



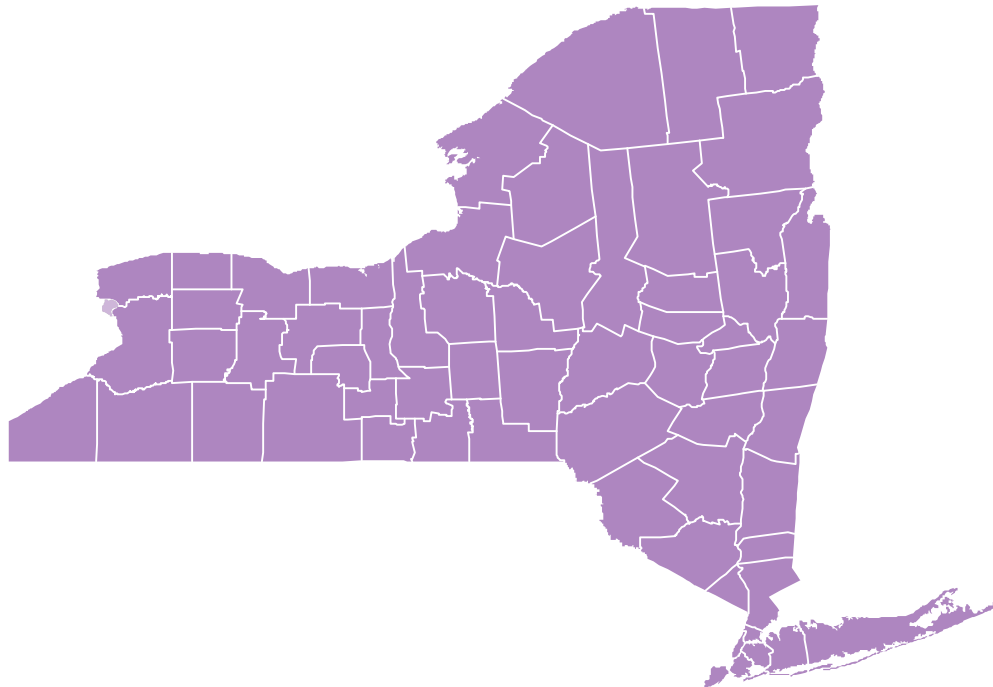
Market-specific training for 2024 D-SNP plans

New York





New York



 **Current**



D-SNP availability in your market — New York

2024 PBP — New York	2024 counties	2024 plan name
H3312-069	Metro NY: Bronx, Kings, Nassau, New York, Queens, Richmond, Rockland, Suffolk, Westchester	Aetna Medicare Assure Plan (HMO-D-SNP)
H3312-070	Upstate NY: Albany, Allegany, Broome, Cattaraugus, Cayuga, Chautauqua, Chemung, Chenango, Clinton, Columbia, Cortland, Delaware, Dutchess, Erie, Essex, Franklin, Fulton, Genesee, Greene, Hamilton, Herkimer, Jefferson, Lewis, Livingston, Madison, Monroe, Montgomery, Niagara, Oneida, Onondaga, Ontario, Orange, Orleans, Oswego, Otsego, Putnam, Rensselaer, St. Lawrence, Saratoga, Schenectady, Schoharie, Schuyler, Seneca, Steuben, Sullivan, Tioga, Tompkins, Ulster, Warren, Washington, Wayne, Wyoming, Yates	Aetna Medicare Assure Plan (HMO-D-SNP)



Why sell Aetna D-SNP in New York?

Did you know? Aetna's DSNP plan offers members.....

- **\$0 cost share** for those who qualify
- Every member has access to a **dedicated care team**
- **Extra Benefits Card** monthly allowance toward OTC, Health Food, Transportation, Utilities, Rent/Mortgage, Pet Supplies and Personal Care Items
- **Annual eyewear allowance** (contacts or glasses)
- Annual **dental** benefit
- Annual benefit for **hearing aids**
- **Acupuncture services**
- **Chiropractic services**
- **Podiatry services**
- Post-discharge **meal delivery**
- **Fitness** benefit
- Personal **emergency response** system
- **Fall prevention** device
- **Smoking cessation**
- **Health education**



New York D-SNP offering

New York D-SNP offering	Aetna Medicare Assure Plan (HMO D-SNP) H3312-069
Submarket	Metro NY (LI, 5 Boroughs, Westchester/Rockland)
Current counties	Bronx, Kings, Nassau, New York, Queens, Richmond, Rockland, Suffolk, Westchester
Monthly premium	\$0
PCP in network	\$0
Specialist in network	\$0
Inpatient hospital	\$0
Outpatient hospital services	\$0
Medical deductible	\$0
Out-of-pocket maximum	\$8,850
Drug deductible*	\$0
Dental	\$2,000 per year (Aetna Dental network- EPO)
Vision	\$200 per year
Hearing	\$1,250 per ear, per year
Chiropractic Care (Routine)	12 visits per year (\$0)
Podiatry (Routine Foot Care)	12 visits per year (\$0)
Acupuncture (Routine)	18 visits per year (\$0)
Extra Benefits card preloaded quarterly Allowance:	Extra Benefits card with monthly allowance of \$215 to pay for Healthy Food, OTC, Transportation, Utilities, Rent/Mortgage, Personal Care items and Pet care supplies
Fall Prevention	\$150 annually to purchase Fall Prevention items to keep you safe in your home
SilverSneakers®	\$0
Meals at home	42 meals per IP discharge
Wigs	\$400 annual allowance for wigs while undergoing chemotherapy

*No drug deductible for members in this plan because they are LIS eligible.
Premiums, copays, coinsurance, maximum out-of-pocket and deductibles may vary based on the level of Extra Help/Medicare Savings Program benefits a member receives.

