

# 2022 Moda Health PPO

Annual Notice of Changes

January 1 – December 31, 2022



## Your Medicare Health Benefits and Services as a Member of Moda Health PPO

This booklet gives you the details about the changes to your Medicare health care coverage from January 1 to December 31, 2022. **This is an important legal document. Please keep it in a safe place.**

Moda Health Plan, Inc. is a PPO with a Medicare contract. Enrollment in Moda Health Plan, Inc. depends on contract renewal.

This information may be available in a different format, including large print. Please call Customer Service if you need plan information in another format or language. (Phone numbers for Customer Service are printed on the back cover of this booklet.)

H3813-001



Dear [First Name/Last Name],

Thank you for being a valued Moda Health Medicare Advantage member. Every year, we work to offer the best benefits and services to you to help you meet your health goals. Your benefits and premiums may change slightly from year to year to make this possible. These annual changes are listed in this Annual Notice of Change (ANOC). We send this packet to our members shortly before the annual enrollment period (AEP), which is Oct. 15 - Dec. 7 every year. Please take a moment to review this packet of important changes.

If you are satisfied with your plan and do not wish to make any changes, no further action is needed from you. You will automatically renew this coming new year.

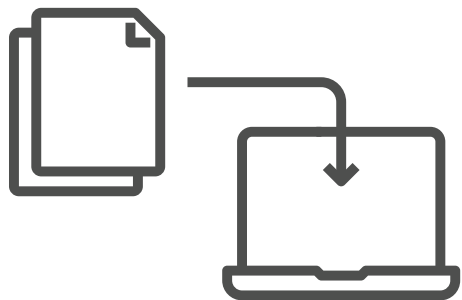
If you have questions about your benefits or plan changes, our Customer Service team is here to help you. You can reach, toll-free, us at 877-299-9062. (TTY call 711.) We are available for phone calls from 7 a.m. to 8 p.m., Pacific Time, seven days a week from Oct. 1- March 31, with the exceptions of Christmas Day and Thanksgiving Day. (After March 31, your call will be handled by our automated phone system on Saturdays, Sundays and holidays.)

We look forward to continuing to serve you as our member.

A handwritten signature in black ink that reads "Sean Jessup".

Sean Jessup  
VP of Medicare Programs at Moda Health

# Now you can get plan documents delivered to you online



Online documents give you easy access to all your Medicare information.

The Centers for Medicare and Medicaid Services (CMS) requires that your important plan documents are made available to you electronically. You can find your important plan documents on [modahealth.com](http://modahealth.com) and in Member Dashboard.

To receive an email from Moda Health when new materials are available, simply log in to your Member Dashboard by visiting [modahealth.com/medicare](http://modahealth.com/medicare). The sign in button is on the top right side of your screen. If you don't have an account, you can create one. Once logged in, select the "Account" tab. Next, click on "Manage notification settings." From here, you can update your email and make your electronic delivery preference.

Once you request electronic delivery, you will no longer receive this hard copy document in the mail, unless you request it.

**Questions?** Call us at 877-299-9062.

[www.modahealth.com/medicare](http://www.modahealth.com/medicare)



## Cut down on more paper – sign up for eBill today!

Now you can pay your premium online with eBill. Using eBill, you can view invoices online and set up your preferred payment methods (debit card, checking or savings) and set a recurring payment using our AutoPay feature. To access eBill, log in to Member Dashboard and click on the eBill tab.

# Nondiscrimination notice

**We follow federal civil rights laws. We do not discriminate based on race, color, national origin, age, gender identity, sex or sexual orientation.**

We provide free services to people with disabilities so that they can communicate with us. These include sign language interpreters and other forms of communication.

If your first language is not English, we will give you free interpretation services and/or materials in other languages.

---

**If you need any of the above, call Customer Service at:**

877-299-9062 (TDD/TTY 711)

**If you think we did not offer these services or discriminated, you can file a written complaint.**

**Please mail or fax it to:**

Moda Health Plan, Inc.  
Attention: Appeal Unit  
601 SW Second Ave.  
Portland, OR 97204  
Fax: 503-412-4003

**If you need help filing a complaint, please call Customer Service.**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone:

U.S. Department of Health  
and Human Services  
200 Independence Ave. SW, Room 509F  
HHH Building, Washington, DC 20201  
800-368-1019, 800-537-7697 (TDD)

You can get Office for Civil Rights complaint forms at [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html).

