



Wellcare Dual Align (HMO D-SNP), your Medicare Medi-Cal Plan *Member Handbook*

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



January 1, 2024 – December 31, 2024

Your Health and Drug Coverage under Wellcare Dual Align (HMO D-SNP)

***Member Handbook* Introduction**

This *Member Handbook*, otherwise known as the *Evidence of Coverage*, tells you about your coverage under our plan through December 31, 2024. It explains health care services, behavioral health (mental health and substance use disorder) services, prescription drug coverage, and long-term services and supports. Key terms and their definitions appear in alphabetical order in **Chapter 12** of your *Member Handbook*.

This is an important legal document. Keep it in a safe place.

When this *Member Handbook* says “we,” “us,” “our,” or “our plan,” it means Wellcare Dual Align (HMO D-SNP), your Medicare Medi-Cal plan.

This document is available for free in Arabic, Armenian, Cambodian (Khmer), Chinese (traditional characters), Farsi, Hmong, Korean, Russian, Spanish, Tagalog, and Vietnamese.

You can get this document for free in other formats, such as large print, braille, and/or audio by calling Member Services at the number at the bottom of this page. The call is free.

Wellcare by Health Net wants to make sure you understand your health plan information. We can send materials to you in another language or alternate format if you ask for it this way. This is called a “standing request.” We will document your choice.

Please call us if:

- You want to get your materials in Arabic, Armenian, Cambodian (Khmer), Chinese (traditional characters), Farsi, Hmong, Korean, Russian, Spanish, Tagalog, Vietnamese or in an alternate format. You can ask for one of these languages in an alternate format.
- You want to change the language or format that we send you materials.

If you need help understanding your plan materials, please contact Wellcare by Health Net Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31,

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representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. However, please note during weekends and holidays from April 1 to September 30 our automated phone system may answer your call. Please leave your name and telephone number, and we will call you back within one (1) business day.

We have free interpreter services to answer any questions that you may have about our health or drug plan. To get an interpreter just call us at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. Someone that speaks your language can help you. This is a free service.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 3



Arabic

نوفر خدمات ترجمة فورية مجانية للإجابة على أي أسئلة قد تكون لديك حول خطة الصحة أو الدواء الخاصة بنا. للحصول على مترجم فوري، ما عليك سوى الاتصال بنا على الرقم 1-800-431-9007 (TTY: 711). في الفترة الممتدة بين 1 أكتوبر و31 مارس، الممثلون متاحون من الاثنين إلى الأحد، من الساعة 8 صباحاً لغاية الساعة 8 مساءً. وفي الفترة الممتدة بين 1 أبريل و30 سبتمبر، الممثلون متاحون من الاثنين إلى الجمعة، من الساعة 8 صباحاً لغاية الساعة 8 مساءً. يمكن لشخص يتحدث باللغة العربية مساعدتك. وتتوفر هذه الخدمة بشكل مجاني.

Armenian

Մենք ունենք անվճար թարգմանչական ծառայություններ՝ բժշկական ապահովագրության մեր ծրագրի կամ դեղերի ծրագրի վերաբերյալ ձեր ցանկացած հարցի պատասխանելու համար: Թարգմանիչ ստանալու համար պարզապես զանգահարեք մեզ՝ 1-800-431-9007 (TTY՝ 711): Հոկտեմբերի 1-ից մարտի 31-ն ընկած ժամանակահատվածում ներկայացուցիչները հասանելի են երկուշաբթիից կիրակի օրերին՝ ժամը 8 a.m.-ից մինչև 8 p.m.-ը: Ապրիլի 1-ից սեպտեմբերի 30-ն ընկած ժամանակահատվածում ներկայացուցիչները հասանելի են երկուշաբթիից ուրբաթ օրերին՝ ժամը 8 a.m.-ից մինչև 8 p.m.-ը: Հայերեն խոսող օպերատորը կարող է օգնել ձեզ: Այս ծառայությունն անվճար է:

Cambodian

យើងមានសេវាបកប្រែផ្ទាល់មាត់ដោយឥតគិតថ្លៃសម្រាប់ឆ្លើយរាល់សំណួរដែលអ្នកមានអំពីគម្រោងឱសថ ឬគម្រោងសុខភាពរបស់យើង។ ដើម្បីទទួលបានអ្នកបកប្រែផ្ទាល់មាត់ សូមទូរសព្ទមកយើងតាមរយៈលេខ 1-800-431-9007 (TTY: 711)។ ចន្លោះថ្ងៃទី 1 ខែតុលា និងថ្ងៃទី 31 ខែមីនា អ្នកតំណាងរង់ចាំបម្រើពីថ្ងៃចន្ទ ដល់ថ្ងៃអាទិត្យ ពីម៉ោង 8 ព្រឹក ដល់ម៉ោង 8 យប់។ ចន្លោះថ្ងៃទី 1 ខែមេសានិងថ្ងៃទី 30 ខែកញ្ញា អ្នកតំណាងរង់ចាំបម្រើពីថ្ងៃចន្ទ ដល់ថ្ងៃសុក្រ ពីម៉ោង 8 ព្រឹក ដល់ម៉ោង 8 យប់។ អ្នកដែលនិយាយភាសាខ្មែរអាចជួយអ្នកបាន។ នេះជាសេវាកម្មឥតគិតថ្លៃ។

Chinese

我們提供免費的口譯服務，可解答您對我們的健康或藥物計劃可能有的任何疑問。如需口譯員服務，請致電 1-800-431-9007 (TTY: 711)。在 10 月 1 日至 3 月 31 日之間，代表的服務時間為週一至週日，上午 8 點至晚上 8 點。在 4 月 1 日至 9 月 30 日之間，代表的服務時間為週一至週五，上午 8 點至晚上 8 點。會說中文的人員可以幫助您。此為免費服務。

Farsi

برای پاسخگویی به همه پرسش‌هایی که ممکن است درباره طرح بهداشتی یا دارویی ما داشته باشید، خدمات ترجمه شفاهی رایگان ارائه می‌دهیم. برای درخواست مترجم شفاهی کافی است از طریق شماره 1-800-431-9007 (TTY: 711) با ما تماس بگیرید. از 1 اکتبر تا 31 مارس نمایندگان ما از دوشنبه تا یکشنبه، 8 صبح تا 8 شب در دسترس هستند. از 1 آوریل تا 30 سپتامبر نمایندگان ما از دوشنبه تا جمعه، 8 صبح تا 8 شب در دسترس خواهند بود. فردی که به زبان فارسی صحبت می‌کند می‌تواند به شما کمک کند. این خدمات به‌طور رایگان ارائه می‌شود.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.

French

Nous proposons des services d'interprètes gratuits pour répondre à toutes vos questions sur notre régime de santé ou de médicaments. Pour obtenir les services d'un interprète, appelez-nous au 1-800-431-9007 (TTY : 711). Les représentants sont disponibles du lundi au dimanche, de 8 h à 20 h, entre le 1er octobre et le 31 mars ; et du lundi au vendredi, de 8 h à 20 h, entre le 1er avril et 30 septembre. Quelqu'un parlant français pourra vous aider. Ce service est gratuit.

French Creole

Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou ka genyen sou plan sante oswa plan medikaman nou an. Pou jwenn yon entèprèt, senpleman rele nou nan 1-800-431-9007 (TTY:711). Ant 1ye oktòb ak 31 mas, reprezantan yo disponib Lendi pou Dimanch, 8è a.m. rive nan 8è p.m. Ant 1ye avril ak 30 septanm, reprezantan yo disponib Lendi pou Vandredi, 8è a.m. rive 8è p.m. Yon moun ki pale Kreyòl Ayisyen kapab ede w. Se yon sèvis gratis.

Hindi

हमारे स्वास्थ्य या ड्रग प्लान के बारे में आपके किसी भी सवाल का जवाब देने के लिए, हम मुफ्त में दुभाषिया सेवाएं देते हैं। दुभाषिया सेवा पाने के लिए, हमें 1-800-431-9007 (TTY: 711) पर कॉल करें। 1 अक्टूबर से 31 मार्च के बीच, प्रतिनिधि सोमवार से रविवार, सुबह 8 बजे से रात 8 बजे तक उपलब्ध हैं। 1 अप्रैल से 30 सितंबर के बीच, प्रतिनिधि सोमवार से शुक्रवार, सुबह 8 बजे से रात 8 बजे तक उपलब्ध हैं। कोई व्यक्ति जो हिंदी बोलता है आपकी सहायता कर सकता है। यह एक निःशुल्क सेवा है।

Hmong

Peb muaj cov kev pab cuam kws txhais lus pub dawb los teb rau txhua cov lus nug uas koj muaj hais txog peb txoj phiaj xwm kho mob los sis tshuaj. Yog xav tau ib tug kws txhais lus tsuas yog hu rau peb ntawm 1-800-431-9007 (TTY: 711). Thaum Lub Kaum Hlis Ntuj Tim 1 txog Lub Peb Hlis Ntuj Tim 31, yuav muaj cov neeg sawv cev rau Hnub Monday-Hnub Sunday, thaum 8 teev sawv ntxov txog 8 teev tsaus ntuj. Thaum Lub Plaub Hlis Ntuj Tim 1 txog Lub Cuaj Hlis Ntuj Tim 30, yuav muaj cov neeg sawv cev rau Hnub Monday-Hnub Friday, thaum 8 teev sawv ntxov txog 8 teev tsaus ntuj. Ib tug neeg uas hais Lus Hmoob tuaj yeem pab tau koj. Qhov no yog ib qho kev pab dawb xwb.

Italian

Sono disponibili servizi di interpretariato gratuiti per rispondere a qualsiasi domanda possa avere in merito al nostro piano farmacologico o sanitario. Per usufruire di un interprete, è sufficiente contattare il numero 1-800-431-9007 (TTY: 711). Dal 1° ottobre al 31 marzo, i rappresentanti sono disponibili dal lunedì alla domenica, dalle 8:00 alle 20:00. Dal 1° aprile al 30 settembre, i rappresentanti sono disponibili dal lunedì al venerdì, dalle 8:00 alle 20:00. Qualcuno la assisterà in lingua italiana. È un servizio gratuito.

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German

Wir bieten Ihnen einen kostenlosen Dolmetschservice, wenn Sie Fragen zu unseren Gesundheits- oder Medikamentenplänen haben. Wenn Sie einen Dolmetscher brauchen, rufen Sie uns unter folgender Telefonnummer an: 1-800-431-9007 (TTY: 711). Zwischen dem 1. Oktober und dem 31. März sind unsere Mitarbeiter von Montag bis Sonntag von 8 Uhr bis 20 Uhr erreichbar. Zwischen dem 1. April und dem 30. September sind unsere Mitarbeiter von Montag bis Freitag von 8 Uhr bis 20 Uhr erreichbar. Ein deutschsprachiger Mitarbeiter wird Ihnen behilflich sein. Dieser Service ist kostenlos.

Japanese

弊社の健康や薬剤計画についてご質問がある場合は、無料の通訳サービスをご利用いただけます。通訳を利用するには、1-800-431-9007（TTY：711）にお電話ください。担当者の対応時間は、10月1日から3月31日までは、月曜～日曜日、午前8時～午後8時です。4月1日から9月30日までは、月曜日～金曜日、午前8時～午後8時です。日本語を話す者が対応いたします。これは無料のサービスです。

Korean

당사의 건강 또는 의약품 플랜과 관련해서 물어볼 수 있는 모든 질문에 답변하기 위한 무료 통역 서비스가 있습니다. 통역사가 필요한 경우, 1-800-431-9007(TTY:711)번으로 당사에 연락해 주십시오. 10월 1일부터 3월 31일까지는 월요일~일요일, 오전 8시~오후 8시에, 4월 1일부터 9월 30일까지는 월요일~금요일, 오전 8시~오후 8시에 연락하시면 한국어를 구사하는 통역사가 도움을 드릴 수 있습니다. 통역 서비스는 무료로 제공됩니다.

Laotian

ພວກເຮົາມີບໍລິການລ່າມເປັນພາສາເລບບໍ່ເສຍຄ່າເພື່ອຕອບຄໍາຖາມທີ່ທ່ານອາດຈະມີກ່ຽວກັບແຜນສຸຂະພາບ ຫຼື ແຜນຢາຂອງພວກເຮົາ. ເພື່ອຮັບບໍລິການລ່າມເປັນພາສາ, ໂທຫາພວກເຮົາທີ່ 1-800-431-9007 (TTY: 711). ໃນລະຫວ່າງວັນທີ 1 ຕຸລາ ຫາ 31 ມີນາ, ຕົວແທນໃຫ້ບໍລິການແຕ່ວັນຈັນ - ວັນອາທິດ, 8 ໂມງເຊົ້າ ເຖິງ 8 ໂມງແລງ. ລະຫວ່າງວັນທີ 1 ເມສາ ຫາ 30 ກັນຍາ, ຕົວແທນໃຫ້ບໍລິການແຕ່ວັນຈັນ - ວັນສຸກ, 8 ໂມງເຊົ້າ ເຖິງ 8 ໂມງແລງ. ບາງຄົນທີ່ເວົ້າພາສາລາວໄດ້ສາມາດຊ່ວຍທ່ານໄດ້. ນີ້ແມ່ນການບໍລິການເລບບໍ່ເສຍຄ່າ.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Mien

Yie mbuo liepc duqv maaiah faan waac mienh wangv-henh tengx dau waac bun muangx dongh haaix zanc meih qiemx naaiax taux yie mbuo goux nyei ziux goux wangc siangx sou-gorn a'fai ndie nyei sou-gorn. Liouh lorx faan waac mienh se korh waac lorx taux yie mbuo yiem njiec naaiv 1-800-431-9007 (TTY: 711). Yiem naaiv ziepc hlaax saengh 1 mingh taux faah hlaax 31 nyei bouc dauh, ninh mbuo liuc leiz dengv gong mienh se liepc zoux gong yiem leiz-baaix yietv-leiz-baaix ciety, yiem naaiv 8 diemv lungn ndorm mingh taux 8 diemv lungn muonx oc. Yiem naaiv feix hlaax saengh 1 mingh taux juov hlaax 30 nyei bouc dauh, ninh mbuo liuc leiz dengv gong mienh se liepc zoux gong yiem leiz-baaix yietv-leiz-baaix ciety, yiem naaiv 8 diemv lungn ndorm mingh taux 8 diemv lungn muonx. Liepc duqv maaiah faan waac mienh tengx meih faan benx mienh waac bun muangx. Naaiv diuc gong-bou se wangv-henh tengx mv zuqc bun nyaanh oc.

Polish

Oferujemy bezpłatną usługę tłumaczenia ustnego, która pomoże Państwu uzyskać odpowiedzi na ewentualne pytania dotyczące naszego planu leczenia lub planu refundacji leków. Aby skorzystać z usługi tłumaczenia ustnego, wystarczy zadzwonić pod numer 1-800-432-9007 (TTY: 711). W okresie od 1 października do 31 marca przedstawiciele są dostępni od poniedziałku do niedzieli w godzinach od 8:00 do 20:00. W okresie od 1 kwietnia do 30 września przedstawiciele są dostępni od poniedziałku do piątku w godzinach od 8:00 do 20:00. Osoba mówiąca po polsku może udzielić pomocy. Usługa ta jest bezpłatna.

Portuguese

Temos serviços de intérprete gratuitos para responder a quaisquer dúvidas que possa ter sobre o nosso plano de saúde ou medicação. Para obter um intérprete, contacte-nos através do número 1-800-431-9007 (TTY: 711). Entre 1 de outubro e 31 de março, os representantes estão disponíveis de segunda-feira a domingo, das 08:00 às 20:00. Entre 1 de abril e 30 de setembro, os representantes estão disponíveis de segunda-feira a sexta-feira, das 08:00 às 20:00. Um falante de português poderá ajudá-lo. Este serviço é gratuito.

Punjabi

ਸਾਡੀ ਸਿਹਤ ਜਾਂ ਦਵਾਈ ਯੋਜਨਾ ਬਾਰੇ ਤੁਹਾਡੇ ਕਿਸੇ ਵੀ ਸਵਾਲ ਦਾ ਜਵਾਬ ਦੇਣ ਲਈ ਸਾਡੇ ਕੋਲ ਮੁਫਤ ਦੁਭਾਸ਼ੀਆ ਸੇਵਾਵਾਂ ਹਨ। ਦੁਭਾਸ਼ੀਏ ਦੀ ਸੇਵਾ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਬਸ ਸਾਨੂੰ 1-800-431-9007 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। 1 ਅਕਤੂਬਰ ਅਤੇ 31 ਮਾਰਚ ਦੇ ਵਿਚਕਾਰ, ਪ੍ਰਤੀਨਿਧੀ ਸੋਮਵਾਰ ਤੋਂ ਐਤਵਾਰ, ਸਵੇਰੇ 8 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 8 ਵਜੇ ਤੱਕ ਉਪਲਬਧ ਹੁੰਦੇ ਹਨ। 1 ਅਪ੍ਰੈਲ ਤੋਂ 30 ਸਤੰਬਰ ਦੇ ਵਿਚਕਾਰ, ਪ੍ਰਤੀਨਿਧੀ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 8 ਵਜੇ ਤੱਕ ਉਪਲਬਧ ਹੁੰਦੇ ਹਨ। ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਵਿਅਕਤੀ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦਾ ਹੈ। ਇਹ ਇੱਕ ਮੁਫਤ ਸੇਵਾ ਹੈ।

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Russian

Если у вас возникли какие-либо вопросы о нашем плане медицинского страхования или плане с покрытием лекарственных препаратов, вам доступны бесплатные услуги переводчика. Если вам нужен переводчик, просто позвоните нам по номеру 1-800-431-9007 (TTY: 711). С 1 октября по 31 марта представители доступны с понедельника по воскресенье с 8 а.м. до 8 р.м. С 1 апреля по 30 сентября с нашими представителями можно связаться с понедельника по пятницу с 8 а.м. до 8 р.м. Вам окажет помощь сотрудник, говорящий на русском языке. Данная услуга бесплатна.

Spanish

Contamos con los servicios de interpretación gratuitos para responder las cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para solicitar un intérprete, llámenos al 1-800-431-9007 (TTY: 711). Entre el 1 de octubre y el 31 de marzo, los representantes están disponibles de lunes a domingo, de 8 a.m. a 8 p.m. Entre el 1 de abril y el 30 de septiembre, los representantes están disponibles de lunes a viernes, de 8 a.m. a 8 p.m. Alguien que habla español puede ayudarlo. Este es un servicio gratuito.

Tagalog

May mga libre kaming serbisyo ng interpreter para sagutin ang anumang posible ninyong tanong tungkol sa aming planong pangkalusugan o plano sa gamot. Para kumuha ng interpreter, tawagan lang kami sa 1-800-431-9007 (TTY: 711). Mula Oktubre 1 hanggang Marso 31, available ang mga kinatawan mula Lunes–Linggo, 8 a.m. hanggang 8 p.m. Mula Abril 1 hanggang Setyembre 30, available ang mga kinatawan mula Lunes–Biyernes, 8 a.m. hanggang 8 p.m. May makakatulong sa inyo na nagsasalita ng Tagalog. Isa itong libreng serbisyo.

Thai

เรามีบริการล่ามแปลภาษาให้ฟรีเพื่อตอบคำถามใดๆ ที่คุณอาจมีเกี่ยวกับแผนด้านสุขภาพหรือยาของเรา หากต้องการล่ามแปลภาษา โปรดติดต่อเราที่หมายเลข 1-800-431-9007 (TTY: 711) ตั้งแต่วันที่ 1 ตุลาคมถึง 31 มีนาคม เรามีล่ามแปลภาษาให้บริการในวันจันทร์ - วันอาทิตย์ ตั้งแต่เวลา 8.00 น. ถึง 20.00 น. และในช่วง 1 เมษายนถึง 30 กันยายน เรามีล่ามแปลภาษาให้บริการในวันจันทร์ - วันศุกร์ ตั้งแต่เวลา 8.00 น. ถึง 20.00 น. คนที่พูดภาษาไทยได้สามารถให้ความช่วยเหลือแก่คุณ บริการนี้ไม่มีค่าใช้จ่าย

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Ukrainian

Ми безкоштовно надаємо послуги перекладачів, щоб ви могли отримати відповіді на будь-які свої запитання щодо нашого плану медичного обслуговування чи забезпечення лікарськими засобами. Щоб отримати допомогу перекладача, просто зателефонуйте нам за номером 1-800-431-9007 (TTY: 711). У період з 1 жовтня по 31 березня ви можете звертатися до представників із понеділка по неділю з 8:00 до 20:00. У період з 1 квітня по 30 вересня звернутися до представників можна з понеділка по п'ятницю з 8:00 до 20:00. Спеціаліст, який володіє українською мовою, допоможе вам. Ця послуга безкоштовна.

Vietnamese

Chúng tôi có dịch vụ thông dịch miễn phí để trả lời bất kỳ câu hỏi nào của quý vị về chương trình sức khỏe hoặc chương trình thuốc của chúng tôi. Để nhận thông dịch viên, chỉ cần gọi cho chúng tôi theo số 1-800-431-9007 (TTY: 711). Từ ngày 1 tháng 10 đến ngày 31 tháng 3, nhân viên đại diện sẽ làm việc từ Thứ Hai - Chủ Nhật, từ 8 a.m. đến 8 p.m. Từ ngày 1 tháng 4 đến ngày 30 tháng 9, nhân viên đại diện sẽ làm việc từ Thứ Hai đến Thứ Sáu, từ 8 a.m. đến 8 p.m. Nhân viên nói tiếng Việt có thể hỗ trợ quý vị. Dịch vụ này miễn phí.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 9



2024 Wellcare Dual Align (HMO D-SNP) *Member Handbook*

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Disclaimers

- ❖ Wellcare is the Medicare brand for Centene Corporation, an HMO, PPO, PFFS, PDP plan with a Medicare contract and is an approved Part D Sponsor. Our D-SNP plans have a contract with the state Medicaid program. Enrollment in our plans depends on contract renewal.
- ❖ Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our Member Services number or see your *Member Handbook* for more information, including the cost-sharing that applies to out-of-network services.
- ❖ Medicare approved Wellcare to provide these benefits as part of the Value-Based Insurance Design program. This program lets Medicare try new ways to improve Medicare Advantage plans.
- ❖ Based on a Model of Care review, Wellcare Dual Align (HMO D-SNP) has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) through 2024.
- ❖ Coverage under Wellcare Dual Align (HMO D-SNP) is qualifying health coverage called “minimum essential coverage.” It satisfies the Patient Protection and Affordable Care Act’s (ACA) individual shared responsibility requirement. Visit the Internal Revenue Service (IRS) website at www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information on the individual shared responsibility requirement.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 11



Chapter 1: Getting started as a member

Introduction

This chapter includes information about Wellcare Dual Align (HMO D-SNP), a health plan that covers all of your Medicare services and coordinates all of your Medicare and Medi-Cal services, and your membership in it. It also tells you what to expect and what other information you will get from us. Key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.

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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 12



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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 13



A. Welcome to our plan

Our plan provides Medicare and Medi-Cal services to individuals who are eligible for both programs. Our plan includes doctors, hospitals, pharmacies, providers of long-term services and supports, behavioral health providers, and other providers. We also have care coordinators and care teams to help you manage your providers and services. They all work together to provide the care you need.

Experience you can count on

You've enrolled in a health plan you can count on.

Wellcare by Health Net helps Californians on Medicare and Medi-Cal get the services they need. We do this by offering easy access to your Medicare and Medi-Cal benefits and services, plus a whole lot more:

- We pride ourselves on providing excellent customer service; this is accomplished by providing focused, positive, personalized attention to you as our member. Our trained Member Services staff will not keep you waiting and can support multiple languages through the use of interpreter services. We will provide you with a "concierge" level of service in helping you navigate through your benefits as we would our own family, this will quickly get the answers you need to access care.
- We've been building high-quality networks of doctors for nearly 25 years. The doctors and specialists in our Wellcare by Health Net network work together in medical groups to make sure you get the care you need, when you need it.
- Your community is our community – We're a national company with a local presence. Many of our employees live where you live. We support our local communities with:
 - Health screenings at local health events and community centers
 - No-cost health education classes

B. Information about Medicare and Medi-Cal

B1. Medicare

Medicare is the federal health insurance program for:

- people 65 years of age or over,
- some people under age 65 with certain disabilities, **and**

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 14



- people with end-stage renal disease (kidney failure).

B2. Medi-Cal

Medi-Cal is the name of California's Medi-Cal program. Medi-Cal is run by the state and is paid for by the state and the federal government. Medi-Cal helps people with limited incomes and resources pay for Long-Term Services and Supports (LTSS) and medical costs. It covers extra services and drugs not covered by Medicare.

Each state decides:

- what counts as income and resources,
- who is eligible,
- what services are covered, **and**
- the cost for services.

States can decide how to run their programs, as long as they follow the federal rules.

Medicare and the state of California approved our plan. You can get Medicare and Medi-Cal services through our plan as long as:

- we choose to offer the plan, **and**
- Medicare and the state of California allow us to continue to offer this plan.

Even if our plan stops operating in the future, your eligibility for Medicare and Medi-Cal services is not affected.

C. Advantages of our plan

You will now get all your covered Medicare and Medi-Cal services from our plan, including prescription drugs. **You do not pay extra to join this health plan.**

We help make your Medicare and Medi-Cal benefits work better together and work better for you. Some of the advantages include:

- You can work with us for **most** of your health care needs.
- You have a care team that you help put together. Your care team may include yourself, your caregiver, doctors, nurses, counselors, or other health professionals.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 15



- You have access to a care coordinator. This is a person who works with you, with our plan, and with your care team to help make a care plan.
- You're able to direct your own care with help from your care team and care coordinator.
- Your care team and care coordinator work with you to make a care plan designed to meet **your** health needs. The care team helps coordinate the services you need. For example, this means that your care team makes sure:
 - Your doctors know about all the medicines you take so they can make sure you're taking the right medicines and can reduce any side effects that you may have from the medicines.
 - Your test results are shared with all of your doctors and other providers, as appropriate.

New members to Wellcare Dual Align (HMO D-SNP): In most instances you will be enrolled in Wellcare Dual Align (HMO D-SNP) for your Medicare benefits the 1st day of the month after you request to be enrolled in Wellcare Dual Align (HMO D-SNP). You may still receive your Medi-Cal services from your previous Medi-Cal health plan for one additional month. After that, you will receive your Medi-Cal services through Wellcare Dual Align (HMO D-SNP). There will be no gap in your Medi-Cal coverage. Please call us at 1-800-431-9007 (TTY: 711) if you have any questions. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

D. Our plan's service area

Our service area includes these counties in California: Los Angeles, Sacramento, and Tulare.

Only people who live in our service area can join our plan.

You cannot stay in our plan if you move outside of our service area. Refer to **Chapter 8** of your *Member Handbook* for more information about the effects of moving out of our service area.

E. What makes you eligible to be a plan member

You are eligible for our plan as long as you:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 16



- live in our service area (incarcerated individuals are not considered living in the service area even if they are physically located in it), **and**
- are age 21 and older at the time of enrollment, **and**
- have both Medicare Part A and Medicare Part B, **and**
- are a United States citizen or are lawfully present in the United States, **and**
- are currently eligible for Medi-Cal, **and**

If you lose Medi-Cal eligibility but can be expected to regain it within six months then you are still eligible for our plan.

Call Member Services for more information.

F. What to expect when you first join our health plan

When you first join our plan, you get a health risk assessment (HRA) within 90 days before or after your enrollment effective date.

We must complete an HRA for you. This HRA is the basis for developing your care plan. The HRA includes questions to identify your medical, behavioral health, and functional needs.

We reach out to you to complete the HRA. We can complete the HRA by an in-person visit, telephone call, or mail.

We'll send you more information about this HRA.

If our plan is new for you, you can keep using the doctors you use now for a certain amount of time, if they are not in our network. We call this continuity of care. If they are not in our network, you can keep your current providers and service authorizations at the time you enroll for up to 12 months if all of the following conditions are met:

- You, your representative, or your provider asks us to let you keep using your current provider.
- We establish that you had an existing relationship with a primary or specialty care provider, with some exceptions. When we say “existing relationship,” it means that you saw an out-of-network provider at least once for a non-emergency visit during the 12 months before the date of your initial enrollment in our plan.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 17



- We determine an existing relationship by reviewing your available health information available or information you give us.
- We have 30 days to respond to your request. You can ask us to make a faster decision, and we must respond in 15 days. If you are at risk of harm, we must respond within 3 days.
- You or your provider must show documentation of an existing relationship and agree to certain terms when you make the request.

Note: You can make this request for providers of Durable Medical Equipment (DME) for at least 90 days or until we authorize a new rental and have a network provider deliver the rental. Although you cannot make this request for providers of transportation or other ancillary providers, you can make a request for services of transportation or other ancillary services not included in our plan.

After the continuity of care period ends, you will need to use doctors and other providers in the Wellcare Dual Align (HMO D-SNP) network that are affiliated with your primary care provider's medical group, unless we make an agreement with your out-of-network doctor. A network provider is a provider who works with the health plan. When you enroll in our plan, you will be assigned a participating medical group from the Wellcare Dual Align (HMO D-SNP) network. You will also be assigned a PCP from this participating medical group. To choose your PCP, go to our website at www.wellcare.com/healthnetCA and select a PCP from our plan network. Member Services can also help you choose a PCP. Once you have chosen your PCP, call Member Services with your selection. Your PCP must be in our network. Refer to **Chapter 3**, Section D, page 52 of your *Member Handbook* for more information on getting care.

G. Your care team and care plan

G1. Care team

A care team can help you keep getting the care you need. A care team may include your doctor, a care coordinator, or other health person that you choose.

A care coordinator is a person trained to help you manage the care you need. You get a care coordinator when you enroll in our plan. This person also refers you to other community resources that our plan may not provide and will work with your care team to help coordinate your care. Call us at the numbers at the bottom of the page for more information about your care coordinator and care team.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 18



G2. Care plan

Your care team works with you to make a care plan. A care plan tells you and your doctors what services you need and how to get them. It includes your medical, behavioral health, and LTSS or other services.

Your care plan includes:

- your health care goals, **and**
- a timeline for getting the services you need.

Your care team meets with you after your HRA. They ask you about services you need. They also tell you about services you may want to think about getting. Your care plan is created based on your needs and goals. Your care team works with you to update your care plan at least every year.

H. Your monthly costs for Wellcare Dual Align (HMO D-SNP)

Our plan has no monthly plan premium.

I. Your *Member Handbook*

Your *Member Handbook* is part of our contract with you. This means that we must follow all rules in this document. If you think we've done something that goes against these rules, you may be able to appeal our decision. For information about appeals, refer to **Chapter 9**, Section D, page 206 of your *Member Handbook* or call 1-800-MEDICARE (1-800-633-4227).

You can ask for a *Member Handbook* by calling Member Services at the numbers at the bottom of the page. You can also refer to the *Member Handbook* found on our website at the web address at the bottom of the page.

The contract is in effect for the months you are enrolled in our plan between January 1, 2024 and December 31, 2024.

J. Other important information you get from us

Other important information we provide to you includes your Member ID Card, information about how to access a *Provider and Pharmacy Directory*, and information about how to access a *List of Covered Drugs*, also known as a *Formulary*.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 19



J1. Your Member ID Card

Under our plan, you have one card for your Medicare and Medi-Cal services, including LTSS, certain behavioral health services, and prescriptions. You show this card when you get any services or prescriptions. Here is a sample Member ID Card:

		Wellcare By Health Net Wellcare Dual Align (HMO D-SNP) CMS#: H3561-008 Effective Date: MM/DD/YYYY		www.wellcare.com/healthnetCA	
MEMBER INFORMATION Name: First MI Last Member ID#: XXXXXXXX-XXX Care Coordinator Phone: 1-800-431-9007		PHARMACY INFORMATION  Prescription Drug Coverage		FOR MEMBERS Member Services: 1-800-431-9007 (TTY: 711) Mental Health Benefits: 1-800-646-5610 (TTY: 711) Nurse Advice Line: 1-800-893-5597 (TTY: 711) Access2Care Transportation: 1-844-515-6876 (TTY: 711) Delta Dental: 1-855-643-8515 (TTY: 711) Enroll Vision: 1-866-392-6058 (TTY: 711)	
PROVIDER INFORMATION PPG Name: Provider Group Name PPG Phone: X-XXX-XXX-XXXX PCP Name: Last, First Name PCP Phone: X-XXX-XXX-XXXX MEMBER CANNOT BE CHARGED PCP/Specialist Office Visit: \$0 FOR EMERGENCIES: Dial 911 or go to the nearest Emergency Room (ER).		Rx Processor Part D: Express Scripts® RXBIN: 610014 RXPCN: MEDDPRIME RXGRP: 2FFA RxlD: XXXXXXXXXX		FOR PROVIDERS  For Member eligibility and Medical prior auth/referrals: 1-800-431-9007 Medical Claims: Wellcare By Health Net Attn: Claims Payor ID: 68069 P.O. Box 9030 Farmington, MO 63640-9030  Pharmacy prior auth: 1-800-867-6564 For help: (PHARMACY USE ONLY) 1-833-750-0202 Submit Part D Drug Claims to: Wellcare By Health Net Attn: Member Reimbursement Dept P.O. Box 31577, Tampa, FL 33631-3577	

If your Member ID Card is damaged, lost, or stolen, call Member Services at the number at the bottom of the page right away. We will send you a new card.

As long as you are a member of our plan, you do not need to use your red, white, and blue Medicare card or your Medi-Cal card to get most services. Keep those cards in a safe place, in case you need them later. If you show your Medicare card instead of your Member ID Card, the provider may bill Medicare instead of our plan, and you may get a bill. Refer to **Chapter 7**, Section A, page 167 of your *Member Handbook* to find out what to do if you get a bill from a provider.

Remember, you need your Medi-Cal card or Benefits Identification Card (BIC) to access the following services:

- In-Home Support Services (IHSS)
- County Specialty Mental Health and Substance Use Disorder (SUD) Services
- Multi-Purpose Senior Services Program (MSSP) Services
- Medi-Cal Covered Rx Services or Providers “Medi-Cal Rx”
- Medi-Cal covered Dental Services “
- Home and Community-Based Waiver Services (HCBS)

J2. Provider and Pharmacy Directory

The *Provider and Pharmacy Directory* lists the providers and pharmacies in our plan’s network. While you’re a member of our plan, you must use network providers to get covered services.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 20



You can ask for a *Provider and Pharmacy Directory* (electronically or in hard copy form) by calling Member Services at the numbers at the bottom of the page. Requests for hard copy *Provider and Pharmacy Directories* will be mailed to you within three business days.

You can also refer to the *Provider and Pharmacy Directory* at the web address at the bottom of the page.

Both Member Services and the website can give you the most up-to-date information about changes in our network providers and pharmacies. This *Provider and Pharmacy Directory* lists health care professionals (such as doctors, nurse practitioners and psychologists), facilities (such as hospitals or clinics), and support providers (such as Community-Based Adult Services providers) that you may see as a Wellcare by Health Net member. We also list the pharmacies that you may use to get your prescription drugs. Pharmacies listed in the *Provider and Pharmacy Directory* include Retail, Mail Order, Home Infusion, and Long-Term Care (LTC).

Definition of network providers

- Our network providers include:
 - doctors, nurses, and other health care professionals that you can use as a member of our plan;
 - clinics, hospitals, nursing facilities, and other places that provide health services in our plan; **and**,
 - LTSS, behavioral health services, home health agencies, durable medical equipment (DME) suppliers, and others who provide goods and services that you get through Medicare or Medi-Cal.

Network providers agree to accept payment from our plan for covered services as payment in full.

Definition of network pharmacies

- Network pharmacies are pharmacies that agree to fill prescriptions for our plan members. Use the *Provider and Pharmacy Directory* to find the network pharmacy you want to use.
- Except during an emergency, you must fill your prescriptions at one of our network pharmacies if you want our plan to help you pay for them.

Call Member Services at the numbers at the bottom of the page for more information. Both Member Services and our website can give you the most up-to-date information about changes in our network pharmacies and providers.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 21



J3. List of Covered Drugs

The plan has a *List of Covered Drugs*. We call it the “Drug List” for short. It tells you which prescription drugs our plan covers.

The Drug List also tells you if there are any rules or restrictions on any drugs, such as a limit on the amount you can get. Refer to **Chapter 5**, Section C, page 148 of your *Member Handbook* for more information.

Each year, we send you information about how to access the Drug List, but some changes may occur during the year. To get the most up-to-date information about which drugs are covered, call Member Services or visit our website at the address at the bottom of the page.

J4. The Explanation of Benefits

When you use your Medicare Part D prescription drug benefits, we send you a summary to help you understand and keep track of payments for your Medicare Part D prescription drugs. This summary is called the *Explanation of Benefits* (EOB).

The EOB tells you the total amount you, or others on your behalf, spent on your Medicare Part D prescription drugs and the total amount we paid for each of your Medicare Part D prescription drugs during the month. This EOB is not a bill. The EOB has more information about the drugs you take **Chapter 6**, Section A, page 161 of your *Member Handbook* gives more information about the EOB and how it helps you track your drug coverage.

You can also ask for an EOB. To get a copy, contact Member Services at the numbers at the bottom of the page.

K. Keeping your membership record up to date

You can keep your membership record up to date by telling us when your information changes.

We need this information to make sure that we have your correct information in our records. Our network providers and pharmacies also need correct information about you. **They use your membership record to know what services and drugs you get and how much they cost you.**

Tell us right away about the following:

- changes to your name, your address, or your phone number;
- changes to any other health insurance coverage, such as from your employer, your spouse’s employer, or your domestic partner’s employer, or workers’ compensation;

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 22



- any liability claims, such as claims from an automobile accident;
- admission to a nursing facility or hospital;
- care from a hospital or emergency room;
- changes in your caregiver (or anyone responsible for you); **and**,
- if you take part in a clinical research study. (**Note:** You are not required to tell us about a clinical research study you are in or become part of, but we encourage you to do so.)

If any information changes, call Member Services at the numbers at the bottom of the page.

K1. Privacy of personal health information (PHI)

Information in your membership record may include personal health information (PHI). Federal and state laws require that we keep your PHI private. We protect your PHI. For more details about how we protect your PHI, refer to **Chapter 8**, Section C1, page 192 of your *Member Handbook*.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 23



Chapter 2: Important phone numbers and resources

Introduction

This chapter gives you contact information for important resources that can help you answer your questions about our plan and your health care benefits. You can also use this chapter to get information about how to contact your care coordinator and others to advocate on your behalf. Key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.

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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 24



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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 25



A. Member Services

CALL	1-800-431-9007 This call is free. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. However, please note during weekends and holidays from April 1 to September 30 our automated phone system may answer your call. Please leave your name and telephone number, and we will call you back within one (1) business day. We have free interpreter services for people who do not speak English.
TTY	711 This call is free. This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. However, please note during weekends and holidays from April 1 to September 30 our automated phone system may answer your call. Please leave your name and telephone number, and we will call you back within one (1) business day.
WRITE	Wellcare by Health Net 7700 Forsyth Boulevard Clayton, MO 63105
WEBSITE	www.wellcare.com/healthnetCA

Contact Member Services to get help with:

- questions about the plan
- questions about claims or billing
- coverage decisions about your health care
 - A coverage decision about your health care is a decision about:
 - your benefits and covered services **or**

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- the amount we pay for your health services.
- Call us if you have questions about a coverage decision about your health care.
- To learn more about coverage decisions, refer to **Chapter 9**, Section E, page 207 of your *Member Handbook*.
- appeals about your health care
 - An appeal is a formal way of asking us to review a decision we made about your coverage and asking us to change it if you think we made a mistake or disagree with the decision.
 - To learn more about making an appeal, refer to **Chapter 9**, Section E, page 207 of your *Member Handbook* or contact Member Services.
- complaints about your health care
 - You can make a complaint about us or any provider (including a non-network or network provider). A network provider is a provider who works with our plan. You can also make a complaint to us or to the Quality Improvement Organization (QIO) about the quality of the care you received (refer to **Section F**, page 35).
 - You can call us and explain your complaint at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free.
 - If your complaint is about a coverage decision about your health care, you can make an appeal (refer to the section above).
 - You can send a complaint about our plan to Medicare. You can use an online form at www.medicare.gov/MedicareComplaintForm/home.aspx. Or you can call 1-800-MEDICARE (1-800-633-4227) to ask for help.
 - You can make a complaint about our plan to the Medicare Medi-Cal Ombuds Program by calling 1-888-804-3536.
 - To learn more about making a complaint about your health care, refer to **Chapter 9**, Section K, page 249 of your *Member Handbook*.
- coverage decisions about your drugs

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 27



- A coverage decision about your drugs is a decision about:
 - your benefits and covered drugs **or**
 - the amount we pay for your drugs.
- Non-Medicare covered drugs, such as over-the-counter (OTC) medications and certain vitamins, may be covered by Medi-Cal Rx. Please visit the Medi-Cal Rx website (www.medi-calrx.dhcs.ca.gov) for more information. You can also call the Medi-Cal Rx Customer Service Center at 800-977-2273.
- For more on coverage decisions about your Medicare prescription drugs, refer to **Chapter 9**, G, page 224 of your *Member Handbook*.
- appeals about your drugs.
 - An appeal is a way to ask us to change a coverage decision.
 - For more on making an appeal about your prescription drugs, refer to **Chapter 9**, Section G, page 224 of your *Member Handbook*.
- complaints about your drugs.
 - You can make a complaint about us or any pharmacy. This includes a complaint about your prescription drugs.
 - If your complaint is about a coverage decision about your prescription drugs, you can make an appeal. (Refer to the section above)
 - You can send a complaint about our plan to Medicare. You can use an online form at www.medicare.gov/MedicareComplaintForm/home.aspx. Or you can call 1-800-MEDICARE (1-800-633-4227) to ask for help.
 - For more on making a complaint about your prescription drugs, refer to **Chapter 9**, Section K, page 249 of your *Member Handbook*.
- payment for health care or drugs you already paid for
 - For more on how to ask us to pay you back, or to pay a bill you got, refer to **Chapter 7**, Section A, page 167 of your *Member Handbook*.
 - If you ask us to pay a bill and we deny any part of your request, you can appeal our decision. Refer to **Chapter 9**, Section E, page 207 of your *Member Handbook*.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 28



B. Your Care Coordinator

A care coordinator is one main person who works with you, with the health plan, and with your doctors and other providers to make sure you get the health care you need.

Member Services can also let you know how you can contact your care coordinator. A care coordinator:

- Helps put together health care services to meet your health care needs.
- Works with you to make your care plan.
- Helps you decide who will be on your care team.
- Gives you information you need to manage your health care.

You can call Member Service if you need help getting in contact with your care coordinator. If you would like to change your care coordinator or have any additional questions, please contact the phone number listed below. You can also call your care coordinator before they contact you. Call the number below and ask to speak to your care coordinator.

CALL	1-833-340-0083 This call is free. Representatives are available Monday-Friday from 8 a.m. to 8 p.m. EST. We have free interpreter services for people who do not speak English.
TTY	711 This call is free. This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. Representatives are available Monday-Friday from 8 a.m. to 8 p.m. EST.
WRITE	Wellcare by Health Net, Attention: Care Coordination Team 7700 Forsyth Boulevard Clayton, MO 63105
WEBSITE	www.wellcare.com/healthnetCA

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.

Contact your care coordinator to get help with:

- questions about your health care
- questions about getting behavioral health (mental health and substance use disorder) services
- questions about dental benefits
- questions about transportation to medical appointments

Long-term Services and Supports (LTSS) include Community-Based Adult Services (CBAS) and Nursing Facilities (NF).

Sometimes you can get help with your daily health care and living needs.

You might be able to get these services:

- Community-Based Adult Services (CBAS),
- skilled nursing care,
- physical therapy,
- occupational therapy,
- speech therapy,
- medical social services, **and**
- home health care.
- In Home Supportive Services, through your county social service agency, and
- Community Supports benefits.

Community-Based Adult Services (CBAS):

Medi-Cal members who have a physical, mental or social impairment occurring after age 18, and who may benefit from community-based adult services (CBAS), may be eligible.

Eligible members must meet one of the following criteria:

- Needs that are significant enough to meet nursing facility level of care A (NF-A), such as needing skilled nursing services, skilled nursing observation, medication management, assistance with physical limitations and/or mental limitations, or above.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 30



- A moderate to severe cognitive disability, including moderate to severe Alzheimer's or other dementia.
- A developmental disability
- A mild to moderate cognitive disability, including Alzheimer's or dementia and a need for assistance or supervision with two of the following:
 - Bathing
 - Dressing
 - Self-feeding
 - Toileting
 - Ambulation
 - Transferring
 - Medication management
 - Hygiene
- A chronic mental illness or brain injury and a need for assistance or supervision with two of the following:
 - Bathing
 - Dressing
 - Self-feeding
 - Toileting
 - Ambulation
 - Transferring
- Medication management, or need assistance or supervision with one need from the above list and one of the following:
 - Hygiene
 - Money management
 - Accessing resources
 - Meal preparation
 - Transportation
- A reasonable expectation that preventive services will maintain or improve the present level of function (for example, in cases of brain injury due to trauma or infection)
- A high potential for further deterioration and probable institutionalization if CBAS is not available (for example, in cases of brain tumors or HIV-related dementia)

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



C. Health Insurance Counseling and Advocacy Program (HICAP)

The State Health Insurance Assistance Program (SHIP) gives free health insurance counseling to people with Medicare. In California, the SHIP is called the Health Insurance Counseling and Advocacy Program (HICAP). HICAP counselors can answer your questions and help you understand what to do to handle your problem. HICAP has trained counselors in every county, and services are free.

HICAP is not connected with any insurance company or health plan.

CALL	1-800-434-0222 Monday through Friday, 9:00 a.m. to 5:00 p.m.
TTY	711 (National Relay Service) This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. Monday through Friday, 9:00 a.m. to 5:00 p.m.
WRITE	HICAP Visit https://cahealthadvocates.org/hicap/ for county office locations
WEBSITE	https://cahealthadvocates.org/hicap/

Contact HICAP for help with:

- questions about Medicare
- HICAP counselors can answer your questions about changing to a new plan and help you:
 - understand your rights,
 - understand your plan choices,
 - make complaints about your health care or treatment, **and**
 - straighten out problems with your bills.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



D. Nurse Advice Call Line

The Wellcare Dual Align (HMO D-SNP) Nurse Advice Line is a service that offers toll-free telephonic coaching and nurse advice from trained clinicians that are available 24 hours a day, 7 days a week, 365 days a year. The Nurse Advice Line provides real time health care assessments to help the member determine the level of care needed at the moment. Clinicians provide one-on-one consultation, answers to health questions and symptom management support that empower members to make confident and appropriate decisions about their care and treatment. Members can access the Nurse Advice Line by calling the Wellcare by Health Net Member Services number on the back of their Member ID Card. You can contact the Nurse Advice Call Line with questions about your health or health care.

