SecurityHealth Plan℠
Promises kept, plain and simple.®

2024

# Medicare Advantage HMO Dual-eligible Special Needs Plan

## Ally Rx HMO SNP




Serving Wisconsin for over 50 years with affordable health care plans, including Medicare Advantage plans with special perks just for you.

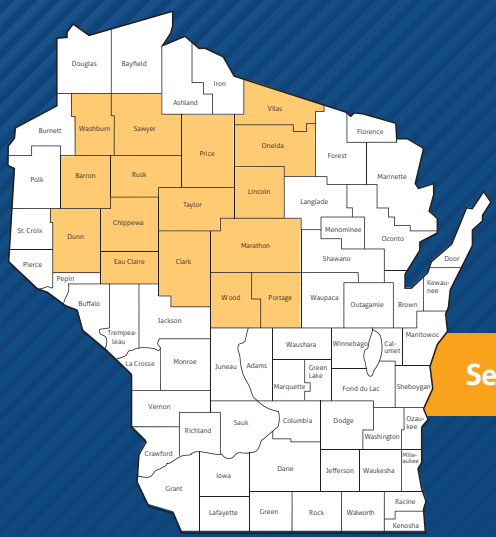
Designed for you! SecurityHealth Plan℠

# Medicare Advantage HMO SNP plan



## Ally Rx HMO SNP from Security Health Plan is a dual-eligible special needs plan, or D-SNP.

This means you receive exceptional health coverage, prescription drug coverage and extra help managing your health care from our Ally Rx D-SNP care team.




Service Area

## Who can get Ally Rx?

To enroll in Ally Rx, you must live in the service area (see map at left), be enrolled in Medicare Part A (coverage for inpatient hospitalizations), Medicare Part B (preventive services and services or supplies needed to diagnose or treat your medical condition) and have full-benefit coverage through Medicaid (coverage for long-term care services, personal care services).

Full-benefit Medicaid benefits can be received through several Medicaid plans as well as QMB or a Supplemental Security Income (SSI) managed care plan. Enrollment in Ally Rx does not affect your Medicaid program or benefits. In fact, we coordinate with your other service providers to assist in your overall health care.

If you lose your Medicaid eligibility, you will have a 2-month grace period to become eligible for Medicaid again or you will be disenrolled from Ally Rx. If this happens, we will assist you in enrolling in another Medicare Advantage plan that fits your health and budget needs.

## What is a Medicare Advantage HMO SNP plan?

Medicare Advantage HMO SNP plans are run by health insurance companies such as Security Health Plan. The Centers for Medicare and Medicaid Services (CMS) provides the framework and standards that the Ally Rx D-SNP program uses to provide a high quality of care to meet the needs of our members. These plans combine coverage for hospital stays with coverage for doctor visits. Our Medicare Advantage plans are health maintenance organization (HMO) plans with a network of doctors and hospitals working together to provide care.

Enrolling in Ally Rx means Security Health Plan provides your Medicare coverage plus added benefits that you do not get when you have Medicare or Medicaid coverage alone. These added benefits are described in this brochure.

# Why Ally Rx can be a *great choice* for you

$0

### $0 monthly plan premium

You have no monthly plan premium with Ally Rx, but you must continue to pay your Medicare Part B premium unless it is paid for you by Medicaid or another third party.

### There is no cost to you for Medicare-covered medical services.

Your Wisconsin Medicaid benefits (ForwardHealth) pay the Medicare cost sharing on your behalf for Medicare-covered services you receive as long as plan coverage rules are followed. Your only costs may be small copayments on your Medicaid coverage or a few dollars on prescription drugs through Medicare's Low Income Subsidy program.

# Get *more* from your Medicare coverage

### Stay healthier with extra care and support from your personalized Ally Rx care team.

With Ally Rx, you receive guidance, support and resources for all of your health care needs from a personalized Ally Rx care team. Your team includes a **registered nurse**, **social worker** and a **community support specialist**. They work together to make sure you get the right care, at the right place and at the right time.

**Your Ally Rx care team:**

- Helps identify any potential health risks so you can get help early.
- Ensures you get appropriate and timely follow-up from your providers.
- Helps coordinate your care when you use services across Medicare and Medicaid and assists with the benefits you receive.
- Follows up after hospital, emergency room and skilled nursing facility stays.
- Connects you with health resources in your community.
- Gives you individual attention to help manage your medical conditions.
- Assists you with your medications.

Care coordination helps improve your health so you have fewer hospital and ER visits, better control of chronic conditions, easier access to health care services and enhanced coordination with other services already provided.



