2019
AlohaCare Advantage Plus (HMO SNP)
About AlohaCare

We are a local, non-profit health plan

Our mission is to serve individuals and communities in the true spirit of aloha by ensuring and advocating access to quality health care for all

- Our focus is to serve Medicare and Medicaid beneficiaries
- We serve nearly 70,000 members
- We have a network of over 2,000 providers and 200 pharmacies
- We have served Hawaii for over 24 years
About Me

• I am a licensed agent certified by AlohaCare
• I do not represent Medicaid or Medicare
• I am not an employee of the state
• I will not compare your current plan to our plan but you should compare co-payments, prescription drug coverage and other benefits
• I am personally committed to helping you
What I will review with you

01 What is Medicare?
02 What is Quest Integration?
03 What is a Special Needs Plan?
04 About AlohaCare Advantage Plus
05 How to Enroll
06 Medicare Resources
07 Additional Help
What is QUEST Integration?

QUEST Integration is the State of Hawaii Medicaid program

To be eligible, you must meet certain income and other requirements

Eligibility for the program is determined by the State of Hawaii, Med-QUEST Division (http://humanservices.hawaii.gov/)

You can call or visit eligibility offices statewide and speak to State eligibility workers to see if you qualify for QUEST Integration.
What is Medicare?

Medicare is health insurance for the following:

- People 65 and older
- People under age 65 with certain disabilities or who receive Supplemental Security Income (SSI)
- People of any age with End-Stage Renal Disease (ESRD), permanent kidney failure requiring dialysis or a kidney transplant
- People of any age with Amyotrophic Lateral Sclerosis (ALS), also known as Lou Gehrig’s Disease
What is Medicare?

Medicare is health insurance for the following:

- MEDICARE PART A: Hospital Insurance
- MEDICARE PART B: Medical Insurance
- MEDICARE PART C: Medicare Advantage
- MEDICARE PART D: RX Benefit
What is a Special Needs Plan (SNP)?

A Special Needs Plan is for those eligible for both Medicare and QUEST Integration.

A Special Needs Plan covers all Medicare Part A, B, and D benefits, including hospital, medical, and prescription drug coverage.

Having both Medicare and Medicaid means both plans share the cost for covered services/benefits including most member deductibles, cost shares and co-insurance.
Are you eligible?

To Join AlohaCare Advantage Plus:

- You must have Medicare Part A & Part B
- Must not have ESRD (End-Stage Renal Disease) or ALS (Amyotrophic Lateral Sclerosis) at time of enrollment
- Reside in Hawaii
- If you are enrolling on behalf of someone, you must provide proof of Power of Attorney or Legal Guardianship for the Medicare beneficiary
- Have both Medicare and Full Medicaid benefits
Introducing AlohaCare Advantage Plus (HMO SNP)

Now is the time to have both of your Medicare and Medicaid plans under the same umbrella. Choose AlohaCare!

Serving Medicare and Medicaid-Eligible individuals in Hawaii

- $0 monthly plan premium
- $2,000 comprehensive dental coverage
- $75 a quarter for over-the-counter items

All members have access to a care manager that helps them find and receive services, and coordinate care.
# MEDICAL AND HOSPITAL BENEFITS

<table>
<thead>
<tr>
<th>AlohaCare Advantage Plus</th>
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<tbody>
<tr>
<td>Primary Care Physician (PCP) Visits</td>
<td>You pay nothing</td>
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<tr>
<td>Specialist Visits</td>
<td>You pay nothing</td>
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<tr>
<td>Behavioral/Mental Health Visits</td>
<td>You pay nothing</td>
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<td>Lab Services</td>
<td>You pay nothing</td>
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<tr>
<td>Diagnostic Tests and Procedures</td>
<td>You pay nothing</td>
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<tr>
<td>Emergency and Urgent Care (U.S.)</td>
<td>You pay nothing</td>
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<tr>
<td>Inpatient Hospital Care</td>
<td>You pay nothing</td>
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<tr>
<td>Outpatient Hospital Visit or Outpatient Surgery Visit</td>
<td>You pay nothing</td>
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<tr>
<td>Home Health Services</td>
<td>You pay nothing</td>
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<tr>
<td>Durable Medical Equipment</td>
<td>You pay nothing</td>
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# AlohaCare Added Value Benefits

<table>
<thead>
<tr>
<th>Service</th>
<th>Original Medicare</th>
<th>AlohaCare Advantage Plus</th>
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</thead>
<tbody>
<tr>
<td>No monthly premium</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Doctor and hospital coverage</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Dental coverage</td>
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<tr>
<td>Over-the-counter items</td>
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<td>Emergency and urgent care (Worldwide)</td>
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<td>✔</td>
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<tr>
<td>Podiatry</td>
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<tr>
<td>Acupuncture</td>
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<tr>
<td>Nurse Advice Line</td>
<td></td>
<td>✔</td>
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<tr>
<td>Care Manager</td>
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<td>✔</td>
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</tbody>
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Everyone deserves a beautiful smile!

