Health New England
Where you matter.

How to Enroll in a Health New England Medicare Advantage Employer Group Waiver Plan

Once you've looked over the information about our plans, we want to hear from you. If you have any questions, please don't hesitate to contact our Member Services Department at the numbers listed on the next page. You may enroll in a Health New England Medicare Advantage Employer Group Waiver Plan only during certain times of the year. Please contact your employer's benefit administrator for more information on your employer's "open season" or open enrollment period.

If you want to enroll in the Health New England Medicare Advantage Employer Group Waiver Plan:

- **Complete the Enrollment Form** located at the back of the enrollment kit.
- Be sure to **choose a Primary Care Provider, AND**
- **Submit the completed form** to your employer's benefit administrator.

IMPORTANT INFORMATION: When enrolling in a Medicare Advantage HMO plan that offers prescription drug (Part D) coverage, if you are electing prescription coverage, you must get it from the Medicare Advantage HMO plan offering medical coverage. You cannot enroll in an Health New England Medicare Advantage plan without prescription coverage and keep a separate prescription drug plan (PDP). Enrollment in an Health New England Medicare Advantage plan will result in your disenrollment from any other Medicare Advantage or Part D prescription drug plan.

Your Monthly Premium

Your coverage is provided through a contract with your current or former employer. Please contact your employer's benefit administrator for information about your plan premium. Once you are enrolled in an Health New England Medicare Advantage Employer Group Waiver Plan, you must continue to pay your Medicare Part B premium if not otherwise paid for under Medicaid or by another third-party. (Please note: there are different plan offerings in MA and CT.)

Eligibility Requirements

You can generally join a Medicare Advantage plan if you are enrolling during a valid election period and:

- You are entitled to Medicare Part A and are enrolled in Medicare Part B.
- You live in our service area – Massachusetts: Hampden, Hampshire, Berkshire or Franklin Counties; Connecticut: Hartford and Tolland Counties.
- You do not have End-Stage Renal Disease (ESRD) (permanent kidney failure requiring dialysis or a kidney transplant), with limited exceptions, such as if you develop ESRD when you are already a member of a plan that we offer, or you were a member of a different plan that was terminated. If you had ESRD but no longer require regular dialysis or have had a successful kidney transplant, you would not be considered to have ESRD any longer. In this case, you should send us a doctor's note or records showing that the ESRD status has changed and you may be eligible for enrollment.
- In addition, under this Employer Group Waiver Plan, you are subject to the eligibility rules of your employer. Please contact your employer's benefits administrator for more information on your employer's eligibility requirements.

What to Expect After You Submit Your Enrollment Request

Health New England will send you an acknowledgement letter confirming that we have received your enrollment request. We will send your enrollment to Medicare, and they will make the final determination regarding your enrollment. When Medicare finishes its review, we will send you a letter to confirm that your enrollment has been accepted with Health New England Medicare Advantage. If Health New England requires any additional information to complete your enrollment request, we will communicate this in writing to you. It is important that you respond to that request within the specified time frames or we may need to deny your enrollment until that information can be collected.

Get Your Questions Answered

You may call our Member Services Department at (413) 787-0010 or (877) 443-3314. TTY users call 711. A representative is available 8:00 a.m. to 8:00 p.m., Monday through Friday, and October 1 - February 14, 8:00 a.m. - 8:00 p.m. seven days a week. For questions related to Prescription Drug coverage, call (800) 546-5677, 24 hours a day, seven days a week. TTY users should call (866) 706-4757. Please contact your employer's benefit administrator for more information on your employer's eligibility requirements or your plan premium.

