

2018 SUMMARY OF BENEFITS



Overview of your plan

UnitedHealthcare Dual Complete® (PPO SNP)

H2228-046

Look inside to learn more about the health services and drug coverages the plan provides.
Call Customer Service or go online for more information about the plan.



Toll-Free 1-888-834-3721, TTY 711
8 a.m. - 8 p.m. local time, 7 days a week



www.UHCCommunityPlan.com



Our service area includes these counties in:

New Mexico: Bernalillo, Sandoval, Santa Fe, Valencia.

Summary of Benefits

January 1st, 2018 - December 31st, 2018

The benefit information provided is a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. The Evidence of Coverage (EOC) provides a complete list of services we cover. You can see it online at www.UHCCommunityPlan.com or you can call Customer Service with questions you may have. You get an EOC when you enroll in the plan.

About this plan.

UnitedHealthcare Dual Complete® (PPO SNP) is a Medicare Advantage PPO plan with a Medicare contract.

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, live within our service area listed inside the cover, and be a United States citizen or lawfully present in the United States.

This plan is a Dual Eligible Special Needs Plan (D-SNP) for people who have both Medicare and Medicaid. How much Medicaid covers depends on your income, resources and other factors. Some people get full Medicaid benefits. Some only get help to pay for certain Medicare costs, which may include premiums, deductibles, coinsurance, or copays.)

You can enroll in this plan if you are in one of these Medicaid categories:

- **Qualified Medicare Beneficiary Plus (QMB+):** You get Medicaid coverage of Medicare cost-share and are also eligible for full Medicaid benefits. Medicaid pays your Part A and Part B premiums, deductibles, coinsurance and copayment amounts.
- **Qualified Medicare Beneficiary (QMB):** You get Medicaid coverage of Medicare cost-share but are not eligible for full Medicaid benefits. Medicaid pays your Part A and Part B premiums, deductibles, coinsurance and copayments amounts only.
- **Qualified Disabled and Working Individual (QDWI):** Medicaid pays your Part A premium only.
- **Qualifying Individual (QI):** Medicaid pays your part B premium only.
- **Specified Low-Income Medicare Beneficiary (SLMB+):** You get full Medicaid benefits, and Medicaid pays your Part B premium.
- **Specified Low-Income Medicare Beneficiary (SLMB):** Medicaid pays your Part B premium only.
- **Full Benefits Dual Eligible (FBDE):** Medicaid may provide limited assistance with Medicare cost-sharing. Medicaid also provides full Medicaid benefits.

If you are a QMB or QMB+ Beneficiary: You pay nothing, except for Part D prescription drug copays.

If you are a SLMB+ or FBDE: You are eligible for full Medicaid benefits. At times you may also be eligible for limited assistance from NM Human Services Department in paying your Medicare cost share amounts. Generally your cost share is 0% when the service is covered by both Medicare and Medicaid. There may be cases where you have to pay cost sharing when a service or benefit is not covered by Medicaid.

If you are a SLMB, QI or QDWI: NM Human Services Department does not pay your cost-share. You do not have full Medicaid benefits. You pay the cost share amounts listed in the chart above. There may be some services that do not have a member cost share amount.

If your category of Medicaid eligibility changes, your cost share may also increase or decrease. You must recertify your Medicaid enrollment to continue to receive your Medicare coverage.

What benefits does each eligibility level cover?

Eligibility Level	Part A Premium	Part B Premium	Part D Premium¹	Medicare deductibles, copays, coinsurance	Full Medicaid Benefits
QMB Only	Yes	Yes	No ²	Yes	No
QMB Plus	Yes	Yes	No ²	Yes	Yes
SLMB Plus	No	Yes	No ²	Varies by state	Yes
SLMB Only	No	Yes	No ²	No	No
QI	No	Yes	No ²	No	No
QDWI	Yes	No	No ²	No	No
FBDE	No	Varies by state	No	Varies by state	Yes

¹Low Income Subsidy may be available to help with Part D premium cost.

²QMBsSLMBs and QIs are automatically enrolled in the low income subsidy program to cover Part D premium costs and will not have Part D premium expenses.

Use network providers and pharmacies.

