this app to your mobile device to find provider and urgent care searches quickly, get appointment reminders, view your plan benefits and more.



Need some advice? Call a nurse 24/7

If you're sick, hurt or need medical advice, the Nurse Advice Line is available 24 hours a day every day at no cost. Our nurses can also give you information about many general health topics and illnesses.



Help with life challenges

When a lack of basics like food and shelter get in the way of your good health, our CommUnity Assistance Line is available at **1-866-775-2192**, Monday–Friday, 9 a.m. to 6 p.m. (Video Relay: **1-855-628-7552**).



Your choice of doctors

You'll find a selection of qualified primary care providers, specialists and pharmacies in our network near you. Your primary care provider (PCP) will get to know your health needs and coordinate your care. We check providers in our network to make sure they have needed education, experience, licenses, skills and more. We inspect each provider's office to ensure it meets professional standards.



Why Choose Our Plan?

You want to be active, stay independent and live a full life. And your Medicare Advantage plan should help you towards those goals. It should go beyond treating illnesses and work to keep them from starting in the first place. It should be simple, easy to access and there when you need it.

Our Medicare Advantage plans make healthcare work for you. We give you choices in coverage, valuable benefits in one package and information to make good decisions about your health. We strive to help you meet the challenges in daily life that can affect your health. That's why the services we offer go beyond healthcare, so you can reach toward something more: **A Better You.**

Right care at the right time

Our plans make it affordable to see the right doctors and specialists. Low co-pays mean you can see your primary care provider (PCP) often to prevent and treat illness, manage chronic diseases, and have someone coordinate all your care.

We've built our network to include a variety of exceptional doctors, hospitals and specialists to see for your care. This ensures you can receive the right care when you need it. Your Primary Care Provider (PCP) will serve as your 'medical home' and give you most routine care service. He or she can refer you to specialists who can treat you for a variety of medical conditions. Our plans have built a network of quality providers in your area to give you a choice of doctors, hospitals and other providers. In most cases, you must get care from the doctors, hospitals and other providers in the plan network.

Help when you need it

If you have chronic conditions or other health challenges, or if you are hospitalized, our community-based teams can give you the support you need. You may get a House Call visit in your home to gauge your health situation, help schedule doctor appointments, and develop a plan to help you feel your best.

Our services teach members how to take control of their health and get the care they need to live a healthy life. They can help you:

- Keep on top of your doctor visits
- Build everyday healthy behaviors
- Identify health issues as early as possible
- Get extra care and support when you need it

Also, with our Healthy Rewards program, you can earn gift cards just for getting preventive care services. Most preventive care service are covered at no cost to you!



A commitment to quality

Quality care includes the services you need to prevent illnesses before they start. From flu shots to annual physicals, our plans cover many preventive care services at no cost to members. And if you're missing a shot or screening that can keep you healthy, we'll even remind you. Also know that whether you're talking to your doctor or someone on our Customer Service team, you can expect to get information in a way you can understand.

A local plan that's known

We specialize in Medicare Advantage health coverage in the communities we serve.

Everyone at our plan, from the person who answers the phone to our care coordinators, understands you and what you're looking for in a health plan. Our local presence also allows us to understand the unique needs and character of each community we serve.

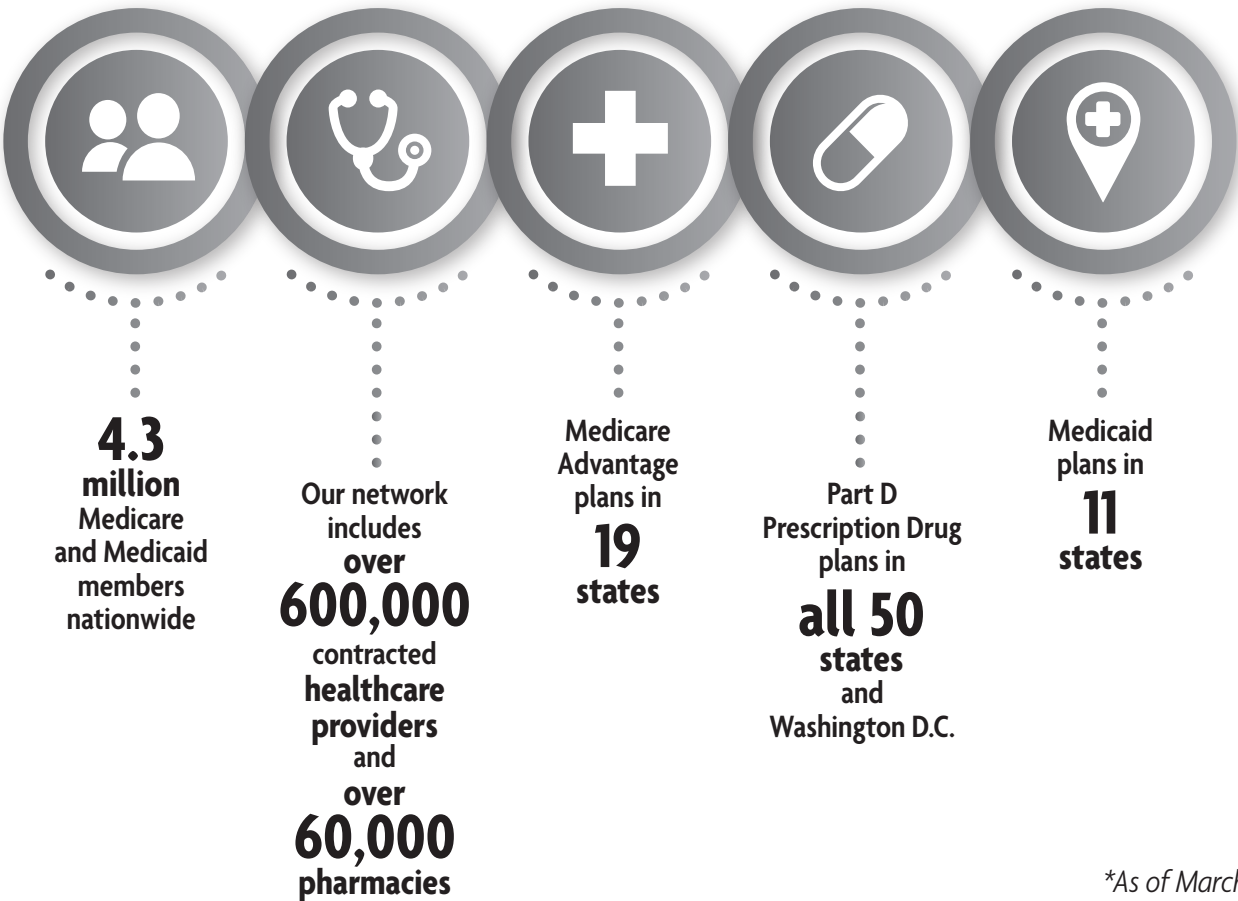
What our healthy collaboration means to you

- We will work together with your doctors, nurses, and specialists to get to know you and make sure we all understand your needs.
- We are connected to your network doctors, nurses, specialists to share information about your health.
- If you have a chronic disease or even if you need extra help for a short period of time, our care coordinators help you access the care you need to control your health.
- If you are hospitalized, we support you when you come home. Our personalized care plan helps you transition from hospital to home, including house calls if necessary.

Putting people first

Taking care of people is at the heart of what we do. For nearly three decades, we've been in communities like yours working to help improve quality of life. Every year, our associates volunteer to serve the communities in which we live and work, and the WellCare Community Foundation promotes the well-being of people who need a helping hand. These efforts are part of the reason *Fortune* magazine named WellCare a **2018 Most Admired Company**.

WellCare at a Glance:*



*As of March 31, 2018.



BENEFITS BEYOND ORIGINAL MEDICARE

Our plans give you more benefits than Original Medicare.
Turn the page to read about exciting offerings in your area.

Fitness Center Membership

Available to You at No Additional Cost!

You know that working out is a great way to improve your health. We know it too. That's why we offer a network of fitness providers. Now you can visit one year-round at no extra cost.



You can enjoy a basic fitness center membership, plus access to amenities such as:

- Fitness equipment and free weights
- Access to any participating fitness partner
- Classes led by certified instructors
- Health education seminars and fun social activities

If you are a member in a Preferred Provider Organization (PPO) or a Private Fee-for-Service (PFFS) plan, you may choose the out-of-network fitness benefit and order a fitness kit in lieu of a fitness center membership. The kit will be delivered right to your door and includes items to help you develop a personal fitness plan that fits your needs!

**For additional information, please
call Customer Service at the phone number
on the first page of this book.**



DELIVERING QUALITY, COST-EFFECTIVE CARE

Our Medicare Advantage plans put you first:

Access – A choice of network providers in your area.

Coordinated care – Select a primary care provider from our network who will coordinate your care, ensure you get preventive services, refer you to specialists and make sure your care works together to treat the whole you.

Quality – Your satisfaction and the quality of care you receive matters to us. Medicare rates our plans on how well we care for you.

Cost-savings – Our plans focus on finding health issues before they become big – and more expensive to treat. This saves you money and promotes better health overall.

Please read the Summary of Benefits on the next few pages for more detailed benefit information. The Summary of Benefits doesn't list every service, limitation or exclusion, but it allows you to see an overview of important benefits we offer to help you make an informed decision.

2019 Summary of Benefits

Medicare Advantage Plans

New York

Albany, Broome, Dutchess, Erie, Monroe, Niagara, Oneida,
Onondaga, Orange, Rockland, Saratoga, Schenectady, Ulster,
Wayne, Westchester

H4868 | Plan 003

WellCare Advance (HMO)



2019 Summary of Benefits

January 1, 2019 – December 31, 2019

All **WellCare Advance (HMO)** members can be sure of one thing: The quality of their healthcare is our top priority. This is a summary of health services that are covered by **WellCare Advance (HMO)**.

This booklet will give you a brief overview of what we cover and what members can expect to pay, but does not list every benefit, limitation or exclusion. To receive a complete list of what the plan covers, call Customer Service and ask for the plan's "Evidence of Coverage" or view a copy on our website at www.wellcare.com/medicare.

Like all Medicare health plans, our plans also cover everything that Original Medicare covers with additional benefits to support your well-being. This includes our Nurse Advice Line whose on-call nurses are available 24-hours a day to answer questions about your health care needs.

You can compare the coverage and costs in this booklet with the coverage and costs offered by Original Medicare by looking in your current *"Medicare & You"* handbook. You can view it online at <http://www.medicare.gov> or get 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**.

Which doctors and hospitals can I use?

WellCare Advance (HMO) has a network of doctors, hospitals and other providers. You can save money by using providers in the plan's network. Except in emergency situations, if you use providers that are not in our network, the plan may not pay for these services.

You can see our plan's provider at our website: www.wellcare.com/medicare. Or call us and we'll send you a copy. We're here with our members every step of the way.

Who can join?

To join **WellCare Advance (HMO)**, you must be entitled to Medicare Part A, enrolled in Medicare Part B and live in our service area. Our service area includes the following counties in NY: Albany, Broome, Dutchess, Erie, Monroe, Niagara, Oneida, Onondaga, Orange, Rockland, Saratoga, Schenectady, Ulster, Wayne, Westchester.

