

Member Quick Start Guide

Welcome to your WellSense Added Value (HMO) plan

Follow this guide for tips to get started using your new benefits. More plan resources, including full plan details, helpful videos on how to use your benefits and instructions for signing up for the member portal, 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 full Medicaid benefits, 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.

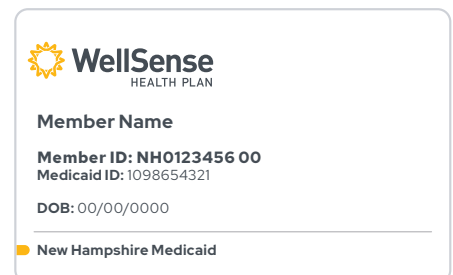
Call **844-319-7588 (TTY: 711)** to get started. Once you've enrolled over the phone and your prescription is filled, you can continue to order refills by phone or online.

Your member cards

Medicare and Medicaid (if you have it) will work together to pay your benefit costs. Show both your Medicare and Medicaid cards at the doctor/pharmacy. Use your OTC + Vision card for OTC items and vision services.



WellSense Medicare Advantage ID card



WellSense Medicaid ID card (or other Medicaid ID, if you have Medicaid coverage)



WellSense OTC + Vision debit card (mailed separately)

Take advantage of all your benefits

As a WellSense Added Value (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

Get preventive dental benefits including two exams and cleanings each year, plus **\$1,000** 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**.



Earn a member reward

Get a **\$25** member reward card for attending your annual wellness visit. Use the card to purchase eligible over-the-counter (OTC) items like vitamins and incontinence supplies, healthy foods and more.



Vision benefits

You get **\$400** on an OTC + Vision debit card to spend on vision care for the year, including exams, contact lenses and/or glasses. Your debit card will only be accepted at vision specific locations.



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 **\$250** per quarter on an OTC + Vision debit 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 OTC Network 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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