

Advantages 2024

MEMBER BENEFITS HANDBOOK

Senior Care
Plus 

Meet **Optum Rx**

*Your New Pharmacy
Benefit Manager for 2024*

NEW ID CARD COMING THIS DECEMBER

**Plan Comparison Chart and
2024 Plan Benefits Preview**



Lynne G. – Senior Care Plus Member



***“I am so glad I chose Senior Care Plus.
They work with my doctors to ensure
I get the care I need when I need it.”***

Fran K. – Senior Care Plus Member

Senior Care
Plus 

Welcome to Senior Care Plus

The Senior Care Plus plan offerings for 2024 continue to build on the foundation of quality care and quality benefits that northern Nevada’s oldest, most experienced Medicare Advantage plan is known for.

As the *ONLY Medicare Advantage plan accepted by Renown Health*, choosing Senior Care Plus gives you access to the region’s largest and most comprehensive health system. Renown Health serves the community with two award-winning hospitals, a rehabilitation hospital, and more than 120 sites of care – including primary and urgent care, lab services, x-ray and imaging, and emergency rooms – all supported by over seventeen hundred affiliated providers and thousands of nurses, technicians and staff.

Consider this booklet your guide to selecting the 2024 Senior Care Plus benefits plan that is right for you. Some exciting changes to keep in mind include:

- **New ID Cards for 2024**

WATCH YOUR MAILBOX IN DECEMBER FOR YOUR NEW, 2024 SENIOR CARE PLUS ID CARD WITH THE OPTUM RX LOGO – Optum Rx is the new pharmacy benefit manager for 2024 (see below). **You will need this new card for your 2024 prescriptions.**

- **Expanded Service Area**

Storey County – All Senior Care Plus plans EXCEPT the Extensive Duals Plan will be available to Medicare beneficiaries in Storey County in 2024.

- **New Pharmacy Benefit Manager**

Optum Rx – Senior Care Plus has partnered with Optum Rx to ensure you have convenient and cost-effective access to prescription medications.

- **New In-Home Urgent Care Provider**

Doctoroo – Serving Reno, Sparks, and Carson City, Doctoroo can have trained medical professionals at your door within just a few hours seven days a week.

And of course, the existing benefit options our members have come to depend on remain. Partnerships with LIBERTY Dental Plan, Eye Med and NationsHearing all continue into 2024 to give members with supplemental benefits Original Medicare just does not provide.

Turn the page and see for yourself. You will be glad you selected Senior Care Plus, Nevada’s only locally-owned, not-for-profit, Medicare Advantage plan.

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2024 PROVIDER PARTNERS

Optum Rx – New Pharmacy Benefit Manager for 2024!

Senior Care Plus has partnered with Optum Rx to help you get the prescription drugs you need. Starting January 1, 2024, Optum Rx will be the new Pharmacy Benefit Manager for Senior Care Plus members.

Learn more about Optum Rx on pages 36-37.



LIBERTY Dental Plan

As our dental benefits partner, LIBERTY Dental is bringing Senior Care Plus first-dollar dental coverage when you select a plan with Comprehensive dental coverage.

First-dollar coverage means you pay nothing until your coverage amount is reached – which is \$1250 or more depending on the plan selected. And remember, cleanings and exams do not count toward the comprehensive limit. The LIBERTY Dental provider network is constantly growing and adding new dentists.

Learn more about LIBERTY Dental on pages 32-33.



NationsHearing® Hearing Benefit

NationsHearing® offers a custom hearing benefit designed to improve not only your hearing, but your overall health and well-being too! You will enjoy an annual hearing exam with no out-of-pocket cost and, if you need them, low-cost hearing aids with a 60-day, 100% money-back guarantee.

See pages 25-27.



NationsOTC® Over-the-Counter Benefit

For 2024, Senior Care Plus is partnering with NationsOTC® to give you access to hundreds of health and wellness products through your OTC benefit. You can order brand-name or generic items across a variety of categories. Free two-day shipping from western states means your products arrive quicker.

See page 39-46 to learn more.



Senior Care Plus works closely with our provider partners to ensure you receive HIGH-QUALITY, MONEY-SAVING BENEFITS DESIGNED TO KEEP YOU HEALTHY!

EyeMed Vision Care

Senior Care Plus partners with EyeMed Vision Care to provide you with a \$0 copay annual eye exam and a generous coverage allowance for new glasses or contacts every year. The EyeMed provider network is extensive and offers local and convenient in-network eye doctor options. **See page 24.**



TELADOC Virtual Visits

Talk to a doctor by telephone or video anytime day or night in all 50 states.

And as a Senior Care Plus member, your copay is just \$0! Plus, we've added a Dermatology benefit. TELADOC board-certified dermatologists can treat things like, acne, rosacea and rashes.

To learn more about TELADOC see page 29.



Doctoroo In-Home Urgent Care

Serving Reno, Sparks and Carson City, Doctoroo's licensed clinicians are available 7 a.m. to midnight, seven days per week for in-home urgent care visits.

Their fully-equipped medical teams will see you in the comfort of your home, for the cost of an urgent care copay!

See pages 28.



Healthy Rewards – Reward Card Program

When you complete a qualifying health-related activity, you will receive your Healthy Rewards card in the mail and it will be preloaded with your reward amount. You can use those reward dollars for health-related purchases at NationsOTC® or to purchase eligible items at select retail locations.

See page 23 for more details about Healthy Rewards.



About Senior Care Plus

Senior Care Plus was northern Nevada's first Medicare Advantage plan and that makes us the oldest, most experienced plan available.

Senior Care Plus is administered by Hometown Health, the insurance division of Renown Health. That relationship means Senior Care Plus is the only Medicare Advantage plan supported by and accepted by Renown. This access to Renown Health and all that it has to offer is a great benefit for northern Nevada Medicare beneficiaries.

Senior Care Plus is your local, not-for-profit Medicare plan and our customer service team is located right here in Nevada. Not-for-profit means Senior Care Plus puts members first. And our local customer service team means when you call Senior Care Plus, you are talking to a Nevadan right here in Nevada. The Senior Care Plus team members are your friends and neighbors.

Senior Care Plus is an HMO Medicare Advantage plan with a Medicare contract. It is available to Medicare beneficiaries eligible by age or disability in Carson City, Clark, Nye, Storey and Washoe County.