**Dave Nessler-Cass coordinates our nondiscrimination work:**

Dave Nessler-Cass,  
Chief Compliance Officer  
601 SW Second Ave.  
Portland, OR 97204  
855-232-9111  
[compliance@modahealth.com](mailto:compliance@modahealth.com)

Moda Health Plan, Inc. is a PPO and PDP with Medicare contracts. Enrollment in Moda Health Plan, Inc. depends on contract renewal. 57311161 (11/19)



ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY:711)

注意：如果您說中文，可得到免費語言幫助服務。請致電1-877-605-3229（聾啞人專用：711）

주의: 한국어로 무료 언어 지원 서비스를 이용하시려면 다음 연락처로 연락해주시기 바랍니다. 전화 1-877-605-3229 (TTY: 711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyong tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711)

تنبيه: إذا كنت تتحدث العربية، فهناك خدمات مساعدة لغوية متاحة لك مجانًا. اتصل برقم (الهاتف النصي: 711) 1-877-605-3229

ہوئے ہیں تو سانی (URDU) توجہ دیں: اگر آپ اردو اعانت آپ کے لیے بلا معاوضہ دستیاب ہے۔ پر کال کریں 1-877-605-3229 (TTY: 711)

ВНИМАНИЕ! Если Вы говорите по-русски, воспользуйтесь бесплатной языковой поддержкой. Позвоните по тел. 1-877-605-3229 (текстовый телефон: 711).

ATTENTION : si vous êtes locuteurs francophones, le service d'assistance linguistique gratuit est disponible. Appelez au 1-877-605-3229 (TTY : 711)

توجہ: در صورتی کہ بہ فارسی صحبت می کنید، خدمات ترجمہ بہ صورت رایگان برای شما موجود است. با (TTY: 711) 1-877-605-3229 تماس بگیرید.

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपको भाषाई सहायता बिना कोई पैसा दिए उपलब्ध है। 1-877-605-3229 पर कॉल करें (TTY: 711)

Achtung: Falls Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachassistentendienste zur Verfügung. Rufen sie 1-877-605-3229 (TTY: 711)

注意:日本語をご希望の方には、日本語サービスを無料で提供しております。1-877-605-3229 (TTY、テレタイプライターをご利用の方は711)までお電話ください。

અગત્યનું: જો તમે (ભાષાંતર કરેલ ભાષા અહીં દર્શાવે) બોલો છો તો તે ભાષામાં તમારે માટે વિના મૂલ્યે સહાય ઉપલબ્ધ છે. 1-877-605-3229 (TTY: 711) પર કૉલ કરો

ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການຊ່ວຍເຫຼືອດ້ານພາສາແມ່ນມີໃຫ້ທ່ານໂດຍບໍ່ເສັຍຄ່າ. ໂທ 1-877-605-3229 (TTY: 711)

УВАГА! Якщо ви говорите українською, для вас доступні безкоштовні консультації рідною мовою. Зателефонуйте 1-877-605-3229 (TTY: 711)

ATENȚIE: Dacă vorbiți limba română, vă punem la dispoziție serviciul de asistență lingvistică în mod gratuit. Sunați la 1-877-605-3229 (TTY 711)

THOV CEEB TOOM: Yog hais tias koj hais lus Hmoob, muaj cov kev pab cuam txhais lus, pub dawb rau koj. Hu rau 1-877-605-3229 (TTY: 711)

ត្រូវចងចាំ: បើអ្នកនិយាយភាសាខ្មែរ ហើយត្រូវការសេវាកម្មជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ គឺមានផ្តល់ជូនលោកអ្នក។ សូមទូរស័ព្ទទៅកាន់លេខ 1-877-605-3229 (TTY: 711)

HUBACHIIISA: Yoo afaan Kshtik kan dubbattan ta'e tajaajiloonni gargaarsaa isiniif jira 1-877-605-3229 (TTY:711) tiin bilbilaa.

โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือด้านภาษาได้ฟรี โทร 1-877-605-3229 (TTY: 711)

FA'AUTAGIA: Afai e te tautala i le gagana Samoa, o loo avanoa fesoasoani tau gagana mo oe e le togotia. Vala'au i le 1-877-605-3229 (TTY: 711)

IPANGAG: Nu agsasaoka iti llocano, sidadaan ti tulong iti lengguahe para kenka nga awan bayadna. Umawag iti 1-877-605-3229 (TTY: 711)

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń: 1-877-605-3229 (obsługa TTY: 711)

# Your Medicare Advantage resources for 2022

Thank you for being a Moda Health member. Below are the resources you need to understand your 2022 coverage.



## Evidence of Coverage (EOC)

The EOC shows all of your benefit details. Use it to find out what is covered and how your plan works. Your EOC will be available online at [modahealth.com/medicare](https://modahealth.com/medicare) by Oct. 15, 2021.

If you would like an EOC mailed to you, you may call Customer Service at **(877) 299-9062** or email [MedicalMedicare@modahealth.com](mailto:MedicalMedicare@modahealth.com).



## Provider and Pharmacy Directories

If you need help finding a network provider and/or pharmacy, please call Customer Service at **(877) 299-9062** or visit [modahealth.com/medicare](https://modahealth.com/medicare) to access our online searchable directory. This can be accessed by clicking on the “**Find Care**” link on our website.

If you would like a Provider Directory or Pharmacy Directory mailed to you, you may call the number above, request one at the website link provided above, or email [MedicalMedicare@modahealth.com](mailto:MedicalMedicare@modahealth.com).



## List of Covered Drugs (Formulary)

Your plan has a List of Covered Drugs (Formulary) which represents the prescription therapies believed to be a necessary part of a quality treatment program.

If you have a question about covered drugs, please call Pharmacy Customer Service at **(888) 786-7509** or visit [modahealth.com/medicare](https://modahealth.com/medicare) to access the online formulary.

If you would like a formulary mailed to you, you may call the number above, or email [PharmacyMedicare@modahealth.com](mailto:PharmacyMedicare@modahealth.com).





You can also log into your Member Dashboard account to view your plan documents.

This information is available for free in other languages. Pharmacy Customer Service (888) 786-7509 (TTY users call 711) and Customer Service (877) 299-9062 (TTY users call 711) are available from 7 a.m. to 8 p.m. Pacific Time, seven days a week from October 1 through March 31 with the exceptions of Christmas Day and Thanksgiving Day. (After March 31, your call will be handled by our automated phone systems Saturdays, Sundays, and holidays.)

*Moda Health Plan, Inc. is a PPO and PDP plan with Medicare contracts.  
Enrollment in Moda Health Plan, Inc. depends on contract renewal.*

Thank you again for being a Moda Health member. Please let us know if you have any questions.

***Your Moda Health Customer Service Team***

## ***Moda Health PPO offered by Moda Health Plan, Inc.***

# **Annual Notice of Changes for 2022**

You are currently enrolled as a member of Moda Health PPO. Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes.*

- **You have from October 15 until December 7 to make changes to your Medicare coverage for next year.**
- 

### **What to do now**

#### **1. ASK:** Which changes apply to you

- Check the changes to our benefits and costs to see if they affect you.
  - It's important to review your coverage now to make sure it will meet your needs next year.
  - Do the changes affect the services you use?
  - Look in Section 1.1 and 1.4 for information about benefit and cost changes for our plan.
- Check to see if your doctors and other providers will be in our network next year.
  - Are your doctors, including specialists you see regularly, in our network?
  - What about the hospitals or other providers you use?
  - Look in Section 1.3 for information about our *Provider Directory*.
- Think about your overall health care costs.
  - How much will you spend out-of-pocket for the services and prescription drugs you use regularly?
  - How much will you spend on your premium and deductibles?
  - How do your total plan costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.

#### **2. COMPARE:** Learn about other plan choices

- Check coverage and costs of plans in your area.
  - Use the personalized search feature on the Medicare Plan Finder at [www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare) website.
  - Review the list in the back of your *Medicare & You 2022* handbook.
  - Look in Section 3.2 to learn more about your choices.



- Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan’s website.

