

# 2024

## Summary of Benefits

Effective January 1, 2024 through December 31, 2024

- Personal Choice 65<sup>SM</sup> Elite Rx PPO
- Personal Choice 65<sup>SM</sup> Prime Rx PPO
- Personal Choice 65<sup>SM</sup> Saver Rx PPO
- Personal Choice 65<sup>SM</sup> Medical-Only PPO
- Personal Choice 65<sup>SM</sup> Rx PPO

This booklet gives you a summary of what 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*** or go online at **ibxmedicare.com**.

This *Summary of Benefits* booklet gives you a summary of what Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, Personal Choice 65 Medical-Only PPO, and Personal Choice 65 Rx PPO cover and what you pay.

Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, Personal Choice 65 Medical-Only PPO, and Personal Choice 65 Rx PPO are Medicare Advantage PPO (Preferred Provider Organization) plans. With a PPO plan, members don't have to choose a primary care physician (PCP) and can go to doctors in or out of the plan's network. If members use out-of-network doctors, hospitals, or other health care providers, they may pay more for their services.

If you want to compare our plans with other available Medicare health plans, ask the other plan(s) for their *Summary of Benefits* booklet. Or, use the Medicare Plan Finder at **medicare.gov**.

If you want to know more about the coverage and costs of Original Medicare, look in your current "Medicare and You" handbook. View it online at **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 of this booklet

- Monthly Plan Premium
- Plan Costs
- Covered Medical and Hospital Benefits
- Prescription Drug Benefits for Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, and Personal Choice 65 Rx PPO
- Other Medical Benefits

## Who can join?

To join a Personal Choice 65 PPO plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area.

The service area for Personal Choice 65 Medical-Only PPO is Bucks and Philadelphia counties in Pennsylvania.

The service area for Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, and Personal Choice 65 Rx PPO is Bucks, Chester, Delaware, Montgomery, and Philadelphia counties in Pennsylvania.

## Which doctors, hospitals, and pharmacies can I use?

The Personal Choice 65 PPO plans have a network of doctors, hospitals, pharmacies, and other providers. If you use the providers that are not in our network, a higher cost-sharing may apply. Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, and Personal Choice 65 Rx PPO have a preferred pharmacy network; cost-sharing for drugs may vary depending on the pharmacy you use. To view our list of network providers and pharmacies (*Provider/Pharmacy Directory*), please visit **ibxmedicare.com**.

Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, and Personal Choice 65 Rx PPO cover Part D drugs. In addition, the plans cover Part B drugs, such as chemotherapy and some other drugs administered by your provider. You can see our complete plan *Formulary (List of Covered Drugs)* and any restrictions on our website: **ibxmedicare.com**.

Personal Choice 65 Medical-Only PPO covers Part B drugs, including chemotherapy and some other drugs administered by your provider. However, the plan does not cover Part D prescription drugs.

# Monthly Plan Premium

<b>Personal Choice 65 Elite Rx PPO</b>	
If you live in...	And you have...
	Personal Choice 65 Elite Rx PPO
	You pay...
Philadelphia, Bucks, Chester, Delaware, or Montgomery County	\$25.60

<b>Personal Choice 65 Prime Rx PPO</b>	
If you live in...	And you have...
	Personal Choice 65 Prime Rx PPO
	You pay...
Philadelphia or Bucks County	\$0.00
Chester, Delaware, or Montgomery County	\$0.00

<b>Personal Choice 65 Saver Rx PPO</b>	
If you live in...	And you have...
	Personal Choice 65 Saver Rx PPO
	You pay...
Philadelphia, Bucks, Chester, Delaware, or Montgomery County	\$0.00

## Monthly Plan Premium (continued)

<b>Personal Choice 65 Medical-Only PPO</b>	
If you live in...	And you have...
	Personal Choice 65 Medical-Only PPO
	You pay...
Philadelphia or Bucks County	\$138.00
Chester, Delaware, or Montgomery County	n/a

<b>Personal Choice 65 Rx PPO</b>	
If you live in...	And you have...
	Personal Choice 65 Rx PPO
	You pay...
Philadelphia or Bucks County	\$247.00
Chester, Delaware, or Montgomery County	\$158.00

## Plan Costs

	<b>Personal Choice 65 Elite Rx PPO</b>
<b>Deductible</b>	This plan does not have a deductible for covered medical services or for Part D prescription drugs.
<b>Part B Premium Giveback*</b>	This plan does not include a Part B Premium Giveback.
<b>Maximum Out-of-Pocket (MOOP) Amount</b> (the amounts you pay for your premium, Part D prescription drugs, and some medical services do not count toward the annual MOOP amount)	In Network: \$7,250 each year  Our plan has a yearly coverage limit for certain in-network benefits. Contact us for the services that apply.  Combined In Network and Out of Network: \$10,000 each year

\*The Part B Premium Giveback is set up by Medicare and administered through the Social Security Administration (SSA). Members who pay their own Part B premium are eligible for the Giveback. The monthly credit is applied on either the member's Social Security check or Medicare Part B statement, depending on how they pay their Part B premium. It can take a few months for this Giveback to be processed, so the member may receive it as a lump sum.

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Medical-Only PPO and Personal Choice 65 Rx PPO</b>
<p>This plan does not have a deductible for covered medical services or for Part D prescription drugs.</p>	<p>This plan does not have a deductible for covered medical services or for Part D prescription drugs.</p>	<p>Personal Choice 65 Medical-Only PPO does not have a deductible for covered medical services.</p> <p>Personal Choice 65 Rx PPO does not have a deductible for covered medical services or for Part D prescription drugs.</p>
<p>This plan does not include a Part B Premium Giveback.</p>	<p>This plan will reduce your monthly Part B premium by \$57.</p>	<p>This plan does not include a Part B Premium Giveback.</p>
<p>In Network: \$7,550 each year</p> <p>Our plan has a yearly coverage limit for certain in-network benefits. Contact us for the services that apply.</p> <p>Combined In Network and Out of Network: \$11,300 each year</p>	<p>In Network: \$8,300 each year</p> <p>Our plan has a yearly coverage limit for certain in-network benefits. Contact us for the services that apply.</p> <p>Combined In Network and Out of Network: \$11,300 each year</p>	<p>In Network: \$5,000 each year</p> <p>Our plan has a yearly coverage limit for certain in-network benefits. Contact us for the services that apply.</p> <p>Combined In Network and Out of Network: \$8,950 each year</p>

# Covered Medical and Hospital Benefits

	Personal Choice 65 Elite Rx PPO
<b>Inpatient Hospital Coverage (1)</b>	<p>In Network: \$525 copayment per stay</p> <p>\$0 copayment per day for additional days per admission</p> <p>\$0 copayment on day of discharge</p> <p>Out of Network: 30% coinsurance</p>
<b>Inpatient Hospital Stay — Acute Due to COVID-19 Diagnosis (1)</b>	<p>In Network: \$0 copayment</p> <p>Out of Network: 30% coinsurance</p>
<b>Outpatient Hospital Services (1)</b>	<p>In Network: \$250 copayment per visit</p> <p>Out of Network: 30% coinsurance</p>
<b>Outpatient Observation Services</b>	<p>In Network: \$250 copayment per visit</p> <p>Out of Network: 30% coinsurance</p>
<b>Ambulatory Surgical Services (1)</b>	<p>In Network: \$150 copayment</p> <p>Out of Network: 30% coinsurance</p>
<b>Doctor's Office Visits</b>	
<ul style="list-style-type: none"> <li>• Primary Care Physician</li> </ul>	<p>In Network: \$0 copayment per visit</p> <p>Out of Network: 30% coinsurance</p>
<ul style="list-style-type: none"> <li>• Specialist</li> </ul>	<p>In Network: \$30 copayment per visit</p> <p>Out of Network: 30% coinsurance</p>

Services with a (1) may require prior authorization (in-network only).