CALL	1-800-893-5597 This call is free. 24 hours a day, 7 days a week We have free interpreter services for people who do not speak English.
TTY	711 This call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. 24 hours a day, 7 days a week

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 33



E. Behavioral Health Crisis Line

Managed Health Network (MHN) operates a 24/7 behavioral health crisis line for members requiring this type of assistance. At any point during the call members can ask to speak to a licensed clinician, who can assist them in obtaining the services that they require. Members can access this crisis line by calling the number below.

CALL	1-855-464-3571 This call is free. Licensed Behavioral Health clinicians are available 24 hours a day, 7 days a week, 365 days a year. We have free interpreter services for people who do not speak English.
TTY	711 (National Relay Service). This call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. Licensed Behavioral Health clinicians are available 24 hours a day, 7 days a week, 365 days a year.

Contact the Behavioral Health Crisis Line for help with:

- questions about behavioral health and substance abuse services

Wellcare by Health Net provides you with around the clock access to medical information and advice. When you call, our Behavioral Health specialists will answer your wellness-related questions. If you have an urgent health need but it is not an emergency, you can call our Behavioral Health Crisis Line 24 hours a day, 7 days a week, 365 days a year for behavioral health clinical questions. For questions about your county specialty mental health services, refer to **Section K**.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



F. Quality Improvement Organization (QIO)

Our state has an organization called Livanta. This is a group of doctors and other health care professionals who help improve the quality of care for people with Medicare. Livanta is not connected with our plan.

CALL	1-877-588-1123
TTY	1-855-887-6668 This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
WRITE	Livanta LLC BFCC-QIO 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701
WEBSITE	www.livantaqio.com

Contact Livanta for help with:

- questions about your health care rights
- making a complaint about the care you got if you:
 - have a problem with the quality of care,
 - think your hospital stay is ending too soon, **or**
 - think your home health care, skilled nursing facility care, or comprehensive outpatient rehabilitation facility (CORF) services are ending too soon.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



G. Medicare

Medicare is the federal health insurance program for people 65 years of age or over, some people under age 65 with disabilities, and people with end-stage renal disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services, or CMS.

CALL	1-800-MEDICARE (1-800-633-4227) Calls to this number are free, 24 hours a day, 7 days a week.
TTY	1-877-486-2048. This call is free. This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
WEBSITE	<u>www.medicare.gov</u> This is the official website for Medicare. It gives you up-to-date information about Medicare. It also has information about hospitals, nursing facilities, doctors, home health agencies, dialysis facilities, inpatient rehabilitation facilities, and hospices. It includes helpful websites and phone numbers. It also has documents you can print right from your computer. If you don't have a computer, your local library or senior center may be able to help you visit this website using their computer. Or, you can call Medicare at the number above and tell them what you are looking for. They will find the information on the website and review the information with you.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



H. Medi-Cal

Medi-Cal is California's Medicaid program. This is a public health insurance program which provides needed health care services for low-income individuals, including families with children, seniors, persons with disabilities, children and youth in foster care, and pregnant women. Medi-Cal is financed by state and federal government funds.

Medi-Cal benefits include medical, dental, behavioral health, and long-term services and supports.

You are enrolled in Medicare and in Medi-Cal. If you have questions about your Medi-Cal benefits, call your plan care coordinator. If you have questions about Medi-Cal plan enrollment, call Health Care Options.

CALL	1-800-430-4263 Monday through Friday, 8 a.m. to 6 p.m.
TTY	711 This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.
WRITE	CA Department of Health Care Services Health Care Options P.O. Box 989009 West Sacramento, CA 95798-9850
WEBSITE	www.healthcareoptions.dhcs.ca.gov

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 37



I. Medi-Cal Managed Care and Mental Health Office of the Ombudsman

The Office of the Ombudsman works as an advocate on your behalf. They can answer questions if you have a problem or complaint and can help you understand what to do. The Office of the Ombudsman also helps you with service or billing problems. They are not connected with our plan or with any insurance company or health plan. Their services are free.

CALL	1-888-452-8609 This call is free. Monday through Friday, between 8:00 a.m. and 5:00 p.m.
TTY	711 This call is free.
WRITE	California Department of Healthcare Services Office of the Ombudsman 1501 Capitol Mall MS 4412 PO Box 997413 Sacramento, CA 95899-7413
EMAIL	MMCDOmbudsmanOffice@dhcs.ca.gov
WEBSITE	www.dhcs.ca.gov/services/medi-cal/Pages/MMCDOmbudsman.aspx

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



J. County Social Services

If you need help with your *services for which County Social Services provides assistance, as applicable, including IHSS and Medi-Cal eligibility*, benefits, contact your local County Social Services agency.

Contact your county social services agency to apply for In Home Supportive Services, which will help pay for services provided to you so that you can remain safely in your own home. Types of services may include housecleaning, help with preparing meals, laundry, grocery shopping, personal care services (Such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments, and protective supervision for the mentally impaired.

Contact your county social services agency for any questions about your Medi-Cal eligibility.

Los Angeles County	
CALL	1-866-613-3777 This call is free. Except holidays: Monday through Friday: 7:30 a.m. to 7:30 p.m. Saturday: 8:00 a.m. to 4:30 p.m.
TTY	711 The call is free This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. Monday through Friday: 7:30 a.m. to 7:30 p.m. Saturday: 8:00 a.m. to 4:30 p.m.
WRITE	For the nearest social services office refer to https://dpss.lacounty.gov/en/resources/offices.html
WEBSITE	dpss.lacounty.gov

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Sacramento County	
CALL	1-916-874-2888 The call is free. Monday through Friday: 8:00 a.m. to 5:00 p.m.
TTY	711 The call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. Monday through Friday: 8:00 a.m. to 5:00 p.m.
WRITE	IHSS Public Authority 3700 Branch Center Road, Suite A Sacramento, CA 95827
EMAIL	hhs-pa@sacounty.net
WEBSITE	http://pubauth.sacounty.net/

Tulare County	
CALL	1-800-571-9555 The call is free. Monday through Thursday: 7:30 a.m. to 5:00 p.m. Friday: 8:00 a.m.-12:00 p.m.
TTY	711 The call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. Monday through Thursday: 7:30 a.m. to 5:00 p.m. Friday: 8:00 a.m.-12:00 p.m.
WRITE	Tulare County Human Services 4025 W. Noble Ave., Suite A Visalia, CA 93277

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



WEBSITEwww.tchhsa.org/eng/human-services/in-home-supportive-services-ihss/

K. County Specialty Mental Health Plan

Medi-Cal specialty mental health services are available to you through the county mental health plan (MHP) if you meet access criteria.

CALL	Los Angeles County Department of Mental Health (DMH) Hotline: Urgent: Access Center line 1-800-854-7771 This call is free. Routine: 800-854-7771 Substance Use Disorder (SUD): Substance Abuse Service Helpline (SASH) 844-804-7500 24 hours a day, 7 days a week, 365 days a year We have free interpreter services for people who do not speak English.
TTY	711 (National Relay Service) This call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. 24 hours a day, 7 days a week, 365 days a year

Contact the county specialty mental health plan for help with:

- questions about specialty mental health services provided by the county
- For free, confidential mental health information, referrals to service providers, and crisis counseling at any day or time, call the Los Angeles Department of Mental Health hotline.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



L. California Department of Managed Health Care

The California Department of Managed Health Care (DMHC) is responsible for regulating health plans. The DMHC Help Center can help you with appeals and complaints about Medi-Cal services.

CALL	1-888-466-2219 DMHC representatives are available between the hours of 8:00 a.m. and 6:00 p.m., Monday through Friday.
TDD	1-877-688-9891 This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.
WRITE	Help Center California Department of Managed Health Care 980 Ninth Street, Suite 500 Sacramento, CA 95814-2725
FAX	1-916-255-5241
WEBSITE	www.dmhc.ca.gov

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



M. Programs to Help People Pay for Their Prescription Drugs

The Medicare.gov website (www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/costs-in-the-coverage-gap/5-ways-to-get-help-with-prescription-costs) provides information on how to lower your prescription drug costs. For people with limited incomes, there are also other programs to assist, as described below.

M1. Extra Help

Because you are eligible for Medi-Cal, you qualify for and are getting “Extra Help” from Medicare to pay for your prescription drug plan costs. You do not need to do anything to get this “Extra Help.”

CALL	1-800-MEDICARE (1-800-633-4227) Calls to this number are free, 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This call is free. This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
WEBSITE	www.medicare.gov

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



N. Social Security

Social Security determines eligibility and handles enrollment for Medicare. U.S. Citizens and lawful permanent residents who are 65 and over, or who have a disability or End-Stage Renal Disease (ESRD) and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to enroll in Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

CALL	1-800-772-1213 Calls to this number are free. Available 8:00 am to 7:00 pm, Monday through Friday. You can use their automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
WRITE	Social Security Administration Office of Public Inquiries and Communications Support 1100 West High Rise 6401 Security Blvd. Baltimore, MD 21235
WEBSITE	www.ssa.gov

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



O. Railroad Retirement Board (RRB)

The RRB is an independent Federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you receive Medicare through the RRB, it is important that you let them know if you move or change your mailing address. If you have questions regarding your benefits from the RRB, contact the agency.

CALL	1-877-772-5772 Calls to this number are free. If you press "0", you may speak with a RRB representative from 9 a.m. to 3:30 p.m., Monday, Tuesday, Thursday and Friday, and from 9 a.m. to 12 p.m. on Wednesday. If you press "1", you may access the automated RRB Help Line and recorded information 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. Calls to this number are <i>not</i> free.
WEBSITE	www.rrb.gov

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



P. Other resources

The Medicare Medi-Cal Ombuds Program offers FREE assistance to help people who are struggling to get or maintain health coverage and resolve problems with their health plans.

If you have problems with:

- Medi-Cal
- Medicare
- your health plan
- accessing medical services
- appealing denied services, drugs, durable medical equipment (DME), mental health services, etc.
- medical billing
- IHSS (In-Home Supportive Services)

The Medicare Medi-Cal Ombuds Program assists with complaints, appeals, and hearings. The phone number for the Ombuds Program is 1-888-804-3536.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Q. Medi-Cal Dental Program

Certain dental services are available through the Medi-Cal Dental Program; includes but is not limited to, services such as:

- initial examinations, X-rays, cleanings, and fluoride treatments
- restorations and crowns
- root canal therapy
- partial and complete dentures, adjustments, repairs, and relines

CALL	1-800-322-6384 The call is free. Dental benefits are available through Medi-Cal Dental Fee-for-Service and Dental Managed Care (DMC) Programs. Medi-Cal Dental Fee-For-Service Program representatives are available to assist you from 8:00 a.m. to 5:00 p.m., Monday through Friday.
TTY	1-800-735-2922 This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
WEBSITE	www.dental.dhcs.ca.gov

In addition to the Medi-Cal Dental Fee-For-Service Program, you may get dental benefits through a dental managed care plan. Dental managed care plans are available in Sacramento and Los Angeles Counties. If you want more information about dental plans, or want to change dental plans, contact Health Care Options at 1-800-430-4263 (TTY users call 1-800-430-7077), Monday through Friday, 8:00 a.m. to 6:00 p.m. The call is free.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Chapter 3: Using our plan's coverage for your health care and other covered services

Introduction

This chapter has specific terms and rules you need to know to get health care and other covered services with our plan. It also tells you about your care coordinator, how to get care from different kinds of providers and under certain special circumstances (including from out-of-network providers or pharmacies), what to do if you are billed directly for services we cover, and the rules for owning Durable Medical Equipment (DME). Key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.

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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 49



A. Information about services and providers

Services are health care, long-term services and supports (LTSS), supplies, behavioral health services, prescription and over-the-counter drugs, equipment and other services. **Covered services** are any of these services that our plan pays for. Covered health care, behavioral health, and LTSS are in **Chapter 4** of your *Member Handbook*. Your covered services for prescription and over-the-counter drugs are in **Chapter 5** of your *Member Handbook*.

Providers are doctors, nurses, and other people who give you services and care. Providers also include hospitals, home health agencies, clinics, and other places that give you health care services, behavioral health services, medical equipment, and certain LTSS.

Network providers are providers who work with our plan. These providers agree to accept our payment as full payment. Network providers bill us directly for care they give you. When you use a network provider, you usually pay nothing for covered services.

B. Rules for getting services our plan covers

Our plan covers all services covered by Medicare and Medi-Cal. This includes certain behavioral health and LTSS.

Our plan will generally pay for health care services, behavioral health services, and LTSS you get when you follow our rules. To be covered by our plan:

- The care you get must be a **plan benefit**. This means we include it in our Benefits Chart in **Chapter 4**, Section D, page 80 of your *Member Handbook*.
- The care must be **medically necessary**. By medically necessary, we mean important services that are reasonable and protect life. Medically necessary care is needed to keep individuals from getting seriously ill or becoming disabled and reduces severe pain by treating disease, illness, or injury. For medical services, you must have a network **primary care provider (PCP)** who orders the care or tells you to use another doctor. As a plan member, you must choose a network provider to be your PCP.
 - In most cases, your network PCP or our plan must give you approval before you can use a provider that is not your PCP or use other providers in our plan's network. This is called a **referral**. If you don't get approval, we may not cover the services. To learn more about referrals, refer to page 52, Section D of this chapter.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 50



- Our plan's PCPs are affiliated with medical groups. When you choose your PCP, you are also choosing the affiliated medical group. This means that your PCP refers you to specialists and services that are also affiliated with their medical group. A medical group is a group of PCPs, specialists, and other health care providers that work together and are contracted to work with our plan.
- You do not need a referral from your PCP for emergency care or urgently needed care, to use a woman's health provider, or for any of the other services listed in Section D1 of this chapter.
- **You must get your care from network providers that are affiliated with your PCP's medical group.** Usually, we won't cover care from a provider who doesn't work with our health plan and your PCP's medical group. This means that you will have to pay the provider in full for the services provided. Here are some cases when this rule does not apply:
 - We cover emergency or urgently needed care from an out-of-network provider (for more information, refer to Section H in this chapter).
 - If you need care that our plan covers and our network providers can't give it to you, you can get care from an out-of-network provider. If you are required to see an out-of-network provider, prior authorization (PA) will be required. Once prior authorization is approved, the requesting provider and the accepting provider will be notified of the approval. In this situation, we cover the care at no cost to you.
 - We cover kidney dialysis services when you're outside our plan's service area for a short time or when your provider is temporarily unavailable or not accessible. You can get these services at a Medicare-certified dialysis facility.
 - When you first join our plan, you can ask to continue using your current providers. With some exceptions, we must approve this request if we can establish that you had an existing relationship with the providers. Refer to **Chapter 1**, Section F, page 17 of your *Member Handbook*. If we approve your request, you can continue using the providers you use now for up to 12 months for services. During that time, your care coordinator will contact you to help you find providers in our network that are affiliated with your PCP's medical group. After 12 months, we no longer cover your care if you continue to use providers that are not in our network and not affiliated with your PCP's medical group.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 51



New members to Wellcare Dual Align (HMO D-SNP): In most instances you will be enrolled in Wellcare Dual Align (HMO D-SNP) for your Medicare benefits the 1st day of the month after you request to be enrolled in Wellcare Dual Align (HMO D-SNP). You may still receive your Medi-Cal services from your previous Medi-Cal health plan for one additional month. After that, you will receive your Medi-Cal services through Wellcare Dual Align (HMO D-SNP). There will be no gap in your Medi-Cal coverage. Please call us at 1-800-431-9007 (TTY: 711), if you have any questions. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

C. Your care coordinator

C1. What a care coordinator is

A care coordinator is one main person who works with you, with the health plan, and with your care providers to make sure you get the health care you need. A care coordinator helps put together health care services to meet your health care needs. They work with you to make your care plan. They can help you decide who will be on your care team. Your care coordinator gives you information you need to manage your health care. This will also help you make choices that are right for you.

C2. How you can contact your care coordinator

A care coordinator will be assigned to you when you become a plan member. Your care coordinator will contact you when you enroll in our plan. Member Services can also let you know how you can contact your care coordinator. You can call Member Services if you need help getting in contact with your care coordinator.

C3. How you can change your care coordinator

If you would like to change your care coordinator, please contact Member Services.

D. Care from providers

D1. Care from a primary care provider (PCP)

You must choose a PCP to provide and manage your care. Our plan's PCPs are affiliated with medical groups. When you choose your PCP, you are also choosing the affiliated medical group.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 52



Definition of a PCP and what a PCP does do for you

When you become a member of our plan, you must choose a Wellcare by Health Net network provider to be your PCP. Your PCP is a doctor who meets state requirements and is trained to give you basic medical care. These include doctors providing general and/or family medical care, internal medical care, and Obstetrician-Gynecologist (OB/GYNs) who provide care for women.

You will get most of your routine or basic care from your PCP. Your PCP will help you manage the rest of the covered services you get as a member of our plan. This includes:

- your x-rays,
- laboratory tests,
- therapies,
- care from doctors who are specialists,
- hospital admissions, and
- follow-up care.

“Coordinating” your covered services includes checking or consulting with other plan providers about your care and how it is going. If you need certain types of covered services or supplies, you must get approval in advance from your PCP (such as giving you a referral to see a specialist). For certain services, your PCP will need to get prior authorization (approval in advance). If the service you need requires prior authorization, your PCP will request the authorization from our plan or your medical group. Since your PCP will provide and coordinate your medical care, you should have all of your past medical records sent to your PCP's office.

As we explained above, you will usually see your PCP first for most of your routine health care needs. When your PCP thinks that you need specialized treatment, he or she will need to give you a referral (approval in advance) to see a plan specialist or other certain providers. There are only a few types of covered services you may get without getting approval from your PCP first, as we explain below.

Each Member has a PCP. A PCP can even be a clinic. Women can choose an OB/GYN or family planning clinic as their PCP.

You may select a non-physician medical practitioner as your PCP. Non-physician practitioners include: certified nurse midwives, certified nurse practitioners, and physicians assistants. You will be linked to the supervising PCP, but you will continue to receive services from your chosen non-physician practitioner. You are allowed to change your choice of practitioner by changing

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 53



the supervising PCP. Your ID card will be printed with the name of the supervising PCP. You may be able to have a specialist act as your PCP. Specialists must be willing and able to provide the care you need.

Picking a Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC) as your PCP

An FQHC or RHC is a clinic and can be your PCP. FQHCs and RHCs are health centers that provide primary care services. Call Member Services for the names and addresses of the FQHCs and RHCs that work with Wellcare by Health Net or look in the *Provider and Pharmacy Directory*.

Your choice of PCP

When you enroll in our plan, you will choose a contracting medical group from our network. A medical group is a group of PCPs, specialists, and other health care providers that work together and are contracted to work with our plan. You will also choose a PCP from this contracting medical group. Your primary care doctor's office should be easy for you to get to. You can ask for a PCP within 10 miles or 30 minutes from where you live or work. Medical groups (and their affiliated PCPs and hospitals) can be found in the *Provider and Pharmacy Directory* or you may visit our website at www.wellcare.com/healthnetCA.

To confirm the availability of a provider, or to ask about a specific PCP, please contact Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

Each medical group and PCP makes referrals to certain plan specialists and uses certain hospitals within their network. If there is a particular plan specialist or hospital that you want to use, check first to be sure that the specialists and hospitals are in the medical group and PCP's network. The name and office telephone number of your PCP is printed on your membership card.

If you do not choose a medical group or PCP or if you chose a medical group or PCP that is not available with this plan, we will automatically assign you to a medical group and PCP near your home.

For information on how to change your PCP, please see "Option to change your PCP" below.

Option to change your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP may leave our plan's network. If your PCP leaves our network, we can help you find a

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 54



new PCP in our network.

Your request will be effective on the first day of the month following the date our plan receives your request. To change your PCP, call Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. or visit our website at www.wellcare.com/healthnetCA to make your request.

When you contact us, be sure to let us know if you are seeing specialists or getting other covered services that needed your PCP's approval (such as home health services and durable medical equipment). Member Services will let you know how you can continue with the specialty care and other services you have been getting when you change your PCP. They will also check to be sure the PCP you want to switch to is accepting new patients. Member Services will change your membership record to show the name of your new PCP and tell you when the change to your new PCP will take effect.

They will also send you a new membership card that shows the name and phone number of your new PCP.

Our plan's PCPs are affiliated with medical groups. If you change your PCP, you may also be changing medical groups. When you ask for a change, tell Member Services if you use a specialist or get other covered services that must have PCP approval. Member Services helps you continue your specialty care and other services when you change your PCP.

Services you can get without approval from your PCP

In most cases, you need approval from your PCP before using other providers. This approval is called a **referral**. You can get services like the ones listed below without getting approval from your PCP first:

- emergency services from network providers or out-of-network providers
- urgently needed care from network providers
- urgently needed care from out-of-network providers when you can't get to a network provider (for example, if you're outside our plan's service area or during the weekend)

Note: Urgently needed care must be immediately needed and medically necessary.

- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you're outside our plan's service area. Call Member Services before you leave the service area. We can help you get dialysis while you're away.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 55



- Flu shots and COVID-19 vaccinations as well as hepatitis B vaccinations and pneumonia vaccinations as long as you get them from a network provider.
- Routine women's health care and family planning services. This includes breast exams, screening mammograms (X-rays of the breast), Pap tests, and pelvic exams as long as you get them from a network provider.
- Additionally, if eligible to get services from Indian health providers, you may use these providers without a referral.
- Family planning services from network providers and out-of-network providers.
- Basic prenatal care, sexually transmitted disease services and HIV testing.

See **Chapter 4**, Section D, page 80 for details on which covered services may require an approval in advance, such as a referral or prior authorization from your PCP.

D2. Care from specialists and other network providers

A specialist is a doctor who provides health care for a specific disease or part of the body. There are many kinds of specialists, such as:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart problems.
- Orthopedists care for patients with bone, joint, or muscle problems.

A written referral may be for one visit or it may be a standing referral for more than one visit if you need ongoing services. We must give you a standing referral to a qualified specialist for any of these conditions:

- a chronic (ongoing) condition;
- a life-threatening mental or physical illness;
- a degenerative disease or disability;
- any other condition or disease that is serious or complex enough to require treatment by a specialist.

If you do not get a written referral when needed, the bill may not be paid. For more information, call Member Services at the number at the bottom of this page.

If we are unable to find you a qualified plan network provider, we must give you a standing service authorization for a qualified specialist for any of these conditions:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 56



- a chronic (ongoing) condition;
- a life-threatening mental or physical illness;
- a degenerative disease or disability;
- any other condition or disease that is serious or complex enough to require treatment by a specialist.

If you do not get a service authorization from us when needed, the bill may not be paid. For more information, call Member Services at the phone number printed at the bottom of this page.

In order for you to see a specialist, you usually need to get your PCP's approval in writing first (this is called getting a "referral" to a specialist). It is very important to get a referral (approval in advance) from your PCP before you see a plan specialist or certain other providers (there are a few exceptions, including routine women's health care). If you don't have a referral (approval in advance) in writing before you get services from a specialist, you may have to pay for these services yourself.

If the specialist wants you to come back for more care, check first to be sure that the referral (approval in advance) in writing you got from your PCP for the first visit covers more visits to the specialist.

Each medical group and PCP makes referrals to certain plan specialists and uses certain hospitals within their network. This means that the medical group and PCP you choose may determine the specialists and hospitals you may use. If there are specific specialists or hospitals you want to use, find out if your medical group or PCP uses these specialists or hospitals. You may generally change your PCP at any time if you want to see a plan specialist or go to a hospital that your current PCP can't refer you to. In this chapter, under "Option to change your PCP," we tell you how to change your PCP.

Some types of services will require getting approval in advance in writing from our plan or your medical group (this is called getting "prior authorization"). Prior authorization is an approval process that happens before you get certain services. If the service you need requires prior authorization, your PCP or other network provider will request the prior authorization from our plan or your medical group. The request will be reviewed, and a decision (organization determination) will be sent to you and your provider. See the Benefits Chart in **Chapter 4**, Section D, page 80 of this booklet for the specific services that require prior authorization.

D3. When a provider leaves our plan

A network provider you use may leave our plan. If one of your providers leaves our plan, you have certain rights and protections that are summarized below:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 57



- Even if our network of providers change during the year, we must give you uninterrupted access to qualified providers.
- We will notify you that your provider is leaving our plan so that you have time to select a new provider.
 - If your primary care or behavioral health provider leaves our plan, we will notify you if you have seen that provider within the past three years.
 - If any of your other providers leave our plan, we will notify you if you are assigned to the provider, currently receive care from them, or have seen them within the past three months.
- We will help you select a new qualified in-network provider to continue managing your health care needs.
- If you are currently undergoing medical treatment or therapies with your current provider, you have the right to ask, and we work with you to ensure, that the medically necessary treatment or therapies you are getting continues.
- We will provide you with information about the different enrollment periods available to you and options you may have for changing plans.
- If we can't find a qualified network specialist accessible to you, we must arrange an out-of-network specialist to provide your care when an in-network provider or benefit is unavailable or inadequate to meet your medical needs. You must get approval in writing for this in advance or the bill will not be paid.
- If you think we haven't replaced your previous provider with a qualified provider or that we aren't managing your care well, you have the right to file a quality of care complaint to the QIO, a quality of care grievance, or both. (Refer to **Chapter 9** for more information.)

If you find out one of your providers is leaving our plan, contact us. We can assist you in finding a new provider and managing your care. To contact us, please see the information at the bottom of this page.

D4. Out-of-network providers

You can go to an out-of-network provider without a referral, or prior authorization for emergency, or urgently needed services. Dialysis Services for ESRD members who have traveled outside the plan's service area is also covered without prior authorization.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 58



- Otherwise, if you use an out-of-network provider, you must have prior approval in writing. We cannot pay an out-of-network provider who was not approved to provide you services.
- If you chose to use a provider who was not approved, you must pay the full cost of the services you get.

If you use an out-of-network provider, the provider must be eligible to participate in Medicare and/or Medi-Cal.

- We cannot pay a provider who is not eligible to participate in Medicare and/or Medi-Cal.
- If you use a provider who is not eligible to participate in Medicare, you must pay the full cost of the services you get.
- Providers must tell you if they are not eligible to participate in Medicare.

E. Long-term services and supports (LTSS)

LTSS is a Medi-Cal benefited service that includes a wide variety of services and supports that help eligible beneficiaries meet their daily needs for assistance and improve the quality of their lives. Examples include assistance with bathing, dressing and other basic activities of daily life and self-care, as well as support for everyday tasks such as laundry, shopping, and transportation. LTSS are provided over an extended period, predominantly in homes and communities, but also in facility-based settings such as nursing facilities. As described in WIC Section 14186.1, Medi-Cal covered LTSS includes all of the following:

- a. In-Home Supportive Services (IHSS) provided pursuant to Article 7 of California Welfare and Institutions Code (commencing with Section 12300) of **Chapter 3**, and Sections 14132.95, 14132.952, and 14132.956.)
- b. Community-Based Adult Services (CBAS)
- c. Multipurpose Senior Services Program (MSSP) services
- d. Skilled nursing facility services and Subacute care services.

LTSS can help you stay at home and avoid a hospital or skilled nursing facility stay. You have access to certain LTSS through our plan, including skilled nursing facility care, Community Based Adult Services (CBAS), and Community Supports. Another type of LTSS, the In-Home Supportive Services program is available through your county social service agency.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



The member must meet the eligibility requirements and specified criteria for anyone (1) or more of the following categories to access LTSS:

1. Members who meet Nursing Facility-A (NF-A) level of care or above, and the eligibility and Medical Necessity criteria contained in the Welfare and Institutions Code, sections, 14525(a), (c), (d) and (e); 14526.1(d)(1), (3), (4) and (5); and 14526(e).
2. Individuals who have an organic, acquired or traumatic brain injury and/or chronic mental illness, and demonstrate a need for assistance or supervision with at least:
 - a. Two (2) of the following activities of daily living/instrumental activities of daily living (ADLs/IADLs): bathing, dressing, self-feeding, toileting, ambulation, transferring, medication management, and hygiene or,
 - b. One (1) ADL/IADL listed above, and one (1) of the following: money management, accessing resources, meal preparation, or transportation.
3. Members with moderate to severe Alzheimer's disease or other dementia characterized by the following stages:
 - a. Stage 5: Moderately severe cognitive decline: Major gaps in memory and deficits in cognitive function emerge. Some assistance with day-to-day activities becomes essential.
 - b. Stage 6: Severe cognitive decline: Memory difficulties continue to worsen, significant personality changes may emerge, and affected individuals need extensive help with daily activities.
 - c. Stage 7: Very severe cognitive decline: This is the final stage of the disease when individuals lose the ability to respond to their environment, the ability to speak, and, ultimately, the ability to control movement.
4. Members with mild cognitive impairment including moderate Alzheimer's disease or other dementia, characterized by the descriptors of Stage 4 Alzheimer's Disease, defined as mild or early-stage Alzheimer's, characterized by one (1) or more of the following:
 - a. Decreased knowledge of recent events.
 - b. Impaired or inability to perform challenging mental arithmetic.
 - c. Decreased capacity to perform complex tasks.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 60



- d. Reduced memory of personal history.
 - e. The affected individual may seem subdued and withdrawn, especially in socially or mentally challenging situations.
 - f. Beneficiary also requires assistance or supervision with two (2) of the following ADLs/IADLs: bathing, dressing, self-feeding, toileting, ambulation, transferring, medication management, and hygiene.
5. Individuals with developmental disabilities that meet Regional Center criteria and eligibility.

F. Behavioral health (mental health and substance use disorder) services

You have access to medically necessary behavioral health services that Medicare and Medi-Cal cover. We provide access to behavioral health services covered by Medicare and Medi-Cal managed care. Our plan does not provide Medi-Cal specialty mental health or county substance use disorder services, but these services are available to you through your local county behavioral health agency.

F1. Medi-Cal behavioral health services provided outside our plan

Medi-Cal specialty mental health services are available to you through the county mental health plan (MHP) if you meet criteria to access specialty mental health services. Medi-Cal specialty mental health services provided by the agencies listed in the table below include:

- mental health services
- medication support services
- day treatment intensive
- day rehabilitation
- crisis intervention
- crisis stabilization
- adult residential treatment services
- crisis residential treatment services
- psychiatric health facility services

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- psychiatric inpatient hospital services
- targeted case management

Medi-Cal or Drug Medi-Cal Organized Delivery System services are available to you through Medi-Cal Fee for Service (FFS) providers if you meet criteria to receive these services. Drug Medi-Cal services are provided by Los Angeles, Sacramento, and Tulare counties include:

County	Agency
Los Angeles	Substance Abuse Prevention and Control (SAPC) Los Angeles County Health Agency
Sacramento	Department of Health Services Substance Use Prevention and Treatment Services
Tulare	Alcohol and Other Drug (AOD) Prevention, Treatment and Recovery Services

- intensive outpatient treatment services
- residential treatment services
- outpatient drug free services
- narcotic treatment services
- naltrexone services for opioid dependence

Drug Medi-Cal Organized Delivery System Services include:

- outpatient and intensive outpatient services
- medications for addiction treatment (also called Medication Assisted Treatment)
- residential/inpatient
- withdrawal management
- narcotic treatment services
- recovery services
- care coordination

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



In addition to the services listed above, you may have access to voluntary inpatient detoxification services if you meet the criteria.

You will also have access to medically necessary Behavioral Health services that are covered by Medicare and administered through the Wellcare by Health Net Behavioral Health services include, but are not limited to:

- Outpatient services: Outpatient crisis intervention, short-term evaluation and therapy, longer-term specialized therapy and any rehabilitative care that is related to substance use disorder.
- Inpatient services and supplies: Accommodations in a room of two or more beds, including special treatment units, supplies and ancillary services normally provided by the facility.
- Inpatient and alternate levels of care: Partial hospitalization and intensive outpatient services at a Medicare Certified facility.
- Detoxification: Inpatient services for acute detoxification and treatment of acute medical conditions relating to substance use disorder.
- Emergency services: Screening, examination and evaluation to determine if a psychiatric emergency medical condition exists, and the care and treatment necessary to relieve or eliminate the psychiatric emergency medical condition.

For provider information, please look in your Provider and Pharmacy Directory. You may also contact Wellcare by Health Net Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. or visit our website at www.wellcare.com/healthnetCA.

Behavioral Health services exclusions and limitations

For a list of Behavioral Health services exclusions and limitations, please see **Chapter 4**, Section F, page 135: Benefits *not* covered by our plan, Medicare, or Medi-Cal.

Process used to determine medical necessity for Behavioral Health services

The plan must authorize certain Behavioral Health services and supplies to be covered. For details on services that may require prior authorization, please refer to **Chapter 4**, Section D, page 80. To get prior authorization for these services, you must call Wellcare by Health Net Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The plan will refer you to a nearby contracted mental health professional who will evaluate you to determine if more treatment is needed. If you need treatment, the contracted mental health professional will create a treatment plan and send that plan to Wellcare by Health Net for review. The services included in the treatment plan will be covered when authorized by the plan. If the plan does not approve the treatment plan, no more services or supplies will be covered for that condition. However, the plan may direct you to the county mental health department to assist you in getting the care you need.

Referral procedures between Wellcare by Health Net and Los Angeles County Department of Mental Health (DMH) and Los Angeles County Department of Public Health (Substance Use Disorder Prevention & Control) (DPH/SAPC), the Riverside County Department of Mental Health, San Bernadino Department of Behavioral Health and San Diego County Behavioral Health Services:

Referrals for Wellcare by Health Net Behavioral Health services can be made from many sources, including: county Behavioral Health providers, county case managers, PCPs, members and their families. These referring sources can contact us by calling the number that appears on your Member ID Card. We will confirm eligibility and authorize the services when appropriate.

We will work with the county to provide appropriate referral and care coordination for you.

Referrals for County Specialty Mental Health and/or Alcohol & Drug Services may be made directly by you.

Care coordination services include the coordination of services between PCPs, County Behavioral Health providers, county case managers, you, and your family or caregiver, as appropriate.

What to do if you have a problem or complaint about a Behavioral Health service

The benefits included in this section are subject to the same appeals process as any other benefit. Refer to **Chapter 9**, Section K, page 249 for information about making complaints.

Continuity of care for members who are currently receiving Behavioral Health services

If you are currently receiving Behavioral Health Services, you can request to keep seeing your provider. We are required to approve this request if you can show an existing relationship with your provider in the 12 months prior to enrollment. If your request is approved, you can continue seeing the provider you see now for up to 12 months. After the first 12 months, we may no longer cover your care if you continue to see the out-of-network provider. For assistance with your request, please call Wellcare by Health Net Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

G. Transportation services

G1. Medical transportation of non-emergency situations

You are entitled to non-emergency medical transportation if you have medical needs that don't allow you to use a car, bus, or taxi to your appointments. Non-emergency medical transportation can be provided for covered services such as medical, dental, mental health, substance use, and pharmacy appointments. If you need non-emergency medical transportation, you can talk to your PCP and ask for it. Your PCP will decide the best type of transportation to meet your needs. If you need non-emergency medical transportation, they will prescribe it by completing a form and submitting it to Wellcare Dual Align (HMO D-SNP) for approval. Depending on your medical need, the approval is good for one year. Your PCP will reassess your need for non-emergency medical transportation for re-approval every 12 months.

Non-emergency medical transportation is an ambulance, litter van, wheelchair van, or air transport. Wellcare Dual Align (HMO D-SNP) allows the lowest cost covered transportation mode and most appropriate non-emergency medical transportation for your medical needs when you need a ride to your appointment. For example, if you can physically or medically be transported by a wheelchair van, Wellcare Dual Align (HMO D-SNP) will not pay for an ambulance. You are only entitled to air transport if your medical condition makes any form of ground transportation impossible.

Non-emergency medical transportation must be used when:

- You physically or medically need it as determined by written authorization from your PCP *or* other provider because you are not able to use a bus, taxi, car, or van to get to your appointment.
- You need help from the driver to and from your residence, vehicle, or place of treatment due to a physical or mental disability.

To ask for medical transportation that your doctor has prescribed for non-urgent **routine appointments**, call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711) at least 72 hours in advance (Monday-Friday) before your appointment. For **urgent appointments**, call as soon as possible. Have your Member ID Card ready when you call. You can also call if you need more information. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Medical transportation limits

Wellcare Dual Align (HMO D-SNP) cover the lowest cost medical transportation that meets your medical needs from your home to the closest provider where an appointment is available. Medical transportation will not be provided if Medicare or Medi-Cal does not cover the service. If the appointment type is covered by Medi-Cal but not through the health plan, Wellcare Dual Align (HMO D-SNP) will help you schedule your transportation. A list of covered services is in **Chapter 4** of this handbook. Transportation is not covered outside Wellcare Dual Align (HMO D-SNP)'s network or service area unless pre-authorized.

G2. Non-medical transportation

Non-medical transportation benefits include traveling to and from your appointments for a service authorized by your provider. You can get a ride, at no cost to you, when you:

- Traveling to and from an appointment for a -service authorized by your provider, or
- Picking up prescriptions and medical supplies.

Wellcare Dual Align (HMO D-SNP) allows you to use a car, taxi, bus, or other public/private way of getting to your non-medical appointment for services authorized by your provider. Wellcare Dual Align (HMO D-SNP) uses Access2Care to arrange for non-medical transportation. We cover the lowest cost, non-medical transportation type that meets your needs.

Sometimes, you can be reimbursed for rides in a private vehicle that you arrange. Wellcare Dual Align (HMO D-SNP) must approve this **before** you get the ride, and you must tell us why you can't get a ride in another way, like taking the bus. You can tell us by calling or emailing, or in person. **You cannot be reimbursed for driving yourself.**

Mileage reimbursement requires all of the following:

- The driver's license of the driver.
- The vehicle registration of the driver.
- Proof of car insurance for the driver.

To ask for a ride for services that have been authorized, call Wellcare Dual Align (HMO D-SNP) Member Services at 1-800-431-9007 (TTY: 711) at least 72 hours (Monday-Friday) before your appointment. For **urgent appointments**, call as soon as possible. Have your Member ID Card ready when you call. You can also call if you need more information.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 66



Note: American Indians may contact their local Indian Health Clinic to ask for non-medical transportation.

Non-medical transportation limits

Wellcare Dual Align (HMO D-SNP) provides the lowest cost non-medical transportation that meets your needs from your home to the closest provider where an appointment is available.

You cannot drive yourself or be reimbursed directly.

Non-medical transportation does **not** apply if:

- An ambulance, litter van, wheelchair van, or other form of non-emergency medical transportation is needed to get to a service.
- You need assistance from the driver to and from the residence, vehicle, or place of treatment due to a physical or medical condition.
- You are in a wheelchair and are unable to move in and out of the vehicle without help from the driver.
- The service is not covered by Medicare or Medi-Cal.

H. Covered services in a medical emergency, when urgently needed, or during a disaster

H1. Care in a medical emergency

A medical emergency is a medical condition with symptoms such as severe pain or serious injury. The condition is so serious that, if it doesn't get immediate medical attention, you or anyone with an average knowledge of health and medicine could expect it to result in:

- serious risk to your health or to that of your unborn child; **or**
- serious harm to bodily functions; **or**
- serious dysfunction of any bodily organ or part; **or**
- In the case of a pregnant woman in active labor, when:
 - There is not enough time to safely transfer you to another hospital before delivery.
 - A transfer to another hospital may pose a threat to your health or safety or to that of your unborn child.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 67



If you have a medical emergency:

- **Get help as fast as possible.** Call 911 or use the nearest emergency room or hospital. Call for an ambulance if you need it. You do **not** need approval or a referral from your PCP. You do not need to use a network provider. You may get emergency medical care whenever you need it, anywhere in the U.S. or its territories or worldwide, from any provider with an appropriate state license.
- **As soon as possible, tell our plan about your emergency.** We will follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. However, you won't pay for emergency services if you delay telling us. Contact Member Services the phone number listed at the bottom of this page.

Covered services in a medical emergency

If you need an ambulance to get to the emergency room, our plan covers that. We also cover medical services during the emergency. To learn more, refer to the Benefits Chart in **Chapter 4**, Section D, page 80 of your *Member Handbook*.

You may get covered emergency medical care outside the United States. This benefit is limited to \$50,000 per year. For more information, see "Worldwide Emergency/Urgent Coverage" in the Benefits Chart in **Chapter 4**, Section D, page 80 of this booklet or contact Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

The providers who give you emergency care decide when your condition is stable and the medical emergency is over. They will continue to treat you and will contact us to make plans if you need follow-up care to get better.

Our plan covers your follow-up care. If you get your emergency care from out-of-network providers, we will try to get network providers to take over your care as soon as possible.

Getting emergency care if it wasn't an emergency

Sometimes it can be hard to know if you have a medical or behavioral health emergency. You may go in for emergency care and the doctor says it wasn't really an emergency. As long as you reasonably thought your health was in serious danger, we cover your care.

After the doctor says it wasn't an emergency, we cover your additional care only if:

- You use a network provider **or**

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 68



- The additional care you get is considered “urgently needed care” and you follow the rules for getting it. Refer to the next section.

H2. Urgently needed care

Urgently needed care is care you get for a situation that isn't an emergency but needs care right away. For example, you might have a flare-up of an existing condition or a severe sore throat that occurs over the weekend and need treatment.

Urgently needed care in our plan's service area

In most cases, we cover urgently needed care only if:

- You get this care from a network provider **and**
- You follow the rules described in this chapter.

If it is not possible or reasonable to get to a network provider, we cover urgently needed care you get from an out-of-network provider.

In serious emergency situations: Call “911” or go to the nearest hospital.

If your situation is not so severe: Call your PCP or medical group or, if you cannot call them or you need medical care right away, go to the nearest medical center, urgent care center, or hospital.

If you are not sure whether you have an emergency or require urgent care, our Nurse Advice Line is available to you any time, day or night. You can reach our Nurse Advice Line by calling 1-800-893-5597 (TTY: 711) which is available 24 hours a day, 7 days a week.

As a Wellcare by Health Net member, you have access to triage or screening services , 24 hours a day, 7 days a week, 365 days a year. You can also contact Member Services by calling the number on the back of your ID Card or at the bottom of this page if you need help locating a provider. Member Services can also transfer you to the Nurse Advice Line.

Urgently needed care outside our plan's service area

When you're outside our plan's service area, you may not be able to get care from a network provider. In that case, our plan covers urgently needed care you get from any provider.

Our plan does not cover urgently needed care or any other care that you get outside the United States.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 69



Urgently needed services received outside of the United States may be considered an emergency under the worldwide emergency/urgent coverage benefit. For more information, see “Emergency care” in the Benefits Chart in **Chapter 4**, Section D, page 80 of this booklet.

H3. Care during a disaster

If the governor of California, U.S. Secretary of Health and Human Services, or the president of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from our plan.

Visit our website for information on how to get care you need during a declared disaster:
www.wellcare.com/healthnetCA.

During a declared disaster, if you can't use a network provider, you can get care from out-of-network providers at no cost to you. If you can't use a network pharmacy during a declared disaster, you can fill your prescription drugs at an out-of-network pharmacy. Refer to **Chapter 5**, Section A8, page 145 of your *Member Handbook* for more information.

I. What to do if you are billed directly for services our plan covers

If a provider sends you a bill instead of sending it to our plan, you should ask us to pay the bill.

You should not pay the bill yourself. If you do, we may not be able to pay you back.

If you paid for your covered services or if you got a bill for covered medical services, refer to **Chapter 7**, Section A, page 167 of your *Member Handbook* to find out what to do.

I1. What to do if our plan does not cover services

Our plan covers all services:

- that are determined medically necessary, **and**
- that are listed in our plan's Benefits Chart (refer to **Chapter 4**, Section D, page 80 of your *Member Handbook*), **and**
- that you get by following plan rules.

If you get services that our plan does not cover, **you pay the full cost yourself**, unless it is covered by another Medi-Cal program outside our plan.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 70



If you want to know if we pay for any medical service or care, you have the right to ask us. You also have the right to ask for this in writing. If we say we will not pay for your services, you have the right to appeal our decision.

Chapter 9, Section E, page 207 of your *Member Handbook* explains what to do if you want us to cover a medical service or item. It also tells you how to appeal our coverage decision. Call Member Services to learn more about your appeal rights.

We pay for some services up to a certain limit. If you go over the limit, you pay the full cost to get more of that type of service. Refer to **Chapter 4** for specific benefit limits. Call Member Services to find out what the benefit limits are and how much of your benefits you've used.

J. Coverage of health care services in a clinical research study

J1. Definition of a clinical research study

A clinical research study (also called a clinical trial) is a way doctors test new types of health care or drugs. A clinical research study approved by Medicare typically asks for volunteers to be in the study.

Once Medicare approves a study you want to be in, and you express interest, someone who works on the study contacts you. That person tells you about the study and finds out if you qualify to be in it. You can be in the study as long as you meet the required conditions. You must understand and accept what you must do in the study.

While you're in the study, you may stay enrolled in our plan. That way, our plan continues to cover you for services and care not related to the study.

If you want to take part in any Medicare-approved clinical research study, you do **not** need to tell us or get approval from us or your primary care provider. Providers that give you care as part of the study do **not** need to be network providers. Please note that this does not include benefits for which our plan is responsible that include, as a component, a clinical trial or registry to assess the benefit. These include certain benefits specified under national coverage determinations (NCDs) and investigational device trials (IDE) and may be subject to prior authorization and other plan rules.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 71



We encourage you to tell us before you take part in a clinical research study.

If you plan to be in a clinical research study, covered for enrollees by Original Medicare, we encourage you or your care coordinator to contact Member Services to let us know you will take part in a clinical trial.

J2. Payment for services when you are in a clinical research study

If you volunteer for a clinical research study that Medicare approves, you pay nothing for the services covered under the study. Medicare pays for services covered under the study as well as routine costs associated with your care. Once you join a Medicare-approved clinical research study, you're covered for most services and items you get as part of the study. This includes:

- room and board for a hospital stay that Medicare would pay for even if you weren't in a study
- an operation or other medical procedure that is part of the research study
- treatment of any side effects and complications of the new care

If you're part of a study that Medicare has **not** approved, you pay any costs for being in the study.

J3. More about clinical research studies

You can learn more about joining a clinical research study by reading "Medicare & Clinical Research Studies" on the Medicare website (www.medicare.gov/Pubs/pdf/02226-Medicare-and-Clinical-Research-Studies.pdf). You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

K. How your health care services are covered in a religious non-medical health care institution**K1. Definition of a religious non-medical health care institution**

A religious non-medical health care institution is a place that provides care you would normally get in a hospital or skilled nursing facility. If getting care in a hospital or a skilled nursing facility is against your religious beliefs, we cover care in a religious non-medical health care institution.

This benefit is only for Medicare Part A inpatient services (non-medical health care services).

K2. Care from a religious non-medical health care institution

To get care from a religious non-medical health care institution, you must sign a legal document that says you are against getting medical treatment that is "non-excepted."

