

2026 Evidence of Coverage

Providence Medicare Focus Medical (HMO)

This document is for members in: Clackamas, Hood River, Lane, Multnomah, Washington, and Yamhill counties in Oregon and Clark County in Washington

Thank you for choosing Providence Medicare Advantage Plans. We're happy to have you as a member. This document is filled with helpful information about your plan's coverage, benefits and resources on how you can get the most out of your health plan.

Questions? We're here to help.

- + Visit us at [ProvidenceHealthAssurance.com](https://www.ProvidenceHealthAssurance.com)**
- + Call us at 503-574-8000 or 1-800-603-2340, 8 a.m. to 8 p.m. (Pacific Time), seven days a week. Between April 1st and September 30th, we are closed Saturday and Sunday.**
- + Using a hearing impaired TTY device? Call us toll-free at 711**

January 1 – December 31, 2026

Evidence of Coverage for 2026:

Your Medicare Health Benefits and Services as a Member of Providence Medicare Focus Medical (HMO)

This document gives the details of your Medicare health coverage from January 1 – December 31, 2026. **This is an important legal document. Keep it in a safe place.**

This document explains your benefits and rights. Use this document to understand:

- Our plan premium and cost sharing
- Our medical benefits
- How to file a complaint if you're not satisfied with a service or treatment
- How to contact us
- Other protections required by Medicare law

For questions about this document, call Customer Service at 503-574-8000 or 1-800-603-2340. (TTY users call 711.) From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time). This call is free.

This plan, Providence Medicare Focus Medical (HMO), is offered by Providence Health Assurance. (When this *Evidence of Coverage* says “we,” “us,” or “our,” it means Providence Health Assurance. When it says “plan” or “our plan,” it means Providence Medicare Focus Medical (HMO).)

This information is available in multiple formats, including audio CDs, large print, and braille.

Benefits, premium, deductible, and/or copayments/coinsurance may change on January 1, 2027.

Our provider network may change at any time. You'll get notice about any changes that may affect you at least 30 days in advance.

H9047_2026PD_PHA1568_C

Table of Contents**Table of Contents**

CHAPTER 1: Get started as a member	4
SECTION 1 You're a member of Providence Medicare Focus Medical (HMO)	4
SECTION 2 Plan eligibility requirements	5
SECTION 3 Important membership material	6
SECTION 4 Summary of important costs	7
SECTION 5 More information about your monthly plan premium	8
SECTION 6 Keep our plan membership record up to date	10
SECTION 7 How other insurance works with our plan	11
CHAPTER 2: Phone numbers and resources	13
SECTION 1 Providence Medicare Focus Medical (HMO) contacts	13
SECTION 2 Get help from Medicare.....	16
SECTION 3 State Health Insurance Assistance Program (SHIP).....	18
SECTION 4 Quality Improvement Organization (QIO)	19
SECTION 5 Social Security	20
SECTION 6 Medicaid.....	21
SECTION 7 Railroad Retirement Board (RRB)	22
SECTION 8 If you have group insurance or other health insurance from an employer.....	23
CHAPTER 3: Using our plan for your medical services	24
SECTION 1 How to get medical care as a member of our plan	24
SECTION 2 Use providers in our plan's network to get medical care	26
SECTION 3 How to get services in an emergency, disaster, or urgent need for care.....	30
SECTION 4 What if you're billed directly for the full cost of covered services?	32
SECTION 5 Medical services in a clinical research study	33
SECTION 6 Rules for getting care in a religious non-medical health care institution	35
SECTION 7 Rules for ownership of durable medical equipment	36
CHAPTER 4: Medical Benefits Chart (what's covered and what you pay).....	38
SECTION 1 Understanding your out-of-pocket costs for covered services	38
SECTION 2 The Medical Benefits Chart shows your medical benefits and costs	40
SECTION 3 Services that aren't covered by our plan (exclusions)	108

Table of Contents

CHAPTER 5: Asking us to pay our share of a bill for covered medical services	114
SECTION 1 Situations when you should ask us to pay our share for covered services	114
SECTION 2 How to ask us to pay you back or pay a bill you got	116
SECTION 3 We'll consider your request for payment and say yes or no	116
CHAPTER 6: Your rights and responsibilities	118
SECTION 1 Our plan must honor your rights and cultural sensitivities	118
SECTION 2 Your responsibilities as a member of our plan	123
CHAPTER 7: If you have a problem or complaint (coverage decisions, appeals, complaints)	125
SECTION 1 What to do if you have a problem or concern.....	125
SECTION 2 Where to get more information and personalized help	125
SECTION 3 Which process to use for your problem.....	127
SECTION 4 A guide to coverage decisions and appeals	127
SECTION 5 Medical care: How to ask for a coverage decision or make an appeal.....	130
SECTION 6 How to ask us to cover a longer inpatient hospital stay if you think you're being discharged too soon	138
SECTION 7 How to ask us to keep covering certain medical services if you think your coverage is ending too soon	143
SECTION 8 Taking your appeal to Levels 3, 4 and 5	147
SECTION 9 How to make a complaint about quality of care, waiting times, customer service, or other concerns	148
CHAPTER 8: Ending membership in our plan	152
SECTION 1 Ending your membership in our plan	152
SECTION 2 When can you end your membership in our plan?.....	152
SECTION 3 How to end your membership in our plan	154
SECTION 4 Until your membership ends, you must keep getting your medical items and services through our plan	155
SECTION 5 Providence Medicare Focus Medical (HMO) must end our plan membership in certain situations	155
CHAPTER 9: Legal notices	158
SECTION 1 Notice about governing law	158
SECTION 2 Notice about nondiscrimination.....	158

Table of Contents

SECTION 3	Notice about Medicare Secondary Payer subrogation rights	158
SECTION 4	Notice about Unusual Circumstances	159
SECTION 5	Third Party Liability	159
CHAPTER 10: Definitions		161

CHAPTER 1:

Get started as a member

SECTION 1 You're a member of Providence Medicare Focus Medical (HMO)

Section 1.1 You're enrolled in Providence Medicare Focus Medical (HMO), which is a Medicare HMO

You're covered by Medicare, and you chose to get your Medicare health coverage through our plan, Providence Medicare Focus Medical (HMO). Our plan covers all Part A and Part B services. However, cost sharing and provider access in this plan are different from Original Medicare.

Providence Medicare Focus Medical (HMO) is a Medicare Advantage HMO Plan (HMO stands for Health Maintenance Organization) approved by Medicare and run by a private company. Providence Medicare Focus Medical (HMO) doesn't include Part D drug coverage.

Section 1.2 Legal information about the *Evidence of Coverage*

This *Evidence of Coverage* is part of our contract with you about how Providence Medicare Focus Medical (HMO) covers your care. Other parts of this contract include your enrollment form and any notices you get from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called *riders* or *amendments*.

The contract is in effect for the months you're enrolled in Providence Medicare Focus Medical (HMO) between January 1, 2026, and December 31, 2026.

Medicare allows us to make changes to plans we offer each calendar year. This means we can change the costs and benefits of Providence Medicare Focus Medical (HMO) after December 31, 2026. We can also choose to stop offering our plan in your service area, after December 31, 2026.

Medicare (the Centers for Medicare & Medicaid Services) must approve Providence Medicare Focus Medical (HMO) each year. You can continue to get Medicare coverage as a member of our plan as long as we choose to continue offering our plan and Medicare renews approval of our plan.

SECTION 2 Plan eligibility requirements

Section 2.1 Eligibility requirements

You're eligible for membership in our plan as long as you meet all these conditions:

- You have both Medicare Part A and Medicare Part B
- You live in our geographic service area (described in Section 2.2). People who are incarcerated aren't considered to be living in the geographic service area, even if they're physically located in it
- You're a United States citizen or lawfully present in the United States

Section 2.2 Plan service area for Providence Medicare Focus Medical (HMO)

Providence Medicare Focus Medical (HMO) is only available to people who live in our plan service area. To stay a member of our plan, you must continue to live in our plan service area. The service area is described below.

Our service area includes these counties in Oregon: Clackamas, Hood River, Lane, Multnomah, Washington, and Yamhill and this county in Washington: Clark.

If you move out of our plan's service area, you can't stay a member of this plan. Call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) to see if we have a plan in your new area. When you move, you'll have a Special Enrollment Period to either switch to Original Medicare or enroll in a Medicare health plan in your new location.

If you move or change your mailing address, it's also important to call Social Security. Call Social Security at 1-800-772-1213 (TTY users call 1-800-325-0778).

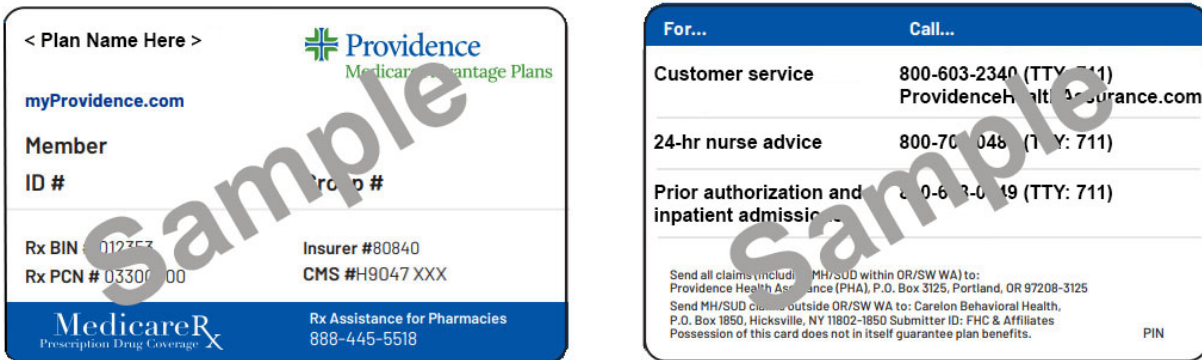
Section 2.3 U.S. citizen or lawful presence

You must be a U.S. citizen or lawfully present in the United States to be a member of a Medicare health plan. Medicare (the Centers for Medicare & Medicaid Services) will notify Providence Medicare Focus Medical (HMO) if you're not eligible to stay a member of our plan on this basis. Providence Medicare Focus Medical (HMO) must disenroll you if you don't meet this requirement.

SECTION 3 Important membership material

Section 3.1 Our plan membership card

Use your membership card whenever you get services covered by our plan. You should also show the provider your Medicaid card, if you have one. Sample membership card:



DON'T use your red, white and blue Medicare card for covered medical services while you're a member of this plan. If you use your Medicare card instead of your Providence Medicare Focus Medical (HMO) membership card, you may have to pay the full cost of medical services yourself. Keep your Medicare card in a safe place. You may be asked to show it if you need hospital services, hospice services, or participate in Medicare-approved clinical research studies (also called clinical trials).

If our plan membership card is damaged, lost, or stolen, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) right away and we'll send you a new card.

Section 3.2 Provider Directory

The *Provider Directory* www.ProvidenceHealthAssurance.com/findaprovider lists our current network providers. **Network providers** are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost sharing as payment in full.

You must use network providers to get your medical care and services. If you go elsewhere without proper authorization, you'll have to pay in full. The only exceptions are emergencies, urgently needed services when the network isn't available (that is, situations where it's unreasonable or not possible to get services in-network), out-of-area dialysis services, and cases when Providence Medicare Focus Medical (HMO) authorizes use of out-of-network providers.

Get the most recent list of providers and suppliers on our website at www.ProvidenceHealthAssurance.com/findaprovider.

If you don't have a *Provider Directory*, you can ask for a copy (electronically or in paper form) from Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711). Requested paper *Provider Directories* will be mailed to you within 3 business days.

SECTION 4 Summary of important costs

	Your Costs in 2025
Monthly plan premium* * Your premium can be higher than this amount. Go to Section 4.3 for details.	\$120
Maximum out-of-pocket amount This is the <u>most</u> you'll pay out-of-pocket for covered services. (Go to Chapter 4 Section 1 for details.)	\$4,200
Primary care office visits	\$0 per visit
Specialist office visits	\$20 per visit
Inpatient hospital stays	\$250 per day for days 1-5 and no cost share for days 6-90 (not including lifetime reserve days)

Your costs may include the following:

- Plan Premium (Section 4.1)
- Monthly Medicare Part B Premium (Section 4.2)
- Optional Supplemental Benefit Premium (Section 4.3)

Section 4.1 Plan premium

As a member of our plan, you pay a monthly plan premium. For 2026, the monthly premium for Providence Medicare Focus Medical (HMO) is \$120.

Chapter 1 Get started as a member

Medicare Part B premiums differ for people with different incomes. If you have questions about these premiums, check your copy of the *Medicare & You 2026* handbook in the section called *2026 Medicare Costs*. Download a copy from the Medicare website (www.Medicare.gov/medicare-and-you) or order a printed copy by phone at 1-800-MEDICARE (1-800-633-4227), TTY users call 1-877-486-2048.

Section 4.2 Monthly Medicare Part B Premium

Many members are required to pay other Medicare premiums.

In addition to paying the monthly plan premium, you must continue paying your Medicare premiums to stay a member of our plan. This includes your premium for Part B. You may also pay a premium for Part A, if you aren't eligible for premium-free Part A.

Section 4.3 Optional Supplemental Benefit Premium

If you signed up for extra benefits, also called *optional supplemental benefits*, you pay an additional premium each month for these extra benefits. Go to Chapter 4, Section 2.1 for details.

If you elected Optional Supplemental Dental coverage, the premium pricing is as follows:

Optional Supplemental Dental Plan	Monthly Premium
Providence Dental Basic	\$39
Providence Dental Enhanced	\$56

SECTION 5 More information about your monthly plan premium

Section 5.1 How to pay our plan premium

There are 4 ways you can pay our plan premium.

Option 1: Pay by check

You can pay by check every month. We generate and mail you a monthly billing statement, which includes a payment coupon and return envelope. If you lose your payment coupon, please contact Customer Service to request a new one.

If you would like to mail your check, our payment address is:

Providence Medicare Advantage Plans
P.O. Box 4175
Portland, OR 97208

Chapter 1 Get started as a member

Checks should be made payable to Providence Medicare Advantage Plans, not to CMS or HHS. Please include your member ID number on your check.

Payments are due on the 1st of each month but are not considered late until the 15th of each month.

Option 2: Paying online or by telephone

You can pay online or by telephone every month. We accept payment via checking/savings account or credit/debit card (Visa or MasterCard only). You can make one-time or monthly recurring payments via your myProvidence account or the Providence website. Please visit myProvidence.com or Providence.org/premiumpay to get started. If you would like to pay by phone, Self Service is available at 844-791-1468, 24 hours a day, seven days a week. TTY users should call 711. Payments are due on the 1st of each month but are not considered late until the 15th of each month.

Option 3: Have plan premiums deducted from your monthly Social Security check

You can have the plan premium taken out of your monthly Social Security check. Contact Customer Service for more information on how to pay your plan premium this way. We will be happy to help you set this up. Please note that once SSA payment is in effect, you will not receive a monthly statement.

Option 4: Have plan premiums deducted from your monthly Railroad Retirement Board check

You can have the plan premium taken out of your monthly Railroad Retirement Board check. We will be happy to help you set this up. Contact Customer Service for more information about how to pay your plan premium this way. Please note that once RRB payment is in effect, you will not receive a monthly statement.

Changing the way you pay your plan premiums

If you decide to change how you pay your plan premium, it can take up to 3 months for your new payment method to take effect. While we process your new payment method, you're still responsible for making sure your plan premium is paid on time. To change your payment

Chapter 1 Get started as a member

method, please contact Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711).

If you have trouble paying our plan premium

Your plan premium is due in our office by the 1st of each month. If we don't get your payment by the 15th of the month, we'll send you a notice letting you know our plan membership will end if we don't get your premium payment within 90 days.

If you have trouble paying your premium on time, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) to see if we can direct you to programs that will help with your costs.

If we end your membership because you did not pay your premiums, you'll have health coverage under Original Medicare. At the time we end your membership, you may still owe us for unpaid premiums. If you want to enroll again in our plan (or another plan that we offer), you'll need to pay the late premiums before you can enroll.

If you think we wrongfully ended your membership, you can make a complaint (also called a grievance). If you had an emergency circumstance out of your control that made you unable to pay your premiums within our grace period, you can make a complaint. For complaints, we'll review our decision again. Go to Chapter 7 to learn how to make a complaint or call us at 503-574-8000 or 1-800-603-2340. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time). TTY users call 711. You must make your complaint no later than 60 calendar days after the date your membership ends.

Section 5.2 Our monthly plan premium won't change during the year

We're not allowed to change our plan's monthly plan premium amount during the year. If the monthly plan premium changes for next year, we'll tell you in September and the new premium will take effect on January 1.

SECTION 6 Keep our plan membership record up to date

Your membership record has information from your enrollment form, including your address and phone number. It shows your specific plan coverage, including your Primary Care Provider.

The doctors, hospitals, and other providers in our plan's network **use your membership record to know what services are covered and your cost-sharing amounts**. Because of this, it's very important to help us keep your information up to date.

If you have any of these changes, let us know:

- Changes to your name, address, or phone number
- Changes in any other health coverage you have (such as from your employer, your spouse or domestic partner's employer, workers' compensation, or Medicaid)
- Any liability claims, such as claims from an automobile accident
- If you're admitted to a nursing home
- If you get care in an out-of-area or out-of-network hospital or emergency room
- If your designated responsible party (such as a caregiver) changes
- If you participate in a clinical research study (**Note:** You're not required to tell our plan about clinical research studies you intend to participate in, but we encourage you to do so.)

If any of this information changes, let us know by calling Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711).

It's also important to contact Social Security if you move or change your mailing address. Call Social Security at 1-800-772-1213 (TTY users call 1-800-325-0778).

SECTION 7 How other insurance works with our plan

Medicare requires us to collect information about any other medical or drug coverage you have so we can coordinate any other coverage with your benefits under our plan. This is called **Coordination of Benefits**.

Once a year, we'll send you a letter that lists any other medical or drug coverage we know about. Read this information carefully. If it's correct, you don't need to do anything. If the information isn't correct, or if you have other coverage that's not listed, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711). You may need to give our plan member ID number to your other insurers (once you confirm their identity) so your bills are paid correctly and on time.

When you have other insurance (like employer group health coverage), Medicare rules decide whether our plan or your other insurance pays first. The insurance that pays first ("the primary payer") pays up to the limits of its coverage. The insurance that pays second ("the secondary payer") only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay the uncovered costs. If you have other insurance, tell your doctor, hospital, and pharmacy.

These rules apply for employer or union group health plan coverage:

Chapter 1 Get started as a member

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends on your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - If you're under 65 and disabled and you (or your family member) are still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan has more than 100 employees.
 - If you're over 65 and you (or your spouse or domestic partner) are still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan has more than 20 employees.
- If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance)
- Liability (including automobile insurance)
- Black lung benefits
- Workers' compensation

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

CHAPTER 2:

Phone numbers and resources

SECTION 1 Providence Medicare Focus Medical (HMO) contacts

For help with claims, billing, or member card questions, call or write to Providence Medicare Focus Medical (HMO) Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711). We'll be happy to help you.

Customer Service – Contact Information

Call	503-574-8000 or 1-800-603-2340 Calls to this number are free. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time). Customer Service also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time).
Fax	503-574-8608
Write	Providence Health Assurance Attn: Customer Service Team P.O. Box 5548 Portland, OR 97228-5548
Website	www.ProvidenceHealthAssurance.com

How to ask for a coverage decision about your medical care

A coverage decision is a decision we make about your benefits and coverage or about the amount we pay for your medical services. For more information on how to ask for coverage decisions about your medical care, go to Chapter 7.

Chapter 2 Phone numbers and resources

Coverage Decisions for Medical Care – Contact Information

Call	503-574-8000 or 1-800-603-2340 Calls to this number are free. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time).
TTY	711 Calls to this number are free. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time).
Fax	503-574-6464 or 1-800-989-7479
Write	Providence Health Assurance Attn: Health Care Services P.O. Box 4327 Portland, OR 97208-4327
Website	www.ProvidenceHealthAssurance.com

Chapter 2 Phone numbers and resources**How to make an appeal or complaint about your medical care**

An appeal is a formal way of asking us to review and change a coverage decision. For more information on how to ask for an appeal about your medical care, go to Chapter 7.

You can make a complaint about us or one of our network providers, including a complaint about the quality of your care. This type of complaint doesn't involve coverage or payment disputes. For more information on how to make a complaint about your medical care, go to Chapter 7.

Appeals or Complaints about Medical Care – Contact Information

Call	503-574-8000 or 1-800-603-2340 Calls to this number are free. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time).
TTY	711 Calls to this number are free. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time).
Fax	503-574-8757 or 1-800-396-4778
Write	Providence Health Assurance Attn: Appeals and Grievances P.O. Box 4158 Portland, OR 97208-4158
Medicare website	You can submit a complaint about Providence Medicare Focus Medical (HMO) directly to Medicare. To submit an online complaint to Medicare go to www.medicare.gov/MedicareComplaintForm/home.aspx .

Chapter 2 Phone numbers and resources**How to ask us to pay our share of the cost for medical care you got**

If you got a bill or paid for services (like a provider bill) you think we should pay for, you may need to ask us for reimbursement or to pay the provider bill. Go to Chapter 5 for more information.

If you send us a payment request and we deny any part of your request, you can appeal our decision. Go to Chapter 7 for more information.

Payment Requests – Contact Information

Call	503-574-8000 or 1-800-603-2340 Calls to this number are free. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time).
TTY	711 Calls to this number are free. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time).
Fax	503-574-8627
Write	Providence Health Assurance Attn: Claims P.O. Box 3125 Portland, OR 97208-3125
Website	www.ProvidenceHealthAssurance.com

SECTION 2 Get help from Medicare

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (CMS). This agency contracts with Medicare Advantage organizations including our plan.

Chapter 2 Phone numbers and resources**Medicare – Contact Information**

Call	<p>1-800-MEDICARE (1-800-633-4227)</p> <p>Calls to this number are free.</p> <p>24 hours a day, 7 days a week.</p>
TTY	<p>1-877-486-2048</p> <p>This number requires special telephone equipment and is only for people who have difficulties hearing or speaking.</p> <p>Calls to this number are free.</p>
Chat Live	Chat live at www.Medicare.gov/talk-to-someone .
Write	Write to Medicare at PO Box 1270, Lawrence, KS 66044
Website	<p>www.Medicare.gov</p> <ul style="list-style-type: none"> • Get information about the Medicare health and drug plans in your area, including what they cost and what services they provide. • Find Medicare-participating doctors or other health care providers and suppliers. • Find out what Medicare covers, including preventive services (like screenings, shots or vaccines, and yearly “Wellness” visits). • Get Medicare appeals information and forms. • Get information about the quality of care provided by plans, nursing homes, hospitals, doctors, home health agencies, dialysis facilities, hospice centers, inpatient rehabilitation facilities, and long-term care hospitals. • Look up helpful websites and phone numbers. <p>You can also visit www.Medicare.gov to tell Medicare about any complaints you have about Providence Medicare Focus Medical (HMO).</p> <p>To submit a complaint to Medicare, go to www.Medicare.gov/my/medicare-complaint. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.</p>

Chapter 2 Phone numbers and resources

SECTION 3 State Health Insurance Assistance Program (SHIP)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state that offers free help, information, and answers to your Medicare questions. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- In Oregon, the SHIP is called Senior Health Insurance Benefits Assistance (SHIBA).
- In Washington, the SHIP is called Statewide Health Insurance Benefits Advisors (also SHIBA).

SHIBA is an independent state program (not connected with any insurance company or health plan) that gets money from the federal government to give free local health insurance counseling to people with Medicare.

SHIBA counselors can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and straighten out problems with your Medicare bills. SHIBA counselors can also help you with Medicare questions or problems, help you understand your Medicare plan choices and answer questions about switching plans.

Senior Health Insurance Benefits Assistance (Oregon SHIP) – Contact Information

Call	1-800-722-4134
TTY	711
Write	SHIBA 500 Summer St. NE, E-12 Salem, OR 97301 Email: shiba.oregon@odhsoha.oregon.gov
Website	www.shiba.oregon.gov

Chapter 2 Phone numbers and resources**Statewide Health Insurance Benefits Advisors (Washington SHIP – Contact Information)**

Call	1-800-562-6900
TTY	360-586-0241 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
Write	SHIBA Office of the Insurance Commissioner P.O. Box 40255 Olympia, WA 98504-0255
Website	https://www.insurance.wa.gov/insurance-resources/medicare

SECTION 4 Quality Improvement Organization (QIO)

A designated Quality Improvement Organization (QIO) serves people with Medicare in each state. For Oregon and Washington, the Quality Improvement Organization is called Acentra Health.

Acentra Health has a group of doctors and other health care professionals paid by Medicare to check on and help improve the quality of care for people with Medicare. Acentra Health is an independent organization. It's not connected with our plan.

Contact Acentra Health in any of these situations:

- You have a complaint about the quality of care you got. Examples of quality-of-care concerns include getting the wrong medication, unnecessary tests or procedures, or a misdiagnosis.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services is ending too soon.

Chapter 2 Phone numbers and resources**Acentra Health (Oregon and Washington's Quality Improvement Organization)– Contact Information**

Call	<p>1-888-305-6759 (toll-free)</p> <p>Local hours are 9 a.m. to 5 p.m. (Pacific Time), Monday through Friday, and 10 a.m. to 4 p.m. (Pacific Time) on weekends and holidays.</p> <p>A message can also be left at the toll-free number 24 hours a day, seven days a week.</p>
TTY	711
Write	<p>Acentra Health</p> <p>5201 West Kennedy Blvd. Suite 900</p> <p>Tampa, FL 33609</p>
Website	www.acentraqio.com

SECTION 5 Social Security

Social Security determines Medicare eligibility and handles Medicare enrollment.

If you move or change your mailing address, contact Social Security to let them know.

Social Security– Contact Information

Call	<p>1-800-772-1213</p> <p>Calls to this number are free.</p> <p>Available 8 am to 7 pm, Monday through Friday.</p> <p>Use Social Security's automated telephone services to get recorded information and conduct some business 24 hours a day.</p>
TTY	<p>1-800-325-0778</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free.</p> <p>Available 8 am to 7 pm, Monday through Friday.</p>
Website	www.SSA.gov

Chapter 2 Phone numbers and resources**SECTION 6 Medicaid**

Medicaid is a joint federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. Medicaid offers programs to help people with Medicare pay their Medicare costs, such as their Medicare premiums. These **Medicare Savings Programs** include:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost sharing (like deductibles, coinsurance, and copayments). (Some people with QMB are also eligible for full Medicaid benefits (QMB+).)
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. (Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).)
- **Qualifying Individual (QI):** Helps pay Part B premiums.
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and Medicare Savings Programs, contact Oregon Health Plan or Washington Apple Health.

Oregon Health Plan – Contact Information

Call	1-800-273-0557 Hours are 7 a.m. to 6 p.m. (Pacific Time), Monday through Friday.
TTY	711
Write	Oregon Health Plan (OHP) PO Box 14015 Salem, OR 97309
Website	www.oregon.gov/oha/healthplan

Chapter 2 Phone numbers and resources**Washington Apple Health – Contact Information**

Call	1-800-562-3022 Hours are 7 a.m. to 5 p.m. (Pacific Time), Monday through Friday, except state holidays.
TTY	711
Write	Washington Apple Health P.O. Box 45531 Olympia, WA 98504 Email: askmedicaid@hca.wa.gov
Website	www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage

SECTION 7 Railroad Retirement Board (RRB)

The Railroad Retirement Board is an independent federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you get Medicare through the Railroad Retirement Board, let them know if you move or change your mailing address. For questions about your benefits from the Railroad Retirement Board, contact the agency.

