

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 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

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)

Sign up for the WellSense member portal which allows you to update your PCP, review your medications, check your claims status and more. Sign up at wellsense.org/yourmedicare.



WellSense
HEALTH PLAN

**We revolve
around you.**

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

Get preventive dental benefits including two exams and cleanings each year, plus **\$2,000** 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

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 **\$45** 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 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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