Other Important Information

Health New England Medicare Advantage is an HMO plan with a Medicare contract. Enrollment in Health New England Medicare Advantage depends on contract renewal. If you enroll in one of our Medicare Advantage HMO plans, you may go to any network provider without a referral from your primary care provider. Members enrolled in our Health New England Medicare Premium (HMO), Health New England Medicare Plus (HMO), Health New England Medicare Value (HMO), Health New England Medicare Secure (HMO) and Health New England Medicare Secure 10 (HMO) Employer Group Waiver Plans must use Health New England network providers for all routine medical care. Members enrolled in our Health New England Medicare Secure Freedom (HMO-POS) Point of Service Employer Group Waiver Plan can choose to get routine medical care from network providers or use their Point of Service benefit to get care from non-network providers. Health New England Medicare Secure Freedom members pay more when they use non-network providers for routine medical care. Some services require prior authorization. Our network providers know what we cover under your benefit plan. They also know what requires prior authorization and will request approval from Health New England on your behalf. Members of the Health New England Medicare Secure Freedom (HMO-POS) Employer Group Waiver Plan who choose to get these services out-of-network are responsible for getting prior authorization from Health New England. Please tell your out-of-network provider that prior authorization is required. The provider may be willing to contact Health New England Member Services for you to get prior authorization. Call Member Services to confirm prior authorization. For a complete list of services that require prior authorization, refer to the Summary of Benefits.

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

Medicare 800-MEDICARE - (800) 633-4227	TTY users should call (877) 486-2048	24 hours a day 7 days a week
The Social Security Administration (800) 772-1213	TTY users should call (800) 325-0778	7:00 a.m. to 7:00 p.m. Monday through Friday
Your state Medicaid Office or Prescription Advantage (800) 243-4636	TTY users should call (877) 610-0241)	9:00 a.m. to 5:00 p.m. Monday through Friday

The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan. Limitations, copayments and restrictions may apply. Benefits, formulary, pharmacy network, premium and/or copayments/coinsurance may change on January 1 of each year.

2017
Enrollment Application
(2 copies)

Health New England
One Monarch Place, Suite 1500
Springfield, MA 01144-1500
(413) 787-0010 | (877) 443-3314 | TTY 711
healthnewengland.org/medicare

EMPLOYER GROUP WAIVER PLAN ENROLLMENT REQUEST FORM

Please contact Health New England Medicare Advantage Employer Group Waiver Plan if you need information in another language or format.

To enroll in an Health New England Medicare Advantage Employer Group Waiver Plan, please provide the following information:

Employer Name:		Group #:	
LAST Name: FIRST Name:		Middle Initial	❒ Mr. ❒ Mrs. ❒ Ms.
Birth Date: (____ / ____ /_____) (MM/ DD/ YYYY	Sex: ❒ M ❒ F	Home Phone Number: ( )	Alternate Phone Number: ( )
Permanent Residence Street Address (P.O. Box is not allowed.):			
City:		State:	ZIP Code:
Mailing Address *(only if different from your Permanent Residence Address):*			
Street Address:	City:	State:	ZIP Code:
E-mail Address:			

Please provide your Medicare Insurance information.

Please refer to your Medicare card to complete this section.

- Please fill in these blanks so they match your red, white and blue Medicare card.

- OR -

- Attach a copy of your Medicare card or your letter from the Social Security Administration or the Railroad Retirement Board.

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

MEDICARE HEALTH INSURANCE

SAMPLE ONLY

Name: _____

Medicare Claim Number Sex __

Is Entitled To Effective Date

HOSPITAL (Part A) _____

MEDICAL (Part B) _____

Please read and answer these important questions:

1. Are you the retiree? ❒ Yes ❒ No
   If yes, retirement date: (month/date/year): _____
   If no, name of retiree: _____

2. Are you covering a spouse or dependents under this employer? ❒ Yes ❒ No
   If yes, name of spouse: _____
   Name of dependents: _____

3. Do you or your spouse work? ❒ Yes ❒ No

4. Do you have End Stage Renal Disease (ESRD)? ❒ Yes ❒ No
   If you have had a successful kidney transplant and/or you don't need regular dialysis anymore, **please attach a note or records** from your doctor showing you have had a successful kidney transplant or you don't need dialysis, otherwise we may need to contact you to obtain additional information.

5. Some individuals may have other drug coverage, including other private insurance, Workers' Compensation, VA benefits or State pharmaceutical assistance programs.

   Will you have other <u>prescription</u> drug coverage in addition to a Health New England Medicare Employer Group Waiver Plan?