Railroad Retirement Board (RRB) – Contact Information

Call	1-877-772-5772 Calls to this number are free. Press “0” to speak with an RRB representative from 9 am to 3:30 pm, Monday, Tuesday, Thursday, and Friday, and from 9 am to 12 pm on Wednesday. Press “1” to access the automated RRB HelpLine and get recorded information 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties hearing or speaking. Calls to this number aren't free.
Website	https://RRB.gov

SECTION 8 If you have group insurance or other health insurance from an employer

If you (or your spouse or domestic partner) get benefits from your (or your spouse or domestic partner's) employer or retiree group as part of this plan, call the employer/union benefits administrator or Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) with any questions. You can ask about your (or your spouse or domestic partner's) employer or retiree health benefits, premiums, or the enrollment period. You can call 1-800-MEDICARE (1-800-633-4227) with questions about your Medicare coverage under this plan. TTY users call 1-877-486-2048.

CHAPTER 3:

Using our plan for your medical services

SECTION 1 How to get medical care as a member of our plan

This chapter explains what you need to know about using our plan to get your medical care covered.

For details on what medical care our plan covers and how much you pay when you get care, go to the Medical Benefits Chart in Chapter 4.

Section 1.1 Network providers and covered services

- **Providers** are doctors and other health care professionals licensed by the state to provide medical services and care. The term “providers” also includes hospitals and other health care facilities.
- **Network providers** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We arranged for these providers to deliver covered services to members in our plan. The providers in our network bill us directly for care they give you. When you see a network provider, you pay only your share of the cost for their services.
- **Covered services** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the Medical Benefits Chart in Chapter 4.

Section 1.2 Basic rules for your medical care to be covered by our plan

As a Medicare health plan, Providence Medicare Focus Medical (HMO) must cover all services covered by Original Medicare and follow Original Medicare’s coverage rules.

Providence Medicare Focus Medical (HMO) will generally cover your medical care as long as:

- **The care you get is included in our plan’s Medical Benefits Chart** in Chapter 4.
- **The care you get is considered medically necessary.** Medically necessary means that the services, supplies, equipment, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Chapter 3 Using our plan for your medical services

- **You have a network primary care provider (a PCP) providing and overseeing your care.** As a member of our plan, you must choose a network PCP (go to Section 2.1 of this chapter for more information).
 - You don't need referrals from your PCP for emergency care or urgently needed services. To learn about other kinds of care you can get without getting approval in advance from your PCP, go to Section 2.2.
- **You must get your care from a network provider** (go to Section 2). In most cases, care you get from an out-of-network provider (a provider who's not part of our plan's network) won't be covered. This means you have to pay the provider in full for services you get. *Here are 3 exceptions:*
 - Our plan covers emergency or urgently needed services you get from an out-of-network provider. For more information and to see what emergency or urgently needed services are, go to Section 3.
 - If you need medical care that Medicare requires our plan to cover but there are no specialists in our network that provide this care, you can get this care from an out-of-network provider at the same cost sharing you normally pay in-network. Authorization should be obtained from our plan prior to seeking care. In this situation, you pay the same as you pay if you got the care from a network provider. For information about getting approval to see an out-of-network doctor, go to see Section 2.4.
 - Our plan covers kidney dialysis services you get at a Medicare-certified dialysis facility when you're temporarily outside our plan's service area or when your provider for this service is temporarily unavailable or inaccessible. The cost sharing you pay our plan for dialysis can never be higher than the cost sharing in Original Medicare. If you're outside our plan's service area and get dialysis from a provider outside our plan's network, your cost sharing can't be higher than the cost sharing you pay in-network. However, if your usual in-network provider for dialysis is temporarily unavailable and you choose to get services inside our service area from a provider outside our plan's network, your cost sharing for the dialysis may be higher.

SECTION 2 Use providers in our plan's network to get medical care

Section 2.1 You must choose a Primary Care Provider (PCP) to provide and oversee your medical care

What is a PCP and what does the PCP do for you?

What is a PCP?

When you enroll in Providence Medicare Focus Medical (HMO), you must choose an available plan provider to be your assigned PCP. A PCP is a physician, nurse practitioner, or health care professional who meets state requirements and is trained to give you basic medical care. In addition to providing your routine or basic care, your PCP will coordinate the other covered services you receive as a plan member. For example, your assigned PCP may want to provide approval before you see a specialist (this is called coordination of care).

You must see your assigned Primary Care Provider (PCP) for Primary Care services. If you see a network Primary Care Provider (PCP) that is not your assigned Primary Care Provider (PCP) the services will not be covered.

What types of providers may act as a PCP?

There are several types of providers who qualify as PCPs. Your PCP could be:

- An Internal Medicine Physician
- A Family Practice Physician
- A General Practice Physician
- A Geriatric Physician
- A Nurse Practitioner

What is the role of a PCP in our plan?

Usually, you will see your PCP first for your health care needs. There are only a few types of covered services you can get on your own, without contacting your PCP first. Please see Section 2.2 for these exceptions.

What is the role of the PCP in coordinating covered services?

As previously mentioned, your PCP will provide most of your care. They will also help coordinate the rest of your covered services, such as x-rays, laboratory tests, therapies, specialist visits, hospital admissions, and follow-up care. "Coordinating" your services includes reaching out to other plan providers to discuss your care and progress. If you need certain types of covered services or supplies, your PCP may want to coordinate them in advance.

Chapter 3 Using our plan for your medical services

What is the role of the PCP in making decisions about or getting prior authorization (PA), if applicable?

In some cases, your PCP will also need to request prior authorization (prior approval) before you get some services. Since your PCP will provide and coordinate most of your health care services, you should confirm that their office has all of your past medical records.

How to choose your PCP?

You may choose your PCP from the *Provider Directory*, which is available on our website at www.ProvidenceHealthAssurance.com/findaprovider. You may also call Customer Service for assistance selecting your PCP. Once you make your decision, you must notify Customer Service to ensure accurate claims processing and payment.

It is important to keep other providers and facilities in mind when choosing your PCP. For example, if there is a particular specialist or hospital that you want to use, check to see if your prospective PCP, specialist, or facility is in our network by searching in our Provider Directory or calling our Customer Service for assistance.

How to change your PCP

You can change your PCP for any reason, at any time. It's also possible that your PCP might leave our plan's network of providers, and you'd need to choose a new PCP.

Please notify our Customer Service before your first appointment if you want to change your PCP. Changes to your PCP will go into effect the first day of the month following the date of your request. Customer Service is more than happy to assist you.

Please note: If there is a particular specialist or hospital that you want to use, please coordinate your services with your PCP.

Section 2.2 Medical care you can get without a PCP referral

You can get the services listed below without getting approval in advance from your PCP:

- Routine women's health care, including breast exams, screening mammograms (x-rays of the breast), Pap tests, and pelvic exams as long as you get them from a network provider
- Flu shots, COVID-19 vaccines, and pneumonia vaccines
- Emergency services from network providers or from out-of-network providers
- Urgently needed plan-covered services are services that require immediate medical attention (but not emergency) if you're either temporarily outside our plan's service area, or if it's unreasonable given your time, place, and circumstances to get this service from network providers. Examples of urgently needed services are unforeseen

Chapter 3 Using our plan for your medical services

medical illnesses and injuries, or unexpected flare-ups of existing conditions. Medically necessary routine provider visits (like annual checkups) aren't considered urgently needed even if you're outside our plan's service area or our plan network is temporarily unavailable.

- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you're temporarily outside our plan's service area. If possible, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) before you leave the service area so we can help arrange for you to have maintenance dialysis while you're away.
- Mental health and substance use disorder services. Please contact Customer Service for details.
- Routine eye exams and routine vision hardware. You can get your routine eye exam and hardware from any qualified provider that accepts Medicare. Please see the Medical Benefits Chart in Chapter 4 for details.
- Embedded routine preventive dental services. Please see the Medical Benefits Chart in Chapter 4 for details. Also, see Chapter 4, Section 2.1 for information about optional supplemental dental coverage.
- Routine hearing exam and hearing aids as long as you use an approved hearing provider. Please see the Medical Benefits Chart in Chapter 4 for details.
- Routine alternative care services. Please contact Customer Service for details.
- Contact your PCP for a specialist recommendation for your medical care needs.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. For example:

- Oncologists care for patients with cancer
- Cardiologists care for patients with heart conditions
- Orthopedists care for patients with certain bone, joint, or muscle conditions

Health care services are only covered when they are medically necessary. Please note that your PCP will provide most of your health care and, when medically appropriate, will coordinate with a Providence network specialist for continued care.

Services like elective surgical procedures, hospitalizations, and skilled nursing care must be approved by Providence Health Assurance before the date of service. Likewise, authorizations to see out-of-network providers must be approved by Providence Health Assurance before you receive care. Your PCP is responsible for getting Providence Health

Chapter 3 Using our plan for your medical services

Assurance's approval for the above. For more information, please contact Customer Service.

If there is a particular specialist or hospital that you want to use, check with your PCP first to make sure your desired specialist or facility is in our network. To find a provider, specialist or facility visit www.ProvidenceHealthAssurance.com/findaprovider.

To find out which services require prior authorization, please see Chapter 4, Section 2.

When specialist or another network provider leaves our plan

We may make changes to the hospitals, doctors and specialists (providers) in our plan's network during the year. If your doctor or specialist leaves our plan you have these rights and protections:

- Even though our network of providers may change during the year, Medicare requires that you have uninterrupted access to qualified doctors and specialists.
- We'll notify you that your provider is leaving our plan so that you have time to choose a new provider.
 - If your primary care or behavioral health provider leaves our plan, we'll notify you if you visited that provider within the past 3 years.
 - If any of your other providers leave our plan, we'll notify you if you're assigned to the provider, currently get care from them or visited them within the past 3 months.
- We'll help you choose a new qualified in-network provider for continued care.
- If you're undergoing medical treatment or therapies with your current provider, you have the right to ask to continue getting medically necessary treatment or therapies. We'll work with you so you can continue to get care.
- We'll give you information about available enrollment periods and options you may have for changing plans.
- When an in-network provider or benefit is unavailable or inadequate to meet your medical needs, we'll arrange for any medically necessary covered benefit outside of our provider network at in-network cost sharing.
- If you find out your doctor or specialist is leaving our plan, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) so we can help you choose a new provider to manage your care.
- If you believe we haven't furnished you with a qualified provider to replace your previous provider, or that your care isn't being appropriately managed, you have the

right to file a quality-of-care complaint to the QIO, a quality-of-care grievance to our plan, or both. (Go to Chapter 7)

Section 2.4 How to get care from out-of-network providers

In general, care you receive from an out-of-network provider (a provider who is not part of our plan's network) will not be covered. Here are five exceptions that will be paid at the in-network rate if received from an out-of-network provider:

- Emergency or urgently needed care when you are out of the service area of the plan or when in-area providers are temporarily unavailable. Please see Chapter 4, Section 2 for additional details on obtaining this care.
- Flu shots or pneumonia vaccinations.
- Kidney dialysis services that you get at a dialysis facility when you are temporarily outside the plan's service area.
- Routine eye exam and routine eye wear. Please see Chapter 4, Section 2 for additional details on obtaining this care.
- If you need medical care that Medicare requires our plan to cover and the providers in our network cannot provide this care, you can get this care from an out-of-network provider. Authorization should be obtained from the plan prior to seeking care. Your provider is responsible for requesting authorization before providing you services. If authorization is received, you will pay the same as you would pay if you got the care from a network provider.

SECTION 3 How to get services in an emergency, disaster, or urgent need for care

Section 3.1 Get care if you have a medical emergency

A **medical emergency** is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life (and, if you're a pregnant woman, loss of an unborn child), loss of a limb or function of a limb, or loss of or serious impairment to a bodily function. The medical symptoms may be an illness, injury, severe pain, or a medical condition that's quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call 911 for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You don't need to get approval or a referral first from your PCP. You don't need to use a network doctor. You can get

Chapter 3 Using our plan for your medical services

covered emergency medical care whenever you need it, anywhere in the United States or its territories, and from any provider with an appropriate state license even if they're not part of our network; you also have worldwide emergency/urgent care coverage if needed.

Covered services in a medical emergency

Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. We also cover medical services during the emergency.

The doctors giving you emergency care will decide when your condition is stable, and when the medical emergency is over.

After the emergency is over, you're entitled to follow-up care to be sure your condition continues to be stable. Your doctors will continue to treat you until your doctors contact us and make plans for additional care. Your follow-up care will be covered by our plan.

If your emergency care is provided by out-of-network providers, we'll try to arrange for network providers to take over your care as soon as your medical condition and the circumstances allow.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care – thinking that your health is in serious danger – and the doctor may say that it wasn't a medical emergency after all. If it turns out that it wasn't an emergency, as long as you reasonably thought your health was in serious danger, we'll cover your care.

However, after the doctor says it wasn't an emergency, we'll cover additional care *only* if you get the additional care in one of these 2 ways:

- You go to a network provider to get the additional care.
- The additional care you get is considered urgently needed services and you follow the rules below for getting this urgent care

Section 3.2 Get care when you have an urgent need for services

A service that requires immediate medical attention (but isn't an emergency) is an urgently needed service if you're either temporarily outside our plan's service area, or if it's unreasonable given your time, place, and circumstances to get this service from network providers. Examples of urgently needed services are unforeseen medical illnesses and injuries, or unexpected flare-ups of existing conditions. However, medically necessary routine

Chapter 3 Using our plan for your medical services

provider visits such as annual checkups, aren't considered urgently needed even if you're outside our plan's service area or our plan network is temporarily unavailable.

If you have an urgent medical situation, you may contact your primary care provider, call the Nurse Advice Line at 503-574-6520 or 1-800-700-0481, and/or get services from an urgent care provider. Please see Chapter 4, Section 2 for cost-sharing information.

Our plan covers worldwide emergency and urgent care services outside the United States under the following circumstances:

- **Emergency care:** Treatment needed immediately because any delay would mean risk of permanent damage to your health.
- **Urgently needed services:** Services you require within 12 hours in order to avoid the likely onset of an emergency medical condition.

See the Medical Benefits Chart in Chapter 4, Section 2 for more information on this coverage.

Section 3.3 Get care during a disaster

If the Governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you're still entitled to care from our plan.

Visit www.ProvidenceHealthAssurance.com/disastercare for information on how to get needed care during a disaster.

If you can't use a network provider during a disaster, our plan will allow you to get care from out-of-network providers at in-network cost sharing.

SECTION 4 What if you're billed directly for the full cost of covered services?

If you paid more than our plan cost-sharing for covered services, or if you got a bill for the full cost of covered medical services, you can ask us to pay our share of the cost of covered services. Go to Chapter 5 for information about what to do.

Section 4.1 If services aren't covered by our plan, you must pay the full cost

Providence Medicare Focus Medical (HMO) covers all medically necessary services as listed in the Medical Benefits Chart in Chapter 4. If you get services that aren't covered by our plan or you get services out-of-network without authorization, you're responsible for paying the full cost of services.

Chapter 3 Using our plan for your medical services

For covered services that have a benefit limitation, you also pay the full cost of any services you get after you use up your benefit for that type of covered service. Once a benefit limit has been reached for a particular service, any additional out-of-pocket costs for that service will not count toward your plan's out-of-pocket maximum. You can call Customer Service when you want to know how much of your benefit limit you have already used.

SECTION 5 Medical services in a clinical research study

Section 5.1 What is a clinical research study

A clinical research study (also called a *clinical trial*) is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. Certain clinical research studies are approved by Medicare. Clinical research studies approved by Medicare typically ask for volunteers to participate in the study. When you're in a clinical research study, you can stay enrolled in our plan and continue to get the rest of your care (care that's not related to the study) through our plan.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for covered services you get as part of the study. If you tell us you're in a qualified clinical trial, then you're only responsible for the in-network cost sharing for the services in that trial. If you paid more—for example, if you already paid the Original Medicare cost-sharing amount—we'll reimburse the difference between what you paid and the in-network cost sharing. You'll need to provide documentation to show us how much you paid.

If you want to participate in any Medicare-approved clinical research study, you don't need to tell us or get approval from us or your PCP. The providers that deliver your care as part of the clinical research study don't need to be part of our plan's network. (This doesn't apply to covered benefits that include or require a clinical trial or registry to assess the benefit, including certain benefits requiring coverage with evidence development (NCDs-CED) and investigational exemption device (IDE) studies. These benefits may also be subject to prior authorization and other plan rules.)

While you don't need our plan's permission to be in a clinical research study, we encourage you to notify us in advance when you choose to participate in Medicare-qualified clinical trials.

If you participate in a study not approved by Medicare, you'll be responsible for paying all costs for your participation in the study.

Section 5.2 Who pays for services in a clinical research study

Once you join a Medicare-approved clinical research study, Original Medicare covers the routine items and services you get as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it's part of the research study.
- Treatment of side effects and complications of the new care.

After Medicare pays its share of the cost for these services, our plan will pay the difference between the cost sharing in Original Medicare and your in-network cost sharing as a member of our plan. This means you'll pay the same amount for services you get as part of the study as you would if you got these services from our plan. However, you must submit documentation showing how much cost-sharing you paid. Go to Chapter 5 for more information on submitting requests for payments.

Example of cost sharing in a clinical trial: Let's say you have a lab test that costs \$100 as part of the research study. Your share of the costs for this test is \$20 under Original Medicare, but the test would be \$10 under our plan. In this case, Original Medicare would pay \$80 for the test, and you would pay the \$20 copay required under Original Medicare. You would notify our plan that you got a qualified clinical trial service and submit documentation, (like a provider bill) to our plan. Our plan would then directly pay you \$10. This makes your net payment for the test \$10, the same amount you pay under our plan's benefits.

When you're in a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare won't pay for the new item or service the study is testing unless Medicare would cover the item or service even if you weren't in a study.
- Items or services provided only to collect data and not used in your direct health care. For example, Medicare won't pay for monthly CT scans done as part of a study if your medical condition would normally require only one CT scan.
- Items and services provided by the research sponsors free-of-charge for people in the trial.

Get more information about joining a clinical research study

Get more information about joining a clinical research study in the Medicare publication *Medicare and Clinical Research Studies* available at: www.Medicare.gov/sites/default/files/2019-09/02226-medicare-and-clinical-research-studies.pdf. You can also call 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048.

SECTION 6 Rules for getting care in a religious non-medical health care institution

Section 6.1 A religious non-medical health care institution

A religious non-medical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we'll instead cover care in a religious non-medical health care institution. This benefit is provided only for Part A inpatient services (non-medical health care services).

Section 6.2 How to get care from a religious non-medical health care institution

To get care from a religious non-medical health care institution, you must sign a legal document that says you're conscientiously opposed to getting medical treatment that is **non-excepted**.

- **Non-excepted** medical care or treatment is any medical care or treatment that's *voluntary* and *not required* by any federal, state, or local law.
- **Excepted** medical treatment is medical care or treatment you get that's *not* voluntary or *is required* under federal, state, or local law.

To be covered by our plan, the care you get from a religious non-medical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan only covers non-religious aspects of care.
- If you get services from this institution provided to you in a facility, the following conditions apply:
 - You must have a medical condition that would allow you to get covered services for inpatient hospital care or skilled nursing facility care;

Chapter 3 Using our plan for your medical services

- – *and* – You must get approval in advance from our plan before you're admitted to the facility, or your stay won't be covered.

There is no limit to the number of days covered by the plan for each inpatient hospital stay. For more information, please see the 'Inpatient hospital care' row in the Medical Benefits Chart, which is located in Chapter 4, Section 2 of this document.

SECTION 7 Rules for ownership of durable medical equipment

Section 7.1 You won't own some durable medical equipment after making a certain number of payments under our plan

Durable medical equipment (DME) includes items like oxygen equipment and supplies, wheelchairs, walkers, powered mattress systems, crutches, diabetic supplies, speech generating devices, IV infusion pumps, nebulizers, and hospital beds ordered by a provider for members to use in the home. The member always owns some DME items, like prosthetics. Other types of DME you must rent.

In Original Medicare, people who rent certain types of DME own the equipment after paying copayments for the item for 13 months. **As a member of Providence Medicare Focus Medical (HMO), however, you usually won't get ownership of rented DME items no matter how many copayments you make for the item while a member of our plan.** You won't get ownership even if you made up to 12 consecutive payments for the DME item under Original Medicare before you joined our plan. Under some limited circumstances, we'll transfer ownership of the DME item to you. Call Home Services at 1-800-762-1253 (TTY users call 711) for more information.

What happens to payments you made for durable medical equipment if you switch to Original Medicare?

If you didn't get ownership of the DME item while in our plan, you'll have to make 13 new consecutive payments after you switch to Original Medicare to own the DME item. The payments you made while enrolled in our plan don't count towards these 13 payments.

Example 1: You made 12 or fewer consecutive payments for the item in Original Medicare and then joined our plan. The payments you made in Original Medicare don't count.

Example 2: You made 12 or fewer consecutive payments for the item in Original Medicare and then joined our plan. You didn't get ownership of the item while in our plan. You then go back to Original Medicare. You'll have to make 13 consecutive new payments to own the item once you rejoin Original Medicare. Any payments you already made (whether to our plan or to Original Medicare) don't count.

Chapter 3 Using our plan for your medical services

Section 7.2 Rules for oxygen equipment, supplies, and maintenance

If you qualify for Medicare oxygen equipment coverage, Providence Medicare Focus Medical (HMO) will cover:

- Rental of oxygen equipment
- Delivery of oxygen and oxygen contents
- Tubing and related oxygen accessories for the delivery of oxygen and oxygen contents
- Maintenance and repairs of oxygen equipment

If you leave Providence Medicare Focus Medical (HMO) or no longer medically require oxygen equipment, the oxygen equipment must be returned.

What happens if you leave our plan and return to Original Medicare?

Original Medicare requires an oxygen supplier to provide you services for 5 years. During the first 36 months, you rent the equipment. For the remaining 24 months, the supplier provides the equipment and maintenance (you're still responsible for the copayment for oxygen). After 5 years, you can choose to stay with the same company or go to another company. At this point, the 5-year cycle starts over again, even if you stay with the same company, and you're again required to pay copayments for the first 36 months. If you join or leave our plan, the 5-year cycle starts over.

CHAPTER 4:

Medical Benefits Chart (what's covered and what you pay)

SECTION 1 Understanding your out-of-pocket costs for covered services

The Medical Benefits Chart lists your covered services and shows how much you pay for each covered service as a member of Providence Medicare Focus Medical (HMO). This section also gives information about medical services that aren't covered and explains limits on certain services. Please contact Customer Service for information about exclusions or limitations that are not listed in this *Evidence of Coverage*.

Section 1.1 Out-of-pocket costs you may pay for covered services

Types of out-of-pocket costs you may pay for covered services include:

- **Copayment:** the fixed amount you pay each time you get certain medical services. You pay a copayment at the time you get the medical service. (The Medical Benefits Chart tells you more about your copayments.)
- **Coinsurance:** the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service. (The Medical Benefits Chart tells you more about your coinsurance.)

Most people who qualify for Medicaid or for the Qualified Medicare Beneficiary (QMB) program don't pay deductibles, copayments or coinsurance. If you're in one of these programs, be sure to show your proof of Medicaid or QMB eligibility to your provider.

Section 1.2 What's the most you'll pay for covered medical services?

Medicare Advantage Plans have limits on the total amount you have to pay out-of-pocket each year for in-network medical services covered by our plan. This limit is called the maximum out-of-pocket (MOOP) amount for medical services. **For calendar year 2026 the MOOP amount is \$4,200.**

The amounts you pay for copayments and coinsurance for in-network covered services count toward this maximum out-of-pocket amount. (The amount you pay for plan premium doesn't count toward your maximum out-of-pocket amount.) In addition, amounts you pay for some

services don't count toward your maximum out-of-pocket amount. These services are marked with a plus sign (+) in the Medical Benefits Chart. If you reach the maximum out-of-pocket amount of \$4,200, you won't have to pay any out-of-pocket costs for the rest of the year for in-network covered services. However, you must continue to pay our plan premium and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 1.3 Providers aren't allowed to balance bill you

As a member of Providence Medicare Focus Medical (HMO), you have an important protection because you only have to pay your cost-sharing amount when you get services covered by our plan. Providers can't bill you for additional separate charges, called **balance billing**. This protection applies even if we pay the provider less than the provider charges for a service, and even if there's a dispute and we don't pay certain provider charges.

Here's how protection from balance billing works:

- If your cost sharing is a copayment (a set amount of dollars, for example, \$15.00), you pay only that amount for any covered services from a network provider.
- If your cost sharing is a coinsurance (a percentage of the total charges), you never pay more than that percentage. However, your cost depends on which type of provider you see:
 - If you get covered services from a network provider, you pay the coinsurance percentage multiplied by our plan's reimbursement rate (this is set in the contract between the provider and our plan).
 - If you get covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers. (Our plan covers services from out-of-network providers only in certain situations, such as when you get a referral or for emergencies or urgently needed services.)
 - If you get the covered services from an out-of-network provider who doesn't participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for non-participating providers. (Our plan covers services from out-of-network providers only in certain situations, such as when you get a referral, or for emergencies or for urgently needed services outside the service area.)
- If you think a provider has balance billed you, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711).

SECTION 2 The Medical Benefits Chart shows your medical benefits and costs

The Medical Benefits Chart on the next pages lists the services Providence Medicare Focus Medical (HMO) covers and what you pay out of pocket for each service. The services listed in the Medical Benefits Chart are covered only when these are met:

- Your Medicare-covered services must be provided according to the Medicare coverage guidelines.
- Your services (including medical care, services, supplies, equipment, and Part B drugs) *must* be medically necessary. Medically necessary means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- For new enrollees, your MA coordinated care plan must provide a minimum 90-day transition period, during which time the new MA plan can't require prior authorization for any active course of treatment, even if the course of treatment was for a service that commenced with an out-of-network provider
- You get your care from a network provider. In most cases, care you get from an out-of-network provider won't be covered, unless it's emergency or urgent care or unless our plan or a network provider gave you a referral. This means you pay the provider in full for out-of-network services you get.
- You have a primary care provider (a PCP) providing and overseeing your care.
- Some services listed in the Medical Benefits Chart are covered *only* if your doctor or other network provider gets approval from us in advance (sometimes called prior authorization). Covered services that need approval in advance are marked in the Medical Benefits Chart by an asterisk.
- If your coordinated care plan provides approval of a prior authorization request for a course of treatment, the approval must be valid for as long as medically reasonable and necessary to avoid disruptions in care in accordance with applicable coverage criteria, your medical history, and the treating provider's recommendation.

Other important things to know about our coverage:

- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay *more* in our plan than you would in Original Medicare. For others, you pay *less*. (To learn more about the coverage and costs of Original Medicare, go to your *Medicare & You 2026* handbook. View it online at www.Medicare.gov or ask for a copy by calling 1-800-MEDICARE (1-800-633-4227) TTY users call 1-877-486-2048.)

