

Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call us at **1-800-958-1129 (TTY 711)**. We are open Monday – Friday 8:00 a.m. – 8:00 p.m. Pacific time. Between October 1st - March 31st, representatives are available seven days a week from 8 a.m. to 8 p.m. Pacific time, except for the major year-end holidays.

Understanding the benefits

- ☐ The *Evidence of Coverage (EOC)* provides a complete list of all coverage and services. It is important to review your plan coverage, costs, and benefits before you enroll. Visit **www.EliteHealthPlan.com** to review a copy or call **1-800-958-1129 (TTY 711)** to request a hard copy of the *EOC*.
- ☐ Review the *Provider Directory* (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor. Visit **www.EliteHealthPlan.com** to review a copy or call **1-800-958-1129 (TTY 711)** to request a hard copy of the *Provider Directory*.
- ☐ Review the *Pharmacy Directory* to make sure the pharmacy you use for any prescription medicine is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions. Visit **www.EliteHealthPlan.com** to review a copy or call **1-800-958-1129 (TTY 711)** to request a hard copy of the *Pharmacy Directory*.
- ☐ Review the Formulary to make sure your drugs are covered. Visit **www.EliteHealthPlan.com** to review a copy or call **1-800-958-1129 (TTY 711)** to request a hard copy of the *Formulary*.

Understanding important rules

- ☐ **Effect on Current Coverage.** If you are currently enrolled in a Medicare Advantage / Prescription Drug (MAPD) plan, your current MAPD healthcare coverage will end once your new MAPD coverage starts. If you have retirement health benefits from an employer, your coverage may be terminated once your new MAPD coverage starts. If you have Tricare, your coverage may be affected once your new MAPD coverage starts. Please contact Tricare for more information. If you have a Medigap plan, once your MAPD coverage starts, you need to drop your Medigap policy. You cannot use Medigap with an MAPD plan.
- ☐ You must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- ☐ Benefits, premiums, and/or copayments/coinsurance may change on January 1st of each year.
- ☐ Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the *Provider Directory*).

You must live in the plan's service area to enroll in an Elite Health Plan MAPD plan. Prior authorization and/or referrals are required for certain services. This information is not a complete description of benefits. Benefits vary by plan.

To file a marketing complaint, contact Elite Health Plan at the Customer Service number below or call **1-800-MEDICARE** (24 hours a day/7 days a week). Please include the agent/broker name if possible.

Call Customer Service at **1-800-668-3813 (TTY 711)**. We are open Monday – Friday 8:00 a.m. – 8:00 p.m. Pacific time. Between October 1st - March 31st, representatives are available seven days a week from 8 a.m. to 8 p.m. Pacific time, except for the major year-end holidays.

Elite Health Plan is a Health Maintenance Organization (HMO) with a Medicare Contract