

2018

Summary of Benefits

FHCP's Medvantage Plan (HMO)

A Medicare Advantage HMO Plan

Flagler and Volusia Counties



Discrimination is Against the Law

Florida Health Care Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Florida Health Care Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Florida Health Care Plans:

- 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)
- 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 Daria Siciliano, RN-BC, CCM.

If you believe that Florida Health Care Plans 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:

Daria Siciliano, RN-BC, CCM,
Director of Member Services,
1340 Ridgewood Avenue,
Holly Hill, FL 32117.
1-844-219-6137, TTY: TRS Relay 711, 386-676-7149,
rights@fhcp.com.

You can file grievance in person or by mail, fax, or email. If you need help filing a grievance, Daria Siciliano, RN-BC, CCM Manager of Member Services 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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, 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
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

If you or someone you're helping has questions about **Florida Health Care Plans**, you have the right to get help and information in your language at no cost. To talk to an interpreter, call **1-877-615-4022. (TTY: TRS Relay 711)**

Si usted o alguien a quien ayuda tienen preguntas sobre **Florida Health Care Plans**, tienen derecho a obtener ayuda e información en su idioma de manera gratuita. Para hablar con un intérprete, llame al **1-877-615-4022. (TTY: TRS Relay 711)**

Si ou menm, oswa yon moun w ap ede, gen kesyon sou **Florida Health Care Plans**, ou gen dwa pou jwenn enfòmasyon nan lang ou gratis. Pou ale ak yon entèprèt, rele **1-877-615-4022. (TTY: TRS Relay 711)**

Nếu quý vị, hoặc người nào đó mà quý vị đang giúp đỡ, có các thắc mắc về **Florida Health Care Plans**, quý vị có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của quý vị miễn phí. Để trao đổi với phiên dịch, hãy gọi theo số **1-877-615-4022. (TTY: TRS Relay 711)**

Se você, ou alguém que estiver a ajudar, tiver dúvidas sobre **Florida Health Care Plans**, tem o direito de obter ajuda e informações na sua língua, sem nenhuma custas. Para falar com um intérprete, ligue para **1-877-615-4022. (TTY: TRS Relay 711)**

如果您或您正協助的某人對**Florida Health Care Plans**

有疑問，您有權免費以您的語言取得本協助及資訊。如欲與口譯員交談，請致電**1-877-615-4022. (TTY: TRS Relay 711)**

Si vous ou une personne que vous aidez avez des questions au sujet de **Florida Health Care Plans**, vous avez le droit d'obtenir gratuitement de l'aide et des informations dans votre langue. Pour parler à un interprète, veuillez appeler le **1-877-615-4022. (TTY: TRS Relay 711)**

Kung ikaw, o ang isang taong tinutulungan mo, ay may mga tanong tungkol sa **Florida Health Care Plans**, mayroon kang karapatang humingi ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang interpreter, tumawag sa **1-877-615-4022. (TTY: TRS Relay 711)**

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы о программе **Florida Health Care Plans**, Вы имеет право бесплатно получить ответы в переводе на Ваш язык. Для того чтобы воспользоваться помощью устного переводчика, позвоните по телефону **1-877-615-4022. (TTY: TRS Relay 711)**

إذا كان لديك أو الشخص الذي تساعد استفسارات حول **Florida Health Care Plans**، يحق لك تلقي المساعدة والمعلومات بلغتك مجاناً. تحدث إلى مترجم فوري، اتصل على الرقم **1-877-615-4022. (TTY: TRS Relay 711)**

se voi, o una persona che state aiutando, avete domande relative al **Florida Health Care Plans**, avete diritto a ottenere assistenza e informazioni gratuitamente nella vostra lingua. Per parlare con un interprete, chiamare il numero **1-877-615-4022. (TTY: TRS Relay 711)**

Falls Sie oder jemand, dem Sie helfen, irgendwelche Fragen über **Florida Health Care Plans** haben, so haben Sie Anspruch auf kostenlose Unterstützung und Informationen in Ihrer eigenen Sprache. Bitte rufen Sie uns unter der Nummer **1-877-615-4022. (TTY: TRS Relay 711)** an, um mit einem Dolmetscher/einer Dolmetscherin zu sprechen.