**3. CHOOSE:** Decide whether you want to change your plan

- If you don’t join another plan by December 7, 2021, you will be enrolled in Moda Health PPO.
- To change to a **different plan** that may better meet your needs, you can switch plans between October 15 and December 7.

**4. ENROLL:** To change plans, join a plan between **October 15** and **December 7, 2021**

- If you don’t join another plan by **December 7, 2021**, you will be enrolled in Moda Health PPO.
- If you join another plan by **December 7, 2021**, your new coverage will start on **January 1, 2022**. You will be automatically disenrolled from your current plan.

**Additional Resources**

- Please contact our Customer Service number at 1-877-299-9062 for additional information. (TTY users should call 711.) Hours are 7 a.m. to 8 p.m., Pacific Time, seven days a week from October 1 through March 31 with the exceptions of Christmas Day and Thanksgiving Day. (After March 31, your call will be handled by our automated phone system Saturdays, Sundays, and holidays.)
- This information may be available in a different format, including large print. Please call Customer Service if you need plan information in another format or language.
- **Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act’s (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at [www.irs.gov/Affordable-Care-Act/Individuals-and-Families](http://www.irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information.

**About Moda Health PPO**

- Moda Health Plan, Inc. is a PPO with Medicare contracts. Enrollment in Moda Health Plan, Inc. depends on contract renewal.
- When this booklet says “we,” “us,” or “our,” it means Moda Health Plan, Inc. When it says “plan” or “our plan,” it means Moda Health PPO.

## Summary of Important Costs for 2022

The table below compares the 2021 costs and 2022 costs for Moda Health PPO in several important areas. **Please note this is only a summary of changes.** A copy of the *Evidence of Coverage* is located on our website at [www.modahealth.com/medicare](http://www.modahealth.com/medicare). You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.

Cost	2021 (this year)	2022 (next year)
<b>Monthly plan premium</b> (See Section 1.1 for details.)	\$18	\$15
<b>Maximum out-of-pocket amounts</b> This is the <u>most</u> you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	From network providers: \$3,500 From in-network and out-of-network providers combined: \$3,500	From network providers: \$3,500 From in-network and out-of-network providers combined: \$3,500
<b>Doctor office visits</b>	<p><b><u>In-Network</u></b></p> <p>Primary care visits: \$15 copay per visit Specialist visits: \$35 copay per visit</p> <p><b><u>Out-of-Network</u></b></p> <p>Primary care visits: \$15 copay per visit Specialist visits: \$35 copay per visit</p>	<p><b><u>In-Network</u></b></p> <p>Primary care visits: \$10 copay per visit Specialist visits: \$35 copay per visit</p> <p><b><u>Out-of-Network</u></b></p> <p>Primary care visits: \$15 copay per visit Specialist visits: \$35 copay per visit</p>
<b>Inpatient hospital stays</b> Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	<p><b><u>In-Network</u></b></p> <p>\$250 copay per day for days 1-5; \$0 copay per day for days 6 &amp; beyond</p> <p><b><u>Out-of-Network</u></b></p> <p>\$350 copay per day for days 1-5; \$0 copay per day for days 6 &amp; beyond</p>	<p><b><u>In-Network</u></b></p> <p>\$250 copay per day for days 1-5; \$0 copay per day for days 6 &amp; beyond</p> <p><b><u>Out-of-Network</u></b></p> <p>\$350 copay per day for days 1-5; \$0 copay per day for days 6 &amp; beyond</p>

