

2022 Easy Guide

CareOregon Advantage **Plus** HMO-POS SNP



Welcome

We're glad to have you in the CareOregon Advantage (COA) family

Much of the information in this guide is also in your **2022 Evidence of Coverage**. We've just highlighted the most important things you need to understand here.

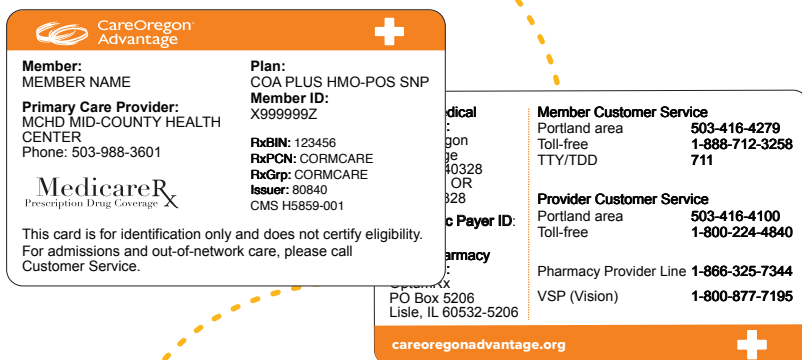
Contents

Let's get started	2-3
What's covered at no cost to you with CareOregon Advantage	4-5
Your benefits under Medicaid	6
How to earn rewards on your OTC plus Card	7
When and where to get different kinds of care	8
Contact us	9

Let's get started. We're here for you at every step.

Look for your Welcome Packet in the mail.

- ▶ It will have important information you need to use your CareOregon Advantage benefits, including your Member ID card.



Activate your OTC plus Card and your Dental Flex Card.

- ▶ You'll get your cards in separate mailings.
- ▶ Be sure to activate the cards as soon as you get them.



Get to know us during your Welcome Call.

- ▶ We'll call you within the first month after you join CareOregon Advantage to welcome you and see if you have questions.



Learn more about all your benefits.

- ▶ If you want more details about your benefits, please look at the *Summary of Benefits and Evidence of Coverage* at careoregonadvantage.org/materials
- ▶ Remember, your membership includes Medicaid benefits. See page 6 for more information.



Help us understand your health needs.

- ▶ You'll soon get a questionnaire in the mail. We hope you'll complete it and send it back to us within 90 days.
- ▶ You can also answer these questions during your Welcome Call.



Make an appointment with your primary care provider (PCP).

- ▶ As soon as you can, choose a PCP or medical home. If you already have one, make sure they accept CareOregon Advantage.
- ▶ Start earning rewards for completing healthy activities. See page 7 for details.
- ▶ Ask your PCP to prescribe 90-day fills on your medications when possible, with \$0 copays for most drugs.

Stay healthy at home.

- ▶ You can have your medications and some foods delivered to your home.
- ▶ Get a wellness visit in your home from our partner, Signify Health.



Help us give you the very best care.

- ▶ Be sure to fill out the 2022 Medicare Experience Survey you get in the mail.
- ▶ Your answers are private and will help us improve our benefits and services.

What's covered at no cost to you with CareOregon Advantage



Prescription Drug Coverage

- ▶ CareOregon Advantage includes your Part D prescription drug coverage with no monthly premium. To find out if your prescriptions are covered, please visit careoregonadvantage.org/druglist to view our approved drug list.
- ▶ Please note, there may be a small copay for some drugs covered under Medicare Part D. However, you can get 90-day fills for many medications with no copay. Ask your provider.
- ▶ You can have your prescriptions delivered to you with our mail-order option. Call Customer Service for details.



Vision Coverage

- ▶ Get a routine eye exam and basic lenses, including upgrades to progressive and high-index lenses, at no cost.
- ▶ Your vision benefit also includes either \$175 to put toward frames, or \$100 toward contact lenses, every 12 months.



OTC plus Card — for health-related items and healthy foods

- ▶ Up to **\$2,015** is available to you with your card in 2022:
 - Your card is loaded with **\$390** each calendar quarter. Use it to buy health-related items and healthy foods at participating retailers like Walmart, Walgreens, Safeway, Fred Meyer and Farmbox Rx.
 - **NEW!** Earn up to **\$455** in rewards added to your **OTC plus Card**, just for completing eligible healthy activities.
- ▶ Choose from more than 90,000 eligible health-related items, including pain relief medication, vitamins and oral care, plus grocery items like meat and produce.
- ▶ Get eligible items delivered to your home at no additional cost through **Medline**. For more information, look for their flier, which will come in the same envelope as your **OTC plus Card**.
- ▶ For details, please visit our website at careoregonadvantage.org/otcfaqs



NEW! Dental Flex Card

- ▶ This card is pre-loaded with \$1,500 and can be used to help pay for some dental services that Medicare or Medicaid don't cover or only partly cover.*
- ▶ You can use the money for things like crowns, root canals, dentures, nightguards and more.