This document is available in languages other than English. For additional information, call us at **1-877-374-4056**, (TTY **711**).

This booklet is also available in different formats, including Braille, large print and audio compact disc (CD).

Summary of Benefits

January 1, 2019– December 31, 2019

WellCare Advance (HMO)	
PLAN BASICS	
Monthly Plan Premium	<p>\$0.00</p> <p>What You Should Know: You must continue to pay your Medicare Part B premium.</p>
Part B Premium Reduction	<p>\$0.00</p> <p>What You Should Know: This plan does not offer a Part B Premium Reduction.</p>
Annual Medical Deductible	<p>\$0.00</p> <p>What You Should Know: This plan does not have an Annual Medical Deductible.</p>
Maximum Out-of-Pocket Responsibility (does not include prescription drugs)	<p>\$6,700 annually</p> <p>What You Should Know: Our plan protects you by having yearly limits on your out-of-pocket costs for medical and hospital care. This is the most you pay for co-pays, coinsurance and other costs for in-network hospital and medical services.</p>

WellCare Advance (HMO)	
COVERED MEDICAL AND HOSPITAL BENEFITS	
^① Services may require prior authorization ^② Services may require a referral from your doctor	
Inpatient Hospital Coverage ^{① ②}	\$300 co-pay per day for Days 1-5 \$0 co-pay per day for Days 6-90 No additional hospital days.
Outpatient Hospital Coverage, Surgery, and Services ^{① ②} Ambulatory Surgical Center Outpatient Hospital	\$50 Co-pay 20% of the cost for non-surgical services 20% of the cost for surgical services What You Should Know: Covered services include surgery, heart catheterizations, oncology related services, respiratory services, wound care, infusion therapies and other therapeutic procedures done in an outpatient setting.

WellCare Advance (HMO)

Doctor Visits ^{①②} Primary Care Physician Specialist Other Health Care Professionals	<p>\$10 Co-pay</p> <p>\$35 Co-pay</p> <p>\$10 Co-pay for each in-network visit to other health care professionals, such as a Physician's Assistant or Nurse Practitioner, in a PCP office for Medicare-covered services.</p> <p>\$35 Co-pay for each in-network visit to other health care professionals, such as a Physician's Assistant or Nurse Practitioner, in a Specialist's office for Medicare-covered services.</p> <p>\$25 Co-pay for each in-network visit to other health care professionals in a clinic or pharmacy setting for Medicare-covered services.</p> <p>What You Should Know: Your primary care physician is the doctor who will handle most of your health care services. They will refer you to specialists when needed.</p>
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WellCare Advance (HMO)

<p>Preventive Care Abdominal aortic aneurysm screening; Alcohol misuse counseling; Bone mass measurement; Breast cancer screening (mammogram); Cardiovascular disease (behavioral therapy); Cardiovascular screenings; Cervical and vaginal cancer screening; Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy); Depression screening; Diabetes screenings; HIV screening; Medical nutrition therapy services; Obesity screening and counseling; Prostate cancer screenings (PSA); Sexually transmitted infections screening and counseling; Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease); Vaccines, including Flu shots, Hepatitis B shots, Pneumococcal shots; "Welcome to Medicare" preventive visit (one-time); Annual Wellness visit.</p>	<p>\$0 Co-pay</p> <p>What You Should Know: During a colonoscopy that is being completed as a preventive screening, abnormal tissue and/or polyp removal will be covered at a \$0 co-payment. Any additional preventive services approved by Medicare during the contract year will be covered.</p>
<p>Emergency Care Emergency Visit</p>	<p>\$90 Co-pay</p> <p>What You Should Know: If you are admitted to the hospital within 24 hours, you do not have to pay your share of the cost for emergency services.</p>

WellCare Advance (HMO)	
Urgently Needed Services	<p>\$25 Co-pay</p> <p>What You Should Know: If you are admitted to the hospital within 24 hours, you do not have to pay your share of the cost for urgently needed services.</p>
Diagnostic Services/Labs/ Imaging ^{① ②} Diagnostic Radiology (MRIs, CT Scans)	<p>\$75 Co-pay when performed at a specialist's office or free standing facility</p> <p>\$75 Co-pay when services are performed in an outpatient setting</p>
Diagnostic Tests and Procedures	<p>\$20 Co-pay for basic diagnostic tests and procedures</p> <p>\$50 Co-pay for advanced diagnostic tests and procedures such as a cardiac stress test</p>
Lab Services (Medicare approved lab work)	\$0 Co-pay
Outpatient X-Rays	\$0 Co-pay
Therapeutic Radiology Services (e.g., radiation treatment for cancer)	\$35 Co-pay when performed at a Specialist's office or free-standing facility and 20% of the cost when performed in an outpatient setting
Related Medical Supplies	20% of the cost
Hearing Services ^{① ②} Hearing Exam Medicare Covered	\$35 Co-pay
Routine Hearing Exam 1 Every year	\$0 Co-pay

WellCare Advance (HMO)	
Annual Hearing Aid Allowance	<p>\$350 towards the purchase of one hearing aid</p> <p>\$0 Co-pay</p> <p>What You Should Know:</p> <p>Medicare covers diagnostic hearing and balance exams if your doctor or other healthcare provider orders these tests to see if you need medical treatment.</p> <p>Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider.</p> <p>This plan covers 1 routine hearing screening per year.</p> <p>The hearing benefit on this plan includes a routine hearing exam. In addition, our plan pays up to \$350 every year towards the purchase of 1 hearing aid.</p>
Hearing Aid Fittings/Evaluation 1 Every year	

WellCare Advance (HMO)

<p>Dental Services ^{① ②}</p>	<p>You pay nothing for the following preventive dental services:</p> <ul style="list-style-type: none"> • Cleaning (for up to 1 every six months) • Dental x-ray(s) (for up to 1 every 12 to 36 months) • Oral exam (for up to 1 every six months) • Fluoride treatment (for up to 1 every year) <p>Our plan pays up to \$750 every year for most dental services. Additional comprehensive dental services you will pay nothing for include one of the following: one endodontic procedure per year, one periodontics procedure every 6 to 36 months or one extraction per year. Also included is one prosthodontic procedure every 12 to 60 months or one oral maxillofacial procedure every 60 months.</p> <p>The dental benefits on this plan include coverage of preventive and comprehensive services up to \$750, including but not limited to cleanings, x-ray(s), oral exams, fluoride treatment, fillings, dentures or a bridge and a root canal.</p>
<p>Vision Services ^{① ②}</p> <p>Eye Exams</p> <p>Medicare Covered</p> <p>Routine Eye Exams (1 every year)</p> <p>Eyewear</p> <p>Medicare Covered</p> <p>Contact Lenses, Eye Glass Frames and Lenses, Eye Glass Lenses, Eye Glass Frames</p>	<p>\$0 for Medicare-covered diabetes retinopathy screening and a \$35 Co-pay for all other Medicare-covered eye exams</p> <p>\$0 Co-pay</p> <p>\$0 Co-pay</p> <p>The vision benefit on this plan includes a routine eye exam. In addition, our plan pays up to \$100 every year for up to 1 pair of contact lenses, eyeglasses (frames and lenses), eyeglass frames or eyeglass lenses.</p> <p>What You Should Know:</p> <p>You pay nothing for Medicare-covered Glaucoma screenings. These screenings are important for early detection and prevention of Glaucoma.</p>

WellCare Advance (HMO)	
	You pay nothing for eyeglasses or contact lenses after cataract surgery.
Mental Health Services ^{①②} Inpatient Hospital Visit Outpatient Individual Therapy Outpatient Group Therapy Partial Hospitalization	\$300 co-pay per day for Days 1-4 \$0 co-pay per day for Days 5-90 \$40 Co-pay \$40 Co-pay \$55 Co-pay
Skilled Nursing Facility (SNF) ^{①②}	\$0 co-pay per day for Days 1-20 \$164.50 co-pay per day for Days 21-100 What You Should Know: Our plan covers up to 100 days per benefit period in a SNF. A Benefit Period begins the first day you go into a facility (acute inpatient, long term care acute or SNF) and ends when you haven't received any inpatient facility care for 60 consecutive days. There is no limit to the number of benefit periods you may have.
Physical Therapy ^{①②} Occupational Therapy Visit Physical, Speech, Language Therapy	\$35 Co-pay \$35 Co-pay

WellCare Advance (HMO)	
Ambulance ^①	<p>\$100 Co-pay</p> <p>What You Should Know: The cost share is not waived if you are admitted for inpatient hospital care.</p>
Transportation ^{① ②}	Not covered
Medicare Part B Drugs ^①	<p>20% of the cost</p> <p>20% of the cost</p>
Chemotherapy drugs	
Other Part B drugs	
PRESCRIPTION DRUG BENEFITS	
Medicare Part D Drugs	Not Covered

WellCare Advance (HMO)	
Additional Covered Benefits	
Worldwide Coverage (for Emergency and Urgent Care)	<p>\$90 Co-pay</p> <p>What You Should Know: Worldwide Coverage is subject to a \$25,000 maximum plan coverage. There is no coverage for medication purchases while outside of the United States.</p>
Rehabilitation Services ^{① ②} Cardiac (Heart) Rehabilitation Services Pulmonary Rehabilitation	<p>\$35 Co-pay</p> <p>\$30 Co-pay</p>
Foot Care (Podiatry Services) ^{① ②} Medicare Covered	\$35 Co-pay
Medical Equipment/Supplies ^① Durable Medical Equipment (e.g., wheelchairs, oxygen) Prosthetics (e.g., braces, artificial limbs) Diabetes Monitoring Supplies Diabetic Therapeutic Shoes or Inserts Diabetic Self-Management Training	<p>20% of the cost</p> <p>20% of the cost</p> <p>\$0 Co-pay</p> <p>20% of the cost</p> <p>\$0 Co-pay</p> <p>What You Should Know: Covered diabetes supplies include: blood glucose monitor, blood glucose test strips, lancet devices and lancets, and glucose-control solutions.</p>

WellCare Advance (HMO)

<p>Wellness Programs</p> <p>Fitness</p> <p>Additional Routine Annual Physical</p> <p>24-Hour Nurse Advice Line</p> <p>Enhanced Disease Management</p>	<p>\$0 Co-pay</p> <p>\$0 Co-pay</p> <p>\$0 Co-pay</p> <p>\$0 Co-pay</p> <p>What You Should Know:</p> <p>The benefit on this plan covers an annual membership at a participating health club or fitness center. For members who do not live near a participating fitness center and/or prefer to exercise at home, members can choose from available exercise programs to be shipped to them at no cost.</p> <p>The Annual Physical Exam is a comprehensive physical examination and evaluation of the status of chronic diseases. It involves an actual physical exam and could include some testing and health history. Wellness programs are a great way to maintain your health. Whether it's an extra checkup during the year or you just have a simple health question, we are here as your partner in health.</p>
<p>Chiropractic Care ^{① ②}</p> <p>Medicare Covered</p> <p>Routine Chiropractic Services</p>	<p>\$0 Co-pay</p> <p>\$0 Co-pay</p>

WellCare Advance (HMO)	
Home Health Care ^{① ②}	<p>\$0 Co-pay</p> <p>What You Should Know: Covered services include part-time or intermittent Skilled Nursing and home health-aide services including physical therapy, occupational therapy, and speech therapy, medical and social services, medical equipment & supplies.</p>
Hospice	<p>What You Should Know: You pay nothing for hospice care from a Medicare-certified hospice. You may have to pay part of the cost for drugs and respite care. Hospice is covered outside of our plan. Please contact us for more details.</p>
Outpatient Substance Abuse ^{① ②} Individual Therapy	\$40 Co-pay
Group Therapy	\$40 Co-pay
Renal Dialysis ^②	20% of the cost
Acupuncture ^②	\$10 Co-pay for 20 visits every year

WellCare Health Plans, Inc., is an HMO, PPO, PDP, PFFS plan with a Medicare contract. Enrollment in WellCare Advance (HMO) depends on contract renewal. This information is not a complete description of benefits. Call 1-800-278-5155 / TTY 711 for more information.

