



## To help you get the care you need easier and faster, we've made a change to your outpatient rehabilitation benefits.

Anytime a change is made, we send you a notice, also called an amendment, to let you know what the changes are and when they will start.

This amendment explains a change to your Evidence of Coverage and Summary of Benefits. See the chart below for details on the changes to the following plans: VIVA MEDICARE Classic (HMO), VIVA MEDICARE Extra Care (HMO SNP), VIVA MEDICARE Extra Value (HMO SNP), VIVA MEDICARE Infirmiry Health Advantage (HMO), VIVA MEDICARE Plus (HMO), VIVA MEDICARE Premier (HMO), VIVA MEDICARE Prime (HMO), and VIVA MEDICARE Select (HMO).

ORIGINAL INFORMATION	UPDATED INFORMATION <i>(What is Changing)</i>	EFFECTIVE DATE
<p>Your 2024 plan documents show that your doctor or other network provider must get approval in advance (called "prior authorization") before the following outpatient services will be covered:</p> <ul style="list-style-type: none"> <li>• Cardiac rehabilitation services</li> <li>• Outpatient rehabilitation services (includes physical therapy, occupational therapy, and speech language therapy)</li> <li>• Pulmonary rehabilitation services</li> </ul>	<p>Your doctor or other network provider no longer has to get approval in advance ("prior authorization") from the plan before referring you for outpatient rehabilitation services listed in the first column.</p> <p>Your doctor or other network provider will review your health condition and decide if you meet Medicare coverage guidelines for rehabilitation services. If you meet those guidelines, your doctor or other network provider will refer you to a network provider for outpatient rehabilitation services without having to get approval in advance ("prior authorization") from the plan.</p>	<p>We have been phasing in this change and will have all systems updated by <b>June 15, 2024.</b></p>

# SUMMARY OF BENEFITS 2024

January 1, 2024 – December 31, 2024

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If you are a member of this plan, call 1-800-633-1542 (toll-free). TTY users, dial 711.

Hours: Monday through Friday, 8 a.m. to 8 p.m.  
(From October 1 to March 31: 7 days a week, 8 a.m. to 8 p.m.)

If you are not a member of this plan, call 1-888-830-8482 (toll-free). TTY users, dial 711.

Hours: Monday through Friday, 8 a.m. to 8 p.m.  
(From October 1 to December 31: 7 days a week, 8 a.m. to 8 p.m.)

Our website: [www.VivaHealth.com/Medicare](http://www.VivaHealth.com/Medicare)

## SECTION I - INTRODUCTION TO SUMMARY OF BENEFITS

The benefit information provided is a summary of what we cover and what you pay. It does not 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**.” You can also see the Evidence of Coverage on our website, [www.VivaHealth.com/Medicare/Member-Resources](http://www.VivaHealth.com/Medicare/Member-Resources).

### You have choices about how to get your Medicare benefits

- One choice is to get your Medicare benefits through Original Medicare (fee-for-service Medicare). Original Medicare is run directly by the Federal government.
- Another choice is to get your Medicare benefits by joining a Medicare health plan (such as **VIVA MEDICARE Select**).

### Tips for comparing your Medicare choices

This Summary of Benefits booklet gives you a summary of what **VIVA MEDICARE Select** covers and what you pay.

- If you want to compare our plan with other Medicare health plans, ask the other plans for their Summary of Benefits booklets. Or, use the Medicare Plan Finder on <https://www.medicare.gov>.
- 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 <https://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.

### Sections in this booklet

- Things to Know About **VIVA MEDICARE Select**.
- Monthly Premium, Deductible, and Limits on How Much You Pay for Covered Services.
- Covered Medical and Hospital Benefits.

This document is available in other formats such as audio and large print.

This document can be made available in a non-English language. For additional information, call us at 1-800-633-1542 (TTY: 711).

### Things to Know About **VIVA MEDICARE Select**

### Hours of Operation & Contact Information

If you are a member of this plan, call us at 1-800-633-1542, TTY: 711.