## Enjoy more health and wellness benefits beyond what Medicare and Medicaid cover alone.

- Free membership in the SilverSneakers® fitness program.
- Up to $240 of select over-the-counter (OTC) supplies each year at no cost to you. You have $60 per quarter to purchase select OTC health and wellness products through our mail order catalog.
- One free annual physical exam.
- A $175 allowance toward eyeglasses of your choice for routine vision correction needs. Glasses must be purchased from a Security Health Plan **in-network provider**.
- One free preventive dental exam, preventive cleaning or periodontal maintenance cleaning and set of X-rays per calendar year from a **dentist participating in Delta Dental's Medicare Advantage network**. Learn more and find an in-network dentist at **https://www.deltadentalwi.com/s/medicare-advantage.**
- Optional supplemental dental benefit plan for a $34 monthly premium.
- Free preventive services including bone mass measurement, colonoscopies and mammograms, as well as vaccines, diabetes testing supplies and more.

SilverSneakers is a registered trademark of Tivity Health, Inc. ©2023 Tivity Health, Inc. All rights reserved.

## Get access to high-quality health care.

Choose among a large network of Ally Rx providers including:

- Marshfield Clinic Health System
- Allied Chiropractic
- Aspirus
- Essentia Health
- Hospital Sisters Health System (HSHS) – Wisconsin
- Mayo Clinic Health System
- OakLeaf Medical Network (most providers)
- Prevea Health
- UW Health Systems

### You're covered when you need care – worldwide

We cover urgent or emergency care anywhere in the world. Use in-network facilities when you can, but if you have an emergency you're covered at the medical facility nearest you.

Find out if your providers are part of the Ally Rx network, visit **www.securityhealth.org/allyproviders**.

## Get care when and where it is convenient for you.

Use our **24-hour Nurse Line, available 7 days a week** including holidays, to talk to a registered nurse who can help answer your health care questions. For most common health ailments, you have **free, unlimited use of Care My Way®** to talk to a nurse practitioner without leaving home. They can verify your symptoms over the phone through a virtual visit and, if needed, call a prescription into the pharmacy of your choice – saving you time, money and hassle.

## Recovering after a hospital or skilled nursing facility stay? Get home delivered meals if you have congestive heart failure.

If you have a diagnosis of congestive heart failure, we will cover the cost of home delivered meals for two weeks (2 meals per day) after any hospital or skilled nursing facility stay to help make your recovery easier. Refrigerated meals ready to heat and eat will be delivered once per week by FedEx or UPS.

## Pay less for your prescriptions.

Because you are eligible for Medicaid, you receive Extra Help from Medicare to pay for your prescription costs. This means you will pay little or nothing for prescriptions. You must get your prescriptions from a network pharmacy and they must be on the list of covered prescription drugs.

## Check us out!

**Ally Rx provider list**
www.securityhealth.org/allyproviders

**Complete prescription drug list**
www.securityhealth.org/allyformulary

**Pharmacy network**
www.securityhealth.org/medicarepharmacies

*includes nationwide chain pharmacies and local pharmacies*

## You get the care you need without hassles.

- You do not need a referral to see a specialist.
- We offer options for receiving care in the comfort of your own home, including telehealth and home infusion.

## Ready, set, go! We get you started right away

You can expect a call from your Ally Rx care team within the first 90 days after you enroll in Ally Rx. Then, depending on your identified care needs, a member of the Ally Rx care team will contact you and/or your representative on an ongoing basis (face-to-face, virtual and/or phone). Working together, your Ally Rx care team will help you achieve your best health.

**As your go-to health care resource, we will:**

- Create a care plan tailored to your needs as identified during our calls.
- Answer your questions about your health and benefits.
- Assist in connecting you with community resources.
  - Rides to appointments
  - Over-the-counter health and wellness products
  - Reviews of your medications by a pharmacist
- Help you understand signs and symptoms of heart failure, diabetes and other chronic conditions so you can be in control of your own health care needs.

**IMPORTANT:** Your Ally Rx care team will not replace any services you already receive, such as Family Care (Inclusa, Lakeland or My Choice), home health or others. We will coordinate with these services to make sure you receive the best possible care.

Our **Ally Rx care team** and our network providers focus on you, helping you understand and manage your health care for your best health.



SecurityHealth Plan℠

## Ready to enroll in Ally Rx?

**We have several ways you can get started!**

1. Work with a trusted health insurance agent who is familiar with our Medicare Advantage plans.
2. Go to **www.securityhealth.org/medicare24** to complete an online application.
3. Already have our enrollment kit? Simply detach and complete the application and mail it to us.
4. To request an application or assistance in completing one, call us any weekday between 8 a.m. and 5 p.m. at **1-844-679-9733.** One of our credentialed sales agents will be happy to help you.

