



First Choice VIP Care Plus
(Medicare-Medicaid Plan)

2020 Summary of Benefits

First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**

Introduction

This document is a brief summary of the benefits and services covered by First Choice VIP Care Plus. It includes answers to frequently asked questions, important contact information, an overview of benefits and services offered, and information about your rights as a member of First Choice VIP Care Plus. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.

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A. Disclaimers



This is a summary of health services covered by First Choice VIP Care Plus for 2020. This is only a summary. Please read the *Member Handbook* for the full list of benefits.

- ❖ First Choice VIP Care Plus is a health plan that contracts with both Medicare and South Carolina Medicaid to provide benefits of both programs to enrollees.
- ❖ Under First Choice VIP Care Plus you can get your Medicare and Healthy Connections Medicaid services in one health plan. A First Choice VIP Care Plus care coordinator will help manage your health care needs.
- ❖ This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the First Choice VIP Care Plus *Member Handbook*.
- ❖ ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicios al Miembro de First Choice VIP Care Plus al **1-888-978-0862 (TTY 711)**, los siete días de la semana, de 8 a.m. a 8 p.m. La llamada es gratuita.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free.
- ❖ You can make a request to get this document, now and in the future, in a language other than English or in another format simply by calling Member Services at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. We'll also ask for your preference during our Welcome Call and later in the year, when you contact the plan. The plan will store your request and continue to send future documents in this requested language or format, unless you ask us to cancel or change the request. You can cancel or change your request at any time, simply by calling Member Services. The calls are free.



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B. Frequently Asked Questions.

The following chart lists frequently asked questions.

Frequently asked questions (FAQ)	Answers
What is a Medicare-Medicaid Plan?	A Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Healthy Connections Medicaid to provide benefits of both programs to enrollees. It is for people with both Medicare and Healthy Connections Medicaid. A Medicare-Medicaid Plan is an organization made up of doctors, hospitals, pharmacies, providers of long-term services, and other providers. It also has care coordinators to help you manage all your providers and services. They all work together to provide the care you need.
What is a First Choice VIP Care Plus care coordinator?	A First Choice VIP Care Plus care coordinator is one main person for you to contact. This person helps manage all your providers and services and makes sure you get what you need.
What are long-term services and supports?	Long-term services and supports (LTSS) are a variety of services and supports that help people meet their daily needs for assistance and improve the quality of their lives. LTSS are help for people who need assistance to do everyday tasks like taking a bath, getting dressed and making food. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.



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Frequently asked questions (FAQ)	Answers
Will you get the same Medicare and Medicaid benefits in First Choice VIP Care Plus that you get now?	<p>You will get your covered Medicare and Healthy Connections Medicaid benefits directly from First Choice VIP Care Plus. You will work with a team of providers who will help determine what services will best meet your needs. This means that some of the services you get now may change. You will get almost all of your covered Medicare and Healthy Connections Medicaid benefits directly from First Choice VIP Care Plus, but you may get some benefits the same way you do now, outside of the plan. This plan also offers services that are not usually covered by Medicare or Healthy Connections Medicaid.</p> <p>When you enroll in First Choice VIP Care Plus, you and your care team will work together to develop an Individualized Care Plan (ICP) to address your health and support needs. During this time, you can keep seeing the providers you see now for 180 days. You can also continue to get the same services and any that were authorized prior to your enrollment in First Choice VIP Care Plus.</p> <p>When you join our plan, if you are taking any Medicare Part D prescription drugs that First Choice VIP Care Plus does not normally cover, you can get a temporary supply. We will help you get another drug or get an exception for First Choice VIP Care Plus to cover your drug, if medically necessary.</p>



