



A nonprofit independent licensee of the Blue Cross Blue Shield Association

**2020 SUMMARY OF BENEFITS**  
**January 1, 2020 – December 31, 2020**

**Medicare Bassett (HMO-POS) (H3351-015)**

This is a summary of drug and health services covered by Excellus BlueCross BlueShield.

Excellus BlueCross BlueShield contracts with the Federal Government and is an HMO plan with a Medicare contract. Enrollment in Excellus BlueCross BlueShield depends on contract renewal.

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 request the “Evidence of Coverage” by calling us at the telephone numbers on the next page.

To join **Medicare Bassett (HMO-POS)**, 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 New York: Delaware, Herkimer, and Otsego.

**Medicare Bassett (HMO-POS)** has a network of doctors, hospitals, pharmacies, and other providers. For some services you can use providers that are not in our network. However, you will pay more when utilizing out-of-network services. You must generally use network pharmacies to fill your prescriptions for covered Part D drugs.

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 [www.medicare.gov](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.

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

This information is not a complete description of benefits. Call us at one of the phone numbers listed below for more information.

If you are a member of one of these plans: Call toll-free at 1-877-883-9577 (TTY users call 1-800-662-1220).  
From October 1 to March 31, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m.  
From April 1 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m.

If you are not a member of one of these plans: Call toll-free at 1-800-659-1986 (TTY users call 1-800-662-1220).  
From October 1 to December 30, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m.  
From January 1 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m.

You can also visit us at [ExcellusMedicare.com](http://ExcellusMedicare.com).

You can see our plan's provider/pharmacy directory at our website at [ExcellusMedicare.com/Providers](http://ExcellusMedicare.com/Providers).  
Or, call us and we will send you a copy of the directory.

We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider.

You can see the complete plan formulary (list of Part D prescription drugs) and any restrictions on our website at [ExcellusMedicare.com/Formulary](http://ExcellusMedicare.com/Formulary). Or, call us and we will send you a copy of our formulary.

This information is not a complete description of benefits. Call 1-800-659-1986 (TTY users call 1-800-662-1220) for more information.

Out-of-network/non-contracted providers are under no obligation to treat Excellus BlueCross BlueShield members, except in emergency situations. Please call our Customer Care number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Excellus BlueCross BlueShield's pharmacy network includes limited lower-cost, preferred pharmacies. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including whether there are any lower-cost preferred pharmacies in your area, please call 1-877-883-9577 (TTY: 1-800-662-1220) or consult the online pharmacy directory at [ExcellusMedicare.com/Providers](http://ExcellusMedicare.com/Providers).

The Silver&Fit Program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). ASH is an independent company.

TruHearing is an independent company offering a network of audiologists and hearing aid providers.

MDLive is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area.

<b>Premiums and Benefits</b>	<b>Medicare Bassett (HMO-POS)</b>	<b>What You Should Know</b>
<b>Monthly Plan Premium</b>	You pay \$109 per month.	You must continue to pay your Medicare Part B premium.
<b>Deductible</b>	This plan does not have a deductible.	
<b>Maximum Out-of-Pocket Responsibility</b> <i>(does not include prescription drugs)</i>	\$6,700 for medical services you receive from In-Network providers.	The most you pay for copayments and coinsurance for medical services for the year.
<b>Inpatient Hospital Coverage</b>	<p><b>In-Network:</b> You pay \$300 copayment per day for days 1 to 5. Thereafter, you pay \$0 copayment for additional Medicare-covered days during your hospital admission.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance per stay.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	Prior Authorization is required. Our plan covers an unlimited number of days for an inpatient hospital stay. Benefit applied per admission.
<b>Ambulatory Surgery Center</b>	<p><b>In-Network:</b> You pay \$200 copayment.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance per visit.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	Prior Authorization is required.



<b>Premiums and Benefits</b>	<b>Medicare Bassett (HMO-POS)</b>	<b>What You Should Know</b>
<b>Preventive Care</b>	<p><b>In-Network:</b> You pay \$0 copayment.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance per visit.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	<p>See the Evidence of Coverage for a list of covered preventive services. If you are treated for a new or existing medical condition during a visit where a preventive screening is performed, an office visit copayment or coinsurance will apply to the care received for the new or existing medical condition.</p> <p>Any additional preventive services approved by Medicare during the contract year will be covered.</p>
<b>Emergency Care</b>	You pay \$90 copayment.	If you are admitted to the hospital within 23 hours, you do not have to pay your share of the cost for emergency care.
<b>Urgently Needed Services</b>	You pay \$40 copayment.	



Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<p><b>Diagnostic Services/Labs/Imaging</b> <i>(Continued)</i></p> <p>Diagnostic Tests and Procedures</p> <p>X-Rays</p> <p>Therapeutic Radiology (such as radiation treatment for cancer)</p>	<p><b>In-Network:</b> You pay \$0 copayment.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance. The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p> <p><b>In-Network:</b> You pay \$20 copayment.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance. The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p> <p><b>In-Network:</b> You pay 20% coinsurance.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance. The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	

Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<p><b>Hearing Services</b></p> <p>Diagnostic/ Treatment Exam</p> <p>Routine Hearing Exam</p> <p>Hearing Aid</p>	<p><b>In-Network:</b> You pay \$35 copayment.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance per visit.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p> <p><b>In-Network:</b> You pay \$45 copayment.</p> <p><b>Out-of-Network:</b> Not covered.</p> <p>\$699 copay per aid for Advanced Aids.</p> <p>\$999 copay per aid for Premium Aids.</p>	<p>One routine hearing exam each year. You must see a TruHearing® provider to receive in-network benefits. This copayment not included in the Out-of-Pocket Maximum.</p> <p>From TruHearing Providers only. This copayment not included in the Out-of-Pocket Maximum.</p>



<b>Premiums and Benefits</b>	<b>Medicare Bassett (HMO-POS)</b>	<b>What You Should Know</b>
<b>Dental Services</b>	<p><b>Medicare covered limited dental services</b> (this does not include routine services in connection with care, treatment, filling, removal, or replacement of teeth):</p> <p><b>In-Network:</b> You pay \$40 copayment</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance per visit.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p> <p><b>Preventive dental services not covered.</b></p>	<p>Medicare only covers certain limited dental procedures under specific conditions.</p> <p>The Plan will pay up to the maximum allowable benefit for each service covered.</p>
<b>Optional Supplemental Dental Coverage</b>	<p><b>Full Comprehensive Dental</b></p> <p>Premium: <b>\$39 per month</b></p> <p><i>This is in addition to the plan premium.</i></p> <p><b>Preventive dental services:</b> <b>Cleaning, Dental x-ray(s), and Oral Exam(s)</b> (per calendar year in and out of network.):</p> <p>(For up to 2 every year): You pay \$0 copayment.</p>	<p>If your provider does not participate in the Plan's network and charges more than the maximum allowable benefit, you will be responsible for the additional cost.</p> <p>See the Evidence of Coverage for more information.</p>

Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<p><b>Optional Supplemental Dental Coverage</b> <i>(continued)</i></p> <p>Restorative (e.g., restorations)</p> <p>Periodontics (e.g., scaling) Oral Surgery (e.g., extractions) Endodontics (e.g., root canal) Prosthodontics (e.g., crowns, dentures, and bridges) Prosthetic Maintenance (e.g., denture or bridge repairs)</p>	<p><b>Deductible:</b> \$100 deductible before coverage begins, per calendar year for in and out of network benefits.</p> <p><b>Annual Maximum Plan Benefit Coverage Amount:</b> \$1,000 per calendar year for in and out of network benefits (services above the limit are your responsibility).</p> <p><b>In-Network:</b> 20% coinsurance</p> <p><b>Out-of-Network:</b> 50% coinsurance</p> <p><b>In-Network:</b> 50% coinsurance</p> <p><b>Out-of-Network:</b> 55% coinsurance</p>	<p><b>The deductible and maximum plan benefit do not apply to preventive services.</b></p> <p>If your provider does not participate in the Plan's network and charges more than the maximum allowable benefit, you will be responsible for the additional cost. See the Evidence of Coverage for more information.</p> <p>Limited to specific dental codes (exclusions apply).</p>