- We’re open Monday through Friday, 8 a.m. to 8 p.m. (from October 1 to March 31: 7 days a week, 8 a.m. to 8 p.m.).

If you are not a member of this plan, call us at 1-888-830-8482, TTY: 711.

- We’re open Monday through Friday, 8 a.m. to 8 p.m. (from October 1 to December 31: 7 days a week, 8 a.m. to 8 p.m.).

Our website: [www.VivaHealth.com/Medicare](http://www.VivaHealth.com/Medicare)

## SECTION I - INTRODUCTION TO SUMMARY OF BENEFITS

### Who can join?

To join **VIVA MEDICARE Select**, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and you must live in our service area. Our service area includes these counties in Alabama: Autauga, Baldwin, Blount, Bullock, Calhoun, Chambers, Cherokee, Chilton, Colbert, Crenshaw, Cullman, Dale, DeKalb, Elmore, Etowah, Fayette, Franklin, Geneva, Henry, Houston, Jackson, Jefferson, Lauderdale, Lee, Limestone, Lowndes, Macon, Madison, Marshall, Mobile, Montgomery, Morgan, Pike, Shelby, St. Clair, Talladega, Tallapoosa, Tuscaloosa, and Walker.

### Which doctors and hospitals can I use?

**VIVA MEDICARE Select** has a 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.VivaHealth.com/Medicare/Member-Resources](http://www.VivaHealth.com/Medicare/Member-Resources)).

Or, call us and we will send you a copy of the provider directory.

### What do we cover?

Like all Medicare health plans, we cover everything that Original Medicare covers – and *more*. Some of the extra benefits are outlined in this booklet.

In addition, we cover Part B drugs including chemotherapy and some drugs administered by your provider.

**If you have any questions about this plan's benefits or costs, please contact  
VIVA MEDICARE.**

## SECTION II - SUMMARY OF BENEFITS

### VIVA MEDICARE *Select*

#### MONTHLY PREMIUM, DEDUCTIBLE, AND LIMITS ON HOW MUCH YOU PAY FOR COVERED SERVICES

<b>Monthly Plan Premium</b>	You do not pay a separate monthly plan premium for VIVA MEDICARE <i>Select</i> . You must continue to pay your Medicare Part B premium.
<b>Part B Premium Buy-Down</b>	Our plan provides a Part B Premium Buy-Down (also called a Part B Premium Giveback) that lowers the cost of your monthly Part B premium by \$65 a month (if you are not receiving government assistance that pays the Part B premium for you). Please see the Evidence of Coverage for more information.
<b>Deductible</b>	Medical Deductible: Not Applicable.
<b>Maximum Out-of-Pocket Responsibility</b>	Your yearly limit(s) in this plan: <ul style="list-style-type: none"><li>• \$4,500 for services you receive from in-network providers.</li></ul> If you reach the limit on out-of-pocket costs, you keep getting covered hospital and medical services and we will pay the full cost for the rest of the year. Please note that you will still need to pay your monthly premiums, if applicable.

#### COVERED MEDICAL AND HOSPITAL BENEFITS

<b>Inpatient Hospital</b>	<b><u>In-Network:</u></b> Days 1-6: \$290 Copay per day for each admission. Days 7-90: \$0 Copay per day. Our plan covers an unlimited number of days for an inpatient hospital stay. May require prior authorization.
<b>Outpatient Hospital</b>	<b><u>In-Network:</u></b> Outpatient hospital: \$290 Copay. Outpatient observation: \$290 Copay. Medicare-covered colonoscopies: \$0 Copay. May require prior authorization.
<b>Ambulatory Surgical Center</b>	<b><u>In-Network:</u></b> Ambulatory Surgical Center: \$0 Copay. May require prior authorization.
<b>Doctor's Office Visits</b>	<b><u>In-Network:</u></b> Primary care physician (PCP) visit: \$0 Copay. Specialist visit: \$20 Copay.