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Can you go to the same doctors you see now?	<p>Often that is the case. If your providers (including doctors, therapists, and pharmacies) work with First Choice VIP Care Plus and have a contract with us, you can keep going to them.</p> <ul style="list-style-type: none">• Providers with an agreement with us are “in-network.” You must use the providers in First Choice VIP Care Plus’ network.• If you need urgent or emergency care or out-of-area dialysis services, you can use providers outside of First Choice VIP Care Plus’ plan. <p>To find out if your doctors are in the plan’s network, call Member Services or read First Choice VIP Care Plus’ <i>Provider and Pharmacy Directory</i>.</p> <p>If First Choice VIP Care Plus is new for you, you can continue seeing the doctors you go to now for 180 days after you first enroll, even if they are out of network. If you need to continue seeing your out-of-network providers after your first 180 days in our plan, we will only cover that care if the provider enters a single case agreement with us. If you are getting ongoing treatment from an out-of-network provider and think they may need a single case agreement in order to keep treating you, contact Member Services at 1-888-978-0862 (TTY 711) seven days a week, 8 a.m. to 8 p.m.</p>
What happens if you need a service but no one in First Choice VIP Care Plus’ network can provide it?	<p>Most services will be provided by our network providers. If you need a service that cannot be provided within our network, First Choice VIP Care Plus will pay for the cost of an out-of-network provider.</p>



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<p>Where is First Choice VIP Care Plus available?</p>	<p>The service area for this plan includes counties in South Carolina. You must live in one of these areas to join the plan.</p> <table border="0"> <tr> <td>Abbeville</td> <td>Charleston</td> <td>Fairfield</td> <td>Laurens</td> <td>Orangeburg</td> </tr> <tr> <td>Allendale</td> <td>Cherokee</td> <td>Florence</td> <td>Lee</td> <td>Pickens</td> </tr> <tr> <td>Anderson</td> <td>Chester</td> <td>Georgetown</td> <td>Lexington</td> <td>Richland</td> </tr> <tr> <td>Bamberg</td> <td>Chesterfield</td> <td>Greenville</td> <td>Marion</td> <td>Saluda</td> </tr> <tr> <td>Barnwell</td> <td>Clarendon</td> <td>Greenwood</td> <td>Marlboro</td> <td>Spartanburg</td> </tr> <tr> <td>Beaufort</td> <td>Colleton</td> <td>Hampton</td> <td>McCormick</td> <td>Sumter</td> </tr> <tr> <td>Berkeley</td> <td>Dillon</td> <td>Jasper</td> <td>Newberry</td> <td>Union</td> </tr> <tr> <td>Calhoun</td> <td>Edgefield</td> <td>Kershaw</td> <td>Oconee</td> <td>Williamsburg</td> </tr> </table>	Abbeville	Charleston	Fairfield	Laurens	Orangeburg	Allendale	Cherokee	Florence	Lee	Pickens	Anderson	Chester	Georgetown	Lexington	Richland	Bamberg	Chesterfield	Greenville	Marion	Saluda	Barnwell	Clarendon	Greenwood	Marlboro	Spartanburg	Beaufort	Colleton	Hampton	McCormick	Sumter	Berkeley	Dillon	Jasper	Newberry	Union	Calhoun	Edgefield	Kershaw	Oconee	Williamsburg
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<p>Do you pay a monthly amount (also called a premium) under First Choice VIP Care Plus?</p>	<p>You will not pay any monthly premiums to First Choice VIP Care Plus for your health coverage.</p>																																								
<p>What is prior authorization?</p>	<p>Prior authorization means that you must get approval from First Choice VIP Care Plus before you can get a specific service or drug or see an out-of-network provider. First Choice VIP Care Plus may not cover the service or drug if you don't get approval. If you need urgent or emergency care or out-of-area dialysis services, you don't need to get approval first.</p> <p>See Chapter 3, Section D, page 7 of the <i>Member Handbook</i> to learn more about prior authorization. See the Benefits Chart in Chapter 4 of the <i>Member Handbook</i> to learn which services require a prior authorization.</p>																																								



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Frequently asked questions (FAQ)	Answers
What is a referral?	<p>A referral means that your primary care provider (PCP) must give you approval before you can see someone who is not your PCP or use other providers in the plan's network. If you don't get approval, First Choice VIP Care Plus may not cover the services, and you may be billed for these services. You don't need a referral to see some specialists, such as women's health specialists.</p> <p>See Chapter 3, Section, D, page 3 of the <i>Member Handbook</i> to learn more about when you will need a referral.</p>
Who should you contact if you have questions or need help?	<p>If you have general questions or questions about our plan, services, service area, billing, or Member ID Cards, please call First Choice VIP Care Plus Member Services at the number at the bottom of the page.</p> <p>Member Services also has free language interpreter services available for people who do not speak English.</p> <p>If you have questions about your health, please call the Nurse Advice Call Line: CALL 1-855-843-1147</p> <p>Calls to this number are free, 24 hours a day, seven days a week.</p> <p>TTY 711</p> <p>Calls to this number are free, 24 hours a day, seven days a week.</p>