Senior Care Plus is located at:

10315 Professional Cir. • Reno, NV 89521

Lobby Hours: **Monday – Friday • 8 a.m. to 5 p.m.**

Call Center Hours: **Monday – Sunday • 7 a.m. to 8 p.m.**

- Local: **775-982-3112**
- Toll Free: **888-775-7003**
- Información en español **775-982-3242**
- TTY Relay Service 711

Email us: **customer_service@hometownhealth.com**

Visit our website at **SeniorCarePlus.com**.

2024 BENEFITS AT A GLANCE

- Compare 2024 Senior Care Plus Plans
- Renown Preferred Plan Benefits
- Essential Plan Benefits
- Patriot Plan Benefits
- Select Plan Benefits
- Extensive Duals Plan Benefits



“Our favorite thing about Senior Care Plus is the outstanding level of care they provide to us as members.”
Myrna & Russell W. – Senior Care Plus Members






















SENIOR CARE PLUS IS THE ONLY

MEDICARE ADVANTAGE PLAN

ACCEPTED BY RENOWN HEALTH.

COMPARE OUR 2024 PLANS

Senior Care Plus Plan Benefits		Renown Preferred Plan	Essential Plan	Select Plan	 Patriot Plan	Extensive Duals Plan
MONTHLY PLAN PREMIUM		\$0	\$0	\$170	\$0	\$0
MAXIMUM OUT-OF-POCKET		\$3,125	\$3,200	\$1,550	\$2,500	\$0
Monthly Part B Rebate					\$75	
Requires Renown Primary Care Provider		✓				✓
Access Non-Renown Primary Care Providers			✓	✓	✓	
Requires Medicaid Enrollment						✓
Access All Renown Health Has to Offer		✓	✓	✓	✓	✓
Includes Prescription Drug Coverage		✓	✓	✓		✓
TELADOC Telehealth Copay		\$0	\$0	\$0	\$0	\$0
Doctoroo In-Home Care Copay*		\$20	\$20	\$20	\$30	\$0
OTC Benefit - Per Quarter		\$50	\$25	\$160	\$25	\$200
Fitness Benefit		✓	✓	✓	✓	✓
Comprehensive Dental Yearly Allowance		\$1,250	Preventive Only	\$1,500	\$1,500	\$2,000
Hearing Aid Benefit / Two Aids Per Year		\$495 - \$1,970	\$495 - \$1,970	\$400	\$400	\$495 - \$1,970
\$400 Hearing Aid Copay Allowance				✓	✓	
Vision - Eyeglass Allowance		\$250	\$250	\$250	\$250	\$400
Worldwide Emergency Care		✓	✓	✓	✓	✓
National Urgent Care Coverage		✓	✓	✓	✓	✓

THE SENIOR CARE PLUS PLANS LISTED ABOVE SERVE MEDICARE BENEFICIARIES IN WASHOE COUNTY, STOREY COUNTY AND CARSON CITY.
EXTENSIVE DUALS PLAN NOT AVAILABLE IN STOREY COUNTY.

**Doctoroo Service area includes Reno, Sparks and Carson City.*






THE RENOWN PREFERRED PLAN IS BETTER THAN EVER FOR 2024!

Renown[®]
PREFERRED PLAN
Brought to you by Senior Care Plus



Senior Care Plus is pleased to share the benefits included in the Renown Preferred Plan for 2024. In addition to access to all that Renown Health has to offer, we continue to build on our foundation of quality health benefits for Medicare beneficiaries.


FOR 2024, RENOWN PREFERRED PLAN MEMBERS WILL ENJOY:

- First-dollar Dental Coverage**
LIBERTY Dental Plan – no out-of-pocket costs until benefit limit is reached 
- \$0 Hearing Exams**
NationsHearing[®] – low cost hearing aids with many options 
- Healthy Rewards Card Program**
Get rewarded for taking care of your health 
- Over-the-Counter Benefit**
NationsOTC[®] – extensive selection with free, two-day shipping 
- In-Home Care Option**
Doctoroo in-home urgent care now available in select areas 


AND SO MUCH MORE... Medicare’s Annual Enrollment Period ends December 7 – don’t miss your one chance to enroll!

Call **775-982-3158** to talk to a Senior Care Plus enrollment specialist or visit **SeniorCarePlus.com** to self-enroll.


Signing up has many benefits – HERE ARE JUST A FEW OF THEM:




Access to Renown Health providers and services*




Personal Assistant to help coordinate all your healthcare needs




No monthly premium and no deductible




\$0 co-pay for primary care providers




Dedicated clinic for Senior Care Plus members




\$1,250 comprehensive dental benefit




Hearing exam and hearing aid coverage




\$0 Eye exam and allowance for glasses or contacts



Gym benefit included



\$50 Over-the-Counter (OTC) quarterly benefit



Transportation to and from medical visits

*Requires Renown Primary Care Provider

FOR THIS PLAN, beneficiaries must reside in **Washoe County, Storey County** or **Carson City**.

HMO Benefits	Renown Preferred Plan by Senior Care Plus -023
MONTHLY PLAN PREMIUM	\$0
Maximum Out-of-Pocket	\$3,125 per year
PHYSICIAN OFFICE VISITS	
PCP Visit (Must use Renown PCP)	\$0 per visit
Specialist Visit	\$35 per visit
Preventive (ACA Covered) Screenings	\$0 per visit
LAB, IMAGING AND DIAGNOSTICS	
Routine Lab Services	\$0 per visit
X-Ray Services	\$70 per test
Imaging (CT/PET/MRI)	\$100 / \$125 / \$135 per test
FACILITY / SURGICAL	
Inpatient Hospital Services	Preferred: \$300 / 4 days per period Non-Preferred: \$440 / 5 days per period
Outpatient Hospital Services	Preferred: \$300 per visit / Non-Preferred: \$440 per visit
Skilled Nursing	\$20 days 1-20, \$150 days 21-34
EMERGENCY AND URGENT CARE	
Urgent Care Center Services	\$20 In-Network / \$65 Out-of-Network
Emergency Room Services	\$135 per visit
Ambulance Services (ground/air)	\$325 per trip
Rx	
Rx – Annual Deductible*	N/A
Rx – Coverage in the Gap*	\$5 (Tier 1) / \$0 (Tier 6)
Rx – Preferred Generic (1)*	\$5 per prescription
Rx – Non-Preferred Generic (2)*	\$12 per prescription
Rx – Preferred Brand (3)*	\$47 per prescription
Rx – Non-Preferred Brand (4)*	\$100 per prescription
Rx – Specialty (5)*	33% Coinsurance
Rx – Select Drug (6)*	\$0 per prescription
Rx-90-day Retail / Rx-90-day Mail	2.5 times 30-day / 2 times 30-day
OTHER	
TELADOC / Doctoroo	\$0 per visit / \$20 per visit
Durable Medical Equipment	20% per item
Chiropractic Services	\$20 per visit
Vision (Routine Coverage/EyeMed)	\$0 per exam, \$250 allowance
Hearing Exam / Hearing Aid Coverage	\$0 per exam (yearly) / 2 hearing aids per year; \$495 – \$1,970
Fitness Benefit	Included – see list of gyms at SeniorCarePlus.com
Dental Coverage (LIBERTY Dental Plan)	\$1,250 Comprehensive, first-dollar coverage
Over-the-Counter Benefit (NationsOTC[®])	\$50 Quarter
Acupuncture (Low back pain only)	\$30 visit / Max 20 visits