UnitedHealthcare Dual Complete® (PPO SNP) has a network of doctors, hospitals, pharmacies, and other providers. When looking at the following charts you'll see the cost differences for in-network vs. out-of-network care and services. If you use pharmacies that are not in our network, the plan may not pay for those drugs, or you may pay more than you pay at an in-network pharmacy.

You can go to www.UHCCCommunityPlan.com to search for a network provider or pharmacy using the online directories. You can also view the plan formulary (drug list) to see what drugs are covered, and if there are any restrictions.

UnitedHealthcare Dual Complete® (PPO SNP)

Premiums and Benefits	In-Network	Out-of-Network
Monthly Plan Premium	\$20	
Annual Medical Deductible	This plan does not have a deductible.	
Maximum Out-of-Pocket Amount (does not include prescription drugs)	\$0 or \$6,700 annually for Medicare-covered services you receive from in-network providers.	\$0 copay or \$10,000 annually for Medicare-covered services you receive from any provider.
	<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.</p> <p>Please note that you will still need to pay your monthly premiums and share of the cost for your Part D prescription drugs.</p>	

UnitedHealthcare Dual Complete® (PPO SNP)

Benefits		In-Network	Out-of-Network
Inpatient Hospital		\$0 copay or \$1,300 copay per admit (or the 2018 Original Medicare amount, whichever is less).	30% coinsurance per admit
		Our plan covers 90 days for an inpatient hospital stay.	
Outpatient Hospital, Including Observation		\$0 copay or 20% coinsurance	30% coinsurance
Doctor Visits	Primary	\$0 copay	30% coinsurance
	Specialists	\$0 copay	30% coinsurance
Preventive Care	Medicare-covered	\$0 copay	\$0 copay - 30% coinsurance (depending on the service)
		Abdominal aortic aneurysm screening Alcohol misuse counseling Annual "Wellness" visit Bone mass measurement Breast cancer screening (mammogram) Cardiovascular disease (behavioral therapy) Cardiovascular screening Cervical and vaginal cancer screening Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy) Depression screening Diabetes screenings and monitoring Hepatitis C screening HIV screening Lung cancer with low dose computed tomography (LDCT) screening Medical nutrition therapy services Medicare Diabetes Prevention Program (MDPP) Obesity screenings and counseling Prostate cancer screenings (PSA) Sexually transmitted infections screenings and counseling	

Benefits		In-Network	Out-of-Network
		<p>Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)</p> <p>Vaccines, including flu shots, hepatitis B shots, pneumococcal shots</p> <p>“Welcome to Medicare” preventive visit (one-time)</p>	
		<p>Any additional preventive services approved by Medicare during the contract year will be covered. This plan covers preventive care screenings and annual physical exams at 100% when you use in-network providers.</p>	
Emergency Care		<p>\$0 copay or \$80 copay (\$0 copay for worldwide coverage) per visit</p> <p>If you are admitted to the hospital within 24 hours, you pay the inpatient hospital copay instead of the Emergency copay. See the “Inpatient Hospital Care” section of this booklet for other costs.</p>	
Urgently Needed Services		\$0 copay or \$65 copay	
Diagnostic Tests, Lab and Radiology Services, and X-Rays	Diagnostic radiology services (e.g. MRI)	\$0 copay or 20% coinsurance	30% coinsurance
	Lab services	\$0 copay	\$0 copay
	Diagnostic tests and procedures	\$0 copay or 20% coinsurance	30% coinsurance
	Therapeutic Radiology	\$0 copay or 20% coinsurance	30% coinsurance
	Outpatient X-rays	\$0 copay or 20% coinsurance	30% coinsurance
Hearing Services	Exam to diagnose and treat hearing and balance issues	\$0 copay	30% coinsurance
	Routine hearing exam	\$0 copay; 1 per year*	30% coinsurance; 1 per year*
	Hearing aid	\$2,000 allowance every 2 years*	\$2,000 allowance every 2 years*