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C. Overview of Services

The following chart is a quick overview of what services you may need, your costs, and rules about the benefits.

Health need or problem	Services you may need	Your costs for <i>in-network</i> providers	Limitations, exceptions, & benefit information (rules about benefits)
You want to see a doctor	Visits to treat an injury or illness	\$0	
	Wellness visits, such as a physical	\$0	
	Specialist care	\$0	
	Care to keep you from getting sick, such as flu shots	\$0	
	“Welcome to Medicare” preventive visit (one time only)	\$0	
You need medical tests	Lab tests, such as blood work	\$0	The majority of lab services do not require prior authorization, but some specialized lab services may require prior authorization. Please call Member Services for more information.
	X-rays or other pictures, such as CAT scans	\$0	Not all radiological and X-ray services will require a prior authorization. Please call Member Services for more information.
	Screening tests, such as tests to check for cancer	\$0	



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Health need or problem	Services you may need	Your costs for <i>in-network</i> providers	Limitations, exceptions, & benefit information (rules about benefits)
<p>You need drugs to treat your illness or condition <i>(This service is continued on the next page)</i></p>	<p>Generic drugs (no brand name)</p>	<p>\$0 for a 30-day supply.</p>	<p>There may be limitations on the types of drugs covered. Please see First Choice VIP Care Plus' <i>List of Covered Drugs</i> (Drug List) for more information.</p> <p>Extended-day (60-day or 90-day) supplies are available for many drugs at all network retail locations for the same costs as a 30-day supply (\$0). Mail-order pharmacy <i>only</i> allows fills of 90-day supplies at the same cost for a 30-day supply.</p>
	<p>Brand name drugs</p>	<p>\$0 for a 30-day supply.</p>	<p>There may be limitations on the types of drugs covered. Please see First Choice VIP Care Plus' <i>List of Covered Drugs</i> (Drug List) for more information.</p> <p>Extended-day (60-day or 90-day) supplies are available for many drugs at all network retail locations for the same costs as a 30-day supply (\$0). Mail-order pharmacy <i>only</i> allows fills of 90-day supplies at the same cost for a 30-day supply.</p>



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Health need or problem	Services you may need	Your costs for <i>in-network</i> providers	Limitations, exceptions, & benefit information (rules about benefits)
You need drugs to treat your illness or condition <i>(continued)</i>	Over-the-counter drugs	\$0	There may be limitations on the types of drugs covered. Please see First Choice VIP Care Plus' <i>List of Covered Drugs</i> (Drug List) for more information. These drugs are listed on tier 3 in the Drug List.
	Medicare Part B prescription drugs	\$0	Part B drugs include drugs given by your doctor in his or her office, some oral cancer drugs and some drugs used with certain medical equipment. Read the <i>Member Handbook</i> for more information on these drugs. Prior authorization required.
You need therapy after a stroke or accident	Occupational, physical, or speech therapy	\$0	Prior authorization required.
	Chiropractic services (only for manual manipulation for certain approved conditions)	\$0	



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You need emergency care	Emergency room services	\$0	Emergency room services are provided out of network without prior authorization requirements.
	Ambulance services	\$0	Prior authorization is not required for emergency ambulance services or ambulance service between acute and sub-acute facilities. Prior authorization is required for all other non-emergency ambulance services.
	Urgent care	\$0	Urgent care services are provided out of network without prior authorization requirements.
You need hospital care	Hospital stay	\$0	Prior authorization required.
	Doctor or surgeon care	\$0	Prior authorization required for inpatient and outpatient hospital services.



