



Harvard Pilgrim
Health Care



Commonwealth of Massachusetts
Group Insurance Commission

2023-2024 Member Guide Medicare Enhance

Find everything you need at harvardpilgrim.org/gic



Welcome to Harvard Pilgrim

At Harvard Pilgrim Health Plan, we are committed to providing GIC members access to high-quality health care coverage and services to help you stay healthy. Our **Medicare Enhance** health plan offers preventive care, behavioral health services, wellness programs, and many other great perks.

We encourage you to use this member guide to:

- ☒ Learn more about your care options
- ☒ See how to register for your secure member account and download our free mobile app
- ☒ Explore wellness programs, like discounts at health facilities and more

You can also visit **harvardpilgrim.org/gic** for resources specific to your plan.



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Harvard Pilgrim Medicare Enhance



Doctor's office visits are typically covered with just a simple copayment.



You can live anywhere in the United States, and you must be enrolled in Medicare Parts A and B.



You can visit any doctor or other provider that accepts Medicare.



You'll have coverage for emergency care anywhere in the world.



You'll enjoy savings on products and programs to help you live a healthier life.

Medicare Enhance coverage highlights

Most office visits

\$15

Prescriptions

30 days: \$10, \$30 or \$65

90 days (mail): \$25, \$75 or \$165

Prescription drug coverage is an Employer Group Waiver Plan (EGWP) offered by the Group Insurance Commission (GIC) through CVS, SilverScript. Visit gic.silverscript.com for more information.

Hearing aids

Medicare Enhance pays up to \$1700 every 24 months per hearing aid for each hearing impaired ear.

Eligibility

No matter where you live in the United States, you are eligible for Medicare Enhance if you are enrolled in Medicare Parts A and B.

Receiving care

You can receive care from any doctor, hospital or other health care provider that accepts Medicare. You're not locked into a provider network, and you don't have to choose a primary care provider. This means you're free to visit specialists for covered services without referrals.

After you enroll, you will receive a member identification (ID) card. **It will be important for you to show both your HPHC and Medicare ID cards whenever you visit the doctor or hospital.**

Paying for services

Most providers will charge you a fixed copayment at the time of service for office visits and emergency room visits, and then bill Medicare directly for the balance of the claim. Some providers may bill you directly for the services after receiving Medicare's payment, and you will need to submit a claim to HPHC.

When you become a member, refer to your Benefit Handbook for more information about provider billing and submitting claims to HPHC. But if you need help or have questions, you can always call our Member Services department.

Emergency coverage — wherever you go

Whenever you need emergency care, just call 911 or another local emergency number. Emergency room visits are subject to a copayment that will be waived if you are admitted to the hospital. **Even if you're traveling to another part of the country or another part of the world, Medicare Enhance has you covered wherever you need care.**

Stay healthy and save money

Our discounts and savings program can help you save money on products and services such as nutrition and weight management programs, eyewear, complementary medicine services and more. Visit harvardpilgrim.org/gic for details.

Plan Highlights

2023 Partial List of Covered Benefits and Member Cost Sharing Effective July 1, 2023 – June 30, 2024

Please refer to the **2023 GIC Schedule of Benefits** for further information.

