

## MoreCare Quick Reference Guide: Value-Added Benefits

### What Are Value Added Benefits?

Value Added Benefits – sometimes referred to as “supplemental benefits” – are additional benefits that MoreCare offers that are not covered by Original Medicare.

### Why does MoreCare offer these benefits?

We believe achieving your best health goes beyond the doctor’s office. In addition to having access to medical, behavioral and social support, MoreCare offers a variety of benefits to support the whole-person health of our members.

### What additional benefits do I have?

Benefits may vary based on which MoreCare plan you are enrolled in. Visit [MyMoreCare.com/Members](https://www.morecare.com/members) to learn more about what’s covered by your plan and to access your Summary of Benefits or Evidence of Coverage (EOC). These are great reference documents for understanding your complete benefits as a MoreCare member.

### Questions about your benefits? Need assistance reviewing your EOC?


We’re here to help. Call us toll free at 844-480-8528 (TTY 711).

We’re available:

- **October 1 – March 31:** 7 days a week, 8:00 am to 8:00 pm
- **April 1 – September 30:** Monday-Friday, 8:00 am to 8:00pm

Use the chart on the next page to learn how to take advantage of your MoreCare benefits!

ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call 844-480-8528 (TTY: 711). MoreCare is an HMO with a Medicare contract. Enrollment in MoreCare depends on contract renewal. This is not a complete explanation of benefits.

Benefit	How Do I Use My Benefit?	Frequently Asked Questions
Dental	Use your MoreCare Member ID card at an in-network dentist. All plans offer preventive and restorative dental services.	<b>What eye doctors and dentists are in network?</b> Call us at 844-480-8528 or visit <a href="http://MyMoreCare.com/find-providers">MyMoreCare.com/find-providers</a> to find a dentist or an eye doctor.
Vision	Use your MoreCare Member ID card at an in-network eye doctor. All plans offer an annual eye exam and an allowance towards your eye wear.	
Hearing	Work with your Primary Care Provider (PCP) or specialty provider (such as an audiologist) for your routine, annual hearing exams and evaluations.	<b>Do you cover hearing aids?</b> Yes! Hearing aid coverage is available for members who require this. Coverage amounts may vary by plan.
<b>Over-the-Counter Card</b>  	<p>You'll receive \$95 every 3 months to purchase eligible over-the-counter items. Look for your OTC Network Card in the mail when you first enroll! Once it arrives, you'll need to activate your card before using it.</p> <p>There are four ways to take advantage of your OTC benefit. Shop:</p> <ul style="list-style-type: none"> <li>• In stores at participating retailers</li> <li>• Online at <a href="http://NationsOTC.com">NationsOTC.com</a></li> <li>• By Phone at 1-833-SHOP-OTC (1-833-746-7682)</li> <li>• Mail Order Catalog</li> </ul> <p>Your card will reload automatically every 3 months.  <b>Remember:</b> unused funds do not roll over.            Visit <a href="http://MyOTCcard.com">MyOTCcard.com</a> to check your balance.</p>	<b>How do I activate my Card?</b> Call 888-682-2400 or go to <a href="http://MyOTCcard.com">MyOTCcard.com</a> . Be sure to have your MoreCare Member ID Card handy.  <b>What stores can I use my OTC Benefit Card at?</b> You can use your card to pay for approved items at CVS Pharmacy (not in Target stores), Dollar General, Walgreens, Family Dollar or Walmart.  <b>I lost my OTC Card. What do I do?</b> Call MoreCare Member Services at 844-480-8528 (TTY 711) for assistance and to request a replacement card.
Transportation	Arrange for non-emergency rides to your appointments by calling Member Services at <b>844-480-8528</b> (TTY 711).	<b>How many rides do I get?</b> Ride amounts may vary by plan. Refer to your Summary of Benefits for details.
Gym / Fitness Benefit*	MoreCare members can receive a monthly gym membership at no cost. Simply bring your MoreCare Member ID Card to one of our partners below to sign up: <ul style="list-style-type: none"> <li>• The YMCA of Metro Chicago</li> <li>• Lawndale Christian Fitness Center</li> </ul>	<b>Where is my nearest YMCA?</b> Go to <a href="http://YMCAChicago.org/Locations">YMCAChicago.org/Locations</a> to find a YMCA location near you.  <b>Where is Lawndale Christian Fitness Center Located?</b> 3750 W. Ogden Ave, Chicago, IL
Healthy Food **	Members of our Special Needs Plans, <i>MoreCare +</i> and <i>MoreCare At Home</i> , may be eligible for home-delivered healthy food orders. If you qualify, your PCP or care coordinator can arrange for meals to be delivered to your home.	<b>How do I order my healthy food box?</b> Our healthy food benefit is administered via primary care order. Discuss your dietary needs for home delivered meals with your PCP or Care Coordinator.

\*Available for all plans other than MoreCare Home (I-SNP) \*\*Only included with MoreCare + (HIV C-SNP) and MoreCare At Home (IE SNP)



A Medical Home Network Affiliate

## Nondiscrimination Statement

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

MoreCare 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)
- 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, please contact **Member Services** at MoreCare: Phone: 844-480-8528 toll free / 711 (TDD/TTY).

If you believe that MoreCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

### MoreCare Civil Rights Coordinator

Attn: Compliance Dept.

P.O. Box 21994, Eagan, MN 55121

Phone: 844 480-8528 (toll-free) / 711 (TDD/TTY).

Email: [Civilrightscoordinator@morecareIL.com](mailto:Civilrightscoordinator@morecareIL.com)

You can file a grievance by mail, telephone, or email. If you need help filing a grievance, the MoreCare Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue,

SW Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

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ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-480-8528 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-480-8528 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-480-8528 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-480-8528 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-480-8528 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-480-8528 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-480-8528

(رقم هاتف الصم والبكم: 711)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-480-8528 (телетайп: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-480-8528 (TTY: 711).

1-877-774-8592 خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-877-774-8592

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-480-8528 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-480-8528 (TTY: 711).

ध्यान दें: यदद आप दहिंदी बोलते हैं तो आपके ललए मुफ्त में भाषा सहायता सेवाएि उपलब्ध हैं। 1-844-480-8528 (TTY: 711) पर कॉल करें।

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-480-8528 (ATS : 711).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-844-480-8528 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-480-8528 (TTY: 711).