



2024 Summary of Benefits Medicare Advantage Plan

Independent Health's Encompass® 65 (HMO)

January 1, 2024 – December 31, 2024

SECTION I - INTRODUCTION TO SUMMARY OF BENEFITS

The benefit information provided is a summary of what we cover and what you pay. It does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, call us and ask for the “**Evidence of Coverage**.” You can also see the Evidence of Coverage on our website, <http://www.independenthealth.com/medicare>.

You have choices about how to get your Medicare benefits

- One choice is to get your Medicare benefits through Original Medicare (fee-for-service Medicare). Original Medicare is run directly by the Federal government.
- Another choice is to get your Medicare benefits by joining a Medicare health plan (such as **Independent Health's Encompass 65 (HMO)**).

Tips for comparing your Medicare choices

This Summary of Benefits booklet gives you a summary of what **Independent Health's Encompass 65 (HMO)** covers and what you pay.

- If you want to compare our plan with other Medicare health plans, ask the other plans for their Summary of Benefits booklets. Or, use the Medicare Plan Finder on <https://www.medicare.gov>.
- If you want to know more about the coverage and costs of Original Medicare, look in your current "**Medicare & You**" handbook. View it online at <https://www.medicare.gov> or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Sections in this booklet

- Things to Know About **Independent Health's Encompass 65 (HMO)**.
- Monthly Premium, Deductible, and Limits on How Much You Pay for Covered Services.
- Covered Medical and Hospital Benefits.

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

This document may be available in a non-English language. For additional information, call us at 1-800-665-1502 (TTY: 711).

SECTION I - INTRODUCTION TO SUMMARY OF BENEFITS

Things to Know About Independent Health's Encompass 65 (HMO)

Hours of Operation & Contact Information

If you are a member of this plan, call us at 1-800-665-1502, TTY: 711.

- From October 1 to March 31 we are open 8 a.m. – 8 p.m. Eastern Time, 7 days a week.
- From April 1 to September 30 we are open 8 a.m. – 8 p.m. Eastern Time, Monday –Friday.

If you are not a member of this plan, call us at 1-800-958-4405, TTY: 711.

- From October 1 to December 7 we are open 8 a.m. – 8 p.m. Eastern Time, 7 days a week.
- From December 8 to September 30 we are open 8 a.m. – 8 p.m. Eastern Time, Monday –Friday.

Our website: <http://www.independenthealth.com/medicare>.

Who can join?

To join **Independent Health's Encompass 65 (HMO)**, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and you must live in our service area. Our service area includes these counties in New York: Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming.

What do we cover?

Like all Medicare health plans, we cover everything that Original Medicare covers – and *more*. Some of the extra benefits are outlined in this booklet.

In addition, we cover Part B drugs including chemotherapy and some drugs administered by your provider.

- You can see the complete plan formulary (list of Part D prescription drugs) and any restrictions on our website, <http://www.independenthealth.com/medicare>.
- Or, call us and we will send you a copy of the formulary.

**If you have any questions about this plan's benefits or costs, please contact
Independent Health**

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Independent Health's Encompass 65 (HMO)

MONTHLY PREMIUM, DEDUCTIBLE, AND LIMITS ON HOW MUCH YOU PAY FOR COVERED SERVICES

Monthly Plan Premium	You do not pay a separate monthly plan premium for Independent Health's Encompass 65 (HMO). You must continue to pay your Medicare Part B premium.
Deductible	Medical Deductible: Not Applicable.
Maximum Out-of-Pocket Responsibility	<p>Your yearly limit(s) in this plan:</p> <ul style="list-style-type: none">• \$6,700 for services you receive from in-network providers. <p>If you reach the limit on out-of-pocket costs, you keep getting covered hospital and medical services and we will pay the full cost for the rest of the year. Please note that you will still need to pay your monthly premiums.</p> <p>Optical dispensing, non-Medicare covered dental, premiums, hearing aids, and hearing aid evaluation do NOT count towards the out-of-pocket maximum.</p>

COVERED MEDICAL AND HOSPITAL BENEFITS

Inpatient Hospital	<p><u>In-Network:</u></p> <p>Days 1-5: \$150 Copay per day for each admission. Days 6-90: \$0 Copay per day. Our plan covers an unlimited number of days for an inpatient hospital stay. \$750 annual copayment limit applies. Requires provider preauthorization except for emergency admissions.</p>
Outpatient Hospital	<p><u>In-Network:</u></p> <p>Outpatient hospital: \$100 Copay. Provider preauthorization may apply for some services.</p>
Ambulatory Surgical Center	<p><u>In-Network:</u></p> <p>Freestanding Ambulatory Surgical Center: \$100 Copay. See the provider directory for a listing of Freestanding Ambulatory Surgical Centers. Provider preauthorization may apply for some services.</p>