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 72



- “Non-excepted” medical treatment is any care that is **voluntary and not required** by any federal, state, or local law.
- “Excepted” medical treatment is any care that is **not voluntary and is required** under federal, state, or local law.

To be covered by our plan, the care you get from a religious non-medical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services is limited to non-religious aspects of care.
- If you get services from this institution that are provided to you in a facility:
 - You must have a medical condition that would allow you to get covered services for inpatient hospital care or skilled nursing facility care.
 - You must get approval from us before you are admitted to the facility, or your stay will **not** be covered.

There is unlimited coverage for inpatient hospital care as long as you meet the requirements above.

L. Durable medical equipment (DME)

L1. DME as a member of our plan

DME includes certain medically necessary items ordered by a provider, such as wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, intravenous (IV) infusion pumps, speech generating devices, oxygen equipment and supplies, nebulizers, and walkers.

You always own certain items, such as prosthetics. In this section, we discuss DME you rent. In Original Medicare, people who rent certain types of DME own the equipment after paying copayments for the item for 13 months. As a member of our plan, you may acquire ownership of DME as long as it is medically necessary and you have a long-term need for the item. In addition, the item must be authorized, arranged for and coordinated by your PCP, medical group and/or Wellcare by Health Net. Call our Member Services at 1-800-431-9007 (TTY: 711) to find out about the rental or ownership requirements of durable medical equipment and the documentation you need to provide. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 73



If you acquire ownership of a durable medical equipment item while you are a member of our plan, and the equipment requires maintenance, then the provider is allowed to bill the cost of the repair.

In certain limited situations, we transfer ownership of the DME item to you. Call Member Services to find out about requirements you must meet and papers you need to provide. Even if you had DME for up to 12 months in a row under Medicare before you joined our plan, you will **not** own the equipment.

L2. DME ownership if you switch to Original Medicare

In the Original Medicare program, people who rent certain types of DME own it after 13 months. In a Medicare Advantage (MA) plan, the plan can set the number of months people must rent certain types of DME before they own it.

Note: You can find definitions of Original Medicare and MA Plans in **Chapter 12**. You can also find more information about them in the *Medicare & You* 2024 handbook. If you don't have a copy of this booklet, you can get it at the Medicare website (www.medicare.gov/medicare-and-you) or 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.

If Medi-Cal is not elected, you will have to make 13 payments in a row under Original Medicare, or you will have to make the number of payments in a row set by the MA plan, to own the DME item if:

- you did not become the owner of the DME item while you were in our plan, **and**
- you leave our plan and get your Medicare benefits outside of any health plan in the Original Medicare program or an MA plan.

If you made payments for the DME item under Original Medicare or an MA plan before you joined our plan, **those Original Medicare or MA plan payments do not count toward the payments you need to make after leaving our plan.**

- You will have to make 13 new payments in a row under Original Medicare or a number of new payments in a row set by the MA plan to own the DME item.
- There are no exceptions to this when you return to Original Medicare or an MA plan

L3. Oxygen equipment benefits as a member of our plan

If you qualify for oxygen equipment covered by Medicare and you're a member of our plan, we cover:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- rental of oxygen equipment
- delivery of oxygen and oxygen contents
- tubing and related accessories for the delivery of oxygen and oxygen contents
- maintenance and repairs of oxygen equipment

Oxygen equipment must be returned when it's no longer medically necessary for you or if you leave our plan.

L4. Oxygen equipment when you switch to Original Medicare or another Medicare Advantage (MA) plan

When oxygen equipment is medically necessary and **you leave our plan and switch to Original Medicare**, you rent it from a supplier for 36 months. Your monthly rental payments cover the oxygen equipment and the supplies and services listed above.

If oxygen equipment is medically necessary **after you rent it for 36 months**, your supplier must provide:

- oxygen equipment, supplies, and services for another 24 months
- oxygen equipment and supplies for up to 5 years if medically necessary

If oxygen equipment is still medically necessary **at the end of the 5-year period**:

- Your supplier no longer has to provide it, and you may choose to get replacement equipment from any supplier.
- A new 5-year period begins.
- You rent from a supplier for 36 months.
- Your supplier then provides the oxygen equipment, supplies, and services for another 24 months.
- A new cycle begins every 5 years as long as oxygen equipment is medically necessary.

When oxygen equipment is medically necessary and **you leave our plan and switch to another MA plan**, the plan will cover at least what Original Medicare covers. You can ask your new MA plan what oxygen equipment and supplies it covers and what your costs will be.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 75



Chapter 4: Benefits chart

Introduction

This chapter tells you about the services our plan covers and any restrictions or limits on those services. It also tells you about benefits not covered under our plan. Key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.

New members to Wellcare Dual Align (HMO D-SNP): In most instances you will be enrolled in Wellcare Dual Align (HMO D-SNP) for your Medicare benefits the 1st day of the month after you request to be enrolled in Wellcare Dual Align (HMO D-SNP). You may still receive your Medi-Cal services from your previous Medi-Cal health plan for one additional month. After that, you will receive your Medi-Cal services through Wellcare Dual Align (HMO D-SNP). There will be no gap in your Medi-Cal coverage. Please call us at 1-800-431-9007 (TTY: 711) if you have any questions. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 76



F. Benefits not covered by our plan, Medicare, or Medi-Cal	135
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A. Your covered services

This chapter tells you about services our plan covers. You can also learn about services that are not covered. Information about drug benefits is in **Chapter 5** Section A, page 141 of your *Member Handbook*. This chapter also explains limits on some services.

Because you get assistance from Medi-Cal, you pay nothing for your covered services as long as you follow our plan's rules. Refer to **Chapter 3**, Section B page 50 of your *Member Handbook* for details about the plan's rules.

If you need help understanding what services are covered, call your care coordinator *and/or* Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

A1. During public health emergencies

Wellcare by Health Net will follow any and all state and/or federal guidance related to a public health emergency (PHE). During a PHE, the plan will provide all necessary coverage for our members. The coverage may vary depending on the services received and the duration of the PHE. Please visit our website for more information on how to obtain needed care during a PHE at www.wellcare.com/healthnetCA or call Member Services. You can reach Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

B. Rules against providers charging you for services

We don't allow our providers to bill you for in network covered services. We pay our providers directly, and we protect you from any charges. This is true even if we pay the provider less than the provider charges for a service.

You should never get a bill from a provider for covered services. If you do, refer to **Chapter 7, Section A**, page 167 of your *Member Handbook* or call Member Services.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



C. About our plan's Benefits Chart

The Benefits Chart tells you the services our plan pays for. It lists covered services in alphabetical order and explains them.

We pay for the services listed in the Benefits Chart when the following rules are met. You do **not** pay anything for the services listed in the Benefits Chart, as long as you meet the requirements described below.

- We provide covered Medicare and Medi-Cal covered services according to the rules set by Medicare and Medi-Cal.
- The services including medical care, behavioral health and substance use services, long-term services and supports, supplies, equipment, and drugs must be “medically necessary.” Medically necessary describes services, supplies, or drugs you need to prevent, diagnose, or treat a medical condition or to maintain your current health status. This includes care that keeps you from going into a hospital or nursing facility. It also means the services, supplies, or drugs meet accepted standards of medical practice. *“A service is medically necessary” when it is reasonable and necessary to protect life, to prevent significant illness or significant disability, or to relieve severe pain.*
- You get your care from a network provider. A network provider is a provider who works with us. In most cases, care you receive from an out-of-network provider will not be covered unless it is an emergency or urgently needed care or unless your plan or a network provider has given you a referral. **Chapter 3, Section D**, page 52 of your *Member Handbook* has more information about using network and out-of-network providers.
- You have a primary care provider (PCP) or a care team that is providing and managing your care. In most cases, your PCP must give you approval before you can use a provider that is not your PCP or use other providers in the plan's network. This is called a referral. **Chapter 3, Section D**, page 52 of your *Member Handbook* has more information about getting a referral and when you do **not** need one.
- We cover some services listed in the Benefits Chart only if your doctor or other network provider gets our approval first. This is called prior authorization (PA). We mark covered services in the Benefits Chart that need PA italic type.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Important Benefit Information for all Enrollees Participating in Wellness and Health Care Planning (WHP) Services

- Because Wellcare Dual Align (HMO D-SNP) participates in Value-Based Insurance Wellness and Health Care Design Program, you will be eligible for the following WHP services, including advance care planning (ACP) services:
 - If you are unable to make decisions for yourself in the future about your healthcare, medical professionals can make sure your wishes are followed. Advance care planning means having conversations and making decisions about the care you would like in the future.
 - We will assist you with the necessary forms that you need to give someone the legal authority to make medical decisions for you if you ever become unable to make them for yourself.
- You may get advance care planning assistance at any time by contacting our plan.
- WHP and ACP are voluntary and you are free to decline these services.
- If you receive “Extra Help” to pay your Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance, you may be eligible for other targeted supplemental benefits and/or targeted reduced cost sharing.
- Please go to the Medical Benefits Chart in **Chapter 4, Section D**, page 80 for further detail.
- Members qualify for the elimination of their cost sharing for Part D drugs. See **Chapter 6** for further detail.

Medicare approved Wellcare Dual Align (HMO D-SNP) to provide these benefits as part of the Value-Based Insurance Design program. This program lets Medicare try new ways to improve Medicare Advantage plans.

- All preventive services are free. You find this apple 🍏 next to preventive services in the Benefits Chart.
- **Community Supports:** *Community Supports may be available under your Individualized Care Plan.* Community Supports are medically appropriate and cost-effective alternative services or settings. These services are optional for members. If you qualify, these services may help you live more independently. They do not replace benefits that you already get under Medi-Cal. Examples of Community Supports that we offer include medically-supportive food and meals or medically-tailored meals, help for you or your caregiver, or shower grab bars and ramps. If you need help or would like to find out which Community Supports may be available for you, call Member Services at 1-800-431-9007 (TTY: 711), your care coordinator or call your health care provider. Member Services hours are: Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



D. Our plan's Benefits Chart

Services that our plan pays for	What you must pay
 Abdominal aortic aneurysm screening We pay for a one-time ultrasound screening for people at risk. The plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.	\$0
Acupuncture We pay for up to two outpatient acupuncture services in any one calendar month, or more often if they are medically necessary. We also pay for up to 12 acupuncture visits in 90 days if you have chronic low back pain, defined as: • lasting 12 weeks or longer; • not specific (having no systemic cause that can be identified, such as not associated with metastatic, inflammatory, or infectious disease); • not associated with surgery; and • not associated with pregnancy. In addition, we pay for an additional eight sessions of acupuncture for chronic low back pain if you show improvement. You may not get more than 20 acupuncture treatments for chronic low back pain each year. Acupuncture treatments must be stopped if you don't get better or if you get worse. Our plan also covers supplemental (Non-Medicare covered) acupuncture services up to a total of 24 visits every year. This benefit is continued on the next page.	\$0

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Acupuncture (continued) In most cases, you must use a contracted provider to receive covered services. Please contact our plan if you have questions on how to use this benefit. Covered acupuncture services include: • A new patient exam or an established patient exam for the first evaluation of a patient with a new health issue or new flare-up • Established patient exams (within 3 years of a new exam) • Follow up office visits—may involve acupuncture services or a re-exam • Second opinion with a different provider in the network • Urgent and emergent services. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency</i>	
 Alcohol misuse screening and counseling We pay for one alcohol-misuse screening (SABIRT) for adults who misuse alcohol but are not alcohol dependent. This includes pregnant women. If you screen positive for alcohol misuse, you can get up to four brief, face-to-face counseling sessions each year (if you are able and alert during counseling) with a qualified primary care provider (PCP) or practitioner in a primary care setting.	\$0
Ambulance services Covered ambulance services, whether for an emergency or non-emergency situation, include fixed-wing, rotary-wing, and ground ambulance services. The ambulance will take you to the nearest place that can give you care. This benefit is continued on the next page.	\$0

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Ambulance services (continued) Your condition must be serious enough that other ways of getting to a place of care could risk your health or life. Ambulance services for other cases (non-emergent) must be approved by us. In cases that are not emergencies, we may pay for an ambulance. Your condition must be serious enough that other ways of getting to a place of care could risk your life or health.	
Annual routine physical exam Annual physical exam includes examination of the heart, lung, abdominal and neurological systems, as well as a hands-on examination of the body (such as head, neck and extremities) and detailed medical/family history, in addition to services included in the annual wellness visit.	\$0
 Annual wellness visit You can get an annual checkup. This is to make or update a prevention plan based on your current risk factors. We pay for this once every 12 months. Note: Your first annual wellness visit can't take place within 12 months of your Welcome to Medicare visit. However, you don't need to have had a Welcome to Medicare visit to get annual wellness visits after you've had Part B for 12 months.	\$0
Asthma Preventive Services You can receive asthma education and a home environment assessment for triggers commonly found in the home for people with poorly controlled asthma.	\$0

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
 Bone mass measurement We pay for certain procedures for members who qualify (usually, someone at risk of losing bone mass or at risk of osteoporosis). These procedures identify bone mass, find bone loss, or find out bone quality. We pay for the services once every 24 months, or more often if medically necessary. We also pay for a doctor to look at and comment on the results.	\$0
 Breast cancer screening (mammograms) We pay for the following services: • one baseline mammogram between the ages of 35 and 39 • one screening mammogram every 12 months for women age 40 and over • clinical breast exams once every 24 months	\$0
Cardiac (heart) rehabilitation services We pay for cardiac rehabilitation services such as exercise, education, and counseling. Members must meet certain conditions and have a doctor's referral. We also cover intensive cardiac rehabilitation programs, which are more intense than cardiac rehabilitation programs.	\$0
 Cardiovascular (heart) disease risk reduction visit (therapy for heart disease) We pay for one visit a year, or more if medically necessary, with your primary care provider (PCP) to help lower your risk for heart disease. During the visit, your doctor may: • discuss aspirin use, This benefit is continued on the next page.	\$0

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Cardiovascular (heart) disease risk reduction visit (therapy for heart disease) (continued) • check your blood pressure, and/or • give you tips to make sure you are eating well.	
 Cardiovascular (heart) disease testing We pay for blood tests to check for cardiovascular disease once every five years (60 months). These blood tests also check for defects due to high risk of heart disease.	\$0
 Cervical and vaginal cancer screening We pay for the following services: • for all women: Pap tests and pelvic exams once every 24 months • for women who are at high risk of cervical or vaginal cancer: one Pap test every 12 months • for women who have had an abnormal Pap test within the last three years and are of childbearing age: one Pap test every 12 months • for women aged 30-65: human papillomavirus (HPV) testing or Pap plus HPV testing once every 5 years	\$0
Chiropractic services We pay for the following services: • adjustments of the spine to correct alignment Our plan also covers supplemental (Non-Medicare covered) chiropractic services up to 24 visits every year. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	\$0

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
 Colorectal cancer screening We pay for the following services: • Colonoscopy has no minimum or maximum age limitation and is covered once every 120 months (10 years) for patients not at high risk, or 48 months after a previous flexible sigmoidoscopy for patients who are not at high risk for colorectal cancer, and once every 24 months for high risk patients after a previous screening colonoscopy or barium enema. • Flexible sigmoidoscopy for patients 45 years and older. Once every 120 months for patients not at high risk after the patient received a screening colonoscopy. Once every 48 months for high risk patients from the last flexible sigmoidoscopy or barium enema. • Screening fecal-occult blood tests for patients 45 years and older. Once every 12 months. • Multitarget stool DNA for patients 45 to 85 years of age and not meeting high risk criteria. Once every 3 years. • Blood-based Biomarker Tests for patients 45 to 85 years of age and not meeting high risk criteria. Once every 3 years. • Barium Enema as an alternative to colonoscopy for patients at high risk and 24 months since the last screening barium enema or the last screening colonoscopy. • Barium Enema as an alternative to flexible sigmoidoscopy for patients not at high risk and 45 years or older. Once at least 48 months following the last screening barium enema or screening flexible sigmoidoscopy. Colorectal cancer screening tests include a follow-on screening colonoscopy after a Medicare covered non-invasive stool-based colorectal cancer screening test returns a positive result.	\$0

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Services that our plan pays for	What you must pay
Community-Based Adult Services (CBAS) CBAS is a community-based day health program that provides services to older adults and adults with chronic medical, cognitive, or behavioral health conditions and/or disabilities that make them at risk of needing institutional care. The CBAS Program is an alternative to institutional care for Medi-Cal beneficiaries who can live at home with the aid of appropriate health, rehabilitative, personal care, and social services. The CBAS Program stresses partnership with the participant, the family and/or caregiver, the primary care physician, and the community in working toward maintaining personal independence. Services provided at the center include: • Professional nursing services • Physical, occupational and speech therapies • Mental health services • Therapeutic activities • Social Services • Personal Care • Hot meals and nutritional counseling • Transportation to and from the participant's residence Note: If a CBAS facility is not available, we can provide these services separately.	\$0
Dental services As a Medi-Cal member, many standard dental services are available through the Medi-Cal Dental Program; these include, but are not limited to, services such as: • Dental exams (every 12 months) • Teeth cleaning (every 12 months) This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Dental services (continued) • Scaling and root planing • Fluoride varnish (every 12 months) • X-rays • Fillings • Crowns (Crowns on molars or premolars (back teeth) may be covered in some cases) • Root canals • Partial and full dentures • Denture relines • Tooth removal • Emergency services You can find details about your Medi-Cal dental benefits at https://smilecalifornia.org or by calling 1-800-322-6384. The call is free. Dental benefits are available through Medi-Cal Dental Fee-for-Service and Dental Managed Care (DMC) Programs. Medi-Cal Dental Fee-For-Service Program representatives are available to assist you from 8:00a.m. to 5:00 p.m., Monday through Friday. TTY Users can call 1-800-735-2922. This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. We pay for some dental services when the service is an integral part of specific treatment of a beneficiary's primary medical condition. Some examples include reconstruction of the jaw following fracture or injury, tooth extractions done in preparation for radiation treatment for cancer involving the jaw, or oral exams preceding kidney transplantation. This benefit is continued on the next page.	

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Services that our plan pays for	What you must pay
Dental services (continued) In addition to your Medi-Cal Dental Benefits, our Wellcare Dual Align plan covers additional dental services and procedures. These services may include, but are not limited to, the following: • Crowns – noble metals - once per tooth every 5 calendar years • Prosthodontics (dentures) – every 2 calendar years per arch • Bridges - every 5 calendar years per tooth Exclusions and limitations apply. Additional dental coverage information including a detailed list of covered procedures, exclusions and limitations, is also available on our website. Visit www.wellcare.com/healthnetCA, click Shop for Plans at the top of the web page, then choose Plan Benefit Materials. Select Evidence of Coverage (EOC). Locate Wellcare Dual Align (HMO D-SNP) on the list to find the Dental Benefit Details for this plan. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
 Depression screening We pay for one depression screening each year. The screening must be done in a primary care setting that can give follow-up treatment and/or referrals.	\$0

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Services that our plan pays for	What you must pay
 Diabetes screening We pay for this screening (includes fasting glucose tests) if you have any of the following risk factors: • high blood pressure (hypertension) • history of abnormal cholesterol and triglyceride levels (dyslipidemia) • obesity • history of high blood sugar (glucose) Tests may be covered in some other cases, such as if you are overweight and have a family history of diabetes. Depending on the test results, you may qualify for up to two diabetes screenings every 12 months.	\$0
 Diabetic self-management training, services, and supplies We pay for the following services for all people who have diabetes (whether they use insulin or not): • Supplies to monitor your blood glucose, including the following: ○ a blood glucose monitor ○ blood glucose test strips ○ lancet devices and lancets ○ glucose-control solutions for checking the accuracy of test strips and monitors • For people with diabetes who have severe diabetic foot disease, we pay for the following: ○ one pair of therapeutic custom-molded shoes (including inserts), including the fitting, and two extra pairs of inserts each calendar year, or This benefit is continued on the next page.	\$0

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Diabetic self-management training, services, and supplies (continued) ○ one pair of depth shoes, including the fitting, and three pairs of inserts each year (not including the non-customized removable inserts provided with such shoes) ● In some cases, we pay for training to help you manage your diabetes. To find out more, contact Member Services. OneTouch™ products by Lifescan are our preferred diabetic testing supplies (glucose monitors & test strips). Other brands are not covered unless medically necessary and pre-authorized. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Doula Services For individuals who are pregnant we pay for nine visits with a doula during the prenatal and postpartum period as well as support during labor and delivery.	\$0
Durable medical equipment (DME) and related supplies Refer to Chapter 12 of your <i>Member Handbook</i> for a definition of “Durable medical equipment (DME).” We cover the following items: ● wheelchairs, including electric wheelchairs ● crutches ● powered mattress systems This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Durable medical equipment (DME) and related supplies (continued) • dry pressure pad for mattress • diabetic supplies • hospital beds ordered by a provider for use in the home • intravenous (IV) infusion pumps and pole • speech generating devices • oxygen equipment and supplies • nebulizers • walkers • standard curved handle or quad cane and replacement supplies • cervical traction (over the door) • bone stimulator • dialysis care equipment Other items may be covered. We pay for all medically necessary DME that Medicare and Medi-Cal usually pay for. If our supplier in your area does not carry a particular brand or maker, you may ask them if they can special order it for you. Please contact Member Services to assist you in locating another supplier that may carry the specific item. Non-Medicare covered durable medical equipment for use outside the home is also covered. <i>You should talk to your provider and get a referral. Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	

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Services that our plan pays for	What you must pay
Emergency care Emergency care means services that are: • given by a provider trained to give emergency services, and • needed to treat a medical emergency. A medical emergency is a medical condition with severe pain or serious injury. The condition is so serious that, if it does not get immediate medical attention, anyone with an average knowledge of health and medicine could expect it to result in: • serious risk to your health or to that of your unborn child; or • serious harm to bodily functions; or • serious dysfunction of any bodily organ or part. • In the case of a pregnant woman in active labor, when: ○ There is not enough time to safely transfer you to another hospital before delivery. ○ A transfer to another hospital may pose a threat to your health or safety or to that of your unborn child. Worldwide Emergency/Urgent coverage. Defined as urgent, emergent, and post- stabilization care received outside of the United States. Limited only to services that would be classified as emergency, urgently needed, or post-stabilization care had they been provided in the United States. • Ambulance services are covered in situations where getting to the emergency room in any other way could endanger your health. This benefit is continued on the next page.	\$0 If you get emergency care at an out-of-network hospital and need inpatient care after your emergency is stabilized, you must return to a network hospital for your care to continue to be paid for. You can stay in the out-of-network hospital for your inpatient care only if our plan approves your stay. \$100 The worldwide emergency room/urgently needed services visit cost share is not waived if you are admitted for inpatient hospital care.

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Services that our plan pays for	What you must pay
Emergency care (continued) Foreign taxes and fees (including, but not limited to, currency conversion or transaction fees) are not covered. There is an annual limit of \$50,000 for Worldwide emergency/urgent coverage. United States means the 50 states, the District of Columbia, Puerto Rico, the Virgin Islands, Guam, the Northern Mariana Islands, and American Samoa.	
Family planning services The law lets you choose any provider – whether a network provider or out-of-network provider – for certain family planning services. This means any doctor, clinic, hospital, pharmacy or family planning office. We pay for the following services: - family planning exam and medical treatment - family planning lab and diagnostic tests - family planning methods (IUC/IUD, implants, injections, birth control pills, patch, or ring) - family planning supplies with prescription (condom, sponge, foam, film, diaphragm, cap) - counseling and diagnosis of infertility and related services - counseling, testing, and treatment for sexually transmitted infections (STIs) - counseling and testing for HIV and AIDS, and other HIV-related conditions - permanent contraception (You must be age 21 or over to choose this method of family planning. You must sign a federal sterilization consent form at least 30 days, but not more than 180 days before the date of surgery.) This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Family planning services (continued) • genetic counseling We also pay for some other family planning services. However, you must use a provider in our provider network for the following services: • treatment for medical conditions of infertility (This service does not include artificial ways to become pregnant.) • treatment for AIDS and other HIV-related conditions • genetic testing	
 Health and wellness education programs We offer many programs that focus on certain health conditions. These include: • Health Education classes; • Nutrition Education classes; • Smoking and Tobacco Use Cessation; and • Nursing Hotline • Fitness benefit Our plan provides a membership to a flexible fitness program with monthly credits to use on a variety of larger gyms or local fitness studios. You will have 32 credits each month to utilize. Credits can be used to cover a monthly gym membership with unlimited visits and/or fitness studio classes, at-home fitness boxes and fitness videos. Any unused credits from the monthly allotment do not carry over to the next month. This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Health and wellness education programs (continued) For more information regarding the fitness membership, please call Member Services or visit our website at www.wellcare.com/healthnetCA. • Personal Emergency Response System (PERS): Coverage for one personal emergency medical response device per lifetime and the monthly fee. A personal emergency medical response device provides peace of mind and 24/7 response to your emergent and non-emergent needs. Members can choose a traditional "hard-wired" PERS system that is connected via a landline or select a wireless system. For hard-wired systems, an existing landline phone is required. To find out more information call Member Services.	
Hearing services We pay for hearing and balance tests done by your provider. These tests tell you whether you need medical treatment. They are covered as outpatient care when you get them from a physician, audiologist, or other qualified provider. If you are pregnant or reside in a nursing facility, we also pay for hearing aids, including: • molds, supplies, and inserts • repairs that cost more than \$25 per repair • an initial set of batteries • six visits for training, adjustments, and fitting with the same vendor after you get the hearing aid • trial period rental of hearing aids This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Hearing services (continued) • assistive listening devices, surface-worn bone conduction hearing devices Our plan also covers the following supplemental (i.e., routine) hearing services: • 1 routine hearing exam every year. • 1 hearing aid fitting and evaluation every year. • 1 non-implantable hearing aid up to \$1000 per ear every year. Limited to 2 non-implantable hearing aids every year. Benefit includes a 1-year standard warranty and 1 package of batteries. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
 HIV screening We pay for one HIV screening exam every 12 months for people who: • ask for an HIV screening test, or • are at increased risk for HIV infection. For women who are pregnant, we pay for up to three HIV screening tests during a pregnancy. We also pay for additional HIV screening(s) when recommended by your provider.	\$0
Home health agency care Before you can get home health services, a doctor must tell us you need them, and they must be provided by a home health agency. You must be homebound, which means leaving home is a major effort. This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Home health agency care (continued) We pay for the following services, and maybe other services not listed here: • part-time or intermittent skilled nursing and home health aide services (To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week.) • physical therapy, occupational therapy, and speech therapy • medical and social services • medical equipment and supplies <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency</i>	
Home infusion therapy Our plan pays for home infusion therapy, defined as drugs or biological substances administered into a vein or applied under the skin and provided to you at home. The following are needed to perform home infusion: • the drug or biological substance, such as an antiviral or immune globulin; • equipment, such as a pump; and • supplies, such as tubing or a catheter. Our plan covers home infusion services that include but are not limited to: • professional services, including nursing services, provided in accordance with your care plan; • member training and education not already included in the DME benefit; This benefit is continued on the next page.	\$0

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Home infusion therapy (continued) - remote monitoring; and - monitoring services for the provision of home infusion therapy and home infusion drugs furnished by a qualified home infusion therapy supplier. <i>You should talk to your provider and get a referral.</i> <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Hospice care You have the right to elect hospice if your provider and hospice medical director determine you have a terminal prognosis. This means you have a terminal illness and are expected to have six months or less to live. You can get care from any hospice program certified by Medicare. Our plan must help you find Medicare-certified hospice programs in the plan's service area. Your hospice doctor can be a network provider or an out-of-network provider. Covered services include: - drugs to treat symptoms and pain - short-term respite care - home care Hospice services and services covered by Medicare Part A or Medicare Part B that relate to your terminal prognosis are billed to Medicare. - Refer to Section F, page 135 of this chapter for more information. For services covered by our plan but not covered by Medicare Part A or Medicare Part B: - Our plan covers services not covered under Medicare Part A or Medicare Part B. We cover the services whether This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Hospice care (continued) • or not they relate to your terminal prognosis. You pay nothing for these services. For drugs that may be covered by our plan's Medicare Part D benefit: • Drugs are never covered by both hospice and our plan at the same time. For more information, refer to Chapter 5, Section F3, page 154 of your <i>Member Handbook</i>. Note: If you need non-hospice care, call your care coordinator and/or member services to arrange the services. Non-hospice care is care that is not related to your terminal prognosis. Our plan covers hospice consultation services (one time only) for a terminally ill member who has not chosen the hospice benefit. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
 Immunizations We pay for the following services: • pneumonia vaccine • flu shots, once each flu season in the fall and winter, with additional flu shots if medically necessary • hepatitis B vaccine if you are at high or intermediate risk of getting hepatitis B • COVID-19 vaccines • other vaccines if you are at risk and they meet Medicare Part B coverage rules We pay for other vaccines that meet the Medicare Part D coverage rules. Refer to Chapter 6, Section D, page 164 of your <i>Member Handbook</i> to learn more. <i>Some Part B drugs require prior authorization to be covered.</i>	\$0

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Services that our plan pays for	What you must pay
In-home support services If you meet certain clinical criteria, we offer access to in-home support services, including cleaning, household chores and meal preparation as well as providing assistance with activities of daily living. You must utilize your Wellcare Dual Align IHSS benefits before using the Medi-Cal FFS IHSS benefits. Services must be recommended or requested by a licensed plan clinician or a licensed plan provider. You may participate in care management or be assessed by a care manager. Documentation of one of the following is required for services: • Alzheimer's/other dementia diagnosis • joint replacement surgery • fall recovery • limb amputation • cataract/retinal/other eye surgery • advanced cardio pulmonary disease • stroke • ambulation with assist device • impaired vision • frequent hospitalizations • frequent ER visits • post-surgery with chronic diseases, including one of the following: diabetes, COPD, congestive heart failure (CHF), urinary tract infection (UTI), renal disease, cancer, or behavioral health diagnosis. Services will be provided in 4-hour increments with a maximum of 12 visits per year. To find out more information call Member Services.	\$0

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Services that our plan pays for	What you must pay
Inpatient hospital care We pay for the following services and other medically necessary services not listed here: • semi-private room (or a private room if medically necessary) • meals, including special diets • regular nursing services • costs of special care units, such as intensive care or coronary care units • drugs and medications • lab tests • X-rays and other radiology services • needed surgical and medical supplies • appliances, such as wheelchairs • operating and recovery room services • physical, occupational, and speech therapy • inpatient substance abuse services • in some cases, the following types of transplants: corneal, kidney, kidney/pancreas, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, a Medicare-approved transplant center will review your case and decide if you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If local transplant providers are willing to accept the Medicare rate, then you can get your transplant services locally or outside the pattern of care for your community. If our plan provides transplant services outside the pattern of care for our community and you choose to get your transplant there, we arrange or pay for lodging and travel costs for you and one other person. This benefit is continued on the next page.	\$0 You must get approval from our plan to get inpatient care at an out-of-network hospital after your emergency is stabilized.

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Services that our plan pays for	What you must pay
Inpatient hospital care (continued) • blood, including storage and administration • physician services Note: To be an inpatient, your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an “outpatient.” If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff. You can also find more information in a Medicare fact sheet called “Are you a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!”. This fact sheet is available on the Web at www.medicare.gov/sites/default/files/2021-10/11435-Inpatient-or-Outpatient.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week. You must get approval from the plan to keep getting inpatient care at an out-of-network hospital after your emergency is stabilized. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Inpatient services in a psychiatric hospital We pay for mental health care services that require a hospital stay. • If you need inpatient services in a freestanding psychiatric hospital, we pay for the first 190 days. After that, the local county mental health agency pays for medically necessary inpatient psychiatric services. Authorization for care beyond the 190 days is coordinated with the local county mental health agency. This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Inpatient services in a psychiatric hospital (continued) ○ The 190-day limit does not apply to inpatient mental health services provided in a psychiatric unit of a general hospital • If you are 65 years or older, we pay for services you get in an Institute for Mental Diseases (IMD). <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Inpatient stay: Covered services in a hospital or skilled nursing facility (SNF) during a non-covered inpatient stay We do not pay for your inpatient stay if you have used all of your inpatient benefit or if the stay is not reasonable and medically necessary. However, in certain situations where inpatient care is not covered, we may pay for services you get while you're in a hospital or nursing facility. To find out more, contact Member Services. We pay for the following services, and maybe other services not listed here: • doctor services • diagnostic tests, like lab tests • X-ray, radium, and isotope therapy, including technician materials and services • surgical dressings • splints, casts, and other devices used for fractures and dislocations • prosthetics and orthotic devices, other than dental, including replacement or repairs of such devices. These are devices that replace all or part of: This benefit is continued on the next page.	\$0

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Inpatient stay: Covered services in a hospital or skilled nursing facility (SNF) during a non-covered inpatient stay (continued) ○ an internal body organ (including contiguous tissue), or ○ the function of an inoperative or malfunctioning internal body organ. • leg, arm, back, and neck braces, trusses, and artificial legs, arms, and eyes. This includes adjustments, repairs, and replacements needed because of breakage, wear, loss, or a change in your condition • physical therapy, speech therapy, and occupational therapy <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Kidney disease services and supplies We pay for the following services: • Kidney disease education services to teach kidney care and help you make good decisions about your care. You must have stage IV chronic kidney disease, and your doctor must refer you. We cover up to six sessions of kidney disease education services. • Outpatient dialysis treatments, including dialysis treatments when temporarily out of the service area, as explained in Chapter 3, Section D4, page 59 of your <i>Member Handbook</i>, or when your provider for this service is temporarily unavailable or inaccessible. • Inpatient dialysis treatments if you're admitted as an inpatient to a hospital for special care • Self-dialysis training, including training for you and anyone helping you with your home dialysis treatments This benefit is continued on the next page.	\$0

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Kidney disease services and supplies (continued) • Home dialysis equipment and supplies • Certain home support services, such as necessary visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply. Your Medicare Part B drug benefit pays for some drugs for dialysis. For information, refer to “Medicare Part B prescription drugs” in this chart. <i>You should talk to your provider and get a referral.</i>	
 Lung cancer screening Our plan pays for lung cancer screening every 12 months if you: • are aged 50-77, and • have a counseling and shared decision-making visit with your doctor or other qualified provider, and • have smoked at least 1 pack a day for 20 years with no signs or symptoms of lung cancer or smoke now or have quit within the last 15 years After the first screening, our plan pays for another screening each year with a written order from your doctor or other qualified provider.	\$0
Meals Benefit Post-Acute Meals: For members discharged from an inpatient facility (hospital, skilled nursing facility or inpatient rehabilitation) the plan will provide a maximum of 3 This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Meals Benefit (continued) meals per day for 14-days for a total of 42 meals at no cost to you. You may choose to receive fresh frozen meals, shelf-stable meals, or a case of nutritional shakes. You may choose to receive a combination of meals and shakes within your total benefit limit, with a maximum of one case of shakes per instance. Contact Member Services to schedule meal delivery. Phone numbers are located at the bottom of this page. <i>You should talk to your provider and get a referral.</i>	
 Medical nutrition therapy This benefit is for people with diabetes or kidney disease without dialysis. It is also for after a kidney transplant when ordered by your doctor. We pay for three hours of one-on-one counseling services during your first year that you get medical nutrition therapy services under Medicare. We may approve additional services if medically necessary. We pay for two hours of one-on-one counseling services each year after that. If your condition, treatment, or diagnosis changes, you may be able to get more hours of treatment with a doctor's order. A doctor must prescribe these services and renew the order each year if you need treatment in the next calendar year. We may approve additional services if medically necessary.	\$0
 Medicare Diabetes Prevention Program (MDPP) Our plan pays for MDPP services. MDPP is designed to help you increase healthy behavior. It provides practical training in: This benefit is continued on the next page	\$0

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Services that our plan pays for	What you must pay
Medicare Diabetes Prevention Program (MDPP) (continued) • long-term dietary change, and • increased physical activity, and • ways to maintain weight loss and a healthy lifestyle.	
Medicare Part B prescription drugs These drugs are covered under Part B of Medicare. Our plan pays for the following drugs: • drugs you don't usually give yourself and are injected or infused while you get doctor, hospital outpatient, or ambulatory surgery center services • insulin furnished through an item of durable medical equipment (such as a medically necessary insulin pump) • other drugs you take using durable medical equipment (such as nebulizers) that our plan authorized • clotting factors you give yourself by injection if you have hemophilia • immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant • osteoporosis drugs that are injected. We pay for these drugs if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot inject the drug yourself • antigens • certain oral anti-cancer drugs and anti-nausea drugs • certain drugs for home dialysis, including heparin, the antidote for heparin (when medically necessary), topical anesthetics, and erythropoiesis-stimulating agents (such This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Medicare Part B prescription drugs (continued) as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa) • IV immune globulin for the home treatment of primary immune deficiency diseases The following link takes you to a list of Medicare Part B drugs that may be subject to step therapy: www.wellcare.com/healthnetCA. We also cover some vaccines under our Medicare Part B and Medicare Part D prescription drug benefit. Chapter 5, Section A, page 141 of your <i>Member Handbook</i> explains our outpatient prescription drug benefit. It explains rules you must follow to have prescriptions covered. Chapter 6, Section C2, page 164 of your <i>Member Handbook</i> explains what you pay for your outpatient prescription drugs through our plan. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Nursing facility care A nursing facility (NF) is a place that provides care for people who cannot get care at home but who do not need to be in a hospital. Services that we pay for include, but are not limited to, the following: • semiprivate room (or a private room if medically necessary) • meals, including special diets • nursing services • physical therapy, occupational therapy, and speech therapy This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Nursing facility care (continued) • respiratory therapy • drugs given to you as part of your plan of care. (This includes substances that are naturally present in the body, such as blood-clotting factors.) • blood, including storage and administration • medical and surgical supplies usually given by nursing facilities • lab tests usually given by nursing facilities • X-rays and other radiology services usually given by nursing facilities • use of appliances, such as wheelchairs usually given by nursing facilities • physician/practitioner services • durable medical equipment • dental services, including dentures • vision benefits • hearing exams • chiropractic care • podiatry services You usually get your care from network facilities. However, you may be able to get your care from a facility not in our network. You can get care from the following places if they accept our plan's amounts for payment: • a nursing facility or continuing care retirement community where you were living right before you went to the hospital (as long as it provides nursing facility care). • a nursing facility where your spouse or domestic partner is living at the time you leave the hospital. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	

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Services that our plan pays for	What you must pay
 Obesity screening and therapy to keep weight down If you have a body mass index of 30 or more, we pay for counseling to help you lose weight. You must get the counseling in a primary care setting. That way, it can be managed with your full prevention plan. Talk to your primary care provider to find out more.	\$0
Opioid treatment program (OTP) services Our plan pays for the following services to treat opioid use disorder (OUD): • intake activities • periodic assessments • medications approved by the FDA and, if applicable, managing and giving you these medications • substance use counseling • individual and group therapy • testing for drugs or chemicals in your body (toxicology testing) <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	\$0
Outpatient diagnostic tests and therapeutic services and supplies We pay for the following services and other medically necessary services not listed here: • X-rays • radiation (radium and isotope) therapy, including technician materials and supplies • surgical supplies, such as dressings This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Outpatient diagnostic tests and therapeutic services and supplies (continued) • splints, casts, and other devices used for fractures and dislocations • lab tests • blood, including storage and administration • other outpatient diagnostic tests ○ (includes complex tests such as CT, MRI, MRA, SPECT) <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Outpatient hospital services We pay for medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury, such as: • Services in an emergency department or outpatient clinic, such as outpatient surgery or observation services ○ Observation services help your doctor know if you need to be admitted to the hospital as “inpatient.” ○ Sometimes you can be in the hospital overnight and still be “outpatient.” ○ You can get more information about being inpatient or outpatient in this fact sheet: www.medicare.gov/sites/default/files/2021-10/11435-Inpatient-or-Outpatient.pdf. • Labs and diagnostic tests billed by the hospital • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be needed without it • X-rays and other radiology services billed by the hospital This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Outpatient hospital services (continued) • Medical supplies, such as splints and casts • Preventive screenings and services listed throughout the Benefits Chart • Some drugs that you can't give yourself <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Outpatient mental health care We pay for mental health services provided by: • a state-licensed psychiatrist or doctor • a clinical psychologist • a clinical social worker • a clinical nurse specialist • a licensed professional counselor (LPC) • a licensed marriage and family therapist (LMFT) • a nurse practitioner (NP) • a physician assistant (PA) • any other Medicare-qualified mental health care professional as allowed under applicable state laws We pay for the following services, and maybe other services not listed here: • Clinic services • Day treatment • Psychosocial rehab services • Partial hospitalization or Intensive outpatient programs • Individual and group mental health evaluation and treatment This benefit is continued on the next page	\$0

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Services that our plan pays for	What you must pay
Outpatient mental health care (continued) • Psychological testing when clinically indicated to evaluate a mental health outcome • Outpatient services for the purposes of monitoring drug therapy • Outpatient laboratory, drugs, supplies and supplements • Psychiatric consultation <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Outpatient rehabilitation services We pay for physical therapy, occupational therapy, and speech therapy. You can get outpatient rehabilitation services from hospital outpatient departments, independent therapist offices, comprehensive outpatient rehabilitation facilities (CORFs), and other facilities. <i>You should talk to your provider and get a referral.</i> <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	\$0
Outpatient substance abuse services We pay for the following services, and maybe other services not listed here: • alcohol misuse screening and counseling • treatment of drug abuse • group or individual counseling by a qualified clinician • subacute detoxification in a residential addiction program This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Outpatient substance abuse services (continued) • alcohol and/or drug services in an intensive outpatient treatment center • extended-release Naltrexone (vivitrol) treatment <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Outpatient surgery We pay for outpatient surgery and services at hospital outpatient facilities and ambulatory surgical centers. <i>You should talk to your provider and get a referral.</i> <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	\$0
Partial hospitalization services and intensive outpatient services Partial hospitalization is a structured program of active psychiatric treatment. It is offered as a hospital outpatient service or by a community mental health center. It is more intense than the care you get in your doctor's or therapist's office. It can help keep you from having to stay in the hospital. Intensive outpatient service is a structured program of active behavioral (mental) health therapy treatment provided as a hospital outpatient service, a community mental health center, a Federally qualified health center, or a rural health clinic that is more intense than the care received in your doctor's or therapist's office but less intense than partial hospitalization. Note: Because there are no community mental health centers in our network, we cover partial hospitalization only as a hospital outpatient service. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	\$0

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Services that our plan pays for	What you must pay
Physician/provider services, including doctor's office visits We pay for the following services: • medically necessary health care or surgery services given in places such as: • physician's office • certified ambulatory surgical center • hospital outpatient department • consultation, diagnosis, and treatment by a specialist • basic hearing and balance exams given by your primary care provider, if your doctor orders them to find out whether you need treatment • Certain telehealth services, including urgently needed services, home health services, primary care physician, occupational therapy, specialist, individual sessions for mental health, podiatry services, other health care professional, individual sessions for psychiatric, physical therapy and speech-language pathology services, individual sessions for outpatient substance abuse, and diabetes self-management training. You have the option of getting these services through an in-person visit or by telehealth. If you choose to get one of these services by telehealth, you must use a network provider who offers the service by telehealth. • Our plan offers 24 hours per day, 7 days per week virtual visit access to board certified doctors via Teladoc to help address a wide variety of health concerns/questions. Covered services include general medical, behavioral health, dermatology, and more. A virtual visit (also known as a telehealth consult) is a visit with a doctor either over the phone or internet using a smart phone, tablet, or a computer. Certain This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Physician/provider services, including doctor's office visits (continued) types of visits may require internet and a camera-enabled device. For more information, or to schedule an appointment, call Teladoc at 1-800-835-2362 (TTY: 711) 24 hours a day, 7 days a week. • Some telehealth services including consultation, diagnosis, and treatment by a physician or practitioner, for members in certain rural areas or other places approved by Medicare • telehealth services for monthly end-stage renal disease (ESRD) related visits for home dialysis members in a hospital-based or critical access hospital-based renal dialysis center, renal dialysis facility, or at home • telehealth services to diagnose, evaluate, or treat symptoms of a stroke • telehealth services for members with a substance use disorder or co-occurring mental health disorder • telehealth services for diagnosis, evaluation, and treatment of mental health disorders if: ○ you have an in-person visit within 6 months prior to your first telehealth visit ○ you have an in-person visit every 12 months while receiving these telehealth services ○ exceptions can be made to the above for certain circumstances • telehealth services for mental health visits provided by Rural Health Clinics and Federally Qualified Health Centers. • virtual check-ins (for example, by phone or video chat) with your doctor for 5-10 minutes if This benefit is continued on the next page.	