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medicare solutions



Additional benefits for Aetna Medicare Assure Plan (HMO D-SNP) members



Dental (Aetna Dental)

\$2,000 per year allowance toward preventive services: exams and cleanings twice a year, one set of X-rays once a year, fluoride once a year. Comprehensive: fillings, extractions, root canals, implants, dentures, crown endo, periodontal and oral surgery.



Hearing

\$1,250 per ear every year through NationsHearing. One routine exam every year, one fitting/ evaluation for hearing aid every year.



Vision (EyeMed)

\$200 to \$250 allowance for glasses or contact lenses per year. No restrictions or limitations. \$0 copay for annual eye exam.



Chiropractic Care (Routine)

12 visits per year by an in-network Chiropractor.



Podiatry (Routine Foot Care)

12 visits per year by an in-network Podiatrist



Acupuncture

18 Visits per year by an in-network provider qualified to provide acupuncture.



Aetna Medicare Extra Benefits Card

\$180 or \$215 monthly allowance on an Extra Benefits card toward Extra Supports Wallet that includes that includes OTC, healthy foods, utilities, transportation, pet supplies, rent/mortgage and personal care supplies. Unused funds do not roll over to the next month.



Fall prevention

\$150 annual allowance to purchase approved home and bathroom safety products online or by phone.



Fitness programs

SilverSneakers® gives members access to a large network of fitness centers, community classes, on-demand videos and at-home fitness kits.



Personal Emergency Response System (PERS)

LifeStation® is a medical alert system that provides users with 24/7 access to help in the event of a fall or other emergency. Includes GPS and fall detection at no additional cost.



Meals at home

Members can receive 42 meals over 14 days after an inpatient hospital discharge or skilled nursing stay.



Wigs

\$400 annual allowance for wigs when receiving chemotherapy treatment.



D-SNP benefits in New York



Model of care team

Every D-SNP member has a **local personal care team**, led by a nurse care manager who helps your clients get the health care they need, when they need it. This team will help your client complete their detailed health assessment and build a care plan to fit their needs.



Smoking cessation

Unlimited counseling sessions per year; nicotine patches, gum, lozenges, and some Rx meds without prior authorization.



Worldwide urgent and emergency coverage.



Aetna 24-Hour Nurse Line to get guidance and support on your basic health care questions, 24 hours a day, 7 days a week



Health education

Benefit provides information on community resources as well as plan-issued newsletters and websites. Aetna offers case and **disease management programs** for specific medical conditions, including asthma, diabetes, CHF, COPD, CAD and end-stage renal disease.

Aetna Medicare Extra Benefits Card – NY

\$180 or \$215 Every Month For:

- ✓ **Healthy Foods** – fresh produce, shelf-stable food, nonperishable goods, and premade meals.
- ✓ **OTC** – purchase by catalog, online, app or in-store
- ✓ **NEW! Transportation** - public transit, taxis, ride shares (including Uber and Lyft), gas
- ✓ **NEW! Utilities** – internet, cell services, water, sewage, gas, electricity and trash
- ✓ **NEW! Rent/Mortgage** – towards rent or mortgage payment
- ✓ **NEW! Personal Care Supplies** – soap, shampoo, paper towels, laundry detergent and other everyday items
- ✓ **NEW! Pet Supplies** - basic pet needs such as food, grooming supplies, toys, cat litter and furniture/floor cleaning supplies.



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Healthy Foods Wallet



With the Healthy Foods Wallet, members can pay for approved healthy foods in select retail stores or through NationsBenefits® by phone or online. Here are some examples of eligible healthy foods:

- Beans and legumes
- Dairy
- Fresh, frozen or canned fruits and vegetables
- Grains such as bread and pasta
- Meat and seafood
- Nutrition shakes/bars
- Pantry staples like flour and spices
- Soups
- Water

Cannot be used to purchase tobacco, alcohol, candy, soda, chips or non-food items.

Participating retail stores include: Albertsons companies, CVS® stores (excluding CVS Pharmacy locations inside Target stores), Giant Eagle, Kroger companies, Rite Aid, Schnucks, Walgreens, Walmart. Retailers are added to the network throughout the year.

Over-the-Counter (OTC) Wallet



Over-the-counter (OTC) items: OTC health and wellness items in select retail stores or through NationsBenefits® by phone or online. Here are some examples of eligible OTC items:

- Dental care supplies like toothbrushes, denture adhesive, toothpaste and floss
- Cold and flu remedies
- Eye and ear care items
- First aid supplies
- Pain relievers
- Sunscreen
- Vitamins and minerals

For a list of other approved OTC items, see the NationsBenefits® OTC catalog.

Personal Care Items



Personal care items: Members can pay for approved personal care items in select retail stores or through NationsBenefits® by phone or online. Here are some examples of eligible personal care items:

- Soap
- Shampoo
- Paper towels
- Toilet paper
- Tissues
- Cleaning products
- Laundry detergent
- Dish soap
- Garbage bags



