

Summary of **Benefits**

January 1, 2010 – December 31, 2010

AARP[®] MedicareComplete Essential[®] (HMO) H5005-018

Washington: Clark, Cowlitz, Island*, King, Lewis, Pierce,
Snohomish, Thurston counties

Section I - Introduction to Summary of Benefits

Thank you for your interest in AARP® MedicareComplete Essential® (HMO). Our plan is offered by PACIFICARE OF WASHINGTON, INC./AARP® MedicareComplete® from SecureHorizons, a Medicare Advantage Health Maintenance Organization (HMO). This Summary of Benefits tells you some features of our plan. It doesn't list every service that we cover or list every limitation or exclusion. To get a complete list of our benefits, please call AARP MedicareComplete Essential (HMO) and ask for the "Evidence of Coverage".

You Have Choices in Your Health Care

As a Medicare beneficiary, you can choose from different Medicare options. One option is the Original (fee-for-service) Medicare Plan. Another option is a Medicare health plan, like AARP MedicareComplete Essential (HMO). You may have other options too. You make the choice. No matter what you decide, you are still in the Medicare Program.

You may join or leave a plan only at certain times. Please call AARP MedicareComplete Essential (HMO) at the telephone number listed at the end of this introduction or 1-800-MEDICARE (1-800-633-4227) for more information. TTY/TDD users should call 1-877-486-2048. You can call this number 24 hours a day, 7 days a week.

How can I Compare my Options?

You can compare AARP MedicareComplete Essential (HMO) and the Original Medicare Plan using this Summary of Benefits. The charts in this booklet list some important health benefits. For each benefit, you can see what our plan covers and what the Original Medicare Plan covers.

Our members receive all of the benefits that the Original Medicare Plan offers. We also offer more benefits, which may change from year to year.

Where is AARP MedicareComplete Essential (HMO) Available?

The service area for this plan includes: Island*, Clark, Cowlitz, King, Lewis, Pierce, Snohomish, Thurston Counties, WA. You must live in one of these areas to join the plan.

Who is Eligible to Join AARP MedicareComplete Essential (HMO)?

You can join AARP MedicareComplete Essential (HMO) if you are entitled to Medicare Part A and enrolled in Medicare Part B and live in the service area. However, individuals with End Stage Renal Disease are generally not eligible to enroll in AARP MedicareComplete Essential (HMO) unless they are members of our organization and have been since their dialysis began.

Can I Choose my Doctors?

AARP MedicareComplete Essential (HMO) has formed a network of doctors, specialists, and hospitals. You can only use doctors who are part of our network. The health providers in our network can change at any time.

You can ask for a current Provider Directory or for an up-to-date list visit us at <https://www.AARPMedicareComplete.com/ourplans/findaphysician.html>.

Our customer service number is listed at the end of this introduction.

What Happens if I Go to a Doctor Who's not in Your Network?

If you choose to go to a doctor outside of our network, you must pay for these services yourself. Neither AARP MedicareComplete Essential (HMO) nor the Original Medicare Plan will pay for these services.

Does my Plan Cover Medicare Part B or Part D Drugs?

AARP MedicareComplete Essential (HMO) does cover Medicare Part B prescription drugs. AARP MedicareComplete Essential (HMO) does NOT cover Medicare Part D prescription drugs.

What are my Protections in This Plan?

All Medicare Advantage Plans agree to stay in the program for a full year at a time. Each year, the plans decide whether to continue for another year. Even if a Medicare Advantage Plan leaves the program, you will not lose Medicare coverage. If a plan decides not to continue, it must send you a letter at least 60 days before your coverage will end. The letter will explain your options for Medicare coverage in your area.

