



# Welcome!

## Welcome to LifeWorks Advantage!

We are honored you chose to be part of our family. We trust you enjoyed the enrollment process and working with our Medicare Benefit Consultant. We look forward to helping you navigate your healthcare journey—our goal is to make your experience as easy as possible. So, let's get started!

Our Retention Specialist will reach out to welcome you to the plan within a few days of your confirmed enrollment. Feel free to ask them any questions you may have!

### What to Expect Next:

1. Your enrollment form will be reviewed by the Centers for Medicare and Medicaid Services (CMS).
2. Once reviewed, you'll get a letter **confirming your enrollment** within 14 days of your enrollment application.
3. Keep an eye on the mail! Your Member ID card will be sent to you within 10 business days after you receive your confirmation letter from CMS.
4. Your benefits will begin on the 1st of the upcoming month after you enroll OR the 1st of the year.\* Speak to our Retention Specialist to learn more about when you can access your benefits.

*\*You can access your plan benefits before receiving your confirmation letter.*

**For those with Medicaid:** enrollment in LifeWorks Advantage will not impact your current Medicaid status, application, eligibility, or authorized services.

**Have additional questions?** Call Member Services at 1-844-854-6883 (TTY 711). Our Member Services team is a great resource and can help answer questions you may have about your plan and coverage.

Your care team is an important part of your LifeWorks Advantage experience. You can expect a member of your care team to reach out within 30 days to schedule your first meeting.

We are grateful for the opportunity to join you on your health journey. We hope you love it here as much as we love having you be part of our family.

In Health,  
**Jeremy Dressen, President**



# Important Resources

**Important Reminder:** please be sure to select the correct year, state, and plan when viewing plan documents and/or benefit information online.



**Your Nurse Practitioner is** \_\_\_\_\_

**Your Care Ally is** \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_



**Member Services**

**1-844-854-6883 (TTY 711)**

Member Services can assist you with coverage questions, finding in-network providers, and more.



**Important Plan Documents**

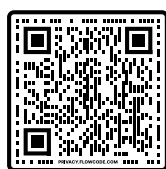
[LifeWorksAdvantage.com/members/plan-documents/](https://LifeWorksAdvantage.com/members/plan-documents/)

You can access important plan documents online, including your Summary of Benefits, Drug Formulary, Evidence of Coverage, and more.



**Accessing Your Benefits**

[LifeWorksAdvantage.com/access-your-benefits](https://LifeWorksAdvantage.com/access-your-benefits)



Find information about how to access your benefits online. You can also call Member Services or reach out to your care team for more information.



**Member ID Card**

Your Member ID card is the key to accessing your benefits! Keep your card on you at all medical appointments.



**Search our Network**

[LifeWorksAdvantage.com/find-a-provider/#](https://LifeWorksAdvantage.com/find-a-provider/#)

Search covered drugs by visiting:  
[LifeWorksAdvantage.com/formulary/#](https://LifeWorksAdvantage.com/formulary/#)

Search providers and specialties, hospitals, and pharmacies in network for your plan.

## Member Services Hours of Operation

**April 1 – September 30:**

8 am – 8 pm local time, Monday – Friday

**October 1 – March 31:**

8 am – 8 pm local time, 7 days a week

Note: Member Services is closed on the following holidays: Memorial Day, Independence Day, Thanksgiving, and Christmas.



# You served our country.

Now, let us help you get the health services you deserve.

Medicare Advantage Special Needs Plans, like LifeWorks Advantage, allow you the freedom to choose how and where you receive care.

Through LifeWorks Advantage, you'll have access to additional:

- ✚ Providers and provider groups
- ✚ Hospitals, ERs, and urgent care facilities
- ✚ Pharmacies

**Or utilize your VA benefits and network – you choose!**

Members also receive added benefits not typically covered, like vision, dental, podiatry, and more.\*

*\* Specific ancillary benefits are based on the plan you are enrolled in. Please speak to our Medicare Benefits Consultant to learn more about the benefits included in your plan.*

LifeWorks Advantage is an HMO I-SNP and HMO-POS I-SNP with a Medicare contract. Enrollment in LifeWorks Advantage plans depends on contract renewal. Other providers are available in our network. Out-of-network/non-contracted providers are under no obligation to treat LifeWorks Advantage members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. For accommodations of persons with special needs at meetings call: 1-844-854-6883 (TTY 711). LifeWorks Advantage complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: 1-844-854-6883 (TTY 711).