**All copays are for a 30-day supply unless otherwise noted. / Preferred pharmacies offer savings.*

This is an advertisement. Senior Care Plus is a Medicare Advantage HMO organization with a Medicare contract. Enrollment in Senior Care Plus depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits and premiums and or copayments/coinsurance may change on January 1 of each year. Other providers are available in our network. A salesperson will be present with information and applications. For accommodation of persons with special needs at sales meetings call 775-982-3158 and 711 for TTY for more information. Material ID: H2960_2024_RenownPPmedgroup_M (CMS Accepted)



SENIOR CARE PLUS IS PROUD TO OFFER THE

Essential Plan

Giving residents of Washoe County, Storey County and Carson City access to our widest provider network, with a \$0 monthly premium.

Essential Plan members can select a community provider as their Primary Care Provider while still enjoying access to Renown Health providers and facilities.

Call 775-982-3158 or visit SeniorCarePlus.com to enroll in the Essential Plan today.

Signing up has many benefits – HERE ARE JUST A FEW OF THEM:



Access to expanded network of community providers and hospitals



Hearing exam and hearing aid coverage

No monthly premium and no deductible



Low or \$0 copays for primary care



\$0 Eye exam and allowance for glasses or contacts



Gym benefit included

Rewards card – get rewarded for healthy activities



\$25 Over-the-Counter (OTC) quarterly benefit



Preventative dental benefit included



Transportation to and from medical visits

View the notice of privacy practices at SeniorCarePlus.com.

This is an advertisement. Senior Care Plus is a Medicare Advantage HMO organization with a Medicare contract. Enrollment in Senior Care Plus depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits and premiums and or copayments/coinsurance may change on January 1 of each year. Other providers are available in our network. A salesperson will be present with information and applications. For accommodation of persons with special needs at sales meetings call 775-982-3158 and 711 for TTY for more information. Material ID: H2960_2024_Essential_M (CMS Accepted)

FOR THIS PLAN, beneficiaries must reside in Washoe County, Storey County or Carson City.

HMO Benefits	Essential Plan - 012
MONTHLY PLAN PREMIUM	\$0
Maximum Out-of-Pocket	\$3,200 per year
PHYSICIAN OFFICE VISITS	
Primary Care Provider (PCP) Visit	Preferred: \$0 per visit Non-Preferred: \$10 per visit
Specialist Visit	\$40 per visit
Preventive (ACA Covered) Screenings	\$0 per visit
LAB, IMAGING AND DIAGNOSTICS	
Routine Lab Services	\$0 per visit
X-Ray Services	\$70 per test
Imaging (CT / PET / MRI)	\$100 / \$135 / \$135 per test
FACILITY / SURGICAL	
Inpatient Hospital Services	Preferred: \$300 / 4 days per period Non-Preferred: \$440 / 5 days per period
Outpatient Hospital Services	Preferred: \$300 per visit Non-Preferred: \$440 per visit
Skilled Nursing	\$20 days 1-20, \$150 days 21-34
EMERGENCY AND URGENT CARE	
Urgent Care Center Services	\$20 In-Network / \$65 Out-of-Network
Emergency Room Services	\$135 per visit
Ambulance Services (ground / air)	\$325 per trip
Rx	
Rx - Annual Deductible*	N/A
Rx - Coverage in the Gap*	\$5 (Tier 1) / \$0 (Tier 6)
Rx - Preferred Generic (1)*	\$5 per prescription
Rx - Non-Preferred Generic (2)*	\$12 per prescription
Rx - Preferred Brand (3)*	\$47 per prescription
Rx - Non-Preferred Brand (4)*	\$100 per prescription
Rx - Specialty (5)*	33% Coinsurance
Rx - Select Drugs (6)*	\$0 per prescription
Rx-90-day Retail / Rx-90-day Mail	2.5 times 30-day / 2 times 30-day
OTHER	
TELADOC / Doctoroo	\$0 per visit / \$20 per visit
Durable Medical Equipment	20% per item / supply
Chiropractic Services	\$20 per visit
Vision (Routine Coverage / EyeMed)	\$0 per exam, \$250 allowance
Hearing Exam / Hearing Aid Coverage	\$0 per exam (yearly) / 2 hearing aids per year; \$495 – \$1,970
Fitness Benefit	Included – see list of gyms at SeniorCarePlus.com
Dental Coverage (LIBERTY Dental Plan)	Preventative Included
Over-the-Counter Benefit (NationsOTC®)	\$25 per quarter
Acupuncture (Low back pain only)	\$30 visit / Max 20 visits

*All copays are for a 30-day supply unless otherwise noted. / Preferred pharmacies offer savings.

Patriot Plan

\$0 Premium and Senior Care Plus pays \$75 each month toward your Medicare Part B Premium.

The Patriot Plan is the perfect choice for veterans who want a local health care option alongside their VA benefits. Members enjoy health care benefits and services above and beyond those provided by the VA – with less wait times.

FOR THIS PLAN, beneficiaries must reside in **Washoe County, Storey County** or **Carson City**.