As a member of AARP MedicareComplete Essential (HMO), you have the right to request an organization determination, which includes the right to file an appeal if we deny coverage for an item or service, and the right to file a grievance. You have the right to request an organization determination if you want us to provide or pay for an item or service that you believe should be covered. If we deny coverage for your requested item or service, you have the right to appeal and ask us to review our decision. You may ask us for an expedited (fast) coverage determination or appeal if you believe that waiting for a decision could seriously put your life or health at risk, or affect your ability to regain maximum function. If your doctor makes or supports the expedited request, we must expedite our decision. Finally, you have the right to file a grievance with us if you have any type of problem with us or one of our network providers that does not involve coverage for an item or service. If your problem involves quality of care, you also have the right to file a grievance with the Quality Improvement Organization (QIO) for your state, Qualis Health, 1-800-949-7536.

What Types of Drugs may be Covered Under Medicare Part B?

Some outpatient prescription drugs may be covered under Medicare Part B. These may include, but are not limited to, the following types of drugs. Contact AARP MedicareComplete Essential (HMO) for more details.

- Some Antigens: If they are prepared by a doctor and administered by a properly instructed person (who could be the patient) under doctor supervision.
- Osteoporosis Drugs: Injectable drugs for osteoporosis for certain women with Medicare.
- Erythropoietin (Epoetin Alfa or Epogen®): By injection if you have end-stage renal disease (permanent kidney failure requiring either dialysis or transplantation) and need this drug to treat anemia.
- Hemophilia Clotting Factors: Self-administered clotting factors if you have hemophilia.
- Injectable Drugs: Most injectable drugs administered incident to a physician's service.

- Immunosuppressive Drugs: Immunosuppressive drug therapy for transplant patients if the transplant was paid for by Medicare, or paid by a private insurance that paid as a primary payer to your Medicare Part A coverage, in a Medicare-certified facility.
- Some Oral Cancer Drugs: If the same drug is available in injectable form.
- Oral Anti-Nausea Drugs: If you are part of an anti-cancer chemotherapeutic regimen.
- Inhalation and Infusion Drugs provided through DME.

Plan Ratings

The Medicare program rates how well plans perform in different categories (for example, detecting and preventing illness, ratings from patients and customer service). If you have access to the web, you may use the web tools on www.medicare.gov and select "Compare Medicare Prescription Drug Plans" or "Compare Health Plans and Medigap Policies in Your Area" to compare the plan ratings for Medicare plans in your area. You can also call us directly at 1-800-547-5514 to obtain a copy of the plan ratings for this plan. TTY users call 711.

AARP Medicare Complete Essential (HMO) Service Area

*Denotes partial county. Plan only available in the following ZIP code:

Island* County - 98282.

Please call AARP® MedicareComplete® from SecureHorizons for more information about **AARP MedicareComplete Essential (HMO)**.



Visit us at **www.AARPMedicareComplete.com** or, call us:

Customer Service Hours:

Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, 8:00 a.m - 8:00 p.m



Current members should call toll-free 1-800-950-9355 for questions related to the Medicare Advantage Program.



TTY/TDD: 711



Prospective members should call toll-free 1-800-547-5514 for questions related to the Medicare Advantage Program.



TTY/TDD: 711



For more information about **Medicare**, please call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call 24 hours a day, 7 days a week. Or, visit www.medicare.gov on the web.

If you have special needs, this document may be available in other formats.

Section II - Summary of Benefits

If you have any questions about this plan's benefits or costs, please contact AARP[®] MedicareComplete[®] from SecureHorizons for details.

Benefit	Original Medicare	AARP MedicareComplete Essential (HMO)
Important Information		
<p>① Premium and Other Important Information</p>	<p>In 2009 the monthly Part B Premium was \$96.40 and will change for 2010 and the yearly Part B deductible amount was \$135 and will change for 2010.</p> <p>If a doctor or supplier does not accept assignment, their costs are often higher, which means you pay more.</p> <p>Most people will pay the standard monthly Part B premium. However, starting January 1, 2010, some people will pay a higher premium because of their yearly income. (For 2009, this amount was \$85,000 for singles, \$170,000 for married couples. This amount may change for 2010.) For more information about Part B premiums based on income, call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778.</p>	<p>General</p> <p>\$25 monthly plan premium in addition to your monthly Medicare Part B premium.</p>
<p>② Doctor and Hospital Choice (For more information, see Emergency - #15 and Urgently Needed Care - #16.)</p>	<p>You may go to any doctor, specialist or hospital that accepts Medicare.</p>	<p>In-Network</p> <p>You must go to network doctors, specialists, and hospitals.</p> <p>Referral required for network hospitals and specialists (for certain benefits).</p>