- For preventive services covered at no cost under Original Medicare, we also cover those services at no cost to you. However, if you're also treated or monitored for an existing medical condition during the visit when you get the preventive service, a copayment will apply for the care you got for the existing medical condition.
- If Medicare adds coverage for any new services during 2026, either Medicare or our plan will cover those services.







This apple shows preventive services in the Medical Benefit Chart.


Medical Benefits Chart



Covered Service	What you pay
Abdominal aortic aneurysm screening A one-time screening ultrasound for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist. Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.	There is no coinsurance, copayment, or deductible for members eligible for this preventive screening.
Acupuncture for chronic low back pain* Covered services include: Up to 12 visits in 90 days are covered under the following circumstances: For the purpose of this benefit, chronic low back pain is defined as: <ul style="list-style-type: none"> • Lasting 12 weeks or longer; • nonspecific, in that it has no identifiable systemic cause (i.e., not associated with metastatic, inflammatory, infectious disease, etc.); • not associated with surgery; and • not associated with pregnancy. An additional 8 sessions will be covered for patients demonstrating an improvement. No more than 20 acupuncture treatments may be administered annually. Treatment must be discontinued if the patient is not improving or is regressing.	\$20 copayment for each Medicare-covered acupuncture visit.

Covered Service	What you pay
<p>Acupuncture for chronic low back pain (continued)</p> <p>Provider Requirements:</p> <p>Physicians (as defined in 1861(r)(1) of the Social Security Act (the Act)) may furnish acupuncture in accordance with applicable state requirements.</p> <p>Physician assistants (PAs), nurse practitioners (NPs)/clinical nurse specialists (CNSs) (as identified in 1861(aa)(5) of the Act), and auxiliary personnel may furnish acupuncture if they meet all applicable state requirements and have:</p> <ul style="list-style-type: none"> • a master's or doctoral level degree in acupuncture or Oriental Medicine from a school accredited by the Accreditation Commission on Acupuncture and Oriental Medicine (ACAOM); and, • a current, full, active, and unrestricted license to practice acupuncture in a State, Territory, or Commonwealth (i.e. Puerto Rico) of the United States, or District of Columbia. <p>Auxiliary personnel furnishing acupuncture must be under the appropriate level of supervision of a physician, PA, or NP/CNS required by our regulations at 42 CFR §§ 410.26 and 410.27.</p> <p>Providers make medical necessity review requests for acupuncture services through an authorizing agent to inform Providence Health Assurance that you are starting acupuncture services.</p> <p>* This service may require prior authorization. See Section 2 of this chapter for details.</p>	


Covered Service	What you pay
<p>Ambulance services*</p> <p>Covered ambulance services, whether for an emergency or non-emergency situation, include fixed wing, rotary wing, and ground ambulance services, to the nearest appropriate facility that can provide care if they're furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by our plan. If the covered ambulance services aren't for an emergency situation, it should be documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required.</p> <p>*Prior authorization rules may apply for non-emergency transportation services, including from out-of-network to in-network facilities. See Section 2 of this chapter for details.</p>	<p>\$275 copayment per one-way Medicare-covered ground ambulance transport.</p> <p>\$275 copayment per one-way Medicare-covered air ambulance transport.</p> <p>\$50 copayment for ambulance services received through the 911 emergency medical response system when you receive treatment but do not ride in the ambulance.</p> <p>\$50 copayment for an authorized one-way ambulance transport from an out-of-network to an in-network facility.</p>
<p> Annual routine physical exam</p> <p>Our plan covers an annual routine physical exam in addition to the Medicare-covered annual wellness visit.</p> <p>This benefit allows you to see your provider without a specific medical complaint and includes a comprehensive physical exam once per calendar year.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for an annual routine physical exam.</p>


Covered Service	What you pay
 Annual wellness visit <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p> <p>Note: Your first annual wellness visit can't take place within 12 months of your <i>Welcome to Medicare</i> preventive visit. However, you don't need to have had a <i>Welcome to Medicare</i> visit to be covered for annual wellness visits after you've had Part B for 12 months.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>
 Bone mass measurement <p>For qualified people (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
 Breast cancer screening (mammograms) <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39 • One screening mammogram every 12 months for women age 40 and older • Clinical breast exams once every 24 months <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>

Covered Service	What you pay
<p>Cardiac rehabilitation services</p> <p>Comprehensive programs of cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's order.</p> <p>Our plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p> <p>Cardiac rehabilitation visits are limited to 36 sessions over a period of 36 weeks. If medically necessary, you may receive up to 36 additional sessions.</p> <p>Intensive cardiac rehabilitation visits are limited to 36 sessions over a period of 36 weeks. If medically necessary, you may receive up to 36 additional sessions.</p>	<p>There is no coinsurance, copayment, or deductible for each Medicare-covered cardiac rehabilitation visit.</p> <p>\$20 copayment for each Medicare-covered intensive cardiac rehabilitation visit.</p>
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p> <p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating healthy.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>



Covered Service	What you pay
 Cardiovascular disease screening tests <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every 5 years (60 months).</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every 5 years.</p>
 Cervical and vaginal cancer screening <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months • If you're at high risk of cervical or vaginal cancer or you're of childbearing age and have had an abnormal Pap test within the past 3 years: one Pap test every 12 months <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>


Covered Service	What you pay
<p>Chiropractic services*</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Manual manipulation (i.e., use of hands) of the spine to correct subluxation (when one or more of the bones of your spine move out of position) if you get this service from a chiropractor or other qualified provider. Manual manipulation is a treatment that uses hands-on pressure to gently move your joints and tissues. <p>Excluded from Medicare coverage is any service other than manual manipulation for the treatment of subluxation, including:</p> <ul style="list-style-type: none"> • Maintenance therapy. Chiropractic treatment is considered maintenance therapy when continuous ongoing care is no longer expected to provide clinical improvements, and the treatment becomes supportive instead of corrective. • Extra charges when your chiropractor uses a manual, hand-held device to add controlled pressure during treatment. • X-rays, massage therapy, and acupuncture (unless the acupuncture is for the treatment of chronic low back pain). <p>Services must be medically necessary and are subject to review and coverage authorization for in network. Providers make medical necessity review requests for chiropractic services through an authorizing agent to inform Providence Health Assurance that you are starting chiropractic services.</p> <p>* This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>\$20 copayment for each Medicare-covered chiropractic visit.</p>

Covered Service	What you pay
<p>Chronic pain management and treatment services</p> <p>Covered monthly services for people living with chronic pain (persistent or recurring pain lasting longer than 3 months). Services may include pain assessment, medication management, and care coordination and planning.</p>	<p>Cost sharing for this service will vary depending on individual services provided under the course of treatment.</p> <p>PCP office visit copayments are \$0 and Specialist office visit copayments are \$20.</p>
<p> Colorectal cancer screening</p> <p>The following screening tests are covered:</p> <ul style="list-style-type: none"> • Colonoscopy has no minimum or maximum age limitation and is covered once every 120 months (10 years) for patients not at high risk, or 48 months after a previous flexible sigmoidoscopy for patients who aren't at high risk for colorectal cancer, and once every 24 months for high-risk patients after a previous screening colonoscopy. • Computed tomography colonography for patients 45 years and older who are not at high risk of colorectal cancer and is covered when at least 59 months have passed following the month in which the last screening computed tomography colonography was performed or 47 months have passed following the month in which the last screening flexible sigmoidoscopy or screening colonoscopy was performed. For patients at high risk for colorectal cancer, payment may be made for a screening computed tomography colonography performed after at least 23 months have passed following the month in which the last screening computed tomography colonography or the last screening colonoscopy was performed. • Flexible sigmoidoscopy for patients 45 years and older. Once every 120 months for patients not at high risk after the patient got a screening colonoscopy. Once every 48 months for high-risk patients from the last flexible sigmoidoscopy or computed tomography colonography. 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam. If your doctor finds and removes a polyp or other tissue during the colonoscopy or flexible sigmoidoscopy, the screening exam becomes a diagnostic exam.</p>

Covered Service	What you pay
<p> Colorectal cancer screening (continued)</p> <ul style="list-style-type: none"> • Screening fecal-occult blood tests for patients 45 years and older. Once every 12 months. • Multitarget stool DNA for patients 45 to 85 years of age and not meeting high risk criteria. Once every 3 years. • Blood-based Biomarker Tests for patients 45 to 85 years of age and not meeting high risk criteria. Once every 3 years. • Colorectal cancer screening tests include a follow-on screening colonoscopy after a Medicare-covered non-invasive stool-based colorectal cancer screening test returns a positive result. • Colorectal cancer screening tests include a planned screening flexible sigmoidoscopy or screening colonoscopy that involves the removal of tissue or other matter, or other procedure furnished in connection with, as a result of, and in the same clinical encounter as the screening test. <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	
<p>Dental services*</p> <p>In general, preventive dental services (such as cleaning, routine dental exams, and dental x-rays) aren't covered by Original Medicare. However, Medicare pays for dental services in a limited number of circumstances, specifically when that service is an integral part of specific treatment of a person's primary medical condition. Examples include reconstruction of the jaw after a fracture or injury, tooth extractions done in preparation for radiation treatment for cancer involving the jaw, or oral exams prior to organ transplantation. In addition, we cover:</p>	

Covered Service	What you pay
<p>Dental services* (continued)</p> <p>Medicare-covered dental services:</p> <ul style="list-style-type: none"> • Surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments for neoplastic disease, and other jaw or dental services that would be provided by a medical doctor. <p>Embedded routine preventive dental services:</p> <ul style="list-style-type: none"> • Two routine oral exams per calendar year. • Two prophylaxis (cleanings) or up to two periodontic maintenance services in lieu of standard prophylaxis services per calendar year. • Up to one bitewing series and up to one single tooth x-ray per calendar year. • One topical application of fluoride treatment per calendar year. <p>Please use your Dental ID card when seeking embedded routine preventive dental services.</p> <p>This does not include services in connection with limited oral evaluations, routine or additional periodontal care, treatment, filling, removal or replacement of teeth.</p> <p>Coverage for additional dental services can be purchased for an extra cost. Refer to Section 2.2 of this chapter for more information.</p> <p>Visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>\$20 copayment for each Medicare-covered dental visit.</p> <p>There is no coinsurance, copayment, or deductible for each covered embedded routine preventive dental service provided by an in-network dental provider.</p> <p>There is no annual allowance maximum for covered embedded routine preventive dental services.</p>

Covered Service	What you pay
 Depression screening <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and/or referrals.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>
 Diabetes screening <p>We cover this screening (includes fasting glucose tests) if you have any of these risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history of high blood sugar (glucose). Tests may also be covered if you meet other requirements, like being overweight and having a family history of diabetes.</p> <p>You may be eligible for up to 2 diabetes screenings every 12 months following the date of your most recent diabetes screening test.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered diabetes screening tests.</p>


Covered Service	What you pay
<p> Diabetes self-management training, diabetic services and supplies*</p> <p>For all people who have diabetes (insulin and non-insulin users). Covered services include:</p> <ul style="list-style-type: none"> Supplies to monitor your blood glucose: blood glucose monitor, blood glucose test strips, lancet devices and lancets, and glucose-control solutions for checking the accuracy of test strips and monitors. For people with diabetes who have severe diabetic foot disease: one pair per calendar year of therapeutic custom-molded shoes (including inserts provided with such shoes) and 2 additional pairs of inserts, or one pair of depth shoes and 3 pairs of inserts (not including the non-customized removable inserts provided with such shoes). Coverage includes fitting. Diabetes self-management training is covered under certain conditions. <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered diabetic monitoring supplies.</p> <p>Test strips and glucometers are limited to the plan's preferred manufacturers. All diabetic supplies and/or devices should be provided and arranged through the retail pharmacy network or other network provider.</p> <p>There is no coinsurance, copayment, or deductible for Medicare-covered therapeutic shoes or inserts.</p> <p>All Durable Medical Equipment (DME) must be provided and arranged through the retail pharmacy network, Home Services, or other plan-authorized provider.</p> <p>There is no coinsurance, copayment, or deductible for Medicare-covered diabetes self-management training.</p>

Covered Service	What you pay
<p>Durable medical equipment (DME) and related supplies*</p> <p>For a definition of durable medical equipment, go to Chapter 10 and Chapter 3)</p> <p>Covered items include, but aren't limited to, wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, and walkers.</p> <p>We cover all medically necessary DME covered by Original Medicare. If our supplier in your area doesn't carry a particular brand or manufacturer, you can ask them if they can special order it for you. The most recent list of suppliers is also available on our website at www.ProvidenceHealthAssurance.com/findaprovider. The DME supplier in your area is Home Services. Visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>20% of the total cost for Medicare-covered durable medical equipment and related supplies.</p> <p>Your cost sharing for Medicare oxygen equipment coverage is 20% of the total cost, every month.</p> <p>Your cost sharing won't change after you're enrolled for 36 months.</p> <p>All Durable Medical Equipment (DME), such as continuous glucose monitors (CGMs), insulin pumps, and wheelchairs, must be provided by the retail pharmacy network, Home Services, or other network provider.</p>

Covered Service	What you pay
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life (and, if you're a pregnant woman, loss of an unborn child), loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that's quickly getting worse.</p> <p>Cost sharing for necessary emergency services you get out-of-network is the same as when you get these services in-network.</p> <p>You have worldwide emergency coverage. Please see the "Worldwide emergency/urgent care" section of this medical benefits chart for details.</p>	<p>\$130 copayment for each Medicare-covered emergency room visit.</p> <p>If you are admitted to the hospital within 24 hours of your emergency room visit, you do not have to pay the emergency room copayment.</p> <p>If you get emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must move to a network hospital for your care to continue to be covered <i>OR</i> you must have your inpatient care at the out-of-network hospital authorized by our plan and your cost is the cost sharing you would pay at a network hospital.</p> <p>See the "Inpatient hospital services" section of this medical benefits chart for inpatient cost-sharing information.</p>

Covered Service	What you pay
<p>Fitness benefit</p> <p>Providence Medicare Focus Medical (HMO) members get to enjoy in-network gyms to help you take control of your health and help you feel your best. As a member, you get the following at low or no cost to you:</p> <ul style="list-style-type: none">• Fitness Gyms: You have access to a variety of local gyms. You may locate a fitness center, within a 40-mile radius, by visiting the fitness website. Go to Chapter 2 Section 1 to the Benefit Administrator table for contact information.• Online Fitness: Classes are available, please go to the fitness website for class schedules. <p>If you have any questions, need help finding a participating fitness center, want to enroll or learn more about the program, contact the Benefits Administrator. Visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p>	<p>There is no coinsurance, copayment, or deductible for the standard fitness benefit.</p>

Covered Service	What you pay
<p>Hearing services</p> <p>Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when you get them from a physician, audiologist, or other qualified provider.</p> <p>Please note: A separate cost sharing may apply if additional services are provided.</p> <p>Routine hearing services</p> <p>You may also receive one routine hearing exam from an approved hearing provider per calendar year.</p> <p>Hearing Aids:</p> <p>Up to two approved branded hearing aids every year (one per ear, per year). Benefit is limited to approved brand hearing aids, which come in various styles and colors and are available in rechargeable style options for an additional \$50 per aid. Please keep in mind that you must see an approved hearing provider to use this benefit. Ready to get started? Visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p>	<p>\$20 copayment for Medicare-covered diagnostic hearing exams.</p> <p>There is no coinsurance, copayment, or deductible for one routine hearing exam with an approved hearing provider.*</p> <p>\$499 copayment per Standard hearing aid, \$699 copayment per Advanced hearing aid, or \$999 copayment per Premium hearing aid.*</p> <p>\$50 additional fee per rechargeable hearing aid.</p> <p>*Cost-sharing amounts for routine hearing exam and hearing aids do not count toward your plan's out-of-pocket maximum.</p>


Covered Service	What you pay
<p>Hearing services (continued)</p> <p>Hearing aid purchase includes:</p> <ul style="list-style-type: none"> • First year of follow-up provider visits • 60-day trial period • 3-year extended warranty • 80 batteries per aid for non-rechargeable models <p>Benefit does not include or cover any of the following:</p> <ul style="list-style-type: none"> • Additional cost for optional hearing aid rechargeability • Ear molds • Hearing aid accessories • Additional provider visits • Additional batteries; batteries when a rechargeable hearing aid is purchased • Hearing aids that are not from the approved branded provider • Costs associated with loss & damage warranty claims <p>Costs associated with excluded items are the responsibility of the member and not covered by the plan.</p>	
<p> HIV screening</p> <p>For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover:</p> <ul style="list-style-type: none"> • One screening exam every 12 months <p>If you are pregnant, we cover:</p> <ul style="list-style-type: none"> • Up to 3 screening exams during a pregnancy <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There's no coinsurance, copayment, or deductible for members eligible for Medicare-covered preventive HIV screening.</p>

Covered Service	What you pay
<p>Home health agency care*</p> <p>Before you get home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but aren't limited to:</p> <ul style="list-style-type: none"> • Part-time or intermittent skilled nursing and home health aide services (to be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week) • Physical therapy, occupational therapy, and speech therapy • Medical and social services • Medical equipment and supplies <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>There is no coinsurance, copayment, or deductible for each Medicare-covered home health visit. However, the applicable cost sharing listed elsewhere in this medical benefits chart will apply if the item is covered under a different benefit. For example, durable medical equipment not provided by a home health agency.</p> <p>All home health care and services must be provided by Home Services or other plan-authorized provider.</p>

Covered Service	What you pay
<p>Home infusion therapy*</p> <p>Home infusion therapy involves the intravenous or subcutaneous administration of drugs or biologicals to a person at home. The components needed to perform home infusion include the drug (for example, antivirals, immune globulin), equipment (for example, a pump), and supplies (for example, tubing and catheters).</p> <p>Covered services include, but aren't limited to:</p> <ul style="list-style-type: none"> • Professional services, including nursing services, furnished in accordance with our plan of care • Patient training and education not otherwise covered under the durable medical equipment benefit • Remote monitoring • Monitoring services for the provision of home infusion therapy and home infusion drugs furnished by a qualified home infusion therapy supplier <p>Non-preferred Part B drugs may be subject to Step Therapy. The most current list of Part B drugs subject to Step Therapy can be found on our website, www.providencehealthplan.com/medicare/medicare-advantage-plans/members.</p> <p>Please note: A separate cost sharing may apply for professional fees.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered home infusion therapy.</p> <p>0% - 20% of the total cost for Medicare-covered Part B chemotherapy Drugs and their administration.</p> <p>0% - 20% of the total cost for other Medicare-covered Part B drugs and their administration.</p> <p>20% of the total cost for Medicare-covered durable medical equipment, prosthetic devices, and related medical supplies.</p>

Covered Service	What you pay
<p>Hospice care</p> <p>You're eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have 6 months or less to live if your illness runs its normal course. You can get care from any Medicare-certified hospice program. Our plan is obligated to help you find Medicare-certified hospice programs in our plan's service area, including programs we own, control, or have a financial interest in. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Drugs for symptom control and pain relief • Short-term respite care • Home care <p>When you're admitted to a hospice, you have the right to stay in our plan; if you stay in our plan you must continue to pay plan premiums.</p> <p>For hospice services and services covered by Medicare Part A or B that are related to your terminal prognosis: Original Medicare (rather than our plan) will pay your hospice provider for your hospice services and any Part A and Part B services related to your terminal prognosis. While you're in the hospice program, your hospice provider will bill Original Medicare for the services Original Medicare pays for. You'll be billed Original Medicare cost sharing.</p> <p>For services covered by Medicare Part A or B not related to your terminal prognosis: If you need non-emergency, non-urgently needed services covered under Medicare Part A or B that aren't related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network and follow plan rules (like if there's a requirement to get prior authorization).</p>	<p>When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not Providence Medicare Focus Medical (HMO).</p> <p>You must get care from a Medicare-certified hospice provider.</p> <p>An additional cost sharing may apply for hospice consultation services provided during an inpatient hospital stay.</p> <p>A separate cost sharing may apply for drugs and respite care.</p> <p>Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit.</p> <p>There is no coinsurance, copayment, or deductible for hospice consultation services obtained in a primary care provider's office.</p> <p>\$20 copayment for hospice consultation services obtained in a specialist's office.</p>

Covered Service	What you pay
<p>Hospice care (continued)</p> <ul style="list-style-type: none"> • If you get the covered services from a network provider and follow plan rules for getting service, you pay only our plan cost-sharing amount for in-network services • If you get the covered services from an out-of-network provider, you pay the cost sharing under Original Medicare <p>For services covered by Providence Medicare Focus Medical (HMO) but not covered by Medicare Part A or B: Providence Medicare Focus Medical (HMO) will continue to cover plan-covered services that aren't covered under Part A or B whether or not they're related to your terminal prognosis. You pay our plan cost-sharing amount for these services.</p> <p>Note: If you need non-hospice care (care that's not related to your terminal prognosis), contact us to arrange the services.</p> <p>Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit.</p>	

Covered Service	What you pay
 Immunizations Covered Medicare Part B services include: <ul style="list-style-type: none"> • Pneumonia vaccines • Flu/influenza shots (or vaccines), once each flu/influenza season in the fall and winter, with additional flu/influenza shots (or vaccines) if medically necessary • Hepatitis B vaccines if you're at high or intermediate risk of getting Hepatitis B • COVID-19 vaccines • Other vaccines if you're at risk and they meet Medicare Part B coverage rules <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for the pneumonia, flu/influenza, Hepatitis B, and COVID-19 vaccines.</p> <p>There is no coinsurance, copayment, or deductible for all other Medicare-covered Part B immunizations.</p> <p>You must go to a Medicare provider for your flu and/or pneumonia shot.</p> <p>You can get most immunizations at your local pharmacy.</p>



Covered Service	What you pay
<p>Inpatient hospital care*</p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you're formally admitted to the hospital with a doctor's order. The day before you're discharged is your last inpatient day.</p> <p>Except in an emergency, your provider must tell us that you are going to be admitted to the hospital.</p> <p>Covered services include but aren't limited to:</p> <ul style="list-style-type: none"> • Semi-private room (or a private room if medically necessary) • Meals including special diets • Regular nursing services • Costs of special care units (such as intensive care or coronary care units) • Drugs and medications • Lab tests • X-rays and other radiology services • Necessary surgical and medical supplies • Use of appliances, such as wheelchairs • Operating and recovery room costs • Physical, occupational, and speech language therapy • Inpatient substance abuse services • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we'll arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you're a candidate for a transplant. 	<p>For days 1-5, you pay a \$250 copayment each day for each Medicare-covered inpatient hospital stay.</p> <p>For day 6 and beyond, there is no coinsurance, copayment, or deductible for each Medicare-covered inpatient hospital stay.</p> <p>For inpatient hospital care, the cost sharing described above applies each time you are admitted to the hospital. Cost sharing is charged for each inpatient stay. A transfer from a hospital to a separate facility type (such as an Inpatient Rehabilitation Hospital or Long Term Care Hospital) is considered a new admission. For each inpatient hospital stay, you are covered for unlimited days as long as the stay is covered in accordance with plan rules. Medicare hospital benefit periods do not apply.</p>

Covered Service	What you pay
<p>Inpatient hospital care* (continued)</p> <p>Transplant providers may be local or outside of the service area. If our in-network transplant services are outside the community pattern of care, you may choose to go locally as long as the local transplant providers are willing to accept the Original Medicare rate. If Providence Medicare Focus Medical (HMO) provides transplant services at a location outside the pattern of care for transplants in your community and you choose to get transplants at this distant location, we'll arrange or pay for appropriate lodging and transportation costs for you and a companion. Travel expenses are subject to prior authorization and eligibility of the recipient. The total maximum reimbursement allowed for transplant travel is \$5,000. Food and lodging expenses are limited to up to \$150 per day and apply to the \$5,000 maximum.</p> <ul style="list-style-type: none"> • Blood - including storage and administration. Coverage of whole blood and packed red cells starts with the first pint of blood you need. All other components of blood are covered starting with the first pint. • Physician services <p>Note: To be an inpatient, your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an outpatient. If you're not sure if you're an inpatient or an outpatient, ask the hospital staff.</p> <p>Get more information in the Medicare fact sheet <i>Medicare Hospital Benefits</i>. This fact sheet is available at www.Medicare.gov/publications/11435-Medicare-Hospital-Benefits.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>Please note: If you receive take-home supplies or any items unrelated to the condition you are being treated for, you may be responsible for the costs.</p> <p>If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost sharing you'd pay at a network hospital.</p>

Covered Service	What you pay
<p>Inpatient services in a psychiatric hospital*</p> <p>Covered services include mental health care services that require a hospital stay.</p> <p>You get up to 190 days of Medicare-covered inpatient psychiatric hospital care in a lifetime. Please keep in mind that the number of covered lifetime hospitalization days never resets. For example, if Medicare previously paid for you to stay in an inpatient psychiatric hospital for 100 days, then your plan will only pay for up to 90 days of a future stay. The 190-day limit doesn't apply to inpatient mental health services provided in a psychiatric unit of a general hospital.</p> <p>Except in an emergency, your provider must tell us that you are going to be admitted to the hospital.</p> <p>Mental health services are managed by Providence Health Assurance. Providence Health Assurance must be contacted for authorizations.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>For days 1-7, you pay a \$200 copayment each day for each Medicare-covered inpatient psychiatric hospital stay.</p> <p>For days 8-90, there is no coinsurance, copayment, or deductible for each Medicare-covered inpatient psychiatric hospital stay.</p> <p>For inpatient mental health care, the cost sharing described above applies each time you are admitted to the hospital. Cost sharing is charged for each inpatient stay. A transfer to a separate facility type is considered a new admission. Medicare hospital benefit periods do not apply.</p>


Covered Service	What you pay
<p>Inpatient stay: Covered services you get in a hospital or SNF during a non-covered inpatient stay*</p> <p>If you've used up your inpatient benefits or if the inpatient stay isn't reasonable and necessary, we won't cover your inpatient stay. In some cases, we'll cover certain services you get while you're in the hospital or the skilled nursing facility (SNF). Covered services include, but aren't limited to:</p> <ul style="list-style-type: none"> • Physician services • Diagnostic tests (like lab tests) • X-ray, radium, and isotope therapy including technician materials and services • Surgical dressings • Splints, casts, and other devices used to reduce fractures and dislocations • Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices • Leg, arm, back, and neck braces; trusses, and artificial legs, arms, and eyes including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition • Physical therapy, speech therapy, and occupational therapy <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>The services and supplies listed to the left will continue to be covered at the cost sharing described in their respective sections of this medical benefits chart. For example, physical therapy will be covered at the cost-sharing amount under "Outpatient rehabilitation services."</p>

Covered Service	What you pay
<p>Meal delivery program (for post-discharge only)</p> <p>We cover up to 28 meals over a 14-day period. This benefit can be used immediately following your discharge from an Inpatient Acute Hospital, Inpatient Psychiatric Hospital, or SNF (if the preceding event is a qualified inpatient hospital stay). All meals will be delivered directly to your home, and you may be eligible to receive meals to help you manage or recover from your specific health conditions or injuries.</p> <p>Benefit guidelines:</p> <ul style="list-style-type: none"> • First meal delivery may take up to three business days after ordered • Observation stays do not qualify for this meal benefit • Meals must be ordered through our meal delivery vendor • Some restrictions and limitations may apply <p>No action is required on your part to initiate this benefit, as we will contact eligible members directly. Visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p>	<p>There is no coinsurance, copayment, or deductible for non-Medicare-covered meal delivery program. Coverage is limited to two meals per day for 14 days (28 meals total) following each inpatient hospitalization.</p>