Limitations, co-payments and restrictions may apply. Benefits, premiums and/or co-payments/coinsurance may change on January 1 of each year. The provider network may change at any time. You will receive notice when necessary.

You must continue to pay your Part B premium. Please contact your plan for details.

Multi-Language Insert
Multi-language Interpreter Services

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-877-374-4056 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-374-4056 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-374-4056 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-374-4056 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-374-4056 (TTY: 711)번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-374-4056 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-374-4056 (телетайп: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-374-4056 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-374-4056 (رقم هاتف الصم والبكم: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-374-4056 (TTY: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-374-4056 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-374-4056 (TTY: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-374-4056 (TTY: 711) まで、お電話にてご連絡ください。

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք 1-877-374-4056 (TTY (հեռատիպ)՝ 711):

اب. دشاب یم مہارف امش یارب ناگیار تروصب ینابز تالی هست، دینک یم وگتفگ یسراف نابز مہ رگا: هجوت
دیری گب سامت 1-877-374-4056 (TTY: 711)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-374-4056 (TTY: 711).

Discrimination is Against the Law

WellCare Health Plans, Inc., complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. WellCare Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

WellCare Health Plans, Inc.:

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

If you need these services, contact WellCare Customer Service for help or you can ask Customer Service to put you in touch with a Civil Rights Coordinator who works for WellCare.

If you believe that WellCare Health Plans, Inc., has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

WellCare Health Plans, Inc.

Grievance Department

P.O. Box 31384

Tampa, FL 33631-3384

Telephone: **1-866-530-9491**

TTY: **711**

Fax: **1-866-388-1769**

Email: **OperationalGrievance@wellcare.com**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a WellCare Civil Rights Coordinator is available to help you.

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

U.S. Department of Health and Human Services

200 Independence Avenue SW.

Room 509F, HHH Building

Washington, DC 20201

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

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

* This Nondiscrimination Notice also applies to all subsidiaries of WellCare Health Plans, Inc.

Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at **1-866-527-0056 (TTY 711)**.

Understanding the Benefits

- ☐ Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services that you routinely see a doctor. Visit www.wellcare.com/medicare or www.ohanahealthplan.com/medicare or call 1-866-527-0056 to view a copy of the EOC.
- ☐ Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- ☐ Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

Understanding Important Rules

- ☐ In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- ☐ Benefits, premiums and/or copayments/co-insurance may change on January 1, 2020.
- ☐ Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).

Contact Us



For more information, please call us at the phone number below or visit us at www.wellcare.com/medicare.

- Not yet a member? Please call us toll-free at **1-866-527-0056 (TTY 711)**. Your call may be answered by a licensed agent.
- Already a member? Please call us toll-free at **1-800-278-5155 (TTY 711)**.



Hours of Operation

- Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m.
- Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.



Provider Directory

You can see our plan's Provider Directory at our website: www.wellcare.com/medicare. Or call us and we'll send you a copy. We're with our members every step of the way.





WHEN AND HOW TO ENROLL

If you're new to Medicare, you may have some questions about when you can enroll and how to enroll. This section has the answers you're looking for.

Medicare Enrollment Periods

Enrollment periods are specified times to join a Medicare Advantage and/or Prescription Drug Plan, or to make changes to your Medicare coverage. Here is a brief summary of some of the different types of enrollment periods:

Initial Enrollment Period

This is the time when someone first becomes eligible and can sign up for Medicare. For most people, this is when they turn 65.

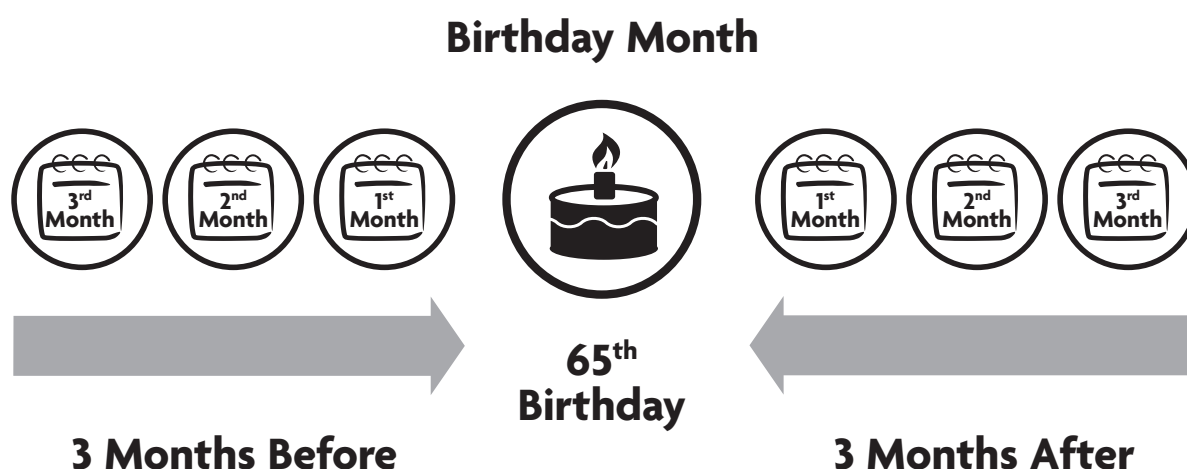
When is it?

It begins three months before your 65th birthday month and lasts three months after your 65th birthday month. For example, if you turn 65 in April, you can sign up in January, February, March, April, May, June or July.

When does coverage start?

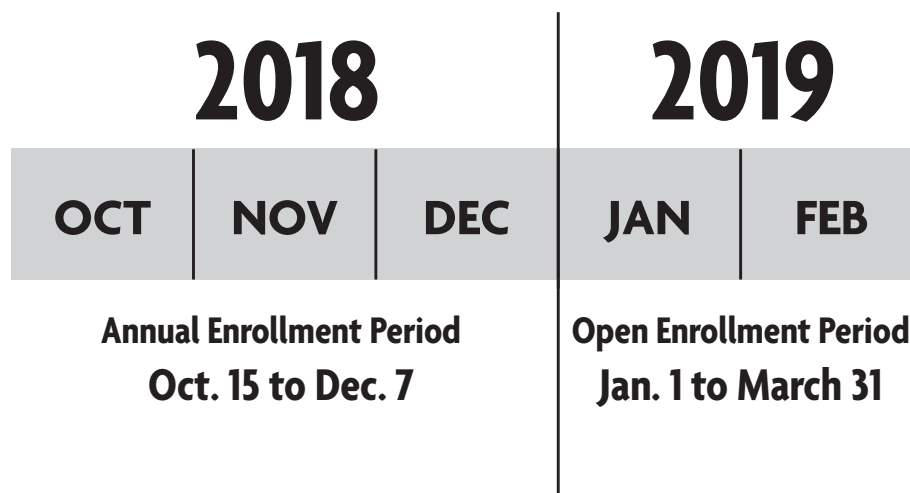
If you sign up in any of the three months before your 65th birthday month, coverage starts on the first day of your birthday month. If you sign up during or after your 65th birthday month, your coverage start date will be the first day of the following month your application is approved.

After your initial coverage starts, you have three months to make a one-time switch to another Medicare Advantage plan or to Original Medicare.



Annual Enrollment Period (AEP)

The Annual Enrollment Period is the time each year when beneficiaries may switch from a Medicare Advantage plan to Original Medicare or vice versa, or change Medicare Advantage or Prescription Drug Plans. This period starts on Oct. 15 and ends on Dec. 7. If you make any changes to your coverage during this time, these will become effective on Jan. 1.



Open Enrollment Period (OEP)

The Open Enrollment Period (OEP) is the time each year when Medicare Advantage beneficiaries may switch to another Medicare Advantage plan or join Original Medicare. This period starts on January 1 and ends on March 31.

For example, a member of a Medicare Advantage plan that does not have prescription drug coverage can join a plan that does during OEP. However, a beneficiary with Original Medicare could not make a switch during OEP.

If you decide to make any changes during this time, your new coverage will begin the first day of the following month that your request is received. This means that if you request a change in January, this will take effect February 1. If you request a change before February 14, your new coverage will take effect March 1.

Special Enrollment Periods

There are times other than the standard enrollment periods when you may join or leave a Medicare Advantage or Prescription Drug Plan. These include:

- If you move outside your plan's coverage area
- If you qualify for Extra Help

There are also other events that may qualify you for a special enrollment period.

Members covered by both Medicare and Medicaid may enroll in or make a change to a Medicare Advantage or Prescription Drug Plan in these situations:

- During AEP
- Once during each of the first three quarters of the year
- Within three months of a change in eligibility status
- Within three months of an automatic assignment to a plan or the effective date of such an assignment (whichever is later)

For more information on this or any of these subjects, please call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users may call **1-877-486-2048**. Or visit **www.medicare.gov**.

- You can also speak with your licensed insurance agent



What is a Late Enrollment Penalty?

Medicare beneficiaries who go for 63 days or more without "creditable drug coverage" must pay a late enrollment penalty. Creditable coverage is prescription drug coverage that meets Original Medicare's standards.



What is Extra Help?

Some people qualify for Extra Help paying for medications and don't even know it. If you do qualify, Medicare could help you pay for your drug costs, including your monthly prescription plan premiums, annual deductibles, co-payments and coinsurance. Additionally, those who qualify will not have a coverage gap or Late Enrollment Penalty.



ENROLLMENT APPLICATION

Now you're ready to enroll! Just review and fill out the Enrollment Application, and send it back to us in the attached business reply envelope we've provided.

WellCare/'Ohana/Easy Choice/WellCare TexanPlus 2019 Medicare Advantage Plans Individual Enrollment Form

How to Enroll with Our Plans

1. Please read this entire enrollment form to make sure you understand the information.
An incorrect or incomplete application may cause a delay or denial of coverage.
2. When you're ready, fill out the entire enrollment form. Where appropriate, write clearly in all capital letters or place an "X" in the appropriate box.
3. Once you're done, don't forget to sign and date it.
4. Return the completed and signed form in one of the following ways:
 - By fax to 1-866-473-9124, or
 - By mail to P.O. Box 31392, Tampa, FL 33631-3392, or
 - By using the postage-paid business reply envelope if one is included.
5. Contact your Licensed Insurance Agent with any questions you may have.

Licensed Insurance Agent: _____

Phone: (____) ____ - _____

3 Other Easy Ways to Enroll with WellCare/'Ohana/Easy Choice/WellCare TexanPlus



Call your plan at the Customer Service number on the inside front cover of this form.