**Veterans enrolled in Medicare Part A and Part B keep their VA health benefits and Tricare for Life.**

You can enroll in LifeWorks Advantage at any time during the year.

**Thank you for your service!**

## Monthly Plan Premium for People Who Get Extra Help from Medicare to Help Pay for Their Prescription Drug Costs

If you get extra help from Medicare to help pay for your Medicare prescription drug plan costs, your monthly plan premium will be lower than what it would be if you did not get extra help from Medicare.

If you get extra help, your monthly plan premium will be \$0 for any of the plan(s) at right. (This does not include any Medicare Part B premium you may have to pay).

- **Senior Care** (HMO I-SNP)

LifeWorks Advantage's premium includes coverage for both medical services and prescription drug coverage.

### If you aren't getting extra help, you can see if you qualify by calling:

- + 1-800-Medicare or TTY users call 1-877-486-2048 (24 hours a day/7 days a week),
- + Your State Medicaid Office, or
- + The Social Security Administration at 1-800-772-1213. TTY users should call 1-800-325-0778 between 7 a.m. and 7 p.m., Monday through Friday.

If you have any questions about this notice, please contact LifeWorks Advantage's customer service at 1-844-854-6883 (TTY 711). We are available 8:00 a.m. – 8:00 p.m., seven days a week, local time.

LifeWorks Advantage is an HMO I-SNP and HMO-POS I-SNP with a Medicare contract. Enrollment in LifeWorks Advantage plans depends on contract renewal. Other providers are available in our network. Out-of-network/non-contracted providers are under no obligation to treat LifeWorks Advantage members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. For accommodations of persons with special needs at meetings call: 1-844-854-6883 (TTY 711). LifeWorks Advantage complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: 1-844-854-6883 (TTY 711).

# Non-Discrimination and Accessibility Notice



LifeWorks Advantage complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, or gender identity). LifeWorks Advantage does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, or gender identity).

## LifeWorks Advantage

- ✚ 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 (e.g., large print, audio, accessible electronic formats, Braille, 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 LifeWorks Advantage's Member Services at the contact information below.

If you believe that LifeWorks Advantage 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: LifeWorks Advantage, P.O. Box 758, Glen Burnie, MD 21060-0758; 1-844-854-6883 (TTY 711); fax: 1-833-610-2390; email: **[compliance@LifeWorksAdvantage.com](mailto:compliance@LifeWorksAdvantage.com)**.

You can file a grievance in person or by mail, fax, or e-mail. If you need help filing a grievance, LifeWorks Advantage Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services at the Office for Civil Rights Complaint Portal, 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, 1-800-368-1019 TTY/TDD: 1-800-537-7637 (TDD).

Complaint forms are available at **[www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html)**





## Non-Discrimination and Accessibility Notice Continued

### Accessibility

LifeWorks Advantage is committed to making its electronic and information technologies accessible to people with disabilities. We strive to meet or exceed the requirements of Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended in 1998.

Section 508 is a federal law that requires agencies to provide people with disabilities equal access to electronic information and data comparable to those who do not have disabilities, unless doing so would impose an undue burden on the agency. The Section 508 standards are the technical requirements and criteria used to determine whether the agency is meeting the requirements of this law.

More information on Section 508 can be found at [www.section508.gov](http://www.section508.gov).

-  **For people using assistive technology only:** If you cannot access any content or use any features on this website due to a disability, please contact our Section 508 Team via email at [supportteam@curanahealth.com](mailto:supportteam@curanahealth.com). If you are reporting a problem accessing specific content or features, please upload the material in question and/or include the URL. Let us know the specific problems you are having.
-  **For other technical or customer service issues:** If you are experiencing a technical problem creating an account or applying for coverage, please contact LifeWorks Advantage Member Services by phone at 1-844-854-6883 (TTY 711) for assistance.

DATA CONTAINED IN THIS DOCUMENT IS CONSIDERED CONFIDENTIAL AND PROPRIETARY INFORMATION AND ITS DUPLICATION USE OR DISCLOSURE IS PROHIBITED WITHOUT PRIOR APPROVAL OF LIFEWORKS ADVANTAGE

Content last reviewed June 28, 2023