Welcome to your Wellpoint health plan

A guide for Medicare Extension plan members

Your Wellpoint membership starts July 1, 2025

As your health benefits provider, we are committed to helping you live your best life. Your Medicare Extension plan offers flexibility and benefits that support your whole health. Here is an introduction to your Wellpoint resources and how to get the most from your Medicare Extension plan.

Important information

Plan materials

The handbook includes important information about your benefits, how to get care, and who to contact if you have questions. View and download your 2025–2026 Medicare Extension Plan Member Handbook and other member information at **wellpoint.com/mass/health-plans/ medicare-extension-plan**. If you'd like a printed copy of the member handbook, we're happy to send one to you at no cost. To request a copy of the Medicare Extension handbook, call **800-442-9300**. You can also email us at **contact.ma@wellpoint.com** to request a copy of the handbook.

What's new

Renewing members can read Find Out What's New for the Medicare Extension Plan to learn about changes.

ID cards

If you are a new member, we will mail you a Wellpoint ID card. Renewing members should continue using their existing member ID cards. CVS SilverScript, which is the administrator of your prescription drug plan, will separately mail prescription drug cards to all members.

Other Health Insurance forms

If you have health insurance under another plan besides Medicare, AARP, MassHealth, or TRICARE, please download, fill out, and mail in the Other Health Insurance (OHI) form. Renewing members who have previously submitted an OHI form do not need to return the form unless your coverage has changed.

Member Services support

We're here to answer questions about your plan. Call Wellpoint Member Services toll-free at **800-442-9300** Monday through Thursday, 7:30 a.m. to 6 p.m., or Friday, 7:30 a.m. to 5 p.m. ET. TTY users, please call 711. You also can email **contact.ma@wellpoint.com**.

Helpful tips

Use contracted doctors and facilities

Choose any primary care provider or specialist in Massachusetts and receive the same coverage, with a $10 copay per visit.

For behavioral health care and medical care outside of Massachusetts, use a contracted provider for no copay or additional charges. Carelon Behavioral Health administers Wellpoint's behavioral health services.

For the lowest out-of-pocket costs for medical supplies — including durable medical equipment, home healthcare, home infusion therapy, and diabetic supplies — use suppliers contracted by Medicare. If none are available, use Wellpoint-contracted suppliers.

To find contracted providers and facilities, visit **wellpoint.com/mass/members/how-to-search-for-providers**.

Get EOBs before paying bills

To avoid making unnecessary payments, make sure you receive an Explanation of Benefits (EOB) from both Medicare and Wellpoint before paying a bill. If you're not sure if you owe a payment, call Wellpoint Member Services toll-free at **800-442-9300** Monday through Thursday, 7:30 a.m. to 6 p.m., or Friday, 7:30 a.m. to 5 p.m. ET. TTY users, please call 711. You also can email **contact.ma@wellpoint.com**.

Explore digital resources

By using the **Sydney℠ Health app** or logging in at **wellpoint.com/mass**, you can access all your health plan details and resources. For example, you can check your EOBs and claims, track your deductible and out-of-pocket maximum, and sign up for well-being programs.

Show both ID cards

When you receive any healthcare service, remember to show both your Medicare card and Wellpoint member ID card.

Submit a claim

If a care provider bills you instead of Wellpoint, you can submit the claim yourself. Claim forms are available at **wellpoint.com/mass**.

View your Summary of Benefits and Coverage

Your Summary of Benefits and Coverage (SBC) provides a snapshot of the key features of your plan, including benefits, coverage, and costs. You can find your SBC at **wellpoint.com/mass/health-plans/medicare -extension-plan**.