<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Medical-Only PPO and Personal Choice 65 Rx PPO</b>
<p>In Network: \$250 copayment per day for days 1–7 per admission \$0 copayment per day for days 8 and beyond per admission \$0 copayment on day of discharge \$1,750 maximum copayment per admission Out of Network: 40% coinsurance</p>	<p>In Network: \$375 copayment per day for days 1–5 per admission \$0 copayment per day for days 6 and beyond per admission \$0 copayment on day of discharge \$1,875 maximum copayment per admission Out of Network: 40% coinsurance</p>	<p>In Network: \$240 copayment per day for days 1–6 per admission \$0 copayment per day for days 7 and beyond per admission \$0 copayment on day of discharge \$1,440 maximum copayment per admission Out of Network: 30% coinsurance</p>
<p>In Network: \$0 copayment Out of Network: 40% coinsurance</p>	<p>In Network: \$0 copayment Out of Network: 40% coinsurance</p>	<p>In Network: \$0 copayment Out of Network: 30% coinsurance</p>
<p>In Network: \$375 copayment per visit Out of Network: 40% coinsurance</p>	<p>In Network: 20% coinsurance per visit Out of Network: 40% coinsurance</p>	<p>In Network: \$300 copayment per visit Out of Network: 30% coinsurance</p>
<p>In Network: \$375 copayment per visit Out of Network: 40% coinsurance</p>	<p>In Network: 20% coinsurance per visit Out of Network: 40% coinsurance</p>	<p>In Network: \$300 copayment per visit Out of Network: 30% coinsurance</p>
<p>In Network: \$225 copayment Out of Network: 40% coinsurance</p>	<p>In Network: 20% coinsurance Out of Network: 40% coinsurance</p>	<p>In Network: \$150 copayment Out of Network: 30% coinsurance</p>
<p>In Network: \$0 copayment per visit Out of Network: 40% coinsurance</p>	<p>In Network: \$10 copayment per visit Out of Network: 40% coinsurance</p>	<p>In Network: \$0 copayment per visit Out of Network: 30% coinsurance</p>
<p>In Network: \$30 copayment per visit Out of Network: 40% coinsurance</p>	<p>In Network: \$50 copayment per visit Out of Network: 40% coinsurance</p>	<p>In Network: \$35 copayment per visit Out of Network: 30% coinsurance</p>

## Covered Medical and Hospital Benefits (continued)

	<b>Personal Choice 65 Elite Rx PPO</b>
<b>Preventive Care (1)</b> (e.g., flu vaccine, diabetic screenings)	In Network: \$0 copayment Out of Network: 30% coinsurance Please refer to the <i>Evidence of Coverage</i> for a complete listing of services. If you receive a separate additional non-preventive evaluation and/or service, a copayment will apply. The copayment amount depends on the provider type or place of service.
<b>Emergency Care — Covered Worldwide</b> Worldwide copayment outside the U.S. does not count toward the annual MOOP amount	In Network and Out of Network: \$100 copayment per visit Not waived if admitted
<b>Urgently Needed Services — Covered Worldwide</b> Worldwide copayment outside the U.S. does not count toward the annual MOOP amount	In Network and Out of Network: \$5 copayment in a retail clinic Not waived if admitted \$55 copayment in an urgent care center Not waived if admitted \$100 copayment per visit outside of U.S. Not waived if admitted

Services with a (1) may require prior authorization (in-network only).

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Medical-Only PPO and Personal Choice 65 Rx PPO</b>
<p>In Network: \$0 copayment</p> <p>Out of Network: 40% coinsurance</p> <p>Please refer to the <i>Evidence of Coverage</i> for a complete listing of services. If you receive a separate additional non-preventive evaluation and/or service, a copayment will apply. The copayment amount depends on the provider type or place of service.</p>	<p>In Network: \$0 copayment</p> <p>Out of Network: 40% coinsurance</p> <p>Please refer to the <i>Evidence of Coverage</i> for a complete listing of services. If you receive a separate additional non-preventive evaluation and/or service, a copayment will apply. The copayment amount depends on the provider type or place of service.</p>	<p>In Network: \$0 copayment</p> <p>Out of Network: 30% coinsurance</p> <p>Please refer to the <i>Evidence of Coverage</i> for a complete listing of services. If you receive a separate additional non-preventive evaluation and/or service, a copayment will apply. The copayment amount depends on the provider type or place of service.</p>
<p>In Network and Out of Network: \$100 copayment per visit</p> <p>Not waived if admitted</p>	<p>In Network and Out of Network: \$100 copayment per visit</p> <p>Not waived if admitted</p>	<p>In Network and Out of Network: \$100 copayment per visit</p> <p>Not waived if admitted</p>
<p>In Network and Out of Network: \$10 copayment in a retail clinic</p> <p>Not waived if admitted</p> <p>\$40 copayment in an urgent care center</p> <p>Not waived if admitted</p> <p>\$100 copayment per visit outside of U.S.</p> <p>Not waived if admitted</p>	<p>In Network and Out of Network: \$15 copayment in a retail clinic</p> <p>Not waived if admitted</p> <p>\$55 copayment in an urgent care center</p> <p>Not waived if admitted</p> <p>\$100 copayment per visit outside of U.S.</p> <p>Not waived if admitted</p>	<p>In Network and Out of Network: \$5 copayment in a retail clinic</p> <p>Not waived if admitted</p> <p>\$60 copayment in an urgent care center</p> <p>Not waived if admitted</p> <p>\$100 copayment per visit outside of U.S.</p> <p>Not waived if admitted</p>

## Covered Medical and Hospital Benefits (continued)

	<b>Personal Choice 65 Elite Rx PPO</b>
<p><b>Diagnostic Services, Lab and Radiology Services, and X-rays</b></p> <ul style="list-style-type: none"> <li>• <b>Diagnostic Radiology Services (1)</b></li>   <li>• <b>Diagnostic Procedures, Tests, and Lab Services (1)</b></li>   <li>• <b>Outpatient X-rays</b></li>   <li>• <b>Therapeutic Radiology (1) (Radiation Therapy)</b></li>   <li>• <b>Therapeutic Radiology for Breast Cancer</b></li> </ul>	<p>In Network: \$0 copayment for certain diagnostic tests (e.g., home-based sleep studies provided by a home health agency; diagnostic mammogram that results from a preventive mammogram)</p> <p>\$35 or \$275 copayment depending on service</p> <p>Out of Network: 30% coinsurance</p> <p>In Network: \$0 copayment</p> <p>Out of Network: 30% coinsurance</p> <p>In Network: \$35 copayment for routine radiology services</p> <p>Out of Network: 30% coinsurance for routine radiology services</p> <p>In Network: \$75 copayment per visit</p> <p>Out of Network: 30% coinsurance</p> <p>In Network: \$0 copayment for members with a diagnosis of breast cancer</p> <p>Out of Network: 30% coinsurance</p>

Services with a (1) may require prior authorization (in-network only).

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Medical-Only PPO and Personal Choice 65 Rx PPO</b>
<p>In Network: \$0 copayment for certain diagnostic tests (e.g., home-based sleep studies provided by a home health agency; diagnostic mammogram that results from a preventive mammogram)</p> <p>\$40 or \$200 copayment depending on service</p> <p>Out of Network: 40% coinsurance</p>	<p>In Network: \$0 copayment for certain diagnostic tests (e.g., home-based sleep studies provided by a home health agency; diagnostic mammogram that results from a preventive mammogram)</p> <p>\$40 or \$285 copayment depending on service</p> <p>Out of Network: 40% coinsurance</p>	<p>In Network: \$0 copayment for certain diagnostic tests (e.g., home-based sleep studies provided by a home health agency; diagnostic mammogram that results from a preventive mammogram)</p> <p>\$40 or \$175 copayment depending on service</p> <p>Out of Network: 30% coinsurance</p>
<p>In Network: \$0 copayment</p> <p>Out of Network: 40% coinsurance</p>	<p>In Network: \$0 copayment</p> <p>Out of Network: 40% coinsurance</p>	<p>In Network: \$0 copayment</p> <p>Out of Network: 30% coinsurance</p>
<p>In Network: \$40 copayment for routine radiology services</p> <p>Out of Network: 40% coinsurance for routine radiology services</p>	<p>In Network: \$40 copayment for routine radiology services</p> <p>Out of Network: 40% coinsurance for routine radiology services</p>	<p>In Network: \$40 copayment for routine radiology services</p> <p>Out of Network: 30% coinsurance for routine radiology services</p>
<p>In Network: \$60 copayment per visit</p> <p>Out of Network: 40% coinsurance</p>	<p>In Network: \$75 copayment per visit</p> <p>Out of Network: 40% coinsurance</p>	<p>In Network: \$75 copayment per visit</p> <p>Out of Network: 30% coinsurance</p>
<p>In Network: \$0 copayment for members with a diagnosis of breast cancer</p> <p>Out of Network: 40% coinsurance</p>	<p>In Network: \$0 copayment for members with a diagnosis of breast cancer</p> <p>Out of Network: 40% coinsurance</p>	<p>In Network: \$0 copayment for members with a diagnosis of breast cancer</p> <p>Out of Network: 30% coinsurance</p>

## Covered Medical and Hospital Benefits (continued)

	Personal Choice 65 Elite Rx PPO
<b>Hearing Services</b>	
<ul style="list-style-type: none"><li>• Medicare-covered Hearing Exam</li></ul>	<p>In Network: \$30 copayment for Medicare-covered hearing exams</p> <p>Out of Network: 30% coinsurance</p>
<ul style="list-style-type: none"><li>• Routine Hearing Exam</li></ul>	<p>In Network and Out of Network: \$0 copayment for routine non-Medicare-covered hearing exams once every year</p>
<ul style="list-style-type: none"><li>• Hearing Aid</li></ul>	<p>In Network and Out of Network: \$399 copayment for an advanced digital hearing aid, per aid; or \$699 copayment for a premium digital hearing aid, per aid. Advanced and premium include a rechargeable hearing aid option.</p> <p>Unlimited hearing aid fittings and evaluations per year; up to two hearing aids every year, one hearing aid per ear.</p> <p>Routine hearing services and aids are covered when provided by a TruHearing® provider. Routine hearing services do not count toward the annual MOOP amount.</p>

