AlohaCare Advantage Plus (HMO SNP)

GUIDE to your Medicare Benefits

Effective January 1- December 31, 2018

Look inside for more information on:

- $0 monthly premium
- $2,000 dental coverage
- $75 a quarter for OTC items
- More brand name drugs
- No referrals for specialist visits
- And much more!
<table>
<thead>
<tr>
<th>MONTHLY PREMIUM AND LIMITS</th>
<th>ALOHACARE ADVANTAGE PLUS</th>
<th>MEDICAID (QUEST INTEGRATION)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monthly Premium</strong></td>
<td>$0 premium per month (you must continue to pay Medicare Part B premium)</td>
<td>There are no premiums or copays</td>
</tr>
<tr>
<td><strong>Annual Out-of-Pocket Maximum</strong></td>
<td>$6,700 yearly out-of-pocket limit</td>
<td>There are no premiums or copays</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDED VALUE BENEFITS NOT COVERED BY ORIGINAL MEDICARE</th>
<th>ALOHACARE ADVANTAGE PLUS</th>
<th>MEDICAID (QUEST INTEGRATION)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dental Services</strong></td>
<td>$2,000 per plan year</td>
<td>For adults, only emergency dental services are covered</td>
</tr>
<tr>
<td><strong>Over-the-Counter (OTC) Items</strong></td>
<td>You pay nothing $75 every 3 months</td>
<td>Certain OTC items are covered with a prescription</td>
</tr>
<tr>
<td>(Delivery services may be available when medically necessary and prior authorized)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Emergency &amp; Urgent Care (Worldwide)</strong></td>
<td>Plan covers up to $1,000 per plan year</td>
<td>Not a covered benefit</td>
</tr>
<tr>
<td><strong>Podiatry</strong></td>
<td>Plan covers up to 8 routine visits per plan year</td>
<td>Not a covered benefit</td>
</tr>
<tr>
<td><strong>Acupuncture</strong></td>
<td>Plan covers up to 15 treatments or $1,000 per plan year</td>
<td>Not a covered benefit</td>
</tr>
<tr>
<td><strong>Remote Access Technology (Nurse Advice Line)</strong></td>
<td>Available 24 hours a day, 7 days a week</td>
<td>Available 24 hours a day, 7 days a week</td>
</tr>
</tbody>
</table>

★ AlohaCare’s most popular items

*Services may require a prior authorization from your doctor.

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. This information is not a complete description of benefits. Contact the plan for more information.
<table>
<thead>
<tr>
<th>Medical and Hospital Benefits</th>
<th>Alohacare Advantage Plus</th>
<th>Medicaid (Quest Integration)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Care Physician (PCP) Visit</strong></td>
<td>You pay nothing</td>
<td>You pay nothing</td>
</tr>
<tr>
<td><strong>Specialist Visit</strong></td>
<td>You pay nothing for covered services</td>
<td>You pay nothing for covered services</td>
</tr>
<tr>
<td><strong>Behavioral/Mental Health Visits</strong></td>
<td>You pay nothing for covered services</td>
<td>You pay nothing for covered services</td>
</tr>
<tr>
<td><strong>Lab Services</strong></td>
<td>You pay nothing for covered services</td>
<td>You pay nothing for covered services</td>
</tr>
<tr>
<td><strong>Diagnostic Tests and Procedures</strong></td>
<td>You pay nothing for covered services</td>
<td>You pay nothing for covered services</td>
</tr>
<tr>
<td><strong>Urgent Care</strong></td>
<td>You pay nothing</td>
<td>You pay nothing</td>
</tr>
<tr>
<td><strong>Emergency Care (U.S.)</strong></td>
<td>You pay nothing</td>
<td>You pay nothing</td>
</tr>
<tr>
<td><strong>Inpatient Hospital Care</strong></td>
<td>You pay nothing for covered services</td>
<td>You pay nothing for covered services</td>
</tr>
<tr>
<td><strong>Outpatient Hospital Visit or Outpatient Surgery Visit</strong></td>
<td>You pay nothing for covered services</td>
<td>You pay nothing for covered services</td>
</tr>
<tr>
<td><strong>Skilled Nursing Facility</strong></td>
<td>You pay nothing for covered services</td>
<td>You pay nothing for covered services</td>
</tr>
<tr>
<td><strong>Home Health Services</strong></td>
<td>You pay nothing for covered services</td>
<td>You pay nothing for covered services</td>
</tr>
<tr>
<td><strong>Chiropractic Services</strong></td>
<td>You pay 20% coinsurance</td>
<td>Not a covered benefit</td>
</tr>
<tr>
<td><strong>Routine Vision</strong></td>
<td>Not a covered benefit</td>
<td>For adults, covered every two years. This includes the costs for lenses, frames, or other parts of the glasses.</td>
</tr>
<tr>
<td><strong>Transportation</strong></td>
<td>Not a covered benefit</td>
<td>You pay nothing for covered services</td>
</tr>
</tbody>
</table>

