



**Spokane County**

# Your Health Safeguard

**2021 Medicare Advantage Enrollment Guide**

\$0 premium plans | \$0 select drugs | \$0 Rx deductible | Telehealth | Vision



"PacificSource Medicare was a great advocate for my husband's medical treatment.  
They were prompt, clear, concise, and always courteous.  
I give them 6 stars out of 5!"

—Janice B.



**NEW!**

## Earn rewards for healthy actions!

We think healthy behaviors should be rewarded. So we're pleased to offer members incentives for completing important preventive care activities.

Just complete one or more of the activities below and you'll receive a gift card redeemable at over 100 popular retailers, such as Macy's, Starbucks, Target, Sony, Walmart, and more.

Earn one or all of the following rewards per calendar year:



\$0 Copay Services	Reward
Routine physical or annual wellness visit	\$50
Mammogram	\$25
A1c (blood glucose test)	First test \$15 Second test \$25
Diabetic eye exam	\$25

# Your health is everything. We protect it.



We know good health is the highest form of wealth—and we help you guard that treasure by connecting you to affordable care, wellness programs, and extra support when you need it.

## Why choose PacificSource Medicare?

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### ✓ Real people, not phone trees

We are a not-for-profit, regional health insurance company with local offices to serve you. When you call or stop by, expect friendly, knowledgeable people ready to help you. We've been putting members first since 1933.



### ✓ Quality, affordable care

- **\$0 copay preventive care, including annual routine physicals, colonoscopies, and mammograms**
- **\$0 hearing exam, plus low-cost premium hearing aids**
- **Vision benefits—routine exams and eyeglasses or contacts**
- **Dental coverage options**
- **\$0 select drugs and mail-order discount (on Rx plans)**
- **And much more**



### ✓ Support beyond healthcare

Our Member Support Specialists can connect you to community resources to support your health needs. Examples include assistance finding transportation to doctor visits, meal delivery, and help with care plans after a hospital stay.



### ✓ Giving back to our communities

PacificSource is proud to support local charities and other organizations—financially and through volunteer efforts. One example: The PacificSource Foundation for Health Improvement provides resources and funds for the health and welfare of underserved and vulnerable populations, with an emphasis on children and youth.





# Getting the Care You Need

## Telehealth: Phone- or video-based healthcare

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Telehealth services are a way you can receive healthcare “virtually”—via phone or video consultation, and your cost is the same as a regular doctor visit.

Many in-network healthcare providers, such as primary care doctors, specialists, and mental health professionals, offer these in-depth phone or video appointments. Availability varies by provider and region, and some limitations apply.

## 24-Hour NurseLine: Advice when you need it

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Sometimes you just need to talk with a healthcare professional about an issue. Determining whether or not urgent care is needed can be difficult, especially in those after-hours moments.

If you find yourself, or someone you care about, in a non-life-threatening medical situation, and you want professional advice, you can call our 24-Hour NurseLine. This service is included at no extra cost with PacificSource Medicare plans.



# Broad Network of Providers

**Plus, worldwide coverage for urgent care, emergency care, and ambulance.**

We partner with doctors, medical centers, and hospitals to ensure our members get the best care possible. With a PacificSource Medicare plan, you can choose from a network of doctors who accept Medicare in your area.

In addition to the facilities listed below, our plans let you access in-network providers in each of our four states: **Oregon, Washington, Idaho, and Montana.** In case of emergency, any hospital will be covered as in-network.