**Annual Notice of Changes for 2022  
Table of Contents**

**Summary of Important Costs for 2022.....1**

**SECTION 1 Changes to Benefits and Costs for Next Year .....3**

    Section 1.1 – Changes to the Monthly Premium .....3

    Section 1.2 – Changes to Your Maximum Out-of-Pocket Amounts .....3

    Section 1.3 – Changes to the Provider Network.....4

    Section 1.4 – Changes to Benefits and Costs for Medical Services .....5

**SECTION 2 Administrative Changes.....8**

**SECTION 3 Deciding Which Plan to Choose.....9**

    Section 3.1 – If you want to stay in Moda Health PPO .....9

    Section 3.2 – If you want to change plans .....10

**SECTION 4 Deadline for Changing Plans.....10**

**SECTION 5 Programs That Offer Free Counseling about Medicare .....11**

**SECTION 6 Programs That Help Pay for Prescription Drugs .....11**

**SECTION 7 Questions? .....12**

    Section 7.1 – Getting Help from Moda Health PPO .....12

    Section 7.2 – Getting Help from Medicare .....13

**SECTION 1 Changes to Benefits and Costs for Next Year**

**Section 1.1 – Changes to the Monthly Premium**

Cost	2021 (this year)	2022 (next year)
<p><b>Monthly premium</b></p> <p>(You must also continue to pay your Medicare Part B premium.)</p>	\$18	\$15
<p><b>Moda Health Extra Care monthly premium</b></p> <p>(Moda Health Extra Care is an optional supplemental benefit.)</p> <p>(You must also continue to pay your Medicare Part B premium and your Moda Health PPO premium.)</p>	\$5	\$5

**Section 1.2 – Changes to Your Maximum Out-of-Pocket Amounts**

To protect you, Medicare requires all health plans to limit how much you pay “out-of-pocket” during the year. These limits are called the “maximum out-of-pocket amounts.” Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2021 (this year)	2022 (next year)
<p><b>In-network maximum out-of-pocket amount</b></p> <p>Your costs for covered medical services (such as copays) from network providers count toward your in-network maximum out-of-pocket amount. Your plan premium does not count toward your maximum out-of-pocket amount.</p>	\$3,500	<p>\$3,500</p> <p>Once you have paid \$3,500 out-of-pocket for covered Part A and Part B services from network providers, you will pay nothing for your covered Part A and Part B services from network providers for the rest of the calendar year.</p>

Cost	2021 (this year)	2022 (next year)
<p><b>Combined maximum out-of-pocket amount</b></p> <p>Your costs for covered medical services (such as copays) from in-network and out-of-network providers count toward your combined maximum out-of-pocket amount. Your plan premium does not count toward your maximum out-of-pocket amount.</p>	<p>\$3,500</p>	<p>\$3,500</p> <p>Once you have paid \$3,500 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services from in-network or out-of-network providers for the rest of the calendar year.</p>

### Section 1.3 – Changes to the Provider Network

There are changes to our network of providers for next year. An updated *Provider Directory* is located on our website at [www.modahealth.com/medicare](http://www.modahealth.com/medicare). You may also call Customer Service for updated provider information or to ask us to mail you a *Provider Directory*. **Please review the 2022 *Provider Directory* to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan but if your doctor or specialist does leave your plan, you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, we must furnish you with uninterrupted access to qualified doctors and specialists.
- We will make a good faith effort to provide you with at least 30 days’ notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider to manage your care.

## Section 1.4 – Changes to Benefits and Costs for Medical Services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, *Medical Benefits Chart (what is covered and what you pay)*, in your *2022 Evidence of Coverage*.

### Opioid treatment program services

Members of our plan with opioid use disorder (OUD) can receive coverage of services to treat OUD through an Opioid Treatment Program (OTP) which includes the following services:

- U.S. Food and Drug Administration (FDA)-approved opioid agonist and antagonist medication-assisted treatment (MAT) medications.
- Dispensing and administration of MAT medications (if applicable)
- Substance use counseling
- Individual and group therapy
- Toxicology testing
- Intake activities
- Periodic assessments

Cost	2021 (this year)	2022 (next year)
<b>Acupuncture for lower back pain (Medicare covered)</b>	You pay \$15 copay for services received in a PCP setting; \$35 copay for services received in a Specialist setting for each Medicare covered visit.	You pay \$10 copay for services received in a PCP setting; \$35 copay for services received in a Specialist setting for each Medicare covered visit.
<b>Emergency Services</b>	<u><b>In-Network and Out-of-Network</b></u> You pay \$65 copay for each visit for Medicare covered emergency services.	<u><b>In-Network and Out-of-Network</b></u> You pay \$65 copay for each visit for Medicare covered emergency services.  If Observation Services are rendered due to a related ER transfer, only Observation cost-sharing applies.

