

# 2018 SUMMARY OF BENEFITS



## Overview of your plan

UnitedHealthcare Dual Complete® ONE (HMO SNP)

H0251-004

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](http://www.UHCCommunityPlan.com)**



Our service area includes these counties in:

**Tennessee:** Anderson, Bedford, Benton, Bledsoe, Blount, Bradley, Campbell, Cannon, Carroll, Carter, Cheatham, Chester, Claiborne, Clay, Cocke, Coffee, Crockett, Cumberland, Davidson, Decatur, DeKalb, Dickson, Dyer, Fayette, Fentress, Franklin, Gibson, Giles, Grainger, Greene, Grundy, Hamblen, Hamilton, Hancock, Hardeman, Hardin, Hawkins, Haywood, Henderson, Henry, Hickman, Houston, Humphreys, Jackson, Jefferson, Johnson, Knox, Lake, Lauderdale, Lawrence, Lewis, Lincoln, Loudon, Macon, Madison, Marion, Marshall, Maury, McMinn, McNairy, Meigs, Monroe, Montgomery, Moore, Morgan, Obion, Overton, Perry, Pickett, Polk, Putnam, Rhea, Roane, Robertson, Rutherford, Scott, Sequatchie, Sevier, Shelby, Smith, Stewart, Sullivan, Sumner, Tipton, Trousdale, Unicoi, Union, Van Buren, Warren, Washington, Wayne, Weakley, White, Williamson, Wilson.

# 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](http://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® ONE (HMO SNP) is a Medicare Advantage HMO 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 Fully Integrated Dual Eligible Special Needs Plan (FIDE-SNP) for people who have both Medicare A and B, and full Medicaid benefits and certain Long Term Services and Supports benefits (Tennessee CHOICES, Groups 1, 2 or 3).

Your eligibility to enroll in this plan depends on your type of Medicaid. Also, you must live in the service area and be in UnitedHealthcare Dual Complete® ONE (HMO SNP). If you're a current member of UnitedHealthcare and have End Stage Renal Disease (ESRD), you aren't eligible for this plan. There are some exceptions, such as if you develop ESRD when you're a member of a plan that we offer, or you were a member of a different plan that was terminated.

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.
- **Specified Low-Income Medicare Beneficiary (SLMB+):** You get full Medicaid benefits, and Medicaid pays your Part B premium.
- **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 Bureau of TennCare 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 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?**

<b>Eligibility Level</b>	<b>Part A Premium</b>	<b>Part B Premium</b>	<b>Part D Premium<sup>1</sup></b>	<b>Medicare deductibles, copays, coinsurance</b>	<b>Full Medicaid Benefits</b>
<b>QMB Only</b>	Yes	Yes	No <sup>2</sup>	Yes	No
<b>QMB Plus</b>	Yes	Yes	No <sup>2</sup>	Yes	Yes
<b>SLMB Plus</b>	No	Yes	No <sup>2</sup>	Varies by state	Yes
<b>FBDE</b>	No	Varies by state	No	Varies by state	Yes

<sup>1</sup> Low Income Subsidy may be available to help with Part D premium cost.

<sup>2</sup> QMBs and SLMBs 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® ONE (HMO SNP) has a network of doctors, hospitals, pharmacies, and other providers. If you use providers or pharmacies that are not in our network, the plan may not pay for those services or drugs, or you may pay more than you pay at an in-network pharmacy.

You can go to [www.UHCCommunityPlan.com](http://www.UHCCommunityPlan.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® ONE (HMO SNP)

<b>Premiums and Benefits</b>	<b>In-Network</b>
<b>Monthly Plan Premium</b>	There is no monthly premium for this plan.
<b>Annual Medical Deductible</b>	This plan does not have a deductible.
<b>Maximum Out-of-Pocket Amount (does not include prescription drugs)</b>	\$0 annually for Medicare-covered services from in-network providers.

