

TUFTS MEDICARE PREFERRED HMO PLANS | 2017

Summary of Benefits

Employer Group

Tufts Medicare Preferred HMO Prime No Rx

The benefit information provided is a summary of what we cover and what you pay. It does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, please call Customer Relations to request the “Evidence of Coverage”, or visit tuftsmedicarepreferred.org.

Effective January 1, 2017–December 31, 2017
46-EGHMOPRIMENORXS-17



SUMMARY OF BENEFITS

January 1, 2017 – December 31, 2017

You have choices about how to get your Medicare benefits

- One choice is to get your Medicare benefits through Original Medicare (fee-for-service Medicare). Original Medicare is run directly by the Federal government.
- Another choice is to get your Medicare benefits by joining a Medicare health plan (such as Tufts Medicare Preferred HMO Prime No Rx).

Tips for comparing your Medicare choices

This Summary of Benefits booklet gives you a summary of what Tufts Medicare Preferred HMO Prime No Rx covers and what you pay.

- If you want to compare our plan with other Medicare health plans, ask the other plans for their Summary of Benefits booklets. Or, use the Medicare Plan Finder on <http://www.medicare.gov>.
- If you want to know more about the coverage and costs of Original Medicare, look in your current “Medicare & You” handbook. 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.

Things to Know About Tufts Medicare Preferred HMO Prime No Rx

Hours of operation

- From October 1 to February 14, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. Eastern time.
- From February 15 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern time.

Tufts Medicare Preferred HMO Prime No Rx phone numbers and website

- If you are a member of this plan, call toll-free 1-800-701-9000.
- If you are not a member of this plan, call toll-free 1-800-936-1902.
- Our website: tuftsmedicarepreferred.org

Who can join?

To join Tufts Medicare Preferred HMO Prime No Rx, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area.

Our service area includes the following counties in Massachusetts: Barnstable, Bristol, Essex, Hampden, Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, and Worcester.

Which doctors, hospitals, and pharmacies can I use?

Tufts Medicare Preferred HMO Prime No Rx has a network of doctors, hospitals, pharmacies, and other providers. If you use the providers that are not in our network, the plan may not pay for these services.

You must generally use network pharmacies to fill your prescriptions for covered Part D drugs. You can see our plan’s provider directory at our website (tuftsmedicarepreferred.org). You can see our plan’s pharmacy directory at our website (tuftsmedicarepreferred.org). Or, call us and we will send you a copy of the provider and pharmacy directories.

This document is available in other formats such as Braille and large print.

Referral Circles

Your PCP works with certain plan specialists, called a “referral circle,” to provide the medical care you need. Your PCP will provide most of your care and will help arrange the rest of the covered services you get as a plan member. In most cases, you must get a referral from your PCP before you see any other health care provider. This means you will not have access to the entire Tufts Medicare Preferred HMO network, except in emergency or urgent care situations or for out-of-area renal dialysis.

What do we cover?

Like all Medicare health plans, we cover everything that Original Medicare covers - and more.

- Our plan members get all of the benefits covered by Original Medicare. For some of these benefits, you may pay more in our plan than you would in Original Medicare. For others, you may pay less.
- Our plan members also get more than what is covered by Original Medicare. Some of the extra benefits are outlined in this booklet.

Monthly Plan Premium

Please see your employer for your premium amount.

What You Should Know

In addition, you must keep paying your Medicare Part B premium.

Deductible

\$300 per year for inpatient hospital care

Maximum Out-of-Pocket Responsibility (*does not include prescription drugs*)

\$3,400 annually

What You Should Know

Like all Medicare health plans, our plan protects you by having yearly limits on your out-of-pocket costs for medical and hospital care. If you reach the limit on out-of-pocket costs, you keep getting covered hospital and medical services and we will pay the full cost for the rest of the year. Please note that you will still need to pay your monthly premiums (and cost-sharing for your Part D prescription drugs if applicable).

INPATIENT AND OUTPATIENT CARE AND SERVICES

Inpatient Hospital Coverage

\$300 annual deductible, then you pay nothing

What You Should Know

Our plan covers an unlimited number of days for an inpatient hospital stay. You will not pay more than \$300 for inpatient hospital covered services in a calendar year.

Doctor's Visits

Primary care physician

\$0-10 copay per visit, depending on the service

Specialist

\$15 copay per visit

What You Should Know

Before you receive services from a specialist, you must obtain a referral from your PCP.

Preventive Care

You pay nothing

What You Should Know

Any additional preventive services approved by Medicare during the contract year will be covered.