Benefits		In-Network	Out-of-Network
Routine Dental Services	Preventive	\$0 copay for covered services (exam, cleaning, x-rays)*	\$0 copay for covered services (exam, cleaning, x-rays)*
	Comprehensive	\$0 copay for covered services*	\$0 copay for covered services*
	Benefit limit	\$2,000 limit on all covered dental services	
Vision Services	Exam to diagnose and treat diseases and conditions of the eye	\$0 copay	30% coinsurance
	Eyewear after cataract surgery	\$0 copay	\$0 copay
	Routine eye exam	\$0 copay Up to 1 every year*	30% coinsurance Up to 1 every year*
	Eyewear	\$0 copay every 2 years; up to \$200 for lenses/frames and contacts*	\$0 copay every 2 years; up to \$200 for lenses/frames and contacts*
Mental Health	Inpatient visit	\$0 copay or \$1,300 copay per admit (or the 2018 Original Medicare amount, whichever is less).	30% coinsurance per admit
		Our plan covers 90 days for an inpatient hospital stay.	
	Outpatient group therapy visit	\$0 copay	30% coinsurance
Outpatient individual therapy visit	\$0 copay	30% coinsurance	

Benefits		In-Network	Out-of-Network
Skilled Nursing Facility (SNF) (Stay must meet Medicare coverage criteria)		\$0 copay or You pay the 2018 Original Medicare cost-sharing amount, which will be determined by Medicare in the fall of 2017. The 2017 cost sharing is: \$0 copay per day: for days 1-20 \$164.50 copay per day: for days 21-100	25% coinsurance per admit, up to 100 days
		Our plan covers up to 100 days in a SNF.	
Physical therapy and speech and language therapy visit		\$0 copay	30% coinsurance
Ambulance		\$0 copay or 20% coinsurance	20% coinsurance
Routine Transportation		\$0 copay; 24 one-way trips per year to or from approved locations*	75% coinsurance 24 one-way trips per year to or from approved locations*
Medicare Part B Drugs	Chemotherapy drugs	\$0 copay or 20% coinsurance	20% coinsurance
	Other Part B drugs	\$0 copay or 20% coinsurance	20% coinsurance

Prescription Drugs

If you don't qualify for Low-Income Subsidy (LIS), you pay the Medicare Part D cost share outlined in the Evidence of Coverage. If you do qualify for Low-Income Subsidy (LIS) you pay:

Annual Prescription Deductible	Your deductible amount is either \$0 or \$83, depending on the level of "Extra Help" you receive.
30-day or 90-day supply from retail network pharmacy	
Generic (including brand drugs treated as generic)	\$0, \$1.25, \$3.35 copay, or 15% of the total cost
All Other Drugs	\$0, \$3.70, \$8.35 copay, or 15% of the total cost

Additional Benefits		In-Network	Out-of-Network
Chiropractic Care	Manual manipulation of the spine to correct subluxation	\$0 copay	30% coinsurance
Diabetes Management	Diabetes monitoring supplies	\$0 copay We only cover blood glucose monitors and test strips from the following brands: OneTouch Ultra [®] 2, OneTouch UltraMini [®] , OneTouch Verio [®] , OneTouch Verio [®] IQ, OneTouch Verio [®] Flex, ACCU-CHEK [®] Nano SmartView, ACCU-CHEK [®] Aviva Plus, ACCU-CHEK [®] Guide, and ACCU-CHEK [®] Aviva Connect	30% coinsurance
	Diabetes Self-management training	\$0 copay	30% coinsurance
	Therapeutic shoes or inserts	\$0 copay or 20% coinsurance	30% coinsurance
Durable Medical Equipment (DME) and Related Supplies	Durable Medical Equipment (e.g., wheelchairs, oxygen)	\$0 copay or 20% coinsurance	30% coinsurance
	Prosthetics (e.g., braces, artificial limbs)	\$0 copay or 20% coinsurance	30% coinsurance
Fitness program through SilverSneakers[®] Fitness		Membership in a fitness program at a network location or enrollment into a self-directed fitness program if a network location is not convenient.	