Covered Service	What you pay
 Medical nutrition therapy <p>This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when ordered by your doctor.</p> <p>We cover 3 hours of one-on-one counseling services during the first year you get medical nutrition therapy services under Medicare (this includes our plan, any other Medicare Advantage plan, or Original Medicare), and 2 hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to get more hours of treatment with a physician's order. A physician must prescribe these services and renew their order yearly if your treatment is needed into the next calendar year.</p> <p>We cover medical nutrition therapy prescribed by a physician regardless of your condition or diagnosis.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered medical nutrition therapy services.</p> <p>There is no coinsurance, copayment, or deductible for non-Medicare-covered medical nutrition therapy services ordered by a physician.</p>
 Medicare Diabetes Prevention Program (MDPP) <p>MDPP services are covered for eligible people under all Medicare health plans.</p> <p>MDPP is a structured health behavior change intervention that provides practical training in long-term dietary change, increased physical activity, and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.</p>	<p>There is no coinsurance, copayment, or deductible for the MDPP benefit.</p>

Covered Service	What you pay
<p>Medicare Part B drugs*</p> <p>These drugs are covered under Part B of Original Medicare. Members of our plan get coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> • Drugs that usually aren't self-administered by the patient and are injected or infused while you get physician, hospital outpatient, or ambulatory surgical center services • Insulin furnished through an item of durable medical equipment (such as a medically necessary insulin pump) • Other drugs you take using durable medical equipment (such as nebulizers) that were authorized by our plan • The Alzheimer's drug, Leqembi® (generic name lecanemab), which is administered intravenously. In addition to medication costs, you may need additional scans and tests before and/or during treatment that could add to your overall costs. Talk to your doctor about what scans and tests you may need as part of your treatment. • Clotting factors you give yourself by injection if you have hemophilia • Transplant/immunosuppressive drugs: Medicare covers transplant drug therapy if Medicare paid for your organ transplant. You must have Part A at the time of the covered transplant, and you must have Part B at the time you get immunosuppressive drugs. • Injectable osteoporosis drugs, if you're homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and can't self-administer the drug • Some antigens: Medicare covers antigens if a doctor prepares them and a properly instructed person (who could be you, the patient) gives them under appropriate supervision 	<p>0% - 20% of the total cost for Medicare-covered Part B chemotherapy and radiation drugs and other Part B drugs.</p> <p>A separate cost sharing may apply for the administration of Medicare-covered Part B prescription drugs.</p> <p>Medicare Part B prescription drugs may be subject to step therapy.</p> <p>Insulin cost sharing is subject to a cost share cap of \$35 for one-month's supply of insulin.</p>

Covered Service	What you pay
<p>Medicare Part B prescription drugs* (continued)</p> <ul style="list-style-type: none"> • Certain oral anti-cancer drugs : Medicare covers some oral cancer drugs you take by mouth if the same drug is available in injectable form or the drug is a prodrug (an oral form of a drug that, when ingested, breaks down into the same active ingredient found in the injectable drug) of the injectable drug. • Oral anti-nausea drugs: Medicare covers oral anti-nausea drugs you use as part of an anti-cancer chemotherapeutic regimen if they're administered before, at, or within 48 hours of chemotherapy or are used as a full therapeutic replacement for an intravenous anti-nausea drug • Certain oral End-Stage Renal Disease (ESRD) drugs covered under Medicare Part B • Calcimimetic and phosphate binder medications under the ESRD payment system, including the intravenous medication Parsabiv® and the oral medication Sensipar® • Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary and topical anesthetics • Erythropoiesis-stimulating agents: Medicare covers erythropoietin by injection if you have End-Stage Renal Disease (ESRD) or you need this drug to treat anemia related to certain other conditions (such as Epogen®, Procrit®, Retacrit®, Epoetin Alfa, Aranesp®, Darbepoetin Alfa®, Mircera®, or Methoxy polyethylene glycol-epoetin beta) • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases • Parenteral and enteral nutrition (intravenous and tube feeding) 	

Covered Service	What you pay
<p>Medicare Part B prescription drugs* (continued)</p> <p>This link will take you to a list of Part B Drugs that may be subject to Step Therapy: www.ProvidenceHealthAssurance.com/PharmacyResources</p> <p>We also cover some vaccines under our Part B drug benefit.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	
<p>Nurse Advice Line</p> <p>Dealing with a potentially urgent medical situation? The Nurse Advice Line is available 24 hours a day, 7 days a week. Registered nurses will help you determine your next steps, from taking a pain reliever to visiting an urgent care location. Whether you're calling about yourself or your child, our nurses can help. Visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p>	<p>There is no coinsurance, copayment, or deductible for the Nurse Advice Line.</p>
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>

Covered Service	What you pay
<p>Opioid treatment program services*</p> <p>Members of our plan with opioid use disorder (OUD) can get coverage of services to treat OUD through an Opioid Treatment Program (OTP) which includes the following services:</p> <ul style="list-style-type: none"> • U.S. Food and Drug Administration (FDA)-approved opioid agonist and antagonist medication-assisted treatment (MAT) medications • Dispensing and administration of MAT medications (if applicable) • Substance use counseling • Individual and group therapy • Toxicology testing • Intake activities • Periodic assessments <p>Please note: A separate cost sharing may apply if additional services are provided.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>There is no copayment for Medicare-covered opioid treatment provided by a PCP. There is a \$20 copayment for treatment provided by a specialist.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies*</p> <p>Covered services include, but aren't limited to:</p> <ul style="list-style-type: none"> • X-rays • Radiation (radium and isotope) therapy including technician materials and supplies • Special imaging procedures, such as MRI, CT, and PET scans. All special imaging procedures need to be coordinated by your ordering provider through the imaging benefit administrator. • Special diagnostic tests, such as ultrasounds and Holter monitoring 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered x-rays.</p> <p>15% of the total cost for Medicare-covered therapeutic radiology services and supplies.</p> <p>15% of the total cost for Medicare-covered special imaging procedures and special diagnostic tests.</p> <p>15% of the total cost for Medicare-covered diagnostic radiology services up to \$250 maximum per day.</p>

Covered Service	What you pay
<p>Outpatient diagnostic tests and therapeutic services and supplies* (continued)</p> <ul style="list-style-type: none"> Surgical supplies, such as dressings Splints, casts, and other devices used to reduce fractures and dislocations Laboratory tests Blood - including storage and administration. Coverage of whole blood and packed red cells begins with the first pint of blood that you need. All other components of blood are also covered beginning with the first pint used. Diagnostic non-laboratory tests such as CT scans, MRIs, EKGs, and PET scans when your doctor or other health care provider orders them to treat a medical problem. Other outpatient diagnostic tests and procedures <p>Please note: A separate cost sharing may apply if you receive any services aside from the Medicare-covered lab, blood, or other diagnostic tests and procedures described above. Visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>20% of the total cost for Medicare-covered dressings and supplies, splints, casts, and other devices used to reduce fractures and dislocations. These must be provided by Home Services or other network provider.</p> <p>There is no coinsurance, copayment, or deductible for Medicare-covered lab services and blood services.</p> <p>20% of the total cost for other Medicare-covered diagnostic tests and procedures.</p>

Covered Service	What you pay
<p>Outpatient hospital observation*</p> <p>Observation services are hospital outpatient services given to determine if you need to be admitted as an inpatient or can be discharged.</p> <p>For outpatient hospital observation services to be covered, they must meet Medicare criteria and be considered reasonable and necessary. Observation services are covered only when provided by the order of a physician or another person authorized by state licensure law and hospital staff bylaws to admit patients to the hospital or order outpatient tests.</p> <p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you're an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an outpatient. If you aren't sure if you're an outpatient, ask the hospital staff.</p> <p>Get more information Medicare fact sheet <i>Medicare Hospital Benefits</i>. This fact sheet is available at www.Medicare.gov/publications/11435-Medicare-Hospital-Benefits.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>\$70 copayment for Medicare-covered observation services.</p>

Covered Service	What you pay
<p>Outpatient hospital services*</p> <p>We cover medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but aren't limited to:</p> <ul style="list-style-type: none"> Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery Please note: A separate cost sharing may apply for professional fees. Laboratory and diagnostic tests billed by the hospital Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it X-rays and other radiology services billed by the hospital 	<p>\$130 copayment for each Medicare-covered emergency room visit.</p> <p>\$70 copayment for Medicare-covered observation services.</p> <p>\$250 copayment for each Medicare-covered outpatient hospital surgical service.</p> <p>There is no facility fee for outpatient clinic visits.</p> <p>There is no coinsurance, copayment, or deductible for Medicare-covered lab services and blood services.</p> <p>20% of the total cost for other Medicare-covered diagnostic tests and procedures.</p> <p>There is no coinsurance, copayment, or deductible for Medicare-covered partial hospitalization program services.</p> <p>There is no coinsurance, copayment, or deductible for Medicare-covered x-rays.</p> <p>15% of the total cost for Medicare-covered radiology services.</p> <p>15% of the total cost for Medicare-covered special imaging procedures and special diagnostic tests.</p>

Covered Service	What you pay
<p>Outpatient hospital services* (continued)</p> <ul style="list-style-type: none"> • Medical supplies such as splints and casts • Certain drugs and biologicals you can't give yourself <p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you're an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an outpatient. If you aren't sure if you're an outpatient, ask the hospital staff.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>20% of the total cost for Medicare-covered medical supplies.</p> <p>0% - 20% of the total cost for Medicare-covered Part B chemotherapy and radiation drugs and other Part B drugs.</p> <p>A separate cost sharing may apply for the administration of Medicare-covered Part B prescription drugs.</p> <p>Please note: If you receive take-home supplies or any items unrelated to the condition you are being treated for, you may be responsible for the costs.</p>
<p>Outpatient mental health care*</p> <p>Covered services include:</p> <p>Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, licensed professional counselor (LPC), licensed marriage and family therapist (LMFT), nurse practitioner (NP), physician assistant (PA), or other Medicare-qualified mental health care professional as allowed under applicable state laws.</p> <p>Mental health services are managed by Providence Health Assurance. Providence Health Assurance must be contacted for authorizations.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>\$20 copayment for each Medicare-covered individual or group therapy visit.</p> <p>There is no coinsurance, copayment, or deductible for Medicare-covered partial hospitalization program services.</p>

Covered Service	What you pay
<p>Outpatient rehabilitation services*</p> <p>Covered services include: physical therapy, occupational therapy, and speech language therapy.</p> <p>Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).</p> <p>All physical therapy and occupational therapy services must be authorized on an outpatient basis. Notifications for rehabilitation services are completed through an authorizing agent on behalf of Providence Health Assurance. A notification is the initial request submitted to the authorizing agent to inform Providence Health Assurance that you are starting physical therapy and/or occupational therapy services. The authorizing agent determines if the requests are approved or require medical necessity review.</p> <p>*Prior authorization may be required for initial rehab services and subsequent visits.</p>	<p>\$20 copayment for each Medicare-covered occupational therapy visit.</p> <p>\$20 copayment for each Medicare-covered physical therapy visit and speech and language therapy visit.</p>
<p>Outpatient substance use disorder services*</p> <p>Covered levels of care for substance use disorder include:</p> <ul style="list-style-type: none"> • Partial hospitalization/day treatment • Intensive outpatient treatment • Outpatient treatment 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered partial hospitalization program services.</p> <p>There is no coinsurance, copayment or deductible for each Medicare-covered intensive outpatient therapy visit.</p>

Covered Service	What you pay
<p>Outpatient substance use disorder services* (continued)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnostic assessment, evaluations, and treatment planning • Treatment and/or procedures • Medication management and other associated treatments • Individual, family, and group therapy • Provider-based case management services • Crisis intervention <p>Please note: All substance use disorder services must be received on an outpatient basis in a hospital, alternate facility, or provider's office. Additionally, these services must be provided by, or under the direction of, a properly qualified behavioral health practitioner.</p> <p>Mental health services are managed by Providence Health Assurance. Providence Health Assurance must be contacted for authorizations.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>\$20 copayment for each Medicare-covered individual or group therapy visit.</p>
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers*</p> <p>Note: If you're having surgery in a hospital facility, you should check with your provider about whether you'll be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you're an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p> <p>Please note: A separate cost sharing may apply for professional fees.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>\$200 copayment for each Medicare-covered ambulatory surgical center visit.</p> <p>\$250 copayment for each Medicare-covered outpatient hospital surgical service.</p> <p>\$70 copayment for Medicare-covered observation services.</p> <p>There is no facility fee for outpatient clinic visits.</p>

Covered Service	What you pay
<p>Over-the-counter (OTC) items</p> <p>We give you a pre-loaded debit card with an allowance of \$100 every six months to pay for over-the-counter (OTC) health and wellness items. Please note that unused funds from the first six months will roll over to the next 6 month period and all unused funds will expire at 11:59 p.m. on December 31, 2026.</p> <p>You can purchase eligible OTC health items from participating retail pharmacies in your area. Or, for a contactless experience, you can order from the catalog via phone, web, or mail. Please note that catalog items are available for home delivery only. Also, items may not be purchased through any other suppliers or channels than those described above.</p> <p>For assistance, or to get a list of approved items and retail pharmacies, please visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p> <p>For all other questions or concerns, please call Providence Health Assurance at 503-574-8000 or 1-800-603-2340. TTY users should call 711.</p>	<p>There is no coinsurance, copayment, or deductible for over-the-counter items.</p> <p>You have an allowance of \$100 every six months.</p> <p>Over-the-counter items can only be purchased from the catalog or approved retailers.</p>



Covered Service	What you pay
<p>Partial hospitalization services and Intensive outpatient services*</p> <p><i>Partial hospitalization</i> is a structured program of active psychiatric treatment provided as a hospital outpatient service or by a community mental health center that's more intense than care you get in your doctor's, therapist's, licensed marriage and family therapist's (LMFT), or licensed professional counselor's office and is an alternative to inpatient hospitalization.</p> <p><i>Intensive outpatient service</i> is a structured program of active behavioral (mental) health therapy treatment provided in a hospital outpatient department, a community mental health center, a federally qualified health center, or a rural health clinic that's more intense than care you get in your doctor's, therapist's, licensed marriage and family therapist's (LMFT), or licensed professional counselor's office but less intense than partial hospitalization.</p> <p>Mental health services are managed by Providence Health Assurance. Providence Health Assurance must be contacted for authorizations.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered partial hospitalization program services.</p>

Covered Service	What you pay
<p>Personal Emergency Response System (PERS)</p> <p>A Personal Emergency Response System (PERS) gives you 24/7 access to help in the event of an emergency. Simply press the button on your device to speak with a trained operator who will coordinate emergency dispatch to your location.</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Shipping and fulfillment of the mobile device and base unit • GPS technology to identify your location during an emergency • Automatic fall detection technology <p>Please note: Remote video monitoring is not covered.</p> <p>For Customer Service or to sign up, visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p>	<p>There is no coinsurance, copayment, or deductible for PERS services.</p>
<p>Physician/Practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically-necessary medical care or surgery services you get in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location • Consultation, diagnosis, and treatment by a specialist • Basic hearing and balance exams performed by your PCP or specialist, if your doctor orders it to see if you need medical treatment 	<p>There is no coinsurance, copayment, or deductible for each Medicare-covered primary care provider visit.</p> <p>\$20 copayment for each Medicare-covered specialist visit.</p> <p>For hearing and balance exam cost sharing, please see the "Hearing services" section of this medical benefits chart.</p>


Covered Service	What you pay
<p>Physician/Practitioner services, including doctor's office visits (continued)</p> <ul style="list-style-type: none"> • Certain telehealth services, including: primary and specialty care, mental health care, opioid and substance use disorder treatment, supervised exercise, occupational and physical therapy, speech language pathology services, kidney disease education, diabetes self-management, and consultation and follow-up visits for a hospital stay, surgery, or emergency department visit. <ul style="list-style-type: none"> ○ You have the option of getting these services through an in-person visit or by telehealth. If you choose to get one of these services by telehealth, you must use a network provider who offers the service by telehealth. ○ Services will be provided via interactive audio and video communication when deemed clinically appropriate by the network provider rendering the service. • Some telehealth services including consultation, diagnosis, and treatment by a physician or practitioner, for patients in certain rural areas or other places approved by Medicare • Telehealth services for monthly end-stage renal disease-related visits for home dialysis members in a hospital-based or critical access hospital-based renal dialysis center, renal dialysis facility, or the member's home • Telehealth services to diagnose, evaluate, or treat symptoms of a stroke, regardless of your location • Telehealth services for members with a substance use disorder or co-occurring mental health disorder, regardless of their location • Telehealth services for diagnosis, evaluation, and treatment of mental health disorders if: <ul style="list-style-type: none"> ○ You have an in-person visit within 6 months prior to your first telehealth visit ○ You have an in-person visit every 12 months while getting these telehealth services 	<p>For each Medicare-covered telehealth service, you will pay the applicable primary care provider or specialist visit cost sharing described above.</p>


Covered Service	What you pay
<p>Physician/Practitioner services, including doctor's office visits (continued)</p> <ul style="list-style-type: none"> ○ Exceptions can be made to the above for certain circumstances • Telehealth services for mental health visits provided by Rural Health Clinics and Federally Qualified Health Centers • Virtual check-ins (for example, by phone or video chat) with your doctor for 5-10 minutes if: <ul style="list-style-type: none"> ○ You're not a new patient and ○ The check-in isn't related to an office visit in the past 7 days and ○ The check-in doesn't lead to an office visit within 24 hours or the soonest available appointment • Evaluation of video and/or images you send to your doctor, and interpretation and follow-up by your doctor within 24 hours if: <ul style="list-style-type: none"> ○ You're not a new patient and ○ The evaluation isn't related to an office visit in the past 7 days and ○ The evaluation doesn't lead to an office visit within 24 hours or the soonest available appointment 	



Covered Service	What you pay
<p>Physician/Practitioner services, including doctor's office visits (continued)</p> <ul style="list-style-type: none"> • Consultation your doctor has with other doctors by phone, internet, or electronic health record • Second opinion by another network provider prior to surgery • Non-Medicare-covered remote access technology: We provide access to in-network providers via <ul style="list-style-type: none"> ○ Telephonic visits for medication and disease management services, like when you call the Nurse Advice Line ○ Emails through an application, like when you send your care team a message in MyChart 	<p>There is no coinsurance, copayment, or deductible for non-Medicare-covered remote access technology services.</p> <p>This benefit covers only the provider's service fee, not any applicable clinic or facility fees.</p> <p>Multiple cost-sharing amounts may apply depending on the services provided.</p>
<p>Podiatry services</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs) • Routine foot care for members with certain medical conditions affecting the lower limbs <p>Please note: A separate cost sharing may apply if additional services are provided and/or if covered podiatry services are provided at a hospital outpatient facility or ambulatory surgical center.</p>	<p>\$20 copayment for each Medicare-covered podiatry visit.</p> <p>Please refer to "Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers" for services provided in an outpatient setting.</p>

Covered Service	What you pay
 Pre-exposure prophylaxis (PrEP) for HIV prevention <p>If you don't have HIV, but your doctor or other health care practitioner determines you're at an increased risk for HIV, we cover pre-exposure prophylaxis (PrEP) medication and related services.</p> <p>If you qualify, covered services include:</p> <ul style="list-style-type: none"> • FDA-approved oral or injectable PrEP medication. If you're getting an injectable drug, we also cover the fee for injecting the drug. • Up to 8 individual counseling sessions (including HIV risk assessment, HIV risk reduction, and medication adherence) every 12 months. • Up to 8 HIV screenings every 12 months. <p>A one-time hepatitis B virus screening.</p>	<p>There is no coinsurance, copayment, or deductible for the PrEP benefit.</p>
 Prostate cancer screening exams <p>For men aged 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam • Prostate Specific Antigen (PSA) test <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered annual PSA test or digital rectal exam.</p>

Covered Service	What you pay
<p>Prosthetic and orthotic devices and related supplies*</p> <p>Devices (other than dental) that replace all or part of a body part or function. These include but aren't limited to testing, fitting, or training in the use of prosthetic and orthotic devices; as well as colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic and orthotic devices, and repair and/or replacement of prosthetic and orthotic devices. Also includes some coverage following cataract removal or cataract surgery – go to <i>Vision Care</i> later in this able for more detail.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>20% of the total cost for Medicare-covered prosthetic devices and related supplies.</p> <p>All prosthetic devices and related supplies must be provided by Home Services or other network provider.</p>
<p>Pulmonary rehabilitation services</p> <p>Comprehensive programs of pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and an order for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p> <p>Pulmonary rehabilitation visits are limited to 36 sessions over a period of 36 weeks. If medically necessary, you may receive up to 36 additional sessions.</p>	<p>\$20 copayment for each Medicare-covered pulmonary rehabilitation service.</p>
<p>Remote Access Technology</p> <p>We provide access to in-network providers via</p> <ul style="list-style-type: none"> • Telephonic visits for medication and disease management services, like when you call ProvRN • Emails through an application, like when you send your care team a message in MyChart • A dedicated, web-based platform for same-day urgent care appointments when you visit Providence ExpressCare Virtual on a tablet, smartphone, or computer 	<p>There is no coinsurance, copayment, or deductible for non-Medicare-covered remote access technology services.</p>


Covered Service	What you pay
 Screening and counseling to reduce alcohol misuse <p>We cover one alcohol misuse screening for adults (including pregnant women) who misuse alcohol but aren't alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to 4 brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for each Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>

Covered Service	What you pay
<p> Screening for lung cancer with low dose computed tomography (LDCT)*</p> <p>For qualified people, a LDCT is covered every 12 months.</p> <p>Eligible members are people age 50 – 77 who have no signs or symptoms of lung cancer, but who have a history of tobacco smoking of at least 20 pack-years and who currently smoke or have quit smoking within the last 15 years, who get an order for LDCT during a lung cancer screening counseling and shared decision-making visit that meets the Medicare criteria for such visits and be furnished by a physician or qualified non-physician practitioner.</p> <p><i>For LDCT lung cancer screenings after the initial LDCT screening:</i> the members must get an order for LDCT lung cancer screening, which may be furnished during any appropriate visit with a physician or qualified non-physician practitioner. If a physician or qualified non-physician practitioner elects to provide a lung cancer screening counseling and shared decision-making visit for later lung cancer screenings with LDCT, the visit must meet the Medicare criteria for such visits.</p> <p>LDCT needs to be coordinated by your ordering provider through the imaging benefit administrator. Visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p> <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered counseling and shared decision making visit or for LDCT.</p>

Covered Service	What you pay
<p> Screening for Hepatitis C Virus infection</p> <p>We cover one Hepatitis C screening if your primary care doctor or other qualified health care provider orders one and you meet one of these conditions:</p> <ul style="list-style-type: none"> • You're at high risk because you use or have used illicit injection drugs. • You had a blood transfusion before 1992. • You were born between 1945-1965. <p>If you were born between 1945-1965 and aren't considered high risk, we pay for a screening once. If you're at high risk (for example, you've continued to use illicit injection drugs since your previous negative Hepatitis C screening test), we cover yearly screenings.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for the Hepatitis C Virus.</p>
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p> <p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to 2 individual 20 to 30 minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling for STIs preventive benefit.</p>


Covered Service	What you pay
<p>Services to treat kidney disease*</p> <p>Covered services include:</p> <ul style="list-style-type: none"> Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to 6 sessions of kidney disease education services per lifetime Outpatient dialysis treatments (including dialysis treatments when temporarily out of the service area, as explained in Chapter 3, or when your provider for this service is temporarily unavailable or inaccessible) Inpatient dialysis treatments (if you're admitted as an inpatient to a hospital for special care) Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments) Home dialysis equipment and supplies Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and check your dialysis equipment and water supply) 	<p>There is no coinsurance, copayment, or deductible for each Medicare-covered kidney disease education service.</p> <p>20% of the total cost for Medicare-covered renal dialysis treatment.</p> <p>There is no additional charge for dialysis treatments received during a Medicare-covered inpatient hospital stay. Please refer to the "Inpatient hospital care" section of this medical benefits chart for inpatient hospital stay cost-sharing amounts.</p> <p>20% of the total cost for each Medicare-covered self-dialysis training.</p> <p>20% of the total cost for Medicare-covered home dialysis equipment and supplies.</p> <p>There is no coinsurance, copayment, or deductible for each Medicare-covered home health visit.</p>

Covered Service	What you pay
<p>Services to treat kidney disease* (continued)</p> <p>Certain drugs for dialysis are covered under Medicare Part B. For information about coverage for Part B Drugs, go to, Medicare Part B drugs in this table.</p> <p>*Some services may require prior authorization. See Section 2 of this chapter for details.</p>	
<p>Skilled nursing facility (SNF) care*</p> <p>(For a definition of skilled nursing facility care, go to Chapter 12. Skilled nursing facilities are sometimes called SNFs.)</p> <p>Your plan covers up to 100 days each benefit period. No prior hospital stay is required.</p> <p>Covered services include but aren't limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary) • Meals, including special diets • Skilled nursing services • Physical therapy, occupational therapy and speech therapy • Drugs administered to you as part of our plan of care (this includes substances that are naturally present in the body, such as blood clotting factors.) • Blood - including storage and administration. Coverage of whole blood and packed red cells begins with the first pint of blood you need. All other components of blood are also covered beginning with the first pint used. • Medical and surgical supplies ordinarily provided by SNFs • Laboratory tests ordinarily provided by SNFs • X-rays and other radiology services ordinarily provided by SNFs • Use of appliances such as wheelchairs ordinarily provided by SNFs • Physician/Practitioner services 	<p>There is no coinsurance, copayment, or deductible for days 1-20 of a benefit period for Medicare-covered SNF care.</p> <p>\$218 copayment each day for days 21-100 of a benefit period for Medicare-covered SNF care.</p> <p>The benefit period begins the day you go into a SNF and ends when you haven't received any skilled care in that SNF for 60 days in a row. If you go into a SNF after one benefit period has ended, a new benefit period will begin. There is no limit to the number of benefit periods.</p> <p>All SNF stays, regardless of condition, will apply towards the benefit period. Your SNF benefits are based on the calendar date. If you are admitted into the facility in 2026 and are not discharged until 2027, your copayment amount per day may be different.</p>


Covered Service	What you pay
<p>Skilled nursing facility (SNF) care* (continued)</p> <p>Generally, you get SNF care from network facilities. Under certain conditions listed below, you may be able to pay in-network cost sharing for a facility that isn't a network provider, if the facility accepts our plan's amounts for payment.</p> <ul style="list-style-type: none"> • A nursing home or continuing care retirement community where you were living right before you went to the hospital (as long as it provides skilled nursing facility care) • A SNF where your spouse or domestic partner is living at the time you leave the hospital <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p>Smoking and tobacco use cessation counseling is covered for outpatient and hospitalized patients who meet these criteria:</p> <ul style="list-style-type: none"> • Use tobacco, regardless of whether they exhibit signs or symptoms of tobacco-related disease • Are competent and alert during counseling • A qualified physician or other Medicare-recognized practitioner provides counseling <p>We cover 2 cessation attempts per year (each attempt may include a maximum of 4 intermediate or intensive sessions, with the patient getting up to 8 sessions per year.)</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive this preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p> <p>We cover the smoking cessation telephonic program, including program supplies like nicotine replacement therapy. Ready for 12 months of support? Visit www.ProvidenceHealthAssurance.com/partnercontacts for benefit contact information.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefit.</p> <p>There is no coinsurance, copayment, or deductible for the smoking cessation telephonic program.</p>