HMO Benefits	★ ★ ★ Patriot Plan - 009 ★ ★ ★
MONTHLY PLAN PREMIUM	\$0
PART B REBATE	\$75
Maximum Out-of-Pocket	\$2,500 per year
PHYSICIAN OFFICE VISITS	
Primary Care Provider (PCP) Visit	Preferred: \$0 Per visit Non-Preferred: \$10 per visit
Specialist Visit	\$40 per visit
Preventive (ACA Covered) Screenings	\$0 per visit
LAB, IMAGING AND DIAGNOSTICS	
Routine Lab Services	\$0 per visit
X-Ray Services	\$60 per test
Imaging (CT / PET / MRI)	\$95 / \$130 / \$130 per test
FACILITY / SURGICAL	
Inpatient Hospital Services	Preferred: \$250 / 6 days per period Non-Preferred: \$440 / 5 days per period
Outpatient Hospital Services	Preferred: \$275 per visit Non-Preferred: \$440 per visit
Skilled Nursing	\$20 days 1–20, \$150 days 21–34
EMERGENCY AND URGENT CARE	
Urgent Care Center Services	\$30 In-Network / \$65 Out-of-Network
Emergency Room Services	\$135 per visit
Ambulance Services (ground / air)	\$250 per trip
Rx	
Rx - Annual Deductible	N/A
Rx - Coverage in the Gap	Not covered
Rx - Preferred Generic (1)	Not covered
Rx - Non-Preferred Generic (2)	Not covered
Rx - Preferred Brand (3)	Not covered
Rx - Non-Preferred Brand (4)	Not covered
Rx - Specialty (5)	Not covered
Rx - Select Drugs (6)	Not covered
OTHER	
TELADOC / Doctoroo	\$0 per visit / \$30 per visit
Durable Medical Equipment	20% per item / supply
Chiropractic Services	\$20 per visit
Vision (Routine Coverage / EyeMed)	\$0 per exam, \$250 allowance
Hearing Exam / Hearing Aid Coverage	\$0 per exam (yearly) / 2 hearing aids per year up to \$400
Fitness Benefit	Included – see list of gyms at SeniorCarePlus.com
Dental Coverage (LIBERTY Dental Plan)	\$1,500 Comprehensive, first-dollar coverage
Over-the-Counter Benefit (NationsOTC®)	\$25 per quarter
Acupuncture (Low back pain only)	\$30 visit / Max 20 visits

View the notice of privacy practices at **SeniorCarePlus.com**.

Select Plan

With a maximum out-of-pocket of just \$1,550 per year, the Select Plan is a great choice for individuals who frequently access health care.

The Select Plan also offers great value on its prescription drug coverage options. While not for everyone, this plan can be a real money-saver for certain Medicare beneficiaries.

FOR THIS PLAN, beneficiaries must reside in **Washoe County, Storey County** or **Carson City**.

HMO Benefits	Select Plan - 018
MONTHLY PLAN PREMIUM	\$170
Maximum Out-of-Pocket	\$1,550 per year
PHYSICIAN OFFICE VISITS	
Primary Care Provider (PCP) Visit	Preferred: \$0 per visit Non-Preferred: \$10 per visit
Specialist Visit	\$15 per visit
Preventive (ACA Covered) Screenings	\$0 per visit
LAB, IMAGING AND DIAGNOSTICS	
Routine Lab Services	\$0 per visit
X-Ray Services	\$45 per test
Imaging (CT / PET / MRI)	\$65 / \$90 / \$90 per test
FACILITY / SURGICAL	
Inpatient Hospital Services	Preferred: \$175 / 1-3 days per period Non-Preferred: \$440 / 5 days per period
Outpatient Hospital Services	Preferred: \$225 per visit Non-Preferred: \$440 per visit
Skilled Nursing	\$20 days 1–20, \$100 days 21–34
EMERGENCY AND URGENT CARE	
Urgent Care Center Services	\$20 In-Network / \$45 Out-of-Network
Emergency Room Services	\$135 per visit
Ambulance Services (ground / air)	\$250 per trip
Rx	
Rx - Annual Deductible*	N/A
Rx - Coverage in the Gap*	\$0 (Tier 1) / \$0 (Tier 2) / \$0 (Tier 6)
Rx - Preferred Generic (1)*	\$0 per prescription
Rx - Non-Preferred Generic (2)*	\$0 per prescription
Rx - Preferred Brand (3)*	\$47 per prescription
Rx - Non-Preferred Brand (4)*	\$100 per prescription
Rx - Specialty (5)*	33% Coinsurance
Rx - Select Drugs (6)*	\$0 per prescription
Rx - 90-day Retail / Rx - 90-day Mail	2.5 times 30-day / 2 times 30-day
OTHER	
TELADOC / Doctoroo	\$0 per visit / \$20 per visit
Durable Medical Equipment	10% per item / supply
Chiropractic Services	\$20 per visit
Vision (Routine Coverage / EyeMed)	\$0 per exam, \$250 allowance
Hearing Exam / Hearing Aid Coverage	\$0 per exam (yearly) / 2 hearing aids per year up to \$400
Fitness Benefit	Included – see list of gyms at SeniorCarePlus.com
Dental Coverage (LIBERTY Dental Plan)	\$1,500 Comprehensive, first-dollar coverage
Over-the-Counter Benefit (NationsOTC®)	\$160 per quarter
Acupuncture (Low back pain only)	\$30 visit / Max 20 visits

**All copays are for a 30-day supply unless otherwise noted. | Preferred Pharmacies offer savings.*

View the notice of privacy practices at **SeniorCarePlus.com**.

Extensive Duals Plan

For individuals with Medicare and Medicaid in Washoe County and Carson City.

The Extensive Duals Plan from Senior Care Plus is an outstanding Medicare Advantage plan option for individuals who also qualify for Medicaid. The Extensive Duals Plan is an HMO plan that requires a Renown primary care provider and allows access to all that Renown Health has to offer.

FOR THIS PLAN, beneficiaries must reside in **Washoe County** or **Carson City**.