# UnitedHealthcare Dual Complete® ONE (HMO SNP)

Benefits		In-Network
Inpatient Hospital		\$0 copay per day for unlimited days
		Our plan covers an unlimited number of days for an inpatient hospital stay.
Outpatient Hospital, Including Observation		\$0 copay
Doctor Visits	Primary	\$0 copay
	Specialists	\$0 copay
Preventive Care	Medicare-covered	\$0 copay
		<ul style="list-style-type: none"> <li>Abdominal aortic aneurysm screening</li> <li>Alcohol misuse counseling</li> <li>Annual “Wellness” visit</li> <li>Bone mass measurement</li> <li>Breast cancer screening (mammogram)</li> <li>Cardiovascular disease (behavioral therapy)</li> <li>Cardiovascular screening</li> <li>Cervical and vaginal cancer screening</li> <li>Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy)</li> <li>Depression screening</li> <li>Diabetes screenings and monitoring</li> <li>Hepatitis C screening</li> <li>HIV screening</li> <li>Lung cancer with low dose computed tomography (LDCT) screening</li> <li>Medical nutrition therapy services</li> <li>Medicare Diabetes Prevention Program (MDPP)</li> <li>Obesity screenings and counseling</li> <li>Prostate cancer screenings (PSA)</li> <li>Sexually transmitted infections screenings and counseling</li> <li>Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)</li> <li>Vaccines, including flu shots, hepatitis B shots, pneumococcal shots</li> </ul>

Benefits		In-Network
		<p>“Welcome to Medicare” preventive visit (one-time)</p> <hr/> <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>
<b>Emergency Care</b>		<p>\$0 copay (\$0 copay for worldwide coverage) per visit            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>
<b>Urgently Needed Services</b>		\$0 copay
<b>Diagnostic Tests, Lab and Radiology Services, and X-Rays</b>	Diagnostic radiology services (e.g. MRI)	\$0 copay per service
	Lab services	\$0 copay
	Diagnostic tests and procedures	\$0 copay per service
	Therapeutic Radiology	\$0 copay
	Outpatient X-rays	\$0 copay per service
<b>Hearing Services</b>	Exam to diagnose and treat hearing and balance issues	\$0 copay
	Routine hearing exam	\$0 copay; 1 per year
	Hearing aid	\$2,000 allowance every 2 years
<b>Routine Dental Services</b>	Preventive	\$0 copay for covered services (exam, cleaning, x-rays)
	Comprehensive	\$0 copay for covered services
	Benefit limit	\$3,000 limit on all covered dental services

<b>Benefits</b>		<b>In-Network</b>
<b>Vision Services</b>	Exam to diagnose and treat diseases and conditions of the eye	\$0 copay
	Eyewear after cataract surgery	\$0 copay
	Routine eye exam	\$0 copay Up to 1 every year
	Eyewear	\$0 copay every 2 years; up to \$250 for lenses/frames and contacts
<b>Mental Health</b>	Inpatient visit	\$0 copay per day, up to 90 days
		Our plan covers 90 days for an inpatient hospital stay.
	Outpatient group therapy visit	\$0 copay
	Outpatient individual therapy visit	\$0 copay
<b>Skilled Nursing Facility (SNF)</b>		\$0 copay per day: days 1-20 \$0 copay per day: for days 21-100
		Our plan covers up to 100 days in a SNF.
<b>Physical therapy and speech and language therapy visit</b>		\$0 copay
<b>Ambulance</b>		\$0 copay
<b>Routine Transportation</b>		\$0 copay; 48 one-way trips per year to or from approved locations
<b>Medicare Part B Drugs</b>	Chemotherapy drugs	\$0 copay
	Other Part B drugs	\$0 copay



