



# *Summary of* **Benefits**

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January 1, 2010 — December 31, 2010

**Erickson Advantage<sup>®</sup> Signature without Drugs (HMO-POS)**  
H5754-002

Massachusetts: Essex, Plymouth counties



## **Section I - Introduction to Summary of Benefits**

Thank you for your interest in Erickson Advantage<sup>®</sup> Signature without Drugs (HMO-POS). Our plan is offered by United HealthCare Insurance Company and administered by Evercare Health Plans and Erickson, a Continuing Care Retirement Community. This plan has a point-of-service option (POS). This Summary of Benefits tells you some features of our plan. It doesn't list every service that we cover or list every limitation or exclusion. To get a complete list of our benefits, please call Erickson Advantage Signature without Drugs (HMO-POS) and ask for the "Evidence of Coverage".

### **You Have Choices in Your Health Care**

As a Medicare beneficiary, you can choose from different Medicare options. One option is the Original (fee-for-service) Medicare Plan. Another option is a Medicare health plan, like Erickson Advantage Signature without Drugs (HMO-POS). You may have other options too. You make the choice. No matter what you decide, you are still in the Medicare Program.

You may join or leave a plan only at certain times. Please call Erickson Advantage Signature without Drugs (HMO-POS) at the number listed at the end of this introduction or 1-800-MEDICARE (1-800-633-4227) for more information. TTY/TDD users should call 1-877-486-2048. You can call this number 24 hours a day, 7 days a week.

### **How can I Compare my Options?**

You can compare Erickson Advantage Signature without Drugs (HMO-POS) and the Original Medicare Plan using this Summary of Benefits. The charts in this booklet list some important health benefits. For each benefit, you can see what our plan covers and what the Original Medicare Plan covers.

Our members receive all of the benefits that the Original Medicare Plan offers. We also offer more benefits, which may change from year to year.

### **Where is Erickson Advantage Signature without Drugs (HMO-POS) Available?**

The service area for this plan includes: Essex, Plymouth Counties, MA. You must live in one of these areas to join the plan.

### **Who is Eligible to Join Erickson Advantage Signature without Drugs (HMO-POS)?**

You can join Erickson Advantage Signature without Drugs (HMO-POS) if you are entitled to Medicare Part A and enrolled in Medicare Part B and live in the service area. However, individuals with End Stage Renal Disease are generally not eligible to enroll in Erickson Advantage Signature without Drugs (HMO-POS) unless they are members of our organization and have been since their dialysis began.

### **Can I Choose my Doctors?**

Erickson Advantage Signature without Drugs (HMO-POS) has formed a network of doctors, specialists, and hospitals. You can use any doctor who is part of our network. In some cases, you may also go to doctors outside of our network. The health providers in our network can change at any time.

You can ask for a current Provider Directory or for an up-to-date list visit us at [www.EricksonAdvantage.com](http://www.EricksonAdvantage.com).

Our customer service number is listed at the end of this introduction.

### **What Happens if I Go to a Doctor Who's not in Your Network?**

You can go to doctors, specialists, or hospitals in or out of network. You may have to pay more for the services you receive outside the network, and you may have to follow special rules prior to getting services in and/or out of network. For more information, please call the customer service number at the end of this introduction.

### **Does my Plan Cover Medicare Part B or Part D Drugs?**

Erickson Advantage Signature without Drugs (HMO-POS) does cover Medicare Part B prescription drugs. Erickson Advantage Signature without Drugs (HMO-POS) does NOT cover Medicare Part D prescription drugs.

### **What are my Protections in This Plan?**

All Medicare Advantage Plans agree to stay in the program for a full year at a time. Each year, the plans decide whether to continue for another year. Even if a Medicare Advantage Plan leaves the program, you will not lose Medicare coverage. If a plan decides not to continue, it must send you a letter at least 60 days before your coverage will end. The letter will explain your options for Medicare coverage in your area.

As a member of Erickson Advantage Signature without Drugs (HMO-POS), you have the right to request an organization determination, which includes the right to file an appeal if we deny coverage for an item or service, and the right to file a grievance. You have the right to request an organization determination if you want us to provide or pay for an item or service that you believe should be covered. If we deny coverage for your requested item or service, you have the right to appeal and ask us to review our decision. You may ask us for an expedited (fast) coverage determination or appeal if you believe that waiting for a decision could seriously put your life or health at risk, or affect your ability to regain maximum function. If your doctor makes or supports the expedited request, we must expedite our decision. Finally, you have the right to file a grievance with us if you have any type of problem with us or one of our network providers that does not involve coverage for an item or service. If your problem involves quality of care, you also have the right to file a grievance with the Quality Improvement Organization (QIO) for your state, MassPRO, 1-800-252-5533

### **What Types of Drugs may be Covered Under Medicare Part B?**

Some outpatient prescription drugs may be covered under Medicare Part B. These may include, but are not limited to, the following types of drugs. Contact Erickson Advantage Signature without Drugs (HMO-POS) for more details.

- Some Antigens: If they are prepared by a doctor and administered by a properly instructed person (who could be the patient) under doctor supervision.
- Osteoporosis Drugs: Injectable drugs for osteoporosis for certain women with Medicare.