HMO Benefits	Copays for Members with Medicaid & Extra Help - 024
MONTHLY PLAN PREMIUM	\$0
Maximum Out-of-Pocket	\$0 per year
PHYSICIAN OFFICE VISITS	
PCP Visit (Must use Renown PCP)	\$0 per visit
Specialist Visit	\$0 per visit
Preventive (ACA Covered) Screenings	\$0 per visit
LAB, IMAGING AND DIAGNOSTICS	
Routine Lab Services	\$0 per visit
X-Ray Services	\$0 per test
Imaging (CT / PET / MRI)	\$0 / \$0 / \$0 per test
FACILITY / SURGICAL	
Inpatient Hospital Services	\$0 per stay
Outpatient Hospital Services	\$0 per visit
Skilled Nursing	\$0 days 1-20, \$0 days 21-100
EMERGENCY AND URGENT CARE	
Urgent Care Center Services	\$0 In-Network / \$0 Out-of-Network
Emergency Room Services	\$0 per visit
Ambulance Services (ground / air)	\$0 per trip
Rx	
Rx - Annual Deductible*	\$0 Deductible per year
Rx - Coverage in the Gap*	N/A
Rx - Preferred Generic (1)*	Generic \$0 - \$4.50
Rx - Non-Preferred Generic (2)*	Generic \$0 - \$4.50
Rx - Preferred Brand (3)*	Brand \$0 - \$11.20
Rx - Non-Preferred Brand (4)*	Brand \$0 - \$11.20
Rx - Specialty (5)*	33% Coinsurance
Rx - Select Drugs (6)*	Generic \$0 - \$4.50 / Brand \$0 - \$11.20
OTHER	
TELADOC / Doctoroo	\$0 per visit / \$0 per visit
Durable Medical Equipment	0%-20% per item / supply
Chiropractic Services	\$0 per visit
Vision (Routine Coverage / EyeMed)	\$0 per exam, \$400 allowance
Hearing Exam / Hearing Aid Coverage	\$0 per exam (yearly) / 2 hearing aids per year; \$495 - \$1,970
Fitness Benefit	Included - see list of gyms at SeniorCarePlus.com
Dental Coverage (LIBERTY Dental Plan)	\$2,000 Comprehensive, first-dollar coverage
Over-the-Counter Benefit (NationsOTC®)	\$200 per quarter
Acupuncture (Low back pain only)	0% - 20% per visit

*All copays are for a 30-day supply unless otherwise noted. | Rx 90-day Retail you pay 2.5 times for a 30 day supply. | Rx 90-day Mail order you pay 2 times a 30 day supply.
View the notice of privacy practices at [SeniorCarePlus.com](#).

BENEFITS THAT BENEFIT YOU

- Senior Care Plus, Renown Health and MyChart
- Senior Care Plus Clinic
- Local Customer Service
- Gym Program
- NationsBenefits®
- EyeMed
- NationsHearing®
- Doctoroo
- TELADOC
- Durable Medical Equipment
- LIBERTY Dental Plan
- Comprehensive Health Assessment



*“I love that Senior Care Plus is local!
The staff is friendly, helpful and you
can talk to someone in person.”*
Maryann L. – Senior Care Plus Member

Senior Care Plus,
Renown Health and MyChart



Senior Care Plus is part of the Renown Health family and the only Medicare Advantage Plan accepted by Renown. Renown Health helps Senior Care Plus members – **FIGHT THE GOOD FIGHT.**

As part of this relationship, Senior Care Plus members can view their health information – including their health insurance information in MyChart.

PUT THE POWER OF MYCHART TO WORK FOR YOU!

MyChart is a secure, web-based application offered by Renown and Senior Care Plus. You can use it on your computer, phone, or tablet to get the care and information you need, as soon as you need it, from anywhere.



With MyChart, you can view all of your health information in one secure place. MyChart allows you to:

- Send messages to your providers and their staff, and receive responses back quickly.
- See a list of your current medications and request medication refills.
- View your test results as soon as you need them.
- View your insurance claims and explanation of benefits.
- View and print a copy of your Senior Care Plus ID card.

MyChart is the key to your best healthcare experience, even if you don't see a Renown primary care provider. MyChart offers access to your claims, authorizations and other Senior Care Plus-related information. Every Senior Care Plus member will benefit from using it.

Visit SeniorCarePlus.com/MyChart to learn more and view a step-by-step MyChart log-in process.

Senior Care Plus, Renown Health and MyChart – there is no better partnership for your health!

SENIOR CARE PLUS CLINIC
POWERED BY RENOWN



SENIOR CARE PLUS HAS COLLABORATED WITH RENOWN MEDICAL GROUP TO BRING YOU A SENIOR-FOCUSED FACILITY JUST FOR SENIOR CARE PLUS MEMBERS.

The Senior Care Plus member-focused facility is centrally located in Reno at:

740 Del Monte Ln., Suite 3
Reno, NV 89511

Members who choose to make the Del Monte Senior Care Plus / Renown Medical Group their primary care facility enjoy:

- No-rush primary care visits
- Geriatric-focused providers
- Personal assistants on site

If you do not currently have a Renown Primary Care provider, now would be a great time to call Senior Care Plus at **775-982-3112** and say you would like to make Renown's Senior Care Plus Del Monte facility your home for primary care.



Images of Renown's dedicated Senior Care Plus Del Monte facility in Reno.

Local Customer Service the Senior Care Plus Difference

The Senior Care Plus customer service team is located right here in Nevada. When you contact customer service, you are connecting with a Nevadan ready to assist you on our healthcare journey.

THESE PAGES GIVE YOU THE THREE WAYS TO CONNECT WITH THE SENIOR CARE PLUS CUSTOMER SERVICE TEAM.

1. Online Chat

Our newest and possibly the quickest way to get your Senior Care Plus questions answered is online chat. Connecting with a live customer service agent via online chat is easy.

Simply visit **SeniorCarePlus.com** and click on the online chat icon in the lower right hand corner of the webpage.



After answering a few simple questions – you will be connected to a live Customer Service representative.

Online chat is available Monday – Friday • 8 a.m. to 8 p.m.

2. Telephone Outreach

The Senior Care Plus customer service Call Center is open 7 days per week • 7 a.m. to 8 p.m.

- Local: **775-982-3112**
- Toll Free: **888-775-7003**
- Información en español **775-982-3242**

3. Senior Care Plus Personal Assistant

Senior Care Plus members who have a Renown-based primary care provider have access to a personal assistant.



- Appointment scheduling and healthcare screening coordination
- Specialist referrals and prior authorizations
- Medication coordination and assistance
- Health insurance and billing questions
- Spanish speaking personal assistants are available

If you have a Renown Health primary care provider but have not connected with your personal assistant, call the number below associated with the location of your primary care provider.

RENOWN MEDICAL GROUP LOCATIONS

Carson City – South Carson

2300 S. Carson St., 1
Carson City, NV 89701
775-982-3460

Caughlin Ranch

4796 Caughlin Pkwy., Suite 108
Reno, NV 89519
775-982-3461

Del Monte

740 Del Monte Ln., Suite 3
Reno, NV 89511 • **775-982-8438**

Los Altos

1525 N. Los Altos Pkwy.
Sparks, NV 89436 • **775-982-3051**

McCabe

25 McCabe Dr. • Reno, NV 89511
775-982-3047

North Hills

1075 North Hills Blvd., Suite 180
Reno, NV 89506 • **775-982-3462**

Pringle

75 Pringle Way, Suite 601
Reno, NV 89502
775-982-3038

Robb

1595 Robb Dr., Suite 2 • Reno, NV 89523
775-982-3463

South Meadows

10085 Double R Blvd., Suite 120
Reno, NV 89521 • **775-982-3464**

South Meadows Pavilion

10085 Double R Blvd., Suite 220
Reno, NV 89521 • **775-982-3466**

Summit Sierra

13945 S Virginia St. • Reno, NV 89511
775-982-3467

Vista

910 Vista Blvd. • Sparks, NV 89434
775-982-3468

Senior Care Plus – Gym Program



Stay active and in shape with the Senior Care Plus gym program.