Benefit	Original Medicare	AARP MedicareComplete Essential (HMO)
Inpatient Care		
<p>3 Inpatient Hospital Care (includes Substance Abuse and Rehabilitation Services)</p>	<p>In 2009 the amounts for each benefit period were:</p> <ul style="list-style-type: none"> • Days 1 - 60: \$1068 deductible • Days 61 - 90: \$267 per day • Days 91 - 150: \$534 per lifetime reserve day <p>These amounts will change for 2010.</p> <p>Call 1-800-MEDICARE (1-800-633-4227) for information about lifetime reserve days.</p> <p>Lifetime reserve days can only be used once.</p> <p>A "benefit period" starts the day you go into a hospital or skilled nursing facility. It ends when you go for 60 days in a row without hospital or skilled nursing care. If you go into the hospital after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period. There is no limit to the number of benefit periods you can have.</p>	<p>In-Network</p> <p>For Medicare-covered hospital stays:</p> <p>Days 1 - 7: \$250 copay per day</p> <p>Days 8 - 90: \$0 copay per day</p> <p>\$0 copay for each additional hospital day.</p> <p>No limit to the number of days covered by the plan each benefit period.</p>
<p>4 Inpatient Mental Health Care</p>	<p>Same deductible and copay as inpatient hospital care (see "Inpatient Hospital Care" above).</p> <p>190 day lifetime limit in a Psychiatric Hospital.</p>	<p>In-Network</p> <p>For Medicare-covered hospital stays:</p> <p>Days 1 - 7: \$250 copay per day</p> <p>Days 8 - 90: \$0 copay per day</p> <p>You get up to 190 days in a Psychiatric Hospital in a lifetime.</p>

Benefit	Original Medicare	AARP MedicareComplete Essential (HMO)
Inpatient Care (continued)		
<p>5 Skilled Nursing Facility (SNF) (in a Medicare-certified skilled nursing facility)</p>	<p>In 2009 the amounts for each benefit period after at least a 3-day covered hospital stay were:</p> <ul style="list-style-type: none"> • Days 1 - 20: \$0 per day • Days 21 - 100: \$133.50 per day <p>These amounts will change for 2010.</p> <p>100 days for each benefit period.</p> <p>A "benefit period" starts the day you go into a hospital or SNF. It ends when you go for 60 days in a row without hospital or skilled nursing care. If you go into the hospital after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period. There is no limit to the number of benefit periods you can have.</p>	<p>In-Network</p> <p>For Medicare-covered SNF stays:</p> <p>Days 1 - 10: \$0 copay per day</p> <p>Days 11 - 100: \$90 copay per day</p> <p>Plan covers up to 100 days each benefit period</p> <p>No prior hospital stay is required.</p>
<p>6 Home Health Care (includes medically necessary intermittent skilled nursing care, home health aide services, and rehabilitation services, etc.)</p>	<p>\$0 copay.</p>	<p>In-Network</p> <p>\$0 copay for each Medicare-covered home health visit.</p>
<p>7 Hospice</p>	<p>You pay part of the cost for outpatient drugs and inpatient respite care.</p> <p>You must get care from a Medicare-certified hospice.</p>	<p>General</p> <p>You must get care from a Medicare-certified hospice.</p>
Outpatient Care		
<p>8 Doctor Office Visits</p>	<p>20% coinsurance</p>	<p>General</p> <p>See "Physical Exams," for more information.</p>