- Erythropoietin (Epoetin Alfa or Epogen®): By injection if you have end-stage renal disease (permanent kidney failure requiring either dialysis or transplantation) and need this drug to treat anemia.
- Hemophilia Clotting Factors: Self-administered clotting factors if you have hemophilia.
- Injectable Drugs: Most injectable drugs administered incident to a physician's service.
- Immunosuppressive Drugs: Immunosuppressive drug therapy for transplant patients if the transplant was paid for by Medicare, or paid by a private insurance that paid as a primary payer to your Medicare Part A coverage, in a Medicare-certified facility.
- Some Oral Cancer Drugs: If the same drug is available in injectable form.
- Oral Anti-Nausea Drugs: If you are part of an anti-cancer chemotherapeutic regimen.
- Inhalation and Infusion Drugs provided through DME.

## **Plan Ratings**

The Medicare program rates how well plans perform in different categories (for example, detecting and preventing illness, ratings from patients and customer service). If you have access to the web, you may use the web tools on [www.medicare.gov](http://www.medicare.gov) and select "Compare Medicare Prescription Drug Plans" or "Compare Health Plans and Medigap Policies in Your Area" to compare the plan ratings for Medicare plans in your area. You can also call us directly at 1-800-704-7839 to obtain a copy of the plan ratings for this plan. TTY users call 711.

Please call Erickson Advantage® for more information about **Erickson Advantage Signature without Drugs (HMO-POS)**.



Visit us at **[www.EricksonAdvantage.com](http://www.EricksonAdvantage.com)** or, call us:

**Customer Service Hours:**

Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, 8:00 a.m - 8:00 p.m



**Current members** should call toll-free 1-866-314-8188 for questions related to the Medicare Advantage Program.



TTY/TDD: 711



**Prospective members** should call toll-free 1-800-704-7839 for questions related to the Medicare Advantage Program.



TTY/TDD: 711



For more information about **Medicare**, please call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call 24 hours a day, 7 days a week. Or, visit [www.medicare.gov](http://www.medicare.gov) on the web.

If you have special needs, this document may be available in other formats.

## Section II - Summary of Benefits

If you have any questions about this plan's benefits or costs, please contact Erickson Advantage<sup>®</sup> for details.

Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
<b>Important Information</b>		
<p><b>1 Premium and Other Important Information</b></p>	<p>In 2009 the monthly Part B Premium was \$96.40 and will change for 2010 and the yearly Part B deductible amount was \$135 and will change for 2010.</p> <p>If a doctor or supplier does not accept assignment, their costs are often higher, which means you pay more.</p> <p>Most people will pay the standard monthly Part B premium. However, starting January 1, 2010, some people will pay a higher premium because of their yearly income. (For 2009, this amount was \$85,000 for singles, \$170,000 for married couples. This amount may change for 2010.) For more information about Part B premiums based on income, call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778.</p>	<p><b>General</b> \$121 monthly plan premium in addition to your monthly Medicare Part B premium.</p> <p><b>In-Network</b> \$2,500 out-of-pocket limit.</p> <p>This limit includes only Medicare-covered services.</p>
<p><b>2 Doctor and Hospital Choice</b> (For more information, see Emergency - #15 and Urgently Needed Care - #16.)</p>	<p>You may go to any doctor, specialist or hospital that accepts Medicare.</p>	<p><b>In-Network</b> No referral required for network doctors, specialists, and hospitals.</p>

Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
<b>Inpatient Care</b>		
<p><b>③ Inpatient Hospital Care</b> (includes Substance Abuse and Rehabilitation Services)</p>	<p>In 2009 the amounts for each benefit period were:</p> <ul style="list-style-type: none"> <li>• Days 1 - 60: \$1068 deductible</li> <li>• Days 61 - 90: \$267 per day</li> <li>• Days 91 - 150: \$534 per lifetime reserve day</li> </ul> <p>These amounts will change for 2010.</p> <p>Call 1-800-MEDICARE (1-800-633-4227) for information about lifetime reserve days.</p> <p>Lifetime reserve days can only be used once.</p> <p>A "benefit period" starts the day you go into a hospital or skilled nursing facility. It ends when you go for 60 days in a row without hospital or skilled nursing care. If you go into the hospital after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period. There is no limit to the number of benefit periods you can have.</p>	<p><b>In-Network</b> For Medicare-covered hospital stays: Days 1 - 90: \$0 copay per day \$0 copay for each additional hospital day. No limit to the number of days covered by the plan each benefit period.</p>
<p><b>④ Inpatient Mental Health Care</b></p>	<p>Same deductible and copay as inpatient hospital care (see "Inpatient Hospital Care" above).</p> <p>190 day lifetime limit in a Psychiatric Hospital.</p>	<p><b>In-Network</b> \$0 copay You get up to 190 days in a Psychiatric Hospital in a lifetime.</p>
<p><b>⑤ Skilled Nursing Facility (SNF)</b> (in a Medicare-certified skilled nursing facility)</p>	<p>In 2009 the amounts for each benefit period after at least a 3-day covered hospital stay were:</p> <ul style="list-style-type: none"> <li>• Days 1 - 20: \$0 per day</li> <li>• Days 21 - 100: \$133.50 per day</li> </ul> <p>These amounts will change for 2010.</p>	<p><b>In-Network</b> For Medicare-covered SNF stays: Days 1 - 20: \$0 copay per day Days 21 - 54: \$75 copay per day Days 55 - 100: \$0 copay per day</p>

Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
<b>Inpatient Care (continued)</b>		
	<p>100 days for each benefit period.</p> <p>A "benefit period" starts the day you go into a hospital or SNF. It ends when you go for 60 days in a row without hospital or skilled nursing care. If you go into the hospital after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period. There is no limit to the number of benefit periods you can have.</p>	<p>Plan covers up to 100 days each benefit period</p> <p>No prior hospital stay is required.</p>
<p><b>6 Home Health Care</b> (includes medically necessary intermittent skilled nursing care, home health aide services, and rehabilitation services, etc.)</p>	<p>\$0 copay.</p>	<p><b>In-Network</b></p> <p>\$0 copay for each Medicare-covered home health visit.</p> <p>\$0 copay for respite care.</p>
<p><b>7 Hospice</b></p>	<p>You pay part of the cost for outpatient drugs and inpatient respite care.</p> <p>You must get care from a Medicare-certified hospice.</p>	<p><b>General</b></p> <p>You must get care from a Medicare-certified hospice.</p>
<b>Outpatient Care</b>		
<p><b>8 Doctor Office Visits</b></p>	<p>20% coinsurance</p>	<p><b>General</b></p> <p>See "Physical Exams," for more information.</p> <p><b>In-Network</b></p> <p>\$0 copay for each primary care doctor visit for Medicare-covered benefits.</p> <p>\$30 copay for each in-area, network urgent care Medicare-covered visit.</p> <p>\$30 copay for each specialist visit for Medicare-covered benefits.</p>

Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
<b>Outpatient Care (continued)</b>		
<b>9 Chiropractic Services</b>	Routine care not covered 20% coinsurance for manual manipulation of the spine to correct subluxation (a displacement or misalignment of a joint or body part) if you get it from a chiropractor or other qualified providers.	<b>In-Network</b> \$30 copay for each Medicare-covered visit. Medicare-covered chiropractic visits are for manual manipulation of the spine to correct subluxation (a displacement or misalignment of a joint or body part) if you get it from a chiropractor or other qualified providers.
<b>10 Podiatry Services</b>	Routine care not covered. 20% coinsurance for medically necessary foot care, including care for medical conditions affecting the lower limbs.	<b>In-Network</b> \$0 copay for each Medicare-covered visit. \$0 copay for up to 6 routine visit(s) every year Medicare-covered podiatry benefits are for medically-necessary foot care.
<b>11 Outpatient Mental Health Care</b>	45% coinsurance for most outpatient mental health services.	<b>In-Network</b> \$0 copay for each Medicare-covered individual or group therapy visit. \$30 copay for each Medicare-covered individual or group therapy visit with a psychiatrist.
<b>12 Outpatient Substance Abuse Care</b>	20% coinsurance	<b>In-Network</b> \$30 copay for Medicare-covered individual or group visits.
<b>13 Outpatient Services/Surgery</b>	20% coinsurance for the doctor 20% of outpatient facility charges	<b>In-Network</b> \$100 copay for each Medicare-covered ambulatory surgical center visit. \$100 copay for each Medicare-covered outpatient hospital facility visit.
<b>14 Ambulance Services</b> (medically necessary ambulance services)	20% coinsurance	<b>In-Network</b> \$0 copay for Medicare-covered ambulance benefits.

Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
<b>Outpatient Care (continued)</b>		
<b>15 Emergency Care</b> (You may go to any emergency room if you reasonably believe you need emergency care.)	20% coinsurance for the doctor 20% of facility charge, or a set copay per emergency room visit You don't have to pay the emergency room copay if you are admitted to the hospital for the same condition within 3 days of the emergency room visit. NOT covered outside the U.S. except under limited circumstances.	<b>General</b> \$50 copay for Medicare-covered emergency room visits. Worldwide coverage. If you are admitted to the hospital within 24-hour(s) for the same condition, you pay \$0 for the emergency room visit
<b>16 Urgently Needed Care</b> (This is NOT emergency care, and in most cases, is out of the service area.)	20% coinsurance, or a set copay NOT covered outside the U.S. except under limited circumstances.	<b>General</b> \$30 copay for Medicare-covered urgently needed care visits.
<b>17 Outpatient Rehabilitation Services</b> (Occupational Therapy, Physical Therapy, Speech and Language Therapy)	20% coinsurance	<b>In-Network</b> \$0 copay for Medicare-covered Occupational Therapy visits. \$0 copay for Medicare-covered Physical and/or Speech/Language Therapy visits.
<b>Outpatient Medical Services and Supplies</b>		
<b>18 Durable Medical Equipment</b> (includes wheelchairs, oxygen, etc.)	20% coinsurance	<b>In-Network</b> 20% of the cost for Medicare-covered items.
<b>19 Prosthetic Devices</b> (includes braces, artificial limbs and eyes, etc.)	20% coinsurance	<b>In-Network</b> 20% of the cost for Medicare-covered items.

Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
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**Outpatient Medical Services and Supplies (continued)**

<p><b>20 Diabetes Self-Monitoring Training, Nutrition Therapy, and Supplies</b> (includes coverage for glucose monitors, test strips, lancets, screening tests, and self-management training)</p>	<p>20% coinsurance</p> <p>Nutrition therapy is for people who have diabetes or kidney disease (but aren't on dialysis or haven't had a kidney transplant) when referred by a doctor. These services can be given by a registered dietitian or include a nutritional assessment and counseling to help you manage your diabetes or kidney disease.</p>	<p><b>In-Network</b></p> <p>\$0 copay for Diabetes self-monitoring training.</p> <p>\$0 copay for Nutrition Therapy for Diabetes.</p> <p>20% of the cost for Diabetes supplies.</p>
<p><b>21 Diagnostic Tests, X-Rays, Lab Services, and Radiology Services</b></p>	<p>20% coinsurance for diagnostic tests and x-rays</p> <p>\$0 copay for Medicare-covered lab services</p> <p>Lab Services: Medicare covers medically necessary diagnostic lab services that are ordered by your treating doctor when they are provided by a Clinical Laboratory Improvement Amendments (CLIA) certified laboratory that participates in Medicare. Diagnostic lab services are done to help your doctor diagnose or rule out a suspected illness or condition. Medicare does not cover most routine screening tests, like checking your cholesterol.</p>	<p><b>In-Network</b></p> <p>\$0 copay for Medicare-covered lab services.</p> <p>\$0 to \$30 copay for Medicare-covered diagnostic procedures and tests.</p> <p>\$0 copay for Medicare-covered X-rays.</p> <p>\$100 copay for Medicare-covered diagnostic radiology services.</p> <p>\$30 copay for Medicare-covered therapeutic radiology services.</p>

**Preventive Services**

<p><b>22 Bone Mass Measurement</b> (for people with Medicare who are at risk)</p>	<p>20% coinsurance</p> <p>Covered once every 24 months (more often if medically necessary) if you meet certain medical conditions.</p>	<p><b>In-Network</b></p> <p>\$0 copay for Medicare-covered bone mass measurement.</p>
<p><b>23 Colorectal Screening Exams</b> (for people with Medicare age 50 and older)</p>	<p>20% coinsurance</p> <p>Covered when you are high risk or when you are age 50 and older.</p>	<p><b>In-Network</b></p> <p>\$0 copay for Medicare-covered colorectal screenings.</p>

Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
<b>Preventive Services (continued)</b>		
<b>24 Immunizations</b> (Flu vaccine, Hepatitis B vaccine - for people with Medicare who are at risk, Pneumonia vaccine)	\$0 copay for Flu and Pneumonia vaccines 20% coinsurance for Hepatitis B vaccine You may only need the Pneumonia vaccine once in your lifetime. Call your doctor for more information.	<b>In-Network</b> \$0 copay for Flu and Pneumonia vaccines. No referral needed for Flu and pneumonia vaccines. \$0 copay for Hepatitis B vaccine.
<b>25 Mammograms (Annual Screening)</b> (for women with Medicare age 40 and older)	20% coinsurance No referral needed. Covered once a year for all women with Medicare age 40 and older. One baseline mammogram covered for women with Medicare between age 35 and 39.	<b>In-Network</b> \$0 copay for Medicare-covered screening mammograms.
<b>26 Pap Smears and Pelvic Exams</b> (for women with Medicare)	\$0 copay for Pap smears Covered once every 2 years. Covered once a year for women with Medicare at high risk. 20% coinsurance for Pelvic Exams	<b>In-Network</b> \$0 copay for Medicare-covered pap smears and pelvic exams
<b>27 Prostate Cancer Screening Exams</b> (for men with Medicare age 50 and older)	20% coinsurance for the digital rectal exam. \$0 for the PSA test; 20% coinsurance for other related services. Covered once a year for all men with Medicare over age 50.	<b>In-Network</b> \$0 copay for Medicare-covered prostate cancer screening.
<b>28 End-Stage Renal Disease</b>	20% coinsurance for renal dialysis 20% coinsurance for Nutrition Therapy for End-Stage Renal Disease Nutrition therapy is for people who have diabetes or kidney disease (but aren't on dialysis or haven't had a kidney transplant) when referred by a doctor. These services can be given by a registered dietitian or include a nutritional assessment and	<b>In-Network</b> \$0 copay for renal dialysis \$0 copay for Nutrition Therapy for End-Stage Renal Disease.

Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
<b>Preventive Services (continued)</b>		
	counseling to help you manage your diabetes or kidney disease.	
<b>29 Prescription Drugs</b>	Most drugs are not covered under Original Medicare. You can add prescription drug coverage to Original Medicare by joining a Medicare Prescription Drug Plan, or you can get all your Medicare coverage, including prescription drug coverage, by joining a Medicare Advantage Plan or a Medicare Cost Plan that offers prescription drug coverage.	<p><b>Drugs covered under Medicare Part B General</b> Most drugs not covered.</p> <p>\$0 copay for Part B-covered chemotherapy drugs and other Part B-covered drugs.</p> <p><b>Drugs covered under Medicare Part D General</b> This plan does not offer prescription drug coverage.</p>
<b>30 Dental Services</b>	Preventive dental services (such as cleaning) not covered.	<p><b>In-Network</b> \$30 copay for Medicare-covered dental benefits.</p> <p>\$30 copay for an office visit that includes:</p> <ul style="list-style-type: none"> <li>▪ up to 1 oral exam(s) every six months</li> <li>▪ up to 1 cleaning(s) every six months</li> <li>▪ up to 1 dental x-ray(s) every year</li> </ul>
<b>31 Hearing Services</b>	<p>Routine hearing exams and hearing aids not covered.</p> <p>20% coinsurance for diagnostic hearing exams.</p>	<p><b>In-Network</b></p> <ul style="list-style-type: none"> <li>▪ \$30 copay for Medicare-covered diagnostic hearing exams</li> <li>▪ \$30 copay for up to 1 routine hearing test(s) every year</li> <li>▪ \$0 copay per hearing aid</li> </ul> <p>\$160 limit for hearing aids every two years.</p>
<b>32 Vision Services</b>	<p>20% coinsurance for diagnosis and treatment of diseases and conditions of the eye.</p> <p>Routine eye exams and glasses not covered.</p> <p>Medicare pays for one pair of eyeglasses or contact lenses after cataract surgery.</p> <p>Annual glaucoma screenings covered for people at risk.</p>	<p><b>In-Network</b></p> <ul style="list-style-type: none"> <li>▪ \$0 copay for one pair of eyeglasses or contact lenses after cataract surgery.</li> <li>▪ \$30 copay for exams to diagnose and treat diseases and conditions of the eye.</li> <li>▪ \$30 copay for up to 1 routine eye exam(s) every year</li> <li>▪ \$0 copay for contacts</li> <li>▪ \$0 copay for up to 1 pair(s) of lenses every two years</li> <li>▪ \$0 copay for up to 1 frame(s) every two years</li> </ul>

Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
<b>Preventive Services (continued)</b>		
		\$100 limit for eye wear every two years.
<b>33 Physical Exams</b>	<p>20% coinsurance for one exam within the first 12 months of your new Medicare Part B coverage</p> <p>When you get Medicare Part B, you can get a one time physical exam within the first 12 months of your new Part B coverage. The coverage does not include lab tests.</p>	<p><b>In-Network</b></p> <p>\$0 copay for routine exams.</p> <p>Limited to 1 exam(s) every year.</p> <p>\$0 copay for Medicare-covered benefits.</p>
<b>Health/Wellness Education</b>	<p>Smoking Cessation: Covered if ordered by your doctor. Includes two counseling attempts within a 12-month period if you are diagnosed with a smoking-related illness or are taking medicine that may be affected by tobacco. Each counseling attempt includes up to four face-to-face visits. You pay coinsurance, and Part B deductible applies.</p>	<p><b>In-Network</b></p> <p>The plan covers the following health/wellness education benefits:</p> <ul style="list-style-type: none"> <li>▪ Health Club Membership/Fitness Classes</li> <li>▪ Other Wellness Benefits</li> </ul> <p>\$0 copay for each Medicare-covered smoking cessation counseling session.</p>
<b>Transportation (Routine)</b>	Not covered.	<p><b>In-Network</b></p> <p>\$0 copay for up to 24 one-way trip(s) to plan approved location every year.</p>
<b>Acupuncture</b>	Not covered.	<p><b>In-Network</b></p> <p>This plan does not cover Acupuncture.</p>
<b>Point of Service</b>	You may go to any doctor, specialist or hospital that accepts Medicare.	<p><b>Out-of-Network</b></p> <p>Point of Service coverage is available for the following benefits:</p> <ul style="list-style-type: none"> <li>▪ Inpatient Hospital Care</li> <li>▪ Inpatient Mental Health Care</li> <li>▪ Skilled Nursing Facility (SNF)</li> <li>▪ Home Health Care</li> <li>▪ Doctor Office Visits</li> <li>▪ Chiropractic Services</li> <li>▪ Podiatry Services</li> <li>▪ Outpatient Mental Health Care</li> <li>▪ Outpatient Substance Abuse Care</li> <li>▪ Outpatient Services/Surgery</li> <li>▪ Ambulance Services</li> </ul>

Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
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**Preventive Services (continued)**

