



Extra Benefits

As a member of Allwell Dual Medicare (HMO D-SNP), you get all of these extra benefits included with your plan. Most of these benefits are not covered by Original Medicare and not always offered by other health plans.

Take a look at the next few pages to see what Allwell Dual Medicare (HMO D-SNP) has to offer!

You can also contact us or our partners with questions or for more information about these services.

See your 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.



Dental Services

Keep smiling! Dental benefits made easy!

This Allwell Dual Medicare (HMO D-SNP) plan offers coverage for several dental procedures, including preventive and comprehensive procedures at low or no copayment.

As a member of Allwell Dual Medicare (HMO D-SNP), you will enjoy benefits like:

Convenient services

- Access plan information online
- Professional care

Budget-friendly costs

With your Allwell Dual Medicare (HMO D-SNP) dental benefit there are no surprises. You'll know your copayments, and your out-of-pocket costs are clearly defined before any treatment begins.

Preventive Services:

- Oral exams: \$0 copay
- Cleanings: \$0 copay
- Fluoride Treatment: \$0 copay
- X-rays: \$0 copay

Comprehensive Services:

- Non-Routine services: \$0 copay
- Diagnostic services: \$0 copay
- Restorative services: \$0 copay
- Endodontics: \$0 copay
- Periodontics: \$0 copay
- Extractions: \$0 copay
- Prosthodontics: \$0 copay
- Oral surgeries: \$0 copay

There is a benefit maximum of \$4,000 each calendar year for comprehensive services. You are responsible for amounts beyond the benefit limit.

To obtain a full list of covered benefits or find a dentist near you, call:

1-800-977-7522 (TTY: 711)

From 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.

Or visit:

dental.envolvehealth.com

Hearing Care Solutions Program

Did you know you have access to hearing coverage too?

As an Allwell Dual Medicare (HMO D-SNP) member you will receive the following benefits:

- Routine hearing exam at No Charge
- Hearing aid evaluation at No Charge
- A selection of fully digital instruments

Hearing aids (all sizes and styles) – Limited to 2 hearing aids total (1 per ear, per calendar year)

Call to schedule your hearing exam!

1-866-344-7756 (TTY: 711)

Monday - Friday, 6 a.m. - 6 p.m.
Mountain Time

Or visit:

www.hearingcaresolutions.com

Technology Level I

You pay a \$0 copay per hearing aid

- Designed for essential listening environments
- Optimal in quiet environments for day-to-day communication
- Speech enhancement
- Bluetooth compatible

Rechargeability and direct to smartphone streaming only available on some models. Some instruments may require an additional device for Bluetooth functionality and rechargeability. Out-of-pocket cost applies for ear molds.



Virtual Visits

Do you need to talk to a doctor?

Accessing a doctor is easier than ever. Members with Allwell Dual Medicare (HMO D-SNP) can access a doctor through phone or video appointments.

General Medical

Virtual visits through Teladoc™ provide convenient, 24-hour access to in-network healthcare providers for non-emergency health issues including flu, rash, sinus infections, pink eye, seasonal allergies, and much more. It's available for you to use when you're at home, in the office, or even on vacation.

Smoking Cessation

Get the help you need to quit using tobacco products at no additional cost. Enroll by requesting a General Medical visit and ask the doctor about Tobacco Cessation.

Behavioral Health

With behavioral health, members have access to the quality care they need for their mental wellbeing without the obstacles of conventional in-office options. You can speak to board-certified psychiatrists, licensed psychologists, or licensed therapists conveniently by phone or video from wherever you feel most comfortable.

Get medical advice, a diagnosis, or a prescription by phone or video. Virtual visits are available when you need them. As an Allwell Dual Medicare (HMO D-SNP) member, there is no copay for virtual visit appointments through Teladoc™.

Now you are ready to make an appointment!

To create your Virtual visit account call the Teladoc™ member services line or visit them online:

Teladoc™ website:
Teladoc.com/allwell

You can call Teladoc™ member services 24 hours a day, 7 days a week at:

1-800-835-2362 (TTY 711) for general medical services.

You can schedule a behavioral health visit 7 days a week from 7 a.m.–9 p.m. local time.



Meal Services

Did you know?

- Nutritional risk factors significantly increase the likelihood of hospital readmissions.
- Provided meals are nutrient-dense, meeting or exceeding Dietary Reference Intakes.
- Provided meals are packaged for convenient, safe preparation in conventional ovens and microwaves.

Being enrolled in Allwell Dual Medicare (HMO D-SNP) allows members to get home-delivered meals after a recent in-patient stay in a hospital or nursing facility.

Special meals are also available that meet heart-healthy, diabetic-friendly or low-sodium guidelines. Condition-specific menus created by chefs include:

- Diabetes-friendly
- Renal-friendly
- Pureed
- Vegetarian
- Heart-friendly
- Lower-sodium
- General wellness
- Kosher

How it works

Service includes up to 2 meals per day for 14 days for post discharge meals that meet nutritional requirements of major health conditions. High-quality meals designed by dietitians are shipped to the member's home in a temperature-controlled cooler and can be refrigerated up to one week or frozen up to six months.

To determine if you qualify call your care manager or Member Services:

1-800-977-7522 (TTY: 711)

Hours are from 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.

Or visit:

allwell.azcompletehealth.com



Over-the-Counter (OTC) Supplemental Benefit

Take Advantage of Over-the-Counter Products per Quarter with NO COST TO YOU.