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Services that our plan pays for	What you must pay
Physician/provider services, including doctor's office visits (continued) ○ you're not a new patient and ○ the check-in isn't related to an office visit in the past 7 days and ○ the check-in doesn't lead to an office visit within 24 hours or the soonest available appointment • Evaluation of video and/or images you send to your doctor and interpretation and follow-up by your doctor within 24 hours if: ○ you're not a new patient and ○ the evaluation isn't related to an office visit in the past 7 days and ○ the evaluation doesn't lead to an office visit within 24 hours or the soonest available appointment Consultation your doctor has with other doctors by phone, the Internet, or electronic health record if you're not a new patient • Second opinion by another network provider before surgery • Non-routine dental care. Covered services are limited to: ○ surgery of the jaw or related structures ○ setting fractures of the jaw or facial bones ○ pulling teeth before radiation treatments of neoplastic cancer ○ services that would be covered when provided by a physician <i>You should talk to your provider and get a referral.</i> <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	

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Services that our plan pays for	What you must pay
Podiatry services We pay for the following services: • diagnosis and medical or surgical treatment of injuries and diseases of the foot (such as hammer toe or heel spurs) • routine foot care for members with conditions affecting the legs, such as diabetes Additional routine foot care limited to 12 visits per year <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	\$0
 Prostate cancer screening exams For men age 50 and over, we pay for the following services once every 12 months: • a digital rectal exam • a prostate specific antigen (PSA) test	\$0
Prosthetic devices and related supplies Prosthetic devices replace all or part of a body part or function. We pay for the following prosthetic devices, and maybe other devices not listed here: • colostomy bags and supplies related to colostomy care • enteral and parenteral nutrition, including feeding supply kits, infusion pump, tubing and adaptor, solutions, and supplies for self-administered injections • pacemakers • braces • prosthetic shoes This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Prosthetic devices and related supplies (continued) • artificial arms and legs • breast prostheses (including a surgical brassiere after a mastectomy) • prostheses to replace all or part of an external facial body part that was removed or impaired as a result of disease, injury, or congenital defect • incontinence cream and diapers We pay for some supplies related to prosthetic devices. We also pay to repair or replace prosthetic devices. We offer some coverage after cataract removal or cataract surgery. Refer to “Vision care” later in this chart for details. We will not pay for prosthetic dental devices. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Pulmonary rehabilitation services We pay for pulmonary rehabilitation programs for members who have moderate to very severe chronic obstructive pulmonary disease (COPD). You must have a referral for pulmonary rehabilitation from the doctor or provider treating the COPD.	\$0
 Sexually transmitted infections (STIs) screening and counseling We pay for screenings for chlamydia, gonorrhea, syphilis, and hepatitis B. These screenings are covered for pregnant women and for some people who are at increased risk for an STI. A primary care provider must order the tests. We cover these tests once every 12 months or at certain times during pregnancy. This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Sexually transmitted infections (STIs) screening and counseling (continued) We also pay for up to two face-to-face, high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. Each session can be 20 to 30 minutes long. We pay for these counseling sessions as a preventive service only if given by a primary care provider. The sessions must be in a primary care setting, such as a doctor's office.	
Skilled nursing facility (SNF) care We pay for the following services, and maybe other services not listed here: • a semi-private room, or a private room if it is medically necessary • meals, including special diets • nursing services • physical therapy, occupational therapy, and speech therapy • drugs you get as part of your plan of care, including substances that are naturally in the body, such as blood-clotting factors • blood, including storage and administration • medical and surgical supplies given by nursing facilities • lab tests given by nursing facilities • X-rays and other radiology services given by nursing facilities • appliances, such as wheelchairs, usually given by nursing facilities • physician/provider services This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Skilled nursing facility (SNF) care (continued) You usually get your care from network facilities. However, you may be able to get your care from a facility not in our network. You can get care from the following places if they accept our plan's amounts for payment: • a nursing facility or continuing care retirement community where you lived before you went to the hospital (as long as it provides nursing facility care) • a nursing facility where your spouse or domestic partner lives at the time you leave the hospital <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
 Smoking and tobacco use cessation If you use tobacco, do not have signs or symptoms of tobacco-related disease, and want or need to quit: • We pay for two quit attempts in a 12-month period as a preventive service. This service is free for you. Each quit attempt includes up to four face-to-face counseling visits. If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco: • We pay for two counseling quit attempts within a 12-month period. Each counseling attempt includes up to four face-to-face visits.	\$0
Supervised exercise therapy (SET) We pay for SET for members with symptomatic peripheral artery disease (PAD) who have a referral for PAD from the physician responsible for PAD treatment. This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Supervised exercise therapy (SET) (continued) Our plan pays for: • up to 36 sessions during a 12-week period if all SET requirements are met • an additional 36 sessions over time if deemed medically necessary by a health care provider The SET program must be: • 30 to 60-minute sessions of a therapeutic exercise-training program for PAD in members with leg cramping due to poor blood flow (claudication) • in a hospital outpatient setting or in a physician's office • delivered by qualified personnel who make sure benefit exceeds harm and who are trained in exercise therapy for PAD • under the direct supervision of a physician, physician assistant, or nurse practitioner/clinical nurse specialist trained in both basic and advanced life support techniques	
Transportation: Non-medical transportation This Medicare and Medi-Cal benefit allows for transportation to medical services by passenger car, taxi, or other forms of public/private transportation. Transportation is required for the purpose of obtaining needed medical care, including travel to dental appointments and to pick up prescription drugs. This benefit does not limit your non-emergency medical transportation benefit. Our Medicare plan covers 24 one-way transportation trips within our service area. Transportation beyond 24 trips are This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Transportation: Non-medical transportation (continue) covered under the Medi-Cal benefit. This benefit helps you get needed care and services. You can get a ride to healthcare locations like your doctors, specialists, and dentist. Trips are limited to: 75 miles, one-way, unless pre-approved by the plan. To book your ride, call the transportation number on the back of your member ID card. For routine care, call up to 1 month and at least 3 days in advance. Same day rides are subject to availability. For more information about plan-approved locations, please call Member Services. Please note: Transportation services must be received from an in-network provider in order to be covered by the plan. Vehicles may transport multiple occupants at the same time and may stop at locations other than the member's destination during the trip. Be sure to reference any special needs or preferences when scheduling your ride. For more information on how to obtain non-emergency medical transportation, please refer to Chapter 3, Section G2, page 66. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency.</i>	
Urgently needed care Urgently needed care is care given to treat: • a non-emergency that requires immediate medical care, or • a sudden medical illness, or • an injury, or • a condition that needs care right away. If you require urgently needed care, you should first try to get it from a network provider. However, you can use out-of-network providers when you can't get to a network provider because given your circumstances, it is not possible, or it is This benefit is continued on the next page.	\$0

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Services that our plan pays for	What you must pay
Urgently needed care (continued) unreasonable, to obtain services from network providers (for example, when you are outside the plan's service area and you require medically needed immediate services for an unseen condition but it is not a medical emergency).	
 Vision care We pay for the following services: • one routine eye exam every year and We pay for outpatient doctor services for the diagnosis and treatment of diseases and injuries of the eye. For example, this includes annual eye exams for diabetic retinopathy for people with diabetes and treatment for age-related macular degeneration. For people at high risk of glaucoma, we pay for one glaucoma screening each year. People at high risk of glaucoma include: • people with a family history of glaucoma • people with diabetes • African-Americans who are age 50 over • Hispanic Americans who are 65 or over We pay for one pair of glasses or contact lenses after each cataract surgery when the doctor inserts an intraocular lens. If you have two separate cataract surgeries, you must get one pair of glasses after each surgery. You cannot get two pairs of glasses after the second surgery, even if you did not get a pair of glasses after the first surgery. In addition, our plan covers the following supplemental (i.e., routine) vision services: • 1 routine eye exam every year. The routine eye exam includes a glaucoma test for people who are at risk for This benefit is continued on the next page.	\$0

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Vision care (continued) glaucoma and a retinal exam for diabetics. • Unlimited pairs of prescription eyewear every year up to a maximum benefit of \$300 every year. Covered eyewear includes any of the following: ○ Eyeglasses (frame and lenses) or ○ Eyeglass lenses only or ○ Eyeglass frames only or ○ Contact lenses instead of eyeglasses or ○ Vision hardware upgrades Note: Contact lenses fitting fee is covered by the plan. Maximum plan benefit coverage amount of \$300 every year applies to the retail cost of frames and/or lenses (including any lens options such as tints and coatings). You are responsible for any costs above the benefit maximum for supplemental (i.e., routine) eyewear. Medicare-covered eyewear is not included in the supplemental (i.e., routine) benefit maximum. Members cannot use their supplemental eyewear benefit to increase their coverage on Medicare-covered eyewear Note: Coverage of routine vision services is a supplemental benefit offered by the plan. Neither Medicare nor Medicaid will pay your share of the costs for these services. Vision services must be obtained through the plan's vision network. For questions on how to find a provider or for more information call Member Services or visit us on our website at: www.wellcare.com/healthnetCA. <i>Prior authorization (approval in advance) may be required to be covered, except in an emergency</i>	

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
 “Welcome to Medicare” preventive visit We cover the one-time “Welcome to Medicare” preventive visit. The visit includes: • a review of your health, • education and counseling about the preventive services you need (including screenings and shots), and • referrals for other care if you need it. Note: We cover the “Welcome to Medicare” preventive visit only during the first 12 months that you have Medicare Part B. When you make your appointment, tell your doctor’s office you want to schedule your “Welcome to Medicare” preventive visit.	\$0
Wellcare Spendables™ You will receive \$75 monthly preloaded on your Wellcare Spendables™ card. The maximum benefit is \$900 every year. • Your monthly allowance rolls over to the following month if unused and expires at the end of the plan year. <u>Your card allowance can be used towards:</u> Over-the-Counter items (OTC) Your card can be used at participating retail locations, via mobile app, or login to your member portal to place an order for home delivery. Covered items include: • Brand name and generic over-the-counter items • Vitamins, pain relievers, cold and allergy items, diabetes items • Use your in-app barcode scanner to locate approved This benefit is continued on the next page.	There is no coinsurance, copayment, or deductible for the Wellcare Spendables™ card. The allowance amount can be used towards the following: -OTC items -Healthy Food -Gas pay-at-pump -Utilities Assistance -Rent Assistance

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Wellcare Spendables™ (continued) items at retail locations, log into you member portal or refer to your catalog. Note: Under certain circumstances diagnostic equipment and smoking-cessation aids are covered under the plan's medical benefits. You should (when possible) use our plan's medical benefits prior to spending your OTC allowance for these items. <u>Because your plan participates in the Value-Based Insurance Design Program, you can also use your card towards any of the below benefits:</u> Healthy Food You can use your card for Healthy foods and produce at participating retailers. Prepared meals available for order via online portal. The card cannot be used to buy tobacco or alcohol. Approved items include: • Meat and poultry • Fruits and vegetables • Nutritional drinks • Use your in-app barcode scanner to locate approved items at retail locations, log into you member portal or refer to your catalog. Gas pay-at-pump You can use your card to pay for gas directly at the pump. The card cannot be used to pay in-person at the cash register. Your card can only be used up to the available allowance amount. Utility Assistance You can use your card to help with the cost of utilities for your home. Log into your member portal to pay utility providers or pay utility providers direct where payments are accepted. The card cannot be used to setup automatic recurring payments. Approved expenses for this benefit include: This benefit is continued on the next page.	Online shipping and delivery fees will use the allowance funds. Shipping is free with a \$35 minimum.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Wellcare Spendables™ (continued) • Electric, gas, sanitary/trash, and water utility services • Landline and cell phone service • Internet service • Cable TV (excludes streaming services) • Certain petroleum expenses, such as home heating oil Rent Assistance You can use your card to help with the cost of rent for your home. Log into your member portal to pay providers or pay direct to providers where payments are accepted. <u>How to use your card:</u> • Activate your card prior to using. Instructions are listed on the letter received with your card. • Visit a participating retailer, log into the portal link listed below, or download the mobile app. • Select your approved items/services. • Proceed to the retailer's checkout and pay with your Wellcare Spendables™ card. For online or mobile app orders, enter your card number at checkout. • Your card is not a credit card but may be entered as 'credit' to checkout. If prompted, your PIN is the last 4 digits of your card number. Note: • Once you've used your spending allowance, you are responsible for the remaining cost of your purchases. • Items purchased in store may be returned following the retailers return and exchange policies. • If your card is not functioning properly or in the event of a technical issue, please contact us at the number below. • Wellcare is not responsible for lost or stolen cards. This benefit is continued on the next page.	

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Services that our plan pays for	What you must pay
Wellcare Spendables™ (continued) • The Wellcare Spendables™ card is only for your personal use, cannot be sold or transferred, and has no cash value. • Limitations and restrictions may apply. • This is not a Medicaid benefit. For more information about the Wellcare Spendables™ card or to request a catalog, please call 1-855-744-8550, TTY: 711, Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free, or visit online at: member.membersecurelogin.com	

E. Benefits covered outside of our plan

We don't cover the following services, but they are available through Original Medicare or Medi-Cal fee-for service.

E1. California Community Transitions (CCT)

The California Community Transitions (CCT) program uses local Lead Organizations to help eligible Medi-Cal beneficiaries, who have lived in an inpatient facility for at least 90 consecutive days, transition back to, and remaining safely in, a community setting. The CCT program funds transition coordination services during the pre-transition period and for 365 days post transition to assist beneficiaries with moving back to a community setting.

You can get transition coordination services from any CCT Lead Organization that serves the county you live in. You can find a list of CCT Lead Organizations and the counties they serve on the Department of Health Care Services website at: www.dhcs.ca.gov/services/ltc/Pages/CCT.

For CCT transition coordination services

Medi-Cal pays for the transition coordination services. You pay nothing for these services.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



For services not related to your CCT transition

The provider bills us for your services. Our plan pays for the services provided after your transition. You pay nothing for these services.

While you get CCT transition coordination services, we pay for services listed in the Benefits Chart in **Section D**.

No change in drug coverage benefit

The CCT program does **not** cover drugs. You continue to get your normal drug benefit through our plan. For more information, refer to **Chapter 5**, Section F, page 154 of your *Member Handbook*.

Note: If you need non-CCT transition care, call your care coordinator to arrange the services. Non-CCT transition care is care **not** related to your transition from an institution or facility.

E2. Medi-Cal Dental Program

Certain dental services are available through the Medi-Cal Dental Program; includes but is not limited to, services such as:

- initial examinations, X-rays, cleanings, and fluoride treatments
- restorations and crowns
- root canal therapy
- partial and complete dentures, adjustments, repairs, and relines

Dental benefits are available in the Medi-Cal Dental Fee-For-Service Program. For more information, or if you need help finding a dentist who accepts the Medi-Cal, contact the customer service line at 1-800-322-6384 (TTY users call 1-800-735-2922). The call is free. Medi-Cal Dental Services Program representatives are available to assist you from 8:00 a.m. to 5:00 p.m., Monday through Friday. You can also visit the website at www.dental.dhcs.ca.gov for more information.

In addition to the Medi-Cal Dental Fee-For-Service Program, you may get dental benefits through a dental managed care plan. Dental managed care plans are available in Sacramento and Los Angeles Counties. If you want more information about dental plans or want to change dental plans, contact Health Care Options at 1-800-430-4263 (TTY users call 1-800-430-7077), Monday through Friday, 8:00 a.m. to 6:00 p.m. The call is free.

Note: Our plan offers additional dental services. Refer to the Benefits Chart in **Section D** for more information.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



E3. Hospice care

You have the right to elect hospice if your provider and hospice medical director determine you have a terminal prognosis. This means you have a terminal illness and are expected to have six months or less to live. You can get care from any hospice program certified by Medicare. The plan must help you find Medicare-certified hospice programs. Your hospice doctor can be a network provider or an out-of-network provider.

Refer to the Benefits Chart in **Section D** for more information about what we pay for while you are getting hospice care services.

For hospice services and services covered by Medicare Part A or Medicare Part B that relate to your terminal prognosis

- The hospice provider bills Medicare for your services. Medicare pays for hospice services related to your terminal prognosis. You pay nothing for these services.

For services covered by Medicare Part A or Medicare Part B that are not related to your terminal prognosis

- The provider will bill Medicare for your services. Medicare will pay for the services covered by Medicare Part A or Medicare Part B. You pay nothing for these services.

For drugs that may be covered by our plan's Medicare Part D benefit

- Drugs are never covered by both hospice and our plan at the same time. For more information, refer to **Chapter 5**, Section F3, page 154 of your *Member Handbook*.

Note: If you need non-hospice care, call your care coordinator to arrange the services. Non-hospice care is care not related to your terminal prognosis.

E4. In-Home Supportive Services (IHSS)

- The IHSS Program will help pay for services provided to you so that you can remain safely in your own home. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities.
- The types of services which can be authorized through IHSS are housecleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments, and protective supervision for the mentally impaired.

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- Your care coordinator can help you apply for IHSS with your county social service agency. For county social service agency contact information refer to **Chapter 2**, Section J, page 39.

E5. 1915(c) Home and Community Based Services (HCBS) Waiver Programs

Assisted Living Waiver (ALW)

- The Assisted Living Waiver (ALW) offers Medi-Cal eligible beneficiaries the choice of residing in an assisted living setting as an alternative to long-term placement in a nursing facility. The goal of the ALW is to facilitate nursing facility transition back into a homelike and community setting or prevent skilled nursing admissions for beneficiaries with an imminent need for nursing facility placement.
- Members who are enrolled in ALW and were transitioned into Medi-Cal Managed Care can remain enrolled in ALW while also receiving benefits provided by our plan. Our plan works with your ALW Care Coordination Agency to coordinate the services you receive.
- Your care coordinator can help you apply for the ALW. For the current list of participating ALW care coordination agencies see <https://www.dhcs.ca.gov/services/ltc/Pages/AssistedLivingWaiver.aspx>.

HCBS Waiver for Californians with Developmental Disabilities (HCBS-DD)

California Self-Determination Program (SDP) Waiver for Individuals with Developmental Disabilities

- There are two 1915(c) waivers, the HCBS-DD Waiver and SDP Waiver, that provide services to people who have been diagnosed with a developmental disability that begins before the individual's 18th birthday and is expected to continue indefinitely. Both waivers are a way to fund certain services that allow persons with developmental disabilities to live at home or in the community rather than residing in a licensed health facility. Costs for these services are funded jointly by the federal government's Medicaid program and the State of California. Your care coordinator can help connect you to DD Waiver services.

Home and Community-Based Alternative (HCBA) Waiver

- The HCBA Waiver provides care management services to persons at risk for nursing home or institutional placement. The care management services are provided by a multidisciplinary Care Management Team comprised of a nurse

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and social worker. The team coordinates Waiver and State Plan services (such as medical, behavioral health, In-Home Supportive Services, etc.), and arranges for other long-term services and supports available in the local community. Care management and Waiver services are provided in the participant's community-based residence. This residence can be privately owned, secured through a tenant lease arrangement, or the residence of a participant's family member.

- Members who are enrolled in the HCBA Waiver and were transitioned into Medi-Cal Managed Care can remain enrolled in the HCBA Waiver while also receiving benefits provided by our plan. Our plan works with your HCBA waiver agency to coordinate the services you receive.
- Your care coordinator can help you apply for the ALW. For more information see [https://www.dhcs.ca.gov/services/ltc/Pages/Home-and-Community-Based-\(HCB\)-Alternatives-Waiver.aspx](https://www.dhcs.ca.gov/services/ltc/Pages/Home-and-Community-Based-(HCB)-Alternatives-Waiver.aspx)

Medi-Cal Waiver Program (MCWP)

- The Medi-Cal Waiver Program (MCWP) provides comprehensive case management and direct care services to persons living with HIV as an alternative to nursing facility care or hospitalization. Case management is a participant centered, team approach consisting of a registered nurse and social work case manager. Case managers work with the participant and primary care provider(s), family, caregiver(s), and other service providers, to assess care needs to keep the participant in their home and community.
- The goals of the MCWP are to: (1) provide home and community-based services for persons with HIV who may otherwise require institutional services; (2) assist participants with HIV health management; (3) improve access to social and behavioral health support and (4) coordinate service providers and eliminate duplication of services.
- Members who are enrolled in the MCWP Waiver and were transitioned into Medi-Cal Managed Care can remain enrolled in the MCWP Waiver while also receiving benefits provided by our plan. Our plan works with your MCWP waiver agency to coordinate the services you receive.
- Your care coordinator can help you apply for the MCWP. For more information please visit https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_care_mcwp.aspx.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Multipurpose Senior Services Program (MSSP)

- The Multipurpose Senior Services Program (MSSP) provides both social and health care management services to assist individuals remain in their own homes and communities.
- While most of the program participants also receive In-Home Supportive Services, MSSP provides on-going care coordination, links participants to other needed community services and resources, coordinates with health care providers, and purchases some needed services that are not otherwise available to prevent or delay institutionalization. The total annual combined cost of care management and other services must be lower than the cost of receiving care in a skilled nursing facility.
- A team of health and social service professionals provides each MSSP participant with a complete health and psychosocial assessment to determine needed services. The team then works with the MSSP participant, their physician, family, and others to develop an individualized care plan. Services include:
 - care management
 - adult day care
 - minor home repair/maintenance
 - supplemental in-home chore, personal care, and protective supervision services
 - respite services
 - transportation services
 - counseling and therapeutic services
 - meal services
 - communication services.
- Members who are enrolled in the MSSP Waiver and were transitioned into Medi-Cal Managed Care can remain enrolled in the MSSP Waiver while also receiving benefits provided by our plan. Our plan works with your MSSP provider to coordinate the services you receive.

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- Your care coordinator can help you apply for MSSP.

Agency Contact Information

- San Diego County: Aging and Independent Services; Phone: 1-855-964-3900 (TTY-711)
- Tulare County: Kings-Tulare Area Agency on Aging; Phone: 1-559-623-0199 (TTY-711)
- Sacramento County: California Health Collaborative; Phone: 1-916-374-7739 (TTY-711)
- Los Angeles County:
 - Human Services Association; Phone: 1-626-358-1185 (TTY-711)
 - Huntington Hospital; Phone: 1-626-397-3110 (TTY-711)
 - Jewish Family Services of LA; Phone: 1-310-247-0864 (TTY-711)
 - Partners in Care; Phone: 1-818-837-3775 (TTY-711)
 - Scan Independence at Home; Phone: 1-866-421-1964 (TTY-711)

F. Benefits not covered by our plan, Medicare, or Medi-Cal

This section tells you about benefits excluded by our plan. “Excluded” means that we do not pay for these benefits. Medicare and Medi-Cal do not pay for them either.

The list below describes some services and items not covered by us under any conditions and some excluded by us only in some cases.

We do not pay for excluded medical benefits listed in this section (or anywhere else in this *Member Handbook*) except under specific conditions listed. Even if you receive the services at an emergency facility, the plan will not pay for the services. If you think that our plan should pay for a service that is not covered, you can request an appeal. For information about appeals, refer to **Chapter 9**, Section E, page 207 of your *Member Handbook*.

In addition to any exclusions or limitations described in the Benefits Chart, our plan does not cover the following items and services:

- services considered not “reasonable and medically necessary”, according Medicare and Medi-Cal, unless we list these as covered services

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



- experimental medical and surgical treatments, items, and drugs, unless Medicare, a Medicare-approved clinical research study, or our plan covers them. Refer to **Chapter 3**, Section I, page 70 of your *Member Handbook* for more information on clinical research studies. Experimental treatment and items are those that are not generally accepted by the medical community.
- surgical treatment for morbid obesity, except when medically necessary and Medicare pays for it
- a private room in a hospital, except when medically necessary
- private duty nurses
- personal items in your room at a hospital or a nursing facility, such as a telephone or television
- full-time nursing care in your home
- fees charged by your immediate relatives or members of your household
- elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging and mental performance), except when medically necessary
- cosmetic surgery or other cosmetic work, unless it is needed because of an accidental injury or to improve a part of the body that is not shaped right. However, we pay for reconstruction of a breast after a mastectomy and for treating the other breast to match it
- chiropractic care, other than manual manipulation of the spine consistent with coverage guidelines
- routine foot care, except as described in Podiatry services in the Benefits Chart in Section D
- orthopedic shoes, unless the shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease
- supportive devices for the feet, except for orthopedic or therapeutic shoes for people with diabetic foot disease
- radial keratotomy, LASIK surgery, and other low-vision aids
- reversal of sterilization procedures and non-prescription contraceptive supplies

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



- naturopath services (the use of natural or alternative treatments)
- services provided to veterans in Veterans Affairs (VA) facilities. However, when a veteran gets emergency services at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will reimburse the veteran for the difference. You are still responsible for your cost-sharing amounts.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnet



Chapter 5: Getting your outpatient prescription drugs

Introduction

This chapter explains rules for getting your outpatient prescription drugs. These are drugs that your provider orders for you that you get from a pharmacy or by mail-order. They include drugs covered under Medicare Part D and Medi-Cal. Key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.

We also cover the following drugs, although they are not discussed in this chapter:

- **Drugs covered by Medicare Part A.** These generally include drugs given to you while you are in a hospital or nursing facility.
- **Drugs covered by Medicare Part B.** These include some chemotherapy drugs, some drug injections given to you during an office visit with a doctor or other provider, and drugs you are given at a dialysis clinic. To learn more about what Medicare Part B drugs are covered, refer to the Benefits Chart in **Chapter 4**, Section D, page 80 of your *Member Handbook*.
- In addition to the plan's Medicare Part D and medical benefits coverage, your drugs may be covered by Original Medicare if you are in Medicare hospice. For more information, please refer to **Chapter 5**, Section F, page 154 "If you are in a Medicare-certified hospice program."

Rules for our plan's outpatient drug coverage

We usually cover your drugs as long as you follow the rules in this section.

You must have a doctor or other provider write your prescription, which must be valid under applicable state law. This person often is your primary care provider (PCP). It could also be another provider if your PCP has referred you for care.

Your prescriber must **not** be on Medicare's Exclusion or Preclusion Lists or any Medi-Cal lists.

You generally must use a network pharmacy to fill your prescription.

Your prescribed drug must be on our plan's *List of Covered Drugs*. We call it the "Drug List" for short.

- If it is not on the Drug List, we may be able to cover it by giving you an exception.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 138



- Refer to **Chapter 9**, Section G2, page 226 to learn about asking for an exception.
- Please also note that the request to cover your prescribed drug will be evaluated under both Medicare and Medi-Cal standards.

Your drug must be used for a medically accepted indication. This means that use of the drug is either approved by the Food and Drug Administration (FDA) or supported by certain medical references. Your doctor may be able to help identify medical references to support the requested use of the prescribed drug. For Medi-Cal covered drugs, this means the use of the drug is within reason and needed to protect life, prevent serious illness or disability, or to relieve severe pain through the diagnosis or treatment of disease, illness or injury.

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A. Getting your prescriptions filled

A1. Filling your prescription at a network pharmacy

In most cases, we pay for prescriptions only when filled at any of our network pharmacies. A network pharmacy is a drug store that agrees to fill prescriptions for our plan members. You may use any of our network pharmacies.

To find a network pharmacy, look in the *Provider and Pharmacy Directory*, visit our website or contact Member Services.

A2. Using your Member ID Card when you fill a prescription

To fill your prescription, **show your Member ID Card** at your network pharmacy. The network pharmacy bills us for your covered prescription drug.

Remember, you need your Member ID Card or Benefits Identification Card (BIC) to access Medi-Cal Rx covered drugs.

If you don't have your Member ID Card with you when you fill your prescription, ask the pharmacy to call the plan to get the necessary information, or you can ask the pharmacy to look up your plan enrollment information.

If the pharmacy can't get the necessary information, you may have to pay the full cost of the prescription when you pick it up. Then you can ask us to pay you back. **If you can't pay for the drug, contact Member Services right away.** We will do everything we can to help.

- To ask us to pay you back, refer to **Chapter 7**, Section A, page 167 of your *Member Handbook*.
- If you need help getting a prescription filled, contact Member Services or your care coordinator.

A3. What to do if you change your network pharmacy

If you change pharmacies and need a prescription refill, you can either ask to have a new prescription written by a provider or ask your pharmacy to transfer the prescription to the new pharmacy if there are any refills left.

If you need help changing your network pharmacy, contact Member Services.

A4. What to do if your pharmacy leaves the network

If the pharmacy you use leaves our plan's network, you need to find a new network pharmacy.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 141



To find a new network pharmacy, look in the *Provider and Pharmacy Directory*, visit our website, or contact Member Services.

A5. Using a specialized pharmacy

Sometimes prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care facility, such as a nursing facility.
 - Usually, long-term care facilities have their own pharmacies. If you're a resident of a long-term care facility, we make sure you can get the drugs you need at the facility's pharmacy.
 - If your long-term care facility's pharmacy is not in our network or you have difficulty getting your drugs in a long-term care facility, contact Member Services.
- Pharmacies that serve the Indian Health Service/Tribal/Urban Indian Health Program. Except in emergencies, only Native Americans or Alaska Natives may use these pharmacies.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use. (Note: This scenario should happen rarely.)

To find a specialized pharmacy, look in the *Provider and Pharmacy Directory*, visit our website, or contact Member Services .

A6. Using mail-order services to get your drugs

For certain kinds of drugs, you can use our plan's network mail-order services. Generally, drugs available through mail-order are drugs that you take on a regular basis for a chronic or long-term medical condition. Drugs **not** available through our plan's mail-order service are marked with "NM" in our Drug List.

Our plan's mail-order service allows you to order up to a 100-day supply. A 100-day supply has the same copay as a one-month supply.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 142



Filling prescriptions by mail

To get mail-order forms and information about filling your prescriptions by mail, visit our website at www.wellcare.com/healthnetCA or call Member Services (phone numbers are on the bottom of this page) for assistance.

Usually, a mail-order prescription arrives within 10-14 days. If your mail-order is delayed, call Express Scripts® Pharmacy at 1-833-750-0201 (TTY:711).

Mail-order processes

Mail-order service has different procedures for new prescriptions it gets from you, new prescriptions it gets directly from your provider's office, and refills on your mail-order prescriptions.

1. New prescriptions the pharmacy gets from you

The pharmacy automatically fills and delivers new prescriptions it gets from you.

2. New prescriptions the pharmacy gets from your provider's office

The pharmacy automatically fills and delivers new prescriptions it gets from health care providers, without checking with you first, if:

- You used mail-order services with our plan in the past, **or**
- You sign up for automatic delivery of all new prescriptions you get directly from health care providers. You may ask for automatic delivery of all new prescriptions now or at any time by contacting Express Scripts® Pharmacy at 1-833-750-0201 (TTY: 711).

If you used mail-order in the past and do not want the pharmacy to automatically fill and ship each new prescription, contact us by calling Express Scripts® Pharmacy at 1-833-750-0201 (TTY: 711).

If you never used our mail-order delivery and/or decide to stop automatic fills of new prescriptions, the pharmacy contacts you each time it gets a new prescription from a health care provider to find out if you want the medication filled and shipped immediately.

- This gives you an opportunity to make sure the pharmacy is delivering the correct drug (including strength, amount, and form) and, if necessary, allows you to cancel or delay the order before it is shipped.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 143



- Respond each time the pharmacy contacts you, to let them know what to do with the new prescription and to prevent any delays in shipping.

To opt out of automatic deliveries of new prescriptions you get directly from your health care provider's office, contact us by calling Express Scripts® Pharmacy at 1-833-750-0201 (TTY: 711).

3. Refills on mail-order prescriptions

For refills of your drugs, you have the option to sign up for an automatic refill program. Under this program we start to process your next refill automatically when our records show you should be close to running out of your drug.

- The pharmacy contacts you before shipping each refill to make sure you need more medication, and you can cancel scheduled refills if you have enough of your medication or if your medication has changed.
- If you choose not to use our auto refill program, contact your pharmacy 21 days before your current prescription will run out to make sure your next order is shipped to you in time.

To opt out of our program that automatically prepares mail-order refills, contact us by calling Member Services or your mail order pharmacy: Express Scripts® Pharmacy at 1-833-750-0201 (TTY: 711).

Let the pharmacy know the best ways to contact you so they can reach you to confirm your order before shipping. You should verify your contact information each time you place an order, at the time you enroll in the automatic refill program or if your contact information changes.

A7. Getting a long-term supply of drugs

You can get a long-term supply of maintenance drugs on our plan's Drug List. Maintenance drugs are drugs that you take on a regular basis, for a chronic or long-term medical condition.

Some network pharmacies allow you to get a long-term supply of maintenance drugs. A 100-day supply has the same copay as a one-month supply. The *Provider and Pharmacy Directory* tells you which pharmacies can give you a long-term supply of maintenance drugs. You can also call your care coordinator or Member Services for more information.

For certain kinds of drugs, you can use our plan's network mail-order services to get a long-term supply of maintenance drugs. Refer to **Section A6**, page 142 to learn about mail-order services.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 144



A8. Using a pharmacy not in our plan's network

Generally, we pay for drugs filled at an out-of-network pharmacy only when you aren't able to use a network pharmacy. We have network pharmacies outside of our service area where you can get your prescriptions filled as a member of our plan.

We pay for prescriptions filled at an out-of-network pharmacy in the following cases:

- You travel outside the plan's service area and need a drug that you can't get at a network pharmacy close to you.
- You need a drug urgently and there is no network pharmacy that is close to you and open.
- You must leave your home due to a federal disaster or other public health emergency.

Generally, we will cover a one-time fill up to a 30-day supply at an out-of-network pharmacy in these situations.

In these cases, check with call your care coordinator or Member Services first to find out if there's a network pharmacy nearby.

A9. Paying you back for a prescription

If you must use an out-of-network pharmacy, you must generally pay the full cost when you get your prescription. You can ask us to pay you back

If you pay the full cost for your prescription that may be covered by Medi-Cal Rx, you may be able to be reimbursed by the pharmacy once Medi-Cal Rx pays for the prescription.

Alternatively, you may ask Medi-Cal Rx to pay you back by submitting the "Medi-Cal Out-of-Pocket Expense Reimbursement (Conlan)" claim. More information can be found on the Medi-Cal Rx website: medi-calrx.dhcs.ca.gov/home/.

To learn more about this, refer to **Chapter 7**, Section A, page 167 of your *Member Handbook*.

B. Our plan's Drug List

We have a *List of Covered Drugs*. We call it the "Drug List" for short.

We select the drugs on the Drug List with the help of a team of doctors and pharmacists. The Drug List also tells you the rules you need to follow to get your drugs.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 145



We generally cover a drug on our plan's Drug List when you follow the rules we explain in this chapter.

B1. Drugs on our Drug List

Our Drug List includes drugs covered under Medicare Part D.

Most of the prescription drugs you get from a pharmacy are covered by your plan. Other drugs, such as some over-the-counter (OTC) medications and certain vitamins, may be covered by Medi-Cal Rx. Please visit the Medi-Cal Rx website (medi-calrx.dhcs.ca.gov) for more information. You can also call the Medi-Cal Rx Customer Service Center at 800-977-2273. Please bring your Medi-Cal Beneficiary Identification Card (BIC) when getting your prescriptions through Medi-Cal Rx.

"Our Drug List includes brand name drugs, generic drugs, and biosimilars.

A brand name drug is a prescription drug that is sold under a trademarked name owned by the drug manufacturer. Brand name drugs that are more complex than typical drugs (for example drugs that are based on a protein) are called biological products. On our Drug List, when we refer to "drugs" this could mean a drug or a biological product.

Generic drugs have the same active ingredients as brand name drugs. Since biological products are more complex than typical drugs, instead of having a generic form, they have alternatives that are called biosimilars. Generally, generics and biosimilars work just as well as brand name drugs or biological products and usually cost less. There are generic drug substitutes available for many brand name drugs. There are biosimilar alternatives for some biological products. Talk to your provider if you have questions about whether a generic or a brand name drug will meet your needs.

B2. How to find a drug on our Drug List

To find out if a drug you take is on our Drug List, you can:

- Visit our plan's website at www.wellcare.com/healthnetCA. The Drug List on our website is always the most current one.
- Call your care coordinator or Member Services to find out if a drug is on our Drug List or to ask for a copy of the list.
- Drugs that are not covered by Part D may be covered by Medi-Cal Rx. Please visit the Medi-Cal Rx website (medi-calrx.dhcs.ca.gov/) for more information.
- Use our "Real Time Benefit Tool" at www.wellcare.com/healthnetCA or call your care coordinator or Member Services. With this tool you can search for drugs on

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the Drug List to get an estimate of what you will pay and if there are alternative drugs on the Drug List that could treat the same condition. *Plans may insert additional information about the Real Time Benefit Tool such as rewards and incentives which may be offered to enrollees who use the “Real Time Benefit Tool.”*

B3. Drugs not on our Drug List

We don't cover all prescription drugs. Some drugs are not on our Drug List because the law doesn't allow us to cover those drugs. In other cases, we decided not to include a drug on our Drug List.

Our plan does not pay for the kinds of drugs described in this section. These are called **excluded drugs**. If you get a prescription for an excluded drug, you may need to pay for it yourself. If you think we should pay for an excluded drug because of your case, you can make an appeal. Refer to **Chapter 9** of your *Member Handbook* for more information about appeals.

Here are three general rules for excluded drugs:

1. Our plan's outpatient drug coverage (which includes Medicare Part D) cannot pay for a drug that Medicare Part A or Medicare Part B already covers. Our plan covers drugs covered under Medicare Part A or Medicare Part B for free, but these drugs aren't considered part of your outpatient prescription drug benefits.
2. Our plan cannot cover a drug purchased outside the United States and its territories.
3. Use of the drug must be approved by the FDA or supported by certain medical references as a treatment for your condition. Your doctor may prescribe a certain drug to treat your condition, even though it wasn't approved to treat the condition. This is called “off-label use.” Our plan usually doesn't cover drugs prescribed for off-label use.

Also, by law, Medicare or Medi-Cal cannot cover the types of drugs listed below.

- Drugs used to promote fertility
- Drugs used for the relief of cough or cold symptoms*
- Drugs used for cosmetic purposes or to promote hair growth
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride* preparations
- Drugs used for the treatment of sexual or erectile dysfunction

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 147



- Drugs used for the treatment of anorexia, weight loss or weight gain*
- Outpatient drugs made by a company that says you must have tests or services done only by them

*Select products may be covered by Medi-Cal. Please visit the Medi-Cal Rx website (www.medi-calrx.dhcs.ca.gov) for more information.

C. Limits on some drugs

For certain prescription drugs, special rules limit how and when our plan covers them. Generally, our rules encourage you to get a drug that works for your medical condition and is safe and effective. When a safe, lower-cost drug works just as well as a higher-cost drug, we expect your provider to prescribe the lower-cost drug.

If there is a special rule for your drug, it usually means that you or your provider must take extra steps for us to cover the drug. For example, your provider may have to tell us your diagnosis or provide results of blood tests first. If you or your provider thinks our rule should not apply to your situation, ask us to make an exception. We may or may not agree to let you use the drug without taking extra steps.

To learn more about asking for exceptions, refer to **Chapter 9**, Section G4, page 228 of your *Member Handbook*.

1. Limiting use of a brand name or original biological products when a generic or interchangeable biosimilar version is available

Generally, a generic drug or interchangeable biosimilar works the same as a brand name drug or original biological product and usually costs less. In most cases, if there is a generic or interchangeable biosimilar version of a brand name drug or original biological product, our network pharmacies will give you the generic or interchangeable biosimilar version.

- We usually do not pay for the brand name drug or original biological product when there is a generic version.
- However, if your provider has told us the medical reason that the generic drug or interchangeable biosimilar will not work for you **or** has written “No substitutions” on your prescription for a brand name drug or original biological product **or** has told us the medical reason that neither the generic drug, interchangeable biosimilar, nor other covered drugs that treat the same condition will work for you, then we cover the brand name drug.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 148



2. Getting plan approval in advance

For some drugs, you or your doctor must get approval from our plan before you fill your prescription. If you don't get approval, we may not cover the drug.

3. Trying a different drug first

In general, we want you to try lower-cost drugs that are as effective before we cover drugs that cost more. For example, if Drug A and Drug B treat the same medical condition, and Drug A costs less than Drug B, we may require you to try Drug A first.

If Drug A does **not** work for you, then we cover Drug B. This is called step therapy.

4. Quantity limits

For some drugs, we limit the amount of the drug you can have. This is called a quantity limit. For example, we might limit how much of a drug you can get each time you fill your prescription.

To find out if any of the rules above apply to a drug you take or want to take, check our Drug List. For the most up-to-date information, call Member Services or check our website at www.wellcare.com/healthnetCA. If you disagree with our coverage decision based on any of the above reasons, you may request an appeal. Please more information about this, refer to **Section E**, page 207 in **Chapter 9** of the *Member Handbook*.

D. Reasons your drug might not be covered

We try to make your drug coverage work well for you, but sometimes a drug may not be covered in the way that you like. For example:

- Our plan doesn't cover the drug you want to take. The drug may not be on our Drug List. We may cover a generic version of the drug but not the brand name version you want to take. A drug may be new, and we haven't reviewed it for safety and effectiveness yet.
- Our plan covers the drug, but there are special rules or limits on coverage. As explained in the section above, page 148 of this chapter some drugs our plan covers have rules that limit their use. In some cases, you or your prescriber may want to ask us for an exception.

There are things you can do if we don't cover a drug the way you want us to cover it.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 149



D1. Getting a temporary supply

In some cases, we can give you a temporary supply of a drug when the drug is not on our Drug List or is limited in some way. This gives you time to talk with your provider about getting a different drug or to ask us to cover the drug.

To get a temporary supply of a drug, you must meet the two rules below:

1. The drug you've been taking:
 - is no longer on our Drug List **or**
 - was never on our Drug List **or**
 - is now limited in some way.
2. You must be in one of these situations:
 - You were in our plan last year.
 - We cover a temporary supply of your drug **during the first 90 days of the calendar year.**
 - This temporary supply is for up to 30-days at a retail pharmacy and for up to 31-days at a long-term care pharmacy.
 - If your prescription is written for fewer days, we allow multiple refills to provide up to a maximum of 30 days of medication at a retail pharmacy and 31 days of medication at a long-term care pharmacy. You must fill the prescription at a network pharmacy.
 - Long-term care pharmacies may provide your prescription drug in small amounts at a time to prevent waste.
 - You are new to our plan.
 - We cover a temporary supply of your drug **during the first 90 days of your membership in our plan.**
 - This temporary supply is for up to 30 days at a retail pharmacy and for up to 31-days at a long-term care pharmacy.
 - If your prescription is written for fewer days, we allow multiple refills to provide up to a maximum of 30 days of medication at a retail pharmacy and

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31 days of medication at a long-term care pharmacy. You must fill the prescription at a network pharmacy.

- Long-term care pharmacies may provide your prescription drug in small amounts at a time to prevent waste.
- You have been in our plan for more than 90 days, live in a long-term care facility, and need a supply right away.
 - We cover one 31-day supply, or less if your prescription is written for fewer days. This is in addition to the temporary supply above.
 - If your level of care changes, we will cover a temporary supply of your drugs. A level of care change happens when you are released from a hospital. It also happens when you move to or from a long-term care facility.
 - If you move home from a long-term care facility or hospital and need a temporary supply, we will cover one 30-day supply. If your prescription is written for fewer days, we will allow refills to provide up to a total of a 30-day supply.
 - If you move from home or a hospital to a long-term care facility and need a temporary supply, we will cover one 31-day supply. If your prescription is written for fewer days, we will allow refills to provide up to a total of a 31-day supply.

D2. Asking for a temporary supply

To ask for a temporary supply of a drug, call Member Services.

When you get a temporary supply of a drug, talk with your provider as soon as possible to decide what to do when your supply runs out. Here are your choices:

- Change to another drug.

Our plan may cover a different drug that works for you. Call Member Services to ask for a list of drugs we cover that treat the same medical condition. The list can help your provider find a covered drug that may work for you.

OR

- Ask for an exception.

You and your provider can ask us to make an exception. For example, you can ask us to cover a drug that is not on our Drug List or ask us to cover the drug

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 151



without limits. If your provider says you have a good medical reason for an exception, they can help you ask for one.

D3. Asking for an exception

If a drug you take will be taken off our Drug List or limited in some way next year, we allow you to ask for an exception before next year.

- We tell you about any change in the coverage for your drug for next year. Ask us to make an exception and cover the drug for next year the way you would like.
- We answer your request for an exception within 72 hours after we get your request (or your prescriber's supporting statement).

To learn more about asking for an exception, refer to **Chapter 9**, Section G4, page 228 of your *Member Handbook*.

If you need help asking for an exception, contact Member Services.

E. Coverage changes for your drugs

Most changes in drug coverage happen on January 1, but we may add or remove drugs on our Drug List during the year. We may also change our rules about drugs. For example, we may:

- Decide to require or not require prior approval (PA) for a drug (permission from us before you can get a drug).
- Add or change the amount of a drug you can get (quantity limits).
- Add or change step therapy restrictions on a drug (you must try one drug before we cover another drug).

For more information on these drug rules, refer to **Section C**.

If you take a drug that we covered at the **beginning** of the year, we generally will not remove or change coverage of that drug **during the rest of the year** unless:

- a new, cheaper drug comes on the market that works as well as a drug on our Drug List now, **or**
- we learn that a drug is not safe, **or**
- a drug is removed from the market.

To get more information on what happens when our Drug List changes, you can always:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 152



- Check our current Drug List online at www.wellcare.com/healthnetCA **or**
- Call Member Services at the number at the bottom of the page to check our current Drug List.

Some changes to our Drug List will happen **immediately**. For example:

- **A new generic drug becomes available.** Sometimes, a new generic drug comes on the market that works as well as a brand name drug on the Drug List now. When that happens, we may remove the brand name drug and add the new generic drug, but your cost for the new drug will stay the same.

When we add the new generic drug, we may also decide to keep the brand name drug on the list but change its coverage rules or limits.

- We may not tell you before we make this change, but we will send you information about the specific change we made once it happens.
 - You or your provider can ask for an “exception” from these changes. We will send you a notice with the steps you can take to ask for an exception. Refer to **Chapter 9**, Section G4, page 228 of this *Member Handbook* for more information on exceptions.
- **A drug is taken off the market.** If the Food and Drug Administration (FDA) says a drug you are taking is not safe or the drug’s manufacturer takes a drug off the market, we take it off our Drug List. If you are taking the drug, we tell you. You can talk to your doctor about other options.

We may make other changes that affect the drugs you take. We tell you in advance about these other changes to our Drug List. These changes might happen if:

- The FDA provides new guidance or there are new clinical guidelines about a drug.
- We add a generic drug that is not new to the market **and**
 - Replace a brand name drug currently on our Drug List **or**
 - Change the coverage rules or limits for the brand name drug.

When these changes happen, we:

- Tell you at least 30 days before we make the change to our Drug List **or**
- Let you know and give you a 30-day supply of the drug after you ask for a refill.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 153



This gives you time to talk to your doctor or other prescriber. They can help you decide:

- If there is a similar drug on our Drug List you can take instead **or**
- If you should ask for an exception from these changes. To learn more about asking for exceptions, refer to **Chapter 9**, Section G4, page 228 of your *Member Handbook*.

We may make changes to drugs you take that do not affect you now. For such changes, if you are taking a drug we covered at the **beginning** of the year, we generally do not remove or change coverage of that drug **during the rest of the year**.

For example, if we remove a drug you are taking or limit its use, then the change does not affect your use of the drug for the rest of the year.

F. Drug coverage in special cases

F1. In a hospital or a skilled nursing facility for a stay that our plan covers

If you are admitted to a hospital or skilled nursing facility for a stay our plan covers, we generally cover the cost of your prescription drugs during your stay. You will not pay a copay. Once you leave the hospital or skilled nursing facility, we cover your drugs as long as the drugs meet all of our coverage rules.

F2. In a long-term care facility

Usually, a long-term care facility, such as a nursing facility, has its own pharmacy or a pharmacy that supplies drugs for all of their residents. If you live in a long-term care facility, you may get your prescription drugs through the facility's pharmacy if it is part of our network.

Check your *Provider and Pharmacy Directory* to find out if your long-term care facility's pharmacy is part of our network. If it is not or if you need more information, contact Member Services.

F3. In a Medicare-certified hospice program

Drugs are never covered by both hospice and our plan at the same time.

- If you are enrolled in a Medicare hospice and require certain drugs (e.g., a pain medication, anti-nausea drugs, laxative, or anti-anxiety drug) that are not covered by your hospice because it is unrelated to your terminal prognosis and related conditions, our plan must get notification from either the prescriber or your hospice provider that the drug is unrelated before we can cover the drug.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 154



- To prevent delays in getting any unrelated drugs that our plan should cover, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

If you leave hospice, our plan covers all of your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, take documentation to the pharmacy to verify that you left hospice.

Refer to earlier parts of this chapter that tell about drugs our plan covers. Refer to **Chapter 4**, Section E3, page 131 of your *Member Handbook* for more information about the hospice benefit.