As a Senior Care Plus member, you can enjoy access to one of the participating fitness facilities. Show your Senior Care Plus membership card on your first visit to take advantage of this fitness benefit! You will be required to sign-up at your location of choice. Participating gyms include:

Anytime Fitness – 24 hour access, cardio/weight equipment, locker rooms

Reno • 18603 Wedge Pkwy., Ste. D-E
Reno, NV 89511 • **775-852-7007**

Carson City • 2629 N. Carson St.
Carson City, NV 89706 • **775-222-0022**

Carson City • 4530 S. Carson St.
Carson City, NV 89701 • **775-885-7771**

Cold Springs Family Center – cardio/weight equipment, group exercise classes

Cold Springs • 18400 Village Pkwy.
Reno, NV 89508 • **775-657-6388**

Eagle Fitness – 24 hour access, cardio/weight equipment, group exercise classes, locker rooms

Reno • 6295 Sharlands Ave., Ste. 2
Reno, NV 89523 • **775-787-8686**

Sparks • 1535 Los Altos Pkwy.
Sparks, NV 89436 • **775-626-8686**

NOTE: Not all gym activities/amenities are included in the Senior Care Plus gym program. Participating gyms subject to change. Senior Care Plus gym program is only valid at one participating fitness facility.

Fitness for \$10 – Cardio/weight equipment, exercise classes

Carson City • 829 Fairview Dr.
Carson City, NV 89701 • **775-352-8663**

Sparks • 1575 East Lincoln Way
Sparks, NV 89435 • **775-352-8663**

Parkway Athletic Club – Cardio/weight equipment, group exercise classes, pool, sauna/steam room, tennis/racquetball courts

Reno • 9400 Double Diamond Pkwy.
Reno, NV 89521 • **775-851-7171**

UFC Gym – Strength training equipment, daily classes

Reno • 4875 Kietzke Ln., Ste. D
Reno, NV 89509 • **775-285-9340**

Earn REWARDS for Taking Care of Your Health



As a valued Senior Care Plus member, you will be able to earn rewards by completing health-related activities that promote your health and well-being. Your rewards allowance can be used to purchase items¹ and services using your Healthy Rewards program card.

YOUR REWARDS PROGRAM INCLUDES



Healthy Rewards

Funds are earned and loaded onto your card after each qualifying health activity has been completed.

Health-related activities may include, but are not limited to:

- Comprehensive Health Assessment
- Colonoscopy
- Mammogram



Convenient Purchasing Options

Order health and wellness items through NationsOTC[®] with two-day delivery.

- Visit **SeniorCarePlus.NationsBenefits.com**
 - Call **877-200-4189** (TTY: 711)
- OR

- Purchase eligible items at participating retail locations.



YOU MUST ACTIVATE YOUR CARD BEFORE USE.

Please visit **SeniorCarePlus.NationsBenefits.com** or call **877-200-4189** (TTY: 711) to activate your card.

Member Experience Advisors are available 24 hours per day, seven days per week, 365 days per year.



¹ This card may not be used to buy alcohol, tobacco, firearms, or other restricted items.

Your EyeMed Vision Benefit



Senior Care Plus partners with EyeMed Vision Care to provide you with a \$0 annual eye exam and coverage allowance for new glasses or contacts every year. For annual coverage allowance amounts see the plan benefit page for your plan.

Senior Care Plus vision benefits are provided exclusively by EyeMed. To access your vision benefits you must use an EyeMed Provider.

Find an EyeMed Provider:

Call toll free at **866-723-0513**.

Monday – Saturday • 7:30 a.m. to 11 p.m. (EST)

Sunday from 11 a.m. to 8 p.m. (EST)

Go to **eyemed.com** and click on **Find an eye doctor** and then select the **Advantage Network** from the **Choose your Network** drop down menu. Then simply enter your zip code to find an in-network eye doctor near you.



Improve Health and Wellness with Your Hearing Aid Benefit



Senior Care Plus has partnered with NationsHearing® to offer members a custom hearing benefit designed to improve overall health and well-being with cost-effective hearing aids and hearing solutions.

YOUR HEARING BENEFIT INCLUDES



An annual hearing test with no out-of-pocket cost

Convenient ways to take your hearing test:

- Call **877-200-4189** (TTY: 711) to speak with a Member Experience Advisor who will schedule your hearing test with a local hearing aid provider
- Visit **SeniorCarePlus.NationsBenefits.com** to access your online hearing test



Exceptional service delivery

Going above and beyond your expectations with:

- Quality care from a hearing aid provider in your area
- 24/7/365 access to a dedicated team of Member Experience Advisors
- Three follow-up visits to ensure your complete satisfaction



Our promise to you

The latest technology from all major manufacturers, plus:

- 60-day, 100% money-back guarantee
- Three-year manufacturers' warranty
- Three years of batteries included

Hearing aid options

NationsHearing® has relationships with all leading hearing aid manufacturers, which means they can offer the latest and most advanced hearing aids from more than 1,200 makes and models. Understanding your options when choosing a hearing aid will help you make the right decision for your hearing health.

Turn the page to see hearing aid make and model options.