Find providers in your area:  
[www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com)

**Our plans let you access in-network providers in each of our four states.**



## MultiCare, UW, and other providers, working for you

### MultiCare & MultiCare Connected Care

- Clinically integrated network of providers across Washington state
- **10 hospitals** and 13 skilled nursing facilities
- **1,044 clinic locations**, along with imaging, labs, and pharmacies
- **More than 3,600 providers**

### UW Medicine

- **More than 300 locations** around the Puget Sound region, including primary, specialty, urgent, and emergent care
- Healthcare directly connected with a top-rated medical school and internationally recognized research organization

### In-network hospitals and clinics in your state



- MultiCare Deaconess Hospital
- MultiCare Valley Hospital
- Columbia Surgical Specialists
- Northwest Orthopaedic Specialists
- Cancer Care Northwest

- MultiCare Rockwood Clinic
- University of WA Medical Center
- Harborview Medical Center
- Valley Medical Center
- University of Washington Physicians

### In-network providers across our region



# 2021 PacificSource Medicare Advantage Plans at a Glance

	MyCare™ Rx 33 (HMO)	MyCare™ 35 (HMO)
	In-network	In-network
Benefit Highlights	You pay:	You pay:
Monthly Premium	\$0	\$0
Medical Deductible	\$0	\$0
Primary Care Office Visit	\$0	\$0
Specialist Office Visit (referrals not required)	\$40	\$40
Inpatient Hospital Care	\$390/day (1–5) \$0/day (6+)	\$350/day (1–5) \$0/day (6+)
Outpatient Surgery	\$390	\$350
Diagnostic Lab	\$0–\$15	\$0–\$15
Diagnostic X-ray	\$15	\$15
Advanced Diagnostics (e.g., MRI, CT, PET)	\$225–\$310	\$190–\$310
Physical Therapy	\$40	\$35
Ambulance (ground and air, worldwide)	\$300	\$300
Emergency (worldwide)	\$90	\$90
Urgent Care (worldwide)	\$40	\$40
Part B Drugs (for example, chemotherapy)	20%	20%
Annual Out-of-pocket Maximum	\$6,000	\$6,700
Extra Benefits	You pay:	You pay:
Telehealth Visits & Services for most Medicare-covered benefits	Included	Included
Annual Physical	\$0	\$0
Alternative Care (naturopathy and non-Medicare- covered acupuncture and chiropractic)	\$25 (limit 12 visits/year, combined)	\$25 (limit 12 visits/year, combined)
Routine Vision Exam, once every 2 years	\$40	\$20
Reimbursement for eyeglasses every 2 years	\$200 reimbursement	\$200 reimbursement
Routine Hearing Exam	\$0	\$0
Hearing Aid Benefit (see page 8 for details)	Included	Included
The Silver&Fit Program	\$0	\$0
Meals as Medicine	\$0	\$0
Part D Prescription Drugs	Included	Not covered*

These plans are available to residents of Spokane County, Washington.

This is a brief summary. Contact us for plan details or to see a plan’s Summary of Benefits.  
\*You cannot combine Medicare Part D prescription drug coverage from any other company with this plan.

# Part D Prescription Drug Benefits

## Included in the Following Plan

	MyCare™ Rx 33 (HMO)		
Stage 1			
Pharmacy Deductible Tiers 1, 2, and 6	\$0		
Pharmacy Deductible Tiers 3, 4, and 5	\$0		
Stage 2	When the total drug costs* are between <b>\$0 and \$4,130</b> , you pay:		
Pharmacy* Supply	Preferred Retail 30/90-day	Standard Retail 30/90-day	Preferred Mail Order 90-day <b>SAVE!</b>
Tier 1 Preferred Generic	\$3/\$9	\$8/\$24	\$0
Tier 2 Generic	\$12/\$36	\$17/\$51	\$24
Tier 3 Preferred Brand	\$37/\$111	\$47/\$141	\$74
Tier 4 Nonpreferred	31%	33%	31%
Tier 5 Specialty (30-day supply only)	33%	33%	N/A
Tier 6 Select Care	\$0	\$0	\$0
Stage 3 ("coverage gap")	After total drug costs* reach <b>\$4,130</b> , you pay:		
Most Generic	25%		
Most Brand	25%		
All Drugs in Tier 6	\$0 during coverage gap		
Stage 4	After your out-of-pocket costs reach <b>\$6,550</b> , the maximum you pay until the end of the calendar year is:		
All Covered Drugs	Whichever is the larger amount:		
	5% of the cost		
	OR		
	\$3.70 for generic drugs		
	\$9.20 all other drugs		

To find out your medication's tier, visit [www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com) or call (888) 530-1427.