Benefit	Original Medicare	AARP MedicareComplete Essential (HMO)
Outpatient Care (continued)		
		<p>In-Network \$20 copay for each primary care doctor visit for Medicare-covered benefits.</p> <p>\$30 copay for each in-area, network urgent care Medicare-covered visit.</p> <p>\$35 copay for each specialist visit for Medicare-covered benefits.</p>
<p>9 Chiropractic Services</p>	<p>Routine care not covered</p> <p>20% coinsurance for manual manipulation of the spine to correct subluxation (a displacement or misalignment of a joint or body part) if you get it from a chiropractor or other qualified providers.</p>	<p>In-Network \$35 copay for each Medicare-covered visit.</p> <p>Medicare-covered chiropractic visits are for manual manipulation of the spine to correct subluxation (a displacement or misalignment of a joint or body part) if you get it from a chiropractor or other qualified providers.</p>
<p>10 Podiatry Services</p>	<p>Routine care not covered.</p> <p>20% coinsurance for medically necessary foot care, including care for medical conditions affecting the lower limbs.</p>	<p>In-Network \$35 copay for each Medicare-covered visit.</p> <p>\$35 copay for up to 6 routine visit(s) every year</p> <p>Medicare-covered podiatry benefits are for medically-necessary foot care.</p>
<p>11 Outpatient Mental Health Care</p>	<p>45% coinsurance for most outpatient mental health services.</p>	<p>In-Network \$40 copay for each Medicare-covered individual therapy visit.</p> <p>\$30 copay for each Medicare-covered group therapy visit.</p>
<p>12 Outpatient Substance Abuse Care</p>	<p>20% coinsurance</p>	<p>In-Network \$40 copay for Medicare-covered individual visits.</p> <p>\$30 copay for Medicare-covered group visits.</p>

Benefit	Original Medicare	AARP MedicareComplete Essential (HMO)
Outpatient Care (continued)		
13 Outpatient Services/Surgery	20% coinsurance for the doctor 20% of outpatient facility charges	In-Network \$200 copay for each Medicare-covered ambulatory surgical center visit. \$200 copay for each Medicare-covered outpatient hospital facility visit.
14 Ambulance Services (medically necessary ambulance services)	20% coinsurance	In-Network \$150 copay for Medicare-covered ambulance benefits.
15 Emergency Care (You may go to any emergency room if you reasonably believe you need emergency care.)	20% coinsurance for the doctor 20% of facility charge, or a set copay per emergency room visit You don't have to pay the emergency room copay if you are admitted to the hospital for the same condition within 3 days of the emergency room visit. NOT covered outside the U.S. except under limited circumstances.	General \$50 copay for Medicare-covered emergency room visits. Worldwide coverage. If you are admitted to the hospital within 24-hour(s) for the same condition, you pay \$0 for the emergency room visit
16 Urgently Needed Care (This is NOT emergency care, and in most cases, is out of the service area.)	20% coinsurance, or a set copay NOT covered outside the U.S. except under limited circumstances.	General \$40 copay for Medicare-covered urgently needed care visits.
17 Outpatient Rehabilitation Services (Occupational Therapy, Physical Therapy, Speech and Language Therapy)	20% coinsurance	In-Network \$30 copay for Medicare-covered Occupational Therapy visits. \$30 copay for Medicare-covered Physical and/or Speech/Language Therapy visits.