귀하 또는 귀하가 도와드리고 있는 분이 **Florida Health Care Plans**에 관한 질문이 있을 경우, 귀하에게는 무료로 본인이 구사하는 언어로 도움과 정보를 받을 권리가 있습니다. 통역으로 전화 연결되려면 **1-877-615-4022. (TTY: TRS Relay 711)** 번으로 전화해 주십시오.

Jeśli Ty lub ktoś, komu pomagasz macie pytania dotyczące **Florida Health Care Plans**, macie prawo uzyskać pomoc i informacje w swoim języku, bez żadnych kosztów. Porozmawiaj z tłumaczem, zadzwoń pod numer **1-877-615-4022. (TTY: TRS Relay 711)**

જો તમને અથવા તમે જેને મદદ કરી રહ્યાં છો તેમને **Florida Health Care Plans** વિશે કોઈ પ્રશ્નો હોય, તો તમને તમારી ભાષામાં કોઈ પણ ખર્ચ વિના મદદ અને માહિતી મેળવવાનો હક છે. દુભાષિયા સાથે વાત કરવા માટે **1-877-615-4022. (TTY: TRS Relay 711)** પર ફોન કરો.

หากคุณ หรือคนที่คุณกำลังช่วยเหลืออยู่มีคำถามเกี่ยวกับ **Florida Health Care Plans** คุณจะได้รับการช่วยเหลือและได้รับข้อมูลในภาษาของคุณโดยที่ไม่มีค่าใช้จ่ายใดๆ หากต้องการพูดคุยกับล่ามแปลภาษา โทร.

1-877-615-4022. (TTY: TRS Relay 711)

Florida Health Care Plan, Inc. d/b/a Florida Health Care Plans ("FHCP") offers health insurance coverage products. FHCP is an affiliate of Blue Cross and Blue Shield of Florida, d/b/a Florida Blue. Both companies are Independent Licensees of the Blue Cross and Blue Shield Association.

H1035_A5225 CMS Approved (06/08/2016)

January 1, 2018 - December 31, 2018

FHCP's Medvantage Plan (HMO) **H1035, Plan 007**

This booklet gives you a summary of health plan services that we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, call us and ask for the "Evidence of Coverage".

Who can join?

To join **FHCP's Medvantage Plan (HMO)**, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area. Our service area includes the following counties in Florida: Flagler and Volusia.

Which doctors and hospitals can I use?

FHCP's Medvantage Plan (HMO) has an extensive network of doctors, hospitals, and other providers. If you use providers that are not in our network, the plan may not pay for these services.

You can see our plan's provider directory at our website www.fhcp.com/medicare_2018_MAdirectory. Or, call us and we will send you a copy of the provider directory.

FHCP's Medvantage Plan (HMO) covers Part B drugs including chemotherapy and some drugs administered by your provider. However, this plan does not cover Part D prescription drugs.

Things to Know About FHCP

Hours of Operation

You can call us 7 days a week from 8:00 a.m. to 8:00 p.m. Eastern Standard time.

FHCP's Phone Numbers and Website

- If you are a member of this plan, call toll-free 1-877-615-4022. Hearing Impaired call TRS Relay 711.
- If you are not a member of this plan, call toll-free 1-855-Go2FHCP (1-855-462-3427). Hearing Impaired call TRS Relay 711.
- Our website: <http://www.fhcp.com/fhcp-medicare>

If you want to know more about the coverage and costs of Original Medicare, look in your current "Medicare & You" handbook. View it online at <http://www.medicare.gov> or get a copy 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.

Florida Health Care Plans (FHCP) is an HMO with a Medicare contract. Enrollment in Florida Health Care Plans depends on contract renewal. This information is not a complete description of benefits. Contract the plan for more information. Limitation, copayments and restrictions may apply. Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year. The provider network may change at any time. You will receive notice when necessary. This document is available in other formats such as Braille and large print.