Enroll online at www.wellcare.com/medicare or www.ohanahealthplan.com/medicare.



Enroll online at www.medicare.gov.





We're always just a phone call away!

If you're ready to enroll or have enrollment questions, call **1-866-999-3945** (CA), **1-800-265-8171** (HI), **1-866-556-4607** (TX)*, **1-866-245-4143** (TX)**, or **1-866-527-0056** (All Others).

Representatives are available from 8 a.m. to 8 p.m., 7 days a week.

If you're already a member, call the number for your state/plan listed below.

Alabama (AL):	WellCare Value (HMO).....	1-866-653-0981
Arkansas (AR):	WellCare Rx (HMO), WellCare Value (HMO-POS), WellCare Advance (HMO-POS), WellCare Preferred (HMO), WellCare Premier (PPO)	1-800-316-2273
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-855-292-0237
Arizona (AZ):	WellCare Value (HMO).....	1-866-797-2641
	WellCare Liberty (HMO SNP).....	1-877-778-1855
California (CA):	Easy Choice Plus Plan (HMO), Easy Choice Best Plan (HMO), Easy Choice Rx (HMO)	1-866-999-3945
	Easy Choice Freedom Plan (HMO SNP).....	1-866-999-3945
Connecticut (CT):	WellCare Preferred (HMO), WellCare Rx (HMO-POS), WellCare Value (HMO)	1-866-579-8006
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-866-635-7047
Florida (FL):	WellCare Dividend (HMO), WellCare Value (HMO), WellCare Value (HMO-POS), WellCare Essential (HMO-POS), WellCare Dividend Prime (HMO), WellCare Elite (HMO), WellCare Premier (PPO), WellCare Prime (PPO), WellCare Guardian (HMO SNP), WellCare Champion (HMO SNP).....	1-888-888-9355
	WellCare Select (HMO SNP), WellCare Access (HMO SNP), WellCare Liberty (HMO SNP), WellCare Reserve (HMO SNP)	1-866-637-8041
Georgia (GA):	WellCare Value (HMO), WellCare Advance (HMO-POS), WellCare Choice (HMO), WellCare Premier (PPO), WellCare Prime (PPO)	1-866-334-7730
	WellCare Access (HMO SNP), WellCare Liberty (HMO SNP)	1-866-482-3361
Hawaii (HI):	'Ohana Value (HMO).....	1-888-505-1201
	'Ohana Liberty (HMO SNP).....	1-877-457-7621
Illinois (IL):	WellCare Advance (HMO-POS), WellCare Value (HMO-POS), WellCare Rx (HMO), WellCare Plus (HMO), WellCare Choice (HMO-POS)	1-866-334-6876
Kentucky (KY):	WellCare Value (HMO), WellCare Essential (HMO-POS), WellCare Advance (HMO-POS).....	1-877-560-2766
	WellCare Access (HMO SNP), WellCare Liberty (HMO SNP)	1-877-560-3206

Louisiana (LA):	WellCare Rx (HMO), WellCare Value (HMO).....	1-866-804-5926
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-866-530-9488
Maine (ME):	WellCare Value (HMO).....	1-866-682-0536
	WellCare Access (HMO SNP).....	1-866-682-0537
	WellCare Today's Options Advantage Plus 150A (PPO), WellCare Today's Options Advantage Plus 550B (PPO), WellCare Today's Options Advantage 300 (PPO)	1-866-422-5009
Mississippi (MS):	WellCare Value (HMO), WellCare Essential (HMO-POS), WellCare Advance (HMO-POS).....	1-800-316-2273
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-855-292-0237
North Carolina (NC):	WellCare Value (HMO).....	1-877-655-2425
	WellCare Access (HMO SNP).....	1-877-655-2422
New Jersey (NJ):	WellCare Rx (HMO), WellCare Value (HMO-POS).....	1-866-687-8570
	WellCare Liberty (HMO SNP).....	1-877-706-9509
New York (NY):	WellCare Value (HMO), WellCare Rx (HMO), WellCare Choice (HMO), WellCare Preferred (HMO), WellCare Essential (HMO), WellCare Advance (HMO), WellCare Today's Options Classic (HMO), WellCare Premier (PPO)	1-800-278-5155
	WellCare Access (HMO SNP).....	1-866-482-3363
	WellCare Liberty (HMO SNP).....	1-866-491-5746
	WellCare Today's Options Advantage Plus 750B (PPO), WellCare Today's Options Advantage Plus 450A (PPO), WellCare Today's Options Advantage 300 (PPO), WellCare Today's Options Advantage Plus 550B (PPO), WellCare Today's Options Advantage Plus 150A (PPO)	1-866-422-5009
South Carolina (SC):	WellCare Value (HMO), WellCare Elite (HMO), WellCare Advance (HMO-POS), WellCare Prime (PPO), WellCare Premier (PPO)	1-888-345-8437
	WellCare Access (HMO SNP).....	1-888-345-9036
Tennessee (TN):	WellCare Dividend (HMO), WellCare Rx (HMO), WellCare Value (HMO-POS), WellCare Advance (HMO-POS)	1-800-316-2273
	WellCare Access (HMO SNP).....	1-855-292-0237

Texas (TX):	WellCare TexanPlus Classic (HMO)*, WellCare TexanPlus Value (HMO), WellCare TexanPlus Choice (HMO-POS)	1-866-230-2513
	WellCare TexanPlus Classic (HMO)**	1-800-958-2707
	WellCare TexanPlus Classic (HMO)***, WellCare Dividend Prime (HMO), WellCare Value (HMO-POS)	1-866-687-8878
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP), WellCare TexanPlus Star (HMO SNP)	1-866-530-9495
	Retiree – MA – PD CY (HMO)	1-866-230-2513

Hours of operation

Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m.,

Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.,

or visit us anytime at **www.wellcare.com/medicare** or **www.ohanahealthplan.com/medicare**

Nurse Advice Line	1-800-581-9952 (24 hours, 7 days a week)
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TTY for all of the above	711
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* Texas Service Area: Austin, Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jefferson, Liberty, Montgomery, Orange, Waller

** Texas Service Area: Colin, Dallas, Rockwall, Tarrant

*** Texas Service Area: Bexar, El Paso, Travis, Williamson

2019 MEDICARE ADVANTAGE PLANS INDIVIDUAL ENROLLMENT FORM

Please contact WellCare/'Ohana/Easy Choice/WellCare TexanPlus if you need information in another language or format (Braille).

**To Enroll in a WellCare/'Ohana/Easy Choice/WellCare TexanPlus Plan,
Please Provide the Following Information:**

Select the box for the plan you want to enroll in: Plan: ☐ WellCare ☐ 'Ohana ☐ Easy Choice ☐ WellCare Texan Plus

Plan Type: ☐ HMO ☐ HMO-POS ☐ HMO SNP ☐ PPO \$. per month

Plan Name: ☐ Access ☐ Advance ☐ Today's Options Advantage 300 ☐ Today's Options Advantage Plus 150A

Today's Options Advantage Plus 450A Today's Options Advantage Plus 550B

☐ Today's Options Advantage Plus 750B
 ☐ Best
 ☐ Champion
 ☐ Choice
 ☐ Classic
 ☐ Dividend

☐ Dividend Prime ☐ Elite ☐ Essential ☐ Freedom ☐ Guardian ☐ Liberty ☐ Plus ☐ Preferred ☐ Premier

☐ Prime ☐ Reserve ☐ Rx ☐ Select ☐ Star ☐ Value

☐ Mr. ☐ Mrs. ☐ Ms. Sex: ☐ M ☐ F Birth Date: (MMDDYYYY)

Last Name:

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 Middle Initial:

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First Name:

 Primary Phone Number:

[illegible]

Email Address (Optional):

Please know that by providing your email address, you are agreeing to receive emails from us. We will give you the opportunity to opt in and you may always opt out of future email communications.

Please Provide Your Medicare Insurance Information

Please take out your red, white and blue Medicare card to complete this section.

- Fill out this information as it appears on your Medicare card.
- OR -
- Attach a copy of your Medicare card or your letter from Social Security or the Railroad Retirement Board.

Name (as it appears on your Medicare card):

Medicare Number:

[illegible]

Is Entitled To:

Effective Date: (MMDDYYYY)

HOSPITAL (Part A)

--	--	--	--	--	--	--	--

MEDICAL (Part B)

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You must have Medicare Part A and Part B to join a Medicare Advantage plan.

Licensed Insurance Agent:

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Please Provide the Following Information (Continued):

Permanent Residence Street Address: (P.O. Box is not allowed)

[illegible][illegible]

City:

 State:

 ZIP Code:

Mailing Address: (only if different from your Permanent Residence Street Address)

Street Address:

City: State: ZIP Code:

Emergency Contact Information (Optional):

[illegible]

Phone Number:		Relationship to You:	
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Please Read and Answer These Important Questions:

1. Do you have end-stage renal disease (ESRD)? Yes ☐ No ☐

If you have had a successful kidney transplant and/or you do not need regular dialysis any more, **please attach a note or records** from your doctor showing you have had a successful kidney transplant or you do not need dialysis; otherwise, we may need to contact you to obtain additional information.

2. For MAPD Plans: Some individuals may have other drug coverage, including other private insurance, TRICARE, federal employee health benefits coverage, VA benefits or State Pharmaceutical Assistance Programs.

Will you have other <u>prescription</u> drug coverage in addition to WellCare/'Ohana/Easy Choice/WellCare TexanPlus? Yes	No
--	----

If "yes" please list your other coverage and your identification (ID) number(s) for this coverage:

[illegible][illegible][illegible]

- | | | |
|---|-----|----|
| 3. Are you a resident of a long-term care facility, such as a nursing home? | Yes | No |
|---|-----|----|

If “yes”, please provide the following information:

Name of Institution: _____

[illegible]

Address of Institution (number and street):

[illegible][illegible]

Phone Number:

Licensed Insurance Agent:						
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Paying Your Plan Premium (continued)

will be notified by the Social Security Administration. You will be responsible for paying this extra amount in addition to your plan premium. You will either have the amount withheld from your Social Security benefit check or be billed directly by Medicare or RRB. DO NOT pay WellCare/'Ohana/Easy Choice/WellCare Texan Plus the Part D-IRMAA.

People with limited incomes may qualify for Extra Help to pay for their prescription drug costs. If eligible, Medicare could pay for 75% or more of your drug costs, including monthly prescription drug premiums, annual deductibles and coinsurance. Additionally, those who qualify will not be subject to the coverage gap or a late enrollment penalty. Many people are eligible for these savings and do not even know it. For more information about this Extra Help, contact your local Social Security office, or call Social Security at **1-800-772-1213**. TTY users should call **1-800-325-0778**. You can also apply for Extra Help online at www.socialsecurity.gov/prescriptionhelp.

If you qualify for Extra Help with your Medicare prescription drug coverage costs, Medicare will pay all or part of your plan premium. Even if you have Extra Help now, you may need to reapply for it later. If Medicare pays only a portion of this premium, we will bill you for the amount that Medicare doesn't cover. If you don't select a payment option, you will get a coupon book to pay your monthly premiums.