Additional Benefits		In-Network	Out-of-Network
Foot Care (podiatry services)	Foot exams and treatment	\$0 copay	30% coinsurance
	Routine foot care	\$0 copay; for each visit up to 4 visits every year*	30% coinsurance; for each visit up to 4 visits every year*
Home Health Care		\$0 copay	30% coinsurance
Hospice		You pay nothing for hospice care from any Medicare-approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.	
NurseLineSM		Speak with a registered nurse (RN) 24 hours a day, 7 days a week	
Occupational Therapy Visit		\$0 copay	30% coinsurance
Outpatient Substance Abuse	Outpatient group therapy visit	\$0 copay	30% coinsurance
	Outpatient individual therapy visit	\$0 copay	30% coinsurance
Outpatient Surgery		\$0 copay or 20% coinsurance	30% coinsurance
Health Products Benefit		\$200 credit per quarter to use on approved health products.	
Renal Dialysis		\$0 copay or 20% coinsurance	20% coinsurance

*Benefits are combined in and out-of-network

Medicaid Benefits

Information for People with Medicare and Medicaid. Your services are paid first by Medicare and then by Medicaid.

The benefits described below are covered by Medicaid. You can see what NM Human Services Department covers and what our plan covers. If a benefit is used up or not covered by Medicare, then Medicaid may provide coverage. This depends on your type of Medicaid coverage.

Coverage of the benefits described below depends upon your level of Medicaid eligibility. No matter what your level of Medicaid eligibility is, UnitedHealthcare Dual Complete® (PPO SNP) will cover the benefits described in the Covered Medical and Hospital Benefits section of the Summary of Benefits. If you have questions about your Medicaid eligibility and what benefits you are entitled to, call NM Human Services Department, 1-888-997-2583.

Medicaid may pay your Medicare cost sharing amount, but it will depend on your Medicaid eligibility level. If Medicare doesn't cover a service or a benefit has run out, Medicaid may help, but you may have to pay a cost share.

Benefit	Medicaid	UnitedHealthcare Dual Complete® (PPO SNP)
Additional Dental Services	Covered	Covered
Additional Foot Care	Covered	Covered
Additional Hearing Services	Covered	Covered
Additional Vision Services	Covered	Covered
Ambulance	Covered	Not Covered beyond Original Medicare
Cardiac and Pulmonary Rehabilitation Services	Covered	Covered
Case Management	Covered	Covered
Certain Mental Health Services	Covered	Not Covered
Chemotherapy	Covered	Covered
Chemotherapy Services	Covered	Covered
Child Health Screenings/ Checkups (EPSDT Screening Services)	Covered	Not Covered beyond Original Medicare
Chronic Renal Disease/End Stage Renal Disease (ESRD)	Covered	Covered
Colorectal Cancer Screenings	Covered	Covered

Benefit	Medicaid	UnitedHealthcare Dual Complete® (PPO SNP)
Colorectal Screening Exams (for people with Medicare age 50 and older)	Covered	Covered
Dental Title 19 Adults Ages 21 and Over	Covered	Covered
Dental Services	Covered	Covered
Depression Screening	Covered	Covered
Dermatology (Skin) Services	Covered	Covered
Diabetes Supplies and Services	Covered	Covered
Diagnostic Tests Lab and Radiology Services and X-Rays	Covered	Covered
Directly Observed Therapy for Tuberculosis (TB) Disease	Covered	Covered
Doctor Office Visits	Covered	Covered
Durable Medical Equipment	Covered	Covered
Electroconvulsive Therapy (ECT)	Covered	Covered
Emergency Care	Covered	Covered
Family Planning	Covered	Not Covered
Family Psychotherapy	Covered	Covered
Federally qualified health center services	Covered	Covered
Federally Qualified Health Centers (FQHCs)	Covered	Covered
Flu Shots	Covered	Covered
Foot Care	Covered	Covered
Functional Family Therapy (FFT) (under age 21)	Covered	Covered
Glaucoma Tests	Covered	Covered
HCBS Waiver - Assistive Technology	Covered	Not Covered