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Health need or problem	Services you may need	Your costs for <i>in-network</i> providers	Limitations, exceptions, & benefit information (rules about benefits)
You need help getting better or have special health needs	Rehabilitation services	\$0	Prior authorization required for cardiac and pulmonary rehabilitation services.
	Medical equipment for home care	\$0	Prior authorization required.
	Skilled nursing care	\$0	Medicare-covered stays (for example, rehabilitation) require a prior authorization, while Healthy Connections Medicaid-covered stays (for example long-term skilled nursing facility (SNF) stays) only require a referral and prior notification. A licensed nursing facility must notify First Choice VIP Care Plus of a member's admission to a Medicaid-sponsored long-term care facility stay.
You need eye care <i>(This service is continued on the next page)</i>	Treatment for eye injuries or diseases	\$0	
	Initial replacement of lens due to cataract surgery	\$0	Prior authorization required.
	Routine eye exam	\$0	One exam every year, excluding contact lens exam and fitting services.



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Health need or problem	Services you may need	Your costs for <i>in-network</i> providers	Limitations, exceptions, & benefit information (rules about benefits)
You need eye care <i>(continued)</i>	Eyewear replacement (eyeglasses/contact lenses)	\$0	One pair of eyeglasses (lenses and frames) or one pair of contact lenses is covered every two years. There is a \$150.00 plan coverage limit for eyewear every two years. Up to \$150.00 can be applied towards eyeglasses <u>or</u> contact lenses every two years.
You need dental care	Emergency medical procedures by oral surgeons	\$0	
	Dental procedures related to organ transplants, cancer, joint replacement, heart valve replacement, and trauma	\$0	Prior authorization required.
You need foot care	Podiatry services	\$0	
You need hearing/auditory services	Hearing screenings	\$0	Covered hearing screenings are for medically necessary diagnostic hearing and balance exams that are covered by Original Medicare.



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You have a chronic condition, such as diabetes or heart disease	Services to help manage your disease	\$0	
	Diabetes supplies and services	\$0	Diabetic supplies and services are limited to specific manufacturers. Non-preferred brands will require an authorization.
	Cardiac and pulmonary rehabilitation services	\$0	Prior authorization required.
You have a mental health condition	Mental or behavioral health services	\$0	Referral required for <u>Healthy Connections</u> Medicaid-covered outpatient mental health services. Referral required for Institution for Mental Disease Services for Individuals 65 or Older.
	Partial hospitalization	\$0	Prior authorization required.
You have a substance abuse problem	Substance abuse services	\$0	
You need long-term mental health services	Inpatient care for people who need mental health care	\$0	Prior authorization required.



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Health need or problem	Services you may need	Your costs for <i>in-network</i> providers	Limitations, exceptions, & benefit information (rules about benefits)
<p>You need durable medical equipment (DME) <i>(This service is continued on the next page)</i></p>	<p>Wheelchairs</p>	<p>\$0 or \$3.40</p>	<p>The copay is \$0 for DME medical supplies covered by Medicare. The copay is \$3.40 for DME medical supplies covered only by Healthy Connections Medicaid.</p> <p>White canes for the blind are not covered.</p> <p>Note: Our plan will rent most DME items for you for a maximum of 10 months. In some cases, it may be 13 months. At the end of the rental period, our plan will transfer ownership of the DME item to you, and it is considered purchased. See Chapter 3 of the <i>Member Handbook</i> for more information.</p> <p>Healthy Connections Medicaid will rent most equipment for a maximum of ten (10) months and the item is considered purchased thereafter.</p> <p>Our plan may pay for maintenance fees.</p> <p>Authorization and a referral are required for DME items covered only by Healthy Connections Medicaid.</p> <p>Authorization is required for all Medicare-covered DME items over \$500 for purchase.</p> <p>Authorization is required for all covered DME rental items.</p>