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Medical-Only PPO and Personal Choice 65 Rx PPO</b>
<p>In Network: \$30 copayment for Medicare-covered hearing exams Out of Network: 40% coinsurance</p>	<p>In Network: \$50 copayment for Medicare-covered hearing exams Out of Network: 40% coinsurance</p>	<p>In Network: \$35 copayment for Medicare-covered hearing exams Out of Network: 30% coinsurance</p>
<p>In Network and Out of Network: \$0 copayment for routine non-Medicare-covered hearing exams once every year</p>	<p>In Network and Out of Network: \$0 copayment for routine non-Medicare-covered hearing exams once every year</p>	<p>In Network and Out of Network: \$0 copayment for routine non-Medicare-covered hearing exams once every year</p>
<p>In Network and Out of Network: \$699 copayment for an advanced digital hearing aid, per aid; or \$999 copayment for a premium digital hearing aid, per aid. Advanced and premium include a rechargeable hearing aid option.</p>	<p>In Network and Out of Network: \$699 copayment for an advanced digital hearing aid, per aid; or \$999 copayment for a premium digital hearing aid, per aid. Advanced and premium include a rechargeable hearing aid option.</p>	<p>In Network and Out of Network: \$499 copayment for an advanced digital hearing aid, per aid; or \$799 copayment for a premium digital hearing aid, per aid. Advanced and premium include a rechargeable hearing aid option.</p>
<p>Unlimited hearing aid fittings and evaluations per year; up to two hearing aids every year, one hearing aid per ear.</p>	<p>Unlimited hearing aid fittings and evaluations per year; up to two hearing aids every year, one hearing aid per ear.</p>	<p>Unlimited hearing aid fittings and evaluations per year; up to two hearing aids every year, one hearing aid per ear.</p>
<p>Routine hearing services and aids are covered when provided by a TruHearing® provider. Routine hearing services do not count toward the annual MOOP amount.</p>	<p>Routine hearing services and aids are covered when provided by a TruHearing® provider. Routine hearing services do not count toward the annual MOOP amount.</p>	<p>Routine hearing services and aids are covered when provided by a TruHearing® provider. Routine hearing services do not count toward the annual MOOP amount.</p>

## Covered Medical and Hospital Benefits (continued)

	Personal Choice 65 Elite Rx PPO
<b>Dental Services</b>	
<ul style="list-style-type: none"><li>• <b>Medicare-covered Dental Services</b></li></ul>	<p>In Network: \$30 copayment for Medicare-covered dental services</p> <p>Out of Network: 30% coinsurance</p>
<ul style="list-style-type: none"><li>• <b>Routine Dental Care</b> (includes preventive and comprehensive dental)</li></ul>	<p>In Network: \$0 copayment for routine non-Medicare-covered exam and cleaning every six months; \$0 copayment for 1 set of dental bitewing X-rays every 12 months, 1 periapical X-ray every 36 months, and 1 full-mouth X-ray (panoramic) every 36 months; 20% coinsurance for restorative services, endodontics, periodontics, and extractions; 40% coinsurance for prosthodontics, other oral/maxillofacial surgery, and other services</p> <p>Out of Network: 80% coinsurance for routine dental services; 80% coinsurance for dental X-ray; 80% coinsurance for restorative services, endodontics, periodontics, extractions, prosthodontics, other oral/maxillofacial surgery, and other services</p> <p>In Network and Out of Network: \$3,000 combined plan allowance every year for restorative dental services, endodontics, periodontics, extractions, prosthodontics, other oral/maxillofacial surgery, and other services</p> <p>Member must use a participating United Concordia – Concordia Choice Plus Medicare Advantage dental network provider.</p> <p>Routine dental services do not count toward the annual MOOP amount.</p>



**Personal Choice 65  
Prime Rx PPO**

In Network: \$30 copayment for Medicare-covered dental services  
Out of Network: 40% coinsurance

In Network: \$0 copayment for routine non-Medicare-covered exam and cleaning every six months; \$0 copayment for 1 set of dental bitewing X-rays every 12 months, 1 periapical X-ray every 36 months, and 1 full-mouth X-ray (panoramic) every 36 months; 20% coinsurance for restorative services, endodontics, periodontics, and extractions; 40% coinsurance for prosthodontics, other oral/maxillofacial surgery, and other services

Out of Network: 80% coinsurance for routine dental services; 80% coinsurance for dental X-ray; 80% coinsurance for restorative services, endodontics, periodontics, extractions, prosthodontics, other oral/maxillofacial surgery, and other services

In Network and Out of Network: \$2,000 combined plan allowance every year for restorative dental services, endodontics, periodontics, extractions, prosthodontics, other oral/maxillofacial surgery, and other services

Member must use a participating United Concordia – Concordia Choice Plus Medicare Advantage dental network provider.

Routine dental services do not count toward the annual MOOP amount.

**Personal Choice 65  
Saver Rx PPO**

In Network: \$50 copayment for Medicare-covered dental services  
Out of Network: 40% coinsurance

In Network: \$0 copayment for routine non-Medicare-covered exam and cleaning every six months; \$0 copayment for 1 set of dental bitewing X-rays every 12 months, 1 periapical X-ray every 36 months, and 1 full-mouth X-ray (panoramic) every 36 months; 20% coinsurance for restorative services, endodontics, periodontics, and extractions; 40% coinsurance for prosthodontics, other oral/maxillofacial surgery, and other services

Out of Network: 80% coinsurance for routine dental services; 80% coinsurance for dental X-ray; 80% coinsurance for restorative services, endodontics, periodontics, extractions, prosthodontics, other oral/maxillofacial surgery, and other services

In Network and Out of Network: \$1,500 combined plan allowance every year for restorative dental services, endodontics, periodontics, extractions, prosthodontics, other oral/maxillofacial surgery, and other services

Member must use a participating United Concordia – Concordia Choice Plus Medicare Advantage dental network provider.

Routine dental services do not count toward the annual MOOP amount.

**Personal Choice 65  
Medical-Only PPO and  
Personal Choice 65 Rx PPO**

In Network: \$35 copayment for Medicare-covered dental services  
Out of Network: 30% coinsurance

In Network: \$0 copayment for routine non-Medicare-covered exam and cleaning every six months; \$0 copayment for 1 set of dental bitewing X-rays every 12 months, 1 periapical X-ray every 36 months, and 1 full-mouth X-ray (panoramic) every 36 months; 20% coinsurance for restorative services, endodontics, periodontics, and extractions; 40% coinsurance for prosthodontics, other oral/maxillofacial surgery, and other services

Out of Network: 80% coinsurance for routine dental services; 80% coinsurance for dental X-ray; 80% coinsurance for restorative services, endodontics, periodontics, extractions, prosthodontics, other oral/maxillofacial surgery, and other services

In Network and Out of Network: \$1,500 combined plan allowance every year for restorative dental services, endodontics, periodontics, extractions, prosthodontics, other oral/maxillofacial surgery, and other services

Member must use a participating United Concordia – Concordia Choice Plus Medicare Advantage dental network provider.

Routine dental services do not count toward the annual MOOP amount.

## Covered Medical and Hospital Benefits (continued)

### Personal Choice 65 Elite Rx PPO

#### Vision Services

- Medicare-covered Vision Services

In Network: \$30 copayment for Medicare-covered vision exams; no copayment for Medicare-covered diabetic or dilated retinal eye exam, for Medicare-covered glaucoma screenings, or for one pair of Medicare-covered standard eyeglasses or contact lenses after each cataract surgery

Out of Network: 30% coinsurance

- Routine Vision Care (includes routine exam and eyewear)

In Network: \$0 copayment for routine eye exam every year; contact lenses or 1 pair of eyeglass frames and lenses are covered in full every year if purchased from the Davis Vision Collection; \$250 allowance every year for eyewear (glasses and lenses) purchased from Visionworks®; \$150 allowance every year for all other eyewear (frames and lenses) purchased at a network Davis Vision provider; \$150 allowance every year for contact lenses in lieu of routine eyewear (frames and lenses)

Eyewear coverage does not include lens options such as tints, progressives, transitions lenses, polish, and insurance.

Out of Network: 80% coinsurance

Member must use a participating Davis Vision network provider.

Routine vision services do not count toward the annual MOOP amount.

Eyewear (frames and lenses, or contact lenses) have a \$150 combined in- and out-of-network plan maximum benefit payable per year.