| Inpatient Care | |
|--|--|
| Inpatient acute hospitalization, including behavioral health and substance use disorder; semi-private room and board and special services for Medicare-covered hospital stays | \$0 copay |
| Skilled Nursing | \$0 copay per day (up to 100th day of a Benefit Period) |
| Mental Health Care in Psychiatric Hospital | \$0 copay |
| Inpatient Rehabilitation | \$0 copay |
| Outpatient Care | |
| Office Visit | \$15 copay per visit |
| Routine Physical exam | Covered 100% for Medicare-covered preventive services |
| Lab and Therapeutic Radiology | \$0 copay |
| Diagnostic Radiology (MRI, PET scan, CT scan, X-ray) | \$0 copay |
| Outpatient Hospital/Ambulatory Care | \$0 copay |
| Home Health Care | \$0 copay |
| Durable Medical Equipment | \$0 copay for Medicare-covered items |
| Urgent and Emergency Care | \$15 copay for office visit, \$50 copay for emergency room |
| Ambulance Services | \$0 copay for Medicare-covered ambulance services |
| Behavioral Health | \$15 copay per visit |
| Substance Use Disorder | \$15 copay per visit |
| Routine Eye Exams | \$15 copay Discounts on lenses, frames, and contacts One routine eye exam every 24 months |
| Hearing Aids | Members 22 and over — \$1,700 per member every 24 months. |
| Physical, Occupational, and Speech Therapy | \$15 copay per visit |
| Fitness Reimbursement | Up to \$100 toward fitness club membership |
| Prescription Drugs | Your prescription drug benefits will be managed by CVS SilverScript®. If you have questions or would like information about the formulary (list of covered drugs), call the CVS SilverScript customer relations department at (877) 876-7214 or visit gic.silverscript.com . |

Well-Being Support for You

As part of your Harvard Pilgrim membership, you get the added benefit of tools and resources to support your overall well-being, plus some extra incentives. Learn more at harvardpilgrim.org/gic.



Fitness reimbursement that fits your lifestyle

We get it. Not everyone has the same approach to fitness. Whether you prefer going to the gym or practicing yoga, the GIC provides \$100 per subscriber to help you. You will be reimbursed for fees you pay toward a fitness facility or other qualified membership.¹ You can even use your reimbursement toward a virtual fitness class subscription. To qualify, your membership must be for at least four months in the calendar year.



A wellness program that rewards you

Harvard Pilgrim members can get rewarded for creating healthier habits. Enroll in our Living Well program and start earning points toward monthly gift card drawings as a reward for participating in a variety of informative, fun and interactive activities that focus on stress management, healthy eating, physical activity, mindfulness and meditation and much more.

This program takes a holistic approach to wellness, supporting all aspects of your life. And, the more you participate, the more chances you have to earn rewards.

Go to harvardpilgrim.org/livingwelleveryday to get started.



Virtual wellness classes and webinars at no cost

You and your family can take advantage of free virtual classes and webinars through our Living WellSM at Home program. Choose from yoga, Zumba, tai chi and other specialty classes, as well mindfulness sessions and health and wellness webinars. Programs are updated monthly and easily accessible via Zoom. Visit harvardpilgrim.org/livingwellathome for details (no log in is required).



Support for a healthy mind

Explore the basic practices of mindfulness with instructional videos and guided meditation through our Mind the Moment program. Practicing mindfulness involves breathing methods, guided imagery and more to help the mind to refocus on the present moment, relax the body and mind, and reduce stress. Visit harvardpilgrim.org/mindthemoment.

Discounts and Savings



Fitness and exercise

Whether you work out from home or seek the thrill of outdoor adventures, we help make it more affordable for you to reach new heights. Choose what works for YOU:

- Up to 40% off Ompractice virtual yoga
- Savings on footwear and workout gear
- Save 20% on your entire order of fitness products at ProsourceFit



Weight management

Sink your teeth into discounts that can help you manage your weight or eat healthier:

- Save 25% and try the first session for free with Savory Living, an online healthy eating lifestyle program
- Save 25% on The Dinner Daily meal planning service, which provides personalized weekly dinner plans based on your needs
- Save 25% on a subscription to Eat Right Now, a mindful eating app that combines neuroscience and mindfulness to reduce craving-related eating



Wellness

Well-being is more than healthy eating and exercise. No matter what stage of life you're in, we have discounts that focus on the whole person:

- Up to 30% off complementary and alternative medicine services through our partnership with Choices by Whole Health Living: acupuncture, chiropractic², massage therapy, natural healing, tai chi, qigong and more
- 25% off Magic Weighted Blanket
- Save 15% on Mighty Well wearable wellness products
- Get the first month free and savings on Ten Percent Happier, and learn how to meditate with this clear, easy-to-use, step-by-step guide



Quit smoking

Are you trying to quit smoking or tobacco use? Don't give up! Get some extra support with discounted resources:

- 25% off Craving to Quit, a 21-day app-based program
- 30% off QuitSmart's Stop Smoking Kit and Stop Smoking Classes



Vision³

Need a new pair of eyeglasses? Take advantage of:

- Free eyewear and other discounts at participating Visionworks locations⁴
- 40% off frames at Harvard Vanguard Medical Associates Optical shop locations
- 35% off frames with purchase of a complete pair of glasses at participating EyeMed affiliated providers⁵

Interested in LASIK?