G. Programs on drug safety and managing drugs

G1. Programs to help you use drugs safely

Each time you fill a prescription, we look for possible problems, such as drug errors or drugs that:

- may not be needed because you take another drug that does the same thing
- may not be safe for your age or gender
- could harm you if you take them at the same time
- have ingredients that you are or may be allergic to
- have unsafe amounts of opioid pain medications

If we find a possible problem in your use of prescription drugs, we work with your provider to correct the problem.

G2. Programs to help you manage your drugs

Our plan has a program to help members with complex health needs. In such cases, you may be eligible to get services, at no cost to you, through a medication therapy management (MTM) program. This program is voluntary and free. This program helps you and your provider make sure that your medications are working to improve your health. If you qualify for the program, a pharmacist or other health professional will give you a comprehensive review of all of your medications and talk with you about:

- how to get the most benefit from the drugs you take
- any concerns you have, like medication costs and drug reactions

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 155



- how best to take your medications
- any questions or problems you have about your prescription and over-the-counter medication

Then, they will give you:

- A written summary of this discussion. The summary has a medication action plan that recommends what you can do for the best use of your medications.
- A personal medication list that includes all medications you take, how much you take, and when and why you take them.
- Information about safe disposal of prescription medications that are controlled substances.

It's a good idea to talk to your doctor about your action plan and medication list.

- Take your action plan and medication list to your visit or anytime you talk with your doctors, pharmacists, and other health care providers.
- Take your medication list with you if you go to the hospital or emergency room.

MTM programs are voluntary and free to members who qualify. If we have a program that fits your needs, we enroll you in the program and send you information. If you do not want to be in the program, let us know, and we will take you out of it.

If you have questions about these programs, contact Member Services or your care coordinator.

G3. Drug management program for safe use of opioid medications

Our plan has a program that can help members safely use their prescription opioid medications and other medications that are frequently misused. This program is called a Drug Management Program (DMP).

If you use opioid medications that you get from several doctors or pharmacies or if you had a recent opioid overdose, we may talk to your doctors to make sure your use of opioid medications is appropriate and medically necessary. Working with your doctors, if we decide your use of prescription opioid or benzodiazepine medications is not safe, we may limit how you can get those medications. Limitations may include:

- Requiring you to get all prescriptions for those medications from certain pharmacies and/or from certain doctors
- Limiting the amount of those medications we cover for you

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 156



If we think that one or more limitations should apply to you, we send you a letter in advance. The letter will tell you if we will limit coverage of these drugs for you, or if you'll be required to get the prescriptions for these drugs only from a specific provider or pharmacy.

You will have a chance to tell us which doctors or pharmacies you prefer to use and any information you think is important for us to know. If we decide to limit your coverage for these medications after you have a chance to respond, we send you another letter that confirms the limitations.

If you think we made a mistake, you disagree that you are at risk for prescription drug misuse, or you disagree with the limitation, you and your prescriber can make an appeal. If you make an appeal, we will review your case and give you our decision. If we continue to deny any part of your appeal related to limitations to your access to these medications, we automatically send your case to an Independent Review Organization (IRO). (To learn more about appeals and the IRO, refer to **Chapter 9**, Section G6, page 233 of your *Member Handbook*.)

The DMP may not apply to you if you:

- have certain medical conditions, such as cancer or sickle cell disease,
- are getting hospice, palliative, or end-of-life care, **or**
- live in a long-term care facility.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 157



Chapter 6: What you pay for your Medicare and Medi-Cal Medicaid prescription drugs

Introduction

This chapter tells what you pay for your outpatient prescription drugs. By “drugs,” we mean:

- Medicare Part D prescription drugs, **and**
- Drugs and items covered under Medi-Cal Rx, **and**
- Drugs and items covered by our plan as additional benefits

Because you are eligible for Medi-Cal, you get “Extra Help” from Medicare to help pay for your Medicare Part D prescription drugs. We sent you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also known as the “Low Income Subsidy Rider” or the LIS Rider”), which tells you about your drug coverage. If you don’t have this insert, please call Member Services and ask for the “LIS Rider.”

Extra Help is a Medicare program that helps people with limited incomes and resources reduce Medicare Part D prescription drug costs, such as premiums, deductibles, and copays. Extra Help is also called the “Low-Income Subsidy,” or “LIS.”

Other key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.

To learn more about prescription drugs, you can look in these places:

- Our *List of Covered Drugs*.
 - We call this the “Drug List.” It tells you:
 - Which drugs we pay for
 - If there are any limits on the drugs
 - If you need a copy of our Drug List, call Member Services. You can also find the most current copy of our Drug List on our website at www.wellcare.com/healthnetCA.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 158



- Most of the prescription drugs you get from a pharmacy are covered by our plan. Other drugs, such as some over-the-counter (OTC) medications and certain vitamins, may be covered by Medi-Cal Rx. Please visit the Medi-Cal Rx website (medi-calrx.dhcs.ca.gov/) for more information. You can also call the Medi-Cal Rx Customer Service Center at 800-977-2273. Please bring your Medi-Cal Beneficiary Identification Card (BIC) when getting prescriptions through Medi-Cal Rx.”
- **Chapter 5**, Section A, page 141 of your *Member Handbook*.
 - It tells how to get your outpatient prescription drugs through our plan.
 - It includes rules you need to follow. It also tells which types of prescription drugs our plan does not cover.
 - When you use the plan’s “Real Time Benefit Tool” to look up drug coverage (refer to **Chapter 5**, Section B2, page 146), the cost shown is provided in “real time” meaning the cost displayed in the tool reflects a moment in time to provide an estimate of the out-of-pocket costs you are expected to pay. You can call your care coordinator or Member Services for more information.
- Our *Provider and Pharmacy Directory*.
 - In most cases, you must use a network pharmacy to get your covered drugs. Network pharmacies are pharmacies that agree to work with us.
 - The *Provider and Pharmacy Directory* lists our network pharmacies. Refer to **Chapter 5**, Section A, page 141 of your *Member Handbook* more information about network pharmacies.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 159



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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 160



A. The *Explanation of Benefits* (EOB)

Our plan keeps track of your prescription drugs. We keep track of costs:

- Your **total drug costs**. This is the amount of money you, or others on your behalf, pay for your prescriptions, plus the amount we pay.

When you get prescription drugs through our plan, we send you a summary called the *Explanation of Benefits*. We call it the EOB for short. The EOB is not a bill. The EOB has more information about the drugs you take such as increases in price and other drugs with lower cost sharing that may be available. You can talk to your prescriber about these lower cost options. The EOB includes:

- **Information for the month.** The summary tells what prescription drugs you got for the previous month. It shows the total drug costs, what we paid, and what you and others paying for you paid.
- **Year-to-date information.** This is your total drug costs and total payments made since January 1.
- **Drug price information.** This is the total price of the drug and any percentage change in the drug price since the first fill.
- **Lower cost alternatives.** When available, they appear in the summary below your current drugs. You can talk to your prescriber to find out more.

We offer coverage of drugs not covered under Medicare.

- Payments made for these drugs do not count towards your total out-of-pocket costs.
- Most of the prescription drugs you get from a pharmacy are covered by the plan. Other drugs, such as some over-the-counter (OTC) medications and certain vitamins, may be covered by Medi-Cal Rx. Please visit Medi-Cal Rx website (www.medi-calrx.dhcs.ca.gov) for more information. You can also call the Medi-Cal customer service center at 800-977-2273. Please bring your Medi-Cal beneficiary identification card (BIC) when getting prescriptions through Medi-Cal Rx.
- To find out which drugs our plan covers, refer to our Drug List.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 161



B. How to keep track of your drug costs

To keep track of your drug costs and the payments you make, we use records we get from you and from your pharmacy. Here is how you can help us:

1. Use your Member ID Card.

Show your Member ID Card every time you get a prescription filled. This helps us know what prescriptions you fill and what you pay.

2. Make sure we have the information we need.

Give us copies of receipts for covered drugs that you paid for. You can ask us to pay you back for the drug.

Here are some times when you should give us copies of your receipts:

- When you buy a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit
- When you pay a copay for drugs that you get under a drug maker's patient assistance program
- When you buy covered drugs at an out-of-network pharmacy
- When you pay the full price for a covered drug

For more information about asking us to pay you back for a drug, refer to **Chapter 7**, Section A, page 167 of your *Member Handbook*.

3. Send us information about payments others have made for you.

Payments made by certain other people and organizations also count toward your out-of-pocket costs. For example, payments made by an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs.

4. Check the EOBs we send you.

When you get an EOB in the mail, make sure it is complete and correct.

- **Do you recognize the name of each pharmacy?** Check the dates. Did you get drugs that day?

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 162



- **Did you get the drugs listed?** Do they match those listed on your receipts? Do the drugs match what your doctor prescribed?

For more information, you can call Wellcare by Health Net Member Services or read the Wellcare by Health Net *Member Handbook*, which can be accessed on our website: www.wellcare.com/healthnetCA.

What if you find mistakes on this summary?

If something is confusing or doesn't seem right on this EOB, please call us at Wellcare by Health Net Member Services. *You can also find answers to many questions on our website:* www.wellcare.com/healthnetCA.

What about possible fraud?

If this summary shows drugs you're not taking or anything else that seems suspicious to you, please contact us.

- Call us at Wellcare by Health Net Member Services.
- Or call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.

If you suspect that a provider who gets Medi-Cal has committed fraud, waste or abuse, it is your right to report it by calling the confidential toll-free number 1- 800-822-6222. Other methods of reporting Medi-Cal fraud may be found at: www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx

If you think something is wrong or missing, or if you have any questions, call Member Services. Keep these EOBs. They are an important record of your drug expenses.

C. You pay nothing for a one-month or long-term supply of drugs

With our plan, you pay nothing for covered drugs as long as you follow our rules.

C1. Getting a long-term supply of a drug

For some drugs, you can get a long-term supply (also called an “extended supply”) when you fill your prescription. A long-term supply is up to a 90-day supply. There is no cost to you for a long-term supply.

For details on where and how to get a long-term supply of a drug, refer to **Chapter 5**, Section A7, page 144 of your *Member Handbook* or our *Provider and Pharmacy Directory*.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 163



C2. What you pay

Most of the prescription drugs you get from a pharmacy are covered by the plan. Other drugs, such as some over-the-counter (OTC) medications and certain vitamins, may be covered by Medi-Cal Rx. Please visit Medi-Cal Rx website (medi-calrx.dhcs.ca.gov/) for more information. You can also call the Medi-Cal customer service center at 800-977-2273. Please bring your Medi-Cal beneficiary identification card (BIC) when getting prescriptions through Medi-Cal Rx.

Your share of the cost when you get a one-month or long-term supply of a covered prescription drug from:

	A network pharmacy	Our plan's mail-order service	A network long-term care pharmacy	An out-of-network pharmacy
	A one-month or up to a 100-day supply	A one-month or up to a 100-day supply	Up to a 31-day supply	Up to a 30-day supply. Coverage is limited to certain cases. Refer to Chapter 5 , Section A8, page 145 of your <i>Member Handbook</i> for details.
Cost-sharing Tier 1 (All Part D Drugs)	\$0	\$0	\$0	\$0

For information about which pharmacies can give you long-term supplies, refer to our plan's *Provider and Pharmacy Directory*.

D. Vaccinations

Important Message About What You Pay for Vaccines: Some vaccines are considered medical benefits. Other vaccines are considered Medicare Part D drugs. You can find these vaccines listed in the plan's *List of Covered Drugs (Formulary)*. Our plan covers most adult Medicare Part D vaccines at no cost to you. Refer to your plan's *List of Covered Drugs (Formulary)* or contact Member Services for coverage and cost sharing details about specific vaccines.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 164



There are two parts to our coverage of Medicare Part D vaccinations:

1. The first part of coverage is for the cost of **the vaccine itself**. The vaccine is a prescription drug.
2. The second part of coverage is for the cost of **giving you the vaccine**. For example, sometimes you may get the vaccine as a shot given to you by your doctor.

D1. What you need to know before you get a vaccination

We recommend that you call Member Services if you plan to get a vaccination.

- We can tell you about how our plan covers your vaccination.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 165



Chapter 7: Asking us to pay a bill you got for covered services or drugs

Introduction

This chapter tells you how and when to send us a bill to ask for payment. It also tells you how to make an appeal if you do not agree with a coverage decision. Key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.

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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 166



A. Asking us to pay for your services or drugs

You should not get a bill for in-network services or drugs. Our network providers must bill the plan for your covered services and drugs after you get them. A network provider is a provider who works with the health plan.

We do not allow Wellcare by Health Net providers to bill you for these services or drugs. We pay our providers directly, and we protect you from any charges.

If you get a bill for health care or drugs, do not pay the bill and send the bill to us. To send us a bill, refer to **Section B**, page 170 of this chapter.

If we cover the services or drugs, we will pay the provider directly.

- If we cover the services or drugs and you already paid the bill, it is your right to be paid back.
 - If you paid for services covered by Medicare, we will pay you back.
- If you paid for Medi-Cal services you already received, you may qualify to be reimbursed (paid back) if you meet all of the following conditions:
 - The service you received is a Medi-Cal covered service that we are responsible for paying. We will not reimburse you for a service that is not covered by Wellcare by Health Net.
 - You received the covered service after you became an eligible Wellcare by Health Net member.
 - You ask to be paid back within one year from the date you received the covered service.
 - You provide proof that you paid for the covered service, such as a detailed receipt from the provider.
 - You received the covered service from a Medi-Cal enrolled provider in Wellcare by Health Net's network. You do not need to meet this condition if you received emergency care, family planning services, or another service that Medi-Cal allows out-of-network providers to perform without pre-approval (prior authorization).
- If the covered service normally requires pre-approval (prior authorization), you need to provide proof from the provider that shows a medical need for the covered service.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 167



- Wellcare by Health Net will tell you if they will reimburse you in a letter called a Notice of Action. If you meet all of the above conditions, the Medi-Cal-enrolled provider should pay you back for the full amount you paid. If the provider refuses to pay you back, Wellcare by Health Net will pay you back for the full amount you paid. We will reimburse you within 45 working days of receipt of the claim. If the provider is enrolled in Medi-Cal, but is not in our network and refuses to pay you back, Wellcare by Health Net will pay you back, but only up to the amount that FFS Medi-Cal would pay. Wellcare by Health Net will pay you back for the full out-of-pocket amount for emergency services, family planning services, or another service that Medi-Cal allows to be provided by out-of-network providers without pre-approval. If you do not meet one of the above conditions, we will not pay you back.
- We will not pay you back if:
 - You asked for and received services that are not covered by Medi-Cal, such as cosmetic services.
 - The service is not a covered service for Wellcare by Health Net.
 - You went to a doctor who does not take Medi-Cal and you signed a form that said you want to be seen anyway and you will pay for the services yourself.
- If we do not cover the services or drugs, we will tell you.

Contact Member Services if you have any questions. If you get a bill and you don't know what to do about it, we can help. You can also call if you want to tell us information about a request for payment you already sent to us.

Here are examples of times when you may need to ask us to pay you back or to pay a bill you got:

1. When you get emergency or urgently needed health care from an out-of-network provider.

Ask the provider to bill us.

- If you pay the full amount when you get the care, ask us to pay you back. Send us the bill and proof of any payment you made.
- You may get a bill from the provider asking for payment that you think you don't owe. Send us the bill and proof of any payment you made.
 - If the provider should be paid, we will pay the provider directly.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 168



- If you already paid for the Medicare service, we will pay you back

2. When a network provider sends you a bill

Network providers must always bill us. It's important to show your Member ID Card when you get any services or prescriptions. But sometimes they make mistakes, and ask you to pay for your services or more than your share of the costs. **Call Member Services** at the number at the bottom of this page **if you get any bills**.

- Because we pay the entire cost for your services, you are not responsible for paying any costs. Providers should not bill you anything for these services.
- Whenever you get a bill from a network, send us the bill. We will contact the provider directly and take care of the problem.
- If you already paid a bill from a network provider for Medicare-covered services, send us the bill and proof of any payment you made. We will pay you back for your covered services.

3. If you are retroactively enrolled in our plan

Sometimes your enrollment in the plan can be retroactive. (This means that the first day of your enrollment has passed. It may have even been last year.)

- If you were enrolled retroactively and you paid a bill after the enrollment date, you can ask us to pay you back.
- Send us the bill and proof of any payment you made.

4. When you use an out-of-network pharmacy to get a prescription filled

If you use an out-of-network pharmacy, you pay the full cost of your prescription.

- In only a few cases, we will cover prescriptions filled at out-of-network pharmacies. Send us a copy of your receipt when you ask us to pay you back.
- Refer to **Chapter 5** of your *Member Handbook* to learn more about out-of-network pharmacies.

5. When you pay the full Medicare Part D prescription cost because you don't have your Member ID Card with you

If you don't have your Member ID Card with you, you can ask the pharmacy to call us or look up your plan enrollment information.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 169



- If the pharmacy can't get the information right away, you may have to pay the full prescription cost yourself or return to the pharmacy with your Member ID Card.
- **Send us a copy of your receipt when you ask us to pay you back .**

6. When you pay the full Medicare Part D prescription cost for a drug that's not covered.

You may pay the full prescription cost because the drug isn't covered.

- The drug may not be on our *List of Covered Drugs* (Drug List) on our website, or it may have a requirement or restriction that you don't know about or don't think applies to you. If you decide to get the drug, you may need to pay the full cost.
 - If you don't pay for the drug but think we should cover it, you can ask for a coverage decision (refer to **Chapter 9**, Section G4, page 228 of your *Member Handbook*).
 - If you and your doctor or other prescriber think you need the drug right away, (within 24 hours), you can ask for a fast coverage decision (refer to **Chapter 9**, Section G4, page 228 of your *Member Handbook*).
- Send us a copy of your receipt when you ask us to pay you back. In some cases, we may need to get more information from your doctor or other prescriber to pay you back for the drug.

When you send us a request for payment, we review it and decide whether the service or drug should be covered. This is called making a "coverage decision." If we decide the service or drug should be covered, we pay for it.

If we deny your request for payment, you can appeal our decision. To learn how to make an appeal, refer to **Chapter 9**, Section G5, page 230 of your *Member Handbook*.

B. Sending us a request for payment

Send us your bill and proof of any payment you made for Medicare services or call us. Proof of payment can be a copy of the check you wrote or a receipt from the provider. **It's a good idea to make a copy of your bill and receipts for your records.** You can ask your care coordinator for help. You must send your information to us within 30 days from the date of the date you received the service, item, or drug.

To make sure you give us all the information we need to decide, you can fill out our claim form to ask for payment.

- You aren't required to use the form, but it helps us process the information faster.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 170



- You can get the form on our website (www.wellcare.com/healthnetCA), or you can call Member Services and ask for the form.

Mail your request for payment together with any bills or receipts to this address:

Medical Claims address:

Wellcare by Health Net

Attn: Member Reimbursement Dept

P.O. Box 9030

Farmington, MO 63640

You must submit your claim to us within one calendar year of the date you got the service, item.

Pharmacy Claims address:

Wellcare by Health Net

Attn: Member Reimbursement Dept

P.O. Box 31577

Tampa, FL 33631-3577

You must submit your claim to us within three years from the date you got the drug.

C. Coverage decisions

When we get your request for payment, we make a coverage decision. This means that we decide if our plan covers your service, item, or drug. We also decide the amount of money, if any, you must pay.

- We will let you know if we need more information from you.
- If we decide that our plan covers the service, item, or drug and you followed all the rules for getting it, we will pay for it. If you already paid for the service or drug, we will mail you a check for what you paid. If you haven't paid, we will pay the provider directly.

Chapter 3, Section B, page 50 of your *Member Handbook* explains the rules for getting your services covered.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 171



Chapter 5, Section A, page 141 of your *Member Handbook* explains the rules for getting your Medicare Part D prescription drugs covered.

- If we decide not to pay for the service or drug, we will send you a letter with the reasons. The letter also explains your rights to make an appeal.
- To learn more about coverage decisions, refer to **Chapter 9**, Section E, page 207.

D. Appeals

If you think we made a mistake in turning down your request for payment, you can ask us to change our decision. This is called “making an appeal.” You can also make an appeal if you don’t agree with the amount we pay.

The formal appeals process has detailed procedures and deadlines. To learn more about appeals, refer to **Chapter 9**, Section E2, page 208 of your *Member Handbook*:

- To make an appeal about getting paid back for a health care service, refer to **Chapter 9**, Section E, page 207.
- To make an appeal about getting paid back for a drug, refer to **Chapter 9**, Section G5, page 230.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 172



Chapter 8: Your rights and responsibilities

Introduction

This chapter includes your rights and responsibilities as a member of our plan. We must honor your rights. Key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.

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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 173



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A. Your right to get services and information in a way that meets your needs

We must ensure **all** services are provided to you in a culturally competent and accessible manner. We must also tell you about our plan's benefits and your rights in a way that you can understand. We must tell you about your rights each year that you are in our plan.

- To get information in a way that you can understand, call Member Services. Our plan has free interpreter services available to answer questions in different languages.
- Our plan can also give you materials in languages other than English and in formats such as large print, braille, or audio. To obtain materials in one of these alternative formats, please call Member Services at 1-800-431-9007 (TTY: 711) or write to:

Wellcare by Health Net
7700 Forsyth Boulevard
Clayton, MO 63105

Wellcare by Health Net wants to make sure you understand your health plan information. We can send materials to you in another language or alternate format if you ask for it this way. This is called a “standing request.” We will document your choice. Please call us if:

- You want to get your materials in Arabic, Armenian, Cambodian (Khmer), Chinese (traditional characters), Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese, Hmong or in an alternate format. You can ask for one of these languages in an alternate format.
- You want to change the language or format that we send you materials.

If you need help understanding your plan materials, please contact Wellcare by Health Net Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

If you have trouble getting information from our plan because of language problems or a disability and you want to file a complaint, call:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 175



- Medicare at 1-800-MEDICARE (1-800-633-4227). You can call 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
- Medi-Cal Office of Civil Rights at 916-440-7370. TTY users should call 711
- U.S Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7697.

لديك الحق في الحصول على الخدمات والمعلومات بالطريقة التي نفي باحتياجاتك

يجب أن نضمن تقديم كل الخدمات لك بطريقة تتسم بالكفاءة الثقافية وسهولة الوصول. ويتوجب علينا أيضًا إخبارك عن مزايا الخطة التي نقدمها وحقوقك بطريقة يمكنك فهمها. ولا بد لنا أن نخبرك بحقوقك سنويًا طالما أنك تشترك معنا في خطتنا.

- للحصول على المعلومات بطريقة تتمكن من فهمها، اتصل بخدمات الأعضاء. تتضمن خطتنا خدمات ترجمة فورية مجانية متاحة للإجابة على الأسئلة بلغات مختلفة.
- بمقدور خطتنا تزويدك أيضًا بمواد بلغات أخرى غير اللغة الإنجليزية وبتنسيقات مختلفة مثل الطباعة بأحرف كبيرة أو طريقة برايل أو التسجيل الصوتي. للحصول على المواد بأحد هذه التنسيقات البديلة، يرجى الاتصال بخدمات الأعضاء على الرقم 1-800-431-9007 (الهاتف النصي TTY: 711) أو إرسال خطاب إلى:

Wellcare by Health Net
7700 Forsyth Boulevard
Clayton, MO 63105

ترغب Wellcare by Health Net في التأكد من أنك تفهم معلومات خطتك الصحية. يمكننا أن نرسل إليك مواد بلغة أخرى أو بتنسيق بديل إذا طلبت ذلك. يُطلق على ذلك اسم "الطلب القائم". وسنقوم بتوثيق اختيارك. الرجاء الاتصال بنا في حالة:

- كنت تريد الحصول على المواد باللغة العربية أو الأرمنية أو الكمبودية (الخميرية) أو الصينية (بأحرف تقليدية) أو الفارسية أو الكورية أو الروسية أو الإسبانية أو التاجالوجية أو الفيتنامية أو بتنسيق بديل. يمكنك طلب إحدى هذه اللغات بتنسيق بديل.
- كنت تريد تغيير اللغة أو التنسيق الذي نرسل به المواد إليك.

إذا كنت بحاجة إلى مساعدة لفهم مواد خطتك، فيرجى الاتصال بخدمات أعضاء Wellcare by Health Net على الرقم 1-800-431-9007 (الهاتف النصي TTY: 711). في الفترة ما بين 1 أكتوبر و31 مارس، يكون الممثلون متاحون من الإثنين إلى الأحد، من الساعة 8 صباحًا إلى الساعة 8 مساءً. وفي الفترة ما بين 1 أبريل و30 سبتمبر، يكون الممثلون متاحون من الإثنين إلى الجمعة، من الساعة 8 صباحًا إلى الساعة 8 مساءً.

إذا كنت تواجه صعوبة في الحصول على معلومات من خطتنا نتيجة لمشاكل تخص اللغة أو الإعاقة وتريد تقديم شكوى، فاتصل بـ:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 176



- Ցանկանում եք փոխել լեզուն կամ ձևաչափը, որով մենք ձեզ նյութեր ենք ուղարկում:

Եթե ծրագրի նյութերը հասկանալու հարցում օգնության կարիք ունեք, ապա խնդրում ենք դիմել Wellcare by Health Net-ի Անդամների ծառայությունների կենտրոն՝ 1-800-431-9007 հեռախոսահամարով (TTY՝ 711): Հոկտեմբերի 1-ից մարտի 31-ն ընկած ժամանակահատվածում ներկայացուցիչները հասանելի են երկուշաբթիից կիրակի, ժամը՝ 8 a.m. - 8 p.m.: Ապրիլի 1-ից սեպտեմբերի 30-ն ընկած ժամանակահատվածում ներկայացուցիչները հասանելի են երկուշաբթիից ուրբաթ օրերին, ժամը՝ 8 a.m. - 8 p.m.:

Եթե մեր ծրագրից տեղեկություն ստանալու դժվարություններ ունեք լեզվի խնդիրների կամ հաշմանդամության պատճառով և ցանկանում եք զանազատ ներկայացնել, ապա զանգահարեք

- Medicare-ին՝ 1-800-MEDICARE (1-800-633-4227) հեռախոսահամարով: Կարող եք զանգահարել օրը 24 ժամ, շաբաթը 7 օր: TTY օգտագործողները պետք է զանգահարեն 1-877-486-2048 հեռախոսահամարով:
- ԱՄ Առողջության և մարդու ծառայությունների բաժանմունքի Քաղաքացիական իրավունքների գրասենյակ՝ 1-800-368-1019 հեռախոսահամարով: TTY օգտվողները պետք է զանգահարեն 1-800-537-7697 հեռախոսահամարով:
- Medi-Cal Քաղաքացիական իրավունքների գրասենյակ՝ 916-440-7370: TTY օգտագործողները պետք է զանգահարեն՝ 711:

Տիրոջ հետ հարաբերությունները

Նախապես պարզեցված ձևով բացատրվող հարաբերություններ

Կարող եք հարցեր ունենալ մեր հարաբերությունների մասին, եթե ցանկանալով, օգտագործեք մեր հարաբերությունների կենտրոնը: Եթե ցանկանալով, կարող եք հարցեր ունենալ մեր հարաբերությունների մասին, եթե ցանկանալով, օգտագործեք մեր հարաբերությունների կենտրոնը:

- Եթե ցանկանալով, կարող եք հարցեր ունենալ մեր հարաբերությունների մասին, եթե ցանկանալով, օգտագործեք մեր հարաբերությունների կենտրոնը:
- Եթե ցանկանալով, կարող եք հարցեր ունենալ մեր հարաբերությունների մասին, եթե ցանկանալով, օգտագործեք մեր հարաբերությունների կենտրոնը:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 178

ណាមួយក្នុងចំណោមទម្រង់ទាំងនេះ សូមទូរសព្ទទៅកាន់សេវាសមាជិកតាមលេខ 1-800-431-9007 (TTY: 711) ឬសរសេរទៅកាន់៖

Wellcare by Health Net
7700 Forsyth Boulevard
Clayton, MO 63105

Wellcare by Health Net ចង់ធ្វើឱ្យប្រាកដថា អ្នកយល់អំពីព័ត៌មានគម្រោងសុខភាពរបស់អ្នក។

យើងអាចបញ្ជូនព័ត៌មានទៅកាន់អ្នកជាភាសាមួយទៀតឬជាទម្រង់ផ្សេងទៀត បើសិនអ្នកស្នើសុំវាបែបនេះ។ នេះត្រូវបានគេហៅថា "សំណើអចិន្ត្រៃយ៍"។ យើងនឹងចងក្រងឯកសារជម្រើសរបស់អ្នក។ សូមហៅទូរសព្ទមកពួកយើង បើសិន៖

- អ្នកចង់ទទួលបានព័ត៌មានរបស់អ្នកជាភាសាអារ៉ាប់ អាមេនី កម្ពុជា (ខ្មែរ) ចិន (អក្សរចិនបុរាណ) ហ្វារស៊ី កូរ៉េ រុស្ស៊ី អេស្ប៉ាញ តាហ្គាឡ វៀតណាម ឬ ជាទម្រង់ផ្សេង។
អ្នកអាចស្នើសុំភាសាណាមួយក្នុងចំណោមភាសាទាំងនេះជាទម្រង់ផ្សេងបាន។
- អ្នកចង់ផ្លាស់ប្តូរភាសា ឬទម្រង់នៃព័ត៌មាន ដែលយើងផ្ញើទៅកាន់អ្នក។

ប្រសិនបើអ្នកត្រូវការជំនួយក្នុងការស្វែងយល់អំពីឯកសាររបស់គម្រោងរបស់អ្នក សូមទាក់ទងផ្នែកសេវាបម្រើសមាជិករបស់ Wellcare by Health Net តាមរយៈលេខ 1-800-431-9007 (TTY: 711)។ ចន្លោះពីថ្ងៃទី 1 ខែតុលា និងថ្ងៃទី 31 ខែមីនា អ្នកតំណាងអាចរកបានពីថ្ងៃចន្ទ ដល់ ថ្ងៃអាទិត្យ ពីម៉ោង 8 ព្រឹក ដល់ ម៉ោង 8 យប់។ ចន្លោះពីថ្ងៃទី 1 ខែមេសា និងថ្ងៃទី 30 ខែកញ្ញា អ្នកតំណាងអាចរកបានពីថ្ងៃចន្ទដល់ថ្ងៃសុក្រ ពីម៉ោង 8 ព្រឹក ដល់ ម៉ោង 8 យប់។

ប្រសិនបើអ្នកមានបញ្ហាក្នុងការទទួលបានព័ត៌មានពីគម្រោងរបស់យើងខ្ញុំព្រោះតែបញ្ហាភាសា ឬពិការភាព ហើយអ្នកចង់ដាក់បណ្តឹងតវ៉ា នោះសូមទូរសព្ទទៅកាន់៖

- Medicare តាមរយៈលេខ 1-800-MEDICARE (1-800-633-4227)។ អ្នកអាចហៅទូរសព្ទ 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍ ។ អ្នកប្រើ TTY គួរតែទូរសព្ទទៅលេខ 1-877-486-2048។
- ការិយាល័យសម្រាប់សិទ្ធិស៊ីវិលរបស់ក្រសួងសេវាសុខាភិបាល និងមនុស្ស តាមរយៈលេខ 1-800-368-1019 ។ អ្នកប្រើ TTY គួរហៅទៅកាន់លេខ 1-800-537-7697 ។
- ការិយាល័យសម្រាប់សិទ្ធិស៊ីវិលរបស់ Medi-Cal តាមលេខ 916-440-7370។ អ្នកប្រើប្រាស់ TTY គួរទូរសព្ទទៅកាន់លេខ 711។

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 179



您有權以符合您需求的方式取得服務和資訊

我們必須確保**所有**服務均以文化適合且可以取得的方式提供給您。我們也必須透過您能夠瞭解的方式告知您有關我們計劃的福利及您的權利。只要您尚在本計劃中，我們每年皆必須告知您有關您的權利。

- 如欲透過您能夠瞭解的方式取得資訊，請致電會員服務部。本項計劃有免費口譯服務，能以不同語言回答問題。
- 本計畫也可以為您提供英語以外的語言版本、大字版、點字版或語音版的資訊。若要取得以上替代格式的材料，請致電會員服務部：1-800-431-9007 (TTY: 711) 或寫信至：

Wellcare by Health Net
7700 Forsyth Boulevard
Clayton, MO 63105

Wellcare by Health Net 希望確保您瞭解自己的健保計劃資訊。如果您提出要求，我們可以用其他語言或其他格式向您傳送材料。這被稱為「長期申請」。我們將會記錄您的選擇。如果您有以下要求，請致電我們：

- 您需要阿拉伯語、亞美尼亞語、柬埔寨語 (高棉語)、中文 (繁體字)、波斯語、韓語、俄語、西班牙語、塔加洛語、越南語或其他格式的材料。您可以要求用另一種格式提供其中一種語言。
- 您想變更我們向您傳送材料的語言或格式。

如果您需要幫助來瞭解自己的計劃材料，請致電聯絡 Wellcare by Health Net 會員服務部，電話是 1-800-431-9007 (聽障專線：711)。在 10 月 1 日至 3 月 31 日期間，代表的服務時間為週一至週日，早上 8 點至晚上 8 點。在 4 月 1 日至 9 月 30 日期間，代表的服務時間為週一至週五，早上 8 點至晚上 8 點。

如果您因語言問題或身心障礙，而在向本計劃取得資訊時遭遇困難，因而想要提出投訴，請致電：

- Medicare，電話是：1-800-MEDICARE (1-800-633-4227)。您可以全天候撥打，每天 24 小時，每週 7 天均提供服務。聽障專線使用者請致電 1-877-486-2048。
- U.S. Department of Health and Human Services, Office for Civil Rights，電話是：1-800-368-1019。聽障專線使用者請致電 1-800-537-7697。
- Medi-Cal Office of Civil Rights 電話是：916-440-7370。聽障專線使用者請撥打 711。

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 180



شما حق دارید خدمات و اطلاعات را به صورتی دریافت کنید که نیازهای شما را برآورده کند

ما باید اطمینان حاصل کنیم که همه خدمات به شیوه‌ی فرهنگی مناسب و قابل دسترس به شما ارائه می‌شود. همچنین ما باید مزایای برنامه درمانی و حقوق قانونی شما را به صورتی به شما بگوئیم که برایتان قابل فهم باشد. ما باید هر سال حقوق قانونی که در برنامه ما دارید را به شما بگوئیم.

- برای دریافت اطلاعات به شکلی که برایتان قابل فهم باشد، با مرکز خدمات تماس بگیرید. طرح ما دارای خدمات مترجم رایگان برای پاسخ به سؤالات به زبان‌های مختلف است.
- برنامه ما همچنین می‌تواند مطالبی به همه زبان‌های غیر از انگلیسی و فرمت‌هایی مثل چاپ درشت، خط بریل و فرمت صوتی برای شما فراهم کند. برای دریافت مطالب در یکی از این قالب‌های جایگزین، لطفاً با خدمات اعضا به شماره 1-800-431-9007 (TTY: 711) تماس بگیرید یا با آدرس زیر مکاتبه کنید:

Wellcare by Health Net
7700 Forsyth Boulevard
Clayton, MO 63105

Wellcare by Health Net می‌خواهد مطمئن شود که اطلاعات برنامه سلامت خود را درک کرده‌اید. در صورت درخواست شما، می‌توانیم مطالب را به زبان‌ها یا قالب‌های دیگر برای شما ارسال کنیم. این کار «درخواست دائمی» نامیده می‌شود. ما انتخاب شما را ثبت می‌کنیم. لطفاً در موارد زیر با ما تماس بگیرید:

- تمایل دارید مطالب را به زبان‌های عربی، ارمنی، کامبوجی (خمیر)، چینی (نویسه‌های سنتی)، فارسی، کره‌ای، روسی، اسپانیایی، تاگالوگ، ویتنامی یا در قالب دیگر دریافت کنید. می‌توانید یکی از این زبان‌ها را در قالب جایگزین درخواست کنید.
- تمایل دارید زبان یا قالب مطالب ارسالی‌مان به شما را تغییر دهید.

چنانچه برای درک مطالب برنامه خود نیاز به کمک دارید، لطفاً با مرکز خدمات اعضای به این شماره تماس بگیرید 1-800-431-9007 (TTY: 711) تماس بگیرید. بین 1 اکتبر و 31 مارس، نمایندگان از دوشنبه تا یکشنبه، 8 صبح تا 8 بعدازظهر در دسترس هستند. بین 1 آوریل و 30 سپتامبر، نمایندگان از دوشنبه تا جمعه، 8 صبح تا 8 بعدازظهر در دسترس هستند.

اگر به خاطر مشکلات زبانی یا معلولیت، در دریافت اطلاعات از برنامه درمانی ما با مشکل مواجه هستید و می‌خواهید شکایتی را اقامه کنید، با این شماره‌ها تماس بگیرید:

- Medicare به شماره (1-800-633-4227) 1-800-MEDICARE می‌توانید در 24 ساعت شبانه‌روز و 7 روز هفته تماس بگیرید. کاربران TTY باید با شماره 1-877-486-2048 تماس بگیرند.
- با اداره بهداشت و خدمات انسانی ایالات متحده، دفتر حقوق مدنی به شماره 1-800-368-1019 تماس بگیرید. کاربران TTY باید با شماره 1-800-537-7697 تماس بگیرند.
- دفتر حقوق مدنی Medi-Cal به شماره 916-440-7370. کاربران TTY باید با 711 تماس بگیرند.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 181



귀하의 필요에 부합되는 방식으로 서비스와 정보를 받아볼 권리

모든 서비스가 문화적으로 유능하고 접근 가능한 방식으로 귀하에게 제공될 수 있도록 해야 합니다. 당사는 또한 당사 플랜의 혜택, 귀하의 권리를 반드시 귀하가 이해할 수 있는 방식으로 귀하에게 알려 드려야 합니다. 또한 귀하께서 당사의 보험 플랜에 계속해 가입해 있는 한 매년 반드시 귀하의 권리를 공지해 드려야 합니다.

- 귀하가 이해하실 수 있는 방법으로 정보를 얻으시려면 가입자 서비스부에 문의해 주십시오. 당사 플랜은 다양한 언어로 질문에 답변하기 위해 무료 통역 서비스를 제공합니다.
- 당사 플랜은 영어 이외의 다른 언어와 대형 인쇄체, 점자 또는 오디오 형식으로 된 자료도 제공해 드릴 수 있습니다. 이러한 대체 형식 중 하나로 자료를 구하려면 가입자 서비스부에 1-800-431-9007(TTY: 711)번으로 문의하시거나 다음 주소로 편지를 보내 주십시오.

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Wellcare by Health Net는 귀하가 자신의 건강 플랜 정보를 확실히 이해하실 수 있도록 도울 것입니다. 귀하의 요청이 있을 경우, 다른 언어로 작성되었거나 대체 형식으로 제작된 자료를 보내드릴 수 있습니다. 이를 “지속 요청”이라 합니다. 귀하가 선택하신 방식으로 문서를 준비하여 발송해 드립니다. 아래와 같은 경우라면 문의해 주십시오.

- 아랍어, 아르메니아어, 캄보디아어(크메르어), 중국어(번체), 이란어, 한국어, 러시아어, 스페인어, 타갈로그어, 베트남어 등의 언어로 된 자료나 다른 형태로 된 자료를 받고 싶으실 수 있습니다. 이들 언어 중 한 가지를 선택하여 대체 형식 자료를 요청하실 수 있습니다.
- 당사가 가입자에게 보내드리는 자료의 언어나 형식을 바꾸고 싶으실 수도 있습니다.

귀하의 플랜 자료를 이해하는 데 있어 도움이 필요하시면, Wellcare by Health Net 가입자 서비스부에 1-800-431-9007(TTY: 711)번으로 연락해 주십시오. 10월 1일부터 3월 31일까지는 상담원과 월요일~일요일, 오전 8시~오후 8시에 통화하실 수 있습니다. 4월 1일부터 9월 30일까지는 월요일~금요일, 오전 8시~오후 8시에 통화하실 수 있습니다.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 182



당사 플랜에 대한 정보를 얻는 데 있어 언어나 장애 문제로 어려움이 있고 이에 대해 불만을 제기하기 원하시면,

- Medicare에 1-800-MEDICARE(1-800-633-4227)로 문의해 주십시오. 주 7일 24시간 언제든지 문의하실 수 있습니다. TTY 사용자는 1-877-486-2048번으로 문의하시면 됩니다.
- 미국 보건 복지부(Department of Health and Human Services) 인권 사무국(Office for Civil Rights)에 1-800-368-1019번으로 문의해 주십시오. TTY 사용자는 1-800-537-7697번으로 문의해 주십시오.
- Medi-Cal 인권 사무국(Office of Civil Rights)에 916-440-7370번으로 문의해 주십시오. TTY 사용자는 711번으로 문의해 주십시오.

Ваше право на получение услуг и информации в соответствии с вашими потребностями

Мы должны обеспечить, чтобы **все** услуги предоставлялись вам доступным образом и с учетом культурных особенностей. Мы также должны сообщать вам об объеме покрываемых услуг в рамках плана и ваших правах в понятной для вас форме. Пока вы остаетесь участником нашего плана, мы должны каждый год сообщать вам о ваших правах.

- Для того чтобы получить информацию в удобной для вас форме, позвоните в наш отдел обслуживания участников плана. Наш план предоставляет бесплатные услуги переводчика, который поможет ответить на ваши вопросы на необходимом вам языке.
- Наш план также может предоставить вам материалы на языках, отличных от английского, и в таких форматах, как крупный шрифт, шрифт Брайля или аудиозапись. Чтобы получить материалы в одном из этих альтернативных форматов, позвоните в отдел обслуживания участников плана по номеру 1-800-431-9007 (TTY: 711) либо напишите по адресу:

Wellcare by Health Net
7700 Forsyth Boulevard
Clayton, MO 63105

Мы хотим, чтобы вы понимали всю информацию, связанную с вашим планом страхования Wellcare by Health Net. По вашему запросу мы можем присылать вам материалы на другом языке или в другом формате. Такой запрос называется «постоянно действующим запросом». Мы внесем ваш выбор в свою документацию. Позвоните нам, если:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 183



- Вы хотите получать материалы на арабском, армянском, камбоджийском (кхмерском), китайском (традиционном), корейском, русском, испанском, тагальском, вьетнамском языках, на фарси или же в другом формате. Вы можете запросить материалы на одном из этих языков в другом формате.
- Вы хотите изменить язык или формат материалов, которые мы вам присылаем.

Если вам нужна помощь с пониманием информации, представленной в материалах о плане страхования, обратитесь в отдел обслуживания участников плана Wellcare by Health Net по номеру 1-800-431-9007 (TTY: 711). С 1 октября по 31 марта наши представители доступны с понедельника по воскресенье с 8 а.м. до 8 р.м. С 1 апреля по 30 сентября с нашими представителями можно связаться с понедельника по пятницу с 8 а.м. до 8 р.м.

Если у вас возникли трудности при получении информации от сотрудников нашего плана из-за языкового барьера или ограниченных возможностей и вы хотите подать жалобу, позвоните в:

- Medicare по номеру 1-800-MEDICARE (1-800-633-4227). Эта линия работает круглосуточно и без выходных. При использовании TTY набирайте 1-877-486-2048.
- Управление по гражданским правам (Office for Civil Rights) при Департаменте здравоохранения и социальных служб США (U.S. Department of Health and Human Services) по номеру 1-800-368-1019. При использовании TTY набирайте 1-800-537-7697.
- Управление по гражданским правам (Office of Civil Rights) Medi-Cal по номеру 916-440-7370. При использовании TTY набирайте 711.

Su derecho a obtener información y servicios de manera tal que satisfaga sus necesidades

Debemos garantizar que **todos** los servicios se le proporcionen de una manera accesible y culturalmente competente. Además, debemos explicarle los beneficios de nuestro plan y sus derechos de una manera que usted pueda comprender. Debemos explicarle sus derechos cada año que tenga la cobertura de nuestro plan.

- Para obtener información de una manera que usted pueda comprender, llame al Departamento de Servicios al Afiliado. Nuestro plan ofrece servicios de interpretación gratuitos para responder preguntas en diferentes idiomas.
- El plan también puede proporcionarle material en otros idiomas, además del inglés, y en distintos formatos como en braille, en audio o en letra grande. Para

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 184



obtener materiales en uno de estos formatos alternativos, llame al Departamento de Servicios para Miembros al 1-800-431-9007 (TTY: 711) o escriba a la siguiente dirección:

Wellcare by Health Net
7700 Forsyth Boulevard
Clayton, MO 63105

Wellcare by Health Net quiere asegurarse de que comprende la información de su plan de salud. Podemos enviarle materiales en otros idiomas o en formatos alternativos si así los solicita. Esto se denomina “solicitud permanente”.

Guardaremos su elección. Llámenos en los siguientes casos:

- Si quiere recibir sus materiales en árabe, armenio, camboyano (jemer), chino (caracteres tradicionales), farsi, coreano, ruso, español, tagalo o vietnamita, o en un formato alternativo. También puede solicitar que se le envíen en uno de estos idiomas y, a su vez, en un formato alternativo.
- Si quiere cambiar el idioma o el formato en el que le enviamos los materiales.

Si necesita ayuda para entender los materiales de su plan, comuníquese con el Departamento de Servicios para Miembros de Wellcare by Health Net al 1-800-431-9007 (TTY: 711). Entre el 1 de octubre y el 31 de marzo, los representantes están disponibles de lunes a domingo, de 8 a.m. a 8 p.m. Entre el 1 de abril y el 30 de septiembre, los representantes están disponibles de lunes a viernes, de 8 a.m. a 8 p.m.

Si tiene dificultades para obtener información de nuestro plan por problemas relacionados con el idioma o una discapacidad y quiere presentar una queja, comuníquese con:

- Medicare al 1-800-MEDICARE (1-800-633-4227). Puede llamar las 24 horas del día, los 7 días de la semana. Los usuarios de TTY deben llamar al 1-877-486-2048.
- Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos al 1-800-368-1019. Los usuarios de TTY deben llamar al 1-800-537-7697.
- Oficina de Derechos Civiles de Medi-Cal al 916-440-7370. Los usuarios de TTY deben llamar al 711

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 185



Ang inyong karapatang makakuha ng mga serbisyo at impormasyon sa isang paraan na tumutugon sa mga pangangailangan ninyo

Dapat naming tiyakin na an **lahat** ng serbisyo ay ibinibigay sa inyo sa paraang naaangkop at naa-access ayon sa kultura. Dapat din naming sabihin sa inyo ang tungkol sa mga benepisyo ng aming plano at ang inyong mga karapatan sa paraang mauunawaan ninyo. Dapat naming sabihin sa inyo ang tungkol sa inyong mga karapatan bawat taon na nasa plano namin kayo.