Visionworks providers are national, so up to \$250 combined maximum applies when in or out of the service area.

**Personal Choice 65  
Prime Rx PPO**

In Network: \$30 copayment for Medicare-covered vision exams; no copayment for Medicare-covered diabetic or dilated retinal eye exam, for Medicare-covered glaucoma screenings, or for one pair of Medicare-covered standard eyeglasses or contact lenses after each cataract surgery

Out of Network: 40% coinsurance

In Network: \$0 copayment for routine eye exam every year; contact lenses or 1 pair of eyeglass frames and lenses are covered in full every year if purchased from the Davis Vision Collection; \$250 allowance every year for eyewear (glasses and lenses) purchased from Visionworks®; \$150 allowance every year for all other eyewear (frames and lenses) purchased at a network Davis Vision provider; \$150 allowance every year for contact lenses in lieu of routine eyewear (frames and lenses)

Eyewear coverage does not include lens options such as tints, progressives, transitions lenses, polish, and insurance.

Out of Network: 80% coinsurance

Member must use a participating Davis Vision network provider.

Routine vision services do not count toward the annual MOOP amount.

Eyewear (frames and lenses, or contact lenses) have a \$150 combined in- and out-of-network plan maximum benefit payable per year.

Visionworks providers are national, so up to \$250 combined maximum applies when in or out of the service area.

**Personal Choice 65  
Saver Rx PPO**

In Network: \$50 copayment for Medicare-covered vision exams; no copayment for Medicare-covered diabetic or dilated retinal eye exam, for Medicare-covered glaucoma screenings, or for one pair of Medicare-covered standard eyeglasses or contact lenses after each cataract surgery

Out of Network: 40% coinsurance

In Network: \$0 copayment for routine eye exam every year; contact lenses or 1 pair of eyeglass frames and lenses are covered in full every year if purchased from the Davis Vision Collection; \$250 allowance every year for eyewear (glasses and lenses) purchased from Visionworks®; \$150 allowance every year for all other eyewear (frames and lenses) purchased at a network Davis Vision provider; \$150 allowance every year for contact lenses in lieu of routine eyewear (frames and lenses)

Eyewear coverage does not include lens options such as tints, progressives, transitions lenses, polish, and insurance.

Out of Network: 80% coinsurance

Member must use a participating Davis Vision network provider.

Routine vision services do not count toward the annual MOOP amount.

Eyewear (frames and lenses, or contact lenses) have a \$150 combined in- and out-of-network plan maximum benefit payable per year.

Visionworks providers are national, so up to \$250 combined maximum applies when in or out of the service area.

**Personal Choice 65  
Medical-Only PPO and  
Personal Choice 65 Rx PPO**

In Network: \$35 copayment for Medicare-covered vision exams; no copayment for Medicare-covered diabetic or dilated retinal eye exam, for Medicare-covered glaucoma screenings, or for one pair of Medicare-covered standard eyeglasses or contact lenses after each cataract surgery

Out of Network: 30% coinsurance

In Network: \$0 copayment for routine eye exam every year; contact lenses or 1 pair of eyeglass frames and lenses are covered in full every year if purchased from the Davis Vision Collection; \$250 allowance every year for eyewear (glasses and lenses) purchased from Visionworks®; \$150 allowance every year for all other eyewear (frames and lenses) purchased at a network Davis Vision provider; \$150 allowance every year for contact lenses in lieu of routine eyewear (frames and lenses)

Eyewear coverage does not include lens options such as tints, progressives, transitions lenses, polish, and insurance.

Out of Network: 80% coinsurance

Member must use a participating Davis Vision network provider.

Routine vision services do not count toward the annual MOOP amount.

Eyewear (frames and lenses, or contact lenses) have a \$150 combined in- and out-of-network plan maximum benefit payable per year.

Visionworks providers are national, so up to \$250 combined maximum applies when in or out of the service area.

## Covered Medical and Hospital Benefits (continued)

	Personal Choice 65 Elite Rx PPO
<b>Mental Health Services</b> <ul style="list-style-type: none"> <li>• <b>Inpatient Mental Health Care (1)</b></li> </ul>	<p>In Network: \$525 copayment per stay</p> <p>\$0 copayment per day for additional days per admission</p> <p>\$0 copayment on day of discharge</p> <p>190-day lifetime maximum</p> <p>Out of Network: 30% coinsurance</p>
<ul style="list-style-type: none"> <li>• <b>Outpatient Mental Health Care (1)</b> (Group and Individual)</li> </ul>	<p>In Network: \$20 copayment per group therapy session; \$30 copayment per individual therapy session</p> <p>Out of Network: 30% coinsurance</p>
<ul style="list-style-type: none"> <li>• <b>Outpatient Substance Abuse Services</b> (Group and Individual)</li> </ul>	<p>In Network: \$20 copayment per group therapy session; \$30 copayment per individual therapy session</p> <p>Out of Network: 30% coinsurance</p>
<ul style="list-style-type: none"> <li>• <b>Partial Hospitalization and Intensive Outpatient Services (1)</b></li> </ul>	<p>In Network: \$30 copayment per day</p> <p>Out of Network: 30% coinsurance</p>
<b>Skilled Nursing Facility (1)</b>	<p>In Network: \$0 copayment per day for days 1–20</p> <p>\$203 copayment per day for days 21–100</p> <p>Out of Network: 30% coinsurance per day for days 1–100</p> <p>100 days per benefit period</p>
<b>Outpatient Rehabilitation Services (1)</b> (Physical therapy, occupational therapy, and speech therapy)	<p>In Network: \$30 copayment per visit</p> <p>Out of Network: 30% coinsurance per visit</p>

Services with a (1) may require prior authorization (in-network only).

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Medical-Only PPO and Personal Choice 65 Rx PPO</b>
<p>In Network: \$250 copayment per day for days 1–7 per admission \$0 copayment per day for days 8 and beyond per admission \$0 copayment on day of discharge \$1,750 maximum copayment per admission 190-day lifetime maximum Out of Network: 40% coinsurance</p>	<p>In Network: \$375 copayment per day for days 1–5 per admission \$0 copayment per day for days 6 and beyond per admission \$0 copayment on day of discharge \$1,875 maximum copayment per admission 190-day lifetime maximum Out of Network: 40% coinsurance</p>	<p>In Network: \$240 copayment per day for days 1–6 per admission \$0 copayment per day for days 7 and beyond per admission \$0 copayment on day of discharge \$1,440 maximum copayment per admission 190-day lifetime maximum Out of Network: 30% coinsurance</p>
<p>In Network: \$20 copayment per group therapy session; \$30 copayment per individual therapy session Out of Network: 40% coinsurance</p>	<p>In Network: \$20 copayment per group therapy session; \$30 copayment per individual therapy session Out of Network: 40% coinsurance</p>	<p>In Network: \$20 copayment per group therapy session; \$30 copayment per individual therapy session Out of Network: 30% coinsurance</p>
<p>In Network: \$20 copayment per group therapy session; \$30 copayment per individual therapy session Out of Network: 40% coinsurance</p>	<p>In Network: \$20 copayment per group therapy session; \$30 copayment per individual therapy session Out of Network: 40% coinsurance</p>	<p>In Network: \$20 copayment per group therapy session; \$30 copayment per individual therapy session Out of Network: 30% coinsurance</p>
<p>In Network: \$30 copayment per day Out of Network: 40% coinsurance</p>	<p>In Network: \$30 copayment per day Out of Network: 40% coinsurance</p>	<p>In Network: \$30 copayment per day Out of Network: 30% coinsurance</p>
<p>In Network: \$0 copayment per day for days 1–20 \$203 copayment per day for days 21–100 Out of Network: 40% coinsurance per day for days 1–100 100 days per benefit period</p>	<p>In Network: \$0 copayment per day for days 1–20 \$203 copayment per day for days 21–100 Out of Network: 40% coinsurance per day for days 1–100 100 days per benefit period</p>	<p>In Network: \$0 copayment per day for days 1–20 \$203 copayment per day for days 21–100 Out of Network: 30% coinsurance per day for days 1–100 100 days per benefit period</p>
<p>In Network: \$25 copayment per visit Out of Network: 40% coinsurance per visit</p>	<p>In Network: \$40 copayment per visit Out of Network: 40% coinsurance per visit</p>	<p>In Network: \$20 copayment per visit Out of Network: 30% coinsurance per visit</p>

## Covered Medical and Hospital Benefits (continued)

	<b>Personal Choice 65 Elite Rx PPO</b>
<b>Ambulance (1)</b> (Ground and air transportation)	In Network and Out of Network: \$225 copayment per one-way trip  Not waived if admitted  Non-emergency ambulance services require prior authorization
<b>Transportation</b>	Not covered (offered under uniform flexibility; see page 36)
<b>Medicare Part B Drugs (1)</b> (Step therapy required for certain Part B drugs)	In Network: 0%-20% coinsurance for Part B drugs, including chemotherapy drugs  \$35 copayment for a one-month supply of insulin  For a description of the types of drugs available under Part B, see your <i>Evidence of Coverage</i> .  Out of Network: 30% coinsurance

Services with a (1) may require prior authorization (in-network only).