Cost	2021 (this year)	2022 (next year)
<p><b>Hearing Aids</b></p>	<p><b><u>In-Network</u></b>                      Your hearing aid purchase includes:</p> <ul style="list-style-type: none"> <li>• 3 provider visits within first year of hearing aid purchase</li> <li>• 45-day trial period</li> <li>• 3-year extended warranty</li> <li>• 48 batteries per aid</li> </ul> <p>You must see a TruHearing provider to use this benefit.</p>	<p><b><u>In-Network</u></b>                      Your hearing aid purchase includes:</p> <ul style="list-style-type: none"> <li>• Follow-up provider visits within first year of hearing aid purchase</li> <li>• 60-day trial period</li> <li>• 3-year extended warranty</li> <li>• 80 batteries per aid</li> </ul> <p>You must see a TruHearing provider to use this benefit.</p>
<p><b>Hearing Exams (Non-Medicare covered)</b></p>	<p><b><u>In-Network</u></b>                      You pay \$0 copay for one routine hearing exam per calendar year.</p> <p>Visits for hearing aid fitting and evaluation are <u>not</u> covered.</p>	<p><b><u>In-Network</u></b>                      You pay \$0 copay for one routine hearing exam per calendar year.</p> <p>You pay \$0 copay for an unlimited number of visits for hearing aid fitting and evaluation.</p>
<p><b>Opioid Treatment Program Services</b></p>	<p><b><u>In-Network</u></b>                      You pay \$35 copay for each Medicare covered opioid treatment program services visit.</p> <p><b><u>Out-of-Network</u></b>                      You pay \$35 copay for each Medicare covered opioid treatment program services visit.</p>	<p><b><u>In-Network</u></b>                      You pay \$20 copay for each Medicare covered opioid treatment program services visit.</p> <p><b><u>Out-of-Network</u></b>                      You pay \$35 copay for each Medicare covered opioid treatment program services visit.</p>


Cost	2021 (this year)	2022 (next year)
<p><b>Other Health Care Professionals (e.g. nurse practitioner; physician assistant)</b></p>	<p><b><u>In-Network</u></b>                      You pay \$15 copay for services received in a PCP setting; \$35 copay for services received in a Specialist setting for each Medicare covered visit.</p> <p><b><u>Out-of-Network</u></b>                      You pay \$15 copay for services received in a PCP setting; \$35 copay for services received in a Specialist setting for each Medicare covered visit.</p>	<p><b><u>In-Network</u></b>                      You pay \$10 copay for services received in a PCP setting; \$35 copay for services received in a Specialist setting for each Medicare covered visit.</p> <p><b><u>Out-of-Network</u></b>                      You pay \$15 copay for services received in a PCP setting; \$35 copay for services received in a Specialist setting for each Medicare covered visit.</p>
<p><b>Primary Care Physician Visits</b></p>	<p><b><u>In-Network</u></b>                      You pay \$15 copay for each Medicare covered primary care doctor visit.</p> <p><b><u>Out-of-Network</u></b>                      You pay \$15 copay for each Medicare covered primary care doctor visit.</p>	<p><b><u>In-Network</u></b>                      You pay \$10 copay for each Medicare covered primary care doctor visit.</p> <p><b><u>Out-of-Network</u></b>                      You pay \$15 copay for each Medicare covered primary care doctor visit.</p>
<p><b>Vision Care (Non-Medicare covered Eye Exams)</b></p>	<p><b><u>In-Network</u></b>                      You pay \$0 copay for one non-Medicare-covered routine eye exam, including refraction, per calendar year.</p> <p><b><u>Out-of-Network</u></b>                      Routine eye exam services are <u>not</u> available out-of-network. Any services received from a provider outside of the VSP Advantage network would be your responsibility.</p>	<p><b><u>In-Network</u></b>                      You pay \$0 copay for one non-Medicare-covered routine eye exam, including refraction, per calendar year.</p> <p><b><u>Out-of-Network</u></b>                      You pay 50% of the total allowed amount for one routine exam per calendar year.</p>