- Para makakuha ng impormasyon sa isang paraan na maiintindihan ninyo, tawagan ang Mga Serbisyo para sa Miyembro. Ang aming plano ay may libreng serbisyo sa interpretasyon na handang sumagot sa mga tanong sa iba't ibang wika.
- Mabibigyan rin kayo ng aming plano ng mga materyales na nasa mga wika maliban sa Ingles at nasa mga format tulad ng malalaking letra, braille, o audio. Para makakuha ng mga materyal sa isa sa mga alternatibong format na ito, tumawag sa Mga Serbisyo sa Miyembro sa 1-800-431-9007 (TTY: 711) o sumulat sa:

Wellcare by Health Net
7700 Forsyth Boulevard
Clayton, MO 63105

Gustong matiyak ng Wellcare by Health Net na nauunawaan ninyo ang impormasyon ng inyong planong pangkalusugan. Maaari kaming magpadala sa inyo ng mga materyal sa ibang wika o alternatibong format kung hihilingin ninyo ito sa ganitong paraan. Tinatawag itong “pangmatagalang kahilingan.” Itatala namin ang inyong pinili. Pakitawagan kami kung:

- Gusto ninyong makuha ang inyong mga materyal sa Arabic, Armenian, Cambodian (Khmer), Chinese (mga tradisyonal na karakter), Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese o sa isang alternatibong format. Maaari ninyong hilingin ang isa sa mga wikang ito sa isang alternatibong format.
- Gusto ninyong baguhin ang wika o format na ipinadala namin sa inyo sa mga materyal.

Kung kailangan ninyo ng tulong sa pag-unawa sa mga materyal ng inyong plano, makipag-ugnayan sa Mga Serbisyo para sa Miyembro ng Wellcare by Health Net sa 1-800-431-9007 (TTY: 711). Mula Oktubre 1 hanggang Marso 31, available ang mga kinatawan Lunes–Linggo, 8 a.m. hanggang 8 p.m. Mula Abril 1 hanggang Setyembre 30, available ang mga kinatawan Lunes–Biyernes, 8 a.m. hanggang 8 p.m.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 186



Kung nahihirapan kayong makakakuha ng impormasyon mula sa aming plano dahil sa mga problema sa wika o kapansanan at gusto ninyong maghain ng reklamo, tawagan ang:

- Medicare sa 1-800-MEDICARE (1-800-633-4227). Maaari kayong tumawag 24 na oras sa isang araw, 7 araw sa isang linggo. Dapat tumawag ang mga gumagamit ng TTY sa 1-877-486-2048.
- Tanggapan para sa mga Karapatang Sibil ng Kagawaran ng mga Serbisyong Pangkalusugan at Pantao ng U.S. sa 1-800-368-1019. Dapat tumawag ang mga gumagamit ng TTY sa 1-800-537-7697.
- Tanggapan para sa mga Karapatang Sibil ng Medi-Cal sa 916-440-7370. Ang mga gumagamit ng TTY ay dapat tumawag sa 711.

Quý vị có quyền nhận các dịch vụ và thông tin theo cách đáp ứng nhu cầu của quý vị

Chúng tôi phải đảm bảo **tất cả** các dịch vụ được cung cấp cho quý vị theo cách phù hợp về văn hóa và có thể tiếp cận được. Chúng tôi cũng phải cho quý vị biết về các phúc lợi trong chương trình của chúng tôi và quyền của quý vị theo cách mà quý vị có thể hiểu được. Chúng tôi phải cho quý vị biết về các quyền của quý vị vào mỗi năm mà quý vị tham gia chương trình của chúng tôi.

- Để nhận thông tin theo cách thức quý vị có thể hiểu được, hãy gọi cho bộ phận Dịch vụ thành viên. Chương trình của chúng tôi có các dịch vụ thông dịch viên miễn phí để trả lời các câu hỏi bằng các ngôn ngữ khác nhau.
- Chương trình của chúng tôi cũng có thể cung cấp cho quý vị các tài liệu bằng ngôn ngữ khác không phải tiếng Anh và bằng các định dạng chẳng hạn như bản in cỡ lớn, chữ nổi braille hoặc âm thanh. Để nhận các tài liệu ở một trong các định dạng thay thế này, vui lòng gọi cho Bộ Phận Dịch Vụ Thành Viên theo số 1-800-431-9007 (TTY: 711) hoặc viết thư cho:

Wellcare by Health Net
7700 Forsyth Boulevard
Clayton, MO 63105

Wellcare by Health Net muốn đảm bảo quý vị hiểu được thông tin trong chương trình sức khỏe của mình. Chúng tôi có thể gửi cho quý vị các tài liệu bằng ngôn ngữ khác hoặc bằng định dạng thay thế nếu quý vị có yêu cầu. Điều này được gọi là “yêu cầu thường xuyên”. Chúng tôi sẽ ghi chép lại lựa chọn của quý vị. Vui lòng gọi cho chúng tôi nếu:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 187



- Quý vị muốn nhận tài liệu bằng tiếng Ả Rập, tiếng Armenia, tiếng Campuchia (tiếng Khmer), tiếng Trung (phồn thể), tiếng Farsi, tiếng Hàn, tiếng Nga, tiếng Tây Ban Nha, tiếng Tagalog, tiếng Việt hoặc bằng định dạng thay thế. Quý vị có thể yêu cầu một trong những ngôn ngữ này ở định dạng thay thế.
- Quý vị muốn thay đổi ngôn ngữ hoặc định dạng của tài liệu mà chúng tôi gửi cho quý vị.

Nếu quý vị cần trợ giúp để hiểu rõ các tài liệu của chương trình, vui lòng liên lạc với Bộ Phận Dịch Vụ Thành Viên của Wellcare by Health Net theo số 1-800-431-9007 (TTY: 711). Từ ngày 1 tháng 10 đến 31 tháng 3, nhân viên đại diện sẽ làm việc từ Thứ Hai - Chủ Nhật, từ 8 giờ sáng đến 8 giờ tối. Từ ngày 1 tháng 4 đến 30 tháng 9, nhân viên đại diện sẽ làm việc từ Thứ Hai - Thứ Sáu, từ 8 giờ sáng đến 8 giờ tối.

Nếu quý vị gặp khó khăn với việc tiếp nhận thông tin từ chương trình của chúng tôi do các vấn đề về ngôn ngữ hoặc do khuyết tật và quý vị muốn nộp đơn khiếu nại, hãy gọi:

- Medicare theo số 1-800-MEDICARE (1-800-633-4227). Quý vị có thể gọi 24 giờ một ngày, 7 ngày một tuần. Người dùng TTY xin gọi số 1-877-486-2048.

Văn Phòng Đặc Trách Dân Quyền thuộc Bộ Y Tế và Dịch Vụ Nhân Sinh Hoa Kỳ theo số 1-800-368-1019. Người dùng TTY xin gọi số 1-800-537-7697. Văn Phòng Đặc Trách Dân Quyền thuộc Medi-Cal theo số 916-440-7370. Người dùng TTY xin gọi số 711.

Koj li kev muaj cai kom tau txais cov kev pab cuam thiab ntaub ntawv qhia paub hauv txoj hauv kev uas yuav ua tau raws li koj cov kev xav tau

Peb yuav tsum ua kom paub tseeb tias koj tau txais **tag nrho** cov kev pab cuam hauv tus yam ntxwv uas muaj lub peev xwm fab kab lij kev cai thiab tuaj yeem nkag cuag tau. Tsis tas li ntawd, peb yuav tsum tau qhia rau koj paub txog peb txoj phiaj xwm tuav pov hwm cov txiaj ntsig kev pab thiab koj cov kev muaj cai hauv txoj hauv kev uas koj tuaj yeem nkag siab tau. Peb yuav tsum qhia rau koj hais txog koj cov kev muaj cai hauv txhua xyoo uas koj tseem nyob hauv peb txoj phiaj xwm tuav pov hwm.

- Txhawm rau kom tau txais ntaub ntawv qhia paub ntiv hauv txoj hauv kev uas koj nkag siab tau, hu rau Cov Chaw Muab Kev Pab Cuam Tswv Cuab. Peb txoj

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 188



phiaj xwm tuav pov hwm muaj cov kev pab cuam muab kws pab txhais lus pub dawb los teb cov nqe lus nug hauv lwm hom lus.

- Tsis tas li ntawd, peb txoj phiaj xwm tuav pov hwm tuaj yeem muab cov ntaub ntawv rau koj [hauv cov hom lus uas tsis yog Lus Askiv thiab](#) hauv hom ntaub ntwav xws li ntawv luam loj, los sis ua suab lus hais. Txhawm rau kom tau txais cov ntaub ntawv hauv ib hom ntawm lwm hom nab ntawv no, thov hu rau Cov Chaw Muab Kev Pab Cuam Tswv Cuab ntawm 1-800-431-9007 (TTY: 711) los sis sau ntawv mus rau:

Wellcare by Health Net
7700 Forsyth Boulevard
Clayton, MO 63105

Wellcare by Health Net xav ua kom paub tseeb tias koj nkag siab txog koj tej ntaub ntawv qhia paub txog txoj phiaj xwm tuav pov hwm kev noj qab haus huv. Peb tuaj yeem xa cov ntaub ntawv rau koj hauv lwm hom lus los sis lwm hom ntaub ntawv yog tias koj thov kom muab li ntawd. Qhov no hu ua "kev thov qhov yus xaiv." Peb yuav teev tseg koj qhov kev xaiv no cia. Thov hu rau peb yog tias:

- Koj xav kom tau koj cov ntaub ntawv ua Lus Arabic, Lus Armenian, Kas Pus Cias (Lus Khmer), Lus Suav (ntawv sau li thaum ub), Lus Farsi, Lus Kaus Lim, Lus Lav Xias, Lus Mev, Lus Tagalog, Lus Nyab Laj los sis ua lwm hom ntaub ntawv. Koj tuaj yeem thov tau ib hom ntawm cov hom lus no hauv lwm hom ntaub ntawv.
- Koj tuaj yeem hloov hom lus los sis hom ntaub ntawv uas peb xa cov ntaub ntawv no tuaj rau koj.

Yog tias koj xav tau kev pab kom nkag siab txog koj txoj phiaj xwm cov ntaub ntawv, thov tiv tauj Wellcare by Health Net Cov Chaw Muab Kev Pab Cuam Tswv Cuab ntawm 1-800-431-9007 (TTY: 711). Nyob rau Lub Kaum Hli Ntuj Tim 1 thiab Lub Peb Hlis Tim 31, cov neeg sawv cev yuav khoom los pab cuam hauv Hnub Monday-Sunday, 8 teev sawv ntxov txog 8 teev tsaus ntuj Nyob Rau Lub Plaub Hlis Ntuj Tim 1 thiab Lub Cuaj Hlis Ntuj Tim 30, cov neeg sawv cev khoom lus pab cuam hauv Hnub Monday-Friday, 8 teev sawv ntxov txog 8 teev tsaus ntuj

Yog tias koj muaj teeb meem txog kev tau txais cov ntaub ntawv qhia paub los ntawm peb txoj phiaj xwm tuav pov hwm vim muaj teeb meem txog hom lus los sis kev xiam oob qhab thiab koj xav xa daim ntawv lus tsis txaus siab, hu rau:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 189



- Medicare tau ntawm 1-800-MEDICARE (1-800-633-4227). Koj tuaj yeem hu tau 24 teev hauv ib hnuv, 7 hnuv hauv ib lub lim tiam. Cov neeg siv TTY yuav tsum hu rau 1-877-486-2048.
- Medi-Cal Lub Chaw Hauj Lwm Saib Xyuas Cov Kev Muaj Cai Ntawm Pej Xeem ntawm 916-440-7370. Cov neeg siv TTY yuav tsum hu rau 711
- Teb Chaw Meskas Lub Chaw Hauj Lwm Saib Xyuas Kev Noj Qab Haus Huv thiab Cov Kev Pab Cuam Tib Neeg, Lub Chaw Lis Hauj Lwm txog Cov Kev Muaj Cai Ntawm Pej Xeem ntawm 1-800-368-1019. Cov neeg siv TTY yuav tsum hu rau 1-800-537-7697.

B. Our responsibility for your timely access to covered services and drugs

If you cannot get a timely appointment to receive covered services and your doctor does not think you can wait longer for the appointment, you can call Wellcare by Health Net's Member Services Department at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. and they can assist you. If you cannot get services within a reasonable amount of time, we have to pay for out of network care.

You have rights as a member of our plan.

- You have the right to choose a primary care provider (PCP) in our network. A network provider is a provider who works with us. You can find more information about what types of providers may act as a PCP and how to choose a PCP in **Chapter 3**, Section D, page 52 of your *Member Handbook*.
 - Call Member Services or look in the *Provider and Pharmacy Directory* to learn more about network providers and which doctors are accepting new patients.
- You have the right to a women's health specialist without getting a referral. A referral is approval from your PCP to use a provider that is not your PCP
- You have the right to get covered services from network providers within a reasonable amount of time.
 - This includes the right to get timely services from specialists.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 190



- If you can't get services within a reasonable amount of time, we must pay for out-of-network care.
- You have the right to get emergency services or care that is urgently needed without prior approval (PA).
- You have the right to get your prescriptions filled at any of our network pharmacies without long delays.
- You have the right to know when you can use an out-of-network provider. To learn about out-of-network providers, refer to **Chapter 3**, Section D4, page 59 of your *Member Handbook*.
- When you first join our plan, you have the right to keep your current providers and service authorizations for up to 12 months if certain conditions are met. To learn more about keeping your providers and service authorizations, refer to **Chapter 1**, Section F, page 17 of your *Member Handbook*.
- You have the right to make your own healthcare decisions with help from your care team and care coordinator.

Chapter 9, Section E, page 207 of your *Member Handbook* tells what you can do if you think you aren't getting your services or drugs within a reasonable amount of time. It also tells what you can do if we denied coverage for your services or drugs and you don't agree with our decision.

C. Our responsibility to protect your personal health information (PHI)

We protect your PHI as required by federal and state laws.

Your PHI includes information you gave us when you enrolled in our plan. It also includes your medical records and other medical and health information.

You have rights when it comes to your information and controlling how your PHI is used. We give you a written notice that tells about these rights and explains how we protect the privacy of your PHI. The notice is called the "Notice of Privacy Practice."

Members who may consent to receive sensitive services are not required to obtain any other member's authorization to receive sensitive services or to submit a claim for sensitive services. A member can either start a confidential communication request in writing to the health plan or by electronic transmission. A confidential communications request shall be implemented by the health insurer within seven 7 calendar days of the receipt of an electronic transmission or

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 191



telephonic request or within 14 calendar days of receipt in writing by first-class mail. Wellcare by Health Net will direct communications regarding sensitive services to a member's alternate designated mailing address, email address, or telephone number or, in the absence of a designation, in the name of the member at the address or telephone number on file. Wellcare Dual Align (HMO D-SNP) will not disclose medical information related to sensitive services to any other member without written authorization from the member receiving care. Wellcare Dual Align (HMO D-SNP) will accommodate requests for confidential communication in the form and format requested, if it is readily producible in the requested form and format, or at alternative locations. A member's request for confidential communications related to sensitive services will be valid until the member revokes the request or submits a new request for confidential communications.

C1. How we protect your PHI

We make sure that no unauthorized people look at or change your records.

Except for the cases noted below, we don't give your PHI to anyone not providing your care or paying for your care. If we do, we must get written permission from you first. You, or someone legally authorized to make decisions for you, can give written permission.

Sometimes we don't need to get your written permission first. These exceptions are allowed or required by law:

- We must release PHI to government agencies checking on our plan's quality of care.
- We must release PHI by court order.
- We must give Medicare your PHI. If Medicare releases your PHI for research or other uses, they do it according to federal laws. If we share your information with Medi-Cal, it will also be done according to federal and state laws.

C2. Your right to look at your medical records

- You have the right to look at your medical records and to get a copy of your records.
- You have the right to ask us to update or correct your medical records. If you ask us to do this, we work with your health care provider to decide if changes should be made.
- You have the right to know if and how we share your PHI with others.

If you have questions or concerns about the privacy of your PHI, call Member Services.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 192



D. Our responsibility to give you information

As a member of our plan, you have the right to get information from us about our plan, our network providers, and your covered services.

If you don't speak English, we have interpreter services to answer questions you have about our plan. To get an interpreter, call Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. This is a free service to you. We can also give you information in large print, braille, or audio. You can also get this handbook in the following languages for free:

- Arabic
- Armenian
- Cambodian
- Chinese
- Hmong
- Farsi
- Korean
- Russian
- Spanish
- Tagalog
- Vietnamese

If you want information about any of the following, call Member Services:

- How to choose or change plans
- Our plan, including:
 - financial information
 - how plan members have rated us

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 193



- the number of appeals made by members
- how to leave our plan
- Our network providers and our network pharmacies, including:
 - how to choose or change primary care providers
 - qualifications of our network providers and pharmacies
 - how we pay providers in our network
- Covered services and drugs, including:
 - services (refer to **Chapters 3 and 4** of your *Member Handbook*) and drugs (refer to **Chapters 5 and 6** of your *Member Handbook*) covered by our plan
 - limits to your coverage and drugs
 - rules you must follow to get covered services and drugs
- Why something is not covered and what you can do about it (refer to **Chapter 9**, Section D, page 206 of your *Member Handbook*), including asking us to:
 - put in writing why something is not covered
 - change a decision we made
 - pay for a bill you got

E. Inability of network providers to bill you directly

Doctors, hospitals, and other providers in our network cannot make you pay for covered services. They also cannot balance bill or charge you if we pay less than the amount the provider charged. To learn what to do if a network provider tries to charge you for covered services, refer to **Chapter 7**, Section A, page 167 of your *Member Handbook*.

F. Your right to leave our plan

No one can make you stay in our plan if you do not want to.

- You have the right to get most of your health care services through Original Medicare or another Medicare Advantage (MA) plan.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 194



- You can get your Medicare Part D prescription drug benefits from a prescription drug plan or from another MA plan.
- Refer to **Chapter 10**, Section C, page 260 of your *Member Handbook*:
 - For more information about when you can join a new MA or prescription drug benefit plan.
 - For information about how you will get your Medi-Cal benefits if you leave our plan.

G. Your right to make decisions about your health care

You have the right to full information from your doctors and other health care providers to help you make decisions about your health care.

G1. Your right to know your treatment choices and make decisions

Your providers must explain your condition and your treatment choices in a way that you can understand. You have the right to:

- **Know your choices.** You have the right to be told about all treatment options.
- **Know the risks.** You have the right to be told about any risks involved. We must tell you in advance if any service or treatment is part of a research experiment. You have the right to refuse experimental treatments.
- **Get a second opinion.** You have the right to use another doctor before deciding on treatment.
- **Say no.** You have the right to refuse any treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to. You have the right to stop taking a prescribed drug. If you refuse treatment or stop taking a prescribed drug, we will not drop you from our plan. However, if you refuse treatment or stop taking a drug, you accept full responsibility for what happens to you.
- **Ask us to explain why a provider denied care.** You have the right to get an explanation from us if a provider denied care that you think you should get.
- **Ask us to cover a service or drug that we denied or usually don't cover.** This is called a coverage decision. **Chapter 9**, Section E, page 207 of your *Member Handbook* tells how to ask us for a coverage decision.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 195



G2. Your right to say what you want to happen if you are unable to make health care decisions for yourself

Sometimes people are unable to make health care decisions for themselves. Before that happens to you, you can:

- Fill out a written form **giving someone the right to make health care decisions for you.**
- **Give your doctors written instructions** about how to handle your health care if you become unable to make decisions for yourself, including care you do **not** want.

The legal document that you use to give your directions is called an “advance directive.” There are different types of advance directives and different names for them. Examples are a living will and a power of attorney for health care.

You are not required to have an advance directive, but you can. Here’s what to do if you want to use an advance directive:

- **Get the form.** You can get the form from your doctor, a lawyer, a legal services agency, or a social worker. Pharmacies and provider offices often have the forms. You can find a free form online and download it.
- **Fill out the form and sign it.** The form is a legal document. You should consider having a lawyer or someone else you trust, such as a family member or your PCP, help you complete it.
- **Give copies to people who need to know.** You should give a copy of the form to your doctor. You should also give a copy to the person you name to make decisions for you. You may want to give copies to close friends or family members. Keep a copy at home.
- If you are being hospitalized and you have a signed advance directive, **take a copy of it to the hospital.**
 - The hospital will ask if you have a signed advance directive form and if you have it with you.
 - If you don’t have a signed advance directive form, the hospital has forms and will ask if you want to sign one.

You have the right to:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 196



- Have your advance directive placed in your medical records.
- Change or cancel your advance directive at any time.
- Learn about changes to advance directive laws. Wellcare Dual Align (HMO D-SNP) will tell you about changes to the state law no later than 90 days after the change.

Call Member Services for more information.

G3. What to do if your instructions are not followed

If you signed an advance directive and you think a doctor or hospital didn't follow the instructions in it, you can make a complaint with your local Office for Civil Rights.

Office for Civil Rights
U.S. Department of Health & Human Services
90 7th Street, Suite 4-100
San Francisco, CA 94103

You can call the Office for Civil Rights at 1-800-368-1019 (TTY: 1-800-537-7697).

H. Your right to make complaints and ask us to reconsider our decisions

Chapter 9, Section D, page 206 of your *Member Handbook* tells you what you can do if you have any problems or concerns about your covered services or care. For example, you can ask us to make a coverage decision, make an appeal to change a coverage decision, or make a complaint.

You have the right to get information about appeals and complaints that other plan members have filed against us. Call Member Services to get this information.

H1. What to do about unfair treatment or to get more information about your rights

If you think we treated you unfairly – and it is **not** about discrimination for reasons listed in **Chapter 11** of your *Member Handbook* – or you want more information about your rights, you can call:

- Member Services

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 197



- The Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222 (TTY: 711). For more details about HICAP, refer to **Chapter 2**, Section E, page 34.
- The Ombuds Program at 1-888-452-8609. For more details about this program, refer to **Chapter 2**, Section I, page 38 of your *Member Handbook*.
- Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. (You can also read or download “Medicare Rights & Protections,” found on the Medicare website at www.medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-Protections.pdf.)

I. Your responsibilities as a plan member

As a plan member, you have a responsibility to do the things that are listed below. If you have any questions, call Member Services.

- **Read the *Member Handbook*** to learn what our plan covers and the rules to follow to get covered services and drugs. For details about your:
 - Covered services, refer to **Chapters 3 and 4** of your *Member Handbook*. Those chapters tell you what is covered, what is not covered, what rules you need to follow, and what you pay.
 - Covered drugs, refer to **Chapters 5 and 6** of your *Member Handbook*.
- **Tell us about any other health or prescription drug coverage** you have. We must make sure you use all of your coverage options when you get health care. Call Member Services if you have other coverage.
- **Tell your doctor and other health care providers** that you are a member of our plan. Show your Member ID Card when you get services or drugs.
- **Help your doctors** and other health care providers give you the best care.
 - Give them information they need about you and your health. Learn as much as you can about your health problems. Follow the treatment plans and instructions that you and your providers agree on.
 - Make sure your doctors and other providers know about all of the drugs you take. This includes prescription drugs, over-the-counter drugs, vitamins, and supplements.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 198



- Ask any questions you have. Your doctors and other providers must explain things in a way you can understand. If you ask a question and you don't understand the answer, ask again.
- **Work with your care coordinator** including completing an annual health risk assessment.
- **Be considerate.** We expect all plan members to respect the rights of others. We also expect you to act with respect in your doctor's office, hospitals, other provider offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - Medicare Part A and Medicare Part B premiums. For most Wellcare Dual Align (HMO D-SNP) members, Medi-Cal pays for your Medicare Part A premium and for your Medicare Part B premium.
 - **If you get any services or drugs that are not covered by our plan, you must pay the full cost.** (Note: If you disagree with our decision to not cover a service or drug, you can make an appeal. Please refer to **Chapter 9**, Section E2, page 208 to learn how to make an appeal.)
- **Tell us if you move.** If you plan to move, tell us right away. Call Member Services.
 - **If you move outside of our service area, you cannot stay in our plan.** Only people who live in our service area can be members of this plan. **Chapter 1**, Section D, page 16 of your *Member Handbook* tells about our service area.
 - We can help you find out if you're moving outside our service area. During a special enrollment period, you can switch to Original Medicare or enroll in a Medicare health or prescription drug plan in your new location. We can tell you if we have a plan in your new area.
 - Tell Medicare and Medi-Cal your new address when you move. Refer to **Chapter 2**, Section G, page 36 of your *Member Handbook* for phone numbers for Medicare and Medi-Cal.
 - **If you move and stay in our service area, we still need to know.** We need to keep your membership record up to date and know how to contact you.
- **Tell us if you have a new phone number** or a better way to contact you.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 199



- **Call Member Services for help if you have questions or concerns.**

J. You have the right to make recommendations about our member rights and responsibilities policy

If you have any questions or concerns or if you have suggestions to improve our member rights policy, share your thoughts with us by contacting Member Services.

K. Evaluation of New Technologies

New technologies include procedures, drugs, biological products, or devices that have recently been developed for the treatment of specific diseases or conditions, or are new applications of existing procedures, drugs, biological products, and devices. Our plan follows Medicare's National and Local Coverage Determinations when applicable.

In the absence of a coverage determination, our plan assesses new technology or new applications of existing technologies for inclusion in applicable benefits plans to ensure members have access to safe and effective care by performing a critical appraisal of the current published medical literature from peer-reviewed publications including systematic reviews, randomized controlled trials, cohort studies, case control studies, diagnostic test studies with statistically significant results that demonstrate safety and effectiveness and review of evidence based guidelines developed by national organizations and recognized authorities. Our plan also considers opinions, recommendations and assessments by practicing physicians, nationally recognized medical associations including Physician Specialty Societies, consensus panels, or other nationally recognized research or technology assessment organizations, reports and publications of government agencies (for example, the Food and Drug Administration (FDA), Centers for Disease Control (CDC), and National Institutes of Health (NIH)).

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 200



Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Introduction

This chapter has information about your rights. Read this chapter to find out what to do if:

- You have a problem with or complaint about your plan.
- You need a service, item, or medication that your plan said it won't pay for.
- You disagree with a decision your plan made about your care.
- You think your covered services are ending too soon.
- You have a problem or complaint with your long-term services and supports, which include Community-Based Adult Services (CBAS) and Nursing Facility (NF) services.

This chapter is in different sections to help you easily find what you are looking for. **If you have a problem or concern, read the parts of this chapter that apply to your situation.**

You should get the health care, drugs, and long-term services and supports that your doctor and other providers determine are necessary for your care as a part of your care plan. **If you have a problem with your care, you can call the Medicare Medi-Cal Ombuds Program at 1-855-501-3077 for help.** This chapter explains different options you have for different problems and complaints, but you can always call the Ombuds Program to help guide you through your problem. For additional resources to address your concerns and ways to contact them, refer to **Chapter 2**, Section I, page 38 of your *Member Handbook*.

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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



A. What to do if you have a problem or concern

This chapter explains how to handle problems and concerns. The process you use depends on the type of problem you have. Use one process for **coverage decisions and appeals** and another for **making complaints**; also called grievances.

To ensure fairness and promptness, each process has a set of rules, procedures, and deadlines that we and you must follow.

A1. About the legal terms

There are legal terms in this chapter for some rules and deadlines. Many of these terms can be hard to understand, so we use simpler words in place of certain legal terms when we can. We use abbreviations as little as possible.

For example, we say:

- “Making a complaint” instead of “filing a grievance”
- “Coverage decision” instead of “organization determination”, “benefit determination”, “at-risk determination”, or “coverage determination”
- “Fast coverage decision” instead of “expedited determination”
- “Independent Review Organization” (IRO) instead of “Independent Review Entity” (IRE)

Knowing the proper legal terms may help you communicate more clearly, so we provide those too.

B. Where to get help

B1. For more information and help

Sometimes it’s confusing to start or follow the process for dealing with a problem. This can be especially true if you don’t feel well or have limited energy. Other times, you may not have the information you need to take the next step.

Help from the Health Insurance Counseling and Advocacy Program

You can call the Health Insurance Counseling and Advocacy Program (HICAP). HICAP counselors can answer your questions and help you understand what to do about your problem. HICAP is not connected with us or with any insurance company or health plan. HICAP has

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



trained counselors in every county, and services are free. The HICAP phone number is 1-800-434-0222.

Help from the Medicare Medi-Cal Ombuds Program

You can call the Medicare Medi-Cal Ombuds Program and speak with an advocate about your health coverage questions. They offer free legal help. The Ombuds Program is not connected with us or with any insurance company or health plan. Their phone number is 1-888-804-3536 and their website is www.healthconsumer.org.

Help and information from Medicare

For more information and help, you can contact Medicare. Here are two ways to get help from Medicare:

- Call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users call 1-877-486-2048.
- Visit the Medicare website (www.medicare.gov).

Help and information from Medi-Cal

Help from the California Department of Health Care Services

The California Department of Health Care Services (DHCS) Medi-Cal Managed Care Ombudsman can help. They can help if you have problems joining, changing or leaving a health plan. They can also help if you moved and are having trouble getting your Medi-Cal transferred to your new county. You can call the Ombudsman Monday through Friday, between 8:00 a.m. and 5:00 p.m. at 1-888-452-8609.

Help from the California Department of Managed Health Care

Contact the California Department of Managed Health Care (DMHC) for free help. The DMHC is responsible for overseeing health plans. The DMHC helps people with appeals about Medi-Cal services or billing problems. The phone number is 1-888-466-2219. Individuals who are deaf, hard of hearing, or speech-impaired can use the toll-free TDD number, 1-877-688-9891. You can also visit DMHC's website at www.HealthHelp.ca.gov.

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at 1-800-431-9007 (TTY:711) and use our grievance process before contacting the department. Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Friday, 8 a.m. to 8 p.m. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance.

You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-466-2219)** and a TDD line **(1-877-688-9891)** for the hearing and speech impaired. The department's internet website www.dmhc.ca.gov has complaint forms, IMR application forms and instructions online.

C. Understanding Medicare and Medi-Cal complaints and appeals in our plan

You have Medicare and Medi-Cal. Information in this chapter applies to **all** of your Medicare and Medi-Cal benefits. This is sometimes called an “integrated process” because it combines, or integrates, Medicare and Medi-Cal processes.

Sometimes Medicare and Medi-Cal processes cannot be combined. In those situations, you use one process for a Medicare benefit and another process for a Medi-Cal benefit. **Section F4**, page 213 of this chapter explains these situations.

D. Problems with your benefits

If you have a problem or concern, read the parts of this chapter that apply to your situation. The following chart helps you find the right section of this chapter for problems or complaints.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Is your problem or concern about your benefits or coverage? This includes problems about whether particular medical care (medical items, services and/or Part B prescription drugs) are covered or not, the way in which they are covered, and problems related to payment for medical care	
Yes. My problem is about benefits or coverage. Refer to Section E, page 207, “Coverage decisions and appeals.”	No. My problem is not about benefits or coverage. Refer to Section K, page 249, “How to make a complaint.”

E. Coverage decisions and appeals

The process for asking for a coverage decision and making an appeal deals with problems related to your benefits and coverage for your medical care (services, items and Part B prescription drugs, including payment).

E1. Coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we pay for your medical services or drugs. For example, your plan network doctor makes a (favorable) coverage decision for you whenever you receive medical care from them (refer to **Chapter 4**, Section H of your *Member Handbook*).

You or your doctor can also contact us and ask for a coverage decision. You or your doctor may be unsure whether we cover a specific medical service or if we may refuse to provide medical care you think you need. **If you want to know if we will cover a medical service before you get it, you can ask us to make a coverage decision for you.**

We make a coverage decision whenever we decide what is covered for you and how much we pay. In some cases, we may decide a service or drug is not covered or is no longer covered for you by Medicare or Medi-Cal. If you disagree with this coverage decision, you can make an appeal.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



E2. Appeals

If we make a coverage decision and you are not satisfied with this decision, you can “appeal” the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check if we followed all rules properly. Different reviewers than those who made the original unfavorable decision handle your appeal.

In most cases, you must start your appeal at Level 1. If your health problem is urgent or involves an immediate and serious threat to your health, or if you are in severe pain and need an immediate decision, you may ask for an IMR Medical Review from the Department of Managed Health Care at www.dmhca.ca.gov/. Refer to page 210 of this chapter for more information.

When we complete the review, we give you our decision. Under certain circumstances, explained later in this chapter, page 208 and page 212, you can ask for an expedited or “fast coverage decision” or “fast appeal” of a coverage decision.

If we say **No** to part or all of what you asked for, we will send you a letter. If your problem is about coverage of a Medicare medical service or item or Part B drugs, the letter will tell you that we sent your case to the Independent Review Organization (IRO) for a Level 2 Appeal. If your problem is about coverage of a Medicare Part D or Medicaid service or item, the letter will tell you how to file a Level 2 Appeal yourself. Refer to **Section F4** for more information about Level 2 Appeals. If your problem is about coverage of a service or item covered by both Medicare and Medicaid, the letter will give you information regarding both types of Level 2 Appeals.

If you are not satisfied with the Level 2 Appeal decision, you may be able to go through additional levels of appeal.

E3. Help with coverage decisions and appeals

You can ask for help from any of the following:

- **Member Services** at the numbers at the bottom of the page.
- **Medicare Medi-Cal Ombuds Program at 1-855-501-3077.**
- **Health Insurance Counseling and Advocacy Program (HICAP)** at 1-800-434-0222.
- **The Help Center at the Department of Managed Health Care (DMHC)** for free help. The DMHC is responsible for overseeing health plans. The DMHC helps

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



people with appeals about Medi-Cal services or billing problems. The phone number is 1-888-466-2219. Individuals who are deaf, hard of hearing, or speech-impaired can use the toll-free TDD number, 1-877-688-9891. You can also visit DMHC's website at www.HealthHelp.ca.gov

- **Your doctor or other provider.** Your doctor or other provider can ask for a coverage decision or appeal on your behalf.
- **A friend or family member.** You can name another person to act for you as your “representative” and ask for a coverage decision or make an appeal.
- **A lawyer.** You have the right to a lawyer, but **you are not required to have a lawyer** to ask for a coverage decision or make an appeal.
 - Call your own lawyer, or get the name of a lawyer from the local bar association or other referral service. Some legal groups will give you free legal services if you qualify.
 - Ask for a legal aid attorney from the Medicare Medi-Cal Ombuds Program at 1-888-804-3536.

Fill out the Appointment of Representative form if you want a lawyer or someone else to act as your representative. The form gives someone permission to act for you.

Call Member Services at the numbers at the bottom of the page and ask for the “Appointment of Representative” form. You can also get the form by visiting www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf or on our website at <https://wellcare.healthnetcalifornia.com/member-resources/member-rights/appointing-a-representative.html>. **You must give us a copy of the signed form.**

E4. Which section of this chapter can help you

There are four situations that involve coverage decisions and appeals. Each situation has different rules and deadlines. We give details for each one in a separate section of this chapter. Refer to the section that applies:

- **Section F of this chapter**, “Medical care”
- **Section G of this chapter**, “Medicare Part D prescription drugs”
- **Section H of this chapter**, “Asking us to cover a longer hospital stay”

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- **Section I of this chapter**, “Asking us to continue covering certain medical services” (This section only applies to these services: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.)

If you're not sure which section to use, call Member Services at the numbers at the bottom of the page.

F. Medical care

This section explains what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care.

This section is about your benefits for medical care and services that are described in **Chapter 4**, Section D, page 80 of your *Member Handbook*. We generally refer to “medical care coverage” or “medical care” in the rest of this section. The term “medical care” includes medical services and items as well as Medicare Part B prescription drugs which are drugs administered by your doctor or health care professional. Different rules may apply to a Medicare Part B prescription drug. When they do, we explain how rules for Medicare Part B prescription drugs differ from rules for medical services and items.

F1. Using this section

This section explains what you can do in any of the following situations:

1. You think we cover medical care you need but are not getting.

What you can do: You can ask us to make a coverage decision. Refer to **Section F2**, page 211.

2. We didn't approve the medical care your doctor or other health care provider wants to give you, and you think we should.

What you can do: You can appeal our decision. Refer to **Section F3**, page 213.

3. You got medical care that you think we cover, but we will not pay.

What you can do: You can appeal our decision not to pay. Refer to **Section F5**, page 223.

4. You got and paid for medical care you thought we cover, and you want us to pay you back.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



What you can do: You can ask us to pay you back. Refer to **Section F5**, page 223.

5. We reduced or stopped your coverage for certain medical care, and you think our decision could harm your health.

What you can do: You can appeal our decision to reduce or stop the medical care. Refer to **Section F4**, page 217.

- If the coverage is for hospital care, home health care, skilled nursing facility care, or CORF services, special rules apply. Refer to **Section H**, page 234 or **Section I**, page 241 to find out more.
- For all other situations involving reducing or stopping your coverage for certain medical care, use this section (**Section F**, page 210) as your guide.

6. You are experiencing delays in care or you cannot find a doctor.

What you can do: You can file a complaint. Refer to **Section K2**, page 251.

F2. Asking for a coverage decision

When a coverage decision involves your medical care, it's called an **"integrated organization determination"**

You, your doctor, or your representative can ask us for a coverage decision by:

- Calling: 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free.
- Faxing: 1-844-273-2671.
- Writing: Wellcare by Health Net
4191 E. Commerce Way
Sacramento, CA 95834

Standard coverage decision

When we give you our decision, we use the "standard" deadlines unless we agree to use the "fast" deadlines. A standard coverage decision means we give you an answer about a:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- Medical service or item within 14 calendar days after we get your request. For Knox-Keene plans, within 5 business days, and no later than 14 calendar days after we get your request.
- Medicare Part B prescription drug within 72 hours after we get your request.

Fast coverage decision

The legal term for “fast coverage decision” is “**expedited determination.**”

When you ask us to make a coverage decision about your medical care and your health requires a quick response, ask us to make a “fast coverage decision.” A fast coverage decision means we will give you an answer about a:

- Medical service or item within 72 hours after we get your request, or sooner if your medical condition requires a quicker response.
- Medicare Part B prescription drug within 24 hours after we get your request.

To get a fast coverage decision, you must meet two requirements:

- You are asking for coverage for medical items and/or services that you **did not get**. You can't ask for a fast coverage decision about payment for items or services you already got.
- Using the standard deadlines **could cause serious harm to your health** or hurt your ability to function.

We automatically give you a fast coverage decision if your doctor tells us your health requires it. If you ask without your doctor's support, we decide if you get a fast coverage decision.

- If we decide that your health doesn't meet the requirements for a fast coverage decision, we send you a letter that says so and we use the standard deadlines instead. The letter tells you:
 - We automatically give you a fast coverage decision if your doctor asks for it.
 - How you can file a “fast complaint” about our decision to give you a standard coverage decision instead of a fast coverage decision. For more information about making a complaint, including a fast complaint, refer to **Section K**, page 249.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



If we say No to part or all of your request, we send you a letter explaining the reasons.

- If we say **No**, you have the right to make an appeal. If you think we made a mistake, making an appeal is a formal way of asking us to review our decision and change it.
- If you decide to make an appeal, you will go on to Level 1 of the appeals process (refer to **Section F3**, page 213).

In limited circumstances we may dismiss your request for a coverage decision, which means we won't review the request. Examples of when a request will be dismissed include:

- if the request is incomplete,
- if someone makes the request on your behalf but isn't legally authorized to do so,
or
- if you ask for your request to be withdrawn.

If we dismiss a request for a coverage decision, we will send you a notice explaining why the request was dismissed and how to ask for a review of the dismissal. This review is called an appeal. Appeals are discussed in the next section.

F3. Making a Level 1 Appeal

To start an appeal, you, your doctor, or your representative must contact us. Call us at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

Ask for a standard appeal or a fast appeal in writing or by calling us at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

- If your doctor or other prescriber asks to continue a service or item you are already getting during your appeal, you may need to name them as your representative to act on your behalf.
- If someone other than your doctor makes the appeal for you, include an Appointment of Representative form authorizing this person to represent you. You can get the form by visiting www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf or on our website at

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



<https://wellcare.healthnetcalifornia.com/member-resources/member-rights/appointing-a-representative.html>.

- We can accept an appeal request without the form, but we can't begin or complete our review until we get it. If we don't get the form within 44 calendar days after getting your appeal request:
 - We dismiss your request, and
 - We send you a written notice explaining your right to ask the IRO to review our decision to dismiss your appeal.
- You must ask for an appeal within 60 calendar days from the date on the letter we sent to tell you our decision.
- If you miss the deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good reasons are things like you had a serious illness or we gave you the wrong information about the deadline. Explain the reason why your appeal is late when you make your appeal.
- You have the right to ask us for a free copy of the information about your appeal. You and your doctor may also give us more information to support your appeal.

If your health requires it, ask for a fast appeal.

The legal term for "fast appeal" is "**expedited reconsideration.**"

- If you appeal a decision we made about coverage for care that you did not get, you and/or your doctor decide if you need a fast appeal.

We automatically give you a fast appeal if your doctor tells us your health requires it. If you ask without your doctor's support, we decide if you get a fast appeal.

- If we decide that your health doesn't meet the requirements for a fast appeal, we send you a letter that says so and we use the standard deadlines instead. The letter tells you:
 - We automatically give you a fast appeal if your doctor asks for it.
 - How you can file a "fast complaint" about our decision to give you a standard appeal instead of a fast appeal. For more information about making a complaint, including a fast complaint, refer to **Section K**, page 249.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



If we tell you we are stopping or reducing services or items that you already get, you may be able to continue those services or items during your appeal.

- If we decide to change or stop coverage for a service or item that you get, we send you a notice before we take action.
- If you disagree with our decision, you can file a Level 1 Appeal.
- We continue covering the service or item if you ask for a Level 1 Appeal within 10 calendar days of the date on our letter or by the intended effective date of the action, whichever is later.
 - If you meet this deadline, you will get the service or item with no changes while your Level 1 appeal is pending.
 - You will also get all other services or items (that are not the subject of your appeal) with no changes.
 - If you do not appeal before these dates, then your service or item will not be continued while you wait for your appeal decision.

We consider your appeal and give you our answer.

- When we review your appeal, we take another careful look at all information about your request for coverage of medical care.
- We check if we followed all the rules when we said **No** to your request.
- We gather more information if we need it. We may contact you or your doctor to get more information.

There are deadlines for a fast appeal.

- When we use the fast deadlines, we must give you our answer **within 72 hours after we get your appeal, or sooner if your health requires a quicker response**. We will give you our answer sooner if your health requires it.
- If we don't give you an answer within 72 hours, we must send your request to Level 2 of the appeals process. An IRO then reviews it. Later in this chapter, **Section F4**, page 210, we tell you about this organization and explain the Level 2 appeals process. If your problem is about coverage of a Medicaid service or item, you can file a Level 2 – State Hearing with the state yourself as soon as the time is up. In California a State Hearing is called **State Hearing**. To file a State Hearing, refer to **Chapter 12**, page 281

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- **If we say Yes to part or all of your request**, we must authorize or provide the coverage we agreed to provide within 72 hours after we get your appeal, or sooner if your health requires it.
- **If we say No to part or all of your request**, we send your appeal to the IRO for a Level 2 Appeal.

There are deadlines for a standard appeal.

- When we use the standard deadlines, we must give you our answer **within 30 calendar days** after we get your appeal for coverage for services you didn't get.
- If your request is for a Medicare Part B prescription drug you didn't get, we give you our answer **within 7 calendar days** after we get your appeal or sooner if your health requires it.
 - If we don't give you an answer by the deadline, we must send your request to Level 2 of the appeals process. An IRO then reviews it. Later in this chapter, **Section F4**, page 217, we tell you about this organization and explain the Level 2 appeals process. If your problem is about coverage of a Medicaid service or item, you can file a Level 2 – State Hearing with the state yourself as soon as the time is up. In California a State Hearing is called **State Hearing**. *To file a State Hearing, refer to **Chapter 12**, page 281.*

If we say Yes to part or all of your request, we must authorize or provide the coverage we agreed to provide within 30 calendar days of the date we got your appeal request, or as fast as your health condition requires and within 72 hours of the date we change our decision, or within 7 calendar days of the date we got your appeal if your request is for a Medicare Part B prescription drug.

If we say **No** to part or all of your request, **you have additional appeal rights**:

- If we say **No** to part or all of what you asked for, we send you a letter.
- If your problem is about coverage of a Medicare service or item, the letter tells you that we sent your case to the IRO for a Level 2 Appeal.
- If your problem is about coverage of a Medi-Cal service or item, the letter tells you how to file a Level 2 Appeal yourself.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



F4. Making a Level 2 Appeal

If we say **No** to part or all of your Level 1 Appeal, we will send you a letter. This letter tells you if Medicare, Medi-Cal, or both programs usually cover the service or item.

- If your problem is about a service or item that **Medicare** usually covers, we automatically send your case to Level 2 of the appeals process as soon as the Level 1 Appeal is complete.
- If your problem is about a service or item that **Medi-Cal** usually covers, you can file a Level 2 Appeal yourself. The letter tells you how to do this. We also include more information later in this chapter, page 219.
- If your problem is about a service or item that **both Medicare and Medi-Cal** may cover, you automatically get a Level 2 Appeal with the IRO. In addition to the automatic Level 2 Appeal, you can also ask for a State Hearing and an Independent Medical Review with the state. However, an Independent Medical Review is not available if you have already presented evidence in a State Hearing.

If you qualified for continuation of benefits when you filed your Level 1 Appeal, your benefits for the service, item, or drug under appeal may also continue during Level 2. Refer to **Section F3**, page 213 for information about continuing your benefits during Level 1 Appeals.

- If your problem is about a service usually covered only by Medicare, your benefits for that service don't continue during the Level 2 appeals process with the IRO.
- If your problem is about a service usually covered only by Medi-Cal, your benefits for that service continue if you submit a Level 2 Appeal within 10 calendar days after getting our decision letter.

When your problem is about a service or item Medicare usually covers

The IRO reviews your appeal. It's an independent organization hired by Medicare.

The formal name for the "Independent Review Organization" (IRO) is the "**Independent Review Entity**", sometimes called the "**IRE**".

- This organization isn't connected with us and isn't a government agency. Medicare chose the company to be the IRO, and Medicare oversees their work.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- We send information about your appeal (your “case file”) to this organization. You have the right to a free copy of your case file.
- You have a right to give the IRO additional information to support your appeal.
- Reviewers at the IRO take a careful look at all information related to your appeal.

If you had a fast appeal at Level 1, you also have a fast appeal at Level 2.

- If you had a fast appeal to us at Level 1, you automatically get a fast appeal at Level 2. The IRO must give you an answer to your Level 2 Appeal **within 72 hours** of getting your appeal.

If you had a standard appeal at Level 1, you also have a standard appeal at Level 2.

- If you had a standard appeal to us at Level 1, you automatically get a standard appeal at Level 2.
- If your request is for a medical item or service, the IRO must give you an answer to your Level 2 Appeal **within 30 calendar days** of getting your appeal.
- If your request is for a Medicare Part B prescription drug, the IRO must give you an answer to your Level 2 Appeal **within 7 calendar days** of getting your appeal.