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Medical-Only PPO and Personal Choice 65 Rx PPO</b>
<p>In Network and Out of Network: \$250 copayment per one-way trip</p> <p>Not waived if admitted</p> <p>Non-emergency ambulance services require prior authorization</p>	<p>In Network and Out of Network: \$260 copayment per one-way trip</p> <p>Not waived if admitted</p> <p>Non-emergency ambulance services require prior authorization</p>	<p>In Network and Out of Network: \$175 copayment per one-way trip</p> <p>Not waived if admitted</p> <p>Non-emergency ambulance services require prior authorization</p>
<p>Not covered (offered under uniform flexibility; see page 37)</p>	<p>Not covered</p>	<p>Not covered (offered under uniform flexibility; see page 37)</p>
<p>In Network: 0%-20% coinsurance for Part B drugs, including chemotherapy drugs</p> <p>\$35 copayment for a one-month supply of insulin</p> <p>For a description of the types of drugs available under Part B, see your <i>Evidence of Coverage</i>.</p> <p>Out of Network: 40% coinsurance</p>	<p>In Network: 0%-20% coinsurance for Part B drugs, including chemotherapy drugs</p> <p>\$35 copayment for a one-month supply of insulin</p> <p>For a description of the types of drugs available under Part B, see your <i>Evidence of Coverage</i>.</p> <p>Out of Network: 40% coinsurance</p>	<p>In Network: 0%-20% coinsurance for Part B drugs, including chemotherapy drugs</p> <p>\$35 copayment for a one-month supply of insulin</p> <p>For a description of the types of drugs available under Part B, see your <i>Evidence of Coverage</i>.</p> <p>Out of Network: 30% coinsurance</p>

## Prescription Drug Benefits (Part D)

Part D Prescription Drug Benefits are available for members of Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, and Personal Choice 65 Rx PPO.

	<b>Personal Choice 65 Elite Rx PPO</b>
<b>Prescription Drug Benefits</b>	<p>You pay the following until your total yearly drug costs reach \$5,030. "Total yearly drug costs" are the total drug costs paid by both you and our Part D plan.</p> <p>You may fill your prescriptions at network retail pharmacies (preferred or standard) and mail-order pharmacies.</p> <p>Tier 1 and 2 prescriptions (which include most generic drugs) will have lower copayments when you have them filled at preferred pharmacies. Tier 1, 2, and 3 prescriptions will have lower copayments when you have them filled through mail order.</p> <p>Cost-sharing may change depending on the pharmacy you choose and when you move into each stage of your Part D benefits.</p> <p>For information, please review the Personal Choice 65 Rx PPO <i>Evidence of Coverage</i>.</p>



This benefit is not available for members of Personal Choice 65 Medical-Only PPO.

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Rx PPO</b>
<p>You pay the following until your total yearly drug costs reach \$5,030. "Total yearly drug costs" are the total drug costs paid by both you and our Part D plan.</p> <p>You may fill your prescriptions at network retail pharmacies (preferred or standard) and mail-order pharmacies.</p> <p>Tier 1 and 2 prescriptions (which include most generic drugs) will have lower copayments when you have them filled at preferred pharmacies. Tier 1, 2, and 3 prescriptions will have lower copayments when you have them filled through mail order.</p> <p>Cost-sharing may change depending on the pharmacy you choose and when you move into each stage of your Part D benefits.</p> <p>For information, please review the Personal Choice 65 Rx PPO <i>Evidence of Coverage</i>.</p>	<p>You pay the following until your total yearly drug costs reach \$5,030. "Total yearly drug costs" are the total drug costs paid by both you and our Part D plan.</p> <p>You may fill your prescriptions at network retail pharmacies (preferred or standard) and mail-order pharmacies.</p> <p>Tier 1 and 2 prescriptions (which include most generic drugs) will have lower copayments when you have them filled at preferred pharmacies. Tier 1, 2, and 3 prescriptions will have lower copayments when you have them filled through mail order.</p> <p>Cost-sharing may change depending on the pharmacy you choose and when you move into each stage of your Part D benefits.</p> <p>For information, please review the Personal Choice 65 Rx PPO <i>Evidence of Coverage</i>.</p>	<p>You pay the following until your total yearly drug costs reach \$5,030. "Total yearly drug costs" are the total drug costs paid by both you and our Part D plan.</p> <p>You may fill your prescriptions at network retail pharmacies (preferred or standard) and mail-order pharmacies.</p> <p>Tier 1 and 2 prescriptions (which include most generic drugs) will have lower copayments when you have them filled at preferred pharmacies. Tier 1, 2, and 3 prescriptions will have lower copayments when you have them filled through mail order.</p> <p>Cost-sharing may change depending on the pharmacy you choose and when you move into each stage of your Part D benefits.</p> <p>For information, please review the Personal Choice 65 Rx PPO <i>Evidence of Coverage</i>.</p>

# Prescription Drug Benefits (Part D) (continued)

Part D Prescription Drug Benefits are available for members of Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, and Personal Choice 65 Rx PPO.

	Personal Choice 65 Elite Rx PPO		
Retail Cost-sharing (what you pay at a pharmacy location)	One-Month Supply	Two-Month Supply	Three-Month Supply
<b>Tier 1 (Preferred Generic Drugs)</b>			
• Preferred Pharmacy	\$0 copayment	\$0 copayment	\$0 copayment
• Standard Pharmacy	\$9 copayment	\$18 copayment	\$27 copayment
<b>Tier 2 (Generic Drugs)</b>			
• Preferred Pharmacy	\$8 copayment	\$16 copayment	\$16 copayment
• Standard Pharmacy	\$20 copayment	\$40 copayment	\$60 copayment
<b>Tier 3 (Preferred Brand Drugs)</b>			
• Preferred Pharmacy	\$47 copayment	\$94 copayment	\$141 copayment
• Standard Pharmacy	\$47 copayment	\$94 copayment	\$141 copayment
<b>Tier 4 (Non-Preferred Drugs)</b>			
• Preferred Pharmacy	\$100 copayment	\$200 copayment	\$300 copayment
• Standard Pharmacy	\$100 copayment	\$200 copayment	\$300 copayment
<b>Tier 5 (Specialty Drugs)</b>			
• Preferred Pharmacy	33% coinsurance	33% coinsurance	33% coinsurance
• Standard Pharmacy	33% coinsurance	33% coinsurance	33% coinsurance
<b>Covered Insulin*</b>			
• Preferred Pharmacy	\$35 copayment	\$70 copayment	\$105 copayment
• Standard Pharmacy	\$35 copayment	\$70 copayment	\$105 copayment

\*\$35 copayment for each one-month supply of covered insulins through the coverage gap

This benefit is not available for members of Personal Choice 65 Medical-Only PPO.

Personal Choice 65 Prime Rx PPO			Personal Choice 65 Saver Rx PPO			Personal Choice 65 Rx PPO		
One-Month Supply	Two-Month Supply	Three-Month Supply	One-Month Supply	Two-Month Supply	Three-Month Supply	One-Month Supply	Two-Month Supply	Three-Month Supply
\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment
\$9 copayment	\$18 copayment	\$27 copayment	\$9 copayment	\$18 copayment	\$27 copayment	\$9 copayment	\$18 copayment	\$27 copayment
\$8 copayment	\$16 copayment	\$16 copayment	\$8 copayment	\$16 copayment	\$16 copayment	\$7 copayment	\$14 copayment	\$14 copayment
\$20 copayment	\$40 copayment	\$60 copayment	\$20 copayment	\$40 copayment	\$60 copayment	\$20 copayment	\$40 copayment	\$60 copayment
\$47 copayment	\$94 copayment	\$141 copayment	\$47 copayment	\$94 copayment	\$141 copayment	\$47 copayment	\$94 copayment	\$141 copayment
\$47 copayment	\$94 copayment	\$141 copayment	\$47 copayment	\$94 copayment	\$141 copayment	\$47 copayment	\$94 copayment	\$141 copayment
\$100 copayment	\$200 copayment	\$300 copayment	\$100 copayment	\$200 copayment	\$300 copayment	\$100 copayment	\$200 copayment	\$300 copayment
\$100 copayment	\$200 copayment	\$300 copayment	\$100 copayment	\$200 copayment	\$300 copayment	\$100 copayment	\$200 copayment	\$300 copayment
33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance
33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance
\$35 copayment	\$70 copayment	\$105 copayment	\$35 copayment	\$70 copayment	\$105 copayment	\$35 copayment	\$70 copayment	\$105 copayment
\$35 copayment	\$70 copayment	\$105 copayment	\$35 copayment	\$70 copayment	\$105 copayment	\$35 copayment	\$70 copayment	\$105 copayment

## Prescription Drug Benefits (Part D) (continued)

Part D Prescription Drug Benefits are available for members of Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, and Personal Choice 65 Rx PPO.