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You need durable medical equipment (DME) <i>(continued)</i>	Crutches	\$0 or \$3.40	Same rules about benefits for all DME items.
	IV infusion pumps	\$0 or \$3.40	Same rules about benefits for all DME items.
	Oxygen equipment and supplies	\$0 or \$3.40	Same rules about benefits for all DME items.
	Nebulizers	\$0 or \$3.40	Same rules about benefits for all DME items.
	Walkers	\$0 or \$3.40	Same rules about benefits for all DME items.
You need prosthetics	Prosthetic devices	\$0 or \$3.40	<p>The copay is \$0 for prosthetic devices covered by Medicare.</p> <p>The copay is \$3.40 for prosthetic devices covered only by Healthy Connections Medicaid.</p> <p>Authorization is required for all prosthetic devices covered by Healthy Connections Medicaid.</p> <p>Authorization is required for all Medicare-covered prosthetics and medical supplies over \$500 for purchase.</p> <p>Authorization is required for all covered prosthetics and medical supplies for rental.</p>



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Health need or problem	Services you may need	Your costs for <i>in-network</i> providers	Limitations, exceptions, & benefit information (rules about benefits)
<p>You need help living at home <i>(This service is continued on the next page)</i></p>	Meals brought to your home	\$0	<p>Maximum of two meals per day.</p> <p>This service is provided only to members enrolled in the Community Choices, HIV/AIDS, or Mechanical Ventilator Dependent waiver. State eligibility requirements may apply.</p> <p>Prior authorization is required.</p>
	Homemaker services, such as cleaning or housekeeping	\$0	<p>These services are provided only to members enrolled in the Community Choices, HIV/AIDS, or Mechanical Ventilator Dependent waiver. State eligibility requirements may apply.</p> <p>Prior authorization for the type and amount of service is required.</p> <p>Referral required.</p>
	Changes to your home, such as ramps and wheelchair access	\$0	<p>Environmental modifications benefit has a \$7,500 lifetime limit.</p> <p>These services are provided only to members enrolled in the Community Choices, HIV/AIDS, or Mechanical Ventilator Dependent waiver. State eligibility requirements may apply.</p> <p>Prior authorization for the type and amount of service is required.</p>



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You need help living at home <i>(continued)</i>	Personal care services (You may be able to choose your own aide. Call Member Services for more information.)	\$0	These services are provided to members enrolled in the Community Choices, HIV/AIDS, or Mechanical Ventilator Dependent waiver. State eligibility requirements may apply. This benefit can be offered as a supplemental benefit to non-waiver enrollees; authorization is required. There is no copay for the supplemental benefit. Prior authorization for the type and amount of service is required. Referral required.
	Home health care services	\$0 or \$3.30	Home health care services covered by Medicare have a \$0 copay. Home health services covered by Healthy Connections Medicaid have a \$3.30 copay. Prior authorization required. Referral required.
	Services to help you live on your own	\$0 or \$3.30	Home health care services covered by Medicare have a \$0 copay. Home health services covered by Healthy Connections Medicaid have a \$3.30 copay. Prior authorization required. Referral required.



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Health need or problem	Services you may need	Your costs for <i>in-network</i> providers	Limitations, exceptions, & benefit information (rules about benefits)
<p>You need help living at home <i>(continued)</i></p>	<p>Adult day services or other support services</p>	<p>\$0</p>	<p>These services are provided only to members enrolled in the Community Choices, HIV/AIDS, or Mechanical Ventilator Dependent waiver. State eligibility requirements may apply.</p> <p>Prior authorization for the type and amount of service is required.</p> <p>Referral required.</p>
<p>You need a place to live with people available to help you</p>	<p>Nursing home care</p>	<p>\$0 or amount based on income</p>	<p>You must contribute toward the cost of this service when your income is more than an allowable amount. This contribution, known as the patient pay amount, is required only for those living in a nursing home. You will not need to pay if you are in the nursing home for short-term rehabilitation.</p> <p>Medicare-covered stays (for example, rehabilitation) require a prior authorization while Healthy Connections Medicaid-covered stays (for example, long-term stays in a nursing home) only require a referral and a prior notification. A licensed nursing facility must notify First Choice VIP Care Plus of a member's admission to a Medicaid-sponsored long-term care facility stay.</p>



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First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**