- Save up to 50% off national average price of traditional LASIK, and get special pricing for other laser procedures with QualSight
- Save 15% on regular pricing and 5% on promotional pricing for LASIK, PRK or e-LASIK with US Laser Vision Network
- Save up to 25% on provider's usual and customary fees for PRK or LASIK through Davis Vision



Dental⁶

Available to residents of Maine and Massachusetts, Universal Dental Plan can help take the sting out of dental costs with savings of 20% - 50% on procedures from a network of participating dentists.⁷



Family care

Caring for a loved one can be overwhelming. Get the extra support you need at a discounted price:

- Save 20% on all Lively products
- Help your family assess needs and find care through CareScout® Elder Advocacy Program and Home Instead®



Hearing⁸

You don't have to miss a thing. Our partnership with trusted vendors gives you access to discounted state-of-the-art hearing aids and follow-up services:

- Up to \$200 on each hearing aid purchase, free quarterly cleanings and adjustments from Massachusetts based Flynn Associates and Speech-Language & Hearing Associates of Greater Boston, PC
- 30%-60% off hearing aids from TruHearing
- Low-price guarantee on hearing aids, a 60-day trial period with money-back guarantee, a one-year free follow-up, a three-year warranty, and two years of free batteries, from Amplifon Hearing Health Care

Important Information About Your Plan

The following information refers to plans offered by Harvard Pilgrim Health Care and its affiliates ("Harvard Pilgrim").

Appeals

You may file a complaint about a coverage decision or appeal that decision with Harvard Pilgrim. For details, see your Benefit Handbook.

To access your Benefit Handbook online, log into your personal account on harvardpilgrim.org, click on More Tasks from your Member Dashboard and select View My Plan Documents under Documents.

Member confidentiality

Harvard Pilgrim values individuals' privacy rights and is committed to safeguarding protected health information (PHI) and personal information (PI). To support this

commitment, Harvard Pilgrim has established a number of Privacy and Security policies, including those describing the administration of its privacy and security programs, requirements for staff training, and permitted uses and disclosures of PHI and PI. We may collect, use, and disclose financial and medical information about you when doing business with you or with others. We do this in accordance with our privacy policies and applicable state and federal laws. Harvard Pilgrim also requires its business partners who administer health care coverage to you on our behalf to protect your information in accordance with applicable state and federal laws.

Visit harvardpilgrim.org or call us for a copy of Harvard Pilgrim's Notice of Privacy Practices.

Members: (844) 442-7324

TTY: 711

Additional Details

- ¹ \$100 maximum reimbursement per subscriber. Proof of payment is required for reimbursement. Additional restrictions may apply.
- ² This program is not related to your Harvard Pilgrim medical benefits. The Medicare Enhance benefits include chiropractic coverage, in which case the office visit benefits differ. Refer to your plan documents for more information.
- ³ This is separate from any vision coverage you may be offered by your employer.
- ⁴ Free eyewear program is available only at select participating Visionworks locations in Massachusetts, Rhode Island, New Hampshire, and New York. You must have an eye exam and choose eyeglasses during the same visit. Additional restrictions apply.
- ⁵ Participating eyewear providers offer special savings on items such as eyeglasses and contact lenses.
- ⁶ This is separate from any dental coverage you may be offered by your employer.
- ⁷ Universal Dental Plan is not dental insurance and does not meet minimum creditable coverage under applicable state law. The plan provides discounts at specific dental providers for dental services. The plan does not make payments directly to the providers of dental services. The plan member is obligated to pay for all dental care services but will receive a discount from those dental care providers who have contracted with the discount dental plan organization. The range of discounts will vary depending on the services provided.
- ⁸ This is separate from any coverage for hearing aids that you may be offered by your employer. Please see the Schedule of Benefits for information on coverage through Harvard Pilgrim.