	Personal Choice 65 Elite Rx PPO		
Mail-order Cost-sharing (what you pay when you order a prescription by mail)	One- Month Supply	Two- Month Supply	Three- Month Supply
Tier 1 (Preferred Generic Drugs)	\$0 copayment	\$0 copayment	\$0 copayment
Tier 2 (Generic Drugs)	\$8 copayment	\$16 copayment	\$16 copayment
Tier 3 (Preferred Brand Drugs)	\$47 copayment	\$94 copayment	\$94 copayment
Tier 4 (Non-Preferred Drugs)	\$100 copayment	\$200 copayment	\$200 copayment
Tier 5 (Specialty Drugs)	33% coinsurance	33% coinsurance	33% coinsurance
Covered Insulin*	\$35 copayment	\$70 copayment	\$70 copayment

\*\$35 copayment for each one-month supply of covered insulins through the coverage gap

This benefit is not available for members of Personal Choice 65 Medical-Only PPO.

Personal Choice 65 Prime Rx PPO			Personal Choice 65 Saver Rx PPO			Personal Choice 65 Rx PPO		
One-Month Supply	Two-Month Supply	Three-Month Supply	One-Month Supply	Two-Month Supply	Three-Month Supply	One-Month Supply	Two-Month Supply	Three-Month Supply
\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment	\$0 copayment
\$8 copayment	\$16 copayment	\$16 copayment	\$8 copayment	\$16 copayment	\$16 copayment	\$7 copayment	\$14 copayment	\$14 copayment
\$47 copayment	\$94 copayment	\$94 copayment	\$47 copayment	\$94 copayment	\$94 copayment	\$47 copayment	\$94 copayment	\$94 copayment
\$100 copayment	\$200 copayment	\$200 copayment	\$100 copayment	\$200 copayment	\$200 copayment	\$100 copayment	\$200 copayment	\$200 copayment
33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance	33% coinsurance
\$35 copayment	\$70 copayment	\$70 copayment	\$35 copayment	\$70 copayment	\$70 copayment	\$35 copayment	\$70 copayment	\$70 copayment

# Prescription Drug Benefits (Part D) (continued)

Part D Prescription Drug Benefits are available for members of Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, and Personal Choice 65 Rx PPO.

	<b>Personal Choice 65 Elite Rx PPO</b>
<b>Initial Coverage Stage</b>	<p>During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost.</p> <p>You begin in this stage when you fill your first prescription of the year. You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$5,030.</p> <p>If you reside in a long-term care facility, you pay the same as at a standard retail pharmacy.</p>
<b>Coverage Gap Stage</b>	<p>Most Medicare drug plans have a coverage gap (also called the "donut hole"). This means that there's a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$5,030.</p> <p>After you enter the coverage gap, you pay 25% of the plan's cost for covered brand-name drugs and 25% of the plan's cost for covered generic drugs until your costs total \$8,000, which is the end of the coverage gap. Not everyone will enter the coverage gap.</p>

This benefit is not available for members of Personal Choice 65 Medical-Only PPO.

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Rx PPO</b>
<p>During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost.</p> <p>You begin in this stage when you fill your first prescription of the year. You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$5,030.</p> <p>If you reside in a long-term care facility, you pay the same as at a standard retail pharmacy.</p>	<p>During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost.</p> <p>You begin in this stage when you fill your first prescription of the year. You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$5,030.</p> <p>If you reside in a long-term care facility, you pay the same as at a standard retail pharmacy.</p>	<p>During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost.</p> <p>You begin in this stage when you fill your first prescription of the year. You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$5,030.</p> <p>If you reside in a long-term care facility, you pay the same as at a standard retail pharmacy.</p>
<p>Most Medicare drug plans have a coverage gap (also called the "donut hole"). This means that there's a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$5,030.</p> <p>After you enter the coverage gap, you pay 25% of the plan's cost for covered brand-name drugs and 25% of the plan's cost for covered generic drugs until your costs total \$8,000, which is the end of the coverage gap. Not everyone will enter the coverage gap.</p>	<p>Most Medicare drug plans have a coverage gap (also called the "donut hole"). This means that there's a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$5,030.</p> <p>After you enter the coverage gap, you pay 25% of the plan's cost for covered brand-name drugs and 25% of the plan's cost for covered generic drugs until your costs total \$8,000, which is the end of the coverage gap. Not everyone will enter the coverage gap.</p>	<p>Most Medicare drug plans have a coverage gap (also called the "donut hole"). This means that there's a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$5,030.</p> <p>After you enter the coverage gap, you pay 25% of the plan's cost for covered brand-name drugs and 25% of the plan's cost for covered generic drugs until your costs total \$8,000, which is the end of the coverage gap. Not everyone will enter the coverage gap.</p>

## Prescription Drug Benefits (Part D) (continued)

Part D Prescription Drug Benefits are available for members of Personal Choice 65 Elite Rx PPO, Personal Choice 65 Prime Rx PPO, Personal Choice 65 Saver Rx PPO, and Personal Choice 65 Rx PPO.

	Personal Choice 65 Elite Rx PPO
Catastrophic Coverage Stage	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$8,000, you pay \$0 for your drugs.

## Other Medical Benefits

	Personal Choice 65 Elite Rx PPO
Over-the-Counter (OTC) Items	<p>In Network and Out of Network: \$125 allowance for OTC items</p> <p>OTC allowance is provided quarterly and does not carry forward to the next quarter if not used. You must use the IBX Care Card to purchase OTC items at participating retailers. OTC items purchased from non-participating retailers will NOT be covered.</p> <p>OTC items can also be ordered with the IBX Care Card via website, phone, or catalog.</p> <p>OTC costs do not count toward the annual MOOP amount.</p>



This benefit is not available for members of Personal Choice 65 Medical-Only PPO.

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Rx PPO</b>
After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$8,000, you pay \$0 for your drugs.	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$8,000, you pay \$0 for your drugs.	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$8,000, you pay \$0 for your drugs.
<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Medical-Only PPO and Personal Choice 65 Rx PPO</b>
In Network and Out of Network: \$70 allowance for OTC items OTC allowance is provided quarterly and does not carry forward to the next quarter if not used. You must use the IBX Care Card to purchase OTC items at participating retailers. OTC items purchased from non-participating retailers will NOT be covered. OTC items can also be ordered with the IBX Care Card via website, phone, or catalog. OTC costs do not count toward the annual MOOP amount.	In Network and Out of Network: \$30 allowance for OTC items OTC allowance is provided quarterly and does not carry forward to the next quarter if not used. You must use the IBX Care Card to purchase OTC items at participating retailers. OTC items purchased from non-participating retailers will NOT be covered. OTC items can also be ordered with the IBX Care Card via website, phone, or catalog. OTC costs do not count toward the annual MOOP amount.	In Network and Out of Network: \$30 allowance for OTC items OTC allowance is provided quarterly and does not carry forward to the next quarter if not used. You must use the IBX Care Card to purchase OTC items at participating retailers. OTC items purchased from non-participating retailers will NOT be covered. OTC items can also be ordered with the IBX Care Card via website, phone, or catalog. OTC costs do not count toward the annual MOOP amount.



**Personal Choice 65  
Prime Rx PPO**

In Network and Out of Network: \$0 copayment for medical visits focused on urgent care-like medical conditions by connecting to a state-licensed physician; \$0 copayment for mental/behavioral health visits focused on depression, anxiety, stress, and more; \$0 copayment for dermatology consultations focused on diagnosing and treating skin conditions like eczema, psoriasis, acne, and more

Teladoc must be used for telemedicine visits. Members can access Teladoc by toll-free phone, secure video chat, or through Teladoc's secure website/mobile platform, 24/7, 365 days per year.\*

In Network: \$0 copayment per PCP visit; \$30 copayment per specialist visit; \$25 copayment per physical therapy, occupational therapy, and speech therapy visit; \$30 copayment per other health care professional visit

Not all telehealth services may be covered.

Out of Network: Not covered

**Personal Choice 65  
Saver Rx PPO**

In Network and Out of Network: \$0 copayment for medical visits focused on urgent care-like medical conditions by connecting to a state-licensed physician; \$0 copayment for mental/behavioral health visits focused on depression, anxiety, stress, and more; \$0 copayment for dermatology consultations focused on diagnosing and treating skin conditions like eczema, psoriasis, acne, and more

Teladoc must be used for telemedicine visits. Members can access Teladoc by toll-free phone, secure video chat, or through Teladoc's secure website/mobile platform, 24/7, 365 days per year.\*

In Network: \$10 copayment per PCP visit; \$50 copayment per specialist visit; \$40 copayment per physical therapy, occupational therapy, and speech therapy visit; \$50 copayment per other health care professional visit

Not all telehealth services may be covered.