Please select a premium payment option:

☐

Automatic deduction from your monthly Social Security or Railroad Retirement Board (RRB) benefit check (if eligible).

I get monthly benefits from: ☐ Social Security ☐ Railroad Retirement Board

(The Social Security/RRB deduction may take two or more months to begin after Social Security or RRB approves the deduction. In most cases, if Social Security or RRB accepts your request for automatic deduction, the first deduction from your Social Security or RRB benefit check will include all premiums due from your enrollment effective date up to the point withholding begins. If Social Security or RRB does not approve your request for automatic deduction, or approves deductions to begin after the enrollment effective date, we will send you a bill for your monthly premiums.)

☐

Electronic Funds Transfer (EFT) from your bank account each month.

To set up EFT you will need to send us a signed authorization form with a voided check or a letter from your bank if the account is a savings account. If you select this method, we will send you the EFT form with instructions on how to complete and return to us.

☐

Get a coupon book for monthly premium payments.

Note: You may also pay your plan premiums by credit card or by deduction from your bank account (checking/savings) instead of using the monthly coupons. To set up your payment, visit our website at www.wellcare.com/medicare or www.ohanahealthplan.com/medicare or call Customer Service at the number on the inside cover.



Please Read This Important Information:

For MAPD Plans: If you currently have health coverage from an employer or union, joining a/an WellCare/'Ohana/Easy Choice/WellCare TexanPlus plan could affect your employer or union health benefits. You could lose your employer or union health coverage if you join WellCare/'Ohana/Easy Choice/WellCare Texan Plus. Read the communications your employer or union sends you. If you have questions, visit their website, or contact the office listed in their communications. If there isn't any information on whom to contact, your benefits administrator or the office that answers questions about your coverage can help.

Please Read and Sign:

By completing this enrollment application, I agree to the following: 'Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc. WellCare Health Plans, Inc., is an HMO, PPO, PFFS plan with a Medicare contract. Our D-SNPs have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. I will need to keep my Medicare Parts A and B. I can be in only one Medicare Advantage plan at a time and I understand that my enrollment in this plan will automatically end my enrollment in another Medicare health plan or Prescription Drug Plan. It is my responsibility to inform you of any prescription drug coverage that I have or may get in the future. **(MA only plans:** I understand that if I don't have Medicare prescription drug coverage, or creditable prescription drug coverage (as good as Medicare's), I may have to pay a late enrollment penalty if I enroll in Medicare prescription drug coverage in the future.) Enrollment in this plan is generally for the entire year. Once I enroll, I may leave this plan or make changes only at certain times of the year when an enrollment period is available, (Example: October 15–December 7 of every year) or under certain special circumstances. WellCare/'Ohana/Easy Choice/WellCare TexanPlus serves a specific service area. **If I move out of the area that WellCare/'Ohana/Easy Choice/WellCare Texan Plus serves, I need to notify the plan so I can disenroll and find a new plan in my new area.** Once I am a member of WellCare/'Ohana/Easy Choice/WellCare TexanPlus, I have the right to appeal plan decisions about payment or services if I disagree. I will read the Evidence of Coverage document from WellCare/'Ohana/Easy Choice/WellCare TexanPlus when I receive it to know which rules I must follow to get coverage with this Medicare Advantage plan. I understand that people with Medicare aren't usually covered under Medicare while out of the country except for limited coverage near the U.S. border.

Licensed Insurance Agent:

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Please Read and Sign (continued):

For Non-PPO Plans: I understand that beginning on the date WellCare/'Ohana/Easy Choice/WellCare TexanPlus coverage begins, I must get all of my health care from WellCare/'Ohana/Easy Choice/WellCare TexanPlus, except for emergency or urgently needed services or out-of-area dialysis services.

For PPO Plans Only: I understand that beginning on the date WellCare coverage begins, using services in-network can cost less than using services out-of-network, except for emergency or urgently needed services or out-of-area dialysis services. If medically necessary, WellCare provides refunds for all covered benefits, even if I get services out of network.

ALL PLANS: Services authorized by WellCare/'Ohana/Easy Choice/WellCare TexanPlus and other services contained in my WellCare/'Ohana/Easy Choice/WellCare TexanPlus Evidence of Coverage document (also known as a member contract or subscriber agreement) will be covered. Without authorization, **NEITHER MEDICARE NOR WELLCARE/'OHANA/EASY CHOICE/WELLCARE TEXAN PLUS WILL PAY FOR THE SERVICES.**

I understand that if I am getting assistance from a sales agent, broker or other individual employed by or contracted with WellCare/'Ohana/Easy Choice/WellCare Texan Plus, he/she may be paid based on my enrollment in WellCare/'Ohana/Easy Choice/WellCare TexanPlus.

Release of Information: By joining this Medicare health plan, I acknowledge that WellCare/'Ohana/Easy Choice/WellCare TexanPlus will release my information to Medicare, other plans and providers as is necessary for treatment, payment and health care operations. I also acknowledge that WellCare/'Ohana/Easy Choice/WellCare TexanPlus will release my information (including my prescription drug event data) to Medicare, who may release it for research and other purposes which follow all applicable federal statutes and regulations. The information on this enrollment form is correct to the best of my knowledge. I understand that if I intentionally provide false information on this form, I will be disenrolled from the plan.

I understand that my signature (or the signature of the person authorized to act on my behalf under the laws of the state where I live) on this application means that I have read and understand the contents of this application. If signed by an authorized individual (as described above), this signature certifies that: 1) this person is authorized under state law to complete this enrollment and 2) documentation of this authority is available upon request from Medicare.

Signature: _____

Today's Date:

M	M	D	D	Y	Y	Y	Y

Attestation of Eligibility for an Enrollment Period

Typically, you may enroll in a Medicare Advantage plan only during the Annual Enrollment Period from October 15 through December 7 of each year. There are exceptions that may allow you to enroll in a Medicare Advantage plan outside of this period.

Please read the following statements carefully and select the box if the statement applies to you. By filling in any of the following boxes you are certifying that, to the best of your knowledge, you are eligible for an enrollment period. If we later determine that this information is incorrect, you may be disenrolled.

If the statement you select requires a date, please use the following format: MMDDYYYY

1. ☐ I am new to Medicare.
If you are new to Medicare due to loss of employer group or union coverage, please refer to number 13
2. ☐ I am enrolled in a Medicare Advantage plan and want to make a change during the Medicare Advantage Open Enrollment Period (MA OEP).
3. ☐ I recently moved outside of the service area for my current plan or I recently moved and this plan is a new option for me.
I moved on

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4. ☐ I recently was released from incarceration. I was released on

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5. ☐ I recently returned to the United States after living permanently outside of the U.S.
I returned to the U.S. on

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6. ☐ I recently obtained lawful presence status in the United States. I got this status on

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7. ☐ I recently had a change in my Medicaid (newly got Medicaid, had a change in level of Medicaid assistance, or lost Medicaid) on

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Licensed Insurance Agent:

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Attestation of Eligibility for an Enrollment Period (continued)

8. ☐ I recently had a change in my Extra Help paying for Medicare prescription drug coverage (newly got Extra Help, had a change in the level of Extra Help, or lost Extra Help) on .
9. ☐ I have both Medicare and Medicaid (or my state helps pay for my Medicare premiums) or I get Extra Help paying for my Medicare prescription drug coverage, but I haven't had a change.
10. ☐ I am moving into, live in, or recently moved out of a long-term care facility (for example, a nursing home or long term care facility). I moved/will move into/out of the facility on .
11. ☐ I recently left a PACE program on .
12. ☐ I recently involuntarily lost my creditable prescription drug coverage (coverage as good as Medicare's). I lost my drug coverage on .
13. ☐ I am leaving employer or union coverage on .
14. ☐ I belong to a pharmacy assistance program provided by my state.
15. ☐ My plan is ending its contract with Medicare, or Medicare is ending its contract with my plan.
16. ☐ I was enrolled in a plan by Medicare (or my state) and I want to choose a different plan. My enrollment in that plan started on .
17. ☐ I was enrolled in a Special Needs Plan (SNP) but I have lost the special needs qualification required to be in that plan. I was disenrolled from the SNP on .
18. ☐ I was affected by a weather-related emergency or major disaster (as declared by the Federal Emergency Management Agency (FEMA)). One of the other statements here applied to me, but I was unable to make my enrollment because of the natural disaster.
19. ☐ Other _____

If none of these statements applies to you or you're not sure, please contact WellCare/'Ohana/Easy Choice/WellCare TexanPlus at **1-866-527-0056** to see if you are eligible to enroll. We are open 8 a.m. to 8 p.m., 7 days a week. TTY users should call **711**.

Licensed Insurance Agent/Office Use Only:

Name of Staff Member/Agent/Broker/Licensed Insurance Agent (if assisted in enrollment):

[illegible]

Licensed Insurance Agent Signature: _____ Date Application Received: _____

M	M	D	D	Y	Y	Y	Y

Licensed Insurance Agent Initials:

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Licensed Insurance Agent ID:

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Scope of Appointment Verification #:

[illegible]

Licensed Insurance Agent Phone #:

[illegible]

Special Needs Plans Verification (if applicable):

[illegible]

Plan ID #: H

[illegible]

Effective Date of Coverage:

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M M D D Y Y Y Y

ICEP/IEP

AEP

OEP

7

SEP (type):

[illegible]

7

Not Eligible

11

Cancel Application

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WellCare/'Ohana/Easy Choice/WellCare TexanPlus 2019 Medicare Advantage Plans Individual Enrollment Form

How to Enroll with Our Plans

1. Please read this entire enrollment form to make sure you understand the information.
An incorrect or incomplete application may cause a delay or denial of coverage.
2. When you're ready, fill out the entire enrollment form. Where appropriate, write clearly in all capital letters or place an "X" in the appropriate box.
3. Once you're done, don't forget to sign and date it.
4. Return the completed and signed form in one of the following ways:
 - By fax to 1-866-473-9124, or
 - By mail to P.O. Box 31392, Tampa, FL 33631-3392, or
 - By using the postage-paid business reply envelope if one is included.
5. Contact your Licensed Insurance Agent with any questions you may have.

Licensed Insurance Agent: _____

Phone: (____) ____ - _____

3 Other Easy Ways to Enroll with WellCare/'Ohana/Easy Choice/WellCare TexanPlus



Call your plan at the Customer Service number on the inside front cover of this form.



Enroll online at www.wellcare.com/medicare or www.ohanahealthplan.com/medicare.



Enroll online at www.medicare.gov.





We're always just a phone call away!

If you're ready to enroll or have enrollment questions, call **1-866-999-3945** (CA), **1-800-265-8171** (HI), **1-866-556-4607** (TX)*, **1-866-245-4143** (TX)**, or **1-866-527-0056** (All Others).

Representatives are available from 8 a.m. to 8 p.m., 7 days a week.

If you're already a member, call the number for your state/plan listed below.