AlohaCare offers preventive and comprehensive 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 comprehensive dental services.
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.
Our Provider Network

We are contracted with over 2,000 providers statewide to care for you:

- Primary Care Providers
- Community Health Centers
- Pharmacies (Longs, Times, Walgreens, etc.)
- Specialists (orthopedics, cardiology, etc.)
- Hospitals
- Foster Care
- Skilled Nursing Facilities

For a complete listing, see our Provider & Pharmacy Directory.
Look in the Formulary to find a listing of drugs that are covered under your AlohaCare Advantage Plus plan.

As a new member, if your drugs are not listed in the Formulary, you may be eligible to receive a 31-day transition supply of your current medications while AlohaCare works with your provider to switch you to a drug that is covered, or while your request for a formulary exception is reviewed.
Caring for you

All members are assigned to a Lead Care Manager

Care Managers assess your health needs

Care Managers work with you and your doctors to create a care plan to help you achieve your health goals
As our member...

You will be getting your Medicare coverage through AlohaCare Advantage Plus.

You must use your member ID card whenever you go to the doctor or pick up your drugs at the pharmacy.

Do not use your red, white and blue Medicare card. It is used only when you are getting your Medicare coverage through Original Medicare. Our plan is different than Original Medicare.

You should keep your Medicare card in a safe place, because you will need it if you return to Original Medicare.
WHEN YOU CAN ENROLL

Initial Enrollment Period: Three chances to sign up
3 months before
65th Birthday month
3 months after

Medicare Open Enrollment Period or Annual Election Period (AEP)
OCT
NOV
DEC
Oct 15th through December 7th

Medicare Advantage Open Enrollment Period *NEW*
One-time “like plan” change between:
MAPD → MAPD
MAPD → Original Medicare
Part D, MA Only Plan → MA Only Plan
January 1 to March 31

Special Election Period
Case-by-case basis, depending on your situation. Some examples are:

SEP for Dual Eligibles *New* - Allows a person to join or change their Part D or MA Plan outside of Open Enrollment Period. You stay enrolled for a quarter before you can switch plans January to March; April to June; July to September

For example: If you sign up on February 15th, your effective date would be March 1st. You would be eligible to switch on April 1st (the start of the second quarter of the year).

• Moving in or out of the State or Country
• Gaining or losing Medicaid status
• Gaining or losing “Extra Help”
• Loss of Employer coverage
• For 2018 only: Enroll between 10/15/18 - 12/31/18
Enrolling is simple!
We will walk you through the process.

Via this appointment today
Schedule a private meeting with one of our licensed benefit consultants. We will walk you through our plan benefits and answer all of your questions to make sure that AlohaCare is the right choice for you.

By paper application
Fill out the Enrollment Form in this packet. Make sure you fill out all of the information and select your choice for a Primary Care Provider (PCP). Sign the Enrollment Form and mail it back to us using the postage-paid envelope.
Enrolling is simple! We will walk you through the process.

Enroll online
Enroll online at www.AlohaCare.org/MedicareEnrollment. You may also enroll in AlohaCare Advantage Plus through the CMS Medicare Online Enrollment Center located at www.medicare.gov.

By phone
Enroll over the phone by calling 973-6395 or Toll-Free at 1-866-973-6395. TTY/TDD users call 1-877-447-5990.
- From October 1 to March 31, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. Hawaii Time.
- From April 1 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. Hawaii Time.
Need more help?

Call AlohaCare Member Services at 973-6395 or toll-free at 1-866-973-6395

Contact the State Health Insurance Assistance Program, Hawaii SHIP: 1-888-875-9229  TTY: 1-866-810-4379

Visit www.socialsecurity.gov or call 1-800-772-1213

Department of Human Services - Medicaid Office: 587-3521 on Oahu, or 1-800-316-8005 from Neighbor Islands

For more information about Medicare, please call Medicare at 1-800-Medicare (1-800-633-4227). TTY/TDD users should call 1-877-486-2048. You can call 24 hours a day, 7 days a week.

Visit www.medicare.gov
MAHALO FOR YOUR TIME!

AlohaCare Advantage Plus (HMO SNP) is an HMO SNP plan with a Medicare contract. Enrollment in AlohaCare Advantage Plus depends on contract renewal. This information is not a complete description of benefits. Call member services for more information at 973-6395, toll free 1-866-973-6395 or TTY/TTD at 1-877-447-5990.