## 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:

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

## Additional Benefits

## In-Network

<b>Chiropractic Care and Acupuncture</b>		\$0 copay Combination of 10 chiropractic and acupuncture visits per year
<b>Chiropractic Care</b>	Manual manipulation of the spine to correct subluxation	\$0 copay
<b>Diabetes Management</b>	Diabetes monitoring supplies	\$0 copay We only cover blood glucose monitors and test strips from the following brands: OneTouch Ultra <sup>®</sup> 2, OneTouch UltraMini <sup>®</sup> , OneTouch Verio <sup>®</sup> , OneTouch Verio <sup>®</sup> IQ, OneTouch Verio <sup>®</sup> Flex, ACCU-CHEK <sup>®</sup> Nano SmartView, ACCU-CHEK <sup>®</sup> Aviva Plus, ACCU-CHEK <sup>®</sup> Guide, and ACCU-CHEK <sup>®</sup> Aviva Connect
	Diabetes Self-management training	\$0 copay
	Therapeutic shoes or inserts	\$0 copay
<b>Durable Medical Equipment (DME) and Related Supplies</b>	Durable Medical Equipment (e.g., wheelchairs, oxygen)	\$0 copay
	Prosthetics (e.g., braces, artificial limbs)	\$0 copay
<b>Foot Care (podiatry services)</b>	Foot exams and treatment	\$0 copay
	Routine foot care	\$0 copay; for each visit up to 4 visits every year
<b>Meal Benefit</b>		\$0 copay; Coverage for at home meal benefit. Restrictions apply.
<b>Home Health Care</b>		\$0 copay
<b>Hospice</b>		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.

Additional Benefits		In-Network
<b>NurseLine<sup>SM</sup></b>		Speak with a registered nurse (RN) 24 hours a day, 7 days a week
<b>Occupational Therapy Visit</b>		\$0 copay
<b>Outpatient Substance Abuse</b>	Outpatient group therapy visit	\$0 copay
	Outpatient individual therapy visit	\$0 copay
<b>Outpatient Surgery</b>		\$0 copay
<b>Health Products Benefit</b>		\$250 credit per quarter to use on approved health products.
<b>Renal Dialysis</b>		\$0 copay
<b>Personal Emergency Response System</b>		With the Personal Emergency Response System help is only a button away. The Personal Emergency Response System can give you peace of mind knowing that in any emergency situation you can get help quickly, 24 hours a day at no additional cost. The lightweight button can be worn on your wrist or as a pendant and may automatically detect falls depending on the model chosen.
<b>Virtual Doctor Visits</b>		Speak to specific doctors using your computer or mobile device. Find participating doctors online at <a href="http://www.amwell.com">www.amwell.com</a> .

# 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 Bureau of TennCare 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® ONE (HMO 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 Bureau of TennCare, 1-800-342-3145.

Medicaid may pay your Medicare cost sharing amount, but it will depend on you 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. Please see your Medicaid Member Handbook for details on the cost sharing and additional benefits covered.

Benefit	Medicaid	UnitedHealthcare Dual Complete® ONE (HMO SNP)
<b>Additional Dental Services</b>	Covered for all preventative care Covered for TennCare children under the age of 21 for medical/surgical services of a dentist. TennCare children under the age of 21 are provided comprehensive dental services. TennCare adults 21 and older do not have access to routine dental services.	Covered
<b>Additional Foot Care</b>	Covered	Covered
<b>Additional Hearing Services</b>	Covered for all preventative care TennCare adults 21 and older do not have access to routine hearing services. TennCare children under the age of 21 are provided hearing services.	Covered
<b>Additional Vision Services</b>	Covered	Covered

Benefit	Medicaid	UnitedHealthcare Dual Complete® ONE (HMO SNP)
<b>Ambulance</b>	Covered	Covered
<b>Chiropractic Care</b>	Covered for TennCare services for QMB beneficiaries and beneficiaries under the age of 21. Not Covered for non-QMB beneficiaries 21 years old and older.	Covered
<b>Dental Services</b>	Covered for TennCare services for QMB beneficiaries and beneficiaries under the age of 21. Not Covered for non-QMB beneficiaries 21 years old and older.	Covered
<b>Diabetes Supplies and Services</b>	Covered	Covered
<b>Diagnostic Tests Lab and Radiology Services and X-Rays</b>	Covered	Covered
<b>Doctor Office Visits</b>	Covered	Covered
<b>Durable Medical Equipment</b>	Covered	Covered
<b>Emergency Care</b>	Covered	Covered
<b>Foot Care</b>	Covered	Covered
<b>Hearing Services</b>	Covered	Covered
<b>Home Health Care</b>	Covered	Covered
<b>Hospice</b>	Covered	Covered
<b>Inpatient Hospital Care</b>	Covered	Covered
<b>Inpatient Mental Health Care</b>	Covered	Covered
<b>Intermediate Care Facilities</b>	Covered	Covered
<b>Mental Health Care</b>	Covered	Covered
<b>Outpatient hospital services</b>	Covered	Covered