Alabama (AL):	WellCare Value (HMO).....	1-866-653-0981
Arkansas (AR):	WellCare Rx (HMO), WellCare Value (HMO-POS), WellCare Advance (HMO-POS), WellCare Preferred (HMO), WellCare Premier (PPO)	1-800-316-2273
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-855-292-0237
Arizona (AZ):	WellCare Value (HMO).....	1-866-797-2641
	WellCare Liberty (HMO SNP).....	1-877-778-1855
California (CA):	Easy Choice Plus Plan (HMO), Easy Choice Best Plan (HMO), Easy Choice Rx (HMO)	1-866-999-3945
	Easy Choice Freedom Plan (HMO SNP).....	1-866-999-3945
Connecticut (CT):	WellCare Preferred (HMO), WellCare Rx (HMO-POS), WellCare Value (HMO)	1-866-579-8006
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-866-635-7047
Florida (FL):	WellCare Dividend (HMO), WellCare Value (HMO), WellCare Value (HMO-POS), WellCare Essential (HMO-POS), WellCare Dividend Prime (HMO), WellCare Elite (HMO), WellCare Premier (PPO), WellCare Prime (PPO), WellCare Guardian (HMO SNP), WellCare Champion (HMO SNP).....	1-888-888-9355
	WellCare Select (HMO SNP), WellCare Access (HMO SNP), WellCare Liberty (HMO SNP), WellCare Reserve (HMO SNP)	1-866-637-8041
Georgia (GA):	WellCare Value (HMO), WellCare Advance (HMO-POS), WellCare Choice (HMO), WellCare Premier (PPO), WellCare Prime (PPO)	1-866-334-7730
	WellCare Access (HMO SNP), WellCare Liberty (HMO SNP)	1-866-482-3361
Hawaii (HI):	'Ohana Value (HMO).....	1-888-505-1201
	'Ohana Liberty (HMO SNP).....	1-877-457-7621
Illinois (IL):	WellCare Advance (HMO-POS), WellCare Value (HMO-POS), WellCare Rx (HMO), WellCare Plus (HMO), WellCare Choice (HMO-POS)	1-866-334-6876
Kentucky (KY):	WellCare Value (HMO), WellCare Essential (HMO-POS), WellCare Advance (HMO-POS).....	1-877-560-2766
	WellCare Access (HMO SNP), WellCare Liberty (HMO SNP)	1-877-560-3206

Louisiana (LA):	WellCare Rx (HMO), WellCare Value (HMO).....	1-866-804-5926
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-866-530-9488
Maine (ME):	WellCare Value (HMO).....	1-866-682-0536
	WellCare Access (HMO SNP).....	1-866-682-0537
	WellCare Today's Options Advantage Plus 150A (PPO), WellCare Today's Options Advantage Plus 550B (PPO), WellCare Today's Options Advantage 300 (PPO)	1-866-422-5009
Mississippi (MS):	WellCare Value (HMO), WellCare Essential (HMO-POS), WellCare Advance (HMO-POS).....	1-800-316-2273
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP)	1-855-292-0237
North Carolina (NC):	WellCare Value (HMO).....	1-877-655-2425
	WellCare Access (HMO SNP).....	1-877-655-2422
New Jersey (NJ):	WellCare Rx (HMO), WellCare Value (HMO-POS).....	1-866-687-8570
	WellCare Liberty (HMO SNP).....	1-877-706-9509
New York (NY):	WellCare Value (HMO), WellCare Rx (HMO), WellCare Choice (HMO), WellCare Preferred (HMO), WellCare Essential (HMO), WellCare Advance (HMO), WellCare Today's Options Classic (HMO), WellCare Premier (PPO)	1-800-278-5155
	WellCare Access (HMO SNP).....	1-866-482-3363
	WellCare Liberty (HMO SNP).....	1-866-491-5746
	WellCare Today's Options Advantage Plus 750B (PPO), WellCare Today's Options Advantage Plus 450A (PPO), WellCare Today's Options Advantage 300 (PPO), WellCare Today's Options Advantage Plus 550B (PPO), WellCare Today's Options Advantage Plus 150A (PPO)	1-866-422-5009
South Carolina (SC):	WellCare Value (HMO), WellCare Elite (HMO), WellCare Advance (HMO-POS), WellCare Prime (PPO), WellCare Premier (PPO)	1-888-345-8437
	WellCare Access (HMO SNP).....	1-888-345-9036
Tennessee (TN):	WellCare Dividend (HMO), WellCare Rx (HMO), WellCare Value (HMO-POS), WellCare Advance (HMO-POS)	1-800-316-2273
	WellCare Access (HMO SNP).....	1-855-292-0237

Texas (TX):	WellCare TexanPlus Classic (HMO)*, WellCare TexanPlus Value (HMO), WellCare TexanPlus Choice (HMO-POS)	1-866-230-2513
	WellCare TexanPlus Classic (HMO)**	1-800-958-2707
	WellCare TexanPlus Classic (HMO)***, WellCare Dividend Prime (HMO), WellCare Value (HMO-POS)	1-866-687-8878
	WellCare Liberty (HMO SNP), WellCare Access (HMO SNP), WellCare TexanPlus Star (HMO SNP)	1-866-530-9495
	Retiree – MA – PD CY (HMO)	1-866-230-2513

Hours of operation

Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m.,

Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.,

or visit us anytime at **www.wellcare.com/medicare** or **www.ohanahealthplan.com/medicare**

Nurse Advice Line	1-800-581-9952 (24 hours, 7 days a week)
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TTY for all of the above	711
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* Texas Service Area: Austin, Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jefferson, Liberty, Montgomery, Orange, Waller

** Texas Service Area: Colin, Dallas, Rockwall, Tarrant

*** Texas Service Area: Bexar, El Paso, Travis, Williamson

2019 MEDICARE ADVANTAGE PLANS INDIVIDUAL ENROLLMENT FORM

Please contact WellCare/'Ohana/Easy Choice/WellCare TexanPlus if you need information in another language or format (Braille).

**To Enroll in a WellCare/'Ohana/Easy Choice/WellCare TexanPlus Plan,
Please Provide the Following Information:**

Select the box for the plan you want to enroll in: Plan: ☐ WellCare ☐ 'Ohana ☐ Easy Choice ☐ WellCare Texan Plus

Plan Type: ☐ HMO ☐ HMO-POS ☐ HMO SNP ☐ PPO \$. per month

Plan Name: ☐ Access ☐ Advance ☐ Today's Options Advantage 300 ☐ Today's Options Advantage Plus 150A

Today's Options Advantage Plus 450A Today's Options Advantage Plus 550B

☐ Today's Options Advantage Plus 750B
 ☐ Best
 ☐ Champion
 ☐ Choice
 ☐ Classic
 ☐ Dividend

☐ Dividend Prime ☐ Elite ☐ Essential ☐ Freedom ☐ Guardian ☐ Liberty ☐ Plus ☐ Preferred ☐ Premier

☐ Prime ☐ Reserve ☐ Rx ☐ Select ☐ Star ☐ Value

☐ Mr. ☐ Mrs. ☐ Ms. Sex: ☐ M ☐ F Birth Date: (MMDDYYYY)

Last Name:

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 Middle Initial:

--

First Name: Primary Phone Number:

Alternate Phone Number (Optional):

Email Address (Optional):

Please know that by providing your email address, you are agreeing to receive emails from us. We will give you the opportunity to opt in and you may always opt out of future email communications.

Please Provide Your Medicare Insurance Information

Please take out your red, white and blue Medicare card to complete this section.

- Fill out this information as it appears on your Medicare card.
- OR -
- Attach a copy of your Medicare card or your letter from Social Security or the Railroad Retirement Board.

Name (as it appears on your Medicare card):

Medicare Number:

[illegible]

Is Entitled To:

Effective Date: (MMDDYYYY)

HOSPITAL (Part A)

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MEDICAL (Part B)

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You must have Medicare Part A and Part B to join a Medicare Advantage plan.

Licensed Insurance Agent:

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Please Provide the Following Information (Continued):

Permanent Residence Street Address: (P.O. Box is not allowed)

[illegible][illegible]

City:

 State:

 ZIP Code:

Mailing Address: (only if different from your Permanent Residence Street Address)

Street Address:

City: State: ZIP Code:

Emergency Contact Information (Optional):

[illegible]

Phone Number:		Relationship to You:	
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Please Read and Answer These Important Questions:

1. Do you have end-stage renal disease (ESRD)? Yes ☐ No ☐

If you have had a successful kidney transplant and/or you do not need regular dialysis any more, **please attach a note or records** from your doctor showing you have had a successful kidney transplant or you do not need dialysis; otherwise, we may need to contact you to obtain additional information.

2. For MAPD Plans: Some individuals may have other drug coverage, including other private insurance, TRICARE, federal employee health benefits coverage, VA benefits or State Pharmaceutical Assistance Programs.

Will you have other <u>prescription</u> drug coverage in addition to WellCare/'Ohana/Easy Choice/WellCare TexanPlus? Yes	No
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If "yes" please list your other coverage and your identification (ID) number(s) for this coverage:

[illegible][illegible][illegible]

- | | | |
|---|-----|----|
| 3. Are you a resident of a long-term care facility, such as a nursing home? | Yes | No |
|---|-----|----|

If “yes”, please provide the following information:

Name of Institution: _____

[illegible]

Address of Institution (number and street):

[illegible][illegible]

Phone Number:

Licensed Insurance Agent:						
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Please Read and Answer These Important Questions (continued):

4. Are you enrolled in your State Medicaid program? If “yes” please provide your Medicaid number:

[illegible]

5. Do you or your spouse work? Yes	No	
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6. FOR WELLCARE GUARDIAN (HMO SNP) AND WELLCARE CHAMPION (HMO SNP)

Do you have one of the following conditions: Cardiovascular Disorder, Diabetes, Chronic Heart Failure? Yes	No	
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Please check one of the boxes below if you would prefer us to send you information in a language other than English or in an accessible format:

Spanish (where available) ☐ Chinese (where available) ☐ Korean (where available) ☐ Vietnamese (where available) ☐

Large Print ☐ ☐ ☐ ☐ ☐

Please contact WellCare/‘Ohana/Easy Choice/WellCare TexanPlus at the Customer Service number listed on the inside front cover of this application if you need information in an accessible format or language other than what is listed above. Our office hours are between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. TTY users should call 711.

Please Choose a Primary Care Physician (PCP), Clinic or Health Center: (First and Last Name of PCP)

[illegible][illegible]

If you are the authorized representative, you must sign and provide the following information.

Would you like all mail to be sent to the authorized representative? Yes ☐ No ☐

[illegible]

Address:

City:

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 State:

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 ZIP:

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[illegible]

Paying Your Plan Premium

If enrolling in a health plan with a \$0 monthly premium: If we determine that you owe a late enrollment penalty (or if you currently have a late enrollment penalty), we need to know how you would prefer to pay it. You can pay by mail, credit card, pay by phone, or Electronic Funds Transfer (EFT) each month. You can also choose to pay your premium by automatic deduction from your Social Security or Railroad Retirement Board (RRB) benefit check each month, if eligible. If you are assessed a Part D-Income Related Monthly Adjustment Amount (Part D-IRMAA), you will be notified by the Social Security Administration. You will be responsible for paying this extra amount in addition to your plan premium. You will either have the amount withheld from your Social Security benefit check or be billed directly by Medicare or the RRB. **DO NOT** pay the plan the Part D-IRMAA.