Benefit	Original Medicare	AARP MedicareComplete Essential (HMO)
Outpatient Medical Services and Supplies		
18 Durable Medical Equipment (includes wheelchairs, oxygen, etc.)	20% coinsurance	In-Network 20% of the cost for Medicare-covered items.
19 Prosthetic Devices (includes braces, artificial limbs and eyes, etc.)	20% coinsurance	In-Network 20% of the cost for Medicare-covered items.
20 Diabetes Self-Monitoring Training, Nutrition Therapy, and Supplies (includes coverage for glucose monitors, test strips, lancets, screening tests, and self-management training)	20% coinsurance Nutrition therapy is for people who have diabetes or kidney disease (but aren't on dialysis or haven't had a kidney transplant) when referred by a doctor. These services can be given by a registered dietitian or include a nutritional assessment and counseling to help you manage your diabetes or kidney disease.	In-Network \$0 copay for Diabetes self-monitoring training. \$0 copay for Nutrition Therapy for Diabetes. \$0 copay for Diabetes supplies.
21 Diagnostic Tests, X-Rays, Lab Services, and Radiology Services	20% coinsurance for diagnostic tests and x-rays \$0 copay for Medicare-covered lab services Lab Services: Medicare covers medically necessary diagnostic lab services that are ordered by your treating doctor when they are provided by a Clinical Laboratory Improvement Amendments (CLIA) certified laboratory that participates in Medicare. Diagnostic lab services are done to help your doctor diagnose or rule out a suspected illness or condition. Medicare does not cover most routine screening tests, like checking your cholesterol.	In-Network \$10 copay for Medicare-covered lab services. \$0 to \$10 copay for Medicare-covered diagnostic procedures and tests. \$15 copay for Medicare-covered X-rays. 20% of the cost for Medicare-covered diagnostic radiology services. 20% of the cost for Medicare-covered therapeutic radiology services.

Benefit	Original Medicare	AARP MedicareComplete Essential (HMO)
Preventive Services		
22 Bone Mass Measurement (for people with Medicare who are at risk)	20% coinsurance Covered once every 24 months (more often if medically necessary) if you meet certain medical conditions.	In-Network \$0 copay for Medicare-covered bone mass measurement.
23 Colorectal Screening Exams (for people with Medicare age 50 and older)	20% coinsurance Covered when you are high risk or when you are age 50 and older.	In-Network \$0 to \$200 copay for Medicare-covered colorectal screenings. \$0 to \$200 copay up to 1 additional screening(s) every year.
24 Immunizations (Flu vaccine, Hepatitis B vaccine - for people with Medicare who are at risk, Pneumonia vaccine)	\$0 copay for Flu and Pneumonia vaccines 20% coinsurance for Hepatitis B vaccine You may only need the Pneumonia vaccine once in your lifetime. Call your doctor for more information.	In-Network \$0 copay for Flu and Pneumonia vaccines. No referral needed for Flu and pneumonia vaccines. \$0 copay for Hepatitis B vaccine.
25 Mammograms (Annual Screening) (for women with Medicare age 40 and older)	20% coinsurance No referral needed. Covered once a year for all women with Medicare age 40 and older. One baseline mammogram covered for women with Medicare between age 35 and 39.	In-Network \$0 copay for Medicare-covered screening mammograms.
26 Pap Smears and Pelvic Exams (for women with Medicare)	\$0 copay for Pap smears Covered once every 2 years. Covered once a year for women with Medicare at high risk. 20% coinsurance for Pelvic Exams	In-Network \$0 copay for Medicare-covered pap smears and pelvic exams \$0 copay up to 1 additional pap smear(s) and pelvic exam(s) every year
27 Prostate Cancer Screening Exams (for men with Medicare age 50 and older)	20% coinsurance for the digital rectal exam. \$0 for the PSA test; 20% coinsurance for other related services.	In-Network \$0 copay for Medicare-covered prostate cancer screening.

Benefit	Original Medicare	AARP MedicareComplete Essential (HMO)
Preventive Services (continued)		
	Covered once a year for all men with Medicare over age 50.	
28 End-Stage Renal Disease	<p>20% coinsurance for renal dialysis</p> <p>20% coinsurance for Nutrition Therapy for End-Stage Renal Disease</p> <p>Nutrition therapy is for people who have diabetes or kidney disease (but aren't on dialysis or haven't had a kidney transplant) when referred by a doctor. These services can be given by a registered dietitian or include a nutritional assessment and counseling to help you manage your diabetes or kidney disease.</p>	<p>In-Network</p> <p>20% of the cost for renal dialysis</p> <p>\$0 copay for Nutrition Therapy for End-Stage Renal Disease.</p>
29 Prescription Drugs	<p>Most drugs are not covered under Original Medicare. You can add prescription drug coverage to Original Medicare by joining a Medicare Prescription Drug Plan, or you can get all your Medicare coverage, including prescription drug coverage, by joining a Medicare Advantage Plan or a Medicare Cost Plan that offers prescription drug coverage.</p>	<p>Drugs covered under Medicare Part B General</p> <p>Most drugs not covered.</p> <p>20% of the cost for Part B-covered chemotherapy drugs and other Part B-covered drugs.</p> <p>Drugs covered under Medicare Part D General</p> <p>This plan does not offer prescription drug coverage.</p>
30 Dental Services	Preventive dental services (such as cleaning) not covered.	<p>In-Network</p> <p>In general, preventive dental benefits (such as cleaning) not covered.</p> <p>\$35 copay for Medicare-covered dental benefits.</p>
31 Hearing Services	<p>Routine hearing exams and hearing aids not covered.</p> <p>20% coinsurance for diagnostic hearing exams.</p>	<p>In-Network</p> <p>In general, routine hearing exams and hearing aids not covered.</p> <ul style="list-style-type: none"> ▪ \$35 copay for Medicare-covered diagnostic hearing exams

