

Summary of benefits

This booklet gives you a summary of the benefits you can expect when you choose a **Priority**Medicare Employer plan.

PriorityMedicareSM

Priority Health has HMO-POS and PPO plans with a Medicare contract.
Enrollment in Priority Health Medicare depends on contract renewal.

Overview of in-network benefits

Deductible	Maximum out-of-pocket responsibility	Primary care physician (PCP)	Specialist visit

Emergency care	Urgently needed services	Ambulance	Inpatient hospital

Outpatient hospital	Outpatient diagnostic radiology	Outpatient tests and labs	Outpatient x-rays

Cardiac/pulmonary	PT/OT/ST	Outpatient mental health	Chiropractic care
Cardiac rehab: Pulmonary rehab:		Individual visits: Group visits:	

Durable medical equipment	Prosthetics & orthotics	Diabetic supplies	Podiatry (foot care)

Diabetic test strips are limited to OneTouch®(JJHCS), Breeze® (Bayer) and Contour® (Bayer) products when dispensed by a retail pharmacy or mail-order pharmacy.

Preventive care: Services that Medicare pays for to keep you healthy

for preventive services such as mammograms, colonoscopy screening and immunizations.

Prior authorization may apply for some benefits. Contact the plan for more information.

Overview of in-network benefits

Skilled nursing facility (SNF)	Inpatient mental health care	Hospice care Services are covered by Original Medicare.	Home health care

Hearing services	Vision services
Diagnostic exam	Diagnostic exam
Routine exam	Routine exam
Hearing aids	Eyewear

Supplemental benefits: Available services because you have Priority Health Medicare
for nutrition education, in-home safety assessments and telemonitoring.

Prior authorization may apply for some benefits. Contact the plan for more information.

Overview of in-network benefits

Medicare Part B drugs

Chemotherapy drugs	Part B drugs Obtained in a provider's office or outpatient setting	Part B drugs Obtained in a pharmacy or by mail order service

Part D outpatient prescription drug benefits

Prescription drug deductible:

	Preferred retail pharmacy	
	30-day	90-day
Tier 1		
Tier 2		
Tier 3		
Tier 4		
Tier 5		Not offered

Prior authorization may apply for some benefits. Contact the plan for more information.

Overview of in-network benefits

Part D outpatient prescription drug benefits

	Standard retail pharmacy	
	30-day	90-day
Tier 1		
Tier 2		
Tier 3		
Tier 4		
Tier 5		Not offered

	Mail order	
	30-day	90-day
Tier 1		
Tier 2		
Tier 3		
Tier 4		
Tier 5		Not offered

Prior authorization may apply for some benefits. Contact the plan for more information.

Notice of Nondiscrimination and Language Assistance Services

Priority Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Priority Health does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Federal law requires that we provide you with this Notice of Nondiscrimination and Language assistance services.

Free aids and services

Priority Health provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Priority Health provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Priority Health Medicare customer service by calling 1.888.389.6648 (TTY users call 711), 8 a.m. - 8 p.m., 7 days a week.

To file a civil rights grievance

If you believe that Priority Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Priority Health Compliance Department
Attention: Civil Rights Coordinator
1231 East Beltline Ave NE
Grand Rapids, MI 49525-4501
Toll free: 866.807.1931 (TTY users call 711) Fax: 616.975.8850
PH-compliance@priorityhealth.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Priority Health Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at *ocrportal.hhs.gov* or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C. 20201
800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at *hhs.gov/ocr/office/file/index.html*.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.888.389.6648 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1.888.389.6648 (رقم هاتف الصم والبكم: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.888.389.6648（TTY：711）。

ملاحظة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1.888.389.6648 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.888.389.6648 (TTY: 711).

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1.888.389.6648 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.888.389.6648 (TTY: 711)번으로 전화해 주십시오.

লক্ষ্যকরুন: যদি আপনি বাং লা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহাতয়া পরিষেবা উপলব্ধ আছে। ফোন করুন 1.888.389.6648 (TTY: 711)।

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1.888.389.6648 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.888.389.6648 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1.888.389.6648 (TTY: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1.888.389.6648（TTY:711）まで、お電話にてご連絡ください。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.888.389.6648 (телетайп: 711).

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1.888.389.6648 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.888.389.6648 (TTY: 711).

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Contact us



If you have questions, call one of our Priority Health Medicare experts from 8 a.m. to 8 p.m., seven days a week (TTY users call 711). Call 888.389.6648 (press #3).



Email us any time. Visit prioritymedicare.com and click on **Contact Us** to send a secure email.

Please note that this is just a summary of the plans' benefits; it doesn't list every service we cover or list every limitation or exclusion. To get a complete list of services we cover including any limitations or exclusions, review the Evidence of Coverage document. Or by calling our customer service number. For additional information, call us at 888.389.6648, option 3 (TTY users should call 711). Another resource available to you when researching your Medicare options is the *2019 Medicare & You* handbook. View it online at [medicare.gov](https://www.medicare.gov) or get a copy by calling 800.MEDICARE (800.633.4227), 24 hours a day, seven days a week. TTY users should call 877.486.2048.



Out-of-network/non-contracted providers are under no obligation to treat Priority Health members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.