If the IRO gives you their answer in writing and explains the reasons.

- **If the IRO says Yes to part or all of a request for a medical item or service,** we must promptly implement the decision:
 - Authorize the medical care coverage **within 72 hours, or**
 - Provide the service within **5 working days** after we get the IRO’s decision for **standard requests, or**
 - Provide the service **within 72 hours** from the date we get the IRO’s decision for **expedited requests.**
- **If the IRO says Yes to part or all of a request for a Medicare Part B prescription drug, we must authorize or provide the Medicare Part B prescription drug under dispute:**
 - **Within 72 hours** after we get the IRO’s decision for **standard requests, or**

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information,** visit www.wellcare.com/healthnetCA.



- **Within 24 hours** from the date we get the IRO's decision for **expedited requests**.
- **If the IRO says No to part or all of your appeal**, it means they agree that we should not approve your request (or part of your request) for coverage for medical care. This is called “upholding the decision” or “turning down your appeal.”
 - If your case meets the requirements, you choose whether you want to take your appeal further.
 - There are three additional levels in the appeals process after Level 2, for a total of five levels.
 - If your Level 2 Appeal is turned down and you meet the requirements to continue the appeals process, you must decide whether to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you get after your Level 2 Appeal.
 - An Administrative Law Judge (ALJ) or attorney adjudicator handles a Level 3 Appeal. Refer to **Section J**, page 246 for more information about Level 3, 4, and 5 Appeals.

When your problem is about a service or item Medi-Cal usually covers

There are two ways to make a Level 2 appeal for Medi-Cal services and items: (1) Filing a complaint or Independent Medical Review or (2) State Hearing.

(1) Independent Medical Review

You can file a complaint with or ask for an Independent Medical Review (IMR) from the Help Center at the California Department of Managed Health Care (DMHC). By filing a complaint, the DMHC will review our decision and make a determination. An IMR is available for any Medi-Cal covered service or item that is medical in nature. An IMR is a review of your case by doctors who are not part of our plan or a part of the DMHC. If the IMR is decided in your favor, we must give you the service or item you requested. You pay no costs for an IMR.

You can file a complaint or apply for an IMR if our plan:

- Denies, changes, or delays a Medi-Cal service or treatment because our plan determines it is not medically necessary.
- Will not cover an experimental or investigational Medi-Cal treatment for a serious medical condition.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- Disputes whether a surgical service or procedure was cosmetic or reconstructive in nature.
- Will not pay for emergency or urgent Medi-Cal services that you already received.
- Has not resolved your Level 1 Appeal on a Medi-Cal service within 30 calendar days for a standard appeal or 72 hours, or sooner, if your health requires it, for a fast appeal.

NOTE: If your provider filed an appeal for you, but we do not get your Appointment of Representative form, you will need to refile your appeal with us before you can file for a Level 2 IMR with the Department of Managed Health Care unless your appeal involves an imminent and serious threat to your health, including but not limited to, severe pain, potential loss of life, limb, or major bodily function.

You are entitled to both an IMR and a State Hearing, but you are not entitled to an IMR if you have already presented evidence in a State Hearing had a State Hearing on the same issue.

In most cases, you must file an appeal with us before requesting an IMR. Refer to page 213 for information, about our Level 1 appeal process. If you disagree with our decision, you can file a complaint with the DMHC or ask the DMHC Help Center for an IMR.

If your treatment was denied because it was experimental or investigational, you do not have to take part in our appeal process before you apply for an IMR.

If your problem is urgent or involves an immediate and serious threat to your health or if you are in severe pain, you may bring it immediately to the DMHC's attention without first going through our appeal process.

You must **apply for an IMR within 6 months** after we send you a written decision about your appeal. The DMHC may accept your application after 6 months for good reason, such as you had a medical condition that prevented you from asking for the IMR within 6 months or you did not get adequate notice from us of the IMR process.

To ask for an IMR:

- Fill out the Independent Medical Review Application/Complaint Form available at: www.dmhc.ca.gov/FileaComplaint/IndependentMedicalReviewComplaintForms.aspx or call the DMHC Help Center at 1-888-466-2219. TTY users should call 1-877-688-9891.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- If you have them, attach copies of letters or other documents about the service or item that we denied. This can speed up the IMR process. Send copies of documents, not originals. The Help Center cannot return any documents.
- Fill out the Authorized Assistant Form if someone is helping you with your IMR. You can get the form at www.dmhc.ca.gov/FileaComplaint/IndependentMedicalReviewComplaintForms.aspx or call the Department's Help Center at 1-888-466-2219. TTY users should call 1-877-688-9891.
- Mail or fax your forms and any attachments to:

Help Center
Department of Managed Health Care
980 Ninth Street, Suite 500
Sacramento, CA 95814-2725
FAX: 916-255-5241
- You may also submit your Independent Medical Review Application/Complaint Form and Authorized Assistant form online: www.dmhc.ca.gov/FileaComplaint.aspx

If you qualify for an IMR, the DMHC will review your case and send you a letter within 7 calendar days telling you that you qualify for an IMR. After your application and supporting documents are received from your plan, the IMR decision will be made within 30 calendar days. You should receive the IMR decision within 45 calendar days of the submission of the completed application.

If your case is urgent and you qualify for an IMR, the DMHC will review your case and send you a letter within 2 calendar days telling you that you qualify for an IMR. After your application and supporting documents are received from your plan, the IMR decision will be made within 3 calendar days. You should receive the IMR decision within 7 calendar days of the submission of the completed application. If you are not satisfied with the result of the IMR, you can still ask for a State Hearing.

An IMR can take longer if the DMHC does not receive all of the medical records needed from you or your treating doctor. If you are using a doctor who is not in your health plan's network, it is important that you get and send us your medical records from that doctor. Your health plan is required to get copies of your medical records from doctors who are in the network.

If the DMHC decides that your case is not eligible for IMR, the DMHC will review your case through its regular consumer complaint process. Your complaint should be resolved within 30

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



calendar days of the submission of the completed application. If your complaint is urgent, it will be resolved sooner.

(2) State Hearing

You can ask for a State Hearing for Medi-Cal covered services and items. If your doctor or other provider asks for a service or item that we will not approve, or we will not continue to pay for a service or item you already have and we said no to your Level 1 appeal, you have the right to ask for a State Hearing.

In most cases **you have 120 days to ask for a State Hearing** after the “Appeal Decision Letter” notice is mailed to you.

NOTE: If you ask for a State Hearing because we told you that a service you currently get will be changed or stopped, **you have fewer days to submit your request** if you want to keep getting that service while your State Hearing is pending. Read “Will my benefits continue during Level 2 appeals” on page 217 for more information.

There are two ways to ask for a State Hearing:

1. You may complete the "Request for State Hearing" on the back of the notice of action. You should provide all requested information such as your full name, address, telephone number, the name of the plan or county that took the action against you, the aid program(s) involved, and a detailed reason why you want a hearing. Then you may submit your request one of these ways:
 - To the county welfare department at the address shown on the notice.
 - To the California Department of Social Services:

State Hearings Division
P.O. Box 944243, Mail Station 9-17-37
Sacramento, California 94244-2430
 - To the State Hearings Division at fax number 916-651-5210 or 916-651-2789.
2. You can call the California Department of Social Services at 1-800-743-8525. TTY users should call 1-800-952-8349. If you decide to ask for a State Hearing by phone, you should be aware that the phone lines are very busy.

The State Hearings Division gives you their decision in writing and explain the reasons.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- If the State Hearings Division says **Yes** to part or all of a request for a medical item or service, we must authorize or provide the service or item **within 72 hours** after we get their decision.
- If the State Hearings Division says **No** to part or all of your appeal, it means they agree that we should not approve your request (or part of your request) for coverage for medical care. This is called “upholding the decision” or “turning down your appeal.”

If the IRO or State Hearing decision is **No** for all or part of your request, you have additional appeal rights.

If your Level 2 Appeal went to the **IRO**, you can appeal again only if the dollar value of the service or item you want meets a certain minimum amount. An ALJ or attorney adjudicator handles a Level 3 Appeal. **The letter you get from the IRO explains additional appeal rights you may have.**

The letter you get from the State Hearings Division describes the next appeal option.

Refer to **Section J**, page 246 for more information about your appeal rights after Level 2.

F5. Payment problems

We do not allow our network providers to bill you for covered services and items. This is true even if we pay the provider less than the provider charges for a covered service or item. **You are never required to pay the balance of any bill.**

If you get a bill for covered services and items, send the bill to us. You should not pay the bill yourself. We will contact the provider directly and take care of the problem. If you do pay the bill, you can get a refund from our plan if you followed the rules for getting services or item.

For more information, refer to **Chapter 7** of your *Member Handbook*. It describes situations when you may need to ask us to pay you back or pay a bill you got from a provider. It also tells how to send us the paperwork that asks us for payment.

If you ask to be paid back, you are asking for a coverage decision. We will check if the service or item you paid for is covered and if you followed all the rules for using your coverage.

- If the service or item you paid for is covered and you followed all the rules, we will send your provider the payment for the service or item within 60 calendar days after we get your request. Your provider will then send the payment to you.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- If you haven't paid for the service or item yet, we will send the payment directly to the provider. When we send the payment, it's the same as saying **Yes** to your request for a coverage decision.
- If the service or item is not covered or you did not follow all the rules, we will send you a letter telling you we won't pay for the service or item and explaining why.

If you don't agree with our decision not to pay, **you can make an appeal**. Follow the appeals process described in **Section F3**, page 213. When you follow these instructions, note:

- If you make an appeal for us to pay you back, we must give you our answer within 30 calendar days after we get your appeal.
- If you ask us to pay you back for medical care you got and paid for yourself, you can't ask for a fast appeal.

If our answer to your appeal is **No** and **Medicare** usually covers the service or item, we will send your case to the IRO. We will send you a letter if this happens.

- If the IRO reverses our decision and says we should pay you, we must send the payment to you or to the provider within 30 calendar days. If the answer to your appeal is **Yes** at any stage of the appeals process after Level 2, we must send the payment to you or to the health care provider within 60 calendar days.
- If the IRO says **No** to your appeal, it means they agree that we should not approve your request. This is called "upholding the decision" or "turning down your appeal." You will get a letter explaining additional appeal rights you may have. Refer to **Section J** for more information about additional levels of appeal.

If our answer to your appeal is **No** and Medi-Cal usually covers the service or item, you can file a Level 2 Appeal yourself. Refer to **Section F4**, page 217 for more information.

G. Medicare Part D prescription drugs

Your benefits as a member of our plan include coverage for many prescription drugs. Most of these are Medicare Part D drugs. There are a few drugs that Medicare Part D doesn't cover that Medi-Cal may cover. **This section only applies to Medicare Part D drug appeals.** We'll say "drug" in the rest of this section instead of saying "Medicare Part D drug" every time.

To be covered, the drug must be used for a medically accepted indication. That means the drug is approved by the Food and Drug Administration (FDA) or supported by certain medical

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



references. Refer to **Chapter 5**, Section B3, page 147 of your *Member Handbook* for more information about a medically accepted indication.

G1. Medicare Part D coverage decisions and appeals

Here are examples of coverage decisions you ask us to make about your Medicare Part D drugs:

- You ask us to make an exception, including asking us to:
 - Cover a Medicare Part D drug that is not on our plan's Drug List or
 - Set aside a restriction on our coverage for a drug (such as limits on the amount you can get)
- You ask us if a drug is covered for you (such as when your drug is on our plan's Drug List but we must approve it for you before we cover it)

NOTE: If your pharmacy tells you that your prescription can't be filled as written, the pharmacy gives you a written notice explaining how to contact us to ask for a coverage decision.

An initial coverage decision about your Medicare Part D drugs is called a “**coverage determination**.”

- You ask us to pay for a drug you already bought. This is asking for a coverage decision about payment.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



If you disagree with a coverage decision we made, you can appeal our decision. This section tells you both how to ask for coverage decisions and how to make an appeal. Use the chart below to help you.

Which of these situations are you in?

You need a drug that isn't on our Drug List or need us to set aside a rule or restriction on a drug we cover.	You want us to cover a drug on our Drug List, and you think you meet plan rules or restrictions (such as getting approval in advance) for the drug you need.	You want to ask us to pay you back for a drug you already got and paid for.	We told you that we won't cover or pay for a drug in the way that you want.
You can ask us to make an exception. (This is a type of coverage decision.)	You can ask us for a coverage decision.	You can ask us to pay you back. (This is a type of coverage decision.)	You can make an appeal. (This means you ask us to reconsider.)
Start with Section G2, page 226, then refer to Sections G3, page 227 and G4, page 228.	Refer to Section G4, page 228.	Refer to Section G4, page 228.	Refer to Section G5, page 230.

G2. Medicare Part D exceptions

If we don't cover a drug in the way you would like, you can ask us to make an "exception." If we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber needs to explain the medical reasons why you need the exception.

Asking for coverage of a drug not on our Drug List or for removal of a restriction on a drug is sometimes called asking for a **"formulary exception."**

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Here are some examples of exceptions that you or your doctor or other prescriber can ask us to make:

1. Covering a drug that is not on our Drug List

- You can't get an exception to the required copay amount for the drug.

2. Removing a restriction for a covered drug

- Extra rules or restrictions apply to certain drugs on our Drug List (refer to **Chapter 5**, Section C, page 148 of your *Member Handbook* for more information).
- Extra rules and restrictions for certain drugs include:
 - Being required to use the generic version of a drug instead of the brand name drug.
 - Getting our approval in advance before we agree to cover the drug for you. This is sometimes called "prior authorization (PA)."
 - Being required to try a different drug first before we agree to cover the drug you ask for. This is sometimes called "step therapy."
 - Quantity limits. For some drugs, there are restrictions on the amount of the drug you can have.

G3. Important things to know about asking for an exception

Your doctor or other prescriber must tell us the medical reasons.

Your doctor or other prescriber must give us a statement explaining the medical reasons for asking for an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Our Drug List often includes more than one drug for treating a specific condition. These are called "alternative" drugs. If an alternative drug is just as effective as the drug you ask for and wouldn't cause more side effects or other health problems, we generally do **not** approve your exception request.

We can say Yes or No to your request.

- If we say **Yes** to your exception request, the exception usually lasts until the end of the calendar year. This is true as long as your doctor continues to prescribe

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



the drug for you and that drug continues to be safe and effective for treating your condition.

- If we say **No** to your exception request, you can make an appeal. Refer to **Section G5**, page 230 for information on making an appeal if we say **No**.

The next section tells you how to ask for a coverage decision, including an exception.

G4. Asking for a coverage decision, including an exception

- Ask for the type of coverage decision you want by calling 1-800-431-9007 (TTY: 711), writing, or faxing us. You, your representative, or your doctor (or other prescriber) can do this. Please include your name, contact information, and information about the claim. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.
- You or your doctor (or other prescriber) or someone else acting on your behalf can ask for a coverage decision. You can also have a lawyer act on your behalf.
- Refer to **Section E3**, page 208 to find out how to name someone as your representative.
- You don't need to give written permission to your doctor or other prescriber to ask for a coverage decision on your behalf.
- If you want to ask us to pay you back for a drug, refer to **Chapter 7** of your *Member Handbook*.
- If you ask for an exception, give us a “supporting statement.” The supporting statement includes your doctor or other prescriber’s medical reasons for the exception request.
- Your doctor or other prescriber can fax or mail us the supporting statement. They can also tell us by phone and then fax or mail the statement.

If your health requires it, ask us for a “fast coverage decision.”

We use the “standard deadlines” unless we agree to use the “fast deadlines.”

- A **standard coverage decision** means we give you an answer within 72 hours after we get your doctor’s statement.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- A **fast coverage decision** means we give you an answer within 24 hours after we get your doctor's statement.

A "fast coverage decision" is called an "**expedited coverage determination.**"

You can get a fast coverage decision if:

- It's for a drug you didn't get. You can't get a fast coverage decision if you are asking us to pay you back for a drug you already bought.
- Your health or ability to function would be seriously harmed if we use the standard deadlines.

If your doctor or other prescriber tells us that your health requires a fast coverage decision, we agree and give it to you. We send you a letter that tells you.

- If you ask for a fast coverage decision without support from your doctor or other prescriber, we decide if you get a fast coverage decision.
- If we decide that your medical condition doesn't meet the requirements for a fast coverage decision, we use the standard deadlines instead.
 - We send you a letter that tells you. The letter also tells you how to make a complaint about our decision.
 - You can file a fast complaint and get a response within 24 hours. For more information making complaints, including fast complaints, refer to **Section K**, page 249.

Deadlines for a fast coverage decision

- If we use the fast deadlines, we must give you our answer within 24 hours after we get your request. If you ask for an exception, we give you our answer within 24 hours after we get your doctor's supporting statement. We give you our answer sooner if your health requires it.
- If we don't meet this deadline, we send your request to Level 2 of the appeals process for review by an IRO. Refer to **Section G6**, page 233 for more information about a Level 2 Appeal.
- If we say **Yes** to part or all of your request, we give you the coverage within 24 hours after we get your request or your doctor's supporting statement.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- If we say **No** to part or all of your request, we send you a letter with the reasons. The letter also tells you how you can make an appeal.

Deadlines for a standard coverage decision about a drug you didn't get

- If we use the standard deadlines, we must give you our answer within 72 hours after we get your request. If you ask for an exception, we give you our answer within 72 hours after we get your doctor's supporting statement. We give you our answer sooner if your health requires it.
- If we don't meet this deadline, we send your request to Level 2 of the appeals process for review by an IRO.
- If we say **Yes** to part or all of your request, we give you the coverage within 72 hours after we get your request or your doctor's supporting statement for an exception.
- If we say **No** to part or all of your request, we send you a letter with the reasons. The letter also tells you how to make an appeal.

Deadlines for a standard coverage decision about a drug you already bought

- We must give you our answer within 14 calendar days after we get your request.
- If we don't meet this deadline, we send your request to Level 2 of the appeals process for review by an IRO.
- If we say **Yes** to part or all of your request, we pay you back within 14 calendar days.
- If we say **No** to part or all of your request, we send you a letter with the reasons. The letter also tells you how to make an appeal.

G5. Making a Level 1 Appeal

An appeal to our plan about a Medicare Part D drug coverage decision is called a plan **"redetermination"**.

- Start your **standard** or **fast appeal** by calling, 1-800-431-9007 (TTY:711), writing, or faxing us. You, your representative, or your doctor (or other prescriber) can do this. Please include your name, contact information, and information regarding your appeal.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- You must ask for an appeal **within 60 calendar days** from the date on the letter we sent to tell you our decision.
- If you miss the deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good reasons are things like you had a serious illness or we gave you the wrong information about the deadline. Explain the reason why your appeal is late when you make your appeal.
- You have the right to ask us for a free copy of the information about your appeal. You and your doctor may also give us more information to support your appeal.

If your health requires it, ask for a fast appeal.

A fast appeal is also called an “**expedited redetermination.**”

- If you appeal a decision we made about a drug you didn’t get, you and your doctor or other prescriber decide if you need a fast appeal.
- Requirements for a fast appeal are the same as those for a fast coverage decision. Refer to **Section G4**, page 228 for more information.

We consider your appeal and give you our answer.

- We review your appeal and take another careful look at all of the information about your coverage request.
- We check if we followed the rules when we said **No** to your request.
- We may contact you or your doctor or other prescriber to get more information.

Deadlines for a fast appeal at Level 1

- If we use the fast deadlines, we must give you our answer **within 72 hours** after we get your appeal.
 - We give you our answer sooner if your health requires it.
 - If we don’t give you an answer within 72 hours, we must send your request to Level 2 of the appeals process. Then an IRO reviews it. Refer to **Section G6**, page 233 for information about the review organization and the Level 2 appeals process.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- If we say **Yes** to part or all of your request, we must provide the coverage we agreed to provide within 72 hours after we get your appeal.
- If we say **No** to part or all of your request, we send you a letter that explains the reasons and tells you how you can make an appeal.

Deadlines for a standard appeal at Level 1

- If we use the standard deadlines, we must give you our answer **within 7 calendar days** after we get your appeal for a drug you didn't get.
- We give you our decision sooner if you didn't get the drug and your health condition requires it. If you believe your health requires it, ask for a fast appeal.
 - If we don't give you a decision within 7 calendar days, we must send your request to Level 2 of the appeals process. Then an IRO reviews it. Refer to **Section G6**, page 233 for information about the review organization and the Level 2 appeals process.

If we say **Yes** to part or all of your request:

- We must **provide the coverage** we agreed to provide as quickly as your health requires, but **no later than 7 calendar days** after we get your appeal.
- We must **send payment to you** for a drug you bought **within 30 calendar days** after we get your appeal.

If we say **No** to part or all of your request:

- We send you a letter that explains the reasons and tells you how you can make an appeal.
- We must give you our answer about paying you back for a drug you bought **within 14 calendar days** after we get your appeal.
 - If we don't give you a decision within 14 calendar days, we must send your request to Level 2 of the appeals process. Then an IRO reviews it. Refer to **Section G6**, page 233 for information about the review organization and the Level 2 appeals process.
- If we say **Yes** to part or all of your request, we must pay you within 30 calendar days after we get your request.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- If we say **No** to part or all of your request, we send you a letter that explains the reasons and tells you how you can make an appeal.

G6. Making a Level 2 Appeal

If we say **No** to your Level 1 Appeal, you can accept our decision or make another appeal. If you decide to make another appeal, you use the Level 2 Appeal appeals process. The **IRO** reviews our decision when we said **No** to your first appeal. This organization decides if we should change our decision.

The formal name for the “Independent Review Organization” (IRO) is the “**Independent Review Entity**”, sometimes called the “**IRE**”,

To make a Level 2 Appeal, you, your representative, or your doctor or other prescriber must contact the IRO **in writing** and ask for a review of your case.

- If we say **No** to your Level 1 Appeal, the letter we send you includes **instructions about how to make a Level 2 Appeal** with the IRO. The instructions tell who can make the Level 2 Appeal, what deadlines you must follow, and how to reach the organization.
- When you make an appeal to the IRO, we send the information we have about your appeal to the organization. This information is called your “case file”. **You have the right to a free copy of your case file.**
- You have a right to give the IRO additional information to support your appeal.

The IRO reviews your Medicare Part D Level 2 Appeal and gives you an answer in writing. Refer to **Section F4**, page 217 for more information about the IRO.

Deadlines for a fast appeal at Level 2

If your health requires it, ask the IRO for a fast appeal.

- If they agree to a fast appeal, they must give you an answer **within 72 hours** after getting your appeal request.
- If they say **Yes** to part or all of your request, we must provide the approved drug coverage **within 24 hours** after getting the IRO’s decision.

Deadlines for a standard appeal at Level 2

If you have a standard appeal at Level 2, the IRO must give you an answer:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- **within 7 calendar days** after they get your appeal for a drug you didn't get.
- **within 14 calendar days** after getting your appeal for repayment for a drug you bought.

If the IRO says **Yes** to part or all of your request:

- We must provide the approved drug coverage **within 72 hours** after we get the IRO's decision.
- We must pay you back for a drug you bought within 30 calendar days after we get the IRO's decision.
- If the IRO says **No** to your appeal, it means they agree with our decision not to approve your request. This is called "upholding the decision" or "turning down your appeal".

If the IRO says **No** to your Level 2 Appeal, you have the right to a Level 3 Appeal if the dollar value of the drug coverage you ask for meets a minimum dollar value. If the dollar value of the drug coverage you ask for is less than the required minimum, you can't make another appeal. In that case, the Level 2 Appeal decision is final. The IRO sends you a letter that tells you the minimum dollar value needed to continue with a Level 3 Appeal.

If the dollar value of your request meets the requirement, you choose if you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2.
- If the IRO says **No** to your Level 2 Appeal and you meet the requirement to continue the appeals process, you:
 - Decide if you want to make a Level 3 Appeal.
 - Refer to the letter the IRO sent you after your Level 2 Appeal for details about how to make a Level 3 Appeal.

An ALJ or attorney adjudicator handles Level 3 Appeals. Refer to **Section J**, page 246 for information about Level 3, 4, and 5 Appeals.

H. Asking us to cover a longer hospital stay

When you're admitted to a hospital, you have the right to get all hospital services that we cover

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



that are necessary to diagnose and treat your illness or injury. For more information about our plan's hospital coverage, refer to **Chapter 4**, Section D, page 80 of your *Member Handbook*.

During your covered hospital stay, your doctor and the hospital staff work with you to prepare for the day when you leave the hospital. They also help arrange for care you may need after you leave.

- The day you leave the hospital is called your “discharge date.”
- Your doctor or the hospital staff will tell you what your discharge date is.

If you think you're being asked to leave the hospital too soon or you are concerned about your care after you leave the hospital, you can ask for a longer hospital stay. This section tells you how to ask.

Notwithstanding the appeals discussed in this **Section H**, you may also file a complaint with and ask the DMHC for an Independent Medical Review to continue your hospital stay. Please refer to **Section F4** on page 217 to learn how to file a complaint with and ask the DMHC for an Independent Medical Review. You can ask for an Independent Medical Review in addition to or instead of a Level 3 Appeal.

H1. Learning about your Medicare rights

Within two days after you're admitted to the hospital, someone at the hospital, such as a nurse or caseworker, will give you a written notice called “An Important Message from Medicare about Your Rights.” Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital.

If you don't get the notice, ask any hospital employee for it. If you need help, call Member Services at the numbers at the bottom of the page. You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

- **Read the notice** carefully and ask questions if you don't understand. The notice tells you about your rights as a hospital patient, including your rights to:
 - Get Medicare-covered services during and after your hospital stay. You have the right to know what these services are, who will pay for them, and where you can get them.
 - Be a part of any decisions about the length of your hospital stay.
 - Know where to report any concerns you have about the quality of your hospital care.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- Appeal if you think you're being discharged from the hospital too soon.
- **Sign the notice** to show that you got it and understand your rights.
 - You or someone acting on your behalf can sign the notice.
 - Signing the notice **only** shows that you got the information about your rights. Signing does **not** mean you agree to a discharge date your doctor or the hospital staff may have told you.
- **Keep your copy** of the signed notice so you have the information if you need it.

If you sign the notice more than two days before the day you leave the hospital, you'll get another copy before you're discharged.

You can look at a copy of the notice in advance if you:

- Call Member Services at the numbers at the bottom of the page
- Call Medicare at 1-800 MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
- Visit www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.

H2. Making a Level 1 Appeal

If you want us to cover your inpatient hospital services for a longer time, make an appeal. The Quality Improvement Organization (QIO) reviews the Level 1 Appeal to find out if your planned discharge date is medically appropriate for you.

The QIO is a group of doctors and other health care professionals paid by the federal government. These experts check and help improve the quality for people with Medicare. They are not part of our plan.

In California, the QIO is Livanta Call them at 1-877-588-1123 (TTY: 1-855-887-6668). Contact information is also in the notice, "An Important Message from Medicare about Your Rights," and in **Chapter 2**, Section F, page 35.

Call the QIO before you leave the hospital and no later than your planned discharge date.

- **If you call before you leave**, you can stay in the hospital after your planned discharge date without paying for it while you wait for the QIO's decision about your appeal.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- **If you do not call to appeal**, and you decide to stay in the hospital after your planned discharge date, you may pay all costs for hospital care you get after your planned discharge date.
- **If you miss the deadline** for contacting the QIO about your appeal, appeal to our plan directly instead. Refer to **Section G4**, page 228 for information about making an appeal to us.
- Because hospital stays are covered by both Medicare and Medi-Cal, if the Quality Improvement Organization will not hear your request to continue your hospital stay, or you believe that your situation is urgent, involves an immediate and serious threat to your health, or you are in severe pain, you may also file a complaint with or ask the California Department of Managed Health Care (DMHC) for an Independent Medical Review. Please refer to **Section F4** on page 217 to learn how to file a complaint and ask the DMHC for an Independent Medical Review.

Ask for help if you need it. If you have questions or need help at any time:

- Call Member Services at the numbers at the bottom of the page.
- Call the Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222.

Ask for a fast review. Act quickly and contact the QIO to ask for a fast review of your hospital discharge.

The legal term for “**fast review**” is “**immediate review**” or “**expedited review**.”

What happens during fast review

- Reviewers at the QIO ask you or your representative why you think coverage should continue after the planned discharge date. You aren't required to write a statement, but you may.
- Reviewers look at your medical information, talk with your doctor, and review information that the hospital and our plan gave them.
- By noon of the day after reviewers tell our plan about your appeal, you get a letter with your planned discharge date. The letter also gives reasons why your doctor, the hospital, and we think that is the right discharge date that's medically appropriate for you.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



The legal term for this written explanation is the “**Detailed Notice of Discharge.**” You can get a sample by calling Member Services at the numbers at the bottom of the page or 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048.) You can also refer to a sample notice online at www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.

Within one full day after getting all of the information it needs, the QIO give you their answer to your appeal.

If the QIO says **Yes** to your appeal:

- We will provide your covered inpatient hospital services for as long as the services are medically necessary.

If the QIO says **No** to your appeal:

- They believe your planned discharge date is medically appropriate.
- Our coverage for your inpatient hospital services will end at noon on the day after the QIO gives you their answer to your appeal.
- You may have to pay the full cost of hospital care you get after noon on the day after the QIO gives you their answer to your appeal.
- You can make a Level 2 Appeal if the QIO turns down your Level 1 Appeal **and** you stay in the hospital after your planned discharge date.

H3. Making a Level 2 Appeal

For a Level 2 Appeal, you ask the QIO to take another look at the decision they made on your Level 1 Appeal. Call them at 1-877-588-1123 (TTY: 1-855-887-6668).

You must ask for this review **within 60 calendar days** after the day the QIO said **No** to your Level 1 Appeal. You can ask for this review **only** if you stay in the hospital after the date that your coverage for the care ended.

QIO reviewers will:

- Take another careful look at all of the information related to your appeal.
- Tell you their decision about your Level 2 Appeal within 14 calendar days of receipt of your request for a second review.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



If the QIO says **Yes** to your appeal:

- We must pay you back for our share of hospital care costs since noon on the day after the date the QIO turned down your Level 1 Appeal.
- We will provide your covered inpatient hospital services for as long as the services are medically necessary.

If the QIO says **No** to your appeal:

- They agree with their decision about your Level 1 Appeal and won't change it.
- They give you a letter that tells you what you can do if you want to continue the appeals process and make a Level 3 Appeal.
- You may also file a complaint with or ask the DMHC for an Independent Medical Review to continue your hospital stay. Please refer to **Section E4** on page 209 to learn how to file a complaint with and ask the DMHC for an Independent Medical Review.

An ALJ or attorney adjudicator handles Level 3 Appeals. Refer to **Section J**, page 246 for information about Level 3, 4, and 5 Appeals.

H4. Making a Level 1 Alternate Appeal

The deadline for contacting the QIO for a Level 1 Appeal is within 60 days or no later than your planned hospital discharge date. If you miss the Level 1 Appeal deadline, you can use an "Alternate Appeal" process.

Contact Member Services at the numbers at the bottom of the page and ask us for a "fast review" of your hospital discharge date.

The legal term for "fast review" or "fast appeal" is "**expedited appeal**".

- We look at all of the information about your hospital stay.
- We check that the first decision was fair and followed the rules.
- We use fast deadlines instead of standard deadlines and give you our decision within 72 hours of when you asked for a fast review.

If we say **Yes** to your fast appeal:

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- We agree that you need to be in the hospital after the discharge date.
- We will provide your covered inpatient hospital services for as long as the services are medically necessary.
- We pay you back for our share of the costs of care you got since the date when we said your coverage would end.

If we say **No** to your fast appeal:

- We agree that your planned discharge date was medically appropriate.
- Our coverage for your inpatient hospital services ends on the date we told you.
- We will not pay any share of the costs after this date.
- You may have to pay the full cost of hospital care you got after the planned discharge date if you continued to stay in the hospital.
- We send your appeal to the IRO to make sure we followed all the rules. When we do this, your case automatically goes to the Level 2 appeals process.

H5. Making a Level 2 Alternate Appeal

We send the information for your Level 2 Appeal to the IRO within 24 hours of saying **No** to your Level 1 Appeal. We do this automatically. You don't need to do anything.

If you think we didn't meet this deadline, or any other deadline, you can make a complaint. Refer to **Section K**, page 249 for information about making complaints.

The IRO does a fast review of your appeal. They take a careful look at all of the information about your hospital discharge and usually give you an answer within 72 hours.

If the IRO says **Yes** to your appeal:

- We pay you back for our share of the costs of care you got since the date when we said your coverage would end.
- We will provide your covered inpatient hospital services for as long as the services are medically necessary.

If the IRO says **No** to your appeal:

- They agree that your planned hospital discharge date was medically appropriate.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- They give you a letter that tells you what you can do if you want to continue the appeals process and make a Level 3 Appeal.

An ALJ or attorney adjudicator handles Level 3 Appeals. Refer to **Section J**, page 249 for information about Level 3, 4, and 5 Appeals.

You may also file a complaint with and ask the DMHC for an Independent Medical Review to continue your hospital stay. Please refer to **Section F4** on page 217 to learn how to file a complaint with and ask the DMHC for an Independent Medical Review. You can ask for an Independent Medical Review in addition to or instead of a Level 3 Appeal.

I. Asking us to continue covering certain medical services

This section is only about three types of services you may be getting:

- home health care services
- skilled nursing care in a skilled nursing facility, **and**
- rehabilitation care as an outpatient at a Medicare-approved CORF. This usually means you're getting treatment for an illness or accident or you're recovering from a major operation.

With any of these three types of services, you have the right to get covered services for as long as the doctor says you need them.

When we decide to stop covering any of these, we must tell you **before** your services end. When your coverage for that service ends, we stop paying for it.

If you think we're ending the coverage of your care too soon, **you can appeal our decision**. This section tells you how to ask for an appeal.

I1. Advance notice before your coverage ends

We send you a written notice that you'll get at least two days before we stop paying for your care. This is called the "Notice of Medicare Non-Coverage." The notice tells you the date when we will stop covering your care and how to appeal our decision.

You or your representative should sign the notice to show that you got it. Signing the notice **only** shows that you got the information. Signing does **not** mean you agree with our decision.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



I2. Making a Level 1 Appeal

If you think we're ending coverage of your care too soon, you can appeal our decision. This section tells you about the Level 1 Appeal process and what to do.

- **Meet the deadlines.** The deadlines are important. Understand and follow the deadlines that apply to things you must do. Our plan must follow deadlines too. If you think we're not meeting our deadlines, you can file a complaint. Refer to **Section K**, page 249 for more information about complaints.
- **Ask for help if you need it.** If you have questions or need help at any time:
 - Call Member Services at the numbers at the bottom of the page.
 - Call the HICAP at 1-800-434-0222.
- **Contact the QIO.**
 - Refer to **Section H2**, page 236 or refer to **Chapter 2** of your *Member Handbook* for more information about the QIO and how to contact them.
 - Ask them to review your appeal and decide whether to change our plan's decision.
- **Act quickly and ask for a "fast-track appeal."** Ask the QIO if it's medically appropriate for us to end coverage of your medical services.

Your deadline for contacting this organization

- You must contact the QIO to start your appeal by noon of the day before the effective date on the "Notice of Medicare Non-Coverage" we sent you.
- If you miss the deadline for contacting the QIO, you can make your appeal directly to us instead. For details about how to do that, refer to **Section I4**, page 244.
- If the Quality Improvement Organization will not hear your request to continue coverage of your health care services or you believe that your situation is urgent or involves an immediate and serious threat to your health or if you are in severe pain, you may file a complaint with and ask the California Department of Managed Health Care (DMHC) for an Independent Medical Review. Please refer to **Section F4** on page 217 to learn how to file a complaint with and ask the DMHC for an Independent Medical Review.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



The legal term for the written notice is “**Notice of Medicare Non-Coverage**”. To get a sample copy, call Member Services at the numbers at the bottom of the page or call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. Or get a copy online at www.cms.gov/Medicare/Medicare-General-Information/BNI/FFS-Expedited-Determination-Notices.

What happens during a fast-track appeal

- Reviewers at the QIO ask you or your representative why you think coverage should continue. You aren’t required to write a statement, but you may.
- Reviewers look at your medical information, talk with your doctor, and review information that our plan gave them.
- Our plan also sends you a written notice that explains our reasons for ending coverage of your services. You get the notice by the end of the day the reviewers inform us of your appeal.

The legal term for the notice explanation is “**Detailed Explanation of Non-Coverage**”.

- Reviewers tell you their decision within one full day after getting all the information they need.

If the QIO says **Yes** to your appeal:

- We will provide your covered services for as long as they are medically necessary.

If the QIO says **No** to your appeal:

- Your coverage ends on the date we told you.
- We stop paying our share of the costs of this care on the date in the notice.
- You pay the full cost of this care yourself if you decide to continue the home health care, skilled nursing facility care, or CORF services after the date your coverage ends
- You decide if you want to continue these services and make a Level 2 Appeal.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



I3. Making a Level 2 Appeal

For a Level 2 Appeal, you ask the QIO to take another look at the decision they made on your Level 1 Appeal. Call them at 1-877-588-1123 (TTY: 1-855-887-6668).

You must ask for this review **within 60 calendar days** after the day the QIO said **No** to your Level 1 Appeal. You can ask for this review **only** if you continue care after the date that your coverage for the care ended.

QIO reviewers will:

- Take another careful look at all of the information related to your appeal.
- Tell you their decision about your Level 2 Appeal within 14 calendar days of receipt of your request for a second review.

If the QIO says **Yes** to your appeal:

- We pay you back for our share of the costs of care you got since the date when we said your coverage would end.
- We will provide coverage for the care for as long as it is medically necessary.

If the QIO says **No** to your appeal:

- They agree with our decision to end your care and will not change it.
- They give you a letter that tells you what you can do if you want to continue the appeals process and make a Level 3 Appeal.
- You may file a complaint with and ask the DMHC for an Independent Medical Review to continue coverage of your health care services. Please refer to **Section F4** on page 217 to learn how to ask the DMHC for an Independent Medical Review. You can file a complaint with and ask the DMHC for an Independent Medical Review in addition to or instead of a Level 3 Appeal.

An ALJ or attorney adjudicator handles Level 3 Appeals. Refer to **Section J**, page 246 for information about Level 3, 4, and 5 Appeals.

I4. Making a Level 1 Alternate Appeal

As explained in **Section I2**, page 242, you must act quickly and contact the QIO to start your Level 1 Appeal. If you miss the deadline, you can use an “Alternate Appeal” process.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Contact Member Services at the numbers at the bottom of the page and ask us for a “fast review”.

The legal term for “fast review” or “fast appeal” is “**expedited appeal**”.

- We look at all of the information about your case.
- We check that the first decision was fair and followed the rules when we set the date for ending coverage for your services.
- We use fast deadlines instead of standard deadlines and give you our decision within 72 hours of when you asked for a fast review.

If we say **Yes** to your fast appeal:

- We agree that you need services longer.
- We will provide your covered services for as long as the services are medically necessary.
- We agree to pay you back for our share of the costs of care you got since the date when we said your coverage would end.
- If we say **No** to your fast appeal:
 - Our coverage for these services ends on the date we told you.
 - We will not pay any share of the costs after this date.
 - You pay the full cost of these services if you continue getting them after the date we told you our coverage would end.
 - We send your appeal to the IRO to make sure we followed all the rules. When we do this, your case automatically goes to the Level 2 appeals process.

15. Making a Level 2 Alternate Appeal

During the Level 2 Appeal:

- We send the information for your Level 2 Appeal to the IRO within 24 hours of saying No to your Level 1 Appeal. We do this automatically. You don’t need to do anything.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- If you think we didn't meet this deadline, or any other deadline, you can make a complaint. Refer to **Section K**, page 249 for information about making complaints.
- The IRO does a fast review of your appeal. They take a careful look at all of the information about your hospital discharge and usually give you an answer within 72 hours.

If the IRO says **Yes** to your appeal:

- We pay you back for our share of the costs of care you got since the date when we said your coverage would end.
- We will provide your covered inpatient hospital services for as long as the services are medically necessary.

If the IRO says **No** to your appeal:

- They agree with our decision to end your care and will not change it.
- They give you a letter that tells you what you can do if you want to continue the appeals process and make a Level 3 Appeal.

You may also file a complaint with and ask the DMHC for an Independent Medical Review to continue coverage of your health care services. Please refer to **Section F4** on page 217 to learn how to ask the DMHC for an Independent Medical Review. You can file a complaint with and ask for an Independent Medical Review in addition to or instead of a Level 3 Appeal.

An ALJ or attorney adjudicator handles Level 3 Appeals. Refer to **Section J**, page 246 for information about Level 3, 4, and 5 Appeals.

J. Taking your appeal beyond Level 2

J1. Next steps for Medicare services and items

If you made a Level 1 Appeal and a Level 2 Appeal for Medicare services or items, and both of your appeals were turned down, you may have the right to additional levels of appeal.

If the dollar value of the Medicare service or item you appealed does not meet a certain minimum dollar amount, you cannot appeal any further. If the dollar value is high enough, you

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



can continue the appeals process. The letter you get from the IRO for your Level 2 Appeal explains who to contact and what to do to ask for a Level 3 Appeal.

Level 3 Appeal

Level 3 of the appeals process is an ALJ hearing. The person who makes the decision is an ALJ or an attorney adjudicator who works for the federal government.

If the ALJ or attorney adjudicator says **Yes** to your appeal, we have the right to appeal a Level 3 decision that is favorable to you.

- If we decide **to appeal** the decision, we send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- If we decide **not to appeal** the decision, we must authorize or provide you with the service within 60 calendar days after getting the ALJ or attorney adjudicator's decision.
 - If the ALJ or attorney adjudicator says **No** to your appeal, the appeals process may not be over.
- If you decide **to accept** this decision that turns down your appeal, the appeals process is over.
- If you decide **not to accept** this decision that turns down your appeal, you can continue to the next level of the review process. The notice you get will tell you what to do for a Level 4 Appeal.

Level 4 Appeal

The Medicare Appeals Council (Council) reviews your appeal and gives you an answer. The Council is part of the federal government.

If the Council says **Yes** to your Level 4 Appeal or denies our request to review a Level 3 Appeal decision favorable to you, we have the right to appeal to Level 5.

- If we decide **to appeal** the decision, we will tell you in writing.
- If we decide **not to appeal** the decision, we must authorize or provide you with the service within 60 calendar days after getting the Council's decision.

If the Council says **No** or denies our review request, the appeals process may not be over.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- If you decide **to accept** this decision that turns down your appeal, the appeals process is over.
- If you decide **not to accept** this decision that turns down your appeal, you may be able to continue to the next level of the review process. The notice you get will tell you if you can go on to a Level 5 Appeal and what to do.

Level 5 Appeal

- A Federal District Court judge will review your appeal and all of the information and decide **Yes** or **No**. This is the final decision. There are no other appeal levels beyond the Federal District Court.

J2. Additional Medi-Cal appeals

You also have other appeal rights if your appeal is about services or items that Medi-Cal usually covers. The letter you get from the State Hearings Division will tell you what to do if you want to continue the appeals process.

J3. Appeal Levels 3, 4 and 5 for Medicare Part D Drug Requests

This section may be appropriate for you if you made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the value of the drug you appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. The written response you get to your Level 2 Appeal explains who to contact and what to do to ask for a Level 3 Appeal.

Level 3 Appeal

Level 3 of the appeals process is an ALJ hearing. The person who makes the decision is an ALJ or an attorney adjudicator who works for the federal government.

If the ALJ or attorney adjudicator says **Yes** to your appeal:

- The appeals process is over.
- We must authorize or provide the approved drug coverage within 72 hours (or 24 hours for an expedited appeal) or make payment no later than 30 calendar days after we get the decision.

If the ALJ or attorney adjudicator says **No** to your appeal, the appeals process may not be over.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- If you decide **to accept** this decision that turns down your appeal, the appeals process is over.
- If you decide **not to accept** this decision that turns down your appeal, you can continue to the next level of the review process. The notice you get will tell you what to do for a Level 4 Appeal.

Level 4 Appeal

The Council reviews your appeal and gives you an answer. The Council is part of the federal government.

If the Council says **Yes** to your appeal:

- The appeals process is over.
- We must authorize or provide the approved drug coverage within 72 hours (or 24 hours for an expedited appeal) or make payment no later than 30 calendar days after we get the decision.

If the Council says **No** to your appeal, the appeals process may not be over.

- If you decide **to accept** this decision that turns down your appeal, the appeals process is over.
- If you decide **not to accept** this decision that turns down your appeal, you may be able to continue to the next level of the review process. The notice you get will tell you if you can go on to a Level 5 Appeal and what to do.

Level 5 Appeal

- A Federal District Court judge will review your appeal and all of the information and decide **Yes** or **No**. This is the final decision. There are no other appeal levels beyond the Federal District Court.

K. How to make a complaint

K1. What kinds of problems should be complaints

The complaint process is used for certain types of problems only, such as problems related to quality of care, waiting times, coordination of care, and customer service. Here are examples of the kinds of problems handled by the complaint process.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Complaint	Example
Quality of your medical care	You are unhappy with the quality of care, such as the care you got in the hospital.
Respecting your privacy	You think that someone did not respect your right to privacy or shared confidential information about you.
Disrespect, poor customer service, or other negative behaviors	- A health care provider or staff was rude or disrespectful to you. - Our staff treated you poorly. - You think you are being pushed out of our plan.
Accessibility and language assistance	- You cannot physically access the health care services and facilities in a doctor or provider's office. - Your doctor or provider does not provide an interpreter for the non-English language you speak (such as American Sign Language or Spanish). - Your provider does not give you other reasonable accommodations you need and ask for.
Waiting times	- You have trouble getting an appointment or wait too long to get it. - Doctors, pharmacists, or other health professionals, Member Services, or other plan staff keep you waiting too long.
Cleanliness	You think the clinic, hospital or doctor's office is not clean.
Information you get from us	- You think we failed to give you a notice or letter that you should have received. - You think written information we sent you is too difficult to understand.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Complaint	Example
Timeliness related to coverage decisions or appeals	- You think we don't meet our deadlines for making a coverage decision or answering your appeal. - You think that, after getting a coverage or appeal decision in your favor, we don't meet the deadlines for approving or giving you the service or paying you back for certain medical services. - You don't think we sent your case to the IRO on time.

There are different kinds of complaints. You can make an internal complaint and/or an external complaint. An internal complaint is filed with and reviewed by our plan. An external complaint is filed with and reviewed by an organization not affiliated with our plan. If you need help making an internal and/or external complaint, you can call Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

The legal term for a “complaint” is a “**grievance.**”

The legal term for “making a complaint” is “**filing a grievance.**”

K2. Internal complaints

To make an internal complaint, call Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. You can make the complaint at any time unless it is about a Medicare Part D drug. If the complaint is about a Medicare Part D drug, you must make it **within 60 calendar** days after you had the problem you want to complain about.