Benefit	Original Medicare	AARP MedicareComplete Essential (HMO)
Preventive Services (continued)		
32 Vision Services	<p>20% coinsurance for diagnosis and treatment of diseases and conditions of the eye.</p> <p>Routine eye exams and glasses not covered.</p> <p>Medicare pays for one pair of eyeglasses or contact lenses after cataract surgery.</p> <p>Annual glaucoma screenings covered for people at risk.</p>	<p>In-Network</p> <ul style="list-style-type: none"> ▪ \$0 copay for one pair of eyeglasses or contact lenses after cataract surgery. ▪ \$35 copay for exams to diagnose and treat diseases and conditions of the eye. ▪ \$35 copay for up to 1 routine eye exam(s) every year ▪ \$30 copay for contacts ▪ \$0 copay for up to 1 pair(s) of lenses every two years ▪ \$30 copay for up to 1 frame(s) every two years <p>\$105 limit for contact lenses every two years.</p> <p>OR</p> <p>\$70 limit for eye glass frames every two years.</p>
33 Physical Exams	<p>20% coinsurance for one exam within the first 12 months of your new Medicare Part B coverage</p> <p>When you get Medicare Part B, you can get a one time physical exam within the first 12 months of your new Part B coverage. The coverage does not include lab tests.</p>	<p>In-Network</p> <p>\$0 copay for routine exams.</p> <p>Limited to 1 exam(s) every year.</p> <p>\$0 copay for Medicare-covered benefits.</p>
Health/Wellness Education	<p>Smoking Cessation: Covered if ordered by your doctor. Includes two counseling attempts within a 12-month period if you are diagnosed with a smoking-related illness or are taking medicine that may be affected by tobacco. Each counseling attempt includes up to four face-to-face visits. You pay coinsurance, and Part B deductible applies.</p>	<p>In-Network</p> <p>The plan covers the following health/wellness education benefits:</p> <ul style="list-style-type: none"> ▪ Written health education materials, including Newsletters ▪ Nursing Hotline <p>\$0 copay for each Medicare-covered smoking cessation counseling session.</p>
Transportation (Routine)	<p>Not covered.</p>	<p>In-Network</p> <p>This plan does not cover routine transportation.</p>

Benefit	Original Medicare	AARP MedicareComplete Essential (HMO)
Preventive Services (continued)		
Acupuncture	Not covered.	In-Network This plan does not cover Acupuncture.
Optional Supplemental Package #1		
Premium and Other Important Information		General Package: 1 - Dental Platinum Rider: \$32 monthly premium, in addition to your \$25 monthly plan premium and the monthly Medicare Part B premium, for the following optional benefits: <ul style="list-style-type: none">▪ Dental Services
Dental Services		General Plan offers additional comprehensive dental benefits. In-Network <ul style="list-style-type: none">▪ \$0 copay for up to 1 cleaning(s) every six months▪ \$0 copay for up to 1 fluoride treatment(s) every six months▪ \$0 copay for up to 1 oral exam(s) every six months▪ \$0 copay for up to 1 dental x-ray visit(s) \$1,000 limit for dental benefits every year
Optional Supplemental Package #2		
Premium and Other Important Information		General Package: 2 - Dental 467 Rider: \$19 monthly premium, in addition to your \$25 monthly plan premium and the monthly Medicare Part B premium, for the following optional benefits: <ul style="list-style-type: none">▪ Dental Services
Dental Services		In-Network <ul style="list-style-type: none">▪ \$0 copay for up to 1 cleaning(s) every six months▪ \$0 copay for up to 1 fluoride treatment(s) every six months

