

2025

Summary of Benefits

Senior Whole Health Medicare Complete Care (HMO DSNP)

New York H5992-009-001

Effective January 1 through December 31, 2025

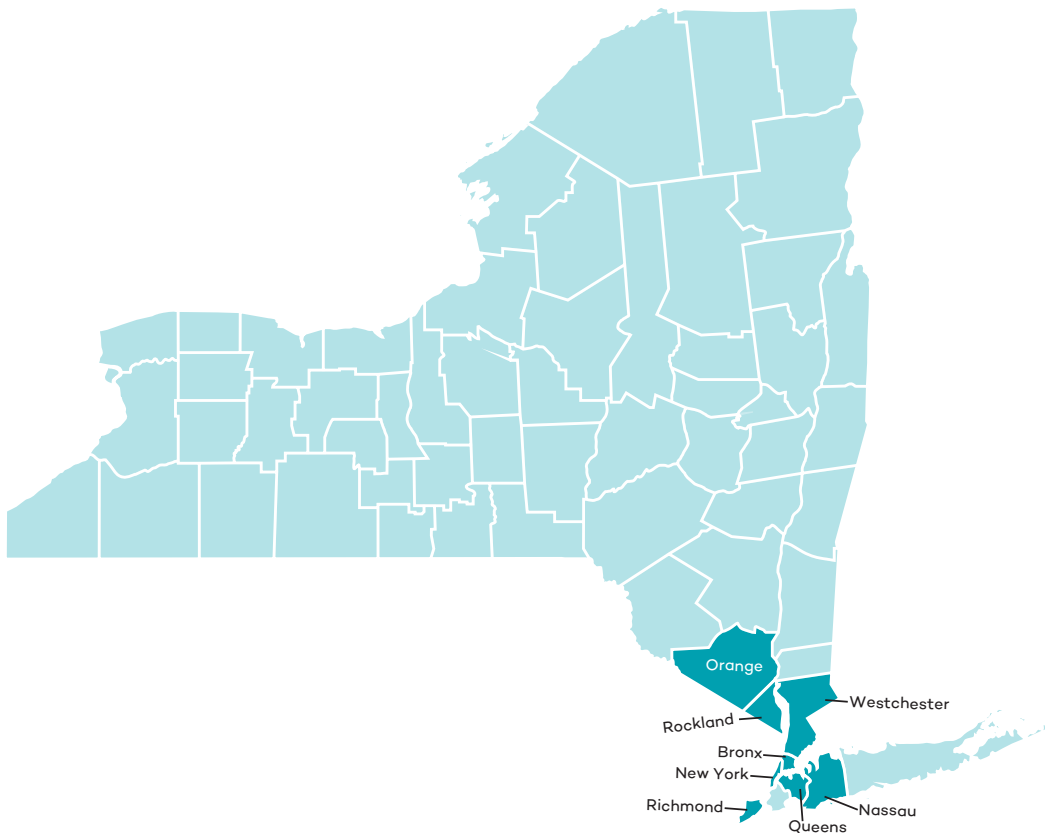
Introduction to the Summary of Benefits

Senior Whole Health Medicare Complete Care

Thank you for considering Molina Healthcare! Everyone deserves quality care. Since 1980, our members have been able to lean on Molina. Because today, as always, we put your needs first.

This document does not include every benefit and service that we cover or every limitation or exclusion. To get a complete list of services, please refer to the Evidence of Coverage (EOC). A copy of the EOC is located on our website at MolinaHealthcare.com/Medicare. You can also call Member Services at (833) 671-0440, TTY 711 and we will mail you a copy.

To join our plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B and Medicaid by New York, and live in our service area. Our service area includes the following counties in New York: Bronx, Nassau, New York, Orange, Queens, Richmond, Rockland, and Westchester.