INPATIENT AND OUTPATIENT CARE AND SERVICES

Emergency Care	
	\$50 copay per visit
<i>What You Should Know</i>	If you are admitted to the hospital within 24 hours, you do not have to pay your share of the cost for emergency care. Your plan includes worldwide coverage for emergency care.
Urgently Needed Services	
	\$10-15 copay per visit, depending on the service
<i>What You Should Know</i>	Urgently needed care may be furnished by in-network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible. Your plan includes worldwide coverage for urgently needed care.
Diagnostic Services/Labs/Imaging	
Diagnostic radiology services (such as MRIs, CT scans)	You pay nothing
Diagnostic tests and procedures	You pay nothing
Lab services	You pay nothing
Outpatient X-rays	You pay nothing
Hearing Services	
Exam to diagnose and treat hearing and balance issues	\$15 copay per visit
Routine hearing exam (for up to 1 every year)	\$15 copay per visit
Hearing Aids	Up to \$500 every three years toward the purchase or repair of hearing aids
<i>What You Should Know</i>	Before you receive a diagnostic hearing exam from a specialist, you must obtain a referral from your PCP.
Dental Services	
	\$15 copay per visit
<i>What You Should Know</i>	Limited dental services (this does not include preventive dental services such as cleaning, routine dental exams, and dental x-rays)

INPATIENT AND OUTPATIENT CARE AND SERVICES

Vision Services

Routine eye exam (<i>for up to 1 every year</i>)	\$15 copay per visit
Exam to diagnose and treat diseases and conditions of the eye (<i>including yearly glaucoma screening</i>)	\$0 - 15 copay per visit, depending on the service
Annual eyewear benefit	Up to \$150 allowance per calendar year
<i>What You Should Know</i>	You must use a participating Vision Care provider (EyeMed Vision Care) to receive the covered Routine Eye Exam benefit. You must purchase your glasses or contacts from a participating vision provider (EyeMed Vision Care) to receive the \$150 allowance. Otherwise, the benefit will be limited to \$90 per year.

Mental Health Care (*including inpatient*)

Inpatient visit	You pay nothing
Outpatient group or individual therapy visit	\$15 copay per visit
<i>What You Should Know</i>	<p>Our plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital. The inpatient hospital care limit does not apply to inpatient mental services provided in a general hospital.</p> <p>Our plan covers 90 days for an inpatient hospital stay.</p> <p>Our plan also covers 60 “lifetime reserve days.” These are “extra” days that we cover. If your hospital stay is longer than 90 days, you can use these extra days. But once you have used up these extra 60 days, your inpatient hospital coverage will be limited to 90 days.</p>

Skilled Nursing Facility (SNF)

	You pay nothing
<i>What You Should Know</i>	Our plan covers up to 100 days in a SNF.

Rehabilitation Services

Occupational therapy	\$15 copay per visit
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INPATIENT AND OUTPATIENT CARE AND SERVICES

Rehabilitation Services continued

Physical therapy and speech and language therapy	\$15 copay per visit
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Ambulance

\$50 copay per day

Transportation

Not covered

Foot Care (*podiatry services*)

Foot exams and treatment if you have diabetes-related nerve damage and/or meet certain conditions	\$15 copay per visit
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Medical Equipment/Supplies

Durable Medical Equipment (<i>e.g., wheelchairs, oxygen</i>)	You pay nothing
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Prosthetic Devices (<i>braces, artificial limbs, etc.</i>)	You pay nothing
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Diabetes Supplies	You pay nothing
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What You Should Know

Items covered by the plan: bathroom safety equipment for members who have a functional impairment when having the item will improve safety:

- Standard raised toilet seat: 1 per member per lifetime
- Standard bathroom grab bars: 2 per member per lifetime
- Standard tub seat: 1 per member per lifetime

The following additional items are covered by the plan:

- Gradient compression stockings or surgical stockings: up to 2 pair every 6 months
- Mastectomy sleeves for members with upper limb lymphedema: up to 2 pair every 6 months
- Wigs for members who experience hair loss due to cancer treatment: up to \$350 per calendar year

Includes diabetes monitoring supplies, diabetes self-management training, and therapeutic shoes or inserts. Copay may apply if you receive other medical services during the same office visit. Referral required for diabetes self-management training only.

Coverage for blood glucose monitors, blood glucose tests strips, and glucose-control solutions is limited to the One Touch products manufactured by Lifescan, Inc. Please note that there is no preferred brand for lancets.

INPATIENT AND OUTPATIENT CARE AND SERVICES

Wellness Programs

Weight Management Program	The plan provides a \$150 annual weight management allowance towards program fees for weight loss programs such as WeightWatchers, Jenny Craig, iDiet, or a hospital-based weight loss program.
Wellness Allowance	The plan provides a \$150 annual wellness allowance toward a health club memberships, nutritional counseling, acupuncture, or fitness classes like Pilates, Tai Chi, or aerobics, and wellness programs, including memory fitness activities.