If enrolling in a plan with a monthly premium: You can pay your monthly plan premium (including any late enrollment penalty that you currently have or may owe) by mail, credit card, pay by phone, or through Electronic Funds Transfer (EFT) each month. You can also choose to pay your premium by automatic deduction from your Social Security or Railroad Retirement Board (RRB) benefit check each month, if eligible. If you are assessed a Part D-Income Related Monthly Adjustment Amount (Part D-IRMAA), you

Licensed Insurance Agent:

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Paying Your Plan Premium (continued)

will be notified by the Social Security Administration. You will be responsible for paying this extra amount in addition to your plan premium. You will either have the amount withheld from your Social Security benefit check or be billed directly by Medicare or RRB. DO NOT pay WellCare/Ohana/Easy Choice/WellCare Texan Plus the Part D-IRMAA.

People with limited incomes may qualify for Extra Help to pay for their prescription drug costs. If eligible, Medicare could pay for 75% or more of your drug costs, including monthly prescription drug premiums, annual deductibles and coinsurance. Additionally, those who qualify will not be subject to the coverage gap or a late enrollment penalty. Many people are eligible for these savings and do not even know it. For more information about this Extra Help, contact your local Social Security office, or call Social Security at **1-800-772-1213**. TTY users should call **1-800-325-0778**. You can also apply for Extra Help online at www.socialsecurity.gov/prescriptionhelp.

If you qualify for Extra Help with your Medicare prescription drug coverage costs, Medicare will pay all or part of your plan premium. Even if you have Extra Help now, you may need to reapply for it later. If Medicare pays only a portion of this premium, we will bill you for the amount that Medicare doesn't cover. If you don't select a payment option, you will get a coupon book to pay your monthly premiums.

Please select a premium payment option:

☐

Automatic deduction from your monthly Social Security or Railroad Retirement Board (RRB) benefit check (if eligible).

I get monthly benefits from: ☐ Social Security ☐ Railroad Retirement Board

(The Social Security/RRB deduction may take two or more months to begin after Social Security or RRB approves the deduction. In most cases, if Social Security or RRB accepts your request for automatic deduction, the first deduction from your Social Security or RRB benefit check will include all premiums due from your enrollment effective date up to the point withholding begins. If Social Security or RRB does not approve your request for automatic deduction, or approves deductions to begin after the enrollment effective date, we will send you a bill for your monthly premiums.)

☐

Electronic Funds Transfer (EFT) from your bank account each month.

To set up EFT you will need to send us a signed authorization form with a voided check or a letter from your bank if the account is a savings account. If you select this method, we will send you the EFT form with instructions on how to complete and return to us.

☐

Get a coupon book for monthly premium payments.

Note: You may also pay your plan premiums by credit card or by deduction from your bank account (checking/savings) instead of using the monthly coupons. To set up your payment, visit our website at www.wellcare.com/medicare or www.ohanahealthplan.com/medicare or call Customer Service at the number on the inside cover.



Please Read This Important Information:

For MAPD Plans: If you currently have health coverage from an employer or union, joining a/an WellCare/Ohana/Easy Choice/WellCare TexanPlus plan could affect your employer or union health benefits. You could lose your employer or union health coverage if you join WellCare/Ohana/Easy Choice/WellCare Texan Plus. Read the communications your employer or union sends you. If you have questions, visit their website, or contact the office listed in their communications. If there isn't any information on whom to contact, your benefits administrator or the office that answers questions about your coverage can help.

Please Read and Sign:

By completing this enrollment application, I agree to the following: Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc. WellCare Health Plans, Inc., is an HMO, PPO, PFFS plan with a Medicare contract. Our D-SNPs have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. I will need to keep my Medicare Parts A and B. I can be in only one Medicare Advantage plan at a time and I understand that my enrollment in this plan will automatically end my enrollment in another Medicare health plan or Prescription Drug Plan. It is my responsibility to inform you of any prescription drug coverage that I have or may get in the future. **(MA only plans:** I understand that if I don't have Medicare prescription drug coverage, or creditable prescription drug coverage (as good as Medicare's), I may have to pay a late enrollment penalty if I enroll in Medicare prescription drug coverage in the future.) Enrollment in this plan is generally for the entire year. Once I enroll, I may leave this plan or make changes only at certain times of the year when an enrollment period is available, (Example: October 15–December 7 of every year) or under certain special circumstances. WellCare/Ohana/Easy Choice/WellCare TexanPlus serves a specific service area. **If I move out of the area that WellCare/Ohana/Easy Choice/WellCare TexanPlus serves, I need to notify the plan so I can disenroll and find a new plan in my new area.** Once I am a member of WellCare/Ohana/Easy Choice/WellCare TexanPlus, I have the right to appeal plan decisions about payment or services if I disagree. I will read the Evidence of Coverage document from WellCare/Ohana/Easy Choice/WellCare TexanPlus when I receive it to know which rules I must follow to get coverage with this Medicare Advantage plan. I understand that people with Medicare aren't usually covered under Medicare while out of the country except for limited coverage near the U.S. border.

Licensed Insurance Agent:

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Please Read and Sign (continued):

For Non-PPO Plans: I understand that beginning on the date WellCare/'Ohana/Easy Choice/WellCare TexanPlus coverage begins, I must get all of my health care from WellCare/'Ohana/Easy Choice/WellCare TexanPlus, except for emergency or urgently needed services or out-of-area dialysis services.

For PPO Plans Only: I understand that beginning on the date WellCare coverage begins, using services in-network can cost less than using services out-of-network, except for emergency or urgently needed services or out-of-area dialysis services. If medically necessary, WellCare provides refunds for all covered benefits, even if I get services out of network.

ALL PLANS: Services authorized by WellCare/'Ohana/Easy Choice/WellCare TexanPlus and other services contained in my WellCare/'Ohana/Easy Choice/WellCare TexanPlus Evidence of Coverage document (also known as a member contract or subscriber agreement) will be covered. Without authorization, **NEITHER MEDICARE NOR WELLCARE/'OHANA/EASY CHOICE/WELLCARE TEXAN PLUS WILL PAY FOR THE SERVICES.**

I understand that if I am getting assistance from a sales agent, broker or other individual employed by or contracted with WellCare/'Ohana/Easy Choice/WellCare Texan Plus, he/she may be paid based on my enrollment in WellCare/'Ohana/Easy Choice/WellCare TexanPlus.

Release of Information: By joining this Medicare health plan, I acknowledge that WellCare/'Ohana/Easy Choice/WellCare TexanPlus will release my information to Medicare, other plans and providers as is necessary for treatment, payment and health care operations. I also acknowledge that WellCare/'Ohana/Easy Choice/WellCare TexanPlus will release my information (including my prescription drug event data) to Medicare, who may release it for research and other purposes which follow all applicable federal statutes and regulations. The information on this enrollment form is correct to the best of my knowledge. I understand that if I intentionally provide false information on this form, I will be disenrolled from the plan.

I understand that my signature (or the signature of the person authorized to act on my behalf under the laws of the state where I live) on this application means that I have read and understand the contents of this application. If signed by an authorized individual (as described above), this signature certifies that: 1) this person is authorized under state law to complete this enrollment and 2) documentation of this authority is available upon request from Medicare.

Signature: _____

Today's Date:

M	M	D	D	Y	Y	Y	Y

Attestation of Eligibility for an Enrollment Period

Typically, you may enroll in a Medicare Advantage plan only during the Annual Enrollment Period from October 15 through December 7 of each year. There are exceptions that may allow you to enroll in a Medicare Advantage plan outside of this period.

Please read the following statements carefully and select the box if the statement applies to you. By filling in any of the following boxes you are certifying that, to the best of your knowledge, you are eligible for an enrollment period. If we later determine that this information is incorrect, you may be disenrolled.

If the statement you select requires a date, please use the following format: MMDDYYYY

1. ☐ I am new to Medicare.
If you are new to Medicare due to loss of employer group or union coverage, please refer to number 13
2. ☐ I am enrolled in a Medicare Advantage plan and want to make a change during the Medicare Advantage Open Enrollment Period (MA OEP).
3. ☐ I recently moved outside of the service area for my current plan or I recently moved and this plan is a new option for me.
I moved on

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4. ☐ I recently was released from incarceration. I was released on

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5. ☐ I recently returned to the United States after living permanently outside of the U.S.
I returned to the U.S. on

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6. ☐ I recently obtained lawful presence status in the United States. I got this status on

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.
7. ☐ I recently had a change in my Medicaid (newly got Medicaid, had a change in level of Medicaid assistance, or lost Medicaid) on

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.

Licensed Insurance Agent:

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Attestation of Eligibility for an Enrollment Period (continued)

8. ☐ I recently had a change in my Extra Help paying for Medicare prescription drug coverage (newly got Extra Help, had a change in the level of Extra Help, or lost Extra Help) on .
9. ☐ I have both Medicare and Medicaid (or my state helps pay for my Medicare premiums) or I get Extra Help paying for my Medicare prescription drug coverage, but I haven't had a change.
10. ☐ I am moving into, live in, or recently moved out of a long-term care facility (for example, a nursing home or long term care facility). I moved/will move into/out of the facility on .
11. ☐ I recently left a PACE program on .
12. ☐ I recently involuntarily lost my creditable prescription drug coverage (coverage as good as Medicare's). I lost my drug coverage on .
13. ☐ I am leaving employer or union coverage on .
14. ☐ I belong to a pharmacy assistance program provided by my state.
15. ☐ My plan is ending its contract with Medicare, or Medicare is ending its contract with my plan.
16. ☐ I was enrolled in a plan by Medicare (or my state) and I want to choose a different plan. My enrollment in that plan started on .
17. ☐ I was enrolled in a Special Needs Plan (SNP) but I have lost the special needs qualification required to be in that plan. I was disenrolled from the SNP on .
18. ☐ I was affected by a weather-related emergency or major disaster (as declared by the Federal Emergency Management Agency (FEMA)). One of the other statements here applied to me, but I was unable to make my enrollment because of the natural disaster.
19. ☐ Other _____

If none of these statements applies to you or you're not sure, please contact WellCare/'Ohana/Easy Choice/WellCare TexanPlus at 1-866-527-0056 to see if you are eligible to enroll. We are open 8 a.m. to 8 p.m., 7 days a week. TTY users should call 711.

Licensed Insurance Agent/Office Use Only:

Name of Staff Member/Agent/Broker/Licensed Insurance Agent (if assisted in enrollment):

[illegible]

Licensed Insurance Agent Signature: _____ Date Application Received: _____

M	M	D	D	Y	Y	Y	Y

Licensed Insurance Agent Initials:

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Licensed Insurance Agent ID:

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Scope of Appointment Verification #:

[illegible]

Licensed Insurance Agent Phone #:

[illegible]

Special Needs Plans Verification (if applicable):

[illegible]

Plan ID #: H

[illegible]

Effective Date of Coverage:

--	--	--	--	--	--	--	--

M M D D Y Y Y Y

ICEP/IEP

AEP

OEP

SEP (type):

[illegible]

Not Eligible

Cancel Application

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STAR RATINGS

Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.

Today's Options® HMO

A WellCare Company

Universal American, A WellCare Company – H4868

2018 Medicare Star Ratings*

The Medicare Program rates all health and prescription drug plans each year, based on a plan's quality and performance. Medicare Star Ratings help you know how good a job our plan is doing. You can use these Star Ratings to compare our plan's performance to other plans. The two main types of Star Ratings are:

1. An Overall Star Rating that combines all of our plan's scores.
2. Summary Star Rating that focuses on our medical or our prescription drug services.