## SECTION II - SUMMARY OF BENEFITS

### VIVA MEDICARE *Select*

<b>Preventive Care</b> <i>(e.g., flu vaccine, diabetic screenings)</i>	<b><u>In-Network:</u></b> You pay nothing for all preventive services covered under Original Medicare at zero cost sharing.  Any additional preventive services approved by Medicare during the contract year will be covered.
<b>Emergency Care</b>	<b><u>In-Network:</u></b> \$120 Copay per visit.  If you are admitted to the hospital within 24 hours for the same condition, you do not have to pay your share of the cost for emergency care.  Worldwide Emergency Coverage: \$120 Copay.  Worldwide emergency coverage outside the U.S. and its territories is limited to \$50,000 and does not include transportation.
<b>Urgently Needed Services</b>	<b><u>In-Network:</u></b> Medicare-covered urgently needed service from a PCP: \$0 Copay per visit.  Medicare-covered urgently needed service from a specialist: \$20 Copay per visit.  Medicare-covered urgently needed service from an urgent care clinic/facility: \$40 Copay per visit.
<b>Diagnostic Services/ Labs/Imaging</b>	<b><u>In-Network:</u></b> Diagnostic tests and procedures (such as EEGs, sleep studies): \$0 - \$50 Copay. Lab services: \$0 Copay. Diagnostic radiology services (such as ultrasound, MRI, CAT Scan): \$10 - \$75 Copay. X-rays: \$10 Copay. Therapeutic radiology services (such as radiation treatment for cancer): \$60 Copay. Costs for these services may vary based on place of service.  May require prior authorization.

**SECTION II - SUMMARY OF BENEFITS***VIVA MEDICARE Select*

<b>Hearing Services</b>	<p><b><u>In-Network:</u></b></p> <p>Exam to diagnose and treat hearing and balance issues: \$0 - \$20 Copay.</p> <p>Routine hearing exam (up to 1 visit every year): \$0 - \$20 Copay.</p> <p>Hearing Aids: Plan covers one prescription hearing aid per ear, per calendar year or one pair of over-the-counter (OTC) hearing aids purchased through NationsHearing per calendar year. \$500 - \$1,975 for each prescription hearing aid or \$750 - \$3,100 for a pair of OTC hearing aids.</p>
<b>Dental Services</b>	<p><b><u>In-Network:</u></b></p> <p>Limited Medicare-covered dental services (this does not include services in connection with care, treatment, filling, removal, or replacement of teeth): applicable office visit, outpatient, or inpatient copays apply. <i>VIVA MEDICARE Select</i> also covers up to \$2,000 for preventive, diagnostic, and comprehensive dental benefits every year. You pay anything over \$2,000.</p>
<b>Vision Services</b>	<p><b><u>In-Network:</u></b></p> <p>Exam to diagnose and treat diseases and conditions of the eye (including yearly glaucoma screening): \$0 - \$20 Copay.</p> <p>Routine eye exam (up to 1 visit every year): \$0 Copay.</p> <p>Eyeglasses or contact lenses after cataract surgery: \$0 Copay plus you pay any amount over the Medicare allowed amount.</p> <p>Our plan pays up to \$150 for additional prescription eyewear (glasses, contacts, lenses, frames, and upgrades) and contact lens fitting exam once per calendar year.</p>
<b>Mental Health Care</b>	<p><b><u>In-Network:</u></b></p> <p>Outpatient group therapy visit: \$20 Copay.</p> <p>Individual therapy visit: \$20 Copay.</p> <p>Inpatient Mental Health Care:</p> <p>Days 1-6: \$290 Copay per day for each admission.</p> <p>Days 7-90: \$0 Copay per day.</p> <p>May require prior authorization.</p>
<b>Skilled Nursing Facility (SNF)</b>	<p><b><u>In-Network:</u></b></p> <p>Days 1-20: \$0 Copay per day.</p> <p>Days 21-44: \$196 Copay per day.</p> <p>Days 45-100: \$0 Copay per day.</p>

