

# Updates to Your Medicare Covered Benefits

At times, the Centers for Medicare & Medicaid Services (CMS) makes mid-year changes to what is covered under Original Medicare. These changes are known as National Coverage Determinations (NCDs). CMS also calls for Allwell Medicare Advantage to give you the same services Original Medicare covers. Below is a list of medical services that are now covered by both Allwell and Original Medicare. **Note:** You can access the services listed below through any provider that accepts Medicare.

## Benefit update for 2018, effective April 1, 2018

**Updated/Added benefit:** Medicare Diabetes Prevention Program (MDPP) services will be covered for eligible Medicare beneficiaries under all Medicare health plans.

**Member cost-sharing:** There is no coinsurance, copayment or deductible for the MDPP benefit.

**Benefit description:** MDPP is a structured health behavior change intervention that provides practical training in long-term dietary change, increased physical activity, and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.

## Additional information

If you have questions regarding the information contained in this update, please contact Allwell Member Services.

State	Telephone Number and Plan Type
Arizona	1-800-977-7522 (HMO and HMO SNP); 1-877-935-8020 (Allwell Dual Medicare (HMO SNP)) (TTY: 711)
Arkansas	1-855-565-9518 (HMO) (TTY: 711)
Florida	1-844-293-2636 (HMO); 1-877-935-8022 (HMO SNP) (TTY: 711)

(continued)



State	Telephone Number and Plan Type
Georgia	1-844-890-2326 (HMO); 1-877-725-7748 (HMO SNP) (TTY: 711)
Indiana	1-855-766-1541 (HMO and PPO) (TTY: 711)
Kansas	1-855-565-9519 (HMO) (TTY: 711)
Louisiana	1-855-766-1572 (HMO) (TTY: 711)
Mississippi	1-844-786-7711 (HMO) (TTY: 711)
Missouri	1-855-766-1452 (HMO) (TTY: 711)
Ohio	1-855-766-1851 (HMO); 1-866-389-7690 (HMO SNP) (TTY: 711)
Pennsylvania	1-855-766-1456 (HMO); 1-866-330-9368 (HMO SNP) (TTY: 711)
South Carolina	1-855-766-1497 (HMO and HMO SNP) (TTY: 711)
Texas	1-844-796-6811 (HMO); 1-877-935-8023 (HMO SNP) (TTY: 711)
Washington	1-855-848-6940 (HMO) (TTY: 711)
Wisconsin	1-877-935-8024 (HMO SNP) (TTY: 711)

From October 1 to February 14, you can call us 7 days a week from 8 a.m. to 8 p.m. From February 15 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends and on federal holidays.

Allwell is an HMO, PPO and HMO SNP plan with a Medicare contract. Allwell is a Coordinated Care plan with a Medicare contract and a contract with the state Medicaid programs. This health plan is issued by Bridgeway Health Solutions. Bridgeway Health Solutions and Health Net of Arizona, Inc. are affiliated companies owned by Centene Corporation. Enrollment in a Allwell Medicare Advantage plan depends on the renewal of these contracts. This information is not a complete description of benefits. Contact the plan for more information. Benefits and copayments/coinsurance may change on January 1 of each year. Limitations, copayments and restrictions may apply.

**Please note:** If you are a member of an Allwell Medicare Advantage Health Maintenance Organization (HMO) plan, you must receive all routine care from plan providers.

If you are a member of an Allwell Medicare Advantage Preferred Provider Organization (PPO) plan, with the exception of emergencies or urgent care, it may cost more to get routine care from out-of-network providers.

If you are a member of an Allwell Medicare Advantage Dual Eligible Special Needs Plan (SNP), coinsurance may vary based on the level of Extra Help you receive. Please contact the plan for further details.



Section 1557 Non-Discrimination Language  
Notice of Non-Discrimination

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

Allwell:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Allwell’s Member Services telephone number listed for your state on the Member Services Telephone Numbers by State Chart. From October 1 to February 14, you can call us 7 days a week from 8 a.m. to 8 p.m. From February 15 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

If you believe that Allwell has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by calling the number in the chart below and telling them you need help filing a grievance; Allwell’s Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019 (TDD: 1-800-537-7697).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Member Services Telephone Numbers by State Chart**

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Section 1557 Non-Discrimination Language  
Multi-Language Interpreter Services

**SPANISH: ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número de Servicios para afiliados que figura para su estado en la tabla de números de teléfono de Servicios para afiliados por estado.