		<ul style="list-style-type: none"> <li>▪ Outpatient Rehabilitation Services</li> <li>▪ Durable Medical Equipment</li> <li>▪ Prosthetic Devices</li> <li>▪ Diabetes Self-Monitoring Training, Nutrition Therapy, and Supplies</li> <li>▪ Diagnostic Tests, X-Rays, Lab Services, and Radiology Services</li> <li>▪ Bone Mass Measurement</li> <li>▪ Colorectal Screening Exam</li> <li>▪ Immunizations</li> <li>▪ Mammograms (Annual Screenings)</li> <li>▪ Pap Smears and Pelvic Exams</li> <li>▪ Prostate Cancer Screening Exams</li> <li>▪ Dental Services</li> <li>▪ Hearing Services</li> <li>▪ Vision Services</li> <li>▪ Physical Exams</li> <li>▪ Health/Wellness Education</li> <li>▪ Comprehensive Outpatient Rehabilitation Facility (CORF)</li> <li>▪ Partial Hospitalization</li> <li>▪ Other Health Care Professional Services</li> <li>▪ Diagnostic Radiological Services</li> <li>▪ Therapeutic Radiological Services</li> <li>▪ Outpatient X-Rays</li> <li>▪ Cardiac Rehabilitation Services</li> <li>▪ Outpatient Blood</li> <li>▪ Nutrition Therapy for Diabetes and Renal Disease</li> </ul> <p>30% of the cost per hospital stay.</p> <p>30% of the cost per Inpatient Psychiatric Hospital stay.</p> <p>30% of the cost for each SNF stay.</p> <p>30% of the cost for</p> <ul style="list-style-type: none"> <li>▪ Home Health Care</li> <li>▪ Doctor Office Visits</li> <li>▪ Chiropractic Services</li> <li>▪ Podiatry Services</li> <li>▪ Outpatient Mental Health Care</li> <li>▪ Outpatient Substance Abuse Care</li> <li>▪ Outpatient Services/Surgery</li> <li>▪ Ambulance Services</li> <li>▪ Outpatient Rehabilitation Services</li> <li>▪ Durable Medical Equipment</li> <li>▪ Prosthetic Devices</li> </ul>
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Benefit	Original Medicare	Erickson Advantage Signature without Drugs (HMO-POS)
<b>Preventive Services (continued)</b>		
		<ul style="list-style-type: none"> <li>▪ Diabetes Self-Monitoring Training, Nutrition Therapy, and Supplies</li> <li>▪ Diagnostic Tests, X-Rays, Lab Services, and Radiology Services</li> <li>▪ Bone Mass Measurement</li> <li>▪ Colorectal Screening Exam</li> <li>▪ Immunizations</li> <li>▪ Mammograms (Annual Screenings)</li> <li>▪ Pap Smears and Pelvic Exams</li> <li>▪ Prostate Cancer Screening Exams</li> <li>▪ Dental Services</li> <li>▪ Hearing Services</li> <li>▪ Vision Services</li> <li>▪ Physical Exams</li> <li>▪ Health/Wellness Education</li> <li>▪ CORF</li> <li>▪ Partial Hospitalization</li> <li>▪ Other Health Care Professional Services</li> <li>▪ Diagnostic Radiological Services</li> <li>▪ Therapeutic Radiological Services</li> <li>▪ Outpatient X-Rays</li> <li>▪ Cardiac Rehabilitation Services</li> <li>▪ Outpatient Blood</li> <li>▪ Nutrition Therapy for Diabetes and Renal Disease</li> </ul> <p>\$0 to \$30 copay [or 0% to 30% of the cost] for</p> <ul style="list-style-type: none"> <li>▪ Doctor Office Visits</li> </ul> <p>\$0 copay for</p> <ul style="list-style-type: none"> <li>▪ Flu and Pneumonia vaccines</li> </ul>

## Section III - Additional Plan Information

Section III provides additional clarification to the benefit category information included in Section II. You can also reference the Plan Benefits Guide, included in this kit, for additional benefit information such as:

- Memory Fitness.
- Falls Prevention.

For this plan:

- If you go to a doctor, specialist or hospital outside the plan’s network, you don’t need a referral.
- The Point of Service (POS) benefit includes coverage for Medicare-covered services in the listed benefit categories. Generally, services that are not covered by Medicare are not covered under the Point of Service benefit.

Benefit Category	Erickson Advantage Signature without Drugs (HMO-POS)
<b>① Premium and Other Important Information (Out-of-Pocket Maximum)</b>	<b>In-Network</b> All in-network Medicare-covered services apply to the in-network, out-of-pocket maximum limit.
<b>⑥ Home Health Care, Respite Care</b>	<b>In-Network</b> \$0 copayment for up to 4 days of respite care per calendar year.
<b>⑧ Doctor Office Visits</b>	<b>In-Network</b> \$0 copayment for each primary care doctor visit for Medicare-covered benefits. \$30 copayment for each in-area urgent care Medicare-covered visit. \$30 copayment for each specialist visit for Medicare-covered benefits. <b>Out-of-Network</b> 30% coinsurance for each primary care doctor visit for Medicare-covered benefits. \$30 copayment for each urgent care Medicare-covered visit. 30% coinsurance for each specialist visit for Medicare-covered benefits.
<b>⑩ Podiatry Services</b>	<b>In-Network</b> \$0 copayment per visit for up to 6 routine visits per year. Visits are combined in and out-of-network. <b>Out-of-Network</b> 30% coinsurance per visit for up to 6 routine visits per year. Visits are combined in and out-of-network.