\*Your cost may differ relative to the pharmacy's status as preferred or standard, mail order, long-term care, home infusion, or quantity.



# Spend Less on Medications You Need



## Preferred Pharmacies

**Albertsons, Costco, Fred Meyer/Kroger, Safeway, CVS/Target, Walmart, and more**

Freedom to choose from more than 68,000 network pharmacies throughout the U.S.

- **Save money with CVS Caremark mail order**
- Lower copays at preferred pharmacies

For a complete list of preferred pharmacies, go to **[www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com)**.



## Over-the-counter (OTC) Drug Benefit

Take aspirin or calcium? They're on us! All our Medicare plans include reimbursement for up to \$100 per year for OTC aspirin, calcium, and calcium-vitamin D combinations.



## Home Delivery

**Save money with CVS Caremark mail order**

- **\$0 copay** on all preferred generic (Tier 1) and select care drugs (Tier 6)
- **90-day supply for 60-day cost** generic (Tier 2) and preferred brand (Tier 3)
- **Free shipping** and optional auto-refills



## \$0 Select Medications

Select care (Tier 6) drugs are included in all Rx plans. Benefit includes:

- **\$0 copay for up to a 90-day supply** (at in-network pharmacies)
- Includes many medications for blood pressure, cholesterol, and diabetes

Below is a partial list of the most common select care (Tier 6) drugs. For a complete list of covered drugs, go to **[www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com)**.

### Blood Pressure

Amlodipine Besylate-  
Benazepril HCL  
Amlodipine Besylate-  
Valsartan HCL  
Amlodipine Besylate-  
Valsartan HCL-HCTZ  
Benazepril HCL  
Enalapril Maleate  
Enalapril Maleate-HCTZ  
Fosinopril Sodium  
Fosinopril Sodium-  
HCTZ  
Irbesartan  
Irbesartan-HCTZ  
Lisinopril  
Lisinopril-HCTZ  
Losartan Potassium  
Losartan Potassium-  
HCTZ  
Moexipril HCL  
Moexipril HCL-HCTZ  
Perindopril Erbumine  
Quinapril HCL  
Quinapril HCL-HCTZ  
Ramipril  
Telmisartan  
Trandolapril  
Valsartan  
Valsartan-HCTZ

### Cholesterol

Atorvastatin Calcium  
Lovastatin  
Pravastatin Sodium  
Rosuvastatin Calcium  
Simvastatin

### Diabetes

Acarbose  
Glimepiride  
Glipizide ER/IR  
Glipizide-Metformin  
HCL  
Metformin HCL ER/IR  
Nateglinide  
Pioglitazone  
Repaglinide

### Osteoporosis

Alendronate  
Ibandronate



# Benefits and Extras at a Glance



## Hearing Aid Benefits

PacificSource Medicare partners with TruHearing® to offer a hearing aid benefit.

- \$0 copay for hearing exam
- Up to 2 premium hearing aids per year (\$699 or \$999 copay per aid), batteries included
- 3 follow-up visits within 12 months



## Eyeglass and Vision Benefits

All our Medicare Advantage plans cover:

- Routine vision exams
- Eyeglasses or contacts: \$200 reimbursement every two calendar years
- Freedom to choose the frame style you like best, from any licensed provider



## \$0 Fitness Program

The Silver&Fit® Healthy Aging and Exercise Program includes, all at no cost to you:

- Access to 15,000+ participating fitness centers
- The Silver&Fit Home Fitness Program
- Digital workout videos, online classes, fitness tracking, and other tools
- One-on-one coaching by phone, and more



## Alternative Care

It's good to have choices in the kind of care you receive. That's why our Medicare plans cover alternative care not covered by Original Medicare (\$25 copay, at in-network providers). The benefit includes 12 office visits per year (combined) for:

- Chiropractic
- Acupuncture
- Naturopathy

## Optional Dental Coverage



**Choose from two plan options for an additional premium. Both plans include:**

- Freedom to see any licensed dentist in the United States.
- \$0 copay for covered preventive services (at in-network dentists, or any dentist who accepts our payment as payment in full).