Health need or problem	Services you may need	Your costs for <i>in-network</i> providers	Limitations, exceptions, & benefit information (rules about benefits)
<p>Your caregiver needs some time off</p>	<p>Respite care</p>	<p>\$0</p>	<p>Respite care can be provided in a Community Residential Care Facility (CRCF), a nursing facility, or at your home. Members are limited to 28 total days of respite care per year. Up to 28 days of respite care can be in a CRCF. Up to 14 days of respite care can be in a nursing facility. Up to 14 days of respite care can be in your home.</p> <p>The type of care you are qualified to get will depend on your situation.</p> <p>This benefit can be offered as a supplemental benefit to non-waiver members. No copay will be applied to the supplemental benefit. Your care coordinator can authorize these services.</p> <p>Prior authorization required.</p> <p>Referral required.</p>
<p>You need care for advanced illness or life-threatening injury</p>	<p>Palliative care</p>	<p>\$0</p>	<p>Prior authorization required.</p> <p>Referral required.</p>



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.firstchoicevipcareplus.com.

First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**

Health need or problem	Services you may need	Your costs for <u>in-network</u> providers	Limitations, exceptions, & benefit information (rules about benefits)
You need family planning services	Birth control (condoms)	\$0	Family planning supplies are covered only with a prescription.
	Family planning lab and diagnostic tests	\$0	
	Treatment for sexually transmitted infections (STIs)	\$0	

D. Other services that First Choice VIP Care Plus covers

This is not a complete list. Call Member Services or read the *Member Handbook* to find out about other covered services.

Other services covered by First Choice VIP Care Plus	Your costs for <u>in-network</u> providers
Adult day health transportation	\$0
Bathroom safety devices	\$0
Behavioral health services	\$0
Companion services	\$0
Education and wellness programs	\$0
End-stage renal disease services	\$0
Health education	\$0
Infusion services	\$0



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First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**

Other services covered by First Choice VIP Care Plus	Your costs for <u>in-network</u> providers
In-home safety assessment	\$0
Nursing home transition services	\$0
Nurse Call Line	\$0
Oral nutritional benefit	\$0
Outpatient blood services	\$0
Preventive services	\$0
Private duty nursing services	\$0
Personal care services	\$0
Respite care	\$0
Services provided at Federally Qualified Health Centers	\$0
Targeted Case Management	\$0
Telemedicine	\$0
Telemonitoring services	\$0



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First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**

E. Benefits covered outside of First Choice VIP Care Plus

This is not a complete list. Call Member Services to find out about other services not covered by First Choice VIP Care Plus but available through Medicare or Healthy Connections Medicaid.

Other services covered by Medicare or Healthy Connections Medicaid Please contact your Care Coordinator for more information.	Your costs
Some hospice care services	\$0
Dental services: <ul style="list-style-type: none"><li data-bbox="184 602 810 638">• Diagnostics (oral evaluation and X-rays)<li data-bbox="184 643 716 678">• Preventive care (annual cleaning)<li data-bbox="184 683 596 719">• Restorative care (fillings)<li data-bbox="184 724 764 760">• Surgical care (extractions/removals)	\$3.40 \$3.40 \$3.40 \$3.40
Non-emergency medical transportation	\$0



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First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**

F. Services that First Choice VIP Care Plus, Medicare, and Healthy Connections Medicaid do *not* cover

This is not a complete list. Call Member Services to find out about other excluded services.

Services <i>not</i> covered by First Choice VIP Care Plus, Medicare, or Healthy Connections Medicaid	
• Acupuncture	• Naturopath services
• Chiropractic care (except manual manipulation for certain approved conditions)	• Non-prescription contraceptive supplies
• Cosmetic surgery or cosmetic work	• Orthopedic shoes (unless included with brace or for diabetic foot disease). Supportive devices for feet (except for diabetic foot disease)
• Dentures	• Personal items in your hospital or nursing home room
• Elective or voluntary enhancement procedures or services	• Private room in hospital
• Experimental medical and surgical treatments, items, and drugs	• Routine foot care (except for certain approved conditions)
• Certain visual procedures such as LASIK	• Services not considered “reasonable and necessary”
• Full-time nursing care in your home	• Services provided to veterans in a Veterans Affairs (VA) facility
• Hearing exams and hearing aids (except for certain approved conditions)	• Surgical treatment for morbid obesity