Molina has a network of doctors, hospitals, pharmacies, and other providers. Except in emergency situations, if you use providers that are not in our network, we may not pay for those services. If you want to compare our plan with other Medicare health plans, ask the other plans for their Summary of Benefits or use the Medicare Plan Finder at [medicare.gov](https://www.medicare.gov).

For coverage and costs of Original Medicare, look in your current “Medicare & You” handbook. View it online at [medicare.gov](https://www.medicare.gov) or get a copy by calling **1-800-MEDICARE (1-800-633-4227)**. TTY users should call 1-877-486-2048. If you have any questions, please call our Member Service team at **(833) 671-0440, TTY 711**, 7 days a week, 8 a.m. to 8 p.m., local time.

About Medicare

Medicare is health insurance for people who are 65 years old or older, or who are under 65 years old with certain disabilities.

Original Medicare is a Federal Insurance Program. It pays a fee for your care directly to the doctors and hospitals you visit. Original Medicare does not cover most preventive care and has unpredictable out-of-pocket expenses.



Medicare Part A (Hospital Insurance) covers inpatient care in hospitals, skilled nursing facilities, hospice care, and some home health care services.



Medicare Part B (Medical Insurance) covers certain doctors' services, outpatient care, medical supplies and preventive services.



Medicare Part C (Medicare Advantage) is an all-in-one alternative to Original Medicare. Medicare Advantage plans include Parts A, B and usually Part D. Some Medicare Advantage plans may have lower out-of-pocket costs than Original Medicare and may cover extra benefits that Original Medicare doesn't – like dental, vision or hearing. Medicare pays a fixed fee to the plan for your care, and then the plan directly pays the doctors and hospitals. Medicare Advantage has predictable out-of-pocket expenses and offers preventive care and care coordination.



Medicare Part D (Prescription Drug Coverage) helps you pay for drugs you get from a pharmacy.

Medicaid Dual Eligibility Coverage Categories

- **Qualified Medicare Beneficiary Plus (QMB+):** Medicaid pays your Medicare Part A and Part B premiums, deductibles, coinsurance, and copayment amounts. You receive Medicaid coverage of Medicare cost share and are eligible for full Medicaid benefits.
- **Full-Benefit Dual Eligible (FBDE):** At times, individuals may qualify for both limited coverage of Medicare cost sharing as well as full Medicaid benefits.

**Eligibility Changes:**

It is important to read and respond to all mail that comes from Social Security or your state Medicaid office so you can protect your \$0 cost share status as a full benefit, dual eligible beneficiary.

Periodically, as required by CMS, we will check the status of your Medicaid eligibility as well as your dual eligible category. If you lose Medicaid coverage entirely you will be given a grace period so that you can reapply for Medicaid.

If you no longer qualify as a full benefit, dual eligible beneficiary you may be involuntarily disenrolled from the Plan after a grace period. Your state Medicaid agency will send you notification of your loss of Medicaid or change in Medicaid category. We may also contact you to remind you to reapply for Medicaid as a full benefit, dual eligible beneficiary. For this reason it is important to let us know whenever your mailing address and/or phone number changes.

Summary of Premiums & Benefits

Senior Whole Health Medicare Complete Care

Monthly Premium \$0 per month



Medical Deductible You pay \$0 medical deductible each year.



Maximum Out-of-Pocket Responsibility \$9,350 each year for services you receive from in-network providers. (does not include prescription drugs)



Senior Whole Health Medicare Complete Care

Inpatient Hospital



You pay \$0 for days 1 - 90 of a hospital stay per benefit period.

Our plan also covers 60 "lifetime reserve days." These are "extra" days that we cover. If your hospital stay is longer than 90 days per benefit period, you can use these extra days. But once you have used up these extra 60 days, your inpatient hospital coverage will be limited to 90 days per benefit period.

Prior authorization may be required.

Outpatient Hospital



\$0 copay per visit

Prior authorization may be required.

Ambulatory Surgical Center



\$0 copay per visit

Prior authorization may be required.