Cost	2021 (this year)	2022 (next year)
<p><b>Vision Care (Non-Medicare covered Eyewear)</b></p>	<p><b><u>Out-of-Network</u></b>                      Routine vision hardware services are not available out-of-network. Any services received from a provider outside of the VSP Advantage network would be your responsibility.</p>	<p><b><u>Out-of-Network</u></b>                      You pay:                      50% of the total allowed amount for one pair of covered lenses every two calendar years.                      \$0 copay for one pair of frames with up to a \$50 maximum frame allowance every two calendar years</p> <p>You pay:                      50% of the total allowed amount for visually necessary contact lenses (certain medical conditions in lieu of lens/frames), no maximum allowance                      \$0 copay for elective (in lieu of glasses) contact lens and fitting exam with up to a \$100 maximum allowance every two calendar years.</p>


**SECTION 2 Administrative Changes**

For 2022, our 24-hour Nurse line phone number is changing to 1-800-501-5046. Because of this change you will receive a new ID card to reflect this new 24-hour Nurse line phone number. Your new ID card will be sent to you the end of December. If you have any questions about your new ID card, please call Customer Service 1-877-299-9062. (TTY only, call 711). We are available for phone calls 7 a.m. to 8 p.m., Pacific Time, seven days a week, from October 1 through March 31, with the exceptions of Christmas Day and Thanksgiving Day, (After March 31, your calls will be handled by our automated phone system Saturdays, Sundays, and holidays.) See what the new ID card will look like:



**Plan name**  
 CMS contract# -PBP #  
**Subscriber**  
 First and Last Name  
 RxBIN: 610602  
 RxPCN: NVTD  
 RxGrp: MDHP  
[modahealth.com/medicare](http://modahealth.com/medicare)

**Issuer:** 80840  
**ID number:** J01234567  
**Group number:** 10004760  
**Mobile PIN code:** 1234



**Customer Service:**  
 877-299-9062  
**Pharmacy Customer Service:** 888-786-7509  
**24-hour Nurse line:** 800-501-5046  
**TruHearing:** 866-202-2181  
**VSP:** 844-693-8863 | TTY users, please dial 711

**Send claims to:**  
 Medical Claims:  
 P.O. Box 40384  
 Portland, OR 97240  
 Pharmacy Manual Claims:  
 P.O. Box 1039  
 Appleton, WI 54912-1039

*Medicare limiting charge may apply. This card does not certify or guarantee benefits.*

Navitus provider inquiries:  
 866-270-3877



Description	2021 (this year)	2022 (next year)
<b>Dental Services (Non-Medicare covered)</b>	Benefit allowance for out-of-network services based on billed charges.	Benefit allowance for out-of-network services is based on non-participating provider fee schedules, and may result in additional out of pocket costs
<b>New 24-hour Nurse Line</b>	24-hour Nurse line through 12/31/2021 is 866-321-7580	Effective 1/1/2022 the new 24-hour Nurse line is 800-501-5046. You will receive a new ID card to reflect this new 24-hour Nurse line phone number

**SECTION 3 Deciding Which Plan to Choose**

**Section 3.1 – If you want to stay in Moda Health PPO**

**To stay in our plan you don't need to do anything.** If you do not sign up for a different plan or change to Original Medicare by December 7, you will automatically be enrolled in our Moda Health PPO.

---

## Section 3.2 – If you want to change plans

---

We hope to keep you as a member next year but if you want to change for 2022 follow these steps:

### **Step 1: Learn about and compare your choices**

- You can join a different Medicare health plan timely,
- -- *OR*-- You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan. If you do not enroll in a Medicare drug plan, there may be a potential Part D late enrollment penalty.

To learn more about Original Medicare and the different types of Medicare plans, read the *Medicare & You 2022* handbook, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to [www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare). **Here, you can find information about costs, coverage, and quality ratings for Medicare plans.**

As a reminder, Moda Health Plan, Inc. offers other Medicare health plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

### **Step 2: Change your coverage**

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from Moda Health PPO.
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Moda Health PPO.
- To **change to Original Medicare without a prescription drug plan**, you must either:
  - Send us a written request to disenroll. Contact Customer Service if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
  - – *or* – Contact **Medicare**, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

## **SECTION 4 Deadline for Changing Plans**

If you want to change to a different plan or to Original Medicare for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2022.

## Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get “Extra Help” paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area may be allowed to make a change at other times of the year. For more information, see Chapter 8, Section 2.3 of the *Evidence of Coverage*.