As a member of Allwell Dual Medicare (HMO D-SNP), you have an Over the Counter (OTC) benefit. Your plan includes a quarterly allowance of \$355 to buy the OTC medications and products you need to stay healthy.

These are some of the everyday items you can get:

- Allergy Care
- Oral Care
- Foot Care
- Digestive Health
- Personal Care
- Nicotine Replacement
- First Aid
- Cold Remedies
- Pain Relievers
- Home Diagnostics
- Eye Care
- Vitamins/Minerals

There is a limit of nine per item, per order, with the exception of certain products, which have additional limits. You can only place one order per quarter.

Any unused money does not carry over, be sure to use your benefit amounts before the end of every quarter.

Easy ordering

Simply log in to your account by visiting: cvs.com/otchs/allwell or call **1-866-528-4679 (TTY: 711)**, Monday through Friday, 9:00 a.m. to 8:00 p.m.

Orders will be shipped to your home at no extra charge. Please allow **7–10** business days for delivery.

You can also purchase OTC products at participating CVS Pharmacy locations. Participating locations vary by area.

Refer to the Store Locator link on cvs.com/otchs/allwell for a list of participating locations.

To learn more about this benefit call:

1-866-528-4679 (TTY: 711)

Monday through Friday,
9:00 a.m. to 8:00 p.m.

Or visit: cvs.com/otchs/allwell

The SILVER&FIT® Healthy Aging and Exercise Program Something For Everyone!™

It's easy to stay fit, have fun and make new friends with Allwell. Learn how Allwell is dedicated to helping you stay healthy by getting started now!

Follow these simple steps:

1. Go to SilverandFit.com.
2. Register to use the website.
3. Find a participating fitness center or sign up for the Home Fitness program.
4. Take your fitness Silver&Fit card to the participating fitness center.

All members can get access to:

- 48 Healthy Aging classes available online or by mail
- *The Silver Slate*® newsletter 4 times a year (online, by email, or by mail)
- The Silver&Fit Connected!™ tool, a fun and easy way to track your exercise activity from wearable fitness devices and apps and earn rewards
- Other web tools like a fitness center search and online classes

Remember: Check with your physician first before beginning any new exercise programs!

The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit, Silver&Fit Connected! and *The Silver Slate* are trademarks of ASH and used with permission herein.

To find a participating fitness center near you or to enroll into the Home Fitness program, you can call toll-free

1-888-797-7757 (TTY: 711)

Monday through Friday,
5 a.m. to 6 p.m.
(excluding holidays)

Or visit:

SilverandFit.com



Transportation Services

Need a ride?

Allwell Dual Medicare (HMO D-SNP) offers enrolled members transportation coverage to the doctor and other approved health related locations for no additional cost!

Benefits include:

- Curb-to-curb transportation to plan-approved locations
- Taxi, passenger car, wheelchair vans, rideshare services and other modes of transportation to meet people's physical needs
- 24 one-way trips are covered to plan-approved health related locations per calendar year. Mileage limits may apply.

To schedule a ride:

1-877-986-7419 (TTY: 711)

Monday - Friday,
9 a.m. - 5 p.m.

Or visit:

allwell.azcompletehealth.com



24-Hour Nurse Connect

Let our nurses help you when you have questions about health concerns or need health information.

The nurse advice line is available to any member of Allwell Dual Medicare (HMO D-SNP). The call is free and easy. A caring nurse will listen to your health problem and can help you decide the following:

- If you need to see a doctor
- If it is safe to wait or if you need care right away
- What to do if your symptoms get worse
- What you can start doing at home to feel better

You can call the nurse advice line 24 hours a day, 7 days a week.

Refer to the phone number on your health plan member ID card.



Vision Services

Do you need an eye exam or eyewear?

Eye benefits made easy!

Members enrolled in Allwell Dual Medicare (HMO D-SNP) are entitled to the following:

- One routine (non-Medicare covered) eye exam every calendar year.
- There is a benefit maximum limit of \$250 every calendar year for routine eyeglass (lenses and frames) and contact lenses. You are responsible for amounts above the benefit limit.

Convenient services

- Access plan information online
- Professional care

Budget-friendly costs

With your Allwell Dual Medicare (HMO D-SNP), there are no surprises. You'll know your copayments, and your out-of-pocket costs are clearly defined before any exam begins.

To find an optometrist near you or for more information call:

1-800-977-7522 (TTY: 711)

From 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.

Or visit:

visionbenefits.envolvehealth.com

Contact Information

ID Card



Refer to the phone number on your health plan member ID card for the following services listed below:

24-Hour Nurse Connect

Member Services



Contact us at **1-800-977-7522 (TTY: 711)** for following services listed below:

Involve Benefit Options (Dental)

Involve Benefit Options (Vision)

Meals

Hours are from 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.

Vendor Information

Hearing Care Solutions Program

1-866-344-7756 (TTY: 711)

OTC Health Solutions

1-866-528-4679 (TTY: 711)

Silver&Fit[®]

1-888-797-7757 (TTY: 711)

Veyo (Transportation)

1-877-986-7419 (TTY: 711)

Teladoc[™] (Virtual visits)

1-800-835-2362 (TTY: 711)

Allwell is contracted with Medicare for an HMO D-SNP plan and with the state Medicaid program. Enrollment in Allwell depends on contract renewal.

This information is not a complete description of benefits. Call 1-800-977-7522 (TTY: 711) for more information.

Contract services are funded in part under contract with the State of Arizona.

FLY042041EK00 (7/20)