Doctor Visits



Primary Care

\$0 copay per visit

Specialists

\$0 copay per visit

Preventive Care



\$0 copay

Look for the rows with the apple in the Chapter 4 Medical benefits chart in the Evidence of Coverage. Any additional preventive services approved by Medicare during the plan year will be covered.

Summary of Premiums & Benefits (Continued)

Senior Whole Health Medicare Complete Care

Emergency Care \$0 copay



Urgently Needed Services \$0 copay



Diagnostic Services/ Labs/Imaging **Diagnostic tests and procedures**
\$0 copay



Lab services
\$0 copay

Diagnostic radiology services (such as MRI, CT scan)
\$0 copay

Outpatient X-rays
\$0 copay

Therapeutic radiology
\$0 copay

Prior authorization may be required for some services.

No authorization is required for outpatient lab services and outpatient x-ray services. Genetic lab testing requires prior authorization.

Hearing Services **Medicare-covered diagnostic hearing and balance exams**

 \$0 copay, 1 every year

Senior Whole Health Medicare Complete Care

Dental Services



Medicare-covered dental services

\$0 copay

Preventive dental

\$0 office visit copay

- Oral exams
- Prophylaxis (cleaning)
- Fluoride treatment
- Dental x-rays

Comprehensive dental

\$0 office visit copay

All comprehensive dental services listed below are covered with in-network providers up to the plan limitation amounts specific to each service.

- Fillings and Extractions
- Implants (1 per tooth per lifetime)
- Bridges and Crowns
- Root Canals
- Dentures and denture adjustments
- Non-routine services such as scaling, periodontal maintenance, and palliative emergency treatment

Prior authorization may be required.

Summary of Premiums & Benefits (Continued)

Senior Whole Health Medicare Complete Care

Vision Services



Medicare-covered vision services

- Vision exam to diagnose/treat diseases of the eye (including yearly glaucoma screening): \$0 copay
- Eyeglasses or contact lenses after cataract surgery: \$0 copay

We have partnered with a Vision Vendor to give you more value for your routine vision needs!

Supplemental Vision services covered include, but not limited to:

Coverage includes:

- One routine eye exam every calendar year
- An eyewear allowance

You can use your \$285 eyewear allowance to purchase:

- Contact lenses*
- Eyeglasses (lenses and frames)
- Eyeglass lenses and / or frames
- Upgrades (such as, tinted, U-V, polarized or photochromatic lenses).

*If you choose contact lenses, your eyewear allowance can also be used to pay down all or a portion of your contact lens fitting fee.

You are responsible for paying for any corrective eyewear over the limit of the plan's eyewear allowance.

\$0 copay for up to one routine eye exam (and refraction) for eyeglasses every calendar year.

Senior Whole Health Medicare Complete Care

Mental Health Services



Inpatient visit

You pay \$0 for days 1 - 90 of an inpatient hospital stay.

There is a 190 day lifetime limit for inpatient psychiatric hospital care. The inpatient hospital care limit does not apply to inpatient mental services provided in a general hospital.

Our plan also covers 60 "lifetime reserve days." These are "extra" days that we cover. If your hospital stay is longer than 90 days, you can use these extra days. But once you have used up these extra 60 days, your inpatient hospital coverage will be limited to 90 days.

Prior authorization may be required.

Outpatient individual/group therapy visit

\$0 copay

Skilled Nursing Facility



You pay \$0 for days 1-100 of a skilled nursing facility stay.

No prior hospitalization is required.

Prior authorization may be required.

Physical Therapy



Physical therapy and speech therapy

\$0 copay

Prior authorization may be required.

Cardiac and pulmonary rehabilitation

\$0 copay

Prior authorization may be required.

Supervised Exercise Therapy (SET)

\$0 copay

Prior authorization may be required.

Occupational therapy services

\$0 copay

Prior authorization may be required.

Ambulance




\$0 copay

Prior authorization required for non-emergent ambulance only.