### Preventive Dental

With this plan, you have no deductible or waiting period. You're covered for important preventive services, such as routine exams, cleanings, and x-rays.

### Comprehensive Dental

Enjoy all the benefits of preventive dental, plus:

- **Expanded Class I (preventive) services**, such as problem-focused exams, brush biopsy, and fluoride.
- **Class II and III services**, such as fillings, simple extractions, complex oral surgery, crowns, bridges, and dentures.



## \$0 Preventive Care Services

Preventive services are covered at no cost to you when you get care from in-network providers. Benefits include:

- Routine physical exam
- Flu and pneumonia vaccines
- Bone-mass measurement
- Medical nutrition therapy services
- Tobacco-use cessation counseling
- Preventive screenings, such as mammograms and colonoscopies



## Meals as Medicine

When you're recovering from a hospital stay, the last thing you need to worry about is cooking. Our plans include 14 home-delivered meals after a recent hospital or nursing facility stay.

- Two meals per day for seven days
- Condition-specific menus, such as heart-healthy, diabetic friendly, and low-sodium
- Vegetarian and kosher options
- No extra cost to you, and no limit per calendar year



## Nurse Assistant

Our Health Services team provides direct assistance when you need help managing your healthcare. Nurse Case Managers will:

- Work collaboratively with you and your providers
- Offer resources and support in navigating the healthcare system
- All at no extra cost to you



## Travel Assistance Program

If you experience a medical emergency while traveling 100 or more miles from home—within in the U.S. or abroad—you can call Assist America® for help. Services include:

- Medical consultation and evaluation
- Critical care monitoring
- Medically necessary evacuation to a facility that can provide treatment

	Comprehensive	Preventive
<b>Premium</b> (monthly)	<b>\$50</b>	<b>\$33</b>
<b>Deductible</b> (annual)	<b>\$100</b>	<b>\$0</b>
<b>Annual maximum benefit</b>	<b>\$1,000</b>	<b>N/A</b>
<b>Diagnostic services</b> (Preventive Class I)	<b>\$0</b>	<b>\$0</b>
<b>Restorative &amp; extraction services</b> (Basic Class II)	<b>20%</b>	<b>Not covered</b>
<b>Endodontics, periodontics, etc.</b> (Major Class III)	<b>50%</b>	<b>Not covered</b>

Some waiting periods may apply for Class II and III services. Contact us, or your insurance broker, for more details about our dental plans.

# Enrolling in PacificSource Medicare

Medicare has **3** main enrollment periods during which you can enroll in or change Medicare Advantage plans:



## When You Become Eligible for Medicare

Your initial enrollment period lasts seven months: the three months before your 65th birthday, the month of your 65th birthday, and the three months following your 65th birthday.\*



## During the Annual Enrollment Period

**(October 15 – December 7)**

Every year at this time, you can also change plans or add or drop Part D prescription drug coverage.



## During the Open Enrollment Period

**(January 1 – March 31)**

If you are already enrolled in a Medicare Advantage plan, you can change your plan or Part D prescription drug coverage during this time.

**Special Enrollment Period:** There are many other circumstances for which you could be eligible to enroll, outside these three periods. Call us for details.

\*If you're eligible to enroll before age 65 based on disability or other criteria, you also have a seven-month initial enrollment period.

## Questions?

### Call Us

**Toll-free (888) 530-1427; TTY 711**

October 1 – March 31: 7 days a week, 8:00 a.m. – 8:00 p.m.

April 1 – September 30: Monday – Friday, 8:00 a.m. – 8:00 p.m.