**VIETNAMESE: CHÚ Ý:** Nếu quý vị nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ, miễn phí, cho quý vị. Gọi số dịch vụ hội viên được liệt kê cho tiểu bang của quý vị trên Bảng Số Điện thoại Dịch vụ Hội viên theo Tiểu bang.

**CHINESE:** 注意：如果您使用繁體中文，則可得到免費的語言助手服務。請致電《會員服務電話號碼表（按州排列）》上列出的您所在州的會員服務號碼。

**FRENCH CREOLE (HAITIAN CREOLE): ATANSYON:** Si ou pale Kreyòl Ayisyen, w ap jwenn sèvis asistans nan lang k ap disponib, gratis. Rele nimewo sèvis pou manm lan pou eta kote w ye a ki make sou Tablo ki gen Nimewo Telefòn Sèvis pou Manm lan pou Chak Eta.

**KOREAN:** 참조 : 한국어를 사용하시면, 무료로 언어지원서비스를 이용할 수 있습니다. 주 차트에 있는 회원 서비스 전화번호를 통해 각 주에 등록된 회원서비스로 전화하십시오.

**ARABIC:** تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل برقم خدمات الأعضاء المدرج لولايتك في أرقام هاتف خدمات الأعضاء حسب مخطط الولايات.

**FRENCH: ATTENTION:** Si vous parlez français, les services d'assistance linguistique vous sont accessibles gratuitement. Appelez le numéro des services aux membres indiqué pour votre pays dans les Numéros de téléphone pour les membres répertoriés dans la Carte des pays.

**RUSSIAN: ВНИМАНИЕ:** если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному для вашего штата в таблице номеров телефонов Службы поддержки участников по штатам.

**GERMAN: ACHTUNG:** Wenn Sie deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Rufen Sie die Mitgliederservicenummer für Ihren Bundesstaat an, die Sie auf der Bundesstaaten-Übersicht der Mitgliederservicenummern finden.

**TAGALOG: PAUNAWA:** Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyo ng tulong sa wika. Tawagan ang numero ng mga serbisyo sa miyembro na nakalista para sa iyong estado sa Chart ng Mga Numero ng Telepono Ayon sa Estado ng Mga Serbisyo sa Miyembro (Member Services Telephone Numbers by State Chart).

**PORTUGUESE: ATENÇÃO:** se for falante de Português, os serviços gratuitos de assistência linguística estão disponíveis para você. Ligue para o número de serviço de membro listado para o seu estado nos Números de Telefone dos Serviços aos Membros por Estado.

**PENNSYLVANIAN DUTCH: GEB ACHT:** Wann du Pennsylvanisch Deitsch schwetzt, Schprooch Hilfe, mitaus Koscht, sin meeglich. Ruff die Member Services Nummer fer dei State uff die Member Services Telephone Nummere vun State Chart.

**GUJARATI:** ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સેવાઓ તમને વિના મૂલ્યે ઉપલબ્ધ છે. સ્ટેટ ચાર્ટ દ્વારા મેમ્બર સર્વિસીઝ ટેલિફોન નંબરો પર તમારા રાજ્ય માટે આપેલા મેમ્બર સર્વિસ નંબર પર કોલ કરો.

**JAPANESE:** 注意：日本語を話される場合は無料の言語支援サービスをご利用いただけます。地域別メンバーサービス電話番号表に記載されている、お住まいの地域の電話番号にお掛けください。

**ITALIAN: ATTENZIONE:** se parla italiano, sono disponibili per Lei alcuni servizi di assistenza linguistica gratuiti. Contatti il numero del reparto Servizi per i membri del Suo stato consultando l'apposito elenco denominato "Member Services Telephone Numbers by State" (Numeri di telefono dei reparti Servizi per i membri per stato).