Out of Network: Not covered

**Personal Choice 65  
Medical-Only PPO and  
Personal Choice 65 Rx PPO**

In Network and Out of Network: \$0 copayment for medical visits focused on urgent care-like medical conditions by connecting to a state-licensed physician; \$0 copayment for mental/behavioral health visits focused on depression, anxiety, stress, and more; \$0 copayment for dermatology consultations focused on diagnosing and treating skin conditions like eczema, psoriasis, acne, and more

Teladoc must be used for telemedicine visits. Members can access Teladoc by toll-free phone, secure video chat, or through Teladoc's secure website/mobile platform, 24/7, 365 days per year.\*

In Network: \$0 copayment per PCP visit; \$35 copayment per specialist visit; \$20 copayment per physical therapy, occupational therapy, and speech therapy visit; \$35 copayment per other health care professional visit

Not all telehealth services may be covered.

Out of Network: Not covered

## Other Medical Benefits (continued)

	Personal Choice 65 Elite Rx PPO
<b>Acupuncture</b> <ul style="list-style-type: none"> <li>• Medicare-covered</li> </ul> <ul style="list-style-type: none"> <li>• Routine Care*† (non-Medicare-covered)</li> </ul>	<p>In Network: \$15 copayment per visit, up to 12 visits in 90 days; 8 additional if determined that progress is made</p> <p>Out of Network: 30% coinsurance per visit</p> <p>In Network: \$15 copayment per visit (up to 6 visits per year)</p> <p>Out of Network: 30% coinsurance per visit</p>
<b>Podiatry Services</b> <ul style="list-style-type: none"> <li>• Medicare-covered</li> </ul> <ul style="list-style-type: none"> <li>• Routine Care* (non-Medicare-covered)</li> </ul>	<p>In Network: \$25 copayment per visit</p> <p>Out of Network: 30% coinsurance per visit</p> <p>In Network: \$25 copayment per visit (up to 6 visits per year)</p> <p>Out of Network: 30% coinsurance per visit</p>
<b>Chiropractic Services</b> <ul style="list-style-type: none"> <li>• Medicare-covered</li> </ul> <ul style="list-style-type: none"> <li>• Routine Care* (non-Medicare-covered)</li> </ul>	<p>In Network: \$15 copayment per visit for spinal manipulation</p> <p>Out of Network: 30% coinsurance per visit</p> <p>In Network: \$15 copayment per visit (up to 6 visits combined in and out of network per year)</p> <p>Out of Network: 30% coinsurance per visit</p>

\*Routine visits do not count toward the annual MOOP amount.

†Routine services must have one of the following conditions: headache (migraine and tension), post-operative nausea and vomiting, chemotherapy-induced nausea and vomiting, low back pain, chronic neck pain, or pain from osteoarthritis of the knee and hip.

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Medical-Only PPO and Personal Choice 65 Rx PPO</b>
<p>In Network: \$15 copayment per visit, up to 12 visits in 90 days; 8 additional if determined that progress is made</p> <p>Out of Network: 40% coinsurance per visit</p> <p>In Network: \$15 copayment per visit (up to 6 visits per year)</p> <p>Out of Network: 40% coinsurance per visit</p>	<p>In Network: \$15 copayment per visit, up to 12 visits in 90 days; 8 additional if determined that progress is made</p> <p>Out of Network: 40% coinsurance per visit</p> <p>In Network: \$15 copayment per visit (up to 6 visits per year)</p> <p>Out of Network: 40% coinsurance per visit</p>	<p>In Network: \$20 copayment per visit, up to 12 visits in 90 days; 8 additional if determined that progress is made</p> <p>Out of Network: 30% coinsurance per visit</p> <p>In Network: \$20 copayment per visit (up to 6 visits per year)</p> <p>Out of Network: 30% coinsurance per visit</p>
<p>In Network: \$25 copayment per visit</p> <p>Out of Network: 40% coinsurance per visit</p> <p>In Network: \$25 copayment per visit (up to 6 visits per year)</p> <p>Out of Network: 40% coinsurance per visit</p>	<p>In Network: \$25 copayment per visit</p> <p>Out of Network: 40% coinsurance per visit</p> <p>In Network: \$25 copayment per visit (up to 6 visits per year)</p> <p>Out of Network: 40% coinsurance per visit</p>	<p>In Network: \$20 copayment per visit</p> <p>Out of Network: 30% coinsurance per visit</p> <p>In Network: \$20 copayment per visit (up to 6 visits per year)</p> <p>Out of Network: 30% coinsurance per visit</p>
<p>In Network: \$15 copayment per visit for spinal manipulation</p> <p>Out of Network: 40% coinsurance per visit</p> <p>In Network: \$15 copayment per visit (up to 6 visits combined in and out of network per year)</p> <p>Out of Network: 40% coinsurance per visit</p>	<p>In Network: \$15 copayment per visit for spinal manipulation</p> <p>Out of Network: 40% coinsurance per visit</p> <p>In Network: \$15 copayment per visit (up to 6 visits combined in and out of network per year)</p> <p>Out of Network: 40% coinsurance per visit</p>	<p>In Network: \$20 copayment per visit for spinal manipulation</p> <p>Out of Network: 30% coinsurance per visit</p> <p>In Network: \$20 copayment per visit (up to 6 visits combined in and out of network per year)</p> <p>Out of Network: 30% coinsurance per visit</p>

## Other Medical Benefits (continued)

	<b>Personal Choice 65 Elite Rx PPO</b>
<b>Grocery Benefit*</b>	<p>In Network and Out of Network: \$0 copayment</p> <p>Members must be diagnosed with both diabetes and depressive disorders to be eligible.</p> <p>Grocery boxes containing food and produce will be provided for a maximum of 4 weeks per year, per member.</p>
<b>Transportation Services</b>	<p>In Network and Out of Network: \$0 copayment</p> <p>24 one-way trips (or 12 round-trip rides) per year provided by Roundtrip to plan-approved medical facilities</p> <p>Modes of transportation include taxi, rideshare services, van, medical sedan, and wheelchair van.</p> <p>Members must be diagnosed with both diabetes and congestive heart failure to be eligible.</p> <p>Maximum 80 miles per one-way trip.</p>

\*This benefit is a part of a special supplemental program for the chronically ill. Not all members qualify. Services with a (1) may require prior authorization (in-network only).

<b>Personal Choice 65 Prime Rx PPO</b>	<b>Personal Choice 65 Saver Rx PPO</b>	<b>Personal Choice 65 Medical-Only PPO and Personal Choice 65 Rx PPO</b>
<p>In Network and Out of Network: \$0 copayment</p> <p>Members must be diagnosed with both diabetes and depressive disorders to be eligible.</p> <p>Grocery boxes containing food and produce will be provided for a maximum of 4 weeks per year, per member.</p>	<p>This plan does not offer the grocery benefit.</p>	<p>In Network and Out of Network: \$0 copayment</p> <p>Members must be diagnosed with both diabetes and depressive disorders to be eligible.</p> <p>Grocery boxes containing food and produce will be provided for a maximum of 4 weeks per year, per member.</p>
<p>In Network and Out of Network: \$0 copayment</p> <p>24 one-way trips (or 12 round-trip rides) per year provided by Roundtrip to plan-approved medical facilities</p> <p>Modes of transportation include taxi, rideshare services, van, medical sedan, and wheelchair van.</p> <p>Members must be diagnosed with both diabetes and congestive heart failure to be eligible.</p> <p>Maximum 80 miles per one-way trip.</p>	<p>This plan does not offer transportation services.</p>	<p>In Network and Out of Network: \$0 copayment</p> <p>24 one-way trips (or 12 round-trip rides) per year provided by Roundtrip to plan-approved medical facilities</p> <p>Modes of transportation include taxi, rideshare services, van, medical sedan, and wheelchair van.</p> <p>Members must be diagnosed with both diabetes and congestive heart failure to be eligible.</p> <p>Maximum 80 miles per one-way trip.</p>

## Other Medical Benefits (continued)

	<b>Personal Choice 65 Elite Rx PPO</b>
<b>Dental, Vision, and Hearing Flex Benefit</b>	<p>In Network and Out of Network: \$300 allowance every year</p> <p>Annual allowance is preloaded on the IBX Care Card. This allowance can be used to:</p> <ol style="list-style-type: none"><li>1. Cover cost-sharing for covered dental, vision, and hearing benefits.</li><li>2. Pay for dental, vision, or hearing services or supplies provided by any provider who is a licensed professional for dental, vision, or hearing services or supplies and accepts the IBX Care Card.</li></ol> <p>Allowance can be used for any combination of dental, vision, or hearing services or supplies.</p> <p>Any unused balance will not roll over to the next year.</p>
<b>Fitness Benefit</b>	<p>In Network and Out of Network: No copayment or coinsurance</p> <p>Members receive a physical and mental fitness program through a plan-specific vendor with the goal of improving general health and well-being. The program includes access to a participating gym network, on-demand and livestreamed digital content, cognitive fitness programs, home kits, and curated physical activities.</p> <p>Members must use a One Pass™ network gym/fitness center and enroll in the One Pass program.</p> <p>Gym memberships and services received from non-One Pass fitness centers will be denied.</p>



**Personal Choice 65  
Prime Rx PPO**

In Network and Out of Network:  
\$300 allowance every year

Annual allowance is preloaded on the IBX Care Card. This allowance can be used to:

1. Cover cost-sharing for covered dental, vision, and hearing benefits.
2. Pay for dental, vision, or hearing services or supplies provided by any provider who is a licensed professional for dental, vision, or hearing services or supplies and accepts the IBX Care Card.