Summary of Premiums & Benefits (Continued)

Senior Whole Health Medicare Complete Care

Transportation	\$0 copay
	<p>\$112 allowance every month for Transportation Services (to any health-related location) and OTC benefit combined. Unused allowance does not carry over to the next month.</p> <p>You must use your Healthy You card to get the benefit and services. See Healthy You card section for more information.</p>

Medicare Part B Drugs

Chemotherapy/ Radiation Drugs and other Part B Drugs	<p>\$0 copay</p> <p><i>Prior authorization may be required.</i></p>
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Summary of Drug Coverage

Standard Retail Pharmacy and Mail-Order Pharmacy

Depending on your income and institutional status, you pay the following:

For generic drugs (including brand drugs treated as generic):

- \$0 copay

For all other drugs:




- \$0 copay

Coverage Stages

In this plan, you have a zero-dollar cost share across all stages, including the deductible, initial, and catastrophic coverage stages.

Summary of Other Benefits

Senior Whole Health Medicare Complete Care

Acupuncture 	Medicare-Covered Acupuncture \$0 copay Up to 12 visits in 90 days are covered for chronic lower back pain. Up to eight additional sessions are covered in the same year for those patients demonstrating an improvement. Routine Acupuncture \$0 copay Up to 30 visits every year for routine services.
Additional Smoking and Tobacco Use Cessation 	\$0 copay 8 counseling visits offered in addition to Medicare.
Additional Telehealth Services 	\$0 copay Includes Primary Care Physician Services, Physician Specialist Services, Individual Sessions for Mental Health Specialty Services, and Individual Sessions for Psychiatric Services.
Chiropractic Care 	Medicare-Covered Chiropractic Services \$0 copay Manipulation of the spine to correct a subluxation (when one or more of the bones of your spine move out of position).
Dialysis 	\$0 copay Prior authorization required only if using dialysis services out-of-network.
Fitness Benefit 	\$0 copay Silver&Fit offers Members access to contracted fitness facilities and Home Fitness Kits for Members who prefer to exercise at home or while traveling.

Senior Whole Health Medicare Complete Care

Foot Care (Podiatry)



Medicare-Covered Foot Exam and Treatment

\$0 copay

Foot exams and treatment if you have diabetes-related nerve damage and/or meet certain conditions.

Routine Foot Care

\$0 copay

Up to 12 visits every year.

Prior authorization may be required.

Health Education



\$0 copay

Programs to help you learn to manage your health conditions, including health education, learning materials, health advice, and care tips.

Home Health Care



\$0 copay

Prior authorization may be required.

Medical Equipment and Supplies



Durable Medical Equipment (such as wheelchairs, oxygen)

\$0 copay

Prosthetics/Medical Supplies

\$0 copay

Diabetic Supplies and Services

\$0 copay

Prior authorization may be required for Durable Medical Equipment, Prosthetics/Medical supplies, and Diabetic supplies.

Prior authorization required for diabetic shoes and inserts.

Prior authorization not required for preferred manufacturer.






24-Hour Nurse Advice Line



\$0 copay

Available 24 hours a day, 7 days a week.

Summary of Other Benefits (Continued)

Senior Whole Health Medicare Complete Care	
<div>Opioid Treatment Program Services</div> <div></div>	<div>\$0 copay</div> <div><i>Prior authorization required for medication.</i></div>
<div>Outpatient Blood Services</div> <div></div>	<div>\$0 copay</div> <div></div>
<div>Outpatient Substance Abuse</div> <div></div>	<div>\$0 copay</div> <div>Individual or group therapy visits</div> <div><i>Prior authorization may be required.</i></div>
<div>Over-the-Counter Items</div> <div></div>	<div>\$0 copay</div> <div>\$112 allowance every month for OTC benefit and Transportation Services (to any health-related location). Unused allowance does not carry over to the next month.</div> <div>You must use your Healthy You card to get the benefit and services. See Healthy You card section for more information.</div>
<div>Worldwide Emergency and Urgent Care</div> <div></div>	<div>\$0 copay</div> <div>You are covered for worldwide emergency and urgent care services up to \$10,000.</div>

Senior Whole Health Medicare Complete Care

HealthyYou Card



\$0 copay

You receive a prepaid debit card that may be used toward select supplemental plan benefits such as:

- Food and Produce*
- Over-the-Counter items
- Transportation (Non-Emergency)

Funds are loaded onto the card each month. At the end of each month, any unused allocated funds will not carry over to the following month or plan year.