Benefit Category	Erickson Advantage Signature without Drugs (HMO-POS)
<b>②① Diagnostic Tests, X-Rays, Lab Services and Radiology Services</b>	<p><b>In-Network</b> \$0 copayment for each cardiovascular disease test.</p> <p><b>Out-of-Network</b> 30% coinsurance for each cardiovascular disease test.</p>
<b>②⑨ Prescription Drugs, Part B Drugs</b>	<p><b>In-Network</b> \$0 copayment for Medicare-covered Part B drugs.</p> <p><b>Out-of-Network</b> 30% coinsurance for Medicare-covered Part B drugs.</p>
<b>③⑩ Dental Services</b>	<p><b>In-Network</b> \$30 copayment for Medicare-covered services.</p> <p>\$30 copayment for office visits for preventive dental services. \$0 copayment for bite wing X-rays once every year.</p> <p><b>Out-of-Network</b> 30% coinsurance for Medicare-covered services.</p>
<b>③① Hearing Services</b>	<p><b>In-Network</b> <b>Routine Hearing Exam:</b> \$30 copayment for each exam, limited to 1 exam every year, combined in and out-of-network.</p> <p><b>Hearing Aids:</b> Up to \$160 for hearing aids every 2 years. Benefit is combined in and out-of-network.</p> <p><b>Out-of-Network</b> <b>Routine Hearing Exam:</b> 30% coinsurance for each exam, limited to 1 exam every year, combined in and out-of-network.</p> <p><b>Hearing Aids:</b> Up to \$160 for hearing aids every 2 years. Benefit is combined in and out-of-network.</p>

Benefit Category	Erickson Advantage Signature without Drugs (HMO-POS)
<p>③② <b>Vision Services</b></p>	<p><b>In-Network</b></p> <p><b>Routine Eye Exam:</b> \$30 copayment for each exam, limited to 1 eye exam(s) every year, in and out-of-network.</p> <p><b>Routine Eyewear:</b> Up to \$100 every 2 years for one pair of eyeglasses or unlimited contact lenses. Benefit is combined in and out-of-network.</p> <p><b>Out-of-Network</b></p> <p><b>Routine Eye Exam:</b> 30% coinsurance limited to 1 eye exam(s) every year, in or out-of-network.</p> <p><b>Medicare-Covered Eyewear:</b> \$0 copayment for 1 pair of eyeglasses or contact lenses (after cataract surgery) purchased from a non-network provider.</p> <p><b>Routine Eyewear:</b> Plan pays up to \$100 every 2 years toward the purchase of 1 pair of eyeglasses or unlimited contact lenses. Benefit is combined in and out-of-network.</p>

# Member Appeals and Grievances Process

Members of our Medicare Advantage health plans have the right to request an organization determination including the right to file an appeal and the right to file a grievance. Medicare Advantage health plan organizations must identify, track, resolve and report all activity related to an appeal or grievance.

## Medicare Advantage Member Appeals

### **What is an Appeal?**

An appeal is a type of request you make when you want us to reconsider a decision concerning coverage of a service or the amount your health plan pays or will pay for a service. The initial decision concerning medical care or services is called an “organization determination.”

### **When can an Appeal be filed?**

You may file an appeal within 60 calendar days of the date of the initial organization determination. The 60-day limit may be extended for good cause. Include in your written request the reason why you could not file within the 60-day timeframe.

### **Who can file an Appeal?**

You may file an appeal or someone else may file an appeal on your behalf. You must appoint the individual to act as your representative to file the appeal for you. To learn how to name a representative, contact Customer Service.

### **How can an Appeal be filed?**

An appeal must be filed in writing directly to us. You may call Customer Service for additional information. Refer to Section I of the Summary of Benefits for the Customer Service address and phone number.

### **Fast Reviews**

You have the right to request and receive fast decisions affecting your medical treatment in “time-sensitive” situations. A situation is time-sensitive if waiting for a decision to be made within the standard timeframe could seriously harm your health or your ability to function. If your doctor provides a written or oral statement supporting your need of a fast review we will automatically give you a fast review. A decision will be issued as quickly as possible but no later than 72 hours after receiving the request.

## Medicare Advantage Member Grievances

### **What is a Grievance?**

A grievance is a complaint that doesn’t involve coverage for an item or service by your health plan or a contracting medical provider. If your grievance involves quality of care, you have the right to file a grievance with the Quality Improvement Organization (QIO) of your state. Refer to Section I of the Summary of Benefits for the name and phone number of the QIO in your state.

### **When can a Grievance be filed?**

You may file a grievance within 60 calendar days of the date of the event causing the grievance. The 60-day limit may be extended for good cause. Include in your written request the reason why you could not file within the 60-day timeframe. There is no time limit for complaints concerning quality of care.

### **Who can file a Grievance?**

You may file a grievance or someone else may file a grievance on your behalf. You must appoint the individual to act as your representative to file the grievance for you. To learn how to name a representative, contact Customer Service.

### **How can a Grievance be filed?**

A grievance may be filed in writing or verbally by contacting Customer Service. Refer to Section I of the Summary of Benefits for the Customer Service address and phone number.

### **Fast Grievances**

You have the right to file a fast grievance. We will respond to fast grievances within 24 hours of receipt. You may file a fast grievance if you disagree with our decision to deny your request for a fast review. You may also file a fast grievance if we notify you that we are extending our timeframe to make an organization determination or reconsideration decision.

## For Members with Medicare Part D Drug Coverage through our Plan

### **Coverage Determinations**

We will make an initial decision as to whether or not we will provide the Part D drug you are requesting or pay for the Part D drug you already received. This initial decision is called a “coverage determination.”