* *Cosmetic services are not covered*



Gym Membership or Home Fitness Kit

- ▶ With the Silver&Fit Exercise and Healthy Aging Program, you'll have access to a gym membership at a Silver&Fit fitness club, some YMCAs or an exercise center near you that participates in the program.
- ▶ Stay active at home! Work out with a free fitness kit shipped to you, plus exercise videos. Learn more at [SilverandFit.com](https://www.silverandfit.com) or call their customer service at 877-427-4788, TTY 711.



NEW! 24/7 virtual visits for non-emergency care

- ▶ Teladoc is your virtual care provider for urgent care. Physicians are available 24/7 by phone, video chat or through the app. Use your phone, the app or visit [Teladoc.com](https://www.teladoc.com) to create an account. You can also reach member support 24/7 at 800-835-2362, TTY 711.



Meal Delivery Program

- ▶ After you are discharged from an inpatient stay in a hospital, rehab or skilled nursing facility, you are eligible to receive up to four weeks of meals delivered to your home (maximum 56 meals, or two meals per day).
- ▶ Please call Customer Service for more information.



Care Coordination

- ▶ With one call, our Care Coordinators can:
 - Learn about your needs and help you find the right solutions.
 - Make sure all your providers are talking to each other.
 - Help with additional services, including housing, food (SNAP) and transportation resources.
 - Get you the right supplies, including medication, diabetic supplies, wheelchairs, oxygen tanks and more.
- ▶ Call Customer Service to ask how you can get connected to our Care Coordination team.

Your benefits under Medicaid

As a member of CareOregon Advantage, you are “dual-eligible” for both Medicare and Medicaid (Oregon Health Plan) benefits, and they can work together to meet your health needs. **Chapter 4** of your **Evidence of Coverage** lists CareOregon Advantage benefits. The Benefits Chart shows what’s covered, any limitations or exclusions, and any costs for services.

Sometimes, Medicaid may cover benefits that Medicare doesn’t. These benefits may include:



Transportation options for help getting to and from health appointments and services



Dental care including annual exams, cleanings, dentures and more



Alternative care including services like acupuncture, chiropractic and naturopathic care

Check with your Medicaid plan for more information about what benefits they cover. You can also call our Customer Service. We want to help you take advantage of all your benefits, for both Medicaid and Medicare, so please call us with any questions!

Language interpretation services

If you do not speak English, have difficulty understanding English or need sign language interpretation, let your provider’s office know when you call to make your appointment. You can also call our Customer Service for help. You have a legal right to interpretation, and the services are free.

PLEASE NOTE: Check with your Medicaid plan for more information about what language interpretation services are covered or call our Customer Service.

How to earn rewards on your OTC *plus* Card

Getting rewards added to your card is easy

All you have to do is complete a healthy activity from the list below and we'll take care of the rest. You don't need to fill out any forms or call us. Your reward will typically be loaded to your **OTC *plus* Card** about a month after you've completed the health care activity. You can check your rewards balance at otcmember.com, by calling 888-682-2400, or by using the OTC Network mobile app.