   ❒ Yes ❒ No

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

   Name of other coverage: _____ ID # for this coverage: _____

6. Are you a resident in a long-term care facility, such as a nursing home? ❒ Yes ❒ No
   If yes, please provide the following information:
   Name of Institution: _____ Address & Phone Number of Institution (number and street): _____

Please choose the name of a Primary Care Provider (PCP):_____

PCP Provider ID # (Found in the Provider Directory): _____

Please contact Health New England Medicare Advantage Employer Group Waiver Plan at (413) 787-0010 or (877) 443-3314 - (TTY: 711) if you need information in another format or language.
Our office hours are 8:00 a.m. - 8:00 p.m., Monday through Friday.

Please read and sign below.

<u>By completing this enrollment application, I agree to the following:</u>

Health New England Medicare Advantage Employer Group Waiver Plan is a Medicare Advantage plan and has a contract with the Federal government. I will need to keep my Medicare Part A and Part B coverage.
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. It is my responsibility to inform you of any prescription drug coverage that I have or may get 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 or under certain special circumstances. Please contact your employer's benefit administrator for more information on times you can enroll.

Health New England Medicare Advantage Employer Group Waiver Plan serves a specific service area. If I move out of the area that Health New England Medicare Advantage Employer Group Waiver Plan 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 a Health New England Medicare Advantage Employer Group Waiver Plan, I have the right to appeal plan decisions about payment or services if I disagree. I will read the Evidence of Coverage document from Health New England Medicare Advantage Employer Group Waiver Plan when I get it to know which rules I must follow in order to get coverage with this Medicare Advantage Employer Group Waiver 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.

I understand that beginning on the date the Health New England Medicare Advantage Employer Group Waiver Plan coverage begins, I must get all of my health care from the Health New England Medicare Advantage Employer Group Waiver Plan, except for emergency or urgently needed services or out-of-area dialysis services. Members enrolled in our Health New England Medicare Plus (HMO), Health New England Medicare Premium (HMO), Health New England Medicare Value (HMO), Health New England Medicare Secure (HMO) and Health New England Medicare Secure 10 (HMO) Employer Group Waiver Plans must use Health New England network providers for all routine medical care. Members enrolled in our Health New England Medicare Secure Freedom (HMO-POS) Point of Service Employer Group Waiver Plan can choose to get routine medical care from network providers or use their Point of Service benefit to get care from non-network providers. Our network providers know what we cover under your benefit plan. They also know what requires prior authorization and will request approval from Health New England on your behalf. Members of the Health New England Medicare Secure Freedom (HMO-POS) Employer Group Waiver Plan who choose to get these services out-of-network are responsible for getting prior authorization from Health New England. Please tell your out-of-network provider that prior authorization is required. The provider may be willing to contact Health New England Member Services for you to get prior authorization. Call Member Services to confirm prior authorization. For a complete list of services that require prior authorization, refer to the Summary of Benefits. Services authorized by Health New England Medicare Advantage Employer Group Waiver Plan and other services contained in my Health New England Medicare Advantage Employer Group Waiver Plan Evidence of Coverage document (also known as a member contract or subscriber agreement) will be covered. Without authorization, **NEITHER MEDICARE NOR THE HEALTH NEW ENGLAND MEDICARE ADVANTAGE EMPLOYER GROUP WAIVER PLAN 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 Health New England Medicare Advantage Employer Group Waiver Plans, he/she may be paid based on my enrollment in Health New England Medicare Advantage Employer Group Waiver Plan.

Release of Information: By joining this Medicare health plan, I acknowledge that the Medicare health plan will release my information to Medicare and other plans as is necessary for treatment, payment and health care operations. I also acknowledge that Health New England Medicare Advantage Employer Group Waiver Plan will release my information including my prescription drug event data to Medicare (if applicable), who may release it for research and other purposes that 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.

Your Signature:	Today's Date:

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

Name:_____

Address:_____

Phone Number: _____

Relationship to Enrollee:_____

This section to be completed by employer.

Group Name:_____

Group/Div#: _____

Effective Date:_____

New enrollment reason:

❒ Annual open enrollment ❒ Retirement ❒ Moved into service area ❒ Other

Employer Signature: _____ Date:_____

Office Use Only:

Name of staff member/agent/broker (if assisted in enrollment):_____

Plan ID #:_____

Effective Date of Coverage: _____

ICEP/IEP: _____ AEP: _____ SEP (type): _____ Not Eligible: _____

Please keep the yellow copy for your records.