Benefit	Original Medicare	AARP Medicare Complete Essential (HMO)
Optional Supplemental Package #2 (continued)		
		<ul style="list-style-type: none"> ▪ \$0 copay for up to 1 oral exam(s) every six months ▪ \$0 copay for up to 1 dental x-ray visit(s)
Optional Supplemental Package #3		
Premium and Other Important Information		<p>General Package: 3 - Fitness Rider: \$10 monthly premium, in addition to your \$25 monthly plan premium and the monthly Medicare Part B premium, for the following optional benefits:</p> <ul style="list-style-type: none"> ▪ Health/Wellness Education

Section III - Additional Plan Information

Section III provides additional clarification to the benefit category information included in Section II. You can also reference the Plan Benefits Guide, included in this kit, for additional benefit information.

Benefit Category	AARP MedicareComplete Essential (HMO)
②1 Diagnostic Tests, X-Rays, Lab Services and Radiology Services	In-Network \$0 copayment for each cardiovascular disease test. \$10 copayment for Medicare-covered clinical lab services.
②3 Colorectal Screening Exams	In-Network \$0 copay for colorectal screenings at your Primary Care Physician’s office. Higher copayment applies when Medicare-covered screening is performed at an Outpatient facility.
③2 Vision Services	In-Network Routine Eyewear: \$30 copayment for coverage up to \$70 every 2 years towards eyeglass frames with lenses at no cost OR for \$105 every 2 years towards contact lenses.
Optional Supplemental Package: Platinum Rider	Dental Services Plan offers comprehensive benefits. \$1,000 limit for comprehensive and preventive dental benefits every year.

Member Appeals and Grievances Process

Members of our Medicare Advantage health plans have the right to request an organization determination including the right to file an appeal and the right to file a grievance. Medicare Advantage health plan organizations must identify, track, resolve and report all activity related to an appeal or grievance.

Medicare Advantage Member Appeals

What is an Appeal?

An appeal is a type of request you make when you want us to reconsider a decision concerning coverage of a service or the amount your health plan pays or will pay for a service. The initial decision concerning medical care or services is called an “organization determination.”

When can an Appeal be filed?

You may file an appeal within 60 calendar days of the date of the initial organization determination. The 60-day limit may be extended for good cause. Include in your written request the reason why you could not file within the 60-day timeframe.

Who can file an Appeal?

You may file an appeal or someone else may file an appeal on your behalf. You must appoint the individual to act as your representative to file the appeal for you. To learn how to name a representative, contact Customer Service.

How can an Appeal be filed?

An appeal must be filed in writing directly to us. You may call Customer Service for additional information. Refer to Section I of the Summary of Benefits for the Customer Service address and phone number.

Fast Reviews

You have the right to request and receive fast decisions affecting your medical treatment in “time-sensitive” situations. A situation is time-sensitive if waiting for a decision to be made within the standard timeframe could seriously harm your health or your ability to function. If your doctor provides a written or oral statement supporting your need of a fast review we will automatically give you a fast review. A decision will be issued as quickly as possible but no later than 72 hours after receiving the request.

Medicare Advantage Member Grievances

What is a Grievance?

A grievance is a complaint that doesn't involve coverage for an item or service by your health plan or a contracting medical provider. If your grievance involves quality of care, you have the right to file a grievance with the Quality Improvement Organization (QIO) of your state. Refer to Section I of the Summary of Benefits for the name and phone number of the QIO in your state.

When can a Grievance be filed?