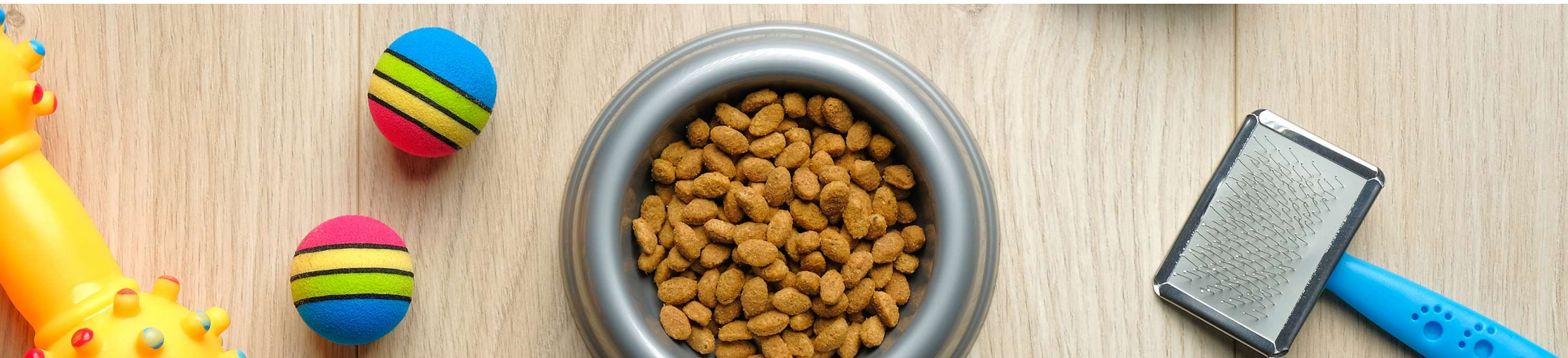
Pet Care Supplies



Pet care supplies: Members can pay for approved pet care supplies in select retail stores or through NationsBenefits® by phone or online. Here are some examples of eligible pet care supplies:

- Pet food and treats
- Pet toys
- Grooming kits
- Flea and tick shampoo
- Feeding bowls
- Pet beds/carriers
- Waste bags

The card must be used at an in-network retailer. It can't be used at pet retailers like PetSmart, Petco or Chewy, or at veterinarian offices.



Transportation



Transportation: Members can pay for transportation needs with their card. Here are some eligible transportation examples:

- Taxis
- Ride share services like Lyft and Uber
- Gas at the pump
- Public transportation like the bus or subway

Transportation vendor must accept Mastercard®. To purchase gas, the card must be swiped at the gas pump. It won't work inside a gas station's convenience store if the member tries to pay at the register.



Rent/ Mortgage Reimbursement

Members can pay their rent or mortgage with the card. If they pay directly, the payee must accept Mastercard®. Members can also pay upfront and request reimbursement.

- **Paying directly:** If rent or mortgage payments are processed using a compatible payment system, the member will be able to pay online or by phone. They cannot set up automatic monthly bill pay.
- **Requesting reimbursement:** Members can request reimbursement for rent and mortgage payments. They must submit their receipt or proof of payment through the NationsBenefits® online portal or by mail.

Here's how the process works:

- Receipt and/or proof of payment is submitted to NationsBenefits®.
- Documents are reviewed by NationsBenefits® within 30 days.
- Reimbursement is processed and sent as a check
- If the member is reimbursed with a check, the approved amount will be removed from their Extra Supports Wallet.

The card cannot be used at payment centers. Members cannot be reimbursed for Sect 8, RAFT or other subsidized assistance for rent.



Aetna Extra Benefits card – Important Reminders

Monthly allowance to use toward services in the Extra Supports Wallet: OTC, healthy foods, utilities, transportation, pet care supplies, rent/mortgage and, pet supplies, personal care supplies

- **Keep your card!**

- The 2024 allowance and additional benefit wallets will be added on January 1, 2024.

- **Manage your allowance**

- The monthly allowance does not roll over. Be sure to use any unused funds by the end of each month.
- Allowance is added the first day of each month.

- **Using the card**

- Use your card to pay for eligible items.
- Always select credit as payment type. **You don't need a PIN.**
- You cannot use the card at an ATM.
- Your purchase amount will be deducted from your available Wallet allowance.
- You cannot get cash back when making a purchase

- **NationsBenefits Contact Information**

- **Online:** <http://Aetna.NationsBenefits.com/>
- **By phone:** Call a NationsBenefits OTC Member Experience advisor at **1-877-204-1817 (TTY: 711)**
 - **New hours (1/1/2024) 8AM to 8PM** local time, 7 days a week

- **Other ways to help**

- **Benefits Pro Portal**

- Order health and wellness products
- Track order status
- Check eligible products
- Access store locator
- View transactions
- Request a new card

- **NationsBenefits Benefits Pro App**

- Check your card balance
- Check item/service eligibility
- Order items on the go

- **2024 Materials**

- You will receive an Aetna Extra Benefits Card Member Guide and OTC Catalog in the mail in January to help you use your benefits.

Aetna Medicare Extra Benefits Card FAQs

Q: When using my card, do I select debit or credit at checkout?

A: When using your Extra Benefits Card, select **credit** at checkout.

Q: Is there a limit on the number of transactions I can make with my card each month or quarter?

A: No, there is no limit on the number of transactions.

Q: Will the card cover sales tax?

A: Yes, the card will cover sales tax, unless the total purchase amount is more than the benefit amount. Any remaining balance can be paid separately with another form of payment.

Q: Can I check out with approved and unapproved items?

A: Yes. Use your Extra Benefits Card first to pay for approved items. The store's register (determined by point-of-sale technology) will only let the card cover approved items. Then, you can pay for other items with another form of payment.

Aetna Medicare Extra Benefits Card FAQs continued

Q: Can I access all participating retailers, or just those in my state/service area?

A: You can access retailers outside of your state or service area and you can use your card on vacation or when traveling. However, you still must use network retailers only. To find a participating store nearby, enter your ZIP code in the store finder tool at [Aetna.NationsBenefits.com](https://www.aetna.com/nationsbenefits) or on the BenefitsPRO App.

Q: Can I use my card with other food assistance or food stamp programs?

A: Yes. If a member has a Healthy Foods Wallet or Extra Supports Wallet, the card can be used in conjunction with other food assistance or food stamp programs. It can also be used along with other coupons or store discounts.

Q: Can I pay my utility bill at a grocery store?

A: No. You cannot use your card to pay utilities at a grocery store, pharmacy, etc. You can only pay utility bills directly to the participating utility company.

Q: Can I use my card to pay for utilities or rental payments that are under another person's name?