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Doctor's Office Visits	<p><u>In-Network:</u></p> <p>Primary care physician visit: You pay nothing.</p> <p>Primary Care Physician is defined as Family Practitioners, General Practitioners, Internal Medicine, OB/GYN, Pediatricians and Gerontologists with no secondary specialty. If the Primary Care Physician has a secondary specialty other than internal medicine, General Practice, Family Practice, Geriatrics, Pediatrics or Obstetrics/Gynecology, the Specialist copayment associated with the physician will apply.</p> <p>Specialist visit: \$10 Copay.</p>
Preventive Care <i>(e.g., flu vaccine, diabetic screenings)</i>	<p><u>In-Network:</u></p> <p>You pay nothing for all preventive services covered under Original Medicare at zero cost sharing.</p> <p>Any additional preventive services approved by Medicare during the contract year will be covered.</p>
Emergency Care	<p><u>In-Network:</u></p> <p>\$100 Copay per visit.</p> <p>If you are admitted to the hospital within 24 hours, you do not have to pay your share of the cost for emergency care.</p> <p>Worldwide Emergency Coverage: \$100 Copay.</p> <p>\$10,000 plan limit per occurrence for the combined unforeseen event outside of the United States.</p>
Urgently Needed Services	<p><u>In-Network:</u></p> <p>\$55 Copay per visit.</p> <p>Worldwide Urgent Coverage: \$55 Copay.</p> <p>\$10,000 plan limit per occurrence for the combined unforeseen event outside of the United States.</p>

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Diagnostic Services / Labs/ Imaging	<p><u>In-Network:</u></p> <p>Diagnostic tests and procedures: You pay nothing for tests performed by a Primary Care Physician.</p> <p>\$10 Copay for tests performed by a Specialist.</p> <p>Lab services: You pay nothing for routine lab tests - 20% Coinsurance for molecular or predisposition genetic testing.</p> <p>Diagnostic Advanced Radiology Services (such as MRI, CAT Scan): \$50 Copay.</p> <p>X-rays: \$25 Copay.</p> <p>Two copayments apply if both a diagnostic x-ray and an advanced diagnostic radiologic service are billed on the same day by the same provider.</p> <p>Therapeutic radiology services (such as radiation treatment for cancer): 20% Coinsurance.</p> <p>Provider preauthorization may apply for some services.</p>
Hearing Services	<p><u>In-Network:</u></p> <p>Exam to diagnose and treat hearing and balance issues: \$10 Copay for a Specialist.</p> <p>Routine hearing exam: You pay nothing for a Primary Care Provider. \$10 Copay for a Specialist.</p> <p>Hearing Aid Evaluation Exam: \$45 Copay.</p> <p>Hearing Aid: \$499 - \$2,199 Copay.</p> <p>Copayment structure per hearing aid: \$499, \$699, \$999, \$1,499, \$2,199. Benefit is limited to preferred hearing aids, which come in various styles and colors. You must see a Start Hearing, Inc. provider to use this benefit. You cannot combine any promotional offers with our Hearing Aid benefit. Call Member Services for additional information about the network, or visit IndependentHealth.com/Medicare.</p>

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Dental Services	<p><u>In-Network:</u></p> <p>Medicare Covered: \$10 Copay for a Specialist.</p> <p>Annual maximum allowance of \$1,000 applies for preventive and comprehensive dental services combined. For preventive dental services through a LIBERTY provider, you pay nothing:</p> <ul style="list-style-type: none">• Oral exam (up to 1 visits every six months)• Cleaning (up to 1 visits every six months)• Fluoride treatment (up to 1 visits every six months)• Dental X-rays (up to 2 visits every year)• Full mouth X-ray (once every 36 months) <p>For Comprehensive Dental services through a LIBERTY provider, you pay 50% coinsurance.</p>
Vision Services	<p><u>In-Network:</u></p> <p>Exam to diagnose and treat diseases and conditions of the eye: You pay nothing for a Primary Care Provider. \$10 Copay for a Specialist.</p> <p>Routine eye exam, including yearly glaucoma screening (up to 1 visits every year): You pay nothing with an Eyemed provider.</p> <p>Eyeglasses or contact lenses after cataract surgery: You Pay Nothing.</p> <p>Eyeglasses (frames and lenses) or contact lenses: Our plan pays up to \$200 every year for eyewear. Any costs incurred above this amount for lenses, frames or contacts is the member's responsibility.</p>

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Mental Health Care	<u>In-Network:</u> Outpatient group therapy visit: \$20 Copay. Individual therapy visit: \$20 Copay. Following a diagnosis of depression, \$0 copayment for first office visit with an outpatient mental health professional. Inpatient Mental Health Care: Days 1-6: \$250 Copay per day for each admission. Days 7-90: \$0 Copay per day.
Skilled Nursing Facility (SNF)	<u>In-Network:</u> Days -20: \$0 Copay per day. Days 21-100: \$203 Copay per day. Provider preauthorization is required.
Outpatient Rehabilitation	<u>In-Network:</u> Occupational therapy visit: \$10 Copay per visit. Physical therapy and speech and language therapy visit: \$10 Copay per visit. If you have been diagnosed with back pain: \$0 copayment for initial evaluation with a physical therapist and \$0 copayment for first physical therapy session.
Ambulance	<u>In-Network:</u> Ground Ambulance: \$150 Copay. Wheelchair van is not covered. Air Ambulance: \$150 Copay. Provider preauthorization is required for planned transportation only.
Transportation	<u>In-Network:</u> \$0 Copay. 24 One-way trips every year to Plan-approved location. Rides must be coordinated through SafeRide. Call SafeRide at 855-955-RIDE (7433) (TTY 711) Monday – Sunday 8:00 a.m. –8:00 p.m. or call Independent Health Member Services. Trip must originate in the 8 counties of Western New York. Limit 30-miles per one-way trip.