You may file a grievance within 60 calendar days of the date of the event causing the grievance. The 60-day limit may be extended for good cause. Include in your written request the reason why you could not file within the 60-day timeframe. There is no time limit for complaints concerning quality of care.

Who can file a Grievance?

You may file a grievance or someone else may file a grievance on your behalf. You must appoint the individual to act as your representative to file the grievance for you. To learn how to name a representative, contact Customer Service.

How can a Grievance be filed?

A grievance may be filed in writing or verbally by contacting Customer Service. Refer to Section I of the Summary of Benefits for the Customer Service address and phone number.

Fast Grievances

You have the right to file a fast grievance. We will respond to fast grievances within 24 hours of receipt. You may file a fast grievance if you disagree with our decision to deny your request for a fast review. You may also file a fast grievance if we notify you that we are extending our timeframe to make an organization determination or reconsideration decision.

For Members with Medicare Part D Drug Coverage through our Plan

Coverage Determinations

We will make an initial decision as to whether or not we will provide the Part D drug you are requesting or pay for the Part D drug you already received. This initial decision is called a “coverage determination.”

Exceptions

You or your doctor may ask us to make an exception to our Part D coverage determination. You may request an exception if you believe you need a drug that is not on our list of covered drugs or believe you should get a non-preferred drug at a lower out-of-pocket cost. Generally, we will only approve your request for an exception if the alternative Part D drug is included in your plan’s formulary or the Part D drug in the preferred tier would not be as effective in treating your condition and/or would cause you to have adverse medical effects. **Your doctor or other prescriber must submit a statement supporting your exception request.** In order to help us make a decision more quickly, the supporting medical information from your doctor or other prescriber should be sent to us with the exception request. If we approve your exception request for a Part D non-formulary drug, you can’t request an exception to the copayment or coinsurance amount we require you to pay for the drug. If you think you need an exception, you should contact us before you try to fill your prescription at a pharmacy.

Part D Drug Appeals

If you are getting Medicare prescription Part D drug coverage through our plan you have the right to file an appeal. This includes the right to appeal our decision regarding your exception request. Follow the process outlined above to file an appeal. An appeal concerning coverage determinations must be filed in writing directly to us.

Part D Drug Grievances

If you are getting Medicare prescription Part D drug coverage through our plan, you have the right to file a grievance. Follow the process outlined above to file a grievance concerning your Part D prescription drug coverage.

**Enrollment Information:****1-800-547-5514**

8 a.m. - 8 p.m. local time, 7 days a week

**TTY:****711**

8 a.m. - 8 p.m. local time, 7 days a week

**Visit our Web site at:****www.AARPMedicareComplete.com**

A UnitedHealthcare® Medicare Solution

The AARP® MedicareComplete® plans are SecureHorizons® plans insured or covered by an affiliate of UnitedHealthcare Insurance Company, an MA organization with a Medicare contract. AARP® MedicareComplete® plans carry the AARP name, and UnitedHealthcare pays a fee to AARP for the use of the AARP trademark. Amounts paid are used for the general purpose of AARP and its members. AARP is not the insurer. You do not need to be an AARP member to enroll.

AARP does not recommend health related products, services, insurance or programs. You are strongly encouraged to evaluate your needs.

This document is available in alternative formats. You must have both Medicare Part A and B, and must reside in the service area of the plan. You must continue to pay your Medicare Part B premium if not otherwise paid for under Medicaid or by another third party. Your ability to enroll may be limited to certain times of the year. For more information contact Customer Service at 1-800-547-5514, 7 days a week, between 8:00 a.m. and 8:00 p.m. local time. TTY users can call 711. HMO members must use network providers to receive plan benefits except under emergency or urgent care situations or for out-of-area renal dialysis. The AARP® MedicareComplete® benefit packages, plan premiums, copayments/ coinsurance may vary by county, and service areas are all subject to change annually at the Medicare Advantage contract renewal time with the Centers for Medicare & Medicaid Services (January 1). Availability of coverage beyond the end of the current year is not guaranteed.