Benefit	Medicaid	UnitedHealthcare Dual Complete® (PPO SNP)
HCBS Waiver - Attendant Care - Provider or Self Directed	Covered	Not Covered
HCBS Waiver - Comprehensive Support - Provider Directed or Self-Directed	Covered	Not Covered
HCBS Waiver - Custodial / Residential Care	Covered	Not Covered
HCBS Waiver - Home Telehealth	Covered	Not Covered
HCBS Waiver - Intermittent Intensive Medical Care - IIMC	Covered	Not Covered
HCBS Waiver - Long Term Community Care Attendant Provider or Self Directed	Covered	Not Covered
HCBS Waiver - Medical Respite	Covered	Not Covered
HCBS Waiver - Specialized Medical Care	Covered	Not Covered
HCBS Waiver - Transitional Living Skills	Covered	Not Covered
Health Risk Assessment & Wellness Screenings	Covered	Covered
Hearing Aids	Covered	Covered
Hearing Services	Covered	Covered
Hepatitis B Shots	Covered	Covered
HIV Screening	Covered	Covered
HIV Testing and Counseling	Covered	Covered
HIV/AIDS Testing & Treatment	Covered	Covered
Home and Community-Based Services (HCBS)	Covered	Not Covered
Home Care Services	Covered	Not Covered
Home Health Care	Covered	Covered

Benefit	Medicaid	UnitedHealthcare Dual Complete® (PPO SNP)
Hospice	Covered	Covered
Hospital Behavioral Health Inpatient (BH)	Covered	Covered
Human Papillomavirus	Covered	Covered
Hysterectomy	Covered	Covered
Immunization for 19 and 20	Covered	Covered
Immunization over 21	Covered	Covered
Immunizations	Covered	Covered
Immunizations (Pneumonia vaccine & Flu vaccine and Hepatitis B vaccine - for people with Medicare who are at risk)	Covered	Covered
Infusion Therapy	Covered	Covered
Injectable Drugs	Covered	Covered
Inpatient Hospital Care	Covered	Covered
Inpatient Mental Health Care	Covered	Covered
Inpatient Psychiatric Services	Covered	Covered
Inpatient Psychiatric Services (Under 21)	Covered	Covered
Intensive Care Coordination/Case Management	Covered	Covered
Intermediate Care Facilities	Covered	Covered
Long-Term Care / Nursing Facility Services	Covered	Not Covered
Macular Degeneration	Covered	Covered
Mammogram	Covered	Covered
Mammograms (Annual Screening) (for women with Medicare age 40 and older)	Covered	Covered
Mastectomy	Covered	Covered

Benefit	Medicaid	UnitedHealthcare Dual Complete® (PPO SNP)
Maternity Care	Covered	Covered
Medical Records Transfer	Covered	Covered
Mental Health Care	Covered	Covered
Methadone Maintenance Treatment Programs (MMTP)	Covered	Not Covered
Midwife Services (Certified Nurse Midwife)	Covered	Covered
Newborn	Covered	Covered
Newborn Services	Covered	Covered
OB/GYN Exams	Covered	Covered
Obesity Surgery	Covered	Covered
Ostomy Supplies	Covered	Covered
Outpatient hospital services	Covered	Covered
Oxygen Therapy	Covered	Covered
Pain Management	Covered	Covered
Pap Smears and Pelvic Exams (for women with Medicare)	Covered	Covered
Pediatric Day Health Care (PDHC)	Covered	Covered
Peer Support Services	Covered	Not Covered
Personal Care Services	Covered	Not Covered
Personal Emergency Response Services (PERS)	Covered	Not Covered
Pharmacologic Management (all ages)	Covered	Covered
Physical Occupational and Speech Therapy	Covered	Covered
Pneumococcal Shot	Covered	Covered
Pre/post natal care	Covered	Covered
Pregnancy-Related Services	Covered	Covered
Prenatal and Postpartum Care	Covered	Covered

Benefit	Medicaid	UnitedHealthcare Dual Complete® (PPO SNP)
Prenatal Care Services	Covered	Covered
Prescription Drug Benefits	Covered	Covered
Preventive Care	Covered	Covered
Private Duty Nursing	Covered	Covered
Prostate Cancer Screening Exams (for men with Medicare age 50 and older)	Covered	Covered
Prostate Cancer Screenings	Covered	Covered
Prosthetic Devices	Covered	Covered
Psychological Testing	Covered	Covered
Psychosocial Rehabilitation	Covered	Covered
Psychosocial Rehabilitation (PSR)	Covered	Covered
Radiation Therapy	Covered	Covered
Radiology and Medical Imaging	Covered	Covered
Reconstructive Surgery	Covered	Covered
Rehabilitation Services Provided to Residents of OMH Licensed Community Residences (CRs) and Family Based Treatment Programs	Covered	Not Covered
Renal Dialysis	Covered	Covered
Residential Substance Use Services in Accordance With the American Society of Addiction Medicine (ASAM) Levels of Care	Covered	Covered
Respiratory Therapy	Covered	Covered
Respite Services	Covered	Not Covered
Rural Health Clinics	Covered	Covered
Screening Diagnosis and Treatment of Sexually Transmitted Diseases	Covered	Covered