- If there is anything else you need to do, Member Services will tell you.
- You can also write your complaint and send it to us. If you put your complaint in writing, we will respond to your complaint in writing.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



- If you ask for a written response, we will respond in writing. If you file a written complaint (grievance), or if your complaint is related to quality of care, we will respond to you in writing.
- We will send you a letter within 5 calendar days of receiving your complaint letting you know that we received it.

We must notify you of our decision about your complaint as quickly as your case requires based on your health status, but no later than 30 calendar days after receiving your complaint. In certain cases, you have the right to ask for a fast review of your complaint. This is called the “fast complaint” procedure. You are entitled to a fast review of your complaint if you disagree with our decision in the following situations:

- We deny your request for a fast review of a request for medical care or Medicare Part D drugs.
- We deny your request for a fast review of an appeal of denied services or Medicare Part D drugs.
- We decide additional time is needed to review your request for medical care.
- We decide additional time is needed to review your appeal of denied medical care.
- Complaints related to Medicare Part D must be made within 60 calendar days after you had the problem you want to complain about. All other types of complaints must be filed with us or the provider within anytime from the day the incident or action occurred that caused you to be dissatisfied.
- If you are making a complaint because we denied your request for a “fast coverage decision” or a “fast appeal,” we will automatically give you a “fast complaint” and respond to your complaint within 24 hours.

The legal term for “fast complaint” is “expedited grievance.”

If possible, we answer you right away. If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- We answer most complaints within 30 calendar days. If we don’t make a decision within 30 calendar days because we need more information, we notify you in

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



writing. We also provide a status update and estimated time for you to get the answer.

- If you make a complaint because we denied your request for a “fast coverage decision” or a “fast appeal,” we automatically give you a “fast complaint” and respond to your complaint within 24 hours.
- If you make a complaint because we took extra time to make a coverage decision or appeal, we automatically give you a “fast complaint” and respond to your complaint within 24 hours.

If we don't agree with some or all of your complaint, we will tell you and give you our reasons. We respond whether we agree with the complaint or not.

K3. External complaints

Medicare

You can tell Medicare about your complaint or send it to Medicare. The Medicare Complaint Form is available at: www.medicare.gov/MedicareComplaintForm/home.aspx. You do not need to file a complaint with Wellcare Dual Align (HMO D-SNP) before filing a complaint with Medicare.

Medicare takes your complaints seriously and uses this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the health plan is not addressing your problem, you can also call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. The call is free.

Medi-Cal

You can file a complaint with the California Department of Health Care Services (DHCS) Medi-Cal Managed Care Ombudsman by calling 1-888-452-8609. TTY users can call 711. Call Monday through Friday between 8:00 a.m. and 5:00 p.m.

You can file a complaint with the California Department of Managed Health Care (DMHC). The DMHC is responsible for regulating health plans. You can call the DMHC Help Center for help with complaints about Medi-Cal services. For non-urgent matters, you may file a complaint with the DMHC if you disagree with the decision in your Level 1 appeal or if the plan has not resolved your complaint after 30 calendar days. However, you may contact the DMHC without filing a Level 1 appeal if you need help with a complaint involving an urgent issue or one that involves an immediate and serious threat

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



to your health, if you are in severe pain, if you disagree with our plan's decision about your complaint, or if our plan has not resolved your complaint after 30 calendar days.

Here are two ways to get help from the Help Center:

- Call 1-888-466-2219. Individuals who are deaf, hard of hearing, or speech-impaired can use the toll-free TTY number, 1-877-688-9891. The call is free.
- Visit the Department of Managed Health Care's website (www.dmhca.ca.gov).

Office for Civil Rights (OCR)

You can make a complaint to the Department of Health and Human Services (HHS) OCR if you think you have not been treated fairly. For example, you can make a complaint about disability access or language assistance. The phone number for the OCR is 1-800-368-1019. TTY users should call 1-800-537-7697. You can visit www.hhs.gov/ocr for more information.

You may also contact the local OCR office at:

Office for Civil Rights
U.S. Department of Health and Human Services
90 7th Street, Suite 4-100
San Francisco, CA 94103
Phone: 1-800-368-1019
TTY: 1-800-537-7697
Fax: 1-202-619-3818

You may also have rights under the Americans with Disability Act (ADA) and under the Unruh Civil Rights Act. You can contact the Ombuds Program for assistance. The phone number is 1-888-452-8609 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m. PST; excluding holidays.

QIO

When your complaint is about quality of care, you have two choices:

- You can make your complaint about the quality of care directly to the QIO.
- You can make your complaint to the QIO and to our plan. If you make a complaint to the QIO, we work with them to resolve your complaint.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



The QIO is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. To learn more about the QIO, refer to **Section H2**, page 236 or refer to **Chapter 2** of your *Member Handbook*.

In California, the QIO is called Livanta. The phone number for Livanta is 1-877-588-1123 (TTY:1-855-887-6668).

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY:711). Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.



Chapter 10: Ending your membership in our plan

Introduction

This chapter explains how you can end your membership with our plan and your health coverage options after you leave our plan. If you leave our plan, you will still be in the Medicare and Medi-Cal programs as long as you are eligible. Key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.



If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 256

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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 257



A. When you can end your membership in our plan

Most people with Medicare can end their membership during certain times of the year. Since you have Medi-Cal, you can end your membership with our plan or switch to a different plan one time during each of the following **Special Enrollment Periods**:

- January to March
- April to June
- July to September

In addition to these three Special Enrollment periods, you may end your membership in our plan during the following periods each year:

- The **Annual Enrollment Period**, which lasts from October 15 to December 7. If you choose a new plan during this period, your membership in our plan ends on December 31 and your membership in the new plan starts on January 1.
- The **Medicare Advantage (MA) Open Enrollment Period**, which lasts from January 1 to March 31. If you choose a new plan during this period, your membership in the new plan starts the first day of the next month.

There may be other situations when you are eligible to make a change to your enrollment. For example, when:

- you move out of our service area,
- your eligibility for Medi-Cal or Extra Help changed, **or**
- if you recently moved into, currently are getting care in, or just moved out of a nursing facility or a long-term care hospital.

Your membership ends on the last day of the month that we get your request to change your plan. For example, if we get your request on January 18, your coverage with our plan ends on January 31. Your new coverage begins the first day of the next month (February 1, in this example).

If you leave our plan, you can get information about your:

- Medicare options in the table in **Section C1** page 260.
- Medi-Cal options and services in **Section C2** page 262.

You can get more information about how you can end your membership by calling: Member Services at the number at the bottom of this page. The number for TTY users is listed too.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 258



- Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
- California Health Insurance Counseling and Advocacy Program (HICAP), at 1-800-434-0222, Monday through Friday from 8:00 a.m. to 5:00 p.m. TTY: 711. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP. Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 a.m. to 6:00 p.m. TTY users should call 1-800-430-7077.
- Medi-Cal Managed Care Ombudsman at 1-888-452-8609, Monday through Friday from 8:00 a.m. to 5:00 p.m. or e-mail MMCDOmbudsmanOffice@dhcs.ca.gov.

NOTE: If you're in a drug management program (DMP), you may not be able to change plans. Refer to **Chapter 5**, Section G3, page 156 of your Member Handbook for information about drug management programs.

B. How to end your membership in our plan

If you decide to end your membership you can enroll in another Medicare plan or switch to Original Medicare. However, if you want to switch from our plan to Original Medicare but you have not selected a separate Medicare prescription drug plan, you must ask to be disenrolled from our plan. There are two ways you can ask to be disenrolled:

- You can make a request in writing to us. Contact Member Services at the number at the bottom of this page if you need more information on how to do this.
- Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users (people who have difficulty with hearing or speaking) should call 1-877-486-2048. When you call 1-800-MEDICARE, you can also enroll in another Medicare health or drug plan. More information on getting your Medicare services when you leave our plan is in the chart on page 257 of this chapter.
- Call Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 a.m. to 6:00 p.m. TTY users should call 1-800-430-7077.
- **Section C** below includes steps that you can take to enroll in a different plan, which will also end your membership in our plan.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 259



C. How to get Medicare and Medi-Cal services separately

You have choices about getting your Medicare and Medi-Cal services if you choose to leave our plan.

C1. Your Medicare services

You have three options for getting your Medicare services listed below. By choosing one of these options, you automatically end your membership in our plan.

1. You can change to: Another Medicare health plan including a plan that combines your Medicare and Medi-Cal coverage	Here is what to do: Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. For Program of All-Inclusive Care for the Elderly (PACE) inquiries, call 1-855-921-PACE (7223). If you need help or more information: • Call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8:00 a.m. to 5:00 p.m. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP/. OR Enroll in a new Medicare plan. You are automatically disenrolled from our Medicare plan when your new plan's coverage begins. Your Medi-Cal plan may change.
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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 260



2. You can change to: Original Medicare with a separate Medicare prescription drug plan	Here is what to do: Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. If you need help or more information: • Call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8:00 a.m. to 5:00 p.m. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP/. OR Enroll in a new Medicare prescription drug plan. You are automatically disenrolled from our plan when your Original Medicare coverage begins.
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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 261



3. You can change to: Original Medicare without a separate Medicare prescription drug plan NOTE: If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you tell Medicare you do not want to join. You should only drop prescription drug coverage if you have drug coverage from another source, such as an employer or union. If you have questions about whether you need drug coverage, call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8:00 a.m. to 5:00 p.m. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP/.	Here is what to do: Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. If you need help or more information: • Call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8:00 a.m. to 5:00 p.m. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP/. You are automatically disenrolled from our plan when your Original Medicare coverage begins.
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C2. Your Medi-Cal services

For questions about how to get your Medi-Cal services after you leave our plan, contact Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 a.m. to 6:00 p.m. TTY users should call 1-800-430-7077. Ask how joining another plan or returning to Original Medicare affects how you get your Medi-Cal coverage.

D. Your medical items, services and drugs until your membership in our plan ends

If you leave our plan, it may take time before your membership ends and your new Medicare and Medi-Cal coverage begins. During this time, you keep getting your prescription drugs and health care through our plan until your new plan begins.

- Use our network providers to receive medical care.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 262



- Use our network pharmacies including through our mail-order pharmacy services to get your prescriptions filled.
- If you are hospitalized on the day that your membership in Wellcare Dual Align (HMO D-SNP) ends, our plan will cover your hospital stay until you are discharged. This will happen even if your new health coverage begins before you are discharged.

E. Other situations when your membership in our plan ends

These are cases when we must end your membership in our plan:

- If there is a break in your Medicare Part A and Medicare Part B coverage.
- If you no longer qualify for Medi-Cal. Our plan is for people who qualify for both Medicare and Medi-Cal.
- The state of California or Medicare will disenroll you from the Wellcare Dual Align (HMO D-SNP) plan and you will return to Original Medicare. If you are receiving Extra Help to pay for your Medicare Part D prescription drugs, CMS will auto-enroll you into a Medicare Prescription Drug Plan. If you later qualify again for Medi-Cal and wish to re-enroll in Wellcare Dual Align (HMO D-SNP), you will need to call 1-800-431-9007, Monday through Friday from 8:00 a.m. to 5:00 p.m. TTY users should call 711. Tell them you want to re-join Wellcare Dual Align (HMO D-SNP).
- If you move out of our service area.
- If you are away from our service area for more than six months. If you move or take a long trip, call Member Services to find out if where you're moving or traveling to is in our plan's service area.
- If you go to jail or prison for a criminal offense.
- If you lie about or withhold information about other insurance you have for prescription drugs.
- If you are not a United States citizen or are not lawfully present in the United States.
 - You must be a United States citizen or lawfully present in the United States to be a member of our plan.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 263



- The Centers for Medicare & Medicaid Services (CMS) notify us if you're not eligible to remain a member on this basis.
- We must disenroll you if you don't meet this requirement.

The plan's period of deemed continued eligibility is six months. The period of deemed continued eligibility begins the first of the month following the month in which you lose special needs status.

We can make you leave our plan for the following reasons only if we get permission from Medicare and Medi-Cal first:

- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan.
- If you let someone else use your Member ID Card to get medical care. (Medicare may ask the Inspector General to investigate your case if we end your membership for this reason.)

F. Rules against asking you to leave our plan for any health-related reason

We cannot ask you to leave our plan for any reason related to your health. If you think we're asking you to leave our plan for a health-related reason, **call Medicare** at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You may call 24 hours a day, 7 days a week.

G. Your right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can file a grievance or make a complaint about our decision to end your membership. You can also refer to **Chapter 9**, Section K, page 249 of your *Member Handbook* for information about how to make a complaint.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 264



H. How to get more information about ending your plan membership

If you have questions or would like more information on ending your membership, you can call Member Services at the number at the bottom of this page.



If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 265

Chapter 11: Legal notices

Introduction

This chapter includes legal notices that apply to your membership in our plan. Key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.

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If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 266



A. Notice about laws

Many laws apply to this *Member Handbook*. These laws may affect your rights and responsibilities even if the laws are not included or explained in the *Member Handbook*. The main laws that apply are federal and state laws about the Medicare and Medi-Cal programs. Other federal and state laws may apply too.

B. Notice about nondiscrimination

We don't discriminate or treat you differently because of your race, ethnicity, national origin, color, religion, sex, gender, age, sexual orientation, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area. In addition, we do not unlawfully discriminate, exclude people, or treat them differently because of ancestry, ethnic group identification, gender identity, marital status, or medical condition.

If you want more information or have concerns about discrimination or unfair treatment:

- Call the Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019. TTY users can call 1-800-537-7697. You can also visit www.hhs.gov/ocr for more information.
- Call the Department of Health Care Services, Office for Civil Rights at 916-440-7370. TTY users can call 711 (Telecommunications Relay Service). If you believe that you have been discriminated against and want to file a discrimination grievance, contact Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. However, please note during weekends and holidays from April 1 to September 30 our automated phone system may answer your call. Please leave your name and telephone number, and we will call you back within one (1) business day. You can also contact us in writing at:

Wellcare by Health Net
 Appeals & Grievances
 Medicare Operations
 P.O. Box 10450
 Van Nuys, CA 91410-0450
www.wellcare.com/healthnetCA

If your grievance is about discrimination in the Medi-Cal program, you can

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 267



also file a complaint with the Department of Health Care Services, Office of Civil Rights, by phone, in writing, or electronically:

- By phone: Call 1-916-440-7370. If you cannot speak or hear well, please call 711 (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413
- Complaint forms are available at www.dhcs.ca.gov/Pages/Language_Access.aspx.
- Electronically: Send an email to CivilRights@dhcs.ca.gov.

If you have a disability and need help accessing health care services or a provider, call Member Services. If you have a complaint, such as a problem with wheelchair access, Member Services can help.

C. Notice about Medicare as a second payer and Medi-Cal as a payer of last resort

Sometimes someone else must pay first for the services we provide you. For example, if you're in a car accident or if you're injured at work, insurance or Workers Compensation must pay first.

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the first payer.

We comply with federal and state laws and regulations relating to the legal liability of third parties for health care services to members. We take all reasonable measures to ensure that Medi-Cal is the payer of last resort.

D. Notice about Medi-Cal estate recovery

The Medi-Cal program must seek repayment from probated estates of certain deceased members for Medi-Cal benefits received on or after their 55th birthday. Repayment includes Fee-For-Service and managed care premiums/capitation payments for nursing facility services, home and community-based services, and related hospital and prescription drug services received when the member was an inpatient in a nursing

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 268



facility or was receiving home and community-based services. Repayment cannot exceed the value of a member's probated estate.

To learn more, go to the Department of Health Care Services' estate recovery website at www.dhcs.ca.gov/er or call 916-650-0590.

E. Independent Contractors

The relationship between Wellcare by Health Net and each participating provider is an independent contractor relationship. Participating providers are not employees or agents of Wellcare by Health Net and neither Wellcare by Health Net, nor any employee of Wellcare by Health Net, is an employee or agent of a participating provider. In no case will Wellcare by Health Net be liable for the negligence, wrongful act, or omission of any participating or other health care provider. Participating physicians, and not Wellcare by Health Net, maintain the physician-patient relationship with the member. Wellcare by Health Net is not a provider of health care.

F. Health care plan fraud

Health care plan fraud is defined as a deception or misrepresentation by a provider, member, employer or any person acting on their behalf. It is a felony that can be prosecuted. Any person who willfully and knowingly engages in an activity intended to defraud the health care plan by, for example, filing a claim that contains a false or deceptive statement is guilty of health care plan fraud.

If you are concerned about any of the charges that appear on a bill or Explanation of Benefits form, or if you know of or suspect any illegal activity, call our plan's toll-free Fraud Hotline at 1-800-977-3565 (TTY: 711). The Fraud Hotline operates 24 hours a day, 7 days a week, 365 days a year. All calls are strictly confidential.

G. Circumstances beyond Wellcare by Health Net's control

To the extent that a natural disaster, war, riot, civil insurrection, epidemic, complete or partial destruction of facilities, atomic explosion or other release of nuclear energy, disability of significant medical group personnel, state of emergency or other similar events not within the control of our plan, results in Wellcare by Health Net's facilities or personnel not being available to provide or arrange for services or benefits under this *Member Handbook*, Wellcare by Health Net's obligation to provide such services or benefits shall be limited to the requirement that Wellcare by Health Net make a good-faith effort to provide or arrange for the provision of such services or benefits within the current availability of its facilities or personnel.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 269



Chapter 12: Definitions of important words

Introduction

This chapter includes key terms used throughout your *Member Handbook* with their definitions. The terms are listed in alphabetical order. If you can't find a term you're looking for or if you need more information than a definition includes, contact Member Services.



If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 270

Activities of daily living (ADL): The things people do on a normal day, such as eating, using the toilet, getting dressed, bathing, or brushing teeth.

Administrative law judge: A judge that reviews a level 3 appeal.

AIDS drug assistance program (ADAP): A program that helps eligible individuals living with HIV/AIDS have access to life-saving HIV medications.

Ambulatory surgical center: A facility that provides outpatient surgery to patients who do not need hospital care and who are not expected to need more than 24 hours of care.

Appeal: A way for you to challenge our action if you think we made a mistake. You can ask us to change a coverage decision by filing an appeal. **Chapter 9**, Section E, page 207 of your *Member Handbook* explains appeals, including how to make an appeal.

Behavioral Health: An all-inclusive term referring to mental health and substance use disorder services.

Biological Product: A prescription drug that is made from natural and living sources like animal cells, plant cells, bacteria, or yeast. Biological products are more complex than other drugs and cannot be copied exactly, so alternative forms are called biosimilars. Biosimilars generally work just as well, and are as safe, as the original biological products.

Biosimilar: A prescription drug that is considered to be very similar, but not identical, to the original biological product. Biosimilars generally work just as well, and are as safe, as the original biological product; however, biosimilars generally require a new prescription to substitute for the original biological product. Interchangeable biosimilars have met additional requirements that allow them to be substituted for the original biological product at the pharmacy without a new prescription, subject to state laws.

Brand name drug: A prescription drug that is made and sold by the company that originally made the drug. Brand name drugs have the same ingredients as the generic versions of the drugs. Generic drugs are usually made and sold by other drug companies.

Care coordinator: One main person who works with you, with the health plan, and with your care providers to make sure you get the care you need.

Care plan: Refer to “Individualized Care Plan.”

Care Plan Optional Services (CPO Services): Additional services that are optional under your Individualized Care Plan (ICP). These services are not intended to replace long-term services and supports that you are authorized to get under Medi-Cal.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 271



Care team: Refer to “Interdisciplinary Care Team.”

Centers for Medicare & Medicaid Services (CMS): The federal agency in charge of Medicare. **Chapter 2**, Section G, page 36 of your *Member Handbook* explains how to contact CMS.

Community-Based Adult Services (CBAS): Outpatient, facility-based service program that delivers skilled nursing care, social services, occupational and speech therapies, personal care, family/caregiver training and support, nutrition services, transportation, and other services to eligible members who meet applicable eligibility criteria.

Complaint: A written or spoken statement saying that you have a problem or concern about your covered services or care. This includes any concerns about the quality of service, quality of your care, our network providers, or our network pharmacies. The formal name for “making a complaint” is “filing a grievance”.

Comprehensive outpatient rehabilitation facility (CORF): A facility that mainly provides rehabilitation services after an illness, accident, or major operation. It provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy, speech therapy, and home environment evaluation services.

Coverage decision: A decision about what benefits we cover. This includes decisions about covered drugs and services or the amount we pay for your health services. **Chapter 9**, Section E, page 207 of your *Member Handbook* explains how to ask us for a coverage decision.

Covered drugs: The term we use to mean all of the prescription and over-the-counter (OTC) drugs covered by our plan.

Covered services: The general term we use to mean all of the health care, long-term services and supports, supplies, prescription and over-the-counter drugs, equipment, and other services our plan covers.

Cultural competence training: Training that provides additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

Department of Health Care Services (DHCS): The state department in California that administers the Medicaid Program (known as Medi-Cal).

Department of Managed Health Care (DMHC): The state department in California responsible for regulating health plans. DMHC helps people with appeals and

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 272



complaints about Medi-Cal services. DMHC also conducts Independent Medical Reviews (IMR).

Disenrollment: The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Drug management program (DMP): A program that helps make sure members safely use prescription opioids and other frequently abused medications.

Dual eligible special needs plan (D-SNP): Health plan that serves individuals who are eligible for both Medicare and Medicaid. Our plan is a D-SNP.

Durable medical equipment (DME): Certain items your doctor orders for use in your own home. Examples of these items are wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, IV infusion pumps, speech generating devices, oxygen equipment and supplies, nebulizers, and walkers.

Emergency: A medical emergency when you, or any other person with an average knowledge of health and medicine, believe that you have medical symptoms that need immediate medical attention to prevent death, loss of a body part, or loss of or serious impairment to a bodily function (and if you are a pregnant woman, loss of an unborn child). The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency care: Covered services given by a provider trained to give emergency services and needed to treat a medical or behavioral health emergency.

Exception: Permission to get coverage for a drug not normally covered or to use the drug without certain rules and limitations.

Excluded Services: Services that are not covered by this health plan.

Extra Help: Medicare program that helps people with limited incomes and resources reduce Medicare Part D prescription drug costs, such as premiums, deductibles, and copays. Extra Help is also called the “Low-Income Subsidy”, or “LIS”.

Generic drug: A prescription drug approved by the federal government to use in place of a brand name drug. A generic drug has the same ingredients as a brand name drug. It's usually cheaper and works just as well as the brand name drug.

Grievance: A complaint you make about us or one of our network providers or pharmacies. This includes a complaint about the quality of your care or the quality of service provided by your health plan.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 273



Health Insurance Counseling and Advocacy Program (HICAP): A program that provides free and objective information and counseling about Medicare. **Chapter 2**, Section E, page 34 of your *Member Handbook* explains how to contact HICAP.

Health plan: An organization made up of doctors, hospitals, pharmacies, providers of long-term services, and other providers. It also has care coordinators to help you manage all your providers and services. All of them work together to provide the care you need.

Health risk assessment (HRA): A review of your medical history and current condition. It's used to learn about your health and how it might change in the future.

Home health aide: A person who provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (like bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides don't have a nursing license or provide therapy.

Hospice: A program of care and support to help people who have a terminal prognosis live comfortably. A terminal prognosis means that a person has been medically certified as terminally ill, meaning having a life expectancy of 6 months or less.

- An enrollee who has a terminal prognosis has the right to elect hospice.
- A specially trained team of professionals and caregivers provide care for the whole person, including physical, emotional, social, and spiritual needs.
- We are required to give you a list of hospice providers in your geographic area.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 274



Improper/inappropriate billing: A situation when a provider (such as a doctor or hospital) bills you more than our cost-sharing amount for services. Call Member Services if you get any bills you don't understand. Because we pay the entire cost for your services, you do **not** owe any *cost-sharing*. Providers should not bill you anything for these services.

In Home Supportive Services (IHSS): The IHSS Program will help pay for services provided to you so that you can remain safely in your own home. IHSS is an alternative to out-of-home care, such as nursing homes or board and care facilities. The types of services which can be authorized through IHSS are housecleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments, and protective supervision for the mentally impaired. County social service agencies administer IHSS.

Independent Medical Review (IMR): If we deny your request for medical services or treatment, you can make an appeal. If you disagree with our decision and your problem is about a Medi-Cal service, including DME supplies and drugs, you can ask the California Department of Managed Health Care for an IMR. An IMR is a review of your case by doctors who are not part of our plan. If the IMR decision is in your favor, we must give you the service or treatment you asked for. You pay no costs for an IMR.

Independent review organization (IRO): An independent organization hired by Medicare that reviews a level 2 appeal. It is not connected with us and is not a government agency. This organization decides whether the decision we made is correct or if it should be changed. Medicare oversees its work. The formal name is the **Independent Review Entity**.

Individualized Care Plan (ICP or Care Plan): A plan for what services you will get and how you will get them. Your plan may include medical services, behavioral health services, and long-term services and supports.

Inpatient: A term used when you are formally admitted to the hospital for skilled medical services. If you're not formally admitted, you may still be considered an outpatient instead of an inpatient even if you stay overnight.

Interdisciplinary Care Team (ICT or Care team): A care team may include doctors, nurses, counselors, or other health professionals who are there to help you get the care you need. Your care team also helps you make a care plan.

List of Covered Drugs (Drug List): A list of prescription and over-the-counter (OTC) drugs we cover. We choose the drugs on this list with the help of doctors and pharmacists. The Drug List tells you if there are any rules you need to follow to get your drugs. The Drug List is sometimes called a "formulary".

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 275



Long-term services and supports (LTSS): Long-term services and supports help improve a long-term medical condition. Most of these services help you stay in your home so you don't have to go to a nursing facility or hospital. LTSS covered by our plan include Community-Based Services, Nursing Facilities (NF), and Community Supports. IHSS and 1915(c) waiver programs are Medi-Cal LTSS provided outside our plan.

Low-income subsidy (LIS): Refer to "Extra Help"

Mail Order Program: Some plans may offer a mail-order program that allows you to get up to a 3-month supply of your covered prescription drugs sent directly to your home. This may be a cost-effective and convenient way to fill prescriptions you take regularly.

Medi-Cal: This is the name of California Medicaid program. Medi-Cal is managed by the state and is paid for by the state and the federal government.

- It helps people with limited incomes and resources pay for long-term services and supports and medical costs.
- It covers extra services and some drugs not covered by Medicare.
- Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medi-Cal.

Medi-Cal plans: Plans that cover only Medi-Cal benefits, such as long-term services and supports, medical equipment, and transportation. Medicare benefits are separate.

Medicaid (or Medical Assistance): A program run by the federal government and the state that helps people with limited incomes and resources pay for long-term services and supports and medical costs. Medi-Cal is the Medicaid program for the State of California.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 276



Medically necessary: This describes services, supplies, or drugs you need to prevent, diagnose, or treat a medical condition or to maintain your current health status. This includes care that keeps you from going into a hospital or nursing facility. It also means the services, supplies, or drugs meet accepted standards of medical practice. Medically necessary refers to all covered services that are within reason and needed to protect life, prevent serious illness or disability, or to relieve severe pain through the diagnosis or treatment of disease, illness or injury.

Medicare: The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with end-stage renal disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare or a managed care plan (refer to “Health plan”).

Medicare Advantage: A Medicare program, also known as “Medicare Part C” or “MA”, that offers MA plans through private companies. Medicare pays these companies to cover your Medicare benefits.

Medicare Appeals Council (Council): A council that reviews a level 4 appeal. The Council is part of the Federal government.

Medicare-covered services: Services covered by Medicare Part A and Medicare Part B. All Medicare health plans, including our plan, must cover all of the services covered by Medicare Part A and Medicare Part B.

Medicare diabetes prevention program (MDPP): A structured health behavior change program that provides training in long-term dietary change, increased physical activity, and strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.

Medicare-Medi-Cal enrollee: A person who qualifies for Medicare and Medicaid coverage. A Medicare- Medicaid enrollee is also called a “dually eligible individual”.

Medicare Part A: The Medicare program that covers most medically necessary hospital, skilled nursing facility, home health, and hospice care.

Medicare Part B: The Medicare program that covers services (such as lab tests, surgeries, and doctor visits) and supplies (such as wheelchairs and walkers) that are medically necessary to treat a disease or condition. Medicare Part B also covers many preventive and screening services.

Medicare Part C: The Medicare program, also known as “Medicare Advantage” or “MA”, that lets private health insurance companies provide Medicare benefits through an MA Plan.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 277



Medicare Part D: The Medicare prescription drug benefit program. We call this program “Part D” for short. Medicare Part D covers outpatient prescription drugs, vaccines, and some supplies not covered by Medicare Part A or Medicare Part B or Medicaid. Our plan includes Medicare Part D.

Medicare Part D drugs: Drugs covered under Medicare Part D. Congress specifically excludes certain categories of drugs from coverage under Medicare Part D. Medicaid may cover some of these drugs.

Medication Therapy Management (MTM): A distinct group of service or group of services provided by health care providers, including pharmacists, to ensure the best therapeutic outcomes for patients. Refer to **Chapter 5**, Section G2, page 155 of your *Member Handbook* for more information.

Member (member of our plan, or plan member): A person with Medicare and Medi-Cal who qualifies to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS) and the state.

Member Handbook and Disclosure Information: This document, along with your enrollment form and any other attachments, or riders, which explain your coverage, what we must do, your rights, and what you must do as a member of our plan.

Member Services: A department in our plan responsible for answering your questions about membership, benefits, grievances, and appeals. Refer to **Chapter 2**, Section A, page 26 of your *Member Handbook* for more information about Member Services.

Network pharmacy: A pharmacy (drug store) that agreed to fill prescriptions for our plan members. We call them “network pharmacies” because they agreed to work with our plan. In most cases, we cover your prescriptions only when filled at one of our network pharmacies.

Network provider: “Provider” is the general term we use for doctors, nurses, and other people who give you services and care. The term also includes hospitals, home health agencies, clinics, and other places that give you health care services, medical equipment, and long-term services and supports.

- They are licensed or certified by Medicare and by the state to provide health care services.
- We call them “network providers” when they agree to work with our health plan, accept our payment, and do not charge members an extra amount.
- While you’re a member of our plan, you must use network providers to get covered services. Network providers are also called “plan providers”.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 278



Nursing home or facility: A facility that provides care for people who can't get their care at home but don't need to be in the hospital.

Ombudsman: An office in your state that works as an advocate on your behalf. They can answer questions if you have a problem or complaint and can help you understand what to do. The ombudsperson's services are free. You can find more information in **Chapters 2**, Section I, page 38 and **Chapter 9**, Section D, page 206 of your *Member Handbook*.

Organization determination: Our plan makes an organization determination when we, or one of our providers, decide about whether services are covered or how much you pay for covered services. Organization determinations are called "coverage decisions". **Chapter 9**, Section D, page 206 of your *Member Handbook* explains coverage decisions.

Original Medicare (traditional Medicare or fee-for-service Medicare): The government offers Original Medicare. Under Original Medicare, services are covered by paying doctors, hospitals, and other health care providers amounts that Congress determines.

- You can use any doctor, hospital, or other health care provider that accepts Medicare. Original Medicare has two parts: Medicare Part A (hospital insurance) and Medicare Part B (medical insurance).
- Original Medicare is available everywhere in the United States.
- If you don't want to be in our plan, you can choose Original Medicare

Out-of-network pharmacy: A pharmacy that has not agreed to work with our plan to coordinate or provide covered drugs to members of our plan. Our plan doesn't cover most drugs you get from out-of-network pharmacies unless certain conditions apply.

Out-of-network provider or Out-of-network facility: A provider or facility that is not employed, owned, or operated by our plan and is not under contract to provide covered services to members of our plan. **Chapter 3**, Section D4, page 59 of your *Member Handbook* explains out-of-network providers or facilities.

Over-the-counter (OTC) drugs: Over-the-counter drugs are drugs or medicines that a person can buy without a prescription from a health care professional.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 279



Part A: Refer to “Medicare Part A.”

Part B: Refer to “Medicare Part B.”

Part C: Refer to “Medicare Part C.”

Part D: Refer to “Medicare Part D.”

Part D drugs: Refer to “Medicare Part D drugs.”

Personal health information (also called Protected health information) (PHI):

Information about you and your health, such as your name, address, social security number, physician visits, and medical history. Refer to our Notice of Privacy Practices for more information about how we protect, use, and disclose your PHI, as well as your rights with respect to your PHI.

Primary care provider (PCP): The doctor or other provider you use first for most health problems. They make sure you get the care you need to stay healthy.

- They also may talk with other doctors and health care providers about your care and refer you to them.
- In many Medicare health plans, you must use your primary care provider before you use any other health care provider.
- Refer to **Chapter 3**, Section D, page 52 of your *Member Handbook* for information about getting care from primary care providers.

Prior authorization (PA): An approval you must get from us before you can get a specific service or drug or use an out-of-network provider. Our plan may not cover the service or drug if you don’t get approval first.

Our plan covers some network medical services only if your doctor or other network provider gets *PA* from us.

- Covered services that need our plan’s *PA* are marked in **Chapter 4** of your *Member Handbook*.

Our plan covers some drugs only if you get *PA* from us.

- Covered drugs that need our plan’s *PA* are marked in the *List of Covered Drugs*.

Program for All-Inclusive Care for the Elderly (PACE): A program that covers Medicare and Medicaid benefits together for people age 55 and over who need a higher level of care to live at home.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 280



Prosthetics and Orthotics: Medical devices ordered by your doctor or other health care provider that include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quality improvement organization (QIO): A group of doctors and other health care experts who help improve the quality of care for people with Medicare. The federal government pays the QIO to check and improve the care given to patients. Refer to **Chapter 2**, Section F, page 35 of your *Member Handbook* for information about the QIO.

Quantity limits: A limit on the amount of a drug you can have. We may limit the amount of the drug that we cover per prescription.

Real Time Benefit Tool: A portal or computer application in which enrollees can look up complete, accurate, timely, clinically appropriate, enrollee-specific covered drugs and benefit information. This includes cost sharing amounts, alternative drugs that may be used for the same health condition as a given drug, and coverage restrictions (prior authorization, step therapy, quantity limits) that apply to alternative drugs.

Referral: A referral is your primary care provider's (PCP's) or our approval to use a provider other than your PCP. If you don't get approval first, we may not cover the services. You don't need a referral to use certain specialists, such as women's health specialists. You can find more information about referrals in **Chapters 3**, Section B, page 50 and **4**, Section D, page 80 of your *Member Handbook*.

Rehabilitation services: Treatment you get to help you recover from an illness, accident, or major operation. Refer to **Chapter 4**, Section D page 80 of your *Member Handbook* to learn more about rehabilitation services.

Sensitive services: Services related to mental or behavioral health, sexual and reproductive health, family planning, sexually transmitted infections (STIs), HIV/AIDS, sexual assault and abortions, substance use disorder, gender affirming care, and intimate partner violence.

Service area: A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's generally the area where you can get routine (non-emergency) services. Only people who live in our service area can enroll in our plan.

Share of cost: The portion of your health care costs that you may have to pay each month before your benefits become effective. The amount of your share of cost varies depending on your income and resources.

Skilled nursing facility (SNF): A nursing facility with the staff and equipment to give skilled nursing care and, in most cases, skilled rehabilitative services and other related health services.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 281



Skilled nursing facility (SNF) care: Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous (IV) injections that a registered nurse or a doctor can give.

Specialist: A doctor who provides health care for a specific disease or part of the body.

Specialized pharmacy: Refer to **Chapter 5**, Section A5, page 142 of your *Member Handbook* to learn more about specialized pharmacies.

State Hearing: If your doctor or other provider asks for a Medi-Cal service that we won't approve, or we won't continue to pay for a Medi-Cal service you already have, you can ask for a State Hearing. If the State Hearing is decided in your favor, we must give you the service you asked for.

Step therapy: A coverage rule that requires you to try another drug before we cover the drug you ask for.

Supplemental Security Income (SSI): A monthly benefit Social Security pays to people with limited incomes and resources who are disabled, blind, or age 65 and over. SSI benefits are not the same as Social Security benefits.

Urgently needed care: Care you get for a sudden illness, injury, or condition that is not an emergency but needs care right away. You can get urgently needed care from out-of-network providers when network providers are unavailable or you cannot get to them.

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA. 282



Nondiscrimination Notice

Discrimination is against the law. Wellcare By Health Net follows State and Federal civil rights laws. Wellcare By Health Net does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Wellcare By Health Net provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - 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
 - Information written in other languages

If you need these services, contact Wellcare By Health Net by calling **1-800-431-9007**. Between October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays. If you cannot hear or speak well, please call **TTY 711**. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Wellcare By Health Net
21281 Burbank Blvd.
Woodland Hills, CA 91367
1-800-431-9007 (TTY: 711)

How to File a Grievance

If you believe that Wellcare By Health Net has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with Member Services. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact Wellcare By Health Net's Civil Rights Coordinator by calling **1-866-458-2208**. Between 8 a.m. and 5 p.m., Monday through Friday. Or, if you cannot hear or speak well, please call TTY 711.
- In writing: Fill out a complaint form or write a letter and send it to:
Wellcare Civil Rights Coordinator
P.O. Box 9103
Van Nuys, CA 91409-9103
- **In person:** Visit your doctor's office or Wellcare By Health Net and say you want to file a grievance.
- **Electronically:** Visit Wellcare By Health Net's website at **[wellcare.com/healthnetCA](https://www.wellcare.com/healthnetCA)**.

Office of Civil Rights – California Department of Health Care Services

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **1-916-440-7370**. If you cannot speak or hear well, please call **TTY 711 (Telecommunications Relay Service)**.
- **In writing:** Fill out a complaint form or send a letter to:
Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413
Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.
- **Electronically:** Send an email to CivilRights@dhcs.ca.gov.

Office of Civil Rights – U.S. Department of Health and Human Services

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- **In writing:** Fill out a complaint form or send a letter to:
U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
- **Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

English: ATTENTION: If you need help in your language call **1-800-431-9007** (TTY: **711**). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1-800-431-9007** (TTY: **711**). These services are free of charge.

Arabic (العربية): انتباه: إذا كنت بحاجة إلى مساعدة بلغتك، فاتصل على الرقم **1-800-431-9007** (TTY: **711**). تتوفر أيضًا مساعدات وخدمات للأشخاص ذوي الإعاقات مثل المستندات بطريقة برايل وبطباعة كبيرة. اتصل على الرقم **1-800-431-9007** (TTY: **711**). وهذه الخدمات مجانية.

Armenian (Հայերեն): Ուշադրություն: Եթե Ձեր լեզվով օգնության կարիք ունեք, գանգահարեք **1-800-431-9007** (TTY՝ **711**): Հասանելի են նաև օգնություն և ծառայություններ հաշմանդամություն ունեցող անձանց համար, ինչպիսիք են՝ բրայլյան և խոշոր տառերով փաստաթղթերը: Չանգահարեք **1-800-431-9007** (TTY՝ **711**): Այս ծառայություններն անվճար են:

Cambodian (ភាសាខ្មែរ): ចំណាំ: ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នក សូមទូរសព្ទទៅលេខ **1-800-431-9007** (TTY:**711**)។ ជំនួយនិងសេវាកម្មសម្រាប់ជនពិការដូចជាឯកសារជាអក្សរផុសសម្រាប់ជនពិការភ្នែក និងពុម្ពអក្សរធំ ក៏មានផងដែរ។ ទូរសព្ទទៅកាន់លេខ **1-800-431-9007** (TTY: **711**)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃនោះទេ។

Chinese Mandarin (普通话): 注意：如果您需要语言支持，请致电 **1-800-431-9007** (TTY: **711**)。此外，还为残疾人提供辅助和相关服务，如盲文文件和大字体文件。请致电 **1-800-431-9007** (TTY: **711**)。这些服务均免费提供。

Chinese Cantonese (廣東話): 注意：如果您需要以您母語提供的協助，請致電 **1-800-431-9007** (TTY: **711**)。我們也為殘疾人士提供輔助和服務，例如點字和大字體印刷的文件。請致電 **1-800-431-9007** (TTY: **711**)。這些服務為免費服務。

Farsi (فارسی): توجه: اگر به زبان خود نیاز به کمک دارید با **1-800-431-9007** تماس بگیرید (رایگان: **711**). پشتیبانی و خدمات برای افراد دارای معلولیت، مانند اسناد با خط بریل و چاپ درشت، نیز موجود است. با **1-800-431-9007** (رایگان: **711**) تماس بگیرید. این خدمات رایگان است.

Hindi (हिंदी): ध्यान दें: अगर आपको अपनी भाषा में मदद चाहिए, तो **1-800-431-9007** (TTY: **711**) पर कॉल करें. विकलांग लोगों के लिए ब्रेल और बड़े प्रिंट में दस्तावेज़ जैसी सहायता और सेवाएं उपलब्ध हैं. **1-800-431-9007** (TTY: **711**) पर कॉल करें. ये सेवाएं नि:शुल्क हैं.

Hmong (Lus Hmoob): THOV PAUB TXOG: Yog tias koj xav tau kev pab ua koj hom lus thov hu rau **1-800-431-9007** (TTY:**711**). Tsis tas i ntawd, peb tseem muaj cov neeg pab thiab cov kev pab cuam rau cov neeg uas muaj cov kev xiam oob qhab, xws li cov ntaub ntawv ua ntawv su rau neeg dig muag thiab ntawv luam loj. Hu rau **1-800-431-9007** (TTY: **711**). Cov kev pab cuam no tsis muaj nqi dab tsi ntxiv lawm.

Japanese (日本語): 注意：言語のヘルプが必要な場合は **1-800-431-9007**

(TTY: **711**) までお電話ください。障害をお持ちの方には、点字や大判プリントなどの補助機能やサービスもご利用になれます。**1-800-431-9007** (TTY: **711**) までお電話ください。これらのサービスは無料です。

Korean (한국어): 주의: 귀하의 구사 언어로 도움을 받으셔야 한다면 **1-800-431-9007** (TTY: **711**) 번으로 연락해 주십시오. 점자 및 큰 활자 인쇄 형식으로 된 문서 등 장애인을 위한 도움 및 서비스도 제공됩니다. **1-800-431-9007** (TTY: **711**) 번으로 연락해 주십시오. 해당 서비스는 무료로 제공됩니다.

Laotian (ພາສາລາວ): ສຳຄັນ: ຖ້າທ່ານກວ່າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານ ໂທຫາ **1-800-431-9007** (TTY: **711**). ນອກຈາກນີ້, ຍັງມີການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການ ສຳລັບຄົນພິການ ເຊັ່ນ: ເອກະສານທີ່ເປັນຕົວອັກສອນນູນ ແລະ ການພິມຂະໜາດໃຫຍ່. ໂທຫາ **1-800-431-9007** (TTY: **711**). ການບໍລິການເຫຼົ່ານີ້ແມ່ນພຣີ.

Mien (Mienh): Liouh Eix: Oix se meih oix nongc zuqc gorngv mienh wac daih taengx meih, cingv meih mboqv dienx wac **1-800-431-9007** (TTY: **711**). Yie mbuo hac haih nongc mienh wac daih taengx waic fangx nyei mienh, hnangv zing mangc mv buatac lamh nyei mienh nongc nyei nzangc caux domh nzangc wenh jienx. Cingv meih mboqv dienx wac **1-800-431-9007** (TTY: **711**). Naiv deix bong zouc gong se maiv siou zinh nyanh nyei.

Punjabi (ਪੰਜਾਬੀ): ਧਿਆਨ ਦਿਉ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ **1-800-431-9007** ‘ਤੇ ਕਾਲ ਕਰੋ (TTY: **711**)। ਬਰੇਲ ਲਿਪੀ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ਾਂ ਵਰਗੀਆਂ ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਉਪਲਬਧ ਹਨ। **1-800-431-9007** ‘ਤੇ ਕਾਲ ਕਰੋ (TTY: **711**)। ਇਹ ਸੇਵਾਵਾਂ ਬਲਿਕੁਲ ਮੁਫਤ ਹਨ।

Russian (Русский): ВНИМАНИЕ: если вам требуется помощь на родном языке, позвоните по номеру **1-800-431-9007** (TTY: **711**). Также доступны сопровождающая помощь и услуги для людей с ограниченными возможностями, такие как материалы, напечатанные крупным шрифтом и шрифтом Брайля. Позвоните по номеру **1-800-431-9007** (TTY: **711**). Эти услуги предоставляются бесплатно.

Spanish (Español): ATENCIÓN: Si necesita ayuda en su idioma llame al **1-800-431-9007** (TTY: **711**). También están disponibles ayudas y servicios para personas con discapacidades, como documentos en Braille y letra grande. Llame al **1-800-431-9007** (TTY: **711**). Estos servicios son gratuitos.

Tagalog (Tagalog): ATENSYON: Kung kailangan ninyo ng tulong sa inyong wika, tumawag sa **1-800-431-9007** (TTY: **711**). Available din ang mga tulong at serbisyo para sa mga taong may kapansanan, gaya ng mga dokumento sa braille at malaking print. Tumawag sa **1-800-431-9007** (TTY: **711**). Walang bayad ang mga serbisyong ito.

Thai (ภาษาไทย): โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ โปรดโทร **1-800-431-9007** (TTY: **711**) นอกจากนี้ ยังมีความช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารที่เป็นอักษรเบรลล์และเอกสารที่ใช้ตัวอักษรขนาดใหญ่ โทร **1-800-431-9007** (TTY: **711**) บริการเหล่านี้ไม่มีค่าใช้จ่าย

Ukrainian (Українська): УВАГА! Якщо ви потребуєте підтримки своєю мовою, телефонуйте за номером **1-800-431-9007** (TTY: **711**). Також доступні засоби та послуги для людей з обмеженими можливостями, як-от документи шрифтом Брайля та великим шрифтом. Телефонуйте за номером **1-800-431-9007** (TTY: **711**). Ці послуги є безкоштовними.

Vietnamese (Tiếng Việt): CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của quý vị, hãy gọi số **1-800-431-9007** (TTY: **711**). Các hỗ trợ và dịch vụ dành cho người khuyết tật, chẳng hạn như tài liệu bằng chữ nổi và bản in cỡ chữ lớn cũng được cung cấp. Gọi số **1-800-431-9007** (TTY: **711**). Các dịch vụ này được miễn phí.

Wellcare by Health Net Member Services

CALL	1-800-431-9007 Calls to this number are free. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. However, please note during weekends and holidays from April 1 to September 30 our automated phone system may answer your call. Please leave your name and telephone number, and we will call you back within one (1) business day. Member Services also has free language interpreter services available for non-English speakers.
TTY	711. This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. However, please note during weekends and holidays from April 1 to September 30 our automated phone system may answer your call. Please leave your name and telephone number, and we will call you back within one (1) business day.
WRITE	Wellcare by Health Net PO Box 748658 Los Angeles, CA 90074-8658
WEBSITE	www.wellcare.com/healthnetCA

If you have questions, please call Wellcare Dual Align (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.wellcare.com/healthnetCA.