SUMMARY OF BENEFITS

January 1, 2018 – December 31, 2018

Premiums and Benefits	FHCP's Medvantage Plan (HMO) PBP 007
MONTHLY PREMIUM, DEDUCTIBLE AND LIMITS	
Monthly Plan Premium	\$0 per month. You must keep paying your Medicare Part B premium. Florida Health Care Plans will reduce your Medicare Part B premium by up to \$15.
Deductible (Medical)	This plan does not have a deductible.
Maximum Out-of-pocket Responsibility	\$6,700 annually The most you pay for copays, coinsurance and other costs for medical services for the year.
COVERED MEDICAL AND HOSPITAL BENEFITS	
Inpatient Hospital Coverage	<ul style="list-style-type: none"> ➤ \$300 copay per day for days 1 through 6 ➤ \$0 copay per day for days 7 through 90 ➤ \$0 copay per day for days 91 and beyond <p>You pay the Inpatient Hospital copayments each time you're admitted to a hospital, no matter how many days have passed since your last admission.</p> <p>Authorization rules may apply.</p>
Outpatient Hospital Coverage Outpatient Hospital Ambulatory Surgical Center	<p>\$200 copay \$100 copay</p> <p>Authorization rules may apply.</p>
Doctor Visits Primary Specialists	<p>\$5 copay per visit \$40 copay per visit</p> <p>Copay will apply for No-show PCP and/or Specialist visits.</p> <p>Authorization rules may apply.</p>
Preventive Care	<p>\$0 copay</p> <p>Please contact FHCP's Marketing Department and ask for a copy of Chapter 4 from the 2018 Evidence of Coverage.</p> <p>Any additional preventive services approved by Medicare during the contract year will be covered. There are some items not covered at \$0 cost.</p> <p>Preventive Services are covered in full when received by an FHCP participating provider.</p>

Premiums and Benefits	FHCP's Medvantage Plan (HMO) PBP 007
Emergency Care	<p>\$80 copay per visit</p> <p>If you are admitted to the hospital within 24 hours, you do not have to pay your share of the cost for emergency care.</p> <p>Emergency care is available worldwide.</p>
Urgently Needed Services FHCP Extended Hours Care Center Urgent Care Center	<p>\$5 copay per visit</p> <p>\$40 copay per visit</p> <p>Urgently needed services are available worldwide.</p>
Diagnostic Services/Labs/Imaging Diagnostic Radiology Services (such as MRIs, CT scans) Diagnostic Tests and Procedures Lab Services Outpatient X-rays Therapeutic Radiology Services (such as radiation treatment for cancer)	<p>\$10-200 copay, depending on the service</p> <p>\$0-175 copay, depending on the service</p> <p>\$0 copay</p> <p>\$10-50 copay, depending on the service</p> <p>\$10-50 copay, depending on the service</p> <p>Please contact FHCP's Marketing Department and ask for a copy of Chapter 4 from the 2018 Evidence of Coverage.</p> <p>Authorization rules may apply.</p>
Hearing Services Exam to diagnose and treat hearing and balance issues Routine Hearing exam (up to 1 every year) Hearing Aid fitting/evaluation visits (up to 1 every year)	<p>\$0 copay per visit</p> <p>\$0 copay per visit</p> <p>\$0 copay per visit</p>