<b>Premiums and Benefits</b>	<b>Medicare Bassett (HMO-POS)</b>	<b>What You Should Know</b>
<p data-bbox="243 289 596 376"><b>Mental Health Services</b> Inpatient Visit</p> <p data-bbox="243 854 596 925">Individual and Group Outpatient Therapy Visit</p>	<p data-bbox="684 311 1241 383"><b>In-Network:</b> You pay \$300 copayment per day for days 1 to 5.</p> <p data-bbox="684 425 1266 529">Thereafter, you pay \$0 copayment for additional Medicare-covered days during your hospital admission.</p> <p data-bbox="684 571 1129 643"><b>Out-of-Network:</b> You pay 30% coinsurance per stay.</p> <p data-bbox="684 685 1270 789">The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p> <p data-bbox="684 880 1251 919"><b>In-Network:</b> You pay 20% coinsurance.</p> <p data-bbox="684 961 1129 1032"><b>Out-of-Network:</b> You pay 30% coinsurance per visit.</p> <p data-bbox="684 1075 1270 1179">The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	<p data-bbox="1295 311 1835 415">For Inpatient Mental Health Services, prior authorization is required. Benefit is applied per admission.</p> <p data-bbox="1295 457 1835 708">Covers up to 190 days in a lifetime for inpatient mental health care at a psychiatric hospital. The inpatient hospital care limit does not apply to inpatient mental health services provided in a psychiatric unit of a general hospital.</p> <p data-bbox="1295 750 1780 821">See the Evidence of Coverage for more information.</p> <p data-bbox="1295 880 1801 951">Prior Authorization may be required for some services.</p>

<b>Premiums and Benefits</b>	<b>Medicare Bassett (HMO-POS)</b>	<b>What You Should Know</b>
<b>Skilled Nursing Facility</b>	<p><b>In-Network:</b> You pay \$0 copayment for days 1 through 20. You pay a \$178 copayment per day for days 21 through 100.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance per stay.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	Prior Authorization is required. We cover up to 100 days in a Skilled Nursing Facility.
<b>Physical Therapy</b>	<p><b>In-Network:</b> You pay \$35 copayment.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance per visit.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	Prior Authorization may be required.
<b>Ambulance</b>	You pay \$200 copayment.	Prior Authorization may be required.
<b>Transportation</b>	Not Covered.	
<b>Medicare Part B Drugs</b>	<p><b>In-Network:</b> You pay 20% coinsurance.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	Prior Authorization may be required. Part B drugs may be subject to step therapy requirements.

Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<b>Medicare Part D Prescription Drugs</b>		
<b>Phase 1: Initial Coverage</b> (After you pay your deductible, if applicable).	This plan does not have a deductible.	Cost-sharing may vary depending on the pharmacy you choose and what phase of the Part D benefit you are in. For more information please call us or access our Evidence of Coverage online.
<b>Tier 1: Preferred Generic</b>	<b>Preferred Pharmacy</b> <u>30-day supply:</u> You pay \$4  <b>Standard Pharmacy</b> <u>30-day supply:</u> You pay \$9  <b>Preferred Pharmacy Or Mail Order</b> <u>90-day supply:</u> You pay \$8  <b>Standard Pharmacy</b> <u>90-day supply:</u> You pay \$18	

Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<p><b>Phase 1: Initial Coverage</b> <i>(Continued)</i></p> <p><b>Tier 2:</b> Generic</p>	<p><b>Preferred Pharmacy</b> <u>30-day supply:</u> You pay \$8</p> <p><b>Standard Pharmacy</b> <u>30-day supply:</u> You pay \$13</p> <p><b>Preferred Pharmacy Or Mail Order</b> <u>90-day supply:</u> You pay \$16</p> <p><b>Standard Pharmacy</b> <u>90-day supply:</u> You pay \$26</p>	
<p><b>Tier 3:</b> Preferred Brand</p>	<p><b>Preferred Pharmacy</b> <u>30-day supply:</u> You pay \$40</p> <p><b>Standard Pharmacy</b> <u>30-day supply:</u> You pay \$45</p> <p><b>Preferred Pharmacy Or Mail Order</b> <u>90-day supply:</u> You pay \$80</p> <p><b>Standard Pharmacy</b> <u>90-day supply:</u> You pay \$90</p>	

Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<p><b>Phase 1: Initial Coverage</b> <i>(Continued)</i></p> <p><b>Tier 4: Non-Preferred Drug</b></p>	<p><b>Preferred Pharmacy</b> <u>30-day supply:</u> You pay \$95</p> <p><b>Standard Pharmacy</b> <u>30-day supply:</u> You pay \$100</p> <p><b>Preferred Pharmacy Or Mail Order</b> <u>90-day supply:</u> You pay \$190</p> <p><b>Standard Pharmacy</b> <u>90-day supply:</u> You pay \$200</p>	
<p><b>Tier 5: Specialty</b></p>	<p><b>Preferred Pharmacy</b> <u>30-day supply:</u> You pay 33%</p> <p><b>Standard Pharmacy</b> <u>30-day supply:</u> You pay 33%</p> <p><b>Preferred Pharmacy Or Mail Order</b> <u>90-day supply:</u> You pay 33%</p> <p><b>Standard Pharmacy</b> <u>90-day supply:</u> You pay 33%</p>	



Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<b>Phase 2: Coverage Gap</b>	<p>Once you and your plan's total spending adds up to <b>\$4,020</b>, you enter the coverage gap.</p> <p>You pay <b>25%</b> of the total cost for generic and brand medications covered under your plan.</p>	
<b>Phase 3: Catastrophic Coverage</b>	<p>Once you have paid <b>\$6,350</b> during the year, which includes your deductible, copayments and coinsurances, you enter the catastrophic coverage stage.</p> <p>You pay whatever is greater:  <b>5%</b> coinsurance  or  <b>\$3.60</b> for generics  <b>\$8.95</b> for brand drugs</p>	<p>You will remain in the catastrophic coverage stage for the rest of the calendar year.</p> <p>On January 1 of the following year, you will begin again in the deductible phase.</p>



<b>Premiums and Benefits</b>	<b>Medicare Bassett (HMO-POS)</b>	<b>What You Should Know</b>
<b>Acupuncture</b>	You pay 50% coinsurance for up to 10 visits per year.	
<b>Foot Care (Podiatry Services)</b> Diagnostic Exams and Treatment  Routine Foot Care	<b>In-Network:</b> You pay \$40 copayment. <b>Out-of-Network:</b> You pay 30% coinsurance per visit. The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.  <b>In-Network:</b> You pay \$40 copayment. <b>Out-of-Network:</b> You pay 30% coinsurance per visit. The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.	Foot exams and treatment are covered if you have Diabetes-related nerve damage and/or meet certain conditions.
<b>Medical Equipment/Supplies</b> Durable Medical Equipment (e.g., Wheelchairs, Oxygen)	<b>In-Network:</b> You pay 20% coinsurance. <b>Out-of-Network:</b> You pay 30% coinsurance. The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.	Prior Authorization is required for Durable Medical Equipment.

Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<p><b>Medical Equipment/Supplies</b> <i>(Continued)</i></p> <p>Prosthetics (e.g., Braces, Artificial Limbs and related supplies)</p> <p>Diabetes monitoring supplies</p> <p>Diabetes self-management training</p>	<p><b>In-Network:</b> You pay 20% coinsurance. <b>Out-of-Network:</b> You pay 30% coinsurance. The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p> <p><b>In-Network:</b> You pay \$5 copayment. <b>Out-of-Network:</b> You pay 30% coinsurance. The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p> <p><b>In-Network:</b> You pay a \$0 copayment. <b>Out-of-Network:</b> You pay 30% coinsurance. The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	<p>Prior Authorization is required for Prosthetics.</p> <p>Abbott Diabetes Care is the contracted supplier for Diabetic Monitoring supplies.</p> <p>Your provider must get an approval from the plan before we'll pay for supplies from a non-preferred manufacturer.</p>

Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<p><b>Medical Equipment/ Supplies</b> <i>(Continued)</i></p> <p>Therapeutic shoes or inserts</p>	<p><b>In-Network:</b> 20% coinsurance.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	<p>For people with Diabetes who have severe diabetic foot disease. See the Evidence of Coverage for more information.</p>
<p><b>Wellness Programs (e.g., Fitness)</b></p>	<p><u>Silver&amp;Fit participating fitness clubs and exercise centers:</u> You pay a \$25 annual non-refundable fee.</p> <p><u>Silver&amp;Fit Home Fitness Program:</u> You pay a \$10 annual non-refundable fee.</p> <p><u>Silver&amp;Fit non-participating fitness clubs and exercise centers:</u> You will be reimbursed up to an annual allowance of \$150.</p>	<p>You are eligible for one of the three Silver&amp;Fit program options each month. You cannot be enrolled in multiple program options at the same time.</p> <p>These copayments are not included in the Out-of-Pocket Maximum.</p>

Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<b>Routine Annual Physical Exam</b>	<b>In-Network:</b> You pay \$0 copayment. <b>Out-of-Network:</b> Not covered.	One annual routine physical exam each calendar year.
<b>Telehealth</b>  Primary  Specialists  Behavior Health visit  MDLive® visit  MDLive® Behavior Health visit  Out-of-Network	You pay \$5 copayment.  You pay \$40 copayment.  20% coinsurance  You pay \$5 copayment.  You pay a \$40 copayment  Not covered	A program that allows members to contact a MDLive® network doctor by phone, secure video on your personal computer or using a mobile device 24 hour a day, 7 days a week. Telehealth doctors can diagnose symptoms, prescribe medication and send prescriptions to select pharmacies. This program is designed to handle non-emergency medical issues and should not be used when experiencing a medical emergency.
<b>Chiropractic</b>	<b>In-Network:</b> You pay \$5 copayment. <b>Out-of-Network:</b> You pay 30% coinsurance per visit.  The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.	We only cover manual manipulation of the spine to correct a subluxation (when 1 or more of the bones in your spine move out of position).

Premiums and Benefits	Medicare Bassett (HMO-POS)	What You Should Know
<b>Home Health Care</b>	<p><b>In-Network:</b> You pay \$0 copayment.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	<p>Prior Authorization is required.</p>
<b>Outpatient Dialysis Services</b>	<p><b>In-Network:</b> You pay 20% coinsurance.</p> <p><b>Out-of-Network:</b> You pay 20% coinsurance.</p>	
<b>Outpatient Substance Abuse Services</b> Individual and Group therapy visit	<p><b>In-Network:</b> You pay 20% coinsurance.</p> <p><b>Out-of-Network:</b> You pay 30% coinsurance per visit.</p> <p>The plan will reimburse a maximum of \$3,000 for out-of-network (POS) services per calendar year.</p>	<p>Prior Authorization may be required for some services.</p>





## **Discrimination is Against the Law**

Our 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. Our Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Our Health Plan:

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 our dedicated Medicare Customer Care representatives at 1-877-883-9577, (TTY: 1-800-662-1220). Monday - Friday, 8 a.m. - 8 p.m.  
From October 1 - March 31, 8 a.m. - 8 p.m., 7 days a week.

If you believe that our 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:

Advocacy Department  
Attn: Civil Rights Coordinator  
PO Box 4717  
Syracuse, NY 13221  
Telephone Number: 1-800-614-6575 (TTY: 1-800-662-1220)  
Fax Number: 315-671-6656

You can file a grievance in person, or by mail or fax. If you need help filing a grievance, our Health Plan's 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>.

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B-5608 (Rev. 07/2019)



A nonprofit independent licensee of the Blue Cross Blue Shield Association

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-877-883-9577 (TTY: 1-800-662-1220).

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-883-9577 (TTY: 1-800-662-1220).

**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 1-877-883-9577 (TTY: 1-800-662-1220)。

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-883-9577 (телетайп: 1-800-662-1220).

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-883-9577 (TTY: 1-800-662-1220).

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-883-9577 (TTY: 1-800-662-1220)번으로 전화해 주십시오.

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-883-9577 (TTY: 1-800-662-1220).

אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 1-877-883-9577 (TTY: 1-800-662-1220).

**লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৮৭৭-৮৮৩-৯৫৭৭ (TTY: ১-৮০০-৬৬২-১২২০)।

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-883-9577 (TTY: 1-800-662-1220).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-883-9577 (رقم هاتف الصم والبكم: 1-800-662-1220).

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-883-9577 (ATS : 1-800-662-1220).

**خبردار:** اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-877-883-9577 (TTY: 1-800-662-1220).

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-883-9577 (TTY: 1-800-662-1220).

**ΠΡΟΣΟΧΗ:** Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-877-883-9577 (TTY: 1-800-662-1220).

**KUJDES:** Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-877-883-9577 (TTY: 1-800-662-1220).

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## 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 Care representative at 1-800-659-1986.

### 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 [ExcellusMedicare.com](http://ExcellusMedicare.com) or call 1-800-659-1986 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/coinsurance may change on January 1, 2021.
- 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). However, the Point-of-Service (POS) benefit does allow you to use providers that are not in our network for some services. Check the EOC for more information.

Excellus BlueCross BlueShield is an HMO plan with a Medicare contract. Enrollment in Excellus BlueCross BlueShield depends on contract renewal.