### Call Your Local Insurance Broker

PacificSource Medicare partners with a select group of local insurance producers (brokers). Call us for assistance.

### Visit Us Online

**[www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com)**

### Attend a Free Seminar

Learn more about Medicare and Medicare Advantage plans.

**[www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com)**

*For accommodation of persons with special needs at meetings, call (888) 530-1427; TTY 711*

### Office Location

**601 W. Riverside Bank, Suite 120, Spokane**

PacificSource Community Health Plans is an HMO/PPO plan with a Medicare contract. Enrollment in PacificSource Medicare depends on contract renewal. Other pharmacies and providers are available in our network. TruHearing® is a registered trademark of TruHearing, Inc. The Silver&Fit Program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a registered trademark of ASH and used with permission herein. Other names may be trademarks of their perspective owners. Participating fitness centers and fitness chains may vary by location and are subject to change. Assist America is a registered service mark of Assist America, Inc. Accessibility help: For assistance reading this document, please call us at (888) 863-3637; TTY 711.

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# Discrimination Is Against the Law

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

PacificSource Community Health Plans:

- 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 services, contact Customer Service at (888) 863-3637 or, for TTY users, (800) 735-2900.

- **October 1–March 31:**  
8:00 a.m. to 8:00 p.m., seven days a week
- **April 1–September 30:**  
8:00 a.m. to 8:00 p.m. Monday–Friday

If you believe that PacificSource Community Health Plans 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: Civil Rights Coordinator, PO Box 7068, Springfield, OR 97475-0068, (541) 225-1967, fax (541) 684-5475, or email [crc@pacificsource.com](mailto:crc@pacificsource.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Customer Service department 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 [OCRPortal.hhs.gov/ocr/portal/lobby.jsf](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, DC 20201
- (800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at [HHS.gov/ocr/office/file/index.html](https://HHS.gov/ocr/office/file/index.html).

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**Arabic:** مقرب ل صتا . ن ا ج م ل اب ك ل ر ف ا و ت ة ي و غ ل ل ا د ع ا س م ل ا ت ا م د خ ن ا ف ، ء غ ل ل ا ر ك ذ ا ث د ح ت ت ن ك ا ذ ا : ء ط و ح ل م (888) 863-3637 م ك ب ل ا و م ص ل ا ف ت ا ه م ق ر (800) 735-2900.

**Cambodian-Mon-Khmer:** ប្រយ័ត្ន: បរិស័ទជាអ្នកនិយាយភាសាខ្មែរ, សំរាប់ន្ទុយផ្ទុនកែភាសាដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បរិស័ទ។ ចូរ ទូរស័ព្ទ (888) 863-3637, TTY: (800) 735-2900។

**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 (888) 863-3637, TTY: (800) 735-2900。

**Cushite-Oromo:** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (888) 863-3637, TTY: (800) 735-2900.

**French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez (888) 863-3637, ATS: (800) 735-2900.

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (888) 863-3637, TTY: (800) 735-2900.

**Japanese:** 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。(888) 863-3637, TTY: (800) 735-2900) まで、お電話にてご連絡ください。

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (888) 863-3637, TTY: (800) 735-2900 번으로 전화해 주십시오.

**Persian-Farsi:** امش یارب ناگیار ترو صبی ی نابز تالی هست، دینک یم وگت فگ ی سراف نابز هب رگا: هجوت ف یم دش اب. اب (888) 863-3637, TTY: (800) 735-2900 سامت دیری گب.

**Romanian:** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la (888) 863-3637, TTY: (800) 735-2900.

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (888) 863-3637, телетайп: (800) 735-2900.

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (888) 863-3637, TTY: (800) 735-2900.

**Thai:** เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (888) 863-3637, TTY: (800) 735-2900.

**Ukrainian:** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером (888) 863-3637, телетайп: (800) 735-2900.

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (888) 863-3637, TTY: (800) 735-2900.