### **Exceptions**

You or your doctor may ask us to make an exception to our Part D coverage determination. You may request an exception if you believe you need a drug that is not on our list of covered drugs or believe you should get a non-preferred drug at a lower out-of-pocket cost. Generally, we will only approve your request for an exception if the alternative Part D drug is included in your plan’s formulary or the Part D drug in the preferred tier would not be as effective in treating your condition and/or would cause you to have adverse medical effects. **Your doctor or other prescriber must submit a statement supporting your exception request.** In order to help us make a decision more quickly, the supporting medical information from your doctor or other prescriber should be sent to us with the exception request. If we approve your exception request for a Part D non-formulary drug, you can’t request an exception to the copayment or coinsurance amount we require you to pay for the drug. If you think you need an exception, you should contact us before you try to fill your prescription at a pharmacy.

### **Part D Drug Appeals**

If you are getting Medicare prescription Part D drug coverage through our plan you have the right to file an appeal. This includes the right to appeal our decision regarding your exception request. Follow the process outlined above to file an appeal. An appeal concerning coverage determinations must be filed in writing directly to us.

### **Part D Drug Grievances**

If you are getting Medicare prescription Part D drug coverage through our plan, you have the right to file a grievance. Follow the process outlined above to file a grievance concerning your Part D prescription drug coverage.





**Enrollment Information:**  
**1-800-704-7839**

8:30 a.m. - 5 p.m. local time, Monday - Friday



**TTY:**  
**711**

8:30 a.m. - 5 p.m. local time, Monday - Friday



**Visit our Web site at:**  
**[www.EricksonAdvantage.com](http://www.EricksonAdvantage.com)**

A UnitedHealthcare® Medicare Solution

This document is available in alternative formats. You must continue to pay your Medicare Part B premium if not otherwise paid for under Medicaid or by another third party. You must have Medicare Parts A and B, and must reside in the service area of the plan. Erickson Advantage is available to all Medicare beneficiaries residing in (Charlestown, Oak Crest, Riderwood, Greenspring, Ann's Choice, Seabrook, Cedar Crest, Linden Ponds, Brooksby, Henry Ford, Fox Run, Monarch Landing, Sedgebrook, Highland Springs, Eagle's Trace, Maris Grove, Tall Grass Creek, Wind Crest) and other communities built and managed by Erickson. To obtain preferred Erickson Advantage benefits, you must receive primary medical care from an Erickson Health Medical Group physician. Your costs may be higher if you use non-plan providers. Not all benefits are covered if received from non-plan providers. Your ability to enroll may be limited to certain times of the year. For more information contact Member Services at 1-800-704-7839 or TTY/TDD 1-888-336-6036 Monday-Friday, 8:30 a.m. -5:00 p.m. local time. The Medicare Prescription Drug Benefit is only available to enrollees of this Erickson Advantage MA-PD plan. If you are already enrolled in a MA-PD plan, you must receive the Medicare Prescription Drug Benefit through that plan. 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: 1-800-MEDICARE (1-800-633-4227). TTY/TDD users should call 1-877-486-2048, 24 hours a day/7 days a week; the Social Security Administration at 1-800-772-1213 between 7 a.m. and 7 p.m., Monday through Friday. TTY/TDD users should call-1-800-325-0778; or your State Medicaid Office. Medicare beneficiaries may enroll in Erickson Advantage plans through the Centers for Medicare & Medicaid Services Online Enrollment Center, located at [www.medicare.gov](http://www.medicare.gov). For more information contact Erickson Advantage at 1-800-704-7839. TTY users can call: 711 Monday through Friday, 8:30 a.m. to 5:00 p.m. EST. To receive the highest level of benefit you must use contracted network pharmacies to access your prescription drug benefit except in the case of emergency. You may obtain your prescriptions from pharmacies outside the contracted network at a reduced benefit. The pharmacy network includes retail, mail order, long-term care, home infusion and I/T/U (Indian Health Service, Tribes or Urban Indian) pharmacy services. For information about mail order, names and addresses of network pharmacies or for more information call 1-800-704-7839, or TTY 711, 7 days a week, 8:00 a.m. to 8:00 p.m. local time. Or write to us at: Erickson Advantage, PO Box 29675, Hot Springs, AR 71903-9675. Or go to [www.EricksonAdvantage.com](http://www.EricksonAdvantage.com). The plan's contract with CMS is renewed annually. Availability of coverage beyond the end of the current contract year is not guaranteed. Benefits may vary by county and plan. Erickson Advantage is a Medicare Advantage demonstration project administered by Evercare®, offered by UnitedHealthcare Insurance Company, a Medicare Advantage organization with a Medicare contract. Benefits may vary by county and plan. The Erickson Advantage Health Plan has received authorization from Medicare to continue as a Medicare Demonstration Plan through the end of 2010. Erickson community residents may continue to enroll in Erickson Health Plans now and throughout 2010.

Erickson is currently seeking through Congress, to have permanent health plan status granted to Erickson Advantage. Medicare has advised Erickson Advantage that the Demonstration Plans will end December 31, 2010. Erickson Advantage would continue to be available after 2010 only if Congress authorizes such plans. If Erickson Advantage does not achieve permanent status by that time, assistance will be provided to Erickson Advantage members in the selection of alternate health insurance coverage.