Covered Service	What you pay
<p>Supervised Exercise Therapy (SET)</p> <p>SET is covered for members who have symptomatic peripheral artery disease (PAD) and a referral for PAD from the physician responsible for PAD treatment.</p> <p>Up to 36 sessions over a 12-week period are covered if the SET program requirements are met.</p> <p>The SET program must:</p> <ul style="list-style-type: none"> • Consist of sessions lasting 30-60 minutes, comprising a therapeutic exercise-training program for PAD in patients with claudication • Be conducted in a hospital outpatient setting or a physician's office • Be delivered by qualified auxiliary personnel necessary to ensure benefits exceed harms and who are trained in exercise therapy for PAD • Be under the direct supervision of a physician, physician assistant, or nurse practitioner/clinical nurse specialist who must be trained in both basic and advanced life support techniques <p>SET may be covered beyond 36 sessions over 12 weeks for an additional 36 sessions over an extended period of time if deemed medically necessary by a health care provider.</p>	<p>\$20 copayment for each Medicare-covered SET service.</p>

Covered Service	What you pay
Urgently needed services <p>A plan-covered service requiring immediate medical attention that's not an emergency is an urgently needed service if either you're temporarily outside our plan's service area, or, even if you're inside our plan's service area, it's unreasonable given your time, place, and circumstances to get this service from network providers. Our plan must cover urgently needed services and only charge you in-network cost sharing. Examples of urgently needed services are unforeseen medical illnesses and injuries, or unexpected flare-ups of existing conditions. Medically necessary routine provider visits (like annual checkups) aren't considered urgently needed even if you're outside our plan's service area or our plan network is temporarily unavailable.</p> <p>You have worldwide urgent care coverage. Please see the "Worldwide emergency/urgent care" section of this medical benefits chart for details.</p> <p>We provide access to in-network urgent care providers via a dedicated web-based platform for same-day medical appointments. Visit Providence ExpressCare Virtual on a tablet, smartphone, or computer.</p>	<p>\$25 copayment for each Medicare-covered urgent care visit.</p> <p>If you are admitted to the hospital within 24 hours of your urgent care visit, you do not have to pay the urgent care visit copayment.</p> <p>If you receive urgently needed care at an out-of-network hospital and require inpatient care once your condition has stabilized, you must get that inpatient care authorized by the plan. If authorized, your cost will be the same as if you received the inpatient care from an in-network hospital.</p> <p>See the "Inpatient hospital services" section of this medical benefits chart for inpatient cost-sharing information.</p>

Covered Service	What you pay
<p> Vision care</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts. • For people who are at high risk for glaucoma, we cover one glaucoma screening each year. People at high risk of glaucoma include people with a family history of glaucoma, people with diabetes, African Americans who are age 50 and older and Hispanic Americans who are 65 or older. • For people with diabetes, screening for diabetic retinopathy is covered once per year. <p>Vision hardware</p> <ul style="list-style-type: none"> • Post-cataract: Your plan covers one pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. If you have 2 separate cataract operations, you can't reserve the benefit after the first surgery and purchase 2 eyeglasses after the second surgery. • Medical vision hardware*: Medical vision hardware is included under the "Prosthetic devices and related supplies" section of this medical benefits chart. <p>*This service may require prior authorization. See Section 2 of this chapter for details.</p>	<p>\$20 copayment for each Medicare-covered exam to diagnose and treat diseases and conditions of the eye.</p> <p>Please note: A separate cost sharing may apply if additional services are provided, such as drugs administered during your visit.</p> <p>There is no coinsurance, copayment, or deductible for an annual Medicare-covered preventive glaucoma screening.</p> <p>\$20 copayment for one Medicare-covered diabetic retinopathy screening exam per calendar year.</p> <p>There is no coinsurance, copayment, or deductible for one pair of Medicare-covered eyeglasses or contact lenses after each cataract surgery.</p> <p>20% of the total cost for Medicare-covered prosthetic devices and related supplies.</p>

Covered Service	What you pay
<p>Vision care (routine non-Medicare-covered)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Routine eye exam: Our plan covers one refractive routine eye exam per calendar year. The purpose of this exam is to check your vision to determine if corrective eyewear or updated eyeglass or contact lens prescriptions are needed. A refraction is the part of an office visit that determines your eyeglass prescription. Both services are included under the routine eye exam benefit. This benefit excludes examinations for conditions such as conjunctivitis, dry eye, glaucoma or cataracts. These services are not part of a refractive routine exam as defined under this benefit and would be covered under your Part B medical benefits. Please refer to the “Vision care” row above for details regarding medical vision benefits. • Routine vision hardware: * Your plan includes routine eyeglasses or contact lenses every calendar year. <p>*The cost sharing for routine vision hardware does not count toward your plan’s out-of-pocket maximum.</p>	<p>There is no coinsurance, copayment, or deductible for one routine eye exam per calendar year.</p> <p>You are not limited to a network provider, which means you can see any qualified provider for a routine eye exam.</p> <p>You have an allowance of up to \$250 per calendar year for a combination of routine prescription contacts, routine prescription lenses, routine vision frames, and/or upgrades, such as tinting. This means we will pay up to \$250 per calendar year for routine vision hardware. Routine prescription contact lens fitting services are included under the routine vision hardware benefit. Any amount billed by the provider above the allowance will be your responsibility. You are not limited to a network provider.</p>

Covered Service	What you pay
Vision care (routine non-Medicare-covered) (continued)	<p>You can get your routine vision hardware from any qualified provider. Please note that the allowance described above is the same for all providers. Please ask your provider to bill us for the services using the Claims address on the back of your member ID card. You may also request reimbursement from us.</p>
<p> Welcome to Medicare preventive visit</p> <p>Our plan covers the one-time <i>Welcome to Medicare</i> preventive visit. The visit includes a review of your health, as well as education and counseling about preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p>Important: We cover the <i>Welcome to Medicare</i> preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you want to schedule your <i>Welcome to Medicare</i> preventive visit.</p> <p>Please note: If you are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment or coinsurance may apply for the care received for the existing medical condition.</p>	<p>There is no coinsurance, copayment, or deductible for the <i>Welcome to Medicare</i> preventive visit.</p>
<p>Wig benefit</p> <p>We cover one synthetic wig every calendar year if you are experiencing hair loss from chemotherapy only. You may purchase your wig from any wig supplier.</p> <p>Please note: You will need to pay the wig supplier directly and submit the paid receipt to us for reimbursement. Please see Chapter 5, Section 2 of this document for more information about asking us to pay you back for covered services.</p>	<p>There is no coinsurance, copayment, or deductible for one synthetic wig due to hair loss from chemotherapy.</p>

Covered Service	What you pay
<p>Worldwide emergency/urgent care</p> <p>Your plan covers emergency/urgent care services worldwide. This is defined as emergency, urgent, and post-stabilization care received outside of the United States. The term “outside of the United States” means anywhere other than the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa, and the Northern Mariana Islands. Cruise ships are considered outside of the United States.</p> <p>Coverage is limited to services that would be classified as emergency, urgently needed, or post-stabilization care had they been provided in the United States.</p> <p>One-way ambulance transport to an emergency or urgent care facility is covered in situations where getting to the facility in any other way could endanger your health. Transport must occur within 24 hours of when you receive the emergency or urgent treatment. All other transports received outside of the United States and its territories will be reviewed for medical necessity.</p> <p>Evacuation and repatriation services are not covered.</p> <p>Foreign fees, including, but not limited to, currency conversion or transaction fees, are not covered.</p>	<p>\$130 copayment for each emergency room visit.</p> <p>\$25 copayment for each urgent care visit.</p> <p>If you are admitted to the hospital within 24 hours of your emergency room or urgent care visit, you do not have to pay the applicable copayment listed above.</p> <p>See the “Inpatient hospital services” section of this medical benefits chart for inpatient cost-sharing information.</p> <p>See the “Ambulance services” section of this medical benefits chart for ambulance cost-sharing information.</p> <p>For services related to post stabilization, see the section of this medical benefits chart related to the services supplied.</p>

Section 2.1 Extra optional supplemental benefits you can buy

Our plan offers some extra benefits that aren't covered by Original Medicare and not included in your benefits package. These extra benefits are called **Optional Supplemental Benefits**. If you want these optional supplemental benefits, you must sign up for them and you may have to pay an additional premium for them. The optional supplemental benefits described in this section are subject to the same appeals process as any other benefits.

Providence Medicare Focus Medical (HMO) offers two Optional Supplemental Dental plans. The copays, deductibles, and monthly premium amounts for these plans are listed below. Please keep in mind that electing one of these Optional Supplemental Dental plans will not

Chapter 4 Medical Benefits Chart (what's covered and what you pay)

modify the dental services previously described in the Medical Benefits Chart in Section 2 of this chapter.

If you are currently a member of Providence Medicare Advantage Plans, you may change or elect your Optional Supplemental Dental Plan during the Open Enrollment Period (OEP), through the end of December, or within the first 60 days following January 1st. If you had a recent plan change outside of the time frame described above, you will have an additional 60 days from your new effective date of coverage to change or elect your Optional Supplemental Dental Plan.

If you are brand new to Providence Medicare Advantage Plans, you will have an additional 60 days from your original effective date of coverage to elect an Optional Supplemental Dental Plan. If we do not receive your request to enroll within the time frame described above, you will need to wait until the next OEP through the end of December, or the following January to elect an Optional Supplemental Dental Plan.

Please contact Customer Service for an Optional Supplemental Dental Plan Application. If you are enrolling during OEP, your effective date will be January 1st. If you are enrolling outside of OEP, your effective date will be the first day of the month following the date we receive your application to enroll in an Optional Supplemental Dental Plan. You can choose to discontinue your Optional Supplemental Dental Plan at any time. Your change in coverage will be effective the first day of the month following the date we receive your written request to disenroll from your Optional Supplemental Dental Plan.

Optional Supplemental Dental Coverage – Providence Dental Basic

Monthly premium: \$39

Annual maximum benefit: \$1,000

Provider network [1]: Any dentist*

Services that are covered for you	What you must pay when you get these services	
	In-Network	Out-of-Network
<ul style="list-style-type: none"> Annual deductible [2] 	\$50 deductible	\$150 deductible
Diagnostic and preventive dental care	In-Network	Out-of-Network
<ul style="list-style-type: none"> Bitewing or Periapical x-rays [3] 	0% of the total allowed amount	20% of the total allowed amount
<ul style="list-style-type: none"> Panoramic x-rays [4] 		
<ul style="list-style-type: none"> Topical fluoride 	Not covered	Not covered
Basic dental care	In-Network	Out-of-Network
<ul style="list-style-type: none"> Fillings [5] 	30% of the total allowed amount	60% of the total allowed amount
<ul style="list-style-type: none"> Sealants [6] 	0% of the total allowed amount	20% of the total allowed amount
Major restorative care	In-Network	Out-of-Network
<ul style="list-style-type: none"> Crowns and bridges 	50% of the total allowed amount	60% of the total allowed amount
<ul style="list-style-type: none"> Dentures [7] 		
<ul style="list-style-type: none"> Simple extractions 		
<ul style="list-style-type: none"> Endodontics (root canals) 	Not covered	Not covered
<ul style="list-style-type: none"> Periodontics (also called scaling, treatment of gum disease, or a deep cleaning) 		

***Important note:** Out-of-network dentists may charge more than the amount allowed by Providence Medicare Advantage Plans. After you pay the annual deductible, Providence Medicare Advantage Plans will pay either the participating dentist's negotiated fee or our share of the maximum allowable charge for covered dental procedures and services. Covered frequencies cannot be duplicated between the "Diagnostic and preventive dental care" services listed on the previous page and the "Embedded routine preventive dental services" described in the Medical Benefits Chart in Section 2 of this chapter. Please keep in mind that you may incur a higher cost share when going out-of-network if the dentist you see charges more than the allowed amount by Providence Medicare Advantage Plans. If this happens, you may receive a bill for the difference between the charged amount and the allowed amount paid by the plan.

[1] Seeking care from an in-network dentist will reduce your out-of-pocket costs. Please note that services provided by a Medicare-excluded or Medicare-precluded provider will not be covered.

[2] Deductibles are waived for dental x-rays (bitewing, periapical, full mouth, or panoramic), fluoride, and emergency palliative treatment.

[3] Bitewing or Periapical x-rays – Bitewings limited to 1 series per calendar year. Periapical and single bitewing x-rays as needed (up to 10 per calendar). Preventive x-ray frequencies cannot be duplicated between the embedded preventive services noted in the Medical Benefits Chart in Section 2 of this chapter and optional supplemental dental coverage.

[4] Full Mouth and Panoramic x-ray – limited to once every 5 years

[5] Fillings – see "Class II: Basic Care Services" below

[6] Sealants – deductible applies

[7] Denture partials and completes – \$1000 lifetime maximum

Class I: Diagnostic and Preventive Care Services

1. A total of two routine examinations per calendar year, (covered as an embedded routine preventive dental service. See "Embedded routine preventive dental services" under "Dental services" of the Medical Benefits chart of this chapter for details.)
2. Two prophylaxis (cleaning, scaling, and polishing teeth or periodontal maintenance in lieu of standard prophylaxis) per calendar year (covered as an embedded routine preventive dental service. See "Embedded routine preventive dental services" under "Dental services" of the Medical Benefits Chart in Section 2 of this chapter for details.)
3. Bitewings limited to 1 series per calendar year. Periapical and single bitewing x-rays as needed (up to 10 per calendar).
4. One diagnostic x-ray (full mouth or panoramic) per 5 years.
5. Emergency palliative treatment as long as no other services, aside from an exam and x-rays, are performed on the date of treatment
6. One application of topical fluoride per calendar year (covered as an embedded routine preventive dental service. See "Embedded routine preventive dental services" under "Dental Services" of the Medical Benefits chart of this chapter for details.)
7. Sealants

Class II: Basic Care Services

1. Simple extraction of teeth
2. Composite and amalgam fillings on any tooth, once per tooth, per exact surface(s) every 24 months, no frequency limit for single surface fillings.
3. Pin retention of fillings (multiple pins on the same tooth are considered one pin)
4. Antibiotic injections administered by a dentist
5. Crown buildup procedure
6. Recementing inlays, onlays, and crowns at least 12 months after insertion and every 12 months per tooth thereafter
7. Restoration services, limited to:
 - a. Cast metal, resin-based, gold, or porcelain/ceramic inlays, onlays, and crowns for teeth with extensive caries or fractures that are unable to be restored with an amalgam or composite filling
 - b. Replacement of existing inlay, onlay, or crown at least seven years after the restoration was initially placed or last replaced
 - c. Post and core, in addition to crown. Please note that the teeth being restored must have been treated with a root canal and have a good prognosis.
 - d. Stainless steel crowns

Class III. Major Restorative Care

1. Recementing bridges, at least 12 months after insertion and every 12 months per tooth thereafter
2. One repair of dentures or fixed bridgework per 24 months
3. Prosthetic services, limited to:
 - a. Initial placement of removable dentures or fixed bridges
 - b. Replacement of removable dentures or fixed bridges that cannot be repaired at least seven years after the last placement date
 - c. Addition of teeth to existing partial denture
 - d. One relining or rebasing of existing removable dentures at least 24 months after the last placement date (unless an immediate prosthesis replacing three or more teeth is needed) and every 24 months thereafter

Class IV. Orthodontics: Not covered

Benefit Exclusions*

1. All limited oral evaluations, including problem focused re-evaluations
2. Services that are covered under worker's compensation or employer's liability laws
3. Services that are not necessary for your dental health
4. Reconstructive, plastic, cosmetic, elective, or aesthetic dentistry
5. Oral surgery that requires the setting of fractures and dislocations

Chapter 4 Medical Benefits Chart (what's covered and what you pay)

6. Services with respect to malignancies, cysts, or neoplasms; hereditary, congenital, or mandibular prognathism; or development malformations where such services should not be performed in a dental office
7. Dispensing of drugs
8. Hospitalization for any dental procedure
9. Replacement of dentures, bridges, inlays, onlays, or crowns that can be repaired or restored to normal function
10. Diagnosis or treatment of Temporomandibular Disorder (TMD) and/or occlusal disharmony
11. Services not listed as covered
12. Implants and related services, including implant-supported attachments, abutments, crowns, bridges, and prosthetics
13. Replacement of lost, stolen, or damaged prosthetic or orthodontic appliances; athletic mouth guards; precision or semi-precision attachments; denture duplication; periodontal splinting of teeth
14. Services for increasing vertical dimension, replacing tooth structure lost by attrition, and correcting developmental malformations and/or congenital conditions
15. Procedures, that in the opinion of the plan, are experimental or investigative in nature because they do not meet professionally recognized standards of dental practice and/or have not been shown to be consistently effective for the diagnosis or treatment of your condition
16. Treatment of cleft palate, malignancies, or neoplasms

*Please note that these exclusions are specific to Optional Supplemental Dental coverage. Some of these exclusions may be covered under your dental services benefit, which is described in the Medical Benefits Chart in Section 2 of this chapter. Please contact Customer Service to find out if any of these would be covered.

Please see Chapter 7 for information if you have a problem or complaint about your dental care.

Optional Supplemental Dental Coverage – Providence Dental Enhanced

Monthly premium: \$56

Annual maximum benefit: \$1,500

Provider network [1]: Any dentist*

Services that are covered for you	What you must pay when you get these services	
	In-Network	Out-of-Network
<ul style="list-style-type: none"> Annual deductible [2] 	\$50 deductible	\$150 deductible
Diagnostic and preventive dental care	In-Network	Out-of-Network
<ul style="list-style-type: none"> Bitewing or Periapical x-rays [3] 	0% of the total allowed amount	20% of the total allowed amount
<ul style="list-style-type: none"> Panoramic x-rays [4] 		
<ul style="list-style-type: none"> Topical fluoride 	Not covered	Not covered
Basic dental care	In-Network	Out-of-Network
<ul style="list-style-type: none"> Fillings (composite) [5] 	30% of the total allowed amount	60% of the total allowed amount
<ul style="list-style-type: none"> Sealants [6] 	0% of the total allowed amount	20% of the total allowed amount
Major restorative care	In-Network	Out-of-Network
<ul style="list-style-type: none"> Crowns and bridges [7] 	50% of the total allowed amount	60% of the total allowed amount
<ul style="list-style-type: none"> Dentures [8] 		
<ul style="list-style-type: none"> Extractions, erupted tooth 	50% of the total allowed amount	60% of the total allowed amount
<ul style="list-style-type: none"> Oral surgery – certain minor surgery 		
<ul style="list-style-type: none"> Endodontics (root canals) 		
<ul style="list-style-type: none"> Periodontics (also called scaling, treatment of gum disease, or a deep cleaning) 		

***Important note:** Out-of-network dentists may charge more than the amount allowed by Providence Medicare Advantage Plans. After you pay the annual deductible, Providence Medicare Advantage Plans will pay either the participating dentist's negotiated fee or our share of the maximum allowable charge for covered dental procedures and services. Covered frequencies cannot be duplicated between the "Diagnostic and preventive dental care" services listed on the previous page and the "Embedded routine preventive dental services" described in the Medical Benefits Chart in Section 2 of this chapter. Please keep in mind that you may incur a higher cost share when going out-of-network if the dentist you see charges more than the allowed amount by Providence Medicare Advantage Plans. If this happens, you may receive a bill for the difference between the charged amount and the allowed amount paid by the plan.

[1] Seeking care from an in-network dentist will reduce your out-of-pocket costs. Please note that services provided by a Medicare-excluded or Medicare-precluded provider will not be covered.

[2] Deductibles are waived for dental x-rays (bitewing, periapical, full mouth, or panoramic), fluoride, and emergency palliative treatment.

[3] Bitewing or Periapical x-rays – Bitewings limited to 1 series per calendar year. Periapical and single bitewing x-rays as needed (up to 10 per calendar). Preventive x-ray frequencies cannot be duplicated between the embedded preventive services noted in the Medical Benefits Chart in Section 2 of this chapter and optional supplemental dental coverage.

[4] Full Mouth and Panoramic x-ray – limited to once every 5 years

[5] Sealants – deductible applies

[6] Fillings (composite) – see "Class II: Basic Care Services" below

[7] Crowns and bridges

[8] Denture partials and completes – \$1,500 lifetime maximum

Class I: Diagnostic and Preventive Care Services

1. A total of two routine examinations per calendar year, (covered as an embedded routine preventive dental service. See "Embedded routine preventive dental services" under "Dental services" of the Medical Benefits Chart in Section 2 of this chapter for details.)
2. Two prophylaxis (cleaning, scaling, and polishing teeth or periodontal maintenance in lieu of standard prophylaxis) per calendar year (covered as an embedded routine preventive dental service. See "Embedded routine preventive dental services" under "Dental services" of the Medical Benefits Chart in Section 2 of this chapter for details.)
3. Bitewings limited to 1 series per calendar year. Periapical and single bitewing x-rays as needed (up to 10 per calendar).
4. One diagnostic x-ray (full mouth or panoramic) per 5 years.
5. Emergency palliative treatment as long as no other services, aside from an exam and x-rays, are performed on the date of treatment

6. One application of topical fluoride per calendar year (covered as an embedded routine preventive dental service. See "Embedded routine preventive dental services" under "Dental Services" of the Medical Benefits chart of this chapter for details.)
7. Sealants

Class II: Basic Care Services

1. Simple extraction of teeth and erupted teeth.
2. Composite and amalgam fillings on any tooth, once per tooth, per exact surface(s) every 24 months, no frequency limit for single surface fillings.
3. Pin retention of fillings (multiple pins on the same tooth are considered one pin)
4. Antibiotic injections administered by a dentist
5. Crown buildup procedure
6. Recementing inlays, onlays, and crowns at least 12 months after insertion and every 12 months per tooth thereafter
7. Restoration services, limited to:
 - a. Cast metal, resin-based, gold, or porcelain/ceramic inlays, onlays, and crowns for teeth with extensive caries or fractures that are unable to be restored with an amalgam or composite filling
 - b. Replacement of existing inlay, onlay, or crown at least seven years after the restoration was initially placed or last replaced
 - c. Post and core, in addition to crown. Please note that the teeth being restored must have been treated with a root canal and have a good prognosis.
 - d. Stainless steel crowns

Class III. Major Restorative Care

1. One appliance (night guard) per 5 years within 6 months of osseous surgery
2. Recementing bridges, inlays, at least 12 months after insertion and every 12 months per tooth thereafter
3. One repair of dentures or fixed bridgework per 24 months
4. One study model per 3 years
5. General anesthesia and analgesia, including intravenous sedation, in conjunction with covered oral surgery or periodontal surgery
6. Prosthetic services, limited to:
 - a. Initial placement of removable dentures or fixed bridges
 - b. Replacement of removable dentures or fixed bridges that cannot be repaired at least seven years after the last placement date
 - c. Addition of teeth to existing partial denture
 - d. One relining or rebasing of existing removable dentures at least 24 months after the last placement date (unless an immediate prosthesis replacing three or more teeth is needed) and every 24 months thereafter
7. Oral surgery, including postoperative care for:

- a. Removal of teeth, including impacted teeth
- b. Extraction of tooth root
- c. One coronectomy (intentional partial tooth removal) per lifetime
- d. Alveolectomy, alveoplasty, and frenectomy
- e. Excision of pericoronal gingiva, exostosis, or hyper plastic tissue, and excision of oral tissue for biopsy
- f. Tooth transplantation, re-implantation, and/or stabilization
- g. Excision of a tumor or cyst and incision and drainage of an abscess or cyst
- 8. Endodontic treatment of disease of the tooth, pulp, root, and related tissue, limited to:
 - a. Pre-existing limitations not allowed by CMS
 - b. Pulpotomy
 - c. Apicoectomy
 - d. One retrograde filling per root per lifetime
 - e. Coverage of root canals and root canal re-treatments limited to once every 24 months when rendered by the same provider
- 9. Periodontic services, limited to:
 - a. One scaling and root planing (D4341 or D4342) per quadrant per 24 months, starting at age 21
 - b. One full-mouth scaling per two years, when gingival inflammation is present
 - c. Occlusal adjustment performed with covered surgery
 - d. Gingivectomy
 - e. Osseous surgery including flap entry and closure
 - f. One pedicle or free soft tissue graft per site per lifetime
 - g. One full mouth debridement per lifetime

Class IV. Orthodontics: Not covered

Benefit Exclusions*

- 1. All limited oral evaluations, including problem focused re-evaluations
- 2. Services that are covered under worker's compensation or employer's liability laws
- 3. Services that are not necessary for your dental health
- 4. Reconstructive, plastic, cosmetic, elective, or aesthetic dentistry
- 5. Oral surgery that requires the setting of fractures and dislocations
- 6. Services with respect to malignancies, cysts, or neoplasms; hereditary, congenital, or mandibular prognathism; or development malformations where such services should not be performed in a dental office
- 7. Dispensing of drugs
- 8. Hospitalization for any dental procedure
- 9. Replacement of dentures, bridges, inlays, onlays, or crowns that can be repaired or restored to normal function

10. Diagnosis or treatment of Temporomandibular Disorder (TMD) and/or occlusal disharmony
11. Services not listed as covered
12. Implants and related services, including implant-supported attachments, abutments, crowns, bridges, and prosthetics
13. Replacement of lost, stolen, or damaged prosthetic or orthodontic appliances; athletic mouth guards; precision or semi-precision attachments; denture duplication; periodontal splinting of teeth
14. Services for increasing vertical dimension, replacing tooth structure lost by attrition, and correcting developmental malformations and/or congenital conditions
15. Procedures, that in the opinion of the plan, are experimental or investigative in nature because they do not meet professionally recognized standards of dental practice and/or have not been shown to be consistently effective for the diagnosis or treatment of your condition
16. Treatment of cleft palate, malignancies, or neoplasms

*Please note that these exclusions are specific to Optional Supplemental Dental coverage. Some of these exclusions may be covered under your dental services benefit, which is described in the Medical Benefits Chart in Section 2 of this chapter. Please contact Customer Service to find out if any of these would be covered.

Please see Chapter 7 for information if you have a problem or complaint about your dental care.

SECTION 3 Services that aren't covered by our plan (exclusions)

This section tells you what services are *excluded* from Medicare coverage and therefore, aren't covered by this plan.

The chart below lists services and items that either aren't covered under any condition or are covered only under specific conditions.

If you get services that are excluded (not covered), you must pay for them yourself except under the specific conditions listed below. Even if you get the excluded services at an emergency facility, the excluded services are still not covered, and our plan won't pay for them. The only exception is if the service is appealed and decided upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we made to not cover a medical service, go to Chapter 7, Section 5.3.)