After we receive your application and verify your information with Medicare, we will mail you confirmation of your enrollment, your plan ID card and a Delta Dental ID card. If for any reason you are denied coverage, we will mail you a letter explaining why.

### What if I have significant medical concerns?

No worries. Ally Rx is designed to help you with any medical concerns. And your plan premium will not increase because of your medical condition or your age.

### How do I make sure I am covered correctly for health care visits?

You will use your Security Health Plan ID card, not your red, white and blue Medicare card, to obtain health care services. You will also need to continue using your ForwardHealth Medicaid card, as both programs will cover your health care costs.

# About Security Health Plan

Security Health Plan of Wisconsin, Inc., part of the Marshfield Clinic Health System, is helping its 230,000 members in Wisconsin and beyond reach their best health. Security is a not-for-profit health plan serving Wisconsin since 1971 and is the fourth largest regional health plan in Wisconsin based on revenue and fifth largest in enrollment. Security Health Plan offers health insurance coverage for employees of large and small businesses, individuals and families. In addition, Security Administrative Services, LLC, a service of Security Health Plan, is a full service medical third-party administrator licensed in Minnesota, Michigan, Wisconsin and Indiana.

Security Health Plan of Wisconsin, Inc., is an HMO-POS and D-SNP plan with a Medicare contract. Enrollment in Security Health Plan depends on contract renewal. This document may be available in alternate formats. Call Customer Service for more information at 1-877-998-0998 or 715-221-9897. We are open 7 days a week, 8 a.m. to 8 p.m., Oct. 1-March 31; and Monday through Friday, 8 a.m. to 8 p.m., April 1-Sept. 30. If you are hearing- or speech-impaired please call TTY 711.

# Notice of nondiscrimination

Security Health Plan of Wisconsin, Inc., complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, national origin, religion, disability, age, sex, gender identity, sexual orientation, health status, marital status, arrest or conviction record or military participation in the administration of the plan, including enrollment and benefit determinations.

Security Health Plan of Wisconsin, Inc.:

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

If you need these services, contact Customer Service at 1-877-998-0998 (TTY 711). If you believe that Security Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, religion, disability, age, sex, gender identity, sexual orientation, health status, marital status, arrest or conviction record or military participation, you can file a grievance with:

Security Health Plan, Attn: Grievances, 1515 North Saint Joseph Avenue, P.O. Box 8000, Marshfield, WI 54449-8000

Phone: 715-221-9596 (TTY 711) Fax: 715-221-9424 Email: shp.appeals.grievance@securityhealth.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Security Health Plan can help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW. | Room 509F, HHH Building | Washington, DC 20201

Phone: 1–800–368–1019 or 800–537–7697 (TDD)
More information is available at http://www.hhs.gov/ocr/index.html.

# Limited English proficiency language services

ATTENTION: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-877-998-0998 (TTY 711). Someone who speaks your preferred language can help you. This is a free service. ATENCIÓN: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-877-998-0998 (TTY 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito. LUS CEEV: Peb muaj kev pab txhais lus dawb los teb cov lus nug uas koj muaj txog peb txoj kev npaj khomob lossis tshuaj. Yog xav tau ib tug neeg txhais lus, tsuas yog hu rau peb ntawm 1-877-998-0998 (TTY 711). Ib tus neeg hais lus koj nyiam tuaj yeem pab koj. Qhov no yog ib qho kev pab dawb.

**If you require materials in large print, please call 1-877-998-0998 (TTY 711).**

# A better health care experience is within your reach

*Security Health Plan has been providing affordable health care coverage to Wisconsinites for over 50 years. When we were founded in 1971 as the Greater Marshfield Community Health Plan, we became the first health maintenance organization (HMO) in Wisconsin and the first rural HMO in the nation.*

*Our priority has always been doing the right thing for the communities and people we serve. We design our Medicare Advantage plans for our senior neighbors' needs, not for shareholders. Our members enjoy security in knowing they have a health plan they can count on and nearby Wisconsin contacts they can talk to. We're making health coverage better in every way. Choose better by choosing Security Health Plan.*

**In addition to our Medicare health plans, we offer health insurance coverage for all stages in life.**

If you know someone looking for individual and family coverage or small or large business health insurance, please tell them to call us at **1-800-622-7790.**

SecurityHealth Plan℠

1515 North Saint Joseph Avenue
P.O. Box 8000
Marshfield, WI 54449-8000

Sales Department
**1-844-679-9733** (TTY 711)
Monday-Friday, 8 a.m. to 5 p.m.

**www.securityhealth.org/Medicare24**

©2023 Security Health Plan of Wisconsin, Inc. All rights reserved. Written permission to reproduce or transmit this document in any form or by any means must be obtained from Security Health Plan of Wisconsin, Inc.

H5211_**18741-007**_09-23_M accepted