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Medicare Part B Drugs	<u>In-Network:</u> For Part B insulin: \$35 Copay. For Part B drugs such as chemotherapy drugs: 0% - 20% Coinsurance. Other Part B drugs: 0% - 20% Coinsurance. Provider preauthorization may be required.
Foot Care (Podiatry Services)	<u>In-Network:</u> Foot exams: \$10 Copay from a Podiatrist.
Durable Medical Equipment	<u>In-Network:</u> 10% Coinsurance - 20% Coinsurance. 10% Coinsurance applies when member uses our preferred DME provider for designated mobility devices. 20% Coinsurance for all other covered DME. Provider preauthorization may apply.
Diabetic Supplies and Services	<u>In-Network:</u> Diabetes monitoring supplies: You pay nothing. Diabetic Monitor: You pay nothing Limited to preferred products. Diabetes self-management training: You pay nothing. Therapeutic shoes or inserts: You pay nothing. If you have been diagnosed with diabetes You pay nothing for diabetic lab tests for HbA1c and GFR. You pay nothing for Endocrinologist with diagnosis of Diabetes. You pay nothing for diabetic retinopathy exam. You pay nothing for Specialist administering the exam
Prosthetic Devices (braces, artificial limbs, etc.)	<u>In-Network:</u> Prosthetic devices: 20% Coinsurance. Related medical supplies: You pay nothing Provider preauthorization may apply.

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Wellness Program	<p><u>In-Network:</u></p> <p>Fitness Benefit: You pay nothing.</p> <p>SilverSneakers®</p> <p>You pay nothing for this benefit. SilverSneakers gives you FREE access to:</p> <ul style="list-style-type: none">• Thousands of participating fitness center locations nationwide¹• SilverSneakers Live classes and workshops taught by instructors trained in senior fitness• 200+ workout videos in the SilverSneakers On-Demand™ online library• SilverSneakers GO™ mobile app with digital workout programs• SilverSneakers FLEX®, giving you options to get active outside of traditional gyms (like recreation centers, malls and parks)• Online fitness and nutrition tips <p>You must use participating Silver Sneakers fitness locations and programs. For a list of participating fitness facilities, go to www.silversneakers.com. Or call SilverSneakers (toll free) at 1-888-313-5653 (TTY: 711) or Independent Health Member Services at 800-665-1502 or 716-250-4401 (TTY: 711) See the Chapter 4 of your Evidence of Coverage for more details.</p>
Remote Access Technologies: Teladoc®	<p><u>In-Network:</u></p> <p>You pay \$25 Copay for each consult with a Teladoc Provider over the phone or on-line 24 hours a day, 7 days a week.</p>
Home Delivered Meals	<p><u>In-Network:</u></p> <p>You pay nothing for up to 28 meals for 14 consecutive days delivered to you after discharge from an overnight stay in a hospital or skilled nursing facility. Benefit must be initiated within 30 days of discharge.</p>

DISCLAIMERS

This document is available in other alternate formats.

ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call 1-800-665-1502 (TTY: 711).

ATENCIÓN: Si habla español, hay servicios de traducción, libre de cargos, disponibles para usted. Llame al 1-800-665-1502 (TTY: 711).

Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-SNP, HMO-POS and PPO plans. Enrollment in Independent Health depends on contract renewal

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year.

You must continue to pay your Medicare Part B premium.

The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

Out-of-network/non-contracted providers are under no obligation to treat Independent Health members, except in emergency situations. For a decision about whether we will cover an out-of-network service, we encourage you or your provider to ask us for a pre-service organization determination before you receive the service. Please call our Member Services number or see your "Evidence of Coverage" for more information, including the cost-sharing that applies to out-of-network services.

¹Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

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Health coverage is offered by Independent Health Association, Inc..

Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at

Current members call toll-free: 1-800-665-1502, TTY users should call 711.

Prospective members call toll-free: 1-800-958-4405, TTY users should call 711.

Understanding the Benefits

- The Evidence of Coverage (EOC) provides a complete list of all coverage and services. It is important to review plan coverage, costs, and benefits before you enroll. Visit <http://www.independenthealth.com/medicare> or call 1-800-665-1502 (TTY 711) to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- Review the pharmacy directory to make sure the pharmacy you use for any prescription medicine is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

Understanding Important Rules

- In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2024.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).
- Effect on Current Coverage.** Your current health care coverage will end once your new Medicare coverage starts. For example, if you are in Tricare or a Medicare plan, you will no longer receive benefits from that plan once your new coverage starts.

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