Benefit	Medicaid	UnitedHealthcare Dual Complete® (PPO SNP)
Services Provided by Mid-Level Practitioners	Covered	Covered
Sexually Transmitted Infections Screening & Counseling	Covered	Covered
Skilled Nursing Facility (SNF)	Covered	Covered
Smoking Cessation Products and Programs	Covered	Covered
Specialty Drugs - Injectable	Covered	Covered
Specialty Physicians Services	Covered	Covered
Sterilization Request 21 and over (Tubal Ligation)	Covered	Covered
Surgical Dressing Services	Covered	Covered
Telehealth	Covered	Covered
Therapeutic Group Homes (TGH) (under age 21)	Covered	Covered
TMJ (Temporomandibular Joint)	Covered	Covered
Transplants	Covered	Covered
Transportation (Routine)	Covered	Covered
Urgent Care	Covered	Covered
Urgently Needed Services	Covered	Covered
Vasectomy	Covered	Covered
Vision Services	Covered	Covered
Welcome to Medicare; and Annual Wellness Visit	Covered	Covered
Well baby well child visits and immunizations	Covered	Covered
Women s Health Services	Covered	Covered

Required Information

This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments, and restrictions may apply.

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

Benefits, premium and/or co-payments/co-insurance may change on January 1 of each year.

Premiums, co-pays, co-insurance, and deductibles may vary based on the level of Extra Help you receive. Please contact the plan for further details.

You must continue to pay your Medicare Part B premium if not otherwise paid for under Medicaid or by another third party.

OptumRx is an affiliate of UnitedHealthcare Insurance Company. You are not required to use OptumRx home delivery for a 90 day supply of your maintenance medication.

Out-of-network/non-contracted providers are under no obligation to treat Plan 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 customer service number or see your Evidence of Coverage for more information.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a contract with the State Medicaid Program. This plan is available to anyone who has both Medical Assistance from the State and Medicare. Enrollment in the plan depends on contract renewal with Medicare.

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.

Vendor Information

Before contacting any of the providers below you must be fully enrolled in UnitedHealthcare Dual Complete® (PPO SNP).

Benefit Type	Vendor Name	Contact Information
Hearing Exams	EPIC Hearing Health Care	1-866-956-5400, TTY 711 6 a.m. - 6 p.m. PT, Monday - Friday www.epichearing.com
Hearing Aids	EPIC Hearing Health Care	1-866-956-5400, TTY 711 6 a.m. - 6 p.m. PT, Monday - Friday www.epichearing.com
Vision Care	MARCH® Vision Care	1-866-393-0208, TTY 711 8 a.m. - 8 p.m. local time, 7 days a week www.UHCCommunityPlan.com
Dental Services	UnitedHealthcare Dental	1-866-393-0208, TTY 711 8 a.m. - 8 p.m. local time, 7 days a week www.UHCCommunityPlan.com
NurseLine	NurseLine SM	1-877-365-7949, TTY 711 24 hours a day, 7 days a week
Routine Transportation (Limited to ground transportation only)	LogistiCare®	1-866-418-9812, TTY 1-866-288-3133 8 a.m. - 5 p.m. local time, Monday - Friday www.logisticare.com
Health Products Benefit	FirstLine Medical®	1-800-933-2914, TTY 711 7 a.m. - 7 p.m. CT, Monday - Friday; 7 a.m. - 4 p.m. CT, Saturday www.HealthProductsBenefit.com
Fitness Membership	SilverSneakers® Fitness program	1-888-423-4632, TTY 711 8 a.m. - 8 p.m. ET, Monday - Friday silversneakers.com