Services not covered by Medicare	Covered only under specific conditions
Acupuncture	Available for people with chronic low back pain under certain circumstances.
All costs associated with surrogate parenting	Not covered under any condition
All limited oral exams, implants, implant-related services, and orthodontics	Not covered under any condition
Ambulance claims where transport is refused (no treatment)	Not covered under any condition
Appliances, equipment, and supplies primarily used for comfort or convenience, including, but not limited to, air conditioners, humidifiers, and incontinence pads	Not covered under any condition
Autopsies and services related to autopsies	Not covered under any condition
Charges for missed appointments or completion of claim forms	Not covered under any condition
Conception by artificial means, such as in vitro fertilization, zygote intra-fallopian transfers, and gamete intra-fallopian transfers (GIFT)	Not covered under any condition
Cosmetic surgery or procedures	Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance
Custodial care Custodial care is personal care that doesn't require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing	Not covered under any condition

Services not covered by Medicare	Covered only under specific conditions
Direct-to-consumer testing (also known as self-testing, at-home testing, or over-the-counter testing) sold directly to individuals via the Internet, television, print advertisements, or other marketing materials	Not covered under any condition
Elective or voluntary enhancement procedures or services	Not covered under any condition
Experimental medical and surgical procedures, equipment, and medications Experimental procedures and items are those items and procedures determined by Original Medicare to not be generally accepted by the medical community	May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan. (Go to Chapter 3, Section 5 for more information on clinical research studies)
Fees charged for care by your immediate relatives or members of your household	Not covered under any condition
Full-time nursing care in your home	Not covered under any condition
Guest meals in a hospital or skilled nursing facility	Not covered under any condition
Hearing aids and provider visits to service hearing aids (except as specifically described in the Covered Benefits), ear molds, hearing aid accessories, warranty claim fees, and hearing aid batteries (beyond the 80 free batteries per non-rechargeable aid purchased)	Not covered under any condition
Home-delivered meals	Covered after a qualifying inpatient hospitalization
Homemaker services include basic household help, including light housekeeping or light meal preparation.	Not covered under any condition

Services not covered by Medicare	Covered only under specific conditions
Lens extras for cataract hardware (i.e., tints, anti-reflective coating, progressives, oversize lenses, etc.), unless medically necessary	Covered only when medically necessary.
Medicare Part B prescription drugs for travel outside the U.S. and its territories	Not covered under any condition
Naturopath services (uses natural or alternative treatments)	Not covered under any condition
Non-emergency transportation	Prior Authorization is required.
Non-routine dental care	Dental care required to treat illness or injury may be covered as inpatient or outpatient care
Orthopedic shoes or supportive devices for the feet	Shoes that are part of a leg brace and are included in the cost of the brace. Orthopedic or therapeutic shoes for people with diabetic foot disease
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television	Not covered under any condition
Private duty nurses	Not covered under any condition
Private room in a hospital	Covered only when medically necessary.
Psychological enrichment or self-help programs for mentally-healthy individuals	Not covered under any condition
Reports, evaluations, or routine physical exams primarily for insurance, licensing, employment, or other third-party and non-preventive purposes	Not covered under any condition
Reversal of sterilization procedures and/or non-prescription contraceptive supplies	Not covered under any condition

Services not covered by Medicare	Covered only under specific conditions
Routine dental care, such as fillings or dentures This exclusion applies unless you've purchased the Optional Supplemental Dental benefit. For more information and exclusions, see Section 2.1 of this chapter.	Not covered under any condition
Routine eye examinations, eyeglasses, radial keratotomy, LASIK surgery, and other low vision aids	One pair of eyeglasses with standard frames (or one set of contact lenses) covered after each cataract surgery that implants an intraocular lens.
Routine foot care	Some limited coverage provided according to Medicare guidelines (e.g., if you have diabetes)
Services considered not reasonable and necessary, according to Original Medicare standards	Not covered under any condition
Services not covered by Medicare	Not covered under any condition
Services provided in Veterans Affairs (VA) facilities	Not covered under any condition
Services related to intrauterine devices (IUD), including insertion of the device and the device itself	Not covered under any condition
Services, such as drug claims, are not covered if they are ordered, prescribed, or provided by you for your own benefit, by a person who resides in your home, or by a member of your family. In this context, a "member of your family" is a person who could possibly inherit from you under any state's intestate succession law as well as any in-law, step relative, foster parent, or domestic partner of yours or of any such person.	Not covered under any condition
Subnormal vision aids, aniseikonic lenses, or plain (non-prescription) glasses, sunglasses, and other low vision aids and services	Not covered under any condition

Chapter 4 Medical Benefits Chart (what's covered and what you pay)

Services not covered by Medicare	Covered only under specific conditions
Treatment or counseling in the absence of illness, including marriage counseling	Not covered under any condition
Wig	Synthetic wigs are only covered for members experiencing hair loss due to chemotherapy. Natural- or human-hair wigs are not covered.

CHAPTER 5:

Asking us to pay our share of a bill for covered medical services

SECTION 1 Situations when you should ask us to pay our share for covered services

Sometimes when you get medical care, you may need to pay the full cost. Other times, you may find you pay more than you expected under the coverage rules of our plan, or you may get a bill from a provider. In these cases, you can ask our plan to pay you back (reimburse you). It's your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services covered by our plan. There may be deadlines that you must meet to get paid back. Go to Section 2 of this chapter.

There may also be times when you get a bill from a provider for the full cost of medical care you got or for more than your share of cost sharing as discussed in this material. First try to resolve the bill with the provider. If that doesn't work, send the bill to us instead of paying it. We'll look at the bill and decide whether the services should be covered. If we decide they should be covered, we'll pay the provider directly. If we decide not to pay it, we'll notify the provider. You should never pay more than plan-allowed cost sharing. If this provider is contracted, you still have the right to treatment.

Examples of situations in which you may need to ask our plan to pay you back or to pay a bill you got:

1. When you've got emergency or urgently needed medical care from a provider who's not in our plan's network

Outside the service area, you can get emergency or urgently needed services from any provider, whether or not the provider is a part of our network. In these cases,

- You're only responsible for paying your share of the cost for emergency or urgently needed services. Emergency providers are legally required to provide emergency care.
- If you pay the entire amount yourself at the time you get the care, ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you made.

Chapter 5 Asking us to pay our share of a bill you have received for covered medical services

- You may get a bill from the provider asking for payment you think you don't owe. Send us this bill, along with documentation of any payments you already made.
 - If the provider is owed anything, we'll pay the provider directly.
 - If you already paid more than your share of the cost of the service, we'll determine how much you owed and pay you back for our share of the cost.

2. When a network provider sends you a bill you think you shouldn't pay

Network providers should always bill our plan directly and ask you only for your share of the cost. But sometimes they make mistakes and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get covered services. We don't allow providers to add additional separate charges, called **balance billing**. This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there's a dispute and we don't pay certain provider charges.
- Whenever you get a bill from a network provider you think is more than you should pay, send us the bill. We'll contact the provider directly and resolve the billing problem.
- If you already paid a bill to a network provider, but feel you paid too much, send us the bill along with documentation of any payment you made and ask us to pay you back the difference between the amount you paid and the amount you owed under our plan.

3. If you're retroactively enrolled in our plan

Sometimes a person's enrollment in our plan is retroactive. (This means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any covered services after your enrollment date, you can ask us to pay you back for our share of the costs. You need to submit paperwork such as receipts and bills for us to handle the reimbursement.

When you send us a request for payment, we'll review your request and decide whether the service or drug should be covered. This is called making a **coverage decision**. If we decide it should be covered, we'll pay for our share of the cost for the service or drug. If we deny your request for payment, you can appeal our decision. Chapter 7 has information about how to make an appeal.

Chapter 5 Asking us to pay our share of a bill you have received for covered medical services

SECTION 2 How to ask us to pay you back or pay a bill you got

You can ask us to pay you back by sending us a request in writing. If you send a request in writing, send your bill and documentation of any payment you've made. It's a good idea to make a copy of your bill and receipts for your records. **You must submit your claim to us within 12 months** of the date you got the service or item.

To make sure you're giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it'll help us process the information faster.
- Download a copy of the form from our website (www.ProvidenceHealthAssurance.com/MemberForms) or call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) and ask for the form.

For Medical, Behavioral Health claims, please include the following: provider name, address, and phone number; Tax ID; date of service; diagnosis; item description and procedure code if available; any medical records related to the service; and amount charged and paid.

Foreign Claims: For services out of the country, please explain where services were rendered (Office, ER, Urgent care, Hospital, Clinic, Pharmacy) and explain the nature of injury or illness.

Mail your request for payment together with any bills or paid receipts to us at this address:

Providence Health Assurance
Attn: Claims
P.O. Box 3125
Portland, OR 97208-3125

SECTION 3 We'll consider your request for payment and say yes or no

When we get your request for payment, we'll let you know if we need any additional information from you. Otherwise, we'll consider your request and make a coverage decision.

- If we decide the medical care is covered and you followed all the rules, we'll pay for our share of the cost. If you already paid for the service, we'll mail your reimbursement of our share of the cost to you. If you haven't paid for the service yet, we'll mail the payment directly to the provider.
- If we decide the medical care is *not* covered, or you did *not* follow all the rules, we won't pay for our share of the cost. We'll send you a letter explaining the reasons why we aren't sending the payment and your rights to appeal that decision.

Chapter 5 Asking us to pay our share of a bill you have received for covered medical services

Section 3.1 If we tell you that we won't pay for all or part of the medical care or drug, you can make an appeal

If you think we made a mistake in turning down your request for payment or the amount we're paying, you can make an appeal. If you make an appeal, it means you're asking us to change the decision we made when we turned down your request for payment. The appeals process is a formal process with detailed procedures and important deadlines. For the details on how to make this appeal, go to Chapter 7.

CHAPTER 6:

Your rights and responsibilities

SECTION 1 Our plan must honor your rights and cultural sensitivities

Section 1.1 We must provide information in a way that works for you and consistent with your cultural sensitivities (in languages other than English, braille, large print, or other alternate formats, etc.)

Our plan is required to ensure that all services, both clinical and non-clinical, are provided in a culturally competent manner and are accessible to all enrollees, including those with limited English proficiency, limited reading skills, hearing incapacity, or those with diverse cultural and ethnic backgrounds. Examples of how our plan may meet these accessibility requirements include, but aren't limited to, provision of translator services, interpreter services, teletypewriters, or TTY (text telephone or teletypewriter phone) connection.

Our plan has free interpreter services available to answer questions from non-English speaking members. We can also give you materials in languages other than English including braille, in large print, or other alternate formats at no cost if you need it. We're required to give you information about our plan's benefits in a format that's accessible and appropriate for you. To get information from us in a way that works for you, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711).

Our plan is required to give female enrollees the option of direct access to a women's health specialist within the network for women's routine and preventive health care services.

If providers in our plan's network for a specialty aren't available, it's our plan's responsibility to locate specialty providers outside the network who will provide you with the necessary care. In this case, you'll only pay in-network cost sharing. If you find yourself in a situation where there are no specialists in our plan's network that cover a service you need, call our plan for information on where to go get this service at in-network cost sharing.

If you have trouble getting information from our plan in a format that's accessible and appropriate for you, seeing a women's health specialist or finding a network specialist, call to file a grievance with Customer Service at 503-574-8000 or 1-800-603-2340 (TTY: 711). You can also file a complaint with Medicare by calling 1-800-MEDICARE (1-800-633-4227) or directly with the Office for Civil Rights 1-800-368-1019 or TTY 1-800-537-7697.

Chapter 6 Your rights and responsibilities

Section 1.2 We must ensure you get timely access to covered services

You have the right to choose a primary care provider (PCP) in our plan's network to provide and arrange for your covered services. We don't require you to get referrals to go to network providers.

You have the right to get appointments and covered services from our plan's network of providers *within a reasonable amount of time*. This includes the right to get timely services from specialists when you need that care.

If you think you aren't getting your medical care within a reasonable amount of time, Chapter 7 tells what you can do.

Section 1.3 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your personal health information includes the personal information you gave us when you enrolled in this plan as well as your medical records and other medical and health information.
- You have rights related to your information and controlling how your health information is used. We give you a written notice, called a *Notice of Privacy Practice*, that tells about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- Except for the circumstances noted below, if we intend to give your health information to anyone who isn't providing your care or paying for your care, *we are required to get written permission from you or someone you've given legal power to make decisions for you first*.
- There are certain exceptions that don't require us to get your written permission first. These exceptions are allowed or required by law.
 - We're required to release health information to government agencies that are checking on quality of care.
 - Because you're a member of our plan through Medicare, we're required to give Medicare your health information. If Medicare releases your information for research or other uses, this will be done according to federal statutes and regulations; typically, this requires that information that uniquely identifies you not be shared.

Chapter 6 Your rights and responsibilities

You can see the information in your records and know how it's been shared with others

You have the right to look at your medical records held by our plan, and to get a copy of your records. We're allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we'll work with your healthcare provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that aren't routine.

If you have questions or concerns about the privacy of your personal health information, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711).

The full scope of our privacy practices is described in our Notice of Privacy Practices and may be found at www.ProvidenceHealthAssurance.com/PrivacyPractices and at the end of your new member handbook.

You need to know that information about your health care is protected and confidential. Providence Health Assurance respects the privacy of our members and takes great care to decide when it is appropriate to share health information. For more information, please review the Notice available at www.ProvidenceHealthAssurance.com/PrivacyPractices.

Section 1.4 We must give you information about our plan, our network of providers, and your covered services

As a member of Providence Medicare Focus Medical (HMO), you have the right to get several kinds of information from us.

If you want any of the following kinds of information, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711):

- **Information about our plan.** This includes, for example, information about our plan's financial condition.
- **Information about our network providers.** You have the right to get information about the qualifications of the providers in our network and how we pay the providers in our network.
- **Information about your coverage and the rules you must follow when using your coverage.** Chapters 3 and 4 provide information regarding medical services.
- **Information about why something is not covered and what you can do about it.** Chapter 7 provides information on asking for a written explanation on why a medical

service isn't covered or if your coverage is restricted. Chapter 7 also provides information on asking us to change a decision, also called an appeal.

Section 1.5 You have the right to know your treatment options and participate in decisions about your care

You have the right to get full information from your doctors and other health care providers. Your providers must explain your medical condition and your treatment choices *in a way that you can understand*.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all your choices.** You have the right to be told about all treatment options recommended for your condition, no matter what they cost or whether they're covered by our plan.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say "no."** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. If you refuse treatment, you accept full responsibility for what happens to your body as a result.

You have the right to give instructions about what's to be done if you can't make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you're in this situation. This means, *if you want to*, you can:

- Fill out a written form to give **someone the legal authority to make medical decisions for you** if you ever become unable to make decisions for yourself.
- **Give your doctors written instructions** about how you want them to handle your medical care if you become unable to make decisions for yourself.

Legal documents you can use to give directions in advance in these situations are called **advance directives**. Documents like a **living will** and **power of attorney for health care** are examples of advance directives.

Chapter 6 Your rights and responsibilities

How to set up an advance directive to give instructions:

- **Get a form.** You can get an advance directive form from your lawyer, a social worker, or some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare.
- **Fill out the form and sign it.** No matter where you get this form, it's a legal document. Consider having a lawyer help you prepare it.
- **Give copies of the form to the right people.** Give a copy of the form to your doctor and to the person you name on the form who can make decisions for you if you can't. You may want to give copies to close friends or family members. Keep a copy at home.

If you know ahead of time that you're going to be hospitalized, and you signed an advance directive, **take a copy with you to the hospital.**

- The hospital will ask whether you signed an advance directive form and whether you have it with you.
- If you didn't sign an advance directive form, the hospital has forms available and will ask if you want to sign one.

Filling out an advance directive is your choice (including whether you want to sign one if you're in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you signed an advance directive.

If your instructions aren't followed

If you sign an advance directive and you believe that a doctor or hospital didn't follow the instructions in it, you can file a complaint with:

OREGON:

Oregon Health Authority
Health Care Regulation and Quality
Improvement
800 NE Oregon Street, Suite 465
Portland, OR 97232
Phone: 971-673-0540
TTY: 711
Fax: 971-673-0556
Email: mailbox.hclc@odhsoha.oregon.gov

WASHINGTON:

Washington State Department of Health
Health Systems Quality Assurance
Complaint Intake
P.O. Box 47857
Olympia, WA 98504-7857
360-236-4700
Email: HSQAComplaintIntake@doh.wa.gov

Chapter 6 Your rights and responsibilities

Section 1.6 You have the right to make complaints and ask us to reconsider decisions we made

If you have any problems, concerns, or complaints and need to ask for coverage, or make an appeal, Chapter 7 of this document tells what you can do. Whatever you do — ask for a coverage decision, make an appeal, or make a complaint — **we're required to treat you fairly.**

Section 1.7 If you believe you're being treated unfairly, or your rights aren't being respected

If you believe you've been treated unfairly or your rights haven't been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 (TTY users call 1-800-537-7697), or call your local Office for Civil Rights.

If you believe you've been treated unfairly or your rights haven't been respected *and it's not* about discrimination, you can get help dealing with the problem you're having from these places:

- **Call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711).**
- **Call your local SHIP** at 1-800-722-4134 in Oregon or 1-800-562-6900 in Washington
- **Call Medicare** at 1-800-MEDICARE (1-800-633-4227 (TTY users call 1-877-486-2048).)

Section 1.8 How to get more information about your rights

Get more information about your rights from these places:

- **Call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711).**
- **Call your local SHIP** at 1-800-722-4134 in Oregon or 1-800-562-6900 in Washington
- **Contact Medicare**
 - Visit www.Medicare.gov to read the publication *Medicare Rights & Protections*.
 - Call 1-800-MEDICARE (1-800-633-4227) (TTY users call 1-877-486-2048)

SECTION 2 Your responsibilities as a member of our plan

Things you need to do as a member of our plan are listed below. For questions, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711).

Chapter 6 Your rights and responsibilities

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this *Evidence of Coverage* document to learn what's covered and the rules you need to follow to get covered services.
 - Chapters 3 and 4 give details about medical services.
- **If you have any other health coverage in addition to our plan, or separate prescription drug coverage, you're required to tell us.** Chapter 1 tells you about coordinating these benefits.
- **Tell your doctor and other health care providers that you're enrolled in our plan.** Show our plan membership card whenever you get medical care.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - To help get the best care, tell your doctors and other health providers about your health problems. Follow the treatment plans and instructions you and your doctors agree on.
 - Make sure your doctors know all the drugs you're taking, including over-the-counter drugs, vitamins, and supplements.
 - If you have questions, be sure to ask and get an answer you can understand.
- **Be considerate.** We expect our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you're responsible for these payments:
 - You must pay our plan premiums.
 - You must continue to pay your premium for your Medicare Part B to stay a member of our plan.
 - For some of your medical services covered by our plan, you must pay your share of the cost when you get the service.
- **If you move *within* our plan service area, we need to know** so we can keep your membership record up to date and know how to contact you.
- **If you move *outside* our plan service area, you can't stay a member of our plan.**
- **If you move, tell Social Security (or the Railroad Retirement Board).**

CHAPTER 7:

If you have a problem or complaint (coverage decisions, appeals, complaints)

SECTION 1 What to do if you have a problem or concern

This chapter explains 2 types of processes for handling problems and concerns:

- For some problems, you need to use the **process for coverage decisions and appeals**.
- For other problems, you need to use the **process for making complaints** (also called grievances).

Both processes have been approved by Medicare. Each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

The information in this chapter will help you identify the right process to use and what to do.

Section 1.1 Legal terms

There are legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people. To make things easier, this chapter uses more familiar words in place of some legal terms

However, it's sometimes important to know the correct legal terms. To help you know which terms to use to get the right help or information, we include these legal terms when we give details for handling specific situations.

SECTION 2 Where to get more information and personalized help

We're always available to help you. Even if you have a complaint about our treatment of you, we're obligated to honor your right to complain. You should always call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) for help. In some situations, you may also

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

want help or guidance from someone who isn't connected with us. Two organizations that can help you are:

State Health Insurance Assistance Program (SHIP)

Each state has a government program with trained counselors. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you're having. They can also answer questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free.

In Oregon, the SHIP is called Senior Health Insurance Benefits Assistance (SHIBA). In Washington, the SHIP is called Statewide Health Insurance Benefits Advisors (also SHIBA). Call SHIBA in Oregon at 1-800-722-4134 or SHIBA in Washington at 1-800-562-6900.

Medicare

You can also contact Medicare for help.

Call 1-800-MEDICARE (1-800-633-4227), TTY users call 1-877-486-2048.

- Visit www.Medicare.gov

SECTION 3 Which process to use for your problem

Is your problem or concern about your benefits or coverage?

This includes problems about whether medical care (medical items, services and/or Part B drugs) are covered or not, the way they're covered, and problems related to payment for medical care.

Yes.

Go to **Section 4, A guide to coverage decisions and appeals.**

No.

Go to **Section 9, How to make a complaint about quality of care, waiting times, customer service or other concerns.**

Coverage decisions and appeals

SECTION 4 A guide to coverage decisions and appeals

Coverage decisions and appeals deal with problems about your benefits and coverage for your medical care (services, items, and Part B drugs, including payment). To keep things simple, we generally refer to medical items, services, and Medicare Part B drugs as **medical care**. You use the coverage decision and appeals process for issues such as whether something is covered or not and the way in which something is covered.

Asking for coverage decisions before you get services

If you want to know if we'll cover medical care before you get it, you can ask us to make a coverage decision for you. A coverage decision is a decision we make about your benefits and coverage or about the amount we'll pay for your medical care. For example, if our plan network doctor refers you to a medical specialist not inside the network, this referral is considered a favorable coverage decision unless either you or your network doctor can show that you got a standard denial notice for this medical specialist, or the *Evidence of Coverage* makes it clear that the referred service is never covered under any condition. You or your

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

doctor can also contact us and ask for a coverage decision if your doctor is unsure whether we'll cover a particular medical service or refuses to provide medical care you think you need.

In limited circumstances a request for a coverage decision will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on your behalf but isn't legally authorized to do so or if you ask for your request to be withdrawn. If we dismiss a request for a coverage decision, we'll send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

We make a coverage decision whenever we decide what's covered for you and how much we pay. In some cases, we might decide medical care isn't covered or is no longer covered for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision, whether before or after you get a benefit, and you aren't satisfied, you can **appeal** the decision. An appeal is a formal way of asking us to review and change a coverage decision we made. Under certain circumstances, you can ask for an expedited or **fast appeal** of a coverage decision. Your appeal is handled by different reviewers than those who made the original decision.

When you appeal a decision for the first time, this is called a Level 1 appeal. In this appeal, we review the coverage decision we made to check to see if we properly followed the rules. When we complete the review, we give you our decision.

In limited circumstances a request for a Level 1 appeal will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on your behalf but isn't legally authorized to do so, or if you ask for your request to be withdrawn. If we dismiss a request for a Level 1 appeal, we'll send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

If we say no to all or part of your Level 1 appeal for medical care, your appeal will automatically go on to a Level 2 appeal conducted by an independent review organization not connected to us.

- You don't need to do anything to start a Level 2 appeal. Medicare rules require we automatically send your appeal for medical care to Level 2 if we don't fully agree with your Level 1 appeal.
- Go to **Section 5.4** for more information about Level 2 appeals for medical care.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

If you aren't satisfied with the decision at the Level 2 appeal, you may be able to continue through additional levels of appeal (this chapter explains the Level 3, 4, and 5 appeals processes).

Section 4.1 Get help asking for a coverage decision or making an appeal

Here are resources if you decide to ask for any kind of coverage decision or appeal a decision:

- **Call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711).**
- **Get free help** from your State Health Insurance Program.
- **Your doctor can make a request for you.** If your doctor helps with an appeal past Level 2, they need to be appointed as your representative. Call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) and ask for the *Appointment of Representative* form. (The form is also available at www.CMS.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf or on our website at www.ProvidenceHealthAssurance.com/MemberForms.)
 - For medical care or Part B drugs, your doctor can ask for a coverage decision or a Level 1 appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2.
- **You can ask someone to act on your behalf.** You can name another person to act for you as your *representative* to ask for a coverage decision or make an appeal.
 - If you want a friend, relative, or other person to be your representative, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) and ask for the *Appointment of Representative* form. (The form is also available at www.CMS.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf or on our website at www.ProvidenceHealthAssurance.com/MemberForms.) This form gives that person permission to act on your behalf. It must be signed by you and by the person you want to act on your behalf. You must give us a copy of the signed form.
 - We can accept an appeal request from a representative without the form, but we can't complete our review until we get it. If we don't get the form before our deadline for making a decision on your appeal, your appeal request will be dismissed. If this happens, we'll send you a written notice explaining your right to ask the independent review organization to review our decision to dismiss your appeal.
- **You also have the right to hire a lawyer.** You can contact your own lawyer or get the name of a lawyer from your local bar association or other referral service. There are groups that will give you free legal services if you qualify. However, **you aren't**

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

Section 4.2 Rules and deadlines for your different situations

There are 3 different situations that involve coverage decisions and appeals. Each situation has different rules and deadlines. We give the details for each of these situations:

- **Section 5:** Medical care: How to ask for a coverage decision or make an appeal
- **Section 6:** How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon
- **Section 7:** How to ask us to keep covering certain medical services if you think your coverage is ending too soon (*Applies only to these services: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services*)

If you're not sure information applies to you, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711). You can also get help or information from your SHIP.

SECTION 5 Medical care: How to ask for a coverage decision or make an appeal

Section 5.1 What to do if you have problems getting coverage for medical care or want us to pay you back for our share of the cost of your care

Your benefits for medical care are described in Chapter 4 in the Medical Benefits Chart. In some cases, different rules apply to a request for a Part B drug. In those cases, we'll explain how the rules for Part B drugs are different from the rules for medical items and services.

This section tells what you can do if you're in any of the 5 following situations:

1. You aren't getting certain medical care you want, and you believe this is covered by our plan. **Ask for a coverage decision. Section 5.2.**
2. Our plan won't approve the medical care your doctor or other medical provider wants to give you, and you believe this care is covered by our plan. **Ask for a coverage decision. Section 5.2.**
3. You got medical care that you believe should be covered by our plan, but we said we won't pay for this care. **Make an Appeal. Section 5.3.**

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

4. You got and paid for medical care that you believe should be covered by our plan, and you want to ask our plan to reimburse you for this care. **Send us the bill. Section 5.5.**
5. You're being told that coverage for certain medical care you've been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health. **Make an Appeal. Section 5.3.**

Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, go to Sections 6 and 7 of this chapter. Special rules apply to these types of care.

Section 5.2 How to ask for a coverage decision**Legal Terms:**

- A coverage decision that involves your medical care is called an **organization determination**.
- A fast coverage decision is called an **expedited determination**.

Step 1: Decide if you need a standard coverage decision or a fast coverage decision.

A standard coverage decision is usually made within 7 calendar days when the medical item or service is subject to our prior authorization rules, 14 calendar days for all other medical items and services, or 72 hours for Part B drugs. A fast coverage decision is generally made within 72 hours, for medical services, 24 hours for Part B drugs. To get a fast coverage decision, you must meet 2 requirements:

- You may *only ask* for coverage for medical care items and/or services (not requests for payment for items and/or services you already got).
- You can get a fast coverage decision *only* if using the standard deadlines could cause serious harm to your health or hurt your ability to regain function.

If your doctor tells us that your health requires a fast coverage decision, we'll automatically agree to give you a fast coverage decision.

If you ask for a fast coverage decision on your own, without your doctor's support, we'll decide whether your health requires that we give you a fast coverage decision. If we don't approve a fast coverage decision, we'll send you a letter that:

- Explains that we'll use the standard deadlines.
- Explains if your doctor asks for the fast coverage decision, we'll automatically give you a fast coverage decision.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

- Explains that you can file a *fast complaint* about our decision to give you a standard coverage decision instead of the fast coverage decision you asked for.