Technology Level, Pricing	DESCRIPTION	ReSound	Starkey
LEVEL 1 \$495 Per Device	<ul style="list-style-type: none"> Best for people who live a quieter lifestyle Intended for simpler sound situations such as home or small meetings Great for one-on-one, smaller or closer conversations 	<ul style="list-style-type: none"> Key 2 	<ul style="list-style-type: none"> Livio 1000
LEVEL 2 \$670 Per Device	<ul style="list-style-type: none"> Helps in listening situations with minimal background noise Good for one on one conversations in small groups (<i>three people or less</i>) 	<ul style="list-style-type: none"> Key 3 	
LEVEL 3 \$970 Per Device	<ul style="list-style-type: none"> Designed for people who are moderately active Good for sound environments with moderate levels of background noise Ideal for quieter restaurants or shopping 	<ul style="list-style-type: none"> Key 4 	<ul style="list-style-type: none"> Evolv AI 1200 Livio 1200 Picasso 1200
LEVEL 4 \$1,270 Per Device	<ul style="list-style-type: none"> Designed for active people Improved speech clarity Binaural processing (<i>hearing aids communicate with each other</i>) Superior sound quality Assists with background noise 	<ul style="list-style-type: none"> Enzo Q 5 LiNX Quattro 5 ONE 5 Custom by ReSound 5 OMNIA 5 	<ul style="list-style-type: none"> Evolv AI 1600 Livio 1600 Picasso 1600/i1600"
LEVEL 5 \$1,570 Per Device	<ul style="list-style-type: none"> Designed for very active people Designed to deliver the best possible hearing and speech clarity even in complex sound situations Binaural processing (<i>hearing aids communicate with each other</i>) Greater adjustability Best noise reduction and sound isolation Best wind noise manager (<i>great for golfers, boaters & outdoor lifestyles</i>) 	<ul style="list-style-type: none"> Enzo Q 7 LiNX Quattro 7 ONE 7 Custom by ReSound 7 OMNIA 7 	<ul style="list-style-type: none"> Evolv AI 2000 Livio 2000 Picasso 2000/i2000
LEVEL 6 PREMIUM SPECIALTY \$1,970 Per Device	<ul style="list-style-type: none"> Designed for extremely active people Exceptional sound quality with the very best possible hearing and speech clarity, even in complex sound situations Provides a larger range of sounds and tones Binaural processing (<i>hearing aids communicate with each other</i>) Greater adjustability, includes automatic adjustment Best noise reduction and sound isolation that allow conversations to be free of distortion Best wind noise manager (<i>great for golfers, boaters & outdoor lifestyles</i>) 	<ul style="list-style-type: none"> Enzo Q 9 LiNX Quattro 9 ONE 9 Custom by ReSound 9 OMNIA 9 	<ul style="list-style-type: none"> Evolv AI 2400 Livio 2400 Picasso 2400/i2400

Renown Preferred Plan • Essential Plan • Extensive Duals Plan:

Up to two hearing aids per year. Hearing aids: \$495 – \$1,970 copayment.
Copay varies based on the technology level selected.

HEARING AID MANUFACTURERS AND MODELS AVAILABLE

This information is intended to help you discuss which option is best for you with your NationsHearing® provider. Makes and models subject to change.
Hearing devices must be ordered by a NationsHearing® provider.

Technology Level, Pricing	Phonak	Oticon	Unitron	Widex	Beltone	Signia	Rexton
LEVEL 1 \$495 Per Device		<ul style="list-style-type: none"> Ruby 2 (non-rechargeable) 			<ul style="list-style-type: none"> XC 2 		<ul style="list-style-type: none"> M-Core 20 Sterling 20
LEVEL 2 \$670 Per Device	<ul style="list-style-type: none"> Marvel 30 	<ul style="list-style-type: none"> Ruby 2 (rechargeable) Zircon 2 (non-rechargeable) 	<ul style="list-style-type: none"> Blu 1 DX 3 	<ul style="list-style-type: none"> Evoke 220 	<ul style="list-style-type: none"> XC 3 		<ul style="list-style-type: none"> M-Core 30 Sterling 30
LEVEL 3 \$970 Per Device	<ul style="list-style-type: none"> Marvel 50 Paradise 30 	<ul style="list-style-type: none"> Zircon 2 (rechargeable) Zircon 1 Own 5 Own 4 	<ul style="list-style-type: none"> Blu 3 Blu 5 (Moxi 312, Stride UP, Insera) DX 5 	<ul style="list-style-type: none"> Magnify 110 	<ul style="list-style-type: none"> XC 4 	<ul style="list-style-type: none"> 2 X 2 AX 2 NX 	
LEVEL 4 \$1,270 Per Device	<ul style="list-style-type: none"> Marvel 70 Paradise 50 		<ul style="list-style-type: none"> Blu 5 Moxi RT, (Moxi R, Stride PR) DX 7 	<ul style="list-style-type: none"> Magnify 220 	<ul style="list-style-type: none"> Boost Ultra 6 XB 5 	<ul style="list-style-type: none"> 3 X 3 AX 3 NX 	
LEVEL 5 \$1,570 Per Device	<ul style="list-style-type: none"> Marvel 90 Paradise 70 	<ul style="list-style-type: none"> Own 3 More 3 Xceed 3 Own 2 More 2 Xceed 2 Play PX 2 	<ul style="list-style-type: none"> Blu 7 DX 9 	<ul style="list-style-type: none"> Magnify 330 	<ul style="list-style-type: none"> Boost Ultra 9 XB 7 	<ul style="list-style-type: none"> 5 X 5 AX 5 NX 	
LEVEL 6 PREMIUM SPECIALTY \$1,970 Per Device	<ul style="list-style-type: none"> Paradise 90 	<ul style="list-style-type: none"> Own 1 More 1 Xceed 1 Play PX 1 	<ul style="list-style-type: none"> Blu 9 	<ul style="list-style-type: none"> Magnify 440 	<ul style="list-style-type: none"> Boost Ultra 17 XB 9 	<ul style="list-style-type: none"> 7 X 7 AX 7 NX 	

Complete Plan • Select Plan • Patriot Plan:

Up to \$400 copayment allowance toward the cost of up to two hearing aids from NationsHearing® every benefit period. You are responsible for any remaining cost after the plan's benefit maximum is applied.

Doctoroo Brings Urgent Care To You!



Senior Care Plus is pleased to offer Doctoroo in-home medical care to Senior Care Plus members. Doctoroo is bringing healthcare home! Using Doctoroo for in-home urgent care is:

- **Simple**
Book a same-day house call by phone, web or app.
- **Cost Effective**
The cost is the same as a regular urgent care copay.
- **Fast**
Fully equipped medical team arrives within a few hours.

HOURS OF OPERATION:
Doctoroo’s licensed clinicians are available 7 a.m. to midnight, seven days per week.

SERVICE AREA:
Doctoroo service area includes Reno, Sparks, Carson City, Las Vegas and Henderson. Call to confirm service in your area.