A: Yes, you can use your card to make a payment if the utility or rental bill is in the name of a spouse, relative or caretaker who you are living with. The utility or rental bill does not have to be in your name.

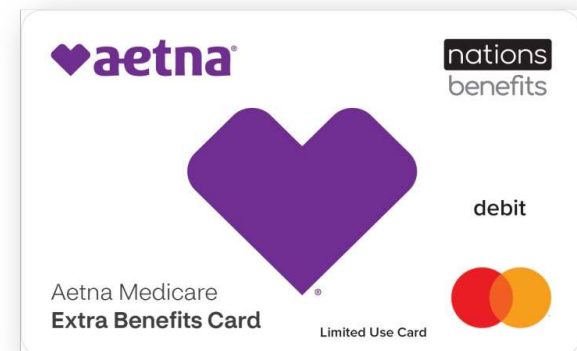
NationsBenefits Retail Network

NationsBenefits has a national retail network where members can use their cards. Local retailers include ACME, Walmart, Stop & Shop (Effective as of 9/8), Walgreens, CVS, Rite Aid, and independent retailers.

Members can scan for eligible items through their mobile applicable (My Benefits App, or by calling NationsBenefits and talking to our member experience advisors).

There are over 4,000 network pharmacy and grocery locations in New York.

Brokers can view the current network: <https://aetna.highspot.com/search?q=healthy+foods+network>





Hearing Benefits through NationsHearing

Benefit description

NationsHearing offers an embedded hearing benefit providing coverage for one annual Comprehensive routine hearing exam/evaluation and fitting at a \$0 copay. Members also receive coverage for up to \$1,250 toward the purchase of hearing aids depending on the plan.

All appointments for hearing aids **must be** scheduled through NationsHearing

****Acquiring a Hearing Aid through NationsHearing requires a hearing exam through NationsHearing.***

Benefits include:

- \$0 copay for one annual routine hearing exam
- \$0 copay for a hearing aid evaluation and fitting
- Hearing aids available from all leading manufacturers with a selection of sizes, colors, and technology levels
- 60-day, 100% money-back guarantee
- Concierge services by dedicated Member Experience Advisors
- 3-year warranty that includes loss, damage and repair
- 3 years of batteries
- One-time replacement coverage for lost, stolen or damaged hearing aids (deductible may apply)
- 12- and 18-month financing options available with 0% APR, no money down

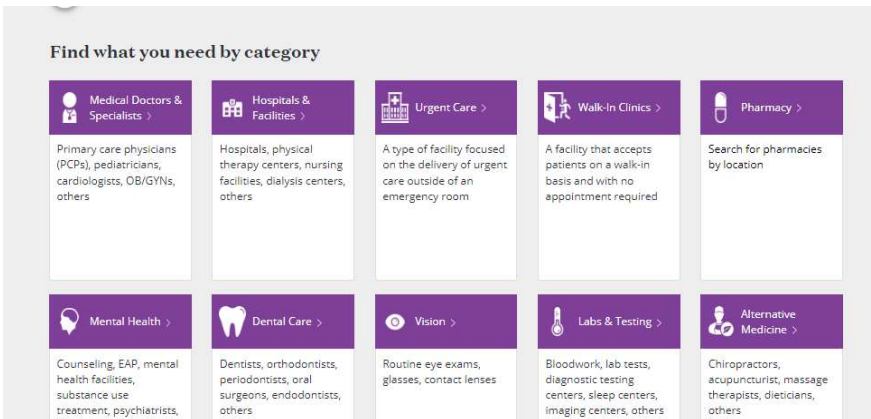


Vision Benefits through EyeMed

Benefit description

The vision benefit provides an annual allowance amount that can be used at the member's discretion for the purchase of eyewear (contact lenses, glasses (frames and/or lenses), and upgrades – tinted lenses, progressive lenses, etc.).

In provider directory must only go EyeMed – Select Vision Tab from the provider search tool



EyeMed

- EyeMed is a network of vision provider locations where members can access eyewear products and optometric services at discounted rates. Stores include LensCrafters®, Target Optical®, JCPenney Optical, some Sears Optical®, some Pearle VisionSM centers, and many more.
- When services are received through EyeMed, they will apply the member's allowance at point-of-service and bill Aetna directly.
- Members are eligible for a discount at EyeMed – look for Eye Plus providers in vision network tab.



Fall prevention

\$150 annual allowance to purchase home and bathroom safety devices

- Members will receive a catalog of available items. The items can help members manage physical impairments and improve their ability to move safely around their home and prevent falls.
 - For some members, the items may be recommended by a licensed health care provider or Aetna care manager as part of the member's care plan and may not be merely for convenience or comfort.
 - There are two ways to use the fall prevention benefit:
 - Order online: <https://www.CVS.com/otchs/fall>
 - Order by phone: Call **1-866-799-3832**
- Members can order three times per year.
 - Members can't order more than their annual benefit amount.
 - Any unused benefit amount will expire at the end of the plan year.
 - Each order includes free shipping to the member's home. Please allow 2–3 weeks for delivery.
 - Members are responsible for installation and assembly.



Wigs

Benefit description

This benefit covers a wig for hair loss that is a result of chemotherapy. A wig may not be offered as a supplemental benefit for any other purpose.