*Eligibility requirements applicable

Special Supplemental Benefits for Chronic Illnesses



\$0 copay

\$50 every month for food and produce. Unused allowance does not carry over to next month.

Prior authorization may be required.

You must use your Healthy You card to get the benefit and services. See Healthy You card section for more information.

Members must complete a Health Risk Assessment and meet the criteria outlined in Chapter 4 of the Evidence of Coverage.

Summary of Medicaid-Covered Benefits

What Services are Covered

The chart below shows the services covered by Medicare and Medicaid. If a service is covered under the Senior Whole Health Medicare Complete Care Plan and also by Medicaid, you will see the word “Covered” in the Medicaid column.

Please note, this chart applies only if you are entitled to benefits under your state’s Medicaid program. If you are a member of Molina’s Medicaid managed care, many of the services listed here will be covered by your plan. Please refer to your Medicaid managed care member handbook for more detailed information on your specific coverage. Your cost share varies based on your Medicaid category.

Benefit	Senior Whole Health Medicare Complete Care	New York Medicaid
IMPORTANT INFORMATION		
Premium and Other Important Information If you get Extra Help from Medicare, your monthly plan premium will be lower or you may pay nothing.	General \$0 monthly plan premium In-Network \$9,350 out-of-pocket limit for Medicare-covered services. However, in this plan you will have no cost-sharing responsibility for Medicare-covered services, based on your level of Medicaid eligibility.	Medicaid assistance with premium payments and cost share may vary based on your level of Medicaid eligibility.
Doctor and Hospital Choice (For more information, see Emergency Care and Urgently Needed Care.)	In-Network You must go to network doctors, specialists, and hospitals.	You must go to doctors, specialists and hospitals that accept Medicaid assignment. No referral required for specialists.
OUTPATIENT CARE SERVICES		
Acupuncture	Covered	Not Covered

Benefit	Senior Whole Health Medicare Complete Care	New York Medicaid
OUTPATIENT CARE SERVICES (CONTINUED)		
Ambulance Services (Must be medically necessary)	Covered	Covered Restrictions may apply
Cardiac and Pulmonary Rehabilitation Services	Covered	Not Covered
Chiropractic Services	Covered	Not Covered
Dental Services	Covered	Covered Restrictions may apply
Diabetes Programs and Supplies	Covered	Not Covered
Diagnostic Tests, X-rays, Lab Services, and Radiology Services	Covered	Covered Restrictions may apply
Doctor Office Visits	Covered	Covered
Durable Medical Equipment (Includes wheelchairs, oxygen, etc.)	Covered	Covered Restrictions may apply
Emergency Care (You may go to any emergency room if you reasonably believe you need emergency care.)	Covered	Covered Restrictions may apply
Hearing Services	Covered	Covered Restrictions may apply

Summary of Medicaid-Covered Benefits (Continued)

Benefit	Senior Whole Health Medicare Complete Care	New York Medicaid
OUTPATIENT CARE SERVICES (CONTINUED)		
Home Health Service (Includes medically necessary intermittent skilled nursing care, home health aide services, rehabilitation services, etc.)	Covered	Covered Restrictions may apply
Outpatient Mental Health Care	Covered	Covered Restrictions may apply
Outpatient Rehabilitation Services (Occupational Therapy, Physical Therapy, Speech and Language Therapy)	Covered	Covered Restrictions may apply
Outpatient Services	Covered	Covered Restrictions may apply
Outpatient Substance Abuse Care	Covered	Covered Restrictions may apply
Over-the-Counter Items	Covered	Covered OTC items are covered by NYRx, the Medicaid pharmacy program
Podiatry Services	Covered	Covered Restrictions may apply
Prosthetic Devices (Includes braces, artificial limbs and eyes, etc.)	Covered	Covered Restrictions may apply
Transportation Services (Routine)	Covered	Covered Restrictions may apply