Contact Doctoroo toll free at **888-888-9930** • **Doctoroo.com**
In an emergency, please dial 911

Call Doctoroo for In-Home Treatment of:

- | | | |
|---------------------|--------------|--------------------|
| • Common Illnesses | • Eye | • Musculoskeletal |
| • Respiratory | • Wound Care | • Gastroenterology |
| • Ear, Nose, Throat | • Cardio | • And More! |



Virtual Visits Made Easy with TELADOC – Includes Dermatology Benefit



Senior Care Plus has partnered with TELADOC to make virtual visits with a qualified doctor easy. You can talk to a doctor by telephone or video anytime day or night in all 50 states. **And, best of all, Senior Care Plus members have a \$0 copay!**

TELADOC is a convenient option that allows members to talk to a doctor who can diagnose, recommend treatment and prescribe medication, when appropriate, for many medical issues. **Some of the health issues TELADOC doctors treat include:**

- Sinus & Bronchitis problems
- Allergies
- Cold and flu
- Respiratory infection
- Ear infection
- Sore throat

Dermatology Visits Now Available

TELADOC dermatologists treat conditions like, acne, rosacea, and rashes. You can also use it for moles or skin growths, however, depending on the severity, you may be referred to another in-network provider for follow-up and further intervention.

When you start your dermatology consult, you simply answer a few questions and upload photos of your skin condition. Once that’s done, a board-certified dermatologist is assigned to you. They will work with you via the TELADOC Message Center to evaluate your condition and develop a treatment plan.

Registering with TELADOC is easy. You can visit **SeniorCarePlus.com** and click on **TELADOC** for quick access to the TELADOC registration page. You can also call TELADOC at **1-800-TELADOC (835-2362)**, be sure to have your Senior Care Plus card handy.

IMPORTANT: If you think your injury or illness may be life or limb-threatening, call 911 immediately.



Durable Medical Equipment Providers

Senior Care Plus wants members to have access to the Medical Equipment they need, when and where they need it.

Senior Care Plus contracts with a number of Durable Medical Equipment providers to give members the selection they want and the convenience they need.

AdaptHealth – Bennett Medical Services

2600 Mill St., Suite 600 • Reno, NV 89502

775-329-0799

adapthealth.com



Accellence Home Medical

5450 Mill St., #101 • Reno, NV 89502

775-787-8880

accellencehomemedical.com



Lincare Complete

1380 Greg St., Ste. 201 • Sparks, NV 89431

775-359-6262

lincare.com



Owens Healthcare

2700 Mill St., Suite 800 • Reno, NV 89502

775-207-2727

myowens.com



Preferred Homecare

320 S Rock Blvd. • Reno, NV 89502

775-825-8644

preferredhomecare.com



Pulmonary Solutions

50 Freeport Blvd., #24 • Sparks, NV 89431

775-451-0155

pulmonarysolutions.com



LIBERTY Dental Plan Will Put a Smile on the Face of Senior Care Plus Members!



Senior Care Plus dental benefits are administered by LIBERTY Dental Plan (LIBERTY). LIBERTY has an extensive provider network throughout Nevada and they are constantly adding new providers.

Since first partnering with LIBERTY Dental in January 2023, LIBERTY has added 25 new dental providers to their northern Nevada network!

LIBERTY offers concierge-style customer service providing Senior Care Plus members peace of mind through:

- Live, highly-qualified multi-lingual Member Services Representatives
- 24-hour access to emergency dental care coordinated by a Dental Director
- Assistance in selecting a pre-screened dentist

LIBERTY also uses technology to support Senior Care Plus members, including:

- The LIBERTY Mobile app gives members quick and easy access to searching for a network dentist, benefit information, co-pay information, and more
- Online access to LIBERTY’s extensive library of oral health and wellness



New providers – new benefits – including first dollar coverage

The 2024 Senior Care Plus dental plans we are offering through LIBERTY are terrific. Comprehensive coverage amounts shown are first dollar coverage – meaning you have no out-of-pocket expense until the coverage limit is reached!

It is important to note that cleanings and exams do not count toward the comprehensive limit.



Extensive Duals Plan • \$2,000 Comprehensive Coverage

Patriot Plan • \$1,500 Comprehensive Coverage

Select Plan • \$1,500 Comprehensive Coverage

Renown Preferred Plan • \$1,250 Comprehensive Coverage

Essential Plan • Preventive Dental Coverage

NOTE: The benefits outlined above do not take effect until January 1, 2024. The LIBERTY provider network may change at any time.

For the most recent provider network information or other dental questions, please visit libertydentalplan.com/SCP or contact LIBERTY Dental Plan at **888-442-3193**

Monday – Friday • 8 a.m. to 8 p.m. (Local Time)

TTY users should call **877-855-8039** or visit libertydentalplan.com/SCP.

Comprehensive Health Assessment Reward Yourself While Taking Care of Yourself

Earn a either a \$50 or \$100 Healthy Rewards Gift Credit for completing your Comprehensive Health Assessment.*

Schedule and complete your Comprehensive Health Assessment and we will send you a \$50 Healthy Rewards Gift Card. If you have never completed a Comprehensive Health Assessment before, you could earn a \$100 Healthy Rewards Gift Card after completing your first one.

The Comprehensive Health Assessment is a detailed evaluation that gives your care team an in-depth look at your overall health and well-being.

The Comprehensive Health Assessment gives you and your primary care provider insight into your health status!



YOU CAN SCHEDULE YOUR COMPREHENSIVE HEALTH ASSESSMENT BY CALLING 775-982-2605.

Earn rewards for taking care of your health – schedule your Comprehensive Health Assessment today!



* Comprehensive Health Assessment Healthy Rewards Gift Credits are awarded as follows: Completion of your first Comprehensive Health Assessment earns \$100 Healthy Rewards Gift Card. Completion of your second and all subsequent Comprehensive Health Assessments earns a \$50 Healthy Rewards Gift Credit. See website for incentive program overview. This incentive program was developed in accordance with 42 CFR 422.134. Healthy Reward Gift Credit incentive program subject to change.

2024 PHARMACY BENEFIT

Optum Rx – New Pharmacy Benefit Manager
Order Prescriptions Online
2024 Prescription Drug Crosswalk



“I wanted a health plan that was responsive to my needs, and Senior Care Plus is just that!”
Dean T. – Senior Care Plus Member

New Pharmacy Benefit Manager for 2024!

Optum Rx[®]

Senior Care Plus thinks getting the prescription drugs you need should be easy. That’s why we have partnered with Optum Rx.

BEGINNING JANUARY 1, 2024, OPTUM RX WILL BE THE NEW PHARMACY BENEFIT