Some of the areas Medicare reviews for these ratings include:

- How our members rate our plan's services and care;
- How well our doctors detect illnesses and keep members healthy;
- How well our plan helps our members use recommended and safe prescription medications.

For 2018, Universal American, A WellCare Company received the following Overall Star Rating from Medicare.

Plan too new to be measured

We received the following Summary Star Rating for Universal American, A WellCare Company's health/drug plan services:

Health Plan Services: Plan too new to be measured

Drug Plan Services: Plan too new to be measured

The number of stars shows how well our plan performs.

- | | |
|-------|-------------------------|
| ★★★★★ | 5 stars – excellent |
| ★★★★ | 4 stars – above average |
| ★★★ | 3 stars – average |
| ★★ | 2 stars – below average |
| ★ | 1 star – poor |

Learn more about our plan and how we are different from other plans at www.medicare.gov.

You may also contact us 7 days a week from 8:00 a.m. to 8:00 p.m. Eastern time at 855-225-1488 (toll-free) or 711 (TTY), from October 1 to February 14. Our hours of operation from February 15 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern time.

Current members please call 800-895-7560 (toll-free) or 711 (TTY).

Today's Options® HMO is a Medicare Advantage plan with a Medicare contract. Enrollment in Today's Options® HMO depends on contract renewal. *Star Ratings are based on 5 Stars. Star Ratings are assessed each year and may change from one year to the next.

Y0067_PRE_H4868_HMOPlanRating_1017 CMS Accepted 10/12/2017

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Today's Options® HMO complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-736-7442 (TTY: 711). Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-736-7442 (TTY: 711). Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-736-7442 (TTY: 711)。



SCOPE OF APPOINTMENT

2019 Scope of Sales Appointment Confirmation Form

The Centers for Medicare & Medicaid Services requires agents to document the scope of a marketing appointment prior to any face-to-face sales meeting to ensure understanding of what will be discussed between the agent and the Medicare beneficiary (or their authorized representative). All information provided on this form is confidential and should be completed by each person with Medicare or his/her authorized representative.

Please initial below beside the type of product(s) you want the agent to discuss.



Stand-Alone Medicare Prescription Drug Plans (Part D)

Medicare Prescription Drug Plan (PDP)	A stand-alone drug plan that adds prescription drug coverage to Original Medicare, some Medicare Cost Plans, some Medicare Private Fee-for-Service Plans, and Medicare Medical Savings Account Plans.
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Medicare Advantage Plans (Part C) and Cost Plans

Medicare Health Maintenance Organization (HMO)	A Medicare Advantage Plan that provides all Original Medicare Part A and Part B health coverage and sometimes covers Part D prescription drug coverage. In most HMOs, you can only get your care from doctors or hospitals in the plan's network (except in emergencies).
Medicare Preferred Provider Organization (PPO) Plan	A Medicare Advantage Plan that provides all Original Medicare Part A and Part B health coverage and sometimes covers Part D prescription drug coverage. PPOs have network doctors and hospitals, but you can also use out-of-network providers, usually at a higher cost.
Medicare Private Fee-For-Service (PFFS) Plan	A Medicare Advantage Plan in which you may go to any Medicare-approved doctor, hospital and provider that accepts the plan's payment, terms and conditions, and agrees to treat you – not all providers will. If you join a PFFS Plan that has a network, you can see any of the network providers who have agreed to always treat plan members. You will usually pay more to see out-of-network providers.

Medicare Special Needs Plan (SNP)	A Medicare Advantage Plan that has a benefit package designed for people with special health care needs. Examples of the specific groups served include people who have both Medicare and Medicaid, people who reside in nursing homes, and people who have certain chronic medical conditions.
Medicare Medical Savings Account (MSA) Plan	MSA Plans combine a high deductible health plan with a bank account. The plan deposits money from Medicare into the account. You can use it to pay your medical expenses until your deductible is met.
Medicare Cost Plan	In a Medicare Cost Plan, you can go to providers both in and out of network. If you get services outside of the plan's network, your Medicare-covered services will be paid for under Original Medicare, but you will be responsible for Medicare coinsurance and deductibles.

By signing this form, you agree to a meeting with a sales agent to discuss the types of products you initialed above. Please note, the person who will discuss the products is either employed or contracted by a Medicare plan. They do not work directly for the federal government. This individual may also be paid based on your enrollment in a plan. Signing this form does NOT obligate you to enroll in a plan, affect your current enrollment, or enroll you in a Medicare plan.

Beneficiary or Authorized Representative Signature and Signature Date:

Signature: _____

Signature Date: _____

If you are the authorized representative, please sign above and print below:

Representative's Name: _____

Your Relationship to the Beneficiary: _____

To be completed by Agent:

Agent Name: _____ Agent Phone: _____

Beneficiary Name: _____ Beneficiary Phone: _____

Beneficiary Address: _____

Initial Method of Contact (Indicate here if beneficiary was a walk-in.): _____

Agent's Signature: _____

Plan(s) the Agent Represented During this Meeting: _____

Date Appointment Completed: _____ Appointment ID: _____

Scope of Appointment documentation is subject to CMS record retention requirements.

Agent: if the form was signed by the beneficiary at time of appointment, provide explanation why SOA was not documented prior to meeting:

'Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc. WellCare Health Plans, Inc., is an HMO, PPO, PDP, PFFS plan with a Medicare contract and is an approved Part D Sponsor. Our D-SNPs have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. A Private Fee-for-Service Plan is not Medicare supplement insurance. Providers who do not contract with our plan are not required to see you except in an emergency. Please contact your plan for details.



MEMBER CHECKLIST

Enrollment Receipt and New Member Checklist

Agent Instructions: Please review the New Member Checklist carefully with each new member enrolling in our plan.

Member Name _____

Date _____



Plan Information Here are some details about your new plan

The name of my new plan is _____

My Plan type is a (circle): HMO HMO-POS PFFS HMO-SNP PPO

My plan will provide: all my Medicare health coverage | all my Medicare prescription drug coverage

My plan coverage is expected to begin on (effective date): _____

I must live in the plan's service area, which is: _____.

If I move out of the plan's service area for more than 6 months in a row, I will need to choose a new plan.

Circle the correct answer:

I should / should not have a Medicare Advantage plan and a stand-alone Medicare Part D plan at the same time. (There is one exception: Medicare Advantage Private Fee-for-Service plans that do not include prescription drug coverage.)



My monthly premium will be \$ _____.

Checklist

YES | NO

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. If my plan has a monthly plan premium, I understand that I am responsible for this premium, in addition to my Part B monthly premium. |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. I understand that I may be responsible for certain co-pays or coinsurance for covered medical services. |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. My Agent left me a copy of the 2019 Resource Guide, which includes the 2019 Summary of Benefits. |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. My agent reviewed and confirmed that my current doctors are in the plan's network. |

For Medicare Advantage Prescription Drug (MA-PD) plans only:

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | 5. My sales agent explained the co-pays and coinsurance |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. My sales agent explained the Coverage Gap, sometimes referred to as the "donut hole." |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. I have reviewed my currently prescribed drugs with my agent and have confirmed that they are in the plan's list of covered drugs, also called a "formulary," which is available to view at www.wellcare.com/medicare . I also understand that some of my drugs may not be covered under the plan's formulary. |

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[illegible]

Enrollment Receipt and New Member Checklist

Agent Instructions: Please review the New Member Checklist carefully with each new member enrolling in our plan.

Member Name _____

Date _____



Plan Information Here are some details about your new plan

The name of my new plan is _____

My Plan type is a (circle): HMO HMO-POS PFFS HMO-SNP PPO

My plan will provide: all my Medicare health coverage | all my Medicare prescription drug coverage

My plan coverage is expected to begin on (effective date): _____

I must live in the plan's service area, which is: _____.

If I move out of the plan's service area for more than 6 months in a row, I will need to choose a new plan.

Circle the correct answer:

I should / should not have a Medicare Advantage plan and a stand-alone Medicare Part D plan at the same time. (There is one exception: Medicare Advantage Private Fee-for-Service plans that do not include prescription drug coverage.)



My monthly premium will be \$ _____.

Checklist

YES | NO

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. If my plan has a monthly plan premium, I understand that I am responsible for this premium, in addition to my Part B monthly premium. |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. I understand that I may be responsible for certain co-pays or coinsurance for covered medical services. |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. My Agent left me a copy of the 2019 Resource Guide, which includes the 2019 Summary of Benefits. |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. My agent reviewed and confirmed that my current doctors are in the plan's network. |

For Medicare Advantage Prescription Drug (MA-PD) plans only:

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | 5. My sales agent explained the co-pays and coinsurance |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. My sales agent explained the Coverage Gap, sometimes referred to as the "donut hole." |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. I have reviewed my currently prescribed drugs with my agent and have confirmed that they are in the plan's list of covered drugs, also called a "formulary," which is available to view at www.wellcare.com/medicare . I also understand that some of my drugs may not be covered under the plan's formulary. |

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What to Expect After You Enroll

After you've completed your enrollment application, you will receive important information and materials about your new plan.

WHAT WILL I GET?	WHY DO I NEED IT?
 WellCare ID Card	Use this every time you access your WellCare benefits. Keep it with you at all times. Please do not use your red, white and blue Medicare card, but keep it in a safe place.
 Member Welcome Kit	<p>Your Member Welcome Kit has helpful information about your health plan.</p> <ul style="list-style-type: none">• Getting started• Official acceptance of enrollment• Plan start date• List of covered drugs (formulary), if your plan covers Part D• (OTC) catalog/flyer, depending on your plan• Evidence of Coverage (EOC) <p>This information will walk you through how to use your benefits.</p>
 Welcome Call	Medicare Advantage plans work with you and your providers to ensure you get the right care when it's needed most.

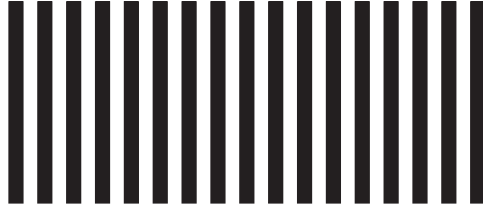
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9074 TAMPA FL

POSTAGE WILL BE PAID BY ADDRESSEE

WELLCARE HEALTH PLANS
PO BOX 31392
TAMPA, FL 33633-1664



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Remember to ...

- Fill out your application
- Return your completed application in this postage-paid envelope

請記得

- 填妥申請表
- 用隨附的郵資已付信封寄回填妥的申請表

잊지 마세요 ...

- 귀하의 지원서 작성하기
- 우표값이 미리 지불된 이 봉투에 작성한 지원서를 넣어 우편으로 보내기

Xin nhớ ...

- Điền đơn
- Dùng phong bì đính kèm và gửi trở lại lá đơn quý vị đã điền

Recuerde ...

- Complete su solicitud
- Envíe su solicitud diligenciada en este sobre con porte postal pago



Available in these counties: Albany, Broome, Dutchess, Erie, Monroe, Niagara, Oneida, Onondaga, Orange, Rockland, Saratoga, Schenectady, Ulster, Wayne, Westchester