Benefit	Medicaid	UnitedHealthcare Dual Complete® ONE (HMO SNP)
Physical Occupational and Speech Therapy	Covered	Covered
Prescription Drug Benefits	Covered	Covered
Preventive Care	Covered	Covered
Private Duty Nursing	Covered	Covered
Prosthetic Devices	Covered	Covered
Renal Dialysis	Covered	Covered
Skilled Nursing Facility (SNF)	Covered	Covered
Tennessee Mental Health Case Management	Covered	Covered
Transportation (Routine)	Covered	Covered
Urgently Needed Services	Covered	Covered
Vision 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.

Notice: TennCare is not responsible for payment for these benefits, except for appropriate cost sharing amounts. TennCare is not responsible for guaranteeing the availability or quality of these benefits.

Any additional Medicare benefit mentioned in this communication above Original Medicare is applicable to the Medicare benefit only and does not indicate increased Medicaid benefits.

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.

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 Medicare and full Medicaid eligibility. 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® ONE (HMO SNP).

Benefit Type	Vendor Name	Contact Information
<b>Hearing Exams</b>	EPIC Hearing Health Care	1-866-956-5400, TTY 711 6 a.m. - 6 p.m. PT, Monday - Friday <a href="http://www.epichearing.com">www.epichearing.com</a>
<b>Hearing Aids</b>	EPIC Hearing Health Care	1-866-956-5400, TTY 711 6 a.m. - 6 p.m. PT, Monday - Friday <a href="http://www.epichearing.com">www.epichearing.com</a>
<b>Vision Care</b>	MARCH® Vision Care	1-800-690-1606, TTY 711 8 a.m. - 8 p.m. local time, 7 days a week <a href="http://www.UHCCommunityPlan.com">www.UHCCommunityPlan.com</a>
<b>Dental Services</b>	UnitedHealthcare Dental	1-800-690-1606, TTY 711 8 a.m. - 8 p.m. local time, 7 days a week <a href="http://www.UHCCommunityPlan.com">www.UHCCommunityPlan.com</a>
<b>Routine Acupuncture and Chiropractic Services</b>	OptumHealth™ Physical Health	1-866-785-1654, TTY 1-888-877-5378 8 a.m. - 8 p.m. ET, Monday - Friday <a href="https://www.myoptumhealthphysicalhealth.com/providerLocator.asp">https://www.myoptumhealthphysicalhealth.com/providerLocator.asp</a>
<b>NurseLine</b>	NurseLine <sup>SM</sup>	1-800-690-1606, TTY 711 24 hours a day, 7 days a week
<b>Routine Transportation (Limited to ground transportation only)</b>	Tennessee Carriers, Inc.	1-866-405-0238, TTY 1-877-779-3103 7 a.m. - 7 p.m. CT, Monday - Friday <a href="http://www.tenn carriers.com">www.tenn carriers.com</a>
<b>Health Products Benefit</b>	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 <a href="http://www.HealthProductsBenefit.com">www.HealthProductsBenefit.com</a>
<b>Meal Benefit</b>	Mom's Meals NourishCare®	1-866-204-6111, TTY 711 7 a.m. - 6 p.m. CT, Monday - Friday <a href="http://www.momsmeals.com/care-transitions/">http://www.momsmeals.com/care-transitions/</a>



Benefit Type	Vendor Name	Contact Information
<b>Personal Emergency Response System</b>	Philips Lifeline	1-800-368-2925, TTY 711 8:30 a.m. - 6:30 p.m. ET, Monday - Friday
<b>Virtual Doctor Visits</b>	Amwell	1-800-690-1606, TTY 711 8 a.m. - 8 p.m. local time, 7 days a week <a href="http://www.amwell.com">www.amwell.com</a>