Benefit	Senior Whole Health Medicare Complete Care	New York Medicaid
OUTPATIENT CARE SERVICES (CONTINUED)		
Urgently Needed Services (This is NOT emergency care and, in most cases, is out of the service area.)	Covered	Covered
Vision Services	Covered	Covered Restrictions may apply
Wellness/Education and other Supplemental Benefit Programs	Covered	Not Covered
INPATIENT CARE		
Inpatient Hospital Care (Includes Substance Abuse and Rehabilitation Services)	Covered	Covered Restrictions may apply
Inpatient Mental Health Care	Covered	Covered Restrictions may apply
Skilled Nursing Facility (SNF) (In a Medicare-certified skilled nursing facility)	Covered	Covered
PREVENTIVE SERVICES		
Kidney Disease and Conditions	Covered	Covered Restrictions may apply
Preventive Services	Covered	Covered

Summary of Medicaid-Covered Benefits (Continued)

Benefit	Senior Whole Health Medicare Complete Care	New York Medicaid
HOSPICE		
Hospice	Covered	Covered Restrictions may apply
PRESCRIPTION DRUG BENEFITS		
Outpatient Prescription Drugs	Covered	Covered Restrictions may apply
ADDITIONAL MEDICAID BENEFITS		
BENEFITS	MEDICAID COVERAGE	
Personal Emergency Response Services (PERS)	Covered	
Meals	Covered Restrictions may apply	
Non-Emergency Medical Transportation	Covered Restrictions may apply	

Glossary of Terms

Coinsurance

The percentage you pay as your share of the cost for medical services or prescription drugs. For example, if you have 20 percent coinsurance, you pay 20 percent of the cost of your medical bill.

Copay

The fixed amount you pay as your share of the cost of a medical service or supply. For example, you might have a \$20 copay every time you see your primary care doctor.

Deductible

The amount you pay for health care services or prescriptions before your insurance begins to pay.

Extra Help

A Medicare program to help people with limited income and resources pay prescription drug program costs, like premiums, deductibles, and coinsurance.

Long-term care

Services and support for people who can't perform basic activities of daily living, like dressing and bathing. Medicare and most health insurance plans do not pay for long-term care.

Medicaid

A state and federal program that provides health coverage to low-income people.

Medicare Advantage

Also known as Part C. A type of Medicare plan offered by a private company approved by Medicare. A Medicare Advantage plan is an alternative to Original Medicare. It provides all of your Part A and Part B benefits and often offers extra benefits, like dental and vision care.

Original Medicare

Medicare Part A (hospital insurance) and Part B (medical insurance). Most people get it when they turn 65. The federal government manages Original Medicare.

Out-of-pocket maximum

The most you have to pay for covered services in one year. Once you reach this amount, your insurance covers 100 percent of your medically necessary care for the rest of the year.

Premium

The money you pay monthly to Medicare or a health care plan for coverage.

Preventive services

Health care to prevent or detect illness at an early stage. Most health plans must cover some important preventive services, like flu shots and blood pressure screening, at no cost to you.

How can you enroll?



Apply by Phone

Call **(888) 566-3526, TTY 711**, to enroll over the phone. Our team of Molina Medicare Trusted Advisors are happy to answer your questions and help you enroll.



Apply in Person

If you prefer to meet face-to-face with one of our Molina Medicare Trusted Advisors, please call us to schedule an appointment.



Apply by Mail

Simply complete the enrollment application and return it using the postage-paid envelope. If you do not already have an enrollment application, call us and we will be happy to mail one to you.