Medicare Part B Drugs

	For Part B drugs such as chemotherapy drugs: You pay nothing Other Part B drugs: You pay nothing
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PRESCRIPTION DRUG BENEFITS

	Our plan does not cover Part D prescription drugs.
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ADDITIONAL BENEFITS

Acupuncture

Acupuncture services when provided by a licensed acupuncturist	Acupuncture services are eligible for reimbursement under the annual Wellness Allowance benefit. See additional details under “Wellness Programs”.
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ADDITIONAL BENEFITS

Chiropractic Care

Manipulation of the spine to correct a subluxation <i>(when 1 or more of the bones of your spine move out of position)</i>	\$15 copay per visit
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<i>What You Should Know</i>	Before you receive services from a specialist, you must obtain a referral from your PCP.
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Home Health Services

Home Health Agency Care	You pay nothing
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Home Health Physical Therapy Services	You pay nothing
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Hospice

	You pay nothing
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<i>What You Should Know</i>	You may have to pay part of the costs for drugs and respite care. Hospice is covered outside of our plan. Please contact us for more details.
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Outpatient Substance Abuse

Group or individual therapy visit	\$15 copay per visit
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<i>What You Should Know</i>	Before you receive services from a specialist, you must obtain a referral from your PCP.
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Outpatient Surgery

Ambulatory surgical center	\$50 copay per visit
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Outpatient hospital	\$50 copay per visit
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Renal Dialysis

	You pay nothing
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Tufts Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Tufts Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Tufts Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - 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 Tufts Health Plan at 1-800-701-9000 (TTY 1-800-208-9562).

If you believe that Tufts Health Plan 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:

Tufts Health Plan, Attention:

Civil Rights Coordinator, Legal Dept.

705 Mount Auburn St. Watertown, MA 02472

Phone: 1-888-880-8699 ext. 48000, (TTY number—711 or 1-800-439-2370. Español: 866-930-9252)

Fax: 617-972-9048

Email: OCRCoordinator@tufts-health.com.

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

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

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building Washington, D.C. 20201

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

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

thmp.org | 1-800-701-9000

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-701-9000 (TTY: 1-800-208-9562).

Arabic: مقرب ل لصتا . ن اجم اب كل رفاوتت ةيوغللا ةدعاسملا تامدخ ناف ، ةغلل ركذا ثدحتت تنك اذا : ةظوح لم 1-800-701-9000 (TTY: 1-800-208-9562).

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 1-800-701-9000 (TTY 1-800-208-9562)。

Farsi: امش ی ارب ناگیار تروصب ی نابز تالی هست ، دینک یم وگتفگ ی سراف نابز هب رگا : هجوت 1-800-701-9000 (TTY: 1-800-208-9562) دیری گب سامت اب . دشاب یم مهارف

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-701-9000 (ATS : 1-800-208-9562).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-701-9000 (TTY: 1-800-208-9562).

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-701-9000 (TTY: 1-800-208-9562).

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-701-9000 (TTY: 1-800-208-9562).

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-701-9000 (TTY: 1-800-208-9562).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-701-9000 (TTY: 1-800-208-9562).

Japanese: 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。1-800-701-9000 (TTY: 1-800-208-9562) まで、お電話にてご連絡ください。

Khmer (Cambodian): ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-701-9000 (TTY: 1-800-208-9562) ។

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-701-9000 (TTY: 1-800-208-9562) 번으로 전화해 주십시오.

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສີ ຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-701-9000 (TTY: 1-800-208-9562).

Navajo: Díí baa akó nínízin: Díí saad bee yánilti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódílnih 1800-701-9000 (TTY: 1-800-208-9562.)

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-701-9000 (TTY: 1-800-208-9562).

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-701-9000 (TTY: 1-800-208-9562).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-701-9000 (телетайп: 1-800-208-9562).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-701-9000 (TTY: 1-800-208-9562).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-701-9000 (TTY: 1-800-208-9562).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-701-9000 (TTY: 1-800-208-9562).

QUESTIONS?

Call 1-800-936-1902 // TTY 1-888-899-8977

Representatives are available Monday – Friday, 8 a.m. – 8 p.m. (From October 1 – February 14, representatives are available 7 days a week, 8 a.m. – 8 p.m.). After hours and on holidays, please leave a message and a representative will return your call on the next business day.

VISIT US AT: www.thpmp.org

Tufts Health Plan is an HMO plan with a Medicare contract. Enrollment in Tufts Health Plan depends on contract renewal.

This information is not a complete description of benefits. Contact the plan for more information.

Limitations, copayments, and restrictions may apply.

Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year.

This information is available for free in other languages. Please call our Customer Relations number at 1-800-701-9000 or, for TTY users, 1-800-208-9562, Monday - Friday 8:00 a.m. - 8:00 p.m. (from Oct. 1 - Feb. 14 representatives are available 7 days a week, 8:00 a.m. - 8:00 p.m.). After hours and on holidays, please leave a message and a representative will return your call on the next business day.

Esta información está disponible gratuitamente en otros idiomas. Sírvase llamar a nuestro número de Servicio al Cliente al 1-800-701-9000 o, para usuarios con problemas auditivos (TTY), al 1-800-208-9562, de lunes a viernes, desde las 8:00 a.m. hasta las 8:00 p.m. (desde el 1 de octubre hasta el 14 de febrero hay representantes disponibles los 7 días de la semana, desde las 8:00 a.m. hasta las 8:00 p.m.). Después del horario de atención y en días feriados, por favor deje un mensaje y un representante le devolverá su llamada el día laborable siguiente.



705 Mount Auburn Street,
Watertown, MA 02472