**SECTION II - SUMMARY OF BENEFITS***VIVA MEDICARE Select*

	May require prior authorization.
<b>Outpatient Rehabilitation</b>	<b><u>In-Network:</u></b> Occupational therapy visit: \$20 Copay. Physical therapy and speech and language therapy visit: \$20 Copay. May require prior authorization.
<b>Ambulance</b>	<b><u>In-Network:</u></b> Ground Ambulance: \$275 Copay per one-way trip. Air Ambulance: \$275 Copay per one-way trip. May require prior authorization.
<b>Non-Emergency Transportation</b>	<b><u>In-Network:</u></b> Not Covered.
<b>Medicare Part B Drugs</b>	<b><u>In-Network:</u></b> 20% of the cost for Medicare-covered Part B drugs, including chemotherapy drugs. You may pay less (0-20%) for certain drugs deemed “rebtable” by Medicare. No more than \$35 for a one-month supply of Medicare-covered insulin furnished through durable medical equipment (ex: insulin pump). May require prior authorization.
<b>Telehealth Services</b>	Plan covers telehealth services for PCP and specialist visits, mental health, outpatient substance abuse, and physical and speech therapy; standard office visit copays apply, when applicable.
<b>24-Hour Nurse Line</b>	Plan includes access to a 24-hour nurse line for general health education and tips for at-home, non-emergency treatments for minor illnesses or injuries.
<b>Over-the-Counter (OTC) Drugs and Other Health-Related Items</b>	Plan provides a \$100 allowance every calendar quarter that can be used for approved over-the-counter items by mail order through NationsBenefits.
<b>Fitness</b>	The Silver&Fit® program (no cost; includes membership at participating fitness centers and at-home, digital options).

## DISCLAIMERS

This information is not a complete description of benefits. Call 1-888-830-8482 (TTY users dial 711) for more information. The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a federally registered trademark of ASH and used with permission herein. VIVA MEDICARE is an HMO plan with a Medicare contract and a contract with the Alabama Medicaid Agency. Enrollment in VIVA MEDICARE depends on contract renewal. VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-830-8482 (TTY: 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 1-888-830-8482 (TTY: 711).

## Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at 1-888-830-8482 (TTY: 711).

### Understanding the Benefits

- The Evidence of Coverage (EOC) provides a complete list of all coverage and services. It is important to review plan coverage, costs, and benefits before you enroll. Visit [www.VivaHealth.com/Medicare/Member-Resources](http://www.VivaHealth.com/Medicare/Member-Resources) or call 1-888-830-8482 (TTY: 711) to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.

### Understanding Important Rules

- You must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2025.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).
- Effect on Current Coverage. If you are currently enrolled in a Medicare Advantage plan, your current Medicare Advantage healthcare coverage will end once your new Medicare Advantage coverage starts. If you have Tricare, your coverage may be affected once your new Medicare Advantage coverage starts. Please contact Tricare for more information. If you have a Medigap plan, once your Medicare Advantage coverage starts, you may want to drop your Medigap policy because you will be paying for coverage you cannot use.



## Multi-Language Interpreter Services

**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 1-800-633-1542 (TTY: 711). Someone who speaks English/Language 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 1-800-633-1542 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-800-633-1542 (TTY: 711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-800-633-1542 (TTY: 711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggagamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-633-1542 (TTY: 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay 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 1-800-633-1542 (TTY: 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-800-633-1542 (TTY: 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-633-1542 (TTY: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리 고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-633-1542 (TTY: 711)번 으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-633-1542 (TTY: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** ما شخص سيقوم . للحصول . لدينا الأدوية جدول أو بالصحة تتعلق أسئلة أي عن للإجابة المجانية الفوري المترجم خدمات نقدم إننا  
مجانية خدمة هذه . بمساعدتك على بنا الاتصال سوى عليك ليس فوري، مترجم على1-800-633-1542 (TTY: 711) العربية يتحدث

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-800-633-1542 (TTY: 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-633-1542 (TTY: 711). Un nostro incaricato che parla Italianovi 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 1-800-633-1542 (TTY: 711). 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 oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-633-1542 (TTY: 711). 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 1-800-633-1542 (TTY: 711). 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、1-800-633-1542 (TTY: 711)にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。