### Prescription Drug Benefits

<table>
<thead>
<tr>
<th>Retail Pharmacy (30-day supply)</th>
<th>Alohacare Advantage Plus</th>
<th>Medicaid (Quest Integration)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Generic Drugs</strong></td>
<td>$0, $1.25 or $3.35 copay</td>
<td>Your copays are not covered</td>
</tr>
<tr>
<td><strong>All Other Drugs</strong></td>
<td>$0, $3.70 or $8.35 copay</td>
<td></td>
</tr>
</tbody>
</table>

Our 2018 drug list offers more brand medications.
$2,000 Comprehensive Preventive and Restorative Dental Coverage

KEEP YOUR SMILE BRIGHT!
AlohaCare offers comprehensive preventive and restorative dental coverage for our members. Your Medicaid plan only covers emergency dental services, but as a member of our Medicare plan, you’ll be covered for a wide range of dental services that will keep you smiling!

- Oral Exams
- Routine Cleaning
- X-rays
- Root Canals
- Extractions
- Dentures

You will be covered for up to $2,000 per plan year for preventive and restorative dental services.
$75 a quarter for Over-the-Counter (OTC) Items

SAVE MONEY ON EVERYDAY ITEMS!
AlohaCare offers our members a pre-paid debit card to pay for OTC eligible items at the pharmacy. You will get a quarterly benefit (every 3 months) of $75 to spend. You can use this card to purchase the following:

- Adult Cough, Cold and Flu Medicine
- Allergy and Sinus medications
- Bandages (band-aids)
- Diabetes Care Accessories
- First Aid Kits and Supplies
- Toothbrushes and Toothpaste
- Vitamins, Multi-Vitamins and Minerals
- And much more!

This debit card will be sent to you upon your enrollment into AlohaCare Advantage Plus. It will be automatically replenished every three months. Unused money will not transfer over to the next three months.

OTC delivery services may be available when medically necessary and prior authorized.
We treat you with aloha!
All members have access to a care manager to help them get the care they need. Your care manager is dedicated to helping you find and receive services and coordinate your care.

It’s easy to get care!
AlohaCare members can see a specialist without a referral. This means getting care is faster than ever. Work with your PCP to get specialty care.

We are in your neighborhood!
AlohaCare is providing care in your community! If you can’t come to us, we come to you. We have staff statewide to meet you in-person - in your home, your doctor’s office or where it’s convenient for you - to give you personalized assistance.
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-808-973-6395 (TTY: 1-877-447-5990).


注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-808-973-6395 (TTY: 1-877-447-5990) まで、お電話にてご連絡ください。

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 1-808-973-6395 (TTY: 1-877-447-5990)。


AlohaCare Advantage Plus is an HMO SNP with a Medicare contract and a contract with the Hawaii Medicaid program. Enrollment in AlohaCare Advantage Plus depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copays, 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. This plan is available to anyone who has both Medical Assistance from the State and Medicare. Premiums, copays, coinsurance and deductibles may vary based on the level of Extra Help you receive. Please contact the plan for further details.

We are here to help you!
Call or visit us on Oahu, Maui, Kauai and Hawaii Island.

Oahu
1357 Kapiolani Blvd., Suite 1250
Honolulu, HI 96814

Maui
Millyard Plaza
210 Imi Kala St., Suite 206
Wailuku, HI 96793

Kauai
Dynasty Court
4473 Pahee St., Suite N
Lihue, HI 96766

Hawaii Island
234 Waianuenue Ave,
Suite 105
Hilo, HI 96720

Kona Center
75-5772 Hanama Place
Kailua-Kona, HI 96740

AlohaCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AlohaCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AlohaCare provides free aids and services to people with disabilities to communicate effectively with us, such as:
- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact AlohaCare's Compliance Officer.

If you believe that AlohaCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

AlohaCare
Attn: Compliance Officer
1357 Kapiolani Blvd., Ste. 1250
Honolulu, HI 96814
Phone: 973-0712
Toll-free: 1-877-973-0712
TTY/TDD: 1-877-447-5990
Fax: 973-0726
Email: Compliance@alohacare.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, AlohaCare’s 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/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)


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