Step 2: Ask our plan to make a coverage decision or fast coverage decision.

- Start by calling, writing, or faxing our plan to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this. Chapter 2 has contact information.

Step 3: We consider your request for medical care coverage and give you our answer.

For standard coverage decisions, we use the standard deadlines.

This means we'll give you an answer within 7 calendar days after we get your request for a medical item or service that is subject to our prior authorization rules. If your requested medical item or service is not subject to our prior authorization rules, we'll give you an answer within 14 calendar days after we get your request. If your request is for a Part B drug, we'll give you an answer within 72 hours after we get your request.

- **However**, if you ask for more time, or if we need more information that may benefit you, **we can take up to 14 more calendar days** if your request is for a medical item or service. If we take extra days, we'll tell you in writing. We can't take extra time to make a decision if your request is for a Part B drug.
- If you believe we *shouldn't* take extra days, you can file a *fast complaint*. We'll give you an answer to your complaint as soon as we make the decision. (The process for making a complaint is different from the process for coverage decisions and appeals. Go to Section 9 for information on complaints.)

For fast Coverage decisions, we use an expedited timeframe.

A fast coverage decision means we'll answer within 72 hours if your request is for a medical item or service. If your request is for a Part B drug, we'll answer within 24 hours.

- **However**, if you ask for more time, or if we need more information that may benefit you, **we can take up to 14 more calendar days**. If we take extra days, we'll tell you in writing. We can't take extra time to make a decision if your request is for a Part B drug.
- If you believe we shouldn't take extra days, you can file a *fast complaint*. (Go to Section 9 of this chapter for information on complaints.) We'll call you as soon as we make the decision.
- If our answer is no to part or all of what you asked for, we'll send you a written statement that explains why we said no.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

Step 4: If we say no to your request for coverage for medical care, you can appeal.

- If we say no, you have the right to ask us to reconsider this decision by making an appeal. This means asking again to get the medical care coverage you want. If you make an appeal, it means you're going on to Level 1 of the appeals process.

Section 5.3 How to make a Level 1 appeal**Legal Terms:**

- An appeal to our plan about a medical care coverage decision is called a plan **reconsideration**.
- A fast appeal is also called an **expedited reconsideration**.

Step 1: Decide if you need a standard appeal or a fast appeal.

A standard appeal is usually made within 30 calendar days or 7 calendar days for Part B drugs. A fast appeal is generally made within 72 hours.

- If you're appealing a decision we made about coverage for care, you and/or your doctor need to decide if you need a fast appeal. If your doctor tells us that your health requires a fast appeal, we'll give you a fast appeal.
- The requirements for getting a *fast appeal* are the same as those for getting a fast coverage decision in Section 5.2 of this chapter.

Step 2: Ask our plan for an Appeal or a Fast Appeal

- **If you're asking for a standard appeal, submit your standard appeal in writing.** Chapter 2 has contact information.
- **If you're asking for a fast appeal, make your appeal in writing or call us.** Chapter 2 has contact information.
- **You must make your appeal request within 65 calendar days** from the date on the written notice we sent to tell you our answer on the coverage decision. If you miss this deadline and have a good reason for missing it, explain the reason your appeal is late when you make your appeal. We may give you more time to make your appeal. Examples of good cause may include a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for asking for an appeal.
- **You can ask for a copy of the information regarding your medical decision. You and your doctor may add more information to support your appeal.**

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

Step 3: We consider your appeal, and we give you our answer.

- When our plan is reviewing your appeal, we take a careful look at all the information. We check to see if we were following all the rules when we said no to your request.
- We'll gather more information if needed and may contact you or your doctor.

Deadlines for a fast appeal

- For fast appeals, we must give you our answer **within 72 hours after we get your appeal**. We'll give you our answer sooner if your health requires us to.
 - If you ask for more time, or if we need more information that may benefit you, **we can take up to 14 more calendar days** if your request is for a medical item or service. If we take extra days, we'll tell you in writing. We can't take extra time if your request is for a Part B drug.
 - If we don't give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we're required to automatically send your request to Level 2 of the appeals process, where it will be reviewed by an independent review organization. Section 5.4 explains the Level 2 appeal process.
- **If our answer is yes to part or all of what you asked for**, we must authorize or provide the coverage we agreed to within 72 hours after we get your appeal.
- **If our answer is no to part or all of what you asked for**, we'll send you our decision in writing and automatically forward your appeal to the independent review organization for a Level 2 appeal. The independent review organization will notify you in writing when it gets your appeal.

Deadlines for a standard appeal

- For standard appeals, we must give you our answer **within 30 calendar days** after we get your appeal. If your request is for a Part B drug you didn't get yet, we'll give you our answer **within 7 calendar days** after we get your appeal. We'll give you our decision sooner if your health condition requires us to.
 - However, if you ask for more time, or if we need more information that may benefit you, **we can take up to 14 more calendar days** if your request is for a medical item or service. If we take extra days, we'll tell you in writing. We can't take extra time to make a decision if your request is for a Part B drug.
 - If you believe we shouldn't take extra days, you can file a *fast complaint*. When you file a fast complaint, we'll give you an answer to your complaint within 24 hours. (Go to Section 9 for information on complaints.)

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

- If we don't give you an answer by the deadline (or by the end of the extended time period), we'll send your request to a Level 2 appeal, where an independent review organization will review the appeal. Section 5.4 explains the Level 2 appeal process.
- **If our answer is yes to part or all of what you asked for**, we must authorize or provide the coverage within **30 calendar days** if your request is for a medical item or service, or **within 7 calendar days** if your request is for a Part B drug.
- **If our plan says no to part or all of your appeal**, we'll automatically send your appeal to the independent review organization for a Level 2 appeal.

Section 5.4 The Level 2 appeal process**Legal Term:**

The formal name for the independent review organization is the **Independent Review Entity**. It's sometimes called the **IRE**.

The **independent review organization is an independent organization hired by Medicare**. It isn't connected with us and isn't a government agency. This organization decides whether the decision we made is correct or if it should be changed. Medicare oversees its work.

Step 1: The independent review organization reviews your appeal.

- We'll send the information about your appeal to this organization. This information is called your **case file**. **You have the right to ask us for a copy of your case file**.
- You have a right to give the independent review organization additional information to support your appeal.
- Reviewers at the independent review organization will take a careful look at all of the information related to your appeal.

If you had a fast appeal at Level 1, you'll also have a fast appeal at Level 2.

- For the fast appeal, the independent review organization must give you an answer to your Level 2 appeal **within 72 hours** of when it gets your appeal.
- If your request is for a medical item or service and the independent review organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days**. The independent review organization can't take extra time to make a decision if your request is for a Part B drug.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

If you had a standard appeal at Level 1, you'll also have a standard appeal at Level 2

- For the standard appeal, if your request is for a medical item or service, the independent review organization must give you an answer to your Level 2 appeal **within 30 calendar days** of when it gets your appeal. If your request is for a Part B drug, the independent review organization must give you an answer to your Level 2 appeal **within 7 calendar days** of when it gets your appeal.
- If your request is for a medical item or service and the independent review organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days**. The independent review organization can't take extra time to make a decision if your request is for a Part B drug.

Step 2: The independent review organization gives you its answer.

The independent review organization will tell you its decision in writing and explain the reasons for it.

- **If the independent review organization says yes to part or all of a request for a medical item or service**, we must authorize the medical care coverage within **72 hours** or provide the service within 14 calendar days after we get the decision from the independent review organization for **standard requests**. For **expedited requests**, we have **72 hours** from the date we get the decision from the independent review organization.
- **If the independent review organization says yes to part or all of a request for a Part B drug**, we must authorize or provide the Part B drug within **72 hours** after we get the decision from the independent review organization for **standard requests**. For **expedited requests**, we have **24 hours** from the date we get the decision from the independent review organization.
- **If this organization says no to part or all of your appeal**, it means they agree with us that your request (or part of your request) for coverage for medical care shouldn't be approved. (This is called **upholding the decision or turning down your appeal**.) In this case, the independent review organization will send you a letter that:
 - Explains the decision.
 - Lets you know about your right to a Level 3 appeal if the dollar value of the medical care coverage meets a certain minimum. The written notice you get from the independent review organization will tell you the dollar amount you must meet to continue the appeals process.
 - Tells you how to file a Level 3 appeal.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are 3 additional levels in the appeals process after Level 2 (for a total of 5 levels of appeal). If you want to go to a Level 3 appeal the details on how to do this are in the written notice you get after your Level 2 appeal.
- The Level 3 appeal is handled by an Administrative Law Judge or attorney adjudicator. Section 8 explains the Level 3, 4, and 5 appeals processes.

Section 5.5 If you're asking us to pay for our share of a bill you got for medical care

Chapter 5 describes when you may need to ask for reimbursement or to pay a bill you have got from a provider. It also tells how to send us the paperwork that asks us for payment.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork asking for reimbursement, you're asking for a coverage decision. To make this decision, we'll check to see if the medical care you paid for is covered. We'll also check to see if you followed the rules for using your coverage for medical care.

- **If we say yes to your request:** If the medical care is covered and you followed the rules, we'll send you the payment the cost typically within 30 calendar days, but no later than 60 calendar days after we get your request. If you haven't paid for the medical care, we'll send the payment directly to the provider.
- **If we say no to your request:** If the medical care is *not* covered, or you did *not* follow all the rules, we won't send payment. Instead, we'll send you a letter that says we won't pay for the medical care and the reasons why.

If you don't agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you're asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals in Section 5.3. For appeals concerning reimbursement, note:

- We must give you our answer within 60 calendar days after we get your appeal. If you're asking us to pay you back for medical care you already got and paid for, you aren't allowed to ask for a fast appeal.
- If the independent review organization decides we should pay, we must send you or the provider the payment within 30 calendar days. If the answer to your appeal is yes at any stage of the appeals process after Level 2, we must send the payment you asked for to you or the provider within 60 calendar days.

SECTION 6 How to ask us to cover a longer inpatient hospital stay if you think you're being discharged too soon

When you're admitted to a hospital, you have the right to get all covered hospital services necessary to diagnose and treat your illness or injury.

During your covered hospital stay, your doctor and the hospital staff will work with you to prepare for the day you leave the hospital. They'll help arrange for care you may need after you leave.

- The day you leave the hospital is called your **discharge date**.
- When your discharge date is decided, your doctor or the hospital staff will tell you.
- If you think you're being asked to leave the hospital too soon, you can ask for a longer hospital stay, and your request will be considered.

Section 6.1 During your inpatient hospital stay, you'll get a written notice from Medicare that tells you about your rights

Within 2 calendar days of being admitted to the hospital, you'll be given a written notice called *An Important Message from Medicare about Your Rights*. Everyone with Medicare gets a copy of this notice. If you don't get the notice from someone at the hospital (for example, a caseworker or nurse), ask any hospital employee for it. If you need help, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) or 1-800-MEDICARE (1-800-633-4227) (TTY users call 1-877-486-2048).

1. Read this notice carefully and ask questions if you don't understand it. It tells you:

- Your right to get Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
- Your right to be involved in any decisions about your hospital stay.
- Where to report any concerns you have about quality of your hospital care.
- Your right to **request an immediate review** of the decision to discharge you if you think you're being discharged from the hospital too soon. This is a formal, legal way to ask for a delay in your discharge date, so we'll cover your hospital care for a longer time.

2. You'll be asked to sign the written notice to show that you got it and understand your rights.

- You or someone who is acting on your behalf will be asked to sign the notice.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

- Signing the notice shows *only* that you got the information about your rights. The notice doesn't give your discharge date. Signing the notice **doesn't mean** you're agreeing on a discharge date.

3. Keep your copy of the notice so you have the information about making an appeal (or reporting a concern about quality of care) if you need it.

- If you sign the notice more than 2 calendar days before your discharge date, you'll get another copy before you're scheduled to be discharged.
- To look at a copy of this notice in advance, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) or 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can also get the notice online at www.CMS.gov/Medicare/forms-notices/beneficiary-notices-initiative/ffs-ma-im.

Section 6.2 How to make a Level 1 appeal to change your hospital discharge date

To ask us to cover your inpatient hospital services for a longer time, use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are:

- **Follow the process.**
- **Meet the deadlines.**
- **Ask for help if you need it.** If you have questions or need help, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711). Or call your State Health Insurance Program (SHIP) for personalized help. Call SHIBA in Oregon at 1-800-722-4134 or SHIBA in Washington at 1-800-562-6900. SHIP contact information is available in Chapter 2, Section 3.

During a Level 1 appeal, the Quality Improvement Organization reviews your appeal. It checks to see if your planned discharge date is medically appropriate for you. The **Quality Improvement Organization** is a group of doctors and other health care professionals paid by the federal government to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare. These experts aren't part of our plan.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

Step 1: Contact the Quality Improvement Organization for your state and ask for an immediate review of your hospital discharge. You must act quickly.***How can you contact this organization?***

- The written notice you got (*An Important Message from Medicare About Your Rights*) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2).

Act quickly:

- To make your appeal, you must contact the Quality Improvement Organization *before* you leave the hospital and **no later than midnight the day of your discharge**.
 - **If you meet this deadline**, you can stay in the hospital *after* your discharge date *without paying for it* while you wait to get the decision from the Quality Improvement Organization.
 - **If you don't meet this deadline, contact us.** If you decide to stay in the hospital after your planned discharge date, *you may have to pay all the costs* for hospital care you get after your planned discharge date.
- Once you ask for an immediate review of your hospital discharge the Quality Improvement Organization will contact us. By noon of the day after we're contacted, we'll give you a **Detailed Notice of Discharge**. This notice gives your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it's right (medically appropriate) for you to be discharged on that date.
- You can get a sample of the **Detailed Notice of Discharge** by calling Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) or 1-800-MEDICARE (1-800-633-4227) (TTY users call 1-877-486-2048.) Or you can get a sample notice online at www.CMS.gov/Medicare/forms-notices/beneficiary-notices-initiative/ffs-ma-im.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

- Health professionals at the Quality Improvement Organization (the *reviewers*) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you can if you want.
- The reviewers will also look at your medical information, talk with your doctor, and review information that we and the hospital gave them.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

- By noon of the day after the reviewers told us of your appeal, you'll get a written notice from us that gives your planned discharge date. This notice also explains in detail the reasons why your doctor, the hospital, and we think it's right (medically appropriate) for you to be discharged on that date.

Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.***What happens if the answer is yes?***

- If the independent review organization says *yes*, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You'll have to keep paying your share of the costs (such as deductibles or copayments if these apply). In addition, there may be limitations on your covered hospital services.

What happens if the answer is no?

- If the independent review organization says *no*, they're saying that your planned discharge date is medically appropriate. If this happens, **our coverage for your inpatient hospital services will end** at noon on the day *after* the Quality Improvement Organization gives you its answer to your appeal.
- If the independent review organization says *no* to your appeal and you decide to stay in the hospital, **you may have to pay the full cost** of hospital care you get after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

Step 4: If the answer to your Level 1 appeal is no, you decide if you want to make another appeal

- If the Quality Improvement Organization said no to your appeal, *and* you stay in the hospital after your planned discharge date, you can make another appeal. Making another appeal means you're going to *Level 2* of the appeals process.

Section 6.3 How to make a Level 2 appeal to change your hospital discharge date

During a Level 2 appeal, you ask the Quality Improvement Organization to take another look at its decision on your first appeal. If the Quality Improvement Organization turns down your Level 2 appeal, you may have to pay the full cost for your stay after your planned discharge date.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

Step 1: Contact the Quality Improvement Organization again and ask for another review.

- You must ask for this review **within 60 calendar days** after the day the Quality Improvement Organization said *no* to your Level 1 appeal. You can ask for this review only if you stay in the hospital after the date your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your request for a Level 2 appeal, the reviewers will decide on your appeal and tell you their decision.***If the independent review organization says yes:***

- **We must reimburse you** for our share of the costs of hospital care you got since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. **We must continue providing coverage for your inpatient hospital care for as long as it's medically necessary.**
- You must continue to pay your share of the costs and coverage limitations may apply.

If the independent review organization says no:

- It means they agree with the decision they made on your Level 1 appeal. This is called upholding the decision.
- The notice you get will tell you in writing what you can do if you want to continue with the review process.

Step 4: If the answer is no, you need to decide whether you want to take your appeal further by going to Level 3

- There are 3 additional levels in the appeals process after Level 2 (for a total of 5 levels of appeal). If you want to go to a Level 3 appeal, the details on how to do this are in the written notice you get after your Level 2 appeal decision.
- The Level 3 appeal is handled by an Administrative Law Judge or attorney adjudicator. Section 8 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

SECTION 7 How to ask us to keep covering certain medical services if you think your coverage is ending too soon

When you're getting covered **home health services, skilled nursing care, or rehabilitation care (Comprehensive Outpatient Rehabilitation Facility)**, you have the right to keep getting your services for that type of care for as long as the care is needed to diagnose and treat your illness or injury.

When we decide it's time to stop covering any of these 3 types of care for you, we're required to tell you in advance. When your coverage for that care ends, *we'll stop paying our share of the cost for your care.*

If you think we're ending the coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Section 7.1 We'll tell you in advance when your coverage will be ending

Legal Term:

Notice of Medicare Non-Coverage. It tells you how you can ask for a **fast-track appeal**. Asking for a fast-track appeal is a formal, legal way to ask for a change to our coverage decision about when to stop your care.

- 1. You get a notice in writing** at least 2 calendar days before our plan is going to stop covering your care. The notice tells you:
 - The date when we'll stop covering the care for you.
 - How to request a fast track appeal to ask us to keep covering your care for a longer period of time.
- 2. You, or someone who is acting on your behalf, will be asked to sign the written notice to show that you got it.** Signing the notice shows *only* that you got the information about when your coverage will stop. **Signing it doesn't mean you agree** with our plan's decision to stop care.

Section 7.2 How to make a Level 1 appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you'll need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

- **Follow the process.**
- **Meet the deadlines.**
- **Ask for help if you need it.** If you have questions or need help, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711). Or call your State Health Insurance Program (SHIP) for personalized help. Call SHIBA in Oregon at 1800-722-4134 or SHIBA in Washington at 1-800-562-6900. SHIP contact information is available in Chapter 2, Section 3.

During a Level 1 appeal, the Quality Improvement Organization reviews your appeal. It decides if the end date for your care is medically appropriate. The **Quality Improvement Organization** is a group of doctors and other health care experts paid by the federal government to check on and help improve the quality of care for people with Medicare. This includes reviewing plan decisions about when it's time to stop covering certain kinds of medical care. These experts aren't part of our plan.

Step 1: Make your Level 1 appeal: contact the Quality Improvement Organization and ask for a *fast-track appeal*. You must act quickly.

How can you contact this organization?

- The written notice you got (*Notice of Medicare Non-Coverage*) tells you how to reach this organization. Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2.

Act quickly:

- You must contact the Quality Improvement Organization to start your appeal **by noon of the day before the effective date** on the *Notice of Medicare Non-Coverage*.
- If you miss the deadline, and you want to file an appeal, you still have appeal rights. Contact the Quality Improvement Organization using the contact information on the Notice of Medicare Non-coverage. The name, address, and phone number of the Quality Improvement Organization for your state may also be found in Chapter 2.

Step 2: The Quality Improvement Organization conducts an independent review of your case.

Legal Term:

Detailed Explanation of Non-Coverage. Notice that gives details on reasons for ending coverage.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

What happens during this review?

- Health professionals at the Quality Improvement Organization (the *reviewers*) will ask you, or your representative, why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you can if you want.
- The independent review organization will also look at your medical information, talk with your doctor, and review information our plan gives them.
- By the end of the day the reviewers tell us of your appeal, you'll get the *Detailed Explanation of Non-Coverage*, from us that explains in detail our reasons for ending our coverage for your services.

Step 3: Within one full day after they have all the information they need; the reviewers will tell you their decision.

What happens if the reviewers say yes?

- If the reviewers say yes to your appeal, then **we must keep providing your covered services for as long as it's medically necessary.**
- You'll have to keep paying your share of the costs (such as deductibles or copayments, if these apply). There may be limitations on your covered services.

What happens if the reviewers say no?

- If the reviewers say *no*, then **your coverage will end on the date we told you.**
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* this date when your coverage ends, then **you'll have to pay the full cost** of this care yourself.

Step 4: If the answer to your Level 1 appeal is no, you decide if you want to make another appeal.

- If reviewers say *no* to your Level 1 appeal – and you choose to continue getting care after your coverage for the care has ended – then you can make a Level 2 appeal.

Section 7.3 How to make a Level 2 appeal to have our plan cover your care for a longer time

During a Level 2 appeal, you ask the Quality Improvement Organization to take another look at the decision on your first appeal. If the Quality Improvement Organization turns down your Level 2 appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* the date when we said your coverage would end.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

Step 1: Contact the Quality Improvement Organization again and ask for another review.

- You must ask for this review **within 60 calendar days** after the day when the Quality Improvement Organization said *no* to your Level 1 appeal. You can ask for this review only if you continued getting care after the date your coverage for the care ended.

Step 2: The Quality Improvement Organization does a second review of your situation.

- Reviewers at the Quality Improvement Organization will take another careful look at all the information related to your appeal.

Step 3: Within 14 calendar days of receipt of your appeal request, reviewers will decide on your appeal and tell you it's decision.***What happens if the independent review organization says yes?***

- **We must reimburse you** for our share of the costs of care you got since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it's medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

What happens if the independent review organization says no?

- It means they agree with the decision made to your Level 1 appeal.
- The notice you get will tell you in writing what you can do if you want to continue with the review process. It will give you details about how to go to the next level of appeal, which is handled by an Administrative Law Judge or attorney adjudicator.

Step 4: If the answer is no, you need to decide whether you want to take your appeal further.

- There are 3 additional levels of appeal after Level 2 (for a total of 5 levels of appeal). If you want to go on to a Level 3 appeal, the details on how to do this are in the written notice you get after your Level 2 appeal decision.
- The Level 3 appeal is handled by an Administrative Law Judge or attorney adjudicator. Section 8 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

SECTION 8 Taking your appeal to Levels 3, 4 and 5

Section 8.1 Appeal Levels 3, 4 and 5 for Medical Service Requests

This section may be right for you if you made a Level 1 appeal and a Level 2 appeal, and both of your appeals were turned down.

If the dollar value of the item or medical service you appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you can't appeal any further. The written response you get to your Level 2 appeal will explain how to make a Level 3 appeal.

For most situations that involve appeals, the last 3 levels of appeal work in much the same way as the first two levels. Here's who handles the review of your appeal at each of these levels.

Level 3 appeal

An **Administrative Law Judge** or an attorney adjudicator who works for the federal government will review your appeal and give you an answer.

- **If the Administrative Law Judge or attorney adjudicator says yes to your appeal, the appeals process *may* or *may not* be over.** Unlike a decision at a Level 2 appeal, we have the right to appeal a Level 3 decision that's favorable to you. If we decide to appeal, it will go to a Level 4 appeal.
 - If we decide *not* to appeal, we must authorize or provide you with the medical care within 60 calendar days after we get the Administrative Law Judge's or attorney adjudicator's decision.
 - If we decide to appeal the decision, we'll send you a copy of the Level 4 appeal request with any accompanying documents. We may wait for the Level 4 appeal decision before authorizing or providing the medical care in dispute.
- **If the Administrative Law Judge or attorney adjudicator says no to your appeal, the appeals process *may* or *may not* be over.**
 - If you decide to accept the decision that turns down your appeal, the appeals process is over.
 - If you don't want to accept the decision, you can continue to the next level of the review process. The notice you get will tell you what to do for a Level 4 appeal.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

Level 4 appeal

The **Medicare Appeals Council** (Council) will review your appeal and give you an answer. The Council is part of the federal government.

- **If the answer is yes, or if the Council denies our request to review a favorable Level 3 appeal decision, the appeals process *may* or *may not* be over.** Unlike a decision at Level 2, we have the right to appeal a Level 4 decision that is favorable to you. We'll decide whether to appeal this decision to Level 5.
 - If we decide *not* to appeal the decision, we must authorize or provide you with the medical care within 60 calendar days after getting the Council's decision.
 - If we decide to appeal the decision, we'll let you know in writing.
- **If the answer is no or if the Council denies the review request, the appeals process *may* or *may not* be over.**
 - If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - If you don't want to accept the decision, you may be able to continue to the next level of the review process. If the Council says no to your appeal, the notice you get will tell you whether the rules allow you to go to a Level 5 appeal and how to continue with a Level 5 appeal.

Level 5 appeal

A judge at the **Federal District Court** will review your appeal.

- A judge will review all the information and decide *yes* or *no* to your request. This is a final answer. There are no more appeal levels after the Federal District Court.

Making complaints

SECTION 9 How to make a complaint about quality of care, waiting times, customer service, or other concerns

Section 9.1 What kinds of problems are handled by the complaint process?

The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and customer service. Here are examples of the kinds of problems handled by the complaint process.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

Complaint	Example
Quality of your medical care	<ul style="list-style-type: none"> Are you unhappy with the quality of the care you got (including care in the hospital)?
Respecting your privacy	<ul style="list-style-type: none"> Did someone not respect your right to privacy or share confidential information?
Disrespect, poor customer service, or other negative behaviors	<ul style="list-style-type: none"> Has someone been rude or disrespectful to you? Are you unhappy with our Customer Service? Do you feel you're being encouraged to leave our plan?
Waiting times	<ul style="list-style-type: none"> Are you having trouble getting an appointment, or waiting too long to get it? Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by our Customer Service or other staff at our plan? <ul style="list-style-type: none"> Examples include waiting too long on the phone, in the waiting or exam room, or getting a prescription.
Cleanliness	<ul style="list-style-type: none"> Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
Information you get from us	<ul style="list-style-type: none"> Did we fail to give you a required notice? Is our written information hard to understand?
Timeliness (These types of complaints are all about the <i>timeliness</i> of our actions related to coverage decisions and appeals)	<p>If you asked for a coverage decision or made an appeal, and you think we aren't responding quickly enough, you can make a complaint about our slowness. Here are examples:</p> <ul style="list-style-type: none"> You asked us for a <i>fast coverage decision</i> or a <i>fast appeal</i>, and we said no; you can make a complaint. You believe we aren't meeting the deadlines for coverage decisions or appeals; you can make a complaint. You believe we aren't meeting deadlines for covering or reimbursing you for certain medical items or services or drugs that were approved; you can make a complaint. You believe we failed to meet required deadlines for forwarding your case to the independent review organization; you can make a complaint.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

Section 9.2 How to make a complaint**Legal Terms:**

- A **complaint** is also called a **grievance**.
- **Making a complaint** is called **filing a grievance**.
- **Using the process for complaints** is called **using the process for filing a grievance**.
- A **fast complaint** is called an **expedited grievance**.

Step 1: Contact us promptly – either by phone or in writing.

- **Calling Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) is usually the first step.** If there's anything else you need to do, Customer Service will let you know.
- **If you don't wish to call (or you called and weren't satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we'll respond to your complaint in writing.
- If you have a complaint, you or your appointed representative may call 503-574-8000 or 1-800-603-2340 (TTY: 711). You may also send your complaint in writing to the Appeals and Grievances Department at the following address: Providence Health Assurance, Attn: Appeals and Grievances Department, P.O. Box 4158, Portland, OR 97208-4158.
- The **deadline** for making a complaint is **60 calendar days** from the time you had the problem you want to complain about.