Apply Online

Visit SWHNY.COM to apply online.

Molina Healthcare is a C-SNP, D-SNP and HMO plan with a Medicare contract. D-SNP plans have a contract with the state Medicaid program. Enrollment depends on contract renewal.

Medicare Language Assistance Services



Medicare Language Assistance Services

Free aids and services, such as sign language interpreters and written information in alternative formats are available to you. Call 1-800-665-3086 (TTY: 711).

English:

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-665-3086. Someone who speaks English can help you. This is a free service.

Spanish:

Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-665-3086. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin:

如果您对我们的健康计划或药品计划有任何问题，我们可以提供免费的口译服务回答您的问题。若要获得口译服务，请致电我们：1-800-665-3086。说普通话的人士会帮助您。这是免费服务。

Chinese Cantonese:

我們有免費的口譯員服務，可回答您對於我們健康或藥物計劃的任何問題。若需要口譯員，請撥打1-800-665-3086 聯絡我們。能說广东话的人士會為您提供協助。這是免費的服務。

Tagalog:

May mga libre kaming serbisyo ng interpreter para sagutin ang anumang posibleng katanungan ninyo tungkol sa aming planong pangkalusugan o plano sa gamot. Para kumuha ng interpreter, tawagan lang kami sa 1-800-665-3086. May makakatulong sa inyo na nagsasalita ng Tagalog. Isa itong libreng serbisyo.

French:

Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-665-3086. Un interlocuteur parlant français pourra vous aider. Ce service est gratuit.

Vietnamese:

Chúng tôi có các dịch vụ thông dịch miễn phí để trả lời các câu hỏi của quý vị về chương trình sức khỏe hoặc chương trình thuốc của chúng tôi. Để có thông dịch viên, hãy gọi cho chúng tôi theo số 1-800-665-3086. Sẽ có nhân viên nói tiếng Việt trợ giúp quý vị. Đây là dịch vụ miễn phí.

German:

Unser kostenloser Dolmetscherservice beantwortet Ihre Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-665-3086. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean:

당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-665-3086번으로 문의해 주십시오. 한국어를 하는 담당자가 도와드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian:

Получить ответы на вопросы о нашем медицинском страховом плане или о плане, покрывающем лекарства по рецепту, вам бесплатно помогут наши устные переводчики. Просто позвоните нам по номеру 1-800-665-3086. Вам бесплатно поможет русскоязычный сотрудник.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية لإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على الرقم 1-800-665-3086. سيقوم شخص يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi:

हमारी स्वास्थ्य या दवा योजना के बारे में अगर आपके कुछ सवाल हैं, तो उनके जवाब देने के लिए हमारे पास निःशुल्क दुभाषिया सेवाएँ उपलब्ध हैं। दुभाषिया पाने के लिए, हमें 1-800-665-3086 पर कॉल करें। हर्दी बोलने वाला कोई व्यक्ति आपकी मदद कर सकता है। यह एक निःशुल्क सेवा है।

Italian:

È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario o farmaceutico. Per ottenere un interprete, contattare il numero 1-800-665-3086. Un nostro incaricato che parla italiano fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese:

Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-665-3086. Irá encontrar alguém que fale o idioma português para o ajudar. Este serviço é gratuito.

French Creole:

Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal ouwa asirans medikaman nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-665-3086. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish:

Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-665-3086. Ta usługa jest bezpłatna.

Japanese:

当社の健康健康保険と薬品処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-800-665-3086にお電話ください。日本語を話す人が支援いたします。これは無料のサービスです。

Ready to enroll or have questions?

Call (888) 566-3526, TTY: 711

Current Members Call:

(833) 671-0440, TTY: 711

Hours are October 1 - March 31, 8 a.m. – 8 p.m. local time, 7 days a week.
From April 1 - September 30, Monday – Friday, 8 a.m. – 8 p.m. local time.