



Welcome to your Wellpoint health plan

For Medicare Extension members

Your Wellpoint membership starts July 1, 2024!

Our name change from UniCare to Wellpoint becomes official on July 1, 2024. Whether you're new to Wellpoint or are a returning Medicare Extension member, we would like to thank you for the privilege of being your health benefits provider. We'll always do our best to live up to the trust you have placed in us.

Where to find your plan materials.

View and download your *2024-2025 Medicare Extension Member Handbook* and other member materials from wellpointmass.com/health-plans/medicare-extension-plan.

If you're already a member, find out what's changing.

If you're a returning member, review *Find out what's new for Medicare Extension* to learn what's different about your plan as of July 1, 2024.

What to know about your ID cards.

Whether you're new to Wellpoint or are a returning member, a new Wellpoint ID card is being mailed to you separately. Present your Wellpoint ID card to all providers. If you'd prefer to use an electronic ID card instead of a physical card, you can access yours through the Sydney Health app.

CVS SilverScript, the administrator of your prescription drug plan, will send prescription drug cards separately.

Send us the "Other Health Insurance" form only if you have medical benefits under another plan.

If you have health insurance under another plan (besides Medicare, AARP, MassHealth, or TRICARE), please download, fill out, and return the *Other Health Insurance (OHI)* form.

If you've filled out an OHI form before, you don't need to send it again if your coverage hasn't changed.

Don't want any more printed materials?

Today, most members tell us they prefer email communications, to reduce waste. We encourage you to join them, if you can. Use the QR code at right, or go to <https://chkmkt.com/wellpoint>, to tell us what you'd like. You can also set your preference for electronic communications when you register for your Wellpoint member account.



Questions? Here's how to reach us.

Call Wellpoint Member Services at **800-442-9300** (toll free) between 7:30 a.m. and 6:00 p.m. (ET) Monday through Thursday, and Friday from 7:30 a.m. to 5:00 p.m. (ET). TTY users can call 711. You can also email us at contact.ma@wellpoint.com.

And there's plenty of plan information available any time at wellpointmass.com.

There's more information on the other side ➤

Tips to keep in mind

- ❑ **Use contracted behavioral health providers** – You won't owe any coinsurance or be balance billed when you use behavioral health providers who are contracted with Carelon Behavioral Health. Carelon Behavioral Health administers Wellpoint's behavioral health network.
- ❑ **How to find contracted providers** – Go to wellpointmass.com/members/how-to-search-for-providers for tips on finding contracted providers, as well as other types of facilities and providers.
- ❑ **Download Sydney Health and log in at wellpointmass.com** – From the Sydney Health app on your mobile device, you can check your EOBs and claims, track your out-of-pocket maximum, and access well-being programs to help you live your best life.
- ❑ **Show your ID card** – When you get services, remember to show both your Medicare card and your Wellpoint ID card.
- ❑ **When you see your doctor** – You owe a \$10 copay for doctor visits. The copay applies to visits with both primary care providers (PCPs) and specialists.
- ❑ **Keep an eye on your bills** – Don't pay a bill before you've gotten payment notices (EOBs) from both Medicare and Wellpoint. If you're not sure whether you owe a payment, give us a call.
- ❑ **If you need to submit a claim** – If a provider bills you instead of Wellpoint, you can always submit the claim yourself. Claim forms are available at wellpointmass.com.
- ❑ **Use contracted suppliers for the highest benefit** – For the following services, your benefits are better when you use a contracted supplier:
 - Durable medical equipment (DME)
 - Home health care
 - Home infusion therapy
 - Medical/diabetic suppliesMedicare contracted suppliers are always preferred, but if there's no Medicare supplier you can use, look for a Wellpoint contracted supplier.
- ❑ **Where to find related information in your member handbook:**
 - ID cards and the "Other Health Insurance" form – Chapter 1
 - Medicare and Wellpoint contracted suppliers – Chapter 2
 - Preapprovals for medical and behavioral health services – Chapter 3 and Chapter 7
 - Types of providers and how to submit claims – Chapter 11
 - Member Services and Sydney Health – Chapter 13

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