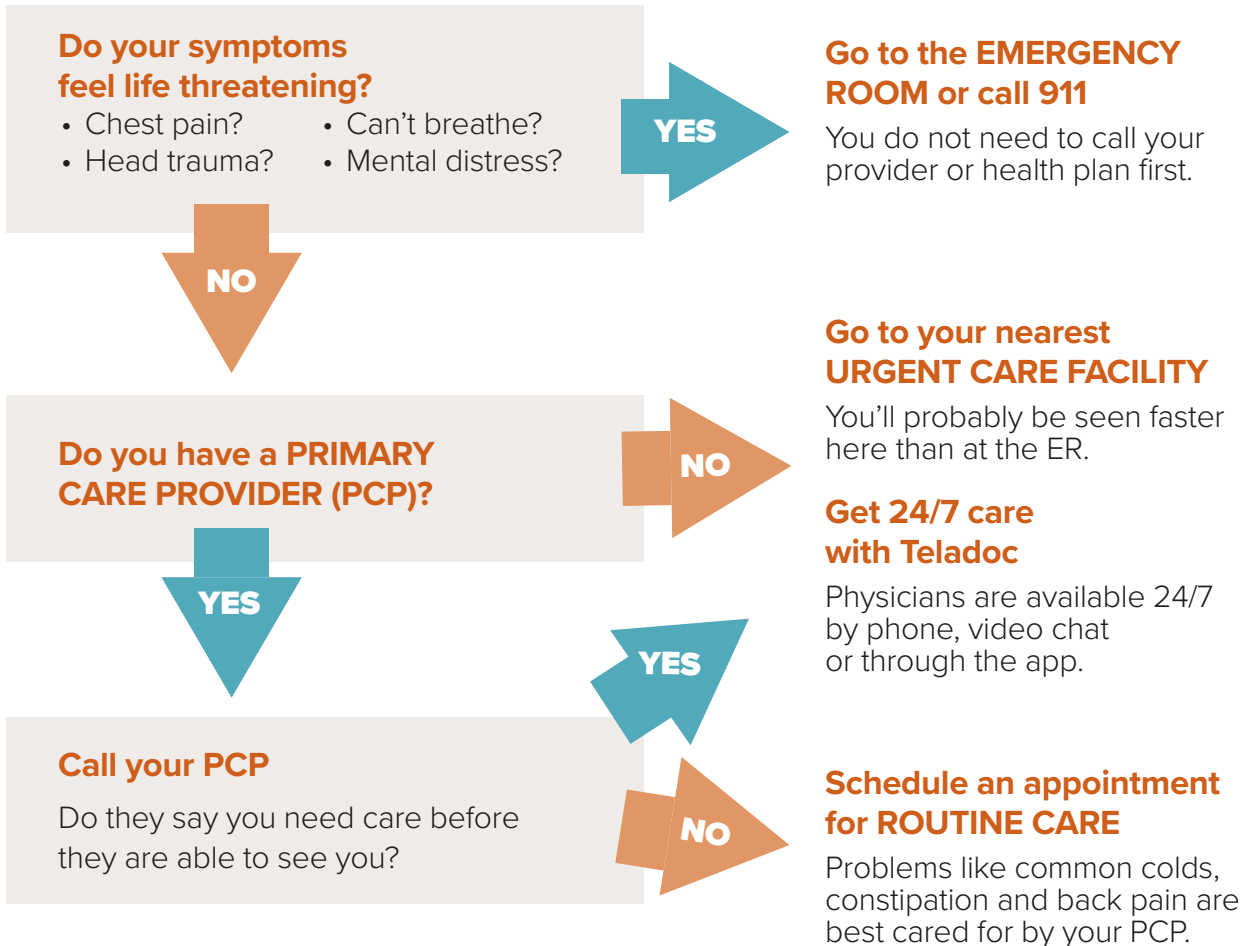
Health care activity	Your reward	Health care activity	Your reward
Complete a health risk assessment (paper, online or over the phone)	\$15 a year	Get a flu shot	\$25 a year
Get a wellness visit or other qualifying visit	\$50 a year	Silver&Fit Fitness Center visit or Home Fitness Kit delivered	\$25 a year
Get a complete COVID-19 vaccination	\$25 a year		

Activities and rewards for qualifying members only

These screenings or activities may be available to members who meet program conditions or when recommended by a provider. A CareOregon Advantage partner may reach out to you to complete certain activities.

Get a comprehensive medication review (for members who qualify for a Medication Therapy Management Program)	\$25 a year	Participate in disease state management with a pharmacist (for members following MI, CABiG, PCI or other revascularization procedure)	\$15 per quarter (\$60 max yearly)
Participate in disease state management with a pharmacist (for members with diabetes or hypertension)	\$15 per quarter (\$60 max yearly)	Get a medically recommended mammogram	\$50 a year
Get a medically recommended colorectal cancer screening	\$50 a year	Get a medically recommended bone density screening	\$25 a year
Diabetic screening: Get an A1C lab test	\$15 a year	Diabetic screening: Get a kidney function test	\$15 a year
Diabetic screening: Get a diabetic eye exam	\$15 a year		

When and where to get different kinds of care



After-hours care for evenings, weekends and holidays

If you're sick or injured and need help, call your PCP's regular phone number, any time of day or night. The person who answers your call will either contact your doctor or a different doctor at the clinic or advise you on what to do.

Can't decide where to get help? Call the FREE Nurse Advice Line

If you don't know whether to go to your PCP or urgent care or the ER, or if you need advice about a specific health issue, call our 24-hour Nurse Advice Line toll-free at 866-209-0905.

Contact us



Phone

CareOregon Advantage Customer Service

Portland metro area: 503-416-4279

Toll-free: 888-712-3258, TTY 711

Hours:

8 a.m. to 8 p.m., seven days a week, October 1 to March 31

8 a.m. to 8 p.m., Monday through Friday, April 1 to September 30



Online

Website: careoregonadvantage.org



Email

You can send us a secure email by using the form on our website. Go to careoregonadvantage.org/contact-us



Secure Message

If you want to ask us questions directly, you can send us a secure message through our member portal at careoregonadvantage.org/portal



Free Nurse Advice Line

Speak with a nurse, 24 hours a day, when you have questions about your health or how to get treated.

Toll-free: 866-209-0905

TTY: 711

We're happy to hear from you whenever you have questions

careoregonadvantage.org



CareOregon Advantage Customer Service

CALL: 503-416-4279 or toll-free 888-712-3258, TTY 711

HOURS OF OPERATION:

8 a.m. to 8 p.m., seven days a week, October 1 to March 31

8 a.m. to 8 p.m., Monday through Friday, April 1 to September 30

H5859_CO0086_C

careoregonadvantage.org

COA-21233387-1227



CareOregon[®]
Advantage