Premiums and Benefits	FHCP's Medvantage Plan (HMO) PBP 007
Dental Services Preventive Dental Limited Dental Services	Not covered \$40 copay per visit Limited dental services do not include services in connection with care, treatment, filling, removal, or replacement of teeth. Authorization rules may apply.
Vision Services Exam to diagnose and treat diseases and conditions of the eye (including yearly glaucoma screening) Eyeglasses or contact lenses after cataract surgery Routine eye exam (up to 1 every year when performed by an Optometrist) Eyeglasses (frames and lenses) up to 1 every two years	\$15-40 copay, depending on the service \$0 copay \$15 copay per visit Plan pays up to \$90 every two years toward the purchase of eyeglasses (lenses and frames) from a participating Optometrist.
Mental Health Services Outpatient therapy visits Group Individual Inpatient visit	\$40 copay per visit \$40 copay per visit ➤ \$300 copay per day for days 1 through 5 ➤ \$0 copay per day for days 6 through 90 ➤ \$0 copay per day for days 91 and beyond You pay the Inpatient Hospital Psychiatric copayments each time you're admitted to a hospital, no matter how many days have passed since your last admission. Authorization rules may apply.
Skilled Nursing Facility (SNF)	Our plan covers up to 100 days in a SNF. ➤ \$0 copay per day for days 1 through 20 ➤ \$160 copay per day for days 21 through 100 No prior hospital stay required. When admitted to a Skilled Nursing Facility (SNF), you're covered as defined by Original Medicare guidelines. FHCP does not cover custodial care. FHCP follows Original Medicare guidelines in determining authorization and benefit period for SNF services. Authorization rules may apply.

Premiums and Benefits	FHCP's Medvantage Plan (HMO) PBP 007
Physical Therapy	\$30 copay per visit Authorization rules may apply.
Ambulance	\$175 copay Emergency transportation services are available worldwide. Non-emergency transportation must be pre-authorized by FHCP.
Transportation	Not covered
Medicare Part B Drugs Chemotherapy drugs Other Part B drugs When administered in a Dialysis Center	20% of the cost 20% of the cost 20% of the cost Part B drugs are available at FHCP In-network Preferred Retail Pharmacies only, up to a 31-day supply, OR when administered by an in-network physician or an out-of-network physician.
ADDITIONAL MEDICAL BENEFITS	
Foot Care (podiatry services) Medicare-covered foot exams and treatment Routine foot care	\$40 copay per visit \$10 copay per visit Routine foot care is covered for individuals with diabetes or other conditions that result in damage to the nerve and blood supply of their feet, or poor circulation in the feet (i.e. cutting or removal of corns, warts, calluses or nails). Limited to 6 visits per year.
Medical Equipment/Supplies Durable Medical Equipment (e.g., wheelchairs, oxygen, etc.) Prosthetic Devices (braces, artificial limbs, etc.) and related medical supplies Diabetic supplies: 50 Test Strips/sensors Lancets Glucometer Therapeutic shoes or inserts	20% of the cost 20% of the cost \$10 copay \$10 copay \$0 copay 20% of the cost

Premiums and Benefits	FHCP's Medvantage Plan (HMO) PBP 007
Medical Equipment/Supplies, continued	Diabetic Supplies/Services are limited to specific manufacturers, products and/or brands issued by participating pharmacies and DME suppliers. Contact FHCP for additional information. Authorization rules may apply.
Outpatient Rehabilitation Services Occupational therapy visit Speech and language therapy visit Pulmonary rehab services Cardiac (heart) rehab services - For a maximum of 2 one-hour sessions per day for up to 36 sessions up to 36 weeks.	\$30 copay per visit \$30 copay per visit \$30 copay per session \$30 copay per session Authorization rules may apply.
Wellness Programs (e.g. fitness) Preferred Fitness Program Telemedicine Primary Care Psychologist Acute Low Back and Neck Pain Program	\$0 copay per visit \$10 copay per visit \$30 copay per visit \$30 copay per visit For additional Wellness programs, please contact FHCP's Marketing Department and ask for a copy of Chapter 4 from the 2018 Evidence of Coverage.

FOR MORE INFORMATION ABOUT FLORIDA HEALTH CARE PLANS, PLEASE CALL:

**1-855-Go2FHCP (1-855-462-3427)
(TTY# TRS Relay 711)**

Hours of operation:
7 days a week, 8 a.m. to 8 p.m.

**Service Area:
Flagler and Volusia Counties, Florida**



This brochure is for information only and does not constitute an agreement.

**Florida Health Care Plans is an HMO plan with a Medicare contract.
Enrollment in Florida Health Care Plans depends on contract renewal.**