General Notice About Nondiscrimination and Accessibility Requirements

Harvard Pilgrim Health Care and its affiliates as noted below ("HPHC") comply with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity. Harvard Pilgrim Health Care does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

Harvard Pilgrim Health Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, other formats)
- Provides free language services to people whose primary language is not English, such as qualified interpreters.

If you need these services, contact our Civil Rights Compliance Officer (see below for contact information).

If you believe that Harvard Pilgrim Health Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance with:

Civil Rights Compliance Officer

1 Wellness Way

Canton, MA 02021

(866) 750-2074, TTY service: 711

Fax: (617) 509-3085

Email: civil.rights@point32health.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Compliance Officer is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

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

Complaint forms are available at

www.hhs.gov/ocr/office/file/index.html

Language Assistance Services

Español (Spanish) ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están a su disposición. Llame al 1-888-333-4742 (TTY: 711).

Português (Portuguese) ATENÇÃO: Se você fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para 1-888-333-4742 (TTY: 711).

Kreyòl Ayisyen (French Creole) ATANSYON: Si nou palé Kreyòl Ayisyen, gen asistans pou sèvis ki disponib nan lang nou pou gratis. Rele 1-888-333-4742 (TTY: 711).

繁體中文 (Traditional Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-333-4742 (TTY: 711)。

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu quý vị nói Tiếng Việt, dịch vụ thông dịch của chúng tôi sẵn sàng phục vụ quý vị miễn phí. Gọi số 1-888-333-4742 (TTY: 711).

Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-333-4742 (телетайп: 711).

العربية (Arabic)
إنتباه: إذا أنت تتكلم اللغة العربية، خدمات المساعدة اللغوية متوفرة لك مجاناً. اتصل على 1 888-333-4742 (TTY: 711)

ខ្មែរ (Cambodian) សូមជូនដំណឹង: បើអ្នកនិយាយភាសាខ្មែរ, យើងមានសេវាកម្មបកប្រែ ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ចូរ ទូរស័ព្ទ 1-888-333-4742 (TTY: 711)។

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-333-4742 (ATS: 711).

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-333-4742 (TTY: 711).

한국어 (Korean) '알림': 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-333-4742 (TTY: 711) 번으로 전화해 주십시오.

ελληνικά (Greek) ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, υπάρχουν στη διάθεσή σας δωρεάν υπηρεσίες γλωσσικής υποστήριξης. Καλέστε 1-888-333-4742 (TTY: 711).

Polski (Polish) UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-333-4742 (TTY: 711).

हिंदी (Hindi) ध्यान दीजिए: अगर आप हिंदी बोलते हैं तो आपके लिये भाषाकी सहायता मुफ्त में उपलब्ध है. जानकारी के लिये फोन करे. 1-888-333-4742 (TTY: 711)

ગુજરાતી (Gujarati) ધ્યાન આપો : જો તમે ગુજરાતી બોલતા હો તો આપને માટે ભાષાકીય સહાય તદ્દન મફત ઉપલબ્ધ છે. વિશેષ માહિતી માટે ફોન કરો. 1-888-333-4742 (TTY: 711)

ພາສາລາວ (Lao) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄ່າມາດມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-333-4742 (TTY: 711).

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-333-4742 (TTY: 711).

Contact Us

If you have questions or need help, just give us a call — please be sure to tell us you are enrolling through the GIC.

Member Services

(844) 442-7324 (TTY: 711)

Mon., Tues. & Thurs. 8 a.m. - 6 p.m.

Wed. 10 a.m. - 6 p.m.

Fri. 8 a.m. - 5:30 p.m.

Harvard Pilgrim Health Care offers interpreter services. Call (844) 442-7324 (TTY: 711)

Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.