Allowance can be used for any combination of dental, vision, or hearing services or supplies.

Any unused balance will not roll over to the next year.

**Personal Choice 65  
Saver Rx PPO**

This plan does not offer the dental, vision, and hearing flex benefit.

**Personal Choice 65  
Medical-Only PPO and  
Personal Choice 65 Rx PPO**

This plan does not offer the dental, vision, and hearing flex benefit.

In Network and Out of Network:  
No copayment or coinsurance

Members receive a physical and mental fitness program through a plan-specific vendor with the goal of improving general health and well-being. The program includes access to a participating gym network, on-demand and livestreamed digital content, cognitive fitness programs, home kits, and curated physical activities.

Members must use a One Pass™ network gym/fitness center and enroll in the One Pass program.

Gym memberships and services received from non-One Pass fitness centers will be denied.

In Network and Out of Network:  
No copayment or coinsurance

Members receive a physical and mental fitness program through a plan-specific vendor with the goal of improving general health and well-being. The program includes access to a participating gym network, on-demand and livestreamed digital content, cognitive fitness programs, home kits, and curated physical activities.

Members must use a One Pass™ network gym/fitness center and enroll in the One Pass program.

Gym memberships and services received from non-One Pass fitness centers will be denied.

In Network and Out of Network:  
No copayment or coinsurance

Members receive a physical and mental fitness program through a plan-specific vendor with the goal of improving general health and well-being. The program includes access to a participating gym network, on-demand and livestreamed digital content, cognitive fitness programs, home kits, and curated physical activities.

Members must use a One Pass™ network gym/fitness center and enroll in the One Pass program.

Gym memberships and services received from non-One Pass fitness centers will be denied.

## 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 Member Help Team representative at **1-888-718-3333 (TTY/TDD: 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 [ibxmedicare.com](https://ibxmedicare.com) or call **1-888-718-3333 (TTY/TDD: 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.
- Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.
- Review the formulary to make sure your drugs are covered.

### Understanding Important Rules

- In addition to your monthly plan premium, 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/coinsurance may change on January 1, 2025.
- Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for covered services provided by a non-contracted provider, the provider must agree to treat you. Except in an emergency or urgent situation, non-contracted providers may deny care. In addition, you will pay a higher copay for services received by non-contracted providers.
- Effect on Current Coverage. If you are currently enrolled in a Medicare Advantage plan, your current Medicare Advantage health care 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.

## For More Information

For updated information regarding plan providers, visit our website at **ibxmedicare.com**, or call our Member Help Team at **1-888-718-3333 (TTY/TDD: 711)**, seven days a week, 8 a.m. to 8 p.m. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail.

If you are not yet a member and have questions, please call **1-877-393-6733 (TTY/TDD: 711)**, seven days a week, 8 a.m. to 8 p.m. Please note that on weekends and holidays from January 1 through September 30, your call may be sent to voicemail. By calling this number you will be directed to a licensed sales agent.

Independence Blue Cross offers PPO Medicare Advantage plans with a Medicare contract. Enrollment in Independence Blue Cross PPO Medicare Advantage plans depends on contract renewal.

Benefits underwritten by QCC Insurance Company, a subsidiary of Independence Blue Cross — independent licensees of the Blue Cross and Blue Shield Association.

TruHearing® is a registered trademark of TruHearing, Inc., an independent company.

Vision benefits are underwritten by QCC Insurance Company and administered by Davis Vision, an independent company.

An affiliate of Independence Blue Cross has a financial interest in Visionworks, an independent company.

Dental benefits are underwritten by QCC Insurance Company and administered by United Concordia Companies, Inc., an independent company.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

Telemedicine is provided by Teladoc Health, an independent company.

Roundtrip is an independent company that administers our transportation benefit.

The One Pass fitness benefit is a program provided by Rally Health, Inc., an independent company. ©2023 Rally Health, Inc. Rally, the Rally logo(s) and One Pass are trademarks of Rally Health, Inc. and/or its affiliates.

To receive this document in an alternate format such as Braille, large print, or audio, please call **1-877-393-6733 (TTY/TDD: 711)** (non-members) (by calling this number you will be directed to a licensed sales agent) or **1-888-718-3333 (TTY/TDD: 711)** (members).

This information is not a complete description of benefits. Contact **1-877-393-6733 (TTY/TDD: 711)** for more information.





## Multi-Language Insert

### 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 1-800-275-2583. 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 1-800-275-2583. 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 1-800-275-2583。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 1-800-275-2583。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 pagsasalang-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggagamot. Upang makakuha ng tagasalang-wika, tawagan lamang kami sa 1-800-275-2583. 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 1-800-275-2583. 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 1-800-275-2583 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 1-800-275-2583. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-275-2583 번으로 문의해 주십시오. 한국어어를 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 1-800-275-2583. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-800-275-2583. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**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 1-800-275-2583 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 1-800-275-2583. 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 1-800-275-2583. 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 1-800-275-2583. 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 1-800-275-2583. 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、1-800-275-2583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。

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## Multi-language Interpreter Services

**Gujarati:** અમારી આરોગ્ય અથવા દવા યોજના વિશે તમને ઊંચ શકે તેવા કોઈપણ પ્રશ્નોના જવાબ આપવા માટે અમારી પાસે નિ:શુલ્ક દુભાષિયા સેવાઓ છે. દુભાષિયા મેળવવા માટે, અમને ફક્ત 1-800-275-2583 પર કોલ કરો. ગુજરાતી બોલતી વ્યક્તિ તમને મદદ કરી શકે છે. આ એક નિ:શુલ્ક સેવા છે.

**Urdu:** آپ کی صحت یا دوا کے متعلق کسی بھی سوال کا جواب دینے کے لیے ہمارے پاس مفت ترجمانی کی خدمات دستیاب ہیں۔ مترجم کی سہولت کے لیے، 1-800-275-2583 پر کال کریں۔ اردو بولنے والا کوئی شخص آپ کی مدد کر سکتا ہے۔ یہ مفت سروس ہے۔

**Khmer:** យើងមានផ្តល់សេវាកម្មអ្នកបកប្រែផ្ទាល់មាត់ភាសាខ្មែរ ដើម្បីឆ្លើយសំណួរណាមួយដែលអ្នកប្រហែលជាមានអំពើកម្រាមសុខភាព ឬឱសថរបស់យើង។ ដើម្បីទទួលបានអ្នកបកប្រែផ្ទាល់មាត់ គ្រាន់តែហៅទូរសព្ទមកយើងតាមលេខ 1-800-275-2583 ។ អ្នកណាម្នាក់ដែលនិយាយភាសាអង់គ្លេសអាចជួយអ្នកបាន។ នេះគឺជាសេវាកម្មភាសាខ្មែរ។

**Telugu:** మా ఆరోగ్యం లేదా ఔషధ ప్రణాళిక గురించి మీకు ఏవైనా ప్రశ్నలకు సమాధానం ఇవ్వడానికి మాకు ఉచిత ఇంటర్ప్రెటర్ సర్వీసులు అందుబాటులో ఉన్నాయి. అనువాదకుడిని పొందడానికి, 1-800-275-2583 ద్వారా మాకు కాల్ చేయండి. తెలుగు మాట్లాడగలిగే ఎవరైనా మీకు సహాయం చేయగలరు. ఇది ఉచిత సర్వీస్.

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### Discrimination is Against the Law

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

This Plan provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages.

If you need these services, contact our Civil Rights Coordinator. If you believe that This Plan 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 our Civil Rights Coordinator.

You can file a grievance in the following ways:

- In person or by mail: ATTN: Civil Rights Coordinator, 1901 Market Street, Philadelphia, PA 19103
- By phone: 1-888-377-3933 (TTY: 711)
- By fax: 215-761-0245
- By email: [civilrightscordinator@1901market.com](mailto:civilrightscordinator@1901market.com)

If you need help filing a grievance, our 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 <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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



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