Step 2: We look into your complaint and give you our answer.

- **If possible, we'll answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call.
- **Most complaints are answered within 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, **we can take up to 14 more calendar days** (44 calendar days total) to answer your complaint. If we decide to take extra days, we'll tell you in writing.
- **If you're making a complaint because we denied your request for a fast coverage decision or a fast appeal, we'll automatically give you a fast complaint.** If you have a fast complaint, it means we'll give you **an answer within 24 hours**.

Chapter 7 If you have a problem or complaint (coverage decisions, appeals, complaints)

- **If we don't agree** with some or all of your complaint or don't take responsibility for the problem you're complaining about, we'll include our reasons in our response to you.

Section 9.3 You can also make complaints about quality of care to the Quality Improvement Organization

When your complaint is about *quality of care*, you have 2 extra options:

- **You can make your complaint directly to the Quality Improvement Organization.** The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. Chapter 2 has contact information.
Or
- **You can make your complaint to both the Quality Improvement Organization and us at the same time.**

Section 9.4 You can also tell Medicare about your complaint

You can submit a complaint about Providence Medicare Focus Medical (HMO) directly to Medicare. To submit a complaint to Medicare, go to www.Medicare.gov/my/medicare-complaint. You can also call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users call 1-877-486-2048.

CHAPTER 8:

Ending membership in our plan

SECTION 1 Ending your membership in our plan

Ending your membership in Providence Medicare Focus Medical (HMO) may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- You might leave our plan because you decide you *want* to leave. Sections 2 and 3 give information on ending your membership voluntarily.
- There are also limited situations where we're required to end your membership. Section 5 tells you about situations when we must end your membership.

If you're leaving our plan, our plan must continue to provide your medical care, and you'll continue to pay your cost share until your membership ends.

SECTION 2 When can you end your membership in our plan?

Section 2.1 You can end your membership during the Open Enrollment Period

You can end your membership in our plan during the **Open Enrollment Period** each year. During this time, review your health and drug coverage and decide about coverage for the upcoming year.

- The **Open Enrollment Period** is from **October 15 to December 7**.
- **Choose to keep your current coverage or make changes to your coverage for the upcoming year.** If you decide to change to a new plan, you can choose any of the following types of plans:
 - Another Medicare health plan, with or without drug coverage,
 - Original Medicare *with* a separate Medicare drug plan,
 - Original Medicare *without* a separate Medicare drug plan.
- **Your membership will end in our plan** when your new plan's coverage starts on January 1.

Section 2.2 You can end your membership during the Medicare Advantage Open Enrollment Period

You can make *one* change to your health coverage during the **Medicare Advantage Open Enrollment Period** each year.

- **The Medicare Advantage Open Enrollment Period** is from January 1 to March 31 and, for new Medicare enrollees in an MA plan, from the month of entitlement to Part A and Part B until the last day of the 3rd month of entitlement.
- **During the Medicare Advantage Open Enrollment Period**, you can:
 - Switch to another Medicare Advantage Plan with or without drug coverage.
 - Disenroll from our plan and get coverage through Original Medicare. If you switch to Original Medicare during this period, you can also join a separate Medicare drug plan at the same time.
- **Your membership will end** on the first day of the month after you enroll in a different Medicare Advantage plan or we get your request to switch to Original Medicare. If you also choose to enroll in a Medicare drug plan, your membership in the drug plan will start the first day of the month after the drug plan gets your enrollment request.

Section 2.3 In certain situations, you can end your membership during a Special Enrollment Period

In certain situations, members of Providence Medicare Focus Medical (HMO) may be eligible to end their membership at other times of the year. This is known as a **Special Enrollment Period**.

You may be eligible to end your membership during a Special Enrollment Period if any of the following situations apply. These are just examples. For the full list you can contact our plan, call Medicare, or visit www.Medicare.gov.

- Usually, when you move
- If you have Medicaid (Oregon Health Plan or Washington Apple Health)
- If we violate our contract with you
- If you're getting care in an institution, such as a nursing home or long-term care (LTC) hospital
- If you enroll in the Program of All-inclusive Care for the Elderly (PACE)

Enrollment time periods vary depending on your situation.

To find out if you're eligible for a Special Enrollment Period, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. If you're eligible to end your

membership because of a special situation, you can choose to change both your Medicare health coverage and prescription drug coverage. You can choose:

- Another Medicare health plan with or without drug coverage.
- Original Medicare *with* a separate Medicare drug plan.
- Original Medicare *without* a separate Medicare drug plan.

Your membership will usually end on the first day of the month after we get your request to change our plan.

Section 2.4 Get more information about when you can end your membership

If you have questions about ending your membership, you can:

- **Call Customer Service at 503-574-8000 or 1-800-603-2340** (TTY users call 711)
- Find the information in the ***Medicare & You 2026*** handbook
- Contact **Medicare** at 1-800-MEDICARE (1-800-633-4227) TTY users call 1-877-486-2048

SECTION 3 How to end your membership in our plan

The table below explains how you can end your membership in our plan.

To switch from our plan to:	Here's what to do:
Another Medicare health plan	<ul style="list-style-type: none">• Enroll in the new Medicare health plan.• You'll automatically be disenrolled from Providence Medicare Focus Medical (HMO) when your new plan's coverage starts.
Original Medicare <i>with</i> a separate Medicare drug plan	<ul style="list-style-type: none">• Enroll in the new Medicare drug plan.• You'll automatically be disenrolled from Providence Medicare Focus Medical (HMO) when your new plan's coverage starts.

To switch from our plan to:	Here's what to do:
Original Medicare <i>without</i> a separate Medicare drug plan.	<ul style="list-style-type: none">• Send us a written request to disenroll. Call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) if you need more information on how to do this.• You can also call Medicare at 1-800-MEDICARE (1-800-633-4227) and ask to be disenrolled. TTY users call 1-877-486-2048.• You'll be disenrolled from Providence Medicare Focus Medical (HMO) when your coverage in Original Medicare starts.

Note: If you also have creditable prescription drug coverage (e.g., a separate Medicare drug plan) and disenroll from that coverage, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later after going without creditable prescription drug coverage for 63 days or more in a row.

SECTION 4 Until your membership ends, you must keep getting your medical items and services through our plan

Until your membership ends, and your new Medicare coverage starts, you must continue to get your medical items, services care through our plan.

- **Continue to use our network providers to get medical care.**
- **If you're hospitalized on the day your membership ends, your hospital stay will be covered by our plan until you're discharged** (even if you're discharged after your new health coverage starts).

SECTION 5 Providence Medicare Focus Medical (HMO) must end our plan membership in certain situations

Providence Medicare Focus Medical (HMO) must end your membership in our plan if any of the following happen:

- If you no longer have Medicare Part A and Part B
- If you move out of our service area
- If you're away from our service area for more than 6 months

Chapter 8 Ending membership in our plan

- If you move or take a long trip, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711) to find out if the place you're moving or traveling to is in our plan's area
- If you become incarcerated (go to prison)
- If you're no longer a United States citizen or lawfully present in the United States
- If you intentionally give us incorrect information when you're enrolling in our plan, and that information affects your eligibility for our plan (We can't make you leave our plan for this reason unless we get permission from Medicare first)
- If you continuously behave in a way that's disruptive and makes it difficult for us to provide medical care for you and other members of our plan (We can't make you leave our plan for this reason unless we get permission from Medicare first)
- If you let someone else use your membership card to get medical care (We can't make you leave our plan for this reason unless we get permission from Medicare first)
 - If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General
- If you don't pay our plan premiums for 90 days
 - Premium payments are first applied to your medical premium. If you have chosen to receive optional supplemental benefits, the payment is then applied to that premium.
 - If partial payment is made and it does not cover your medical premium, you could potentially be disenrolled from your medical coverage AND your optional supplemental coverage after 90 days
 - If partial payment is made and it does not cover your optional supplemental premium, your coverage could potentially be downgraded to remove optional supplemental coverage after 90 days
 - We must notify you in writing that you have 90 days to pay our plan premium before we end your membership

If you have questions or want more information on when we can end your membership, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711).

Section 5.1 We can't ask you to leave our plan for any health-related reason

Providence Medicare Focus Medical (HMO) isn't allowed to ask you to leave our plan for any health-related reason.

What should you do if this happens?

If you feel that you're being asked to leave our plan because of a health-related reason, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048.

Section 5.2 You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can file a grievance or make a complaint about our decision to end your membership.

CHAPTER 9:

Legal notices

SECTION 1 Notice about governing law

The principal law that applies to this *Evidence of Coverage* document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, (CMS). In addition, other federal laws may apply and, under certain circumstances, the laws of the state you live in. This may affect your rights and responsibilities even if the laws aren't included or explained in this document.

SECTION 2 Notice about nondiscrimination

We don't discriminate based on race, ethnicity, national origin, color, religion, sex, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area. All organizations that provide Medicare Advantage plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, Section 1557 of the Affordable Care Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

If you want more information or have concerns about discrimination or unfair treatment, call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights. You can also review information from the Department of Health and Human Services' Office for Civil Rights at www.HHS.gov/ocr/index.html.

If you have a disability and need help with access to care, call Customer Service at 503-574-8000 or 1-800-603-2340 (TTY users call 711). If you have a complaint, such as a problem with wheelchair access, Customer Service can help.

SECTION 3 Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Providence Medicare Focus Medical (HMO), as a Medicare Advantage Organization, will exercise the same rights of recovery that the Secretary exercises under CMS

regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any state laws.

SECTION 4 Notice about Unusual Circumstances

The following are examples of unusual circumstances: complete or partial destruction of facilities, war riot, civil insurrection, labor disputes, not within the control of Providence Health Assurance, major disaster, disability of significant part of hospital personnel, epidemic, or similar causes. If due to unusual circumstances, the rendition or provision of services and other benefits covered under this agreement is delayed or impractical, Providence Health Assurance will, within limitation of available facilities and personnel, use its best efforts to provide services and other benefits covered under this agreement. With regard to unusual circumstances neither Providence Health Assurance, hospitals, nor any physician shall have any liability for obligation on account of delay or such failure to provide services or other benefits.

SECTION 5 Third Party Liability

This section describes your duties if you receive services for which any third party may be responsible. A “third party” is any person other than you or Providence (the “first” and “second” parties), and includes any insurer providing any coverage available to you.

1. Once any third party is found responsible and able to pay for services you have received, Providence will not cover those services.
2. Providence will need detailed information from you. A questionnaire will be sent to you by Providence Medicare Advantage Plans or contracted Subrogation Vendor, which must be completed and returned as soon as possible. If you have any questions, please contact us. A Providence Medicare Advantage Plans employee who specializes in this area can help you.
3. If you make a claim against a third party, you must notify that party of Providence’s interest.
4. To the fullest extent permitted by Medicare, Providence is entitled to repayment from any money recovered from a third party, whether or not the recovery is described or for something other than medical expenses and whether or not you are “made whole” for your losses. Providence is entitled to be repaid from any workers’ compensation recovery whether or not a loss is found compensable under those laws.

Chapter 9 Legal notices

5. Providence is entitled to be repaid the full value of benefits, calculated using Providence's usual and customary charges, less a pro rata share of the expenses and attorney fees incurred to make the recovery.
6. Before accepting settlement of a third-party claim, you must notify Providence in writing of the terms offered.
7. If Providence is not repaid by the third party, you must repay Providence. Providence may request refunds from your medical providers, who will then bill you.
8. You must cooperate with Providence in obtaining repayments from third parties in relation to services that have been covered/paid for by Providence. If you hire an attorney, you must require the attorney to facilitate reimbursement to Providence to the fullest extent permitted by law for any recoveries from third parties.
9. After you receive a third-party recovery, you must pay all medical expenses for treatment of the illness or injury that Providence would otherwise pay.
10. Only when you prove to Providence's satisfaction that the recovery has been exhausted will Providence again begin paying. Providence will then pay the amount of the cost of services that exceeds the net recovery.
11. If you fail to repay Providence, Providence may recover the repayment out of future benefits owed under this Plan or refer your account to an outside collection agency to recover monies owed to Providence.
12. If you do not make a claim against a responsible third party, or fail to cooperate with Providence in any claim you do make, Providence may collect directly from the third party. To the fullest extent permitted by Medicare, Providence may assume your rights against a third party, may sue the third party in your name, may intervene in any suit you bring, and place a lien on any recovery to the extent Providence has paid benefits, or has incurred expenses to obtain a recovery.
13. Any failure to comply with your duties as described herein may, to the fullest extent permitted by applicable law, result in a denial of payment for benefits by Providence and/or termination of your coverage.

CHAPTER 10:

Definitions

Allowed Amount - This is the maximum payment amount for a covered health care service. For an in-network provider, the allowed amount is the fee the provider has agreed to accept for a particular service. For out-of-network providers, the allowed amount is a percentage of the Medicare allowable amount or up to billed charges for non-Medicare covered services.

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center doesn't exceed 24 hours.

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or payment for services you already got. You may also make an appeal if you disagree with our decision to stop services that you're getting.

Balance Billing – When a provider (such as a doctor or hospital or dentist) bills a patient more than our plan's allowed cost-sharing amount. As a member of Providence Medicare Focus Medical (HMO), you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We don't allow providers to **balance bill** or otherwise charge you more than the amount of cost sharing our plan says you must pay. An Out-of-Network Provider or Out-of-Network Facility may balance bill the difference between the Allowed Amount and the amount the provider charged.

Benefit Period – The way that both our plan and Original Medicare measures your use of skilled nursing facility (SNF) services. A benefit period begins the day you go into a skilled nursing facility. The benefit period ends when you haven't gotten any skilled care in a SNF for 60 days in a row. If you go into a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Centers for Medicare & Medicaid Services (CMS) – The federal agency that administers Medicare.

Chronic-Care Special Needs Plan (C-SNP) – C-SNPs are SNPs that restrict enrollment to MA eligible people who have specific severe and chronic diseases.

Coinsurance – An amount you may be required to pay, expressed as a percentage (for example 20%) as your share of the cost for services.

Chapter 10 Definitions

Complaint – The formal name for making a complaint is **filing a grievance**. The complaint process is used *only* for certain types of problems. This includes problems about quality of care, waiting times, and the customer service you get. It also includes complaints if our plan doesn't follow the time periods in the appeal process.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Copayment (or copay) – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, hospital outpatient visit, or a prescription drug. A copayment is a set amount (for example \$10), rather than a percentage.

Cost Sharing – Cost sharing refers to amounts that a member has to pay when services are gotten. (This is in addition to our plan's monthly plan premium.) Cost sharing includes any combination of the following 3 types of payments: 1) any deductible amount a plan may impose before services are covered; 2) any fixed copayment amount that a plan requires when a specific service is gotten; or 3) any coinsurance amount, a percentage of the total amount paid for a service, that a plan requires when a specific service is gotten.

Covered Services – The term we use to mean all the health care services and supplies that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you don't need skilled medical care or skilled nursing care. Custodial care, provided by people who don't have professional skills or training, includes help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

Customer Service – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals.

Deductible – The amount you must pay for health care before our plan pays.

Chapter 10 Definitions

Disenroll or Disenrollment – The process of ending your membership in our plan.

Dual Eligible Special Needs Plans (D-SNP) – D-SNPs enroll people who are entitled to both Medicare (Title XVIII of the Social Security Act) and medical assistance from a state plan under Medicaid (Title XIX). States cover some Medicare costs, depending on the state and the person's eligibility.

Dually Eligible Individual – A person who is eligible for Medicare and Medicaid coverage.

Durable Medical Equipment (DME) – Certain medical equipment that is ordered by your doctor for medical reasons. Examples include walkers, wheelchairs, crutches, powered mattress systems, diabetic supplies, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, or hospital beds ordered by a provider for use in the home.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life (and, if you're a pregnant woman, loss of an unborn child), loss of a limb, or loss of function of a limb, or loss of or serious impairment to a bodily function. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are: 1) provided by a provider qualified to furnish emergency services; and 2) needed to treat, evaluate, or stabilize an emergency medical condition.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Grievance – A type of complaint you make about our plan or providers, including a complaint concerning the quality of your care. This doesn't involve coverage or payment disputes.

Home Health Aide – A person who provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (e.g., bathing, using the toilet, dressing, or carrying out the prescribed exercises).

Hospice – A benefit that provides special treatment for a member who has been medically certified as terminally ill, meaning having a life expectancy of 6 months or less. Our plan must provide you with a list of hospices in your geographic area. If you elect hospice and continue

Chapter 10 Definitions

to pay premiums, you're still a member of our plan. You can still get all medically necessary services as well as the supplemental benefits we offer.

Hospital Inpatient Stay – A hospital stay when you've been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an outpatient.

Initial Enrollment Period – When you're first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. If you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65.

Low Income Subsidy (LIS) – Go to Extra Help.

Maximum Out-of-Pocket Amount – The most that you pay out-of-pocket during the calendar year for in-network covered services. Amounts you pay for our plan premiums and Medicare Part A and Part B premiums don't count toward the maximum out-of-pocket amount.

Medicaid (or Medical Assistance) – A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. State Medicaid programs vary, but most health care costs are covered if you qualify for both Medicare and Medicaid.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant).

Medicare Advantage Open Enrollment Period – The time period from January 1 to March 31 when members in a Medicare Advantage plan can cancel their plan enrollment and switch to another Medicare Advantage plan or get coverage through Original Medicare. If you choose to switch to Original Medicare during this period, you can also join a separate Medicare prescription drug plan at that time. The Medicare Advantage Open Enrollment Period is also available for a 3-month period after a person is first eligible for Medicare.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be i) an HMO, ii) a PPO, iii) a Private Fee-for-Service (PFFS) plan, or iv) a Medicare Medical Savings Account (MSA) plan. Besides

Chapter 10 Definitions

choosing from these types of plans, a Medicare Advantage HMO or PPO plan can also be a Special Needs Plan (SNP). In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Providence Medicare Focus Medical (HMO) doesn't offer Medicare prescription drug coverage.

Medicare-Covered Services – Services covered by Medicare Part A and Part B. All Medicare health plans must cover all the services that are covered by Medicare Part A and B. The term Medicare-Covered Services doesn't include the extra benefits, such as vision, dental, or hearing, that a Medicare Advantage plan may offer.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in our plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Special Needs Plans, Demonstration/Pilot Programs, and Programs of All-inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

Medigap (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill *gaps* in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Advantage Plan is not a Medigap policy.)

Member (Member of our Plan, or Plan Member) – A person with Medicare who is eligible to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Network Provider – Provider is the general term for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the state to provide health care services. **Network providers** have an agreement with our plan to accept our payment as payment in full, and in some cases to coordinate as well as provide covered services to members of our plan. Network providers are also called **plan providers**.

Optional Supplemental Benefits – Non-Medicare-covered benefits that can be purchased for an additional premium and aren't included in your package of benefits. You must voluntarily elect Optional Supplemental Benefits in order to get them.

Open Enrollment Period – The time period of October 15 until December 7 of each year when members can change their health or drug plans or switch to Original Medicare.

Chapter 10 Definitions

Organization Determination – A decision our plan makes about whether items or services are covered or how much you have to pay for covered items or services. Organization determinations are called coverage decisions in this document.

Original Medicare (Traditional Medicare or Fee-for-Service Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has 2 parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Provider or Out-of-Network Facility – A provider or facility that doesn't have a contract with our plan to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that aren't employed, owned, or operated by our plan.

Out-of-Pocket Costs – Go to the definition for cost sharing above. A member's cost-sharing requirement to pay for a portion of services gotten is also referred to as the member's out-of-pocket cost requirement.

PACE plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term services and supports (LTSS) for frail people to help people stay independent and living in their community (instead of moving to a nursing home) as long as possible. People enrolled in PACE plans get both their Medicare and Medicaid benefits through the plan.

Part C – Go to Medicare Advantage (MA) Plan.

Part D – The voluntary Medicare Prescription Drug Benefit Program.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they're received from network or out-of-network providers. Member cost sharing will generally be higher when plan benefits are gotten from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both in-network (preferred) and out-of-network (non-preferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health or prescription drug coverage.

Chapter 10 Definitions

Preventive services – Health care to prevent illness or detect illness at an early stage, when treatment is likely to work best (for example, preventive services include Pap tests, flu shots, and screening mammograms).

Primary Care Provider (PCP) – The doctor or other provider you see first for most health problems. In many Medicare health plans, you must see your primary care provider before you see any other health care provider.

Prior Authorization – Approval in advance to get services based on specific criteria. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4.

Prosthetics and Orthotics – Medical devices including, but not limited to, arm, back and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.

Rehabilitation Services – These services include inpatient rehabilitation care, physical therapy (outpatient), speech and language therapy, and occupational therapy.

Service Area – A geographic area where you must live to join a particular health plan. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (non-emergency) services. Our plan must disenroll you if you permanently move out of our plan's service area.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a Special Enrollment Period include: if you move outside the service area, if you move into a nursing home, or if we violate our contract with you.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who live in a nursing home, or who have certain chronic medical conditions.

Chapter 10 Definitions

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits aren't the same as Social Security benefits.

Total Allowed Amount – Several services may be provided during a visit. Each covered service has an **Allowed Amount**. The sum of the **Allowed Amounts** for covered services is the **Total Allowed Amount**. For covered benefits with a **Coinsurance**, the **Coinsurance** amount is applied to the **Total Allowed Amount**.

Urgently Needed Services – A plan-covered service requiring immediate medical attention that's not an emergency is an urgently needed service if either you're temporarily outside our plan's service area, or it's unreasonable given your time, place, and circumstances to get this service from network providers. Examples of urgently needed services are unforeseen medical illnesses and injuries, or unexpected flare-ups of existing conditions. Medically necessary routine provider visits (like annual checkups) aren't considered urgently needed even if you're outside our plan's service area or our plan network is temporarily unavailable.

Providence Medicare Focus Medical (HMO) Customer Service

Method	Customer Service – Contact Information
Call	503-574-8000 or 1-800-603-2340 Calls to this number are free. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time). Customer Service also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. From April 1st to September 30th, the hours are Monday through Friday from 8 a.m. to 8 p.m. (Pacific Time). From October 1st to March 31st, the hours are Sunday through Saturday (7 days a week) from 8 a.m. to 8 p.m. (Pacific Time).
Fax	503-574-8608
Write	Providence Health Assurance Attn: Customer Service Team P.O. Box 5548 Portland, OR 97228-5548
Website	www.ProvidenceHealthAssurance.com

State Health Insurance Assistance Program

In Oregon, the SHIP is called Senior Health Insurance Benefits Assistance (SHIBA). In Washington, the SHIP is called Statewide Health Insurance Benefits Advisors (also SHIBA).

SHIBA in Oregon and SHIBA in Washington are state programs that get money from the federal government to give free local health insurance counseling to people with Medicare.

Please see Chapter 2, Section 3 for more information about the State Health Insurance Assistance Programs in Oregon and Washington.

PRA Disclosure Statement According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1051. If you have comments or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-603-2340 (TTY: 711) or speak to your provider."

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-603-2340 (TTY: 711) o hable con su proveedor.

Việt (Vietnamese)

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-603-2340 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn."

中文 (Chinese-Simplified)

注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-800-603-2340（文本电话：711）或咨询您的服务提供商。"

中文 (Chinese- Traditional)

注意：如果您說中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-800-603-2340（TTY：711）或與您的提供者討論。」

РУССКИЙ (Russian)

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-603-2340 (TTY: 711) или обратитесь к своему поставщику услуг.

한국어 (Korean)

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-603-2340 (TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오."

українська мова (Ukrainian)

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-603-2340 (TTY: 711) або зверніться до свого постачальника».

日本語 (Japanese)

注: 日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル(誰もが利用できるよう配慮された)な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-800-603-2340 (TTY: 711)までお電話ください。または、ご利用の事業者にご相談ください。

العربية (Arabic)

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-800-603-2340 (711) أو تحدث إلى مقدم الخدمة".

ភាសាខ្មែរ (Khmer)

សូមយកចិត្តទុកដាក់: ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ 1-800-603-2340 (TTY: 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។"

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-800-603-2340 (TTY: 711) an oder sprechen Sie mit Ihrem Provider."

فارسي (Farsi)

توجه: اگر فارسي صحبت می کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک ها و خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب های قابل دسترس، به طور رایگان موجود می باشند. با شماره 1-800-603-2340 (تله تایپ: 711) تماس بگیرید یا با ارائه دهنده خود صحبت کنید.

Français (French)

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-603-2340 (TTY : 711) ou parlez à votre fournisseur. »

ไทย (Thai)

หมายเหตุ: หากคุณใช้ภาษา ไทย เรามีบริการความช่วยเหลือด้านภาษาฟรี นอกจากนี้ยังมีเครื่องมือและบริการช่วยเหลือเพื่อให้ข้อมูลในรูปแบบที่เข้าถึงได้โดยไม่เสียค่าใช้จ่าย โปรดโทรติดต่อ 1-800-603-2340 (TTY: 711) หรือปรึกษาผู้ให้บริการของคุณ”

Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-800-603-2340 (TTY: 711) o makipag-usap sa iyong provider.”

አማርኛ (Amharic)

ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆኑ፣ የቋንቋ ድጋፍ አገልግሎት በነፃ ይቀርብልዎታል። መረጃን በተደራሽ ቅርጸት ለማቅረብ ተገቢ የሆኑ ተጨማሪ እገዛዎች እና አገልግሎቶች እንዲሁ በነፃ ይገኛሉ። በስልክ ቁጥር 1-800-603-2340 (TTY: 711) ይደውሉ ወይም አገልግሎት አቅራቢዎን ያናግሩ።”

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹੁੰਦੀਆਂ ਹਨ। ਪਹੁੰਚਯੋਗ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਲਈ ਢੁਕਵੇਂ ਪੂਰਕ ਸਹਾਇਕ ਸਾਧਨ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਮੁਫਤ ਵਿੱਚ ਉਪਲਬਧ ਹੁੰਦੀਆਂ ਹਨ। 1-800-603-2340 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਆਪਣੇ ਪ੍ਰਦਾਤਾ ਨਾਲ ਗੱਲ ਕਰੋ।”

ລາວ (Laos)

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາເບີ 1-800-603-2340 (TTY: 711) ຫຼື ລົມກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ."

ՀԱՅԵՐԵՆ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, Դուք կարող եք օգտվել լեզվակալան անվճար ծառայություններից: Մատչելի ձևաչափերով տեղեկատվություն տրամադրվում է համապատասխան օժանդակ միջոցներին ու ծառայությունները նույնպես տրամադրվում են անվճար: Չանգահարեք 1-800-603-2340 հեռախոսահամարով (TTY` 711) կամ խոսեք Ձեր մատակարարի հետ:

Lus Hmoob (Hmong)

LUS CEEV TSHWJ XEEB: Yog hais tias koj hais Lus Hmoob muaj cov kev pab cuam txhais lus pub dawb rau koj. Cov kev pab thiab cov kev pab cuam ntxiv uas tsim nyog txhawm rau muab lus qhia paub ua cov hom ntaub ntawv uas tuaj yeem nkag cuag tau rau los kuj yeej tseem muaj pab dawb tsis xam tus nqi dab tsi ib yam nkaus. Hu rau 1-800-603-2340 (TTY: 711) los sis sib tham nrog koj tus kws muab kev saib xyuas kho mob."

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1-800-603-2340 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।"