

Member Quick Start Guide

Welcome to your WellSense Signature (HMO) plan

Follow this guide for tips to get started using your new benefits. More plan resources, including helpful videos and full plan details, can be found at wellsense.org/yourmedicare.

Understand your plan

View your Evidence of Coverage at wellsense.org/yourmedicare or call Member Service to request a copy be mailed to you. This document explains your covered benefits and services.

Each month you receive medical services, supplemental services or fill a prescription, you'll receive an Explanation of Benefits (EOB) in the mail. An EOB is not a bill. It summarizes your claim(s) and helps you keep track of your monthly medical and prescription costs.

Partner with your doctor for routine care

Always use a primary care provider (PCP) that is part of the WellSense Medicare Advantage HMO network to help coordinate your care. You can also see specialists without a referral.

Always use doctors from our network to avoid surprise bills. If you receive a bill you aren't sure about, call your doctor's office to explain the bill. If you still have questions, call our Member Service team. There may be costs for some services you receive. Costs are determined by Medicare, and if you receive Extra Help from Medicare, these costs may be reduced.

Get your medications in the mail

Simplify your life by having the medications you take regularly sent directly to your home with Cornerstone Health Solutions (CHS) mail order pharmacy. This service will save you time and eliminate the need to stand in line at a pharmacy.

Order a 90-day supply of maintenance medications that you use to treat long-term, chronic conditions like high blood pressure, high blood sugar levels or diabetes, high cholesterol and more. Controlled substance medications used to treat conditions like anxiety and chronic pain are also available as a 30-day supply. When you sign up for mail order, you'll make sure you never miss a dose and are getting the best value for your medications.

Call **844-319-7588** or email cornerstonemailorderpharmacy@bmc.org to get started. Once you've enrolled over the phone and your prescription is filled, you can continue to order refills by phone or online.

Your member ID cards

Keep your WellSense identification (ID) card and your over-the-counter (OTC) card in your wallet. You will need them at doctor's visits and at the pharmacy.



WellSense Medicare Advantage ID card



WellSense OTC debit card (mailed separately)

Take advantage of all your benefits

As a WellSense Signature (HMO) plan member, you have access to many extra benefits and services. Some benefits and services are listed below.

Get 24/7 health advice

Get immediate health advice from a registered nurse 24 hours a day, seven days a week. Please note that the Nurse Advice Line shouldn't take the place of your doctor.

Call **844-971-1486 (TTY: 711)** with questions.



Dental benefits

Preventive dental benefits including two exams and cleanings each year, plus \$3,500 in comprehensive coverage to use at more than 900 dentists in New Hampshire through the Northeast Delta Dental network. To find one near you visit **wellsense.org/find-a-provider**.



Fitness benefits

Visit **silversneakers.com/starthere** to activate your free SilverSneakers® online account. Login to view your member ID number and take that to a participating location. Call **888-423-4632 (TTY: 711)** with questions.



Vision benefits

Your plan includes preventive vision benefits to use through VSP, including an extra \$150 per year towards eyewear. To search VSP providers near you visit **wellsense.org/find-a-provider**.



Home meals programs

Members who have returned home from an inpatient hospital stay can receive meals delivered directly to your home for up to 28 meals while you recover. You'll receive this benefit after each hospital stay.



Over-the-counter card

You get \$100 per quarter on an over-the-counter (OTC) card to buy medicines and other health-related supplies. You can shop in person, online at **mybenefitscenter.com** or call **833-875-1816 (TTY: 711)**. Log in to the My Benefits Center app to check your balance, locate participating retailers near you and explore eligible items that you can purchase. You can even scan items when you're in the store to make sure they are covered. We have helpful videos on how to use this benefit online at **wellsense.org/yourmedicare** under "Your Extra Benefits".



Learn more:
wellsense.org/yourmedicare



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