If you enrolled in a Medicare Advantage plan for January 1, 2022, and don’t like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage) between January 1 and March 31, 2022. For more information, see Chapter 8, Section 2.2 of the *Evidence of Coverage*.

## SECTION 5 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Oregon, the SHIP is called Senior Health Insurance Benefits Assistance (SHIBA).

SHIBA is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHIBA counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIBA at 1-800-722-4134. You can learn more about SHIBA by visiting their website ([shiba.oregon.gov](http://shiba.oregon.gov)).

## SECTION 6 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs.

- **“Extra Help” from Medicare.** People with limited incomes may qualify for “Extra Help” to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don’t even know it. To see if you qualify, call:
  - 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day/7 days a week;
  - The Social Security Office at 1-800-772-1213 between 7 am and 7 pm, Monday through Friday. TTY users should call, 1-800-325-0778 (applications); or
  - Your State Medicaid Office (applications).

- **What if you have coverage from an AIDS Drug Assistance Program (ADAP)?** The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through CAREAssist Program, Oregon's AIDS Drug Assistance Program. Note: To be eligible for the ADAP operating in your State, individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status.
- If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call CAREAssist Program at 971-673-0144.

## SECTION 7 Questions?

### Section 7.1 – Getting Help from Moda Health PPO

Questions? We're here to help. Please call Customer Service at 1-877-299-9062. (TTY only, call 711.) We are available for phone calls 7 a.m. to 8 p.m., Pacific Time, seven days a week from October 1 through March 31, with the exceptions of Christmas Day and Thanksgiving Day. (After March 31, your call will be handled by our automated phone system Saturdays, Sundays, and holidays.)

#### **Read your 2022 Evidence of Coverage (it has details about next year's benefits and costs)**

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2022. For details, look in the 2022 *Evidence of Coverage* for Moda Health PPO. The *Evidence of Coverage* is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the *Evidence of Coverage* is located on our website at [www.modahealth.com/medicare](http://www.modahealth.com/medicare). You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.

#### **Visit our Website**

You can also visit our website at [www.modahealth.com/medicare](http://www.modahealth.com/medicare). As a reminder, our website has the most up-to-date information about our provider network (*Provider Directory*).

---

## **Section 7.2 – Getting Help from Medicare**

---

To get information directly from Medicare:

### **Call 1-800-MEDICARE (1-800-633-4227)**

You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

### **Visit the Medicare Website**

You can visit the Medicare website ([www.medicare.gov](http://www.medicare.gov)). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to [www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare).)

### **Read *Medicare & You 2022***

You can read the *Medicare & You 2022* handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website ([www.medicare.gov](http://www.medicare.gov)) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

## Customer Service - Contact Information

<b>Call</b>	<b>1-877-299-9062</b> Calls to this number are free. Customer Service is available from 7 a.m. to 8 p.m., Pacific Time, seven days a week from October 1 through March 31 with the exception of Christmas Day and Thanksgiving Day. (After March 31, your call will be handled by our automated phone systems Saturdays, Sundays and holidays.) Customer Service also has free language interpreter services available for non-English speakers.
<b>TTY</b>	<b>711</b> This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. This number is available 24 hours a day, seven days a week.
<b>Fax</b>	<b>503-948-5577</b> Attn: Medicare Advantage
<b>Write</b>	Moda Health Plan, Inc. Attn: Medicare Advantage P.O. Box 40384 Portland OR 97240-0384 MedicalMedicare@modahealth.com
<b>Website</b>	<a href="http://modahealth.com/medicare">modahealth.com/medicare</a>

## Senior Health Insurance Benefits Assistance (SHIBA) (Oregon's SHIP) - Contact Information

Senior Health Insurance Benefits Assistance (SHIBA) is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare.

<b>Call</b>	<b>1-800-722-4134</b>
<b>TTY</b>	<b>711</b>
<b>Write</b>	SHIBA P.O. Box 14480 Salem OR 97309-0405
<b>Website</b>	<a href="http://shiba.oregon.gov">shiba.oregon.gov</a>

## PRA Disclosure Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1051. If you have comments or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.



601 S.W. Second Ave.  
Portland, OR 97204-3154

Important Moda Health Plan, Inc. information