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First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**

G. Your rights as a member of the plan

As a member of First Choice VIP Care Plus, you have certain rights. You can exercise these rights without being punished. You can also use these rights without losing your health care services. We will tell you about your rights at least once a year. For more information on your rights, please read the *Member Handbook*. Your rights include, but are not limited to, the following:

- **You have a right to respect, fairness, and dignity.**

This includes the right to:

- Get covered services without concern about race, ethnicity, national origin, religion, gender, age, mental or physical disability, sexual orientation, genetic information, ability to pay, or ability to speak English
- Get information in other formats (e.g., large print, braille, audio)
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, a perceived safety measure, or retaliation.
- Not be billed by network providers

- **You have the right to get information about your**

health care. This includes information on treatment and your treatment options. This information should be in a format you can understand. These rights include getting information on:

- Description of the services we cover
- How to get services
- How much services will cost you
- Names of health care providers and care managers

- **You have the right to make decisions about your care, including refusing treatment.** This includes the right to:

- Choose a Primary Care Provider (PCP) and change your PCP at any time
- See a women's health care provider without a referral
- Get your covered services and drugs quickly
- Know about all treatment options, no matter what they cost or whether they are covered
- Refuse treatment, even if your doctor advises against it
- Stop taking medicine
- Ask for a second opinion. First Choice VIP Care Plus will pay for the cost of your second opinion visit

- **You have the right to timely access to care that does not have any communication or physical access barriers.**

This includes the right to:

- Get timely medical care
- Get in and out of a health care provider's office. This means barrier free access for people with disabilities, in accordance with the Americans with Disabilities Act.
- Have interpreters to help with communication with your doctors and your health plan



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First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**

- **You have the right to seek emergency and urgent care when you need it.** This means you have the right to:
 - Get emergency services without prior approval in an emergency
 - See an out-of-network urgent or emergency care provider, when necessary
- **You have a right to confidentiality and privacy.** This includes the right to:
 - Ask for and get a copy of your medical records in a way that you can understand and to ask for your records to be changed or corrected
 - Have your personal health information kept private
- **You have the right to make complaints about your covered services or care.** This includes the right to:
 - File a complaint or grievance against us or our providers
 - Ask for a state fair hearing
 - Get a detailed reason for why services were denied

For more information about your rights, you can read the First Choice VIP Care Plus *Member Handbook*. If you have questions, you can also call First Choice VIP Care Plus Member Services.



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First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**

H. How to file a complaint or appeal a denied service

If you have a complaint or think First Choice VIP Care Plus should cover something we denied, call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**. You may be able to appeal our decision.

For questions about complaints and appeals, you can read Chapter 9 of the First Choice VIP Care Plus *Member Handbook*. You can also call First Choice VIP Care Plus Member Services.

If you would like to contact First Choice VIP Care Plus about a complaint, grievance, or appeal, mail or call us at:

First Choice VIP Care Plus
Attn: Appeals and Grievances
P.O. Box 80109
London, KY 40742-0109

Phone number: 1-888-978-0862 (TTY 711), seven days a week, 8 a.m. to 8 p.m.

There is a special ombudsman for this program called the Healthy Connections Prime Advocate. The Healthy Connections Prime Advocate does not work for us or Healthy Connections Medicaid. They can help you understand your rights and the appeal process, and they can help you with your appeal. You can reach the Healthy Connections Prime Advocate at **1-844-477-4632**. TTY users should call **711**.



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First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**

I. What to do if you suspect fraud

Most health care professionals and organizations that provide services are honest. Unfortunately, there may be some who are dishonest.

If you think a doctor, hospital or pharmacy is doing something wrong, please contact us.

- Call us at First Choice VIP Care Plus Member Services. Phone numbers are at the bottom of the page and on the cover of this summary, or
- Call Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You can call these numbers for free, 24 hours a day, 7 days a week.
- Call Healthy Connections Medicaid at **1-888-364-3224** or email your concerns to **fraudres@scdhhs.gov**.



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First Choice VIP Care Plus, Medicare-Medicaid Plan: **Summary of Benefits 2020**



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