Our benefit allows the member to receive coverage for up to \$400 per calendar year toward the purchase of a wig. Members are responsible for any amount above the wig coverage limit

Benefit administration

Members have two ways to access this benefit:

1. In-Network Durable Medical Equipment (DME) Wig provider: Members can select a DME provider that supplies wigs in the Aetna Assure Premier Plus (HMO D-SNP) network by using the provider lookup: : [Find Aetna Medicare Health Care Professionals](#)
2. Member Reimbursement: Members may choose to purchase a wig from any retailer and submit a request for reimbursement. To receive reimbursement up to the allowance limit, the member must complete the Aetna claim reimbursement form and submit to Aetna along with the purchase receipt or the item invoice with the medical code A9282. The Aetna Assure Premier Plus (HMO D-SNP) Reimbursement Form is located here: [Aetna Medical Claim Reimbursement Form](#)



Personal Emergency Response System

24/7 medical alert system in the event of a fall or other emergency

- Members will receive a catalog of available items. The items can help members manage physical impairments and improve their ability to move safely around their home and prevent falls.
- For some members, the items may be recommended by a licensed health care provider or Aetna care manager as part of the member's care plan and may not be merely for convenience or comfort.
- Members have access to one of three service types:
 - **In-home landline:** Used for members who are mainly homebound. It consists of a base console, which is the loud and sensitive two-way voice communication and a wearable, waterproof pendant that can be worn as a wristband or a necklace.
 - **In-home no landline:** Same as above. This system uses a SIM card to connect. It has nothing to do with the member's telephone service or cell phone plan and is for use inside the home, like the above.
 - **Mobile with GPS:** Used for more active members. GPS-enabled waterproof, wearable pendant can be worn as a necklace or placed in a pocket for use both inside and outside the home.
- Members can call LifeStation directly at **1-855-798-9948** to obtain this benefit.
- A brief evaluation is performed to determine if the member needs fall detection in addition to the system that would best suit their lifestyle.
- Equipment is sent with free shipping to the member's home. Please allow 2–3 weeks for delivery.
- Members are responsible for installation.



NationsBenefits meal delivery

42 meals over 14 days delivered to home following any hospital discharge or skilled nursing stay

- Post-hospital meals are only available if a member was discharged an inpatient hospitalization, inpatient psychiatric, or skilled nursing stay (emergency room visits, outpatient procedures and observation stays do not apply).
- Applies to any hospital discharge or skilled nursing stay (no limit on occurrences).
- Members will be contacted automatically by NationsBenefits.
- Precooked, refrigerated meals are delivered to the member's home upon the member opting into the benefit.
- The meals are then guaranteed to be delivered to the member's home within 2 days. **Note:** Members will receive the meal option which is in rotation at time of discharge. The only requests that will be accommodated are those for Kosher, vegetarian, pureed, and/or allergies.

- Nations Foods' medically tailored meals (MTM) are condition specific and geared toward those with specific dietary needs for those conditions.
- A care manager can request MTMs by either calling NationsBenefits or submitting an order via NationsBenefits member portal.
- General wellness meals are heart healthy and diabetic friendly.

Meals include:

- Highly nutritious, refrigerated, prepared meals with a side of bread and margarine, and any additional condiments to compliment the entrée.
- Most meals will include fruit, juice, or a dessert.





Fitness

SilverSneakers® benefit at no cost

SilverSneakers® includes:

A free basic gym membership with access to more than 14,000 fitness locations nationwide, including all basic amenities, guidance from dedicated fitness staff and low-impact classes designed to improve strength, balance, range of movement, and cardiovascular endurance.

- **Signature classes** (Classic, Circuit, CardioFit, Yoga, Splash, Stability)
- **Gym classes** (Les Mills, Pilates, Spin, Jazzercise, Tabata, BodyFlow, Barre and more)
- **FLEX® classes** (Tai Chi, Latin Dance, Zumba, Pole Walking and more)
- **BOOM classes** (intense 30-minute workouts for baby boomers: Mind, Muscle, Move It)
- **Steps** (at-home kits)

Access to a secure, easy-to-use website where members can obtain their 16-digit ID, find fitness locations and FLEX classes, access fitness articles, download recipes and meal plans, order replacement ID cards, and interact with the SilverSneakers® online community.

This benefit also includes Apple Fitness+™ subscription to SilverSneakers®. Members can activate their Fitness+ subscription through their SilverSneakers member account on SilverSneakers.com or through the SilverSneakers GO mobile app. Users only need an iPhone to sign up, and can then experience Fitness+ on iPhone, iPad, and Apple TV.

Rewards for Engagement

www.SilverSneakers.tuitionrewards.com

- FREE access to College Tuition Discounts (more than 400 private colleges and universities)
- Discounts spread over 4 years, good for up to 1 full-year tuition
- 1,000 points at registration, 250 points each month with 7 visits

Members need to obtain their SilverSneakers 16-digit ID either by phone, website, or the app before arriving at a participating fitness location where their membership will be issued.

Aetna SilverSneakers®
1-888-423-4632 (TTY: 711)
SilverSneakers.com



D-SNP availability in your market — New York

Medicare savings program category	Payment of Part B premium?	Payment of Part C premium?	Payment of Part D premium?	Medicare Parts A and B cost-share protected?
QMB	State	\$0	100% covered under LIS	Yes
QMB+	State	\$0	100% covered under LIS	Yes
FBDE	State	\$0	100% covered under LIS	Yes*

*The member is cost-share protected if the service is also covered by Medicaid. For services not covered by Medicaid, the member may be billed a cost share.

Eligibility

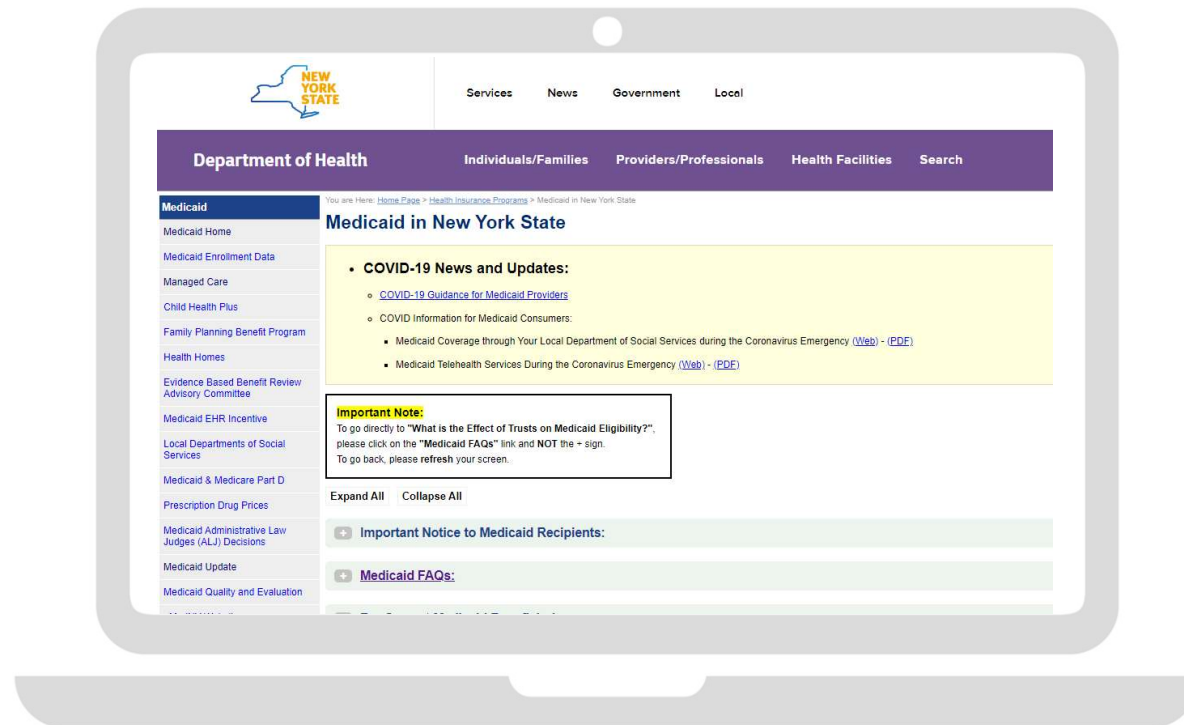
D-SNP plans limit enrollment to beneficiaries who are eligible for specific categories of financial assistance.

In **New York**, we allow eligible beneficiaries to enroll with the following level of assistance:

- QMB
- QMB+
- Full Benefit Dual Eligible (FBDE)



State-specific Medicaid guidelines — New York



Health.ny.gov/health_care/Medicaid/



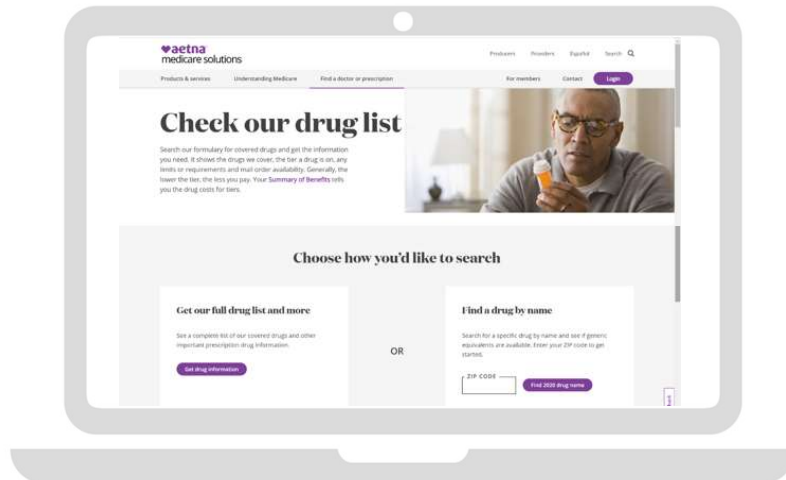
Covered services and benefits — Pharmacy coverage

Our D-SNP provides coverage for Medicare Part D prescription drugs

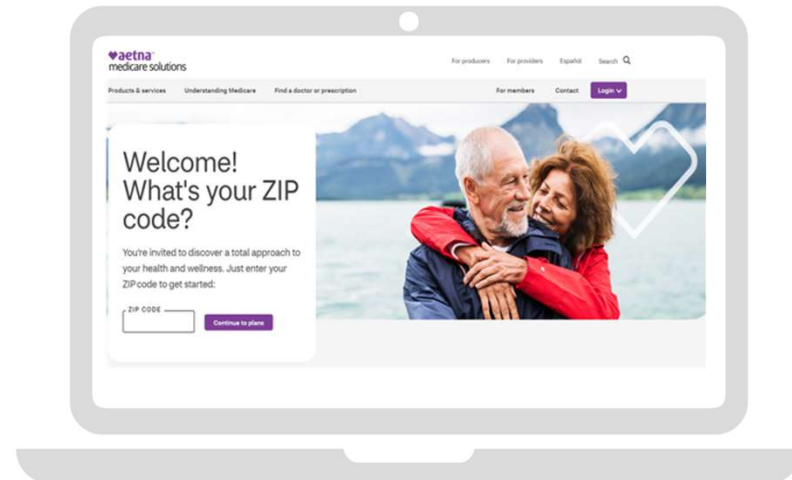
- We offer a competitive 1-tier formulary.
- Prior authorization, step therapy or Part B vs. Part D determinations may apply.
- Members pay \$0 for all covered drugs on all tiers.
- Members pay \$0 at all network pharmacies.
- Members get up to a 100-day supply of eligible Part D drugs.
- See formulary for covered drugs under the plan.



Prescription drug costs



Check to see if a prescription drug is covered:
[AetnaMedicare.com/formulary](https://www.aetna.com/formulary)



Find and compare plans and drug costs:
[AetnaMedicare.com/PharmacyHelp](https://www.aetna.com/PharmacyHelp)

- Use this tool to estimate a beneficiary's drug costs.
- Be sure you enter in your client's medication and dosage for accurate results.



Broker-enrolled HRA through Think Agent

- An electronic enrollment option that lets you **easily enroll your clients** in Aetna Medicare plans (MA/MAPD).
- An electronic application option that lets you easily check prospects Medicaid for plan eligibility
- Broker-enrolled HRA opportunity to receive a service fee* **up to \$110** for newly enrolled members.

*Service fee amounts are subject to change.

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Coordination of Medicaid services

Some of the ways our D-SNP assists members in coordinating their Medicaid benefits includes, but is not limited to:

- Providing education and assistance to members regarding benefits covered by the State Medicaid program, including Medicaid Managed Care
- Reminding members of the annual Medicaid eligibility redetermination process
- Assisting members in accessing the Medicaid grievance and appeals process if needed
- Directing providers to appropriate Medicaid resources for information about how to coordinate benefits between the D-SNP and the State Medicaid program or Medicaid Managed Care to better assist the member
- Including information about Medicaid benefits in our D-SNP member material
- D-SNP reporting of hospital and SNF admission data to NYS Fee for Service Medicaid and/or MLTC plans for shared members



MARKET-SPECIFIC TRAINING FOR 2024 D-SNP PLANS

State Pharmaceutical Assistance Programs (SPAP)



What is EPIC?

Elderly Pharmaceutical Insurance Coverage (EPIC) program

- The Elderly Pharmaceutical Insurance Coverage (EPIC) program is a New York State **program for seniors** administered by the Department of Health.
- It helps **more than 337,000 income-eligible seniors**, age 65 and older, to supplement their out-of-pocket Medicare Part D drug plan costs.
- Seniors can apply for EPIC **at any time of the year** and must be enrolled or eligible to be enrolled in a Medicare Part D drug plan to receive EPIC benefits and maintain coverage.
- EPIC provides secondary coverage for Medicare Part D and EPIC-covered drugs purchased after **any Medicare Part D deductible is met**. EPIC also covers approved Part D-excluded drugs once a member is enrolled in Part D.



Elderly Pharmaceutical Insurance Coverage (EPIC) program

To join EPIC, a senior must:

- Be a **New York State resident**, age 65 or older
- Have an **annual income** below \$75,000 if single, or \$100,000 if married
- Be enrolled or eligible to be enrolled in a Medicare Part D plan (no exceptions)
- Not be receiving full Medicaid benefits



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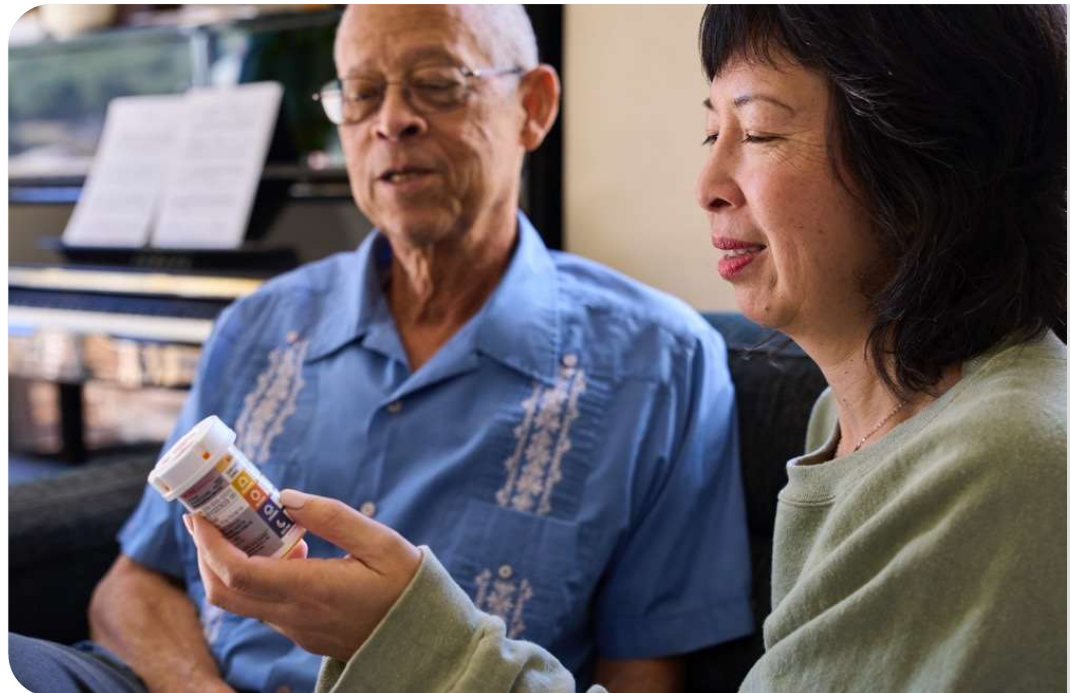
Elderly Pharmaceutical Insurance Coverage (EPIC) program

What are the EPIC benefits?

EPIC helps pay the **Medicare Part D drug plan premiums** for members with income up to \$23,000 if single, or \$29,000 if married. Higher-income members are required to pay their own Part D premiums, but EPIC provides premium assistance by lowering their EPIC deductible.

EPIC has two plans based on income:

The **Fee Plan** is for members with income up to \$20,000 if single, or \$26,000 if married. The **Deductible Plan** is for members with incomes ranging from \$20,001 to \$75,000 if single, or \$26,001 to \$100,000 if married.





Elderly Pharmaceutical Insurance Coverage (EPIC) program

How to apply:

Download an application at:

Health.NY.gov/health_care/epic/application_contact.htm

Request for application to be mailed:

Health.NY.gov/health_care/epic/application_order.htm

Mail:

EPIC

P.O. Box 15018

Albany, NY 12212-5018

Email:

NYSDOHEPIC@MagellanHealth.com

Toll-free EPIC helpline:

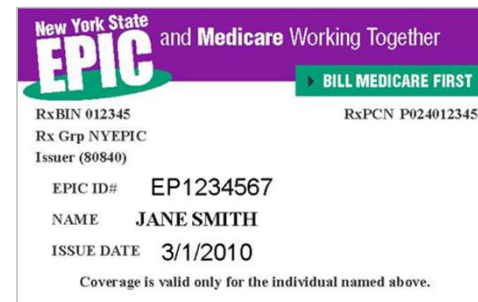
1-800-332-3742

(TTY 1-800-290-9138)

Remind EPIC members:

- To present their EPIC and Medicare Part D **ID cards** at the pharmacy.
- If an ID card has been lost or destroyed, the member may contact the EPIC Helpline for a **replacement card**.

EPIC ID card



Member ID Card



Medicare Plan Type

PLAN NAME LINE
PLAN# 000000-XX000000
ID 10XXXXXXXXXX
NAME SAMPLE SAMPLETON
RxBIN 610502 RxBPCN MEDDAET
RxGRP# RXAETD



ISSUER (80840)

Printed on: XX/XX/XXXX

HXXXX-PBP

Website

Customer Service
Prescription Drug
24 Hour Nurse Line
Provider Services
TDD/TTY

1-XXX-XXX-XXXX
1-XXX-XXX-XXXX
1-XXX-XXX-XXXX
1-XXX-XXX-XXXX
711

Send claims to:
Claims
PO Box XXXXX
City, State, Zip

This card does not guarantee coverage.

Payer ID# 60054





D-SNP supplemental vendor contact information

Service	Vendor	Contact information
Dental	EPO Dental	1-866-690-4910
Hearing	NationsHearing	1-877-225-0137
Vision	EyeMed	1-844-486-3485
Personal Emergency Response System	LifeStation®	1-855-798-9948
Fitness	SilverSneakers®	1-888-423-4632
Extra Benefits card	Nations flex card	1-877-204-1817



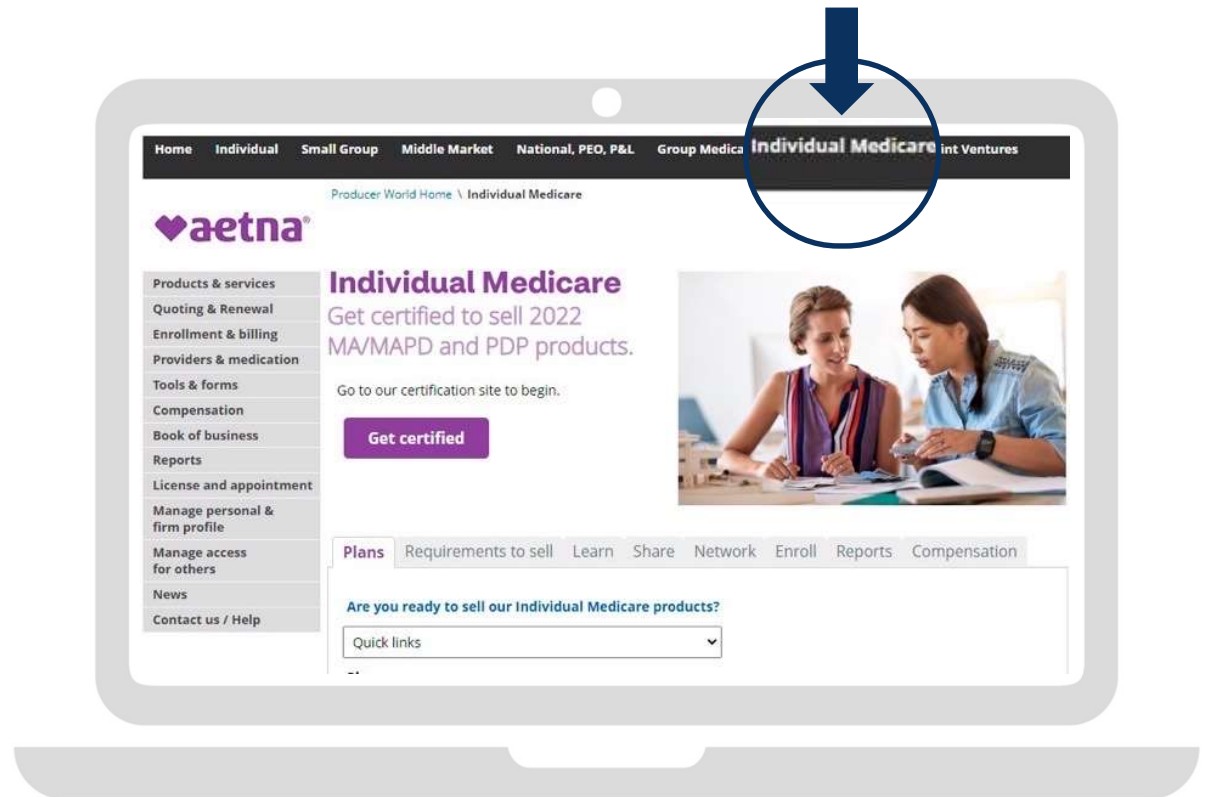
D-SNP benefits in New York

Producer World

You can order plan guides and enrollment materials in Aetna's Producer World.

Go to the "Individual Medicare" tab at the top of the page, then go to "Order Enrollment Kits" in the quick link tab.

You will have access to this portal when you are ready to sell for 2024.



Aetna.com/health-insurance-plans/medicare.html

Thank you

Aetna Medicare is an HMO, PPO plan with a Medicare contract.

Our SNPs also have contracts with State Medicaid programs.

Enrollment in our plans depends on contract renewal and eligibility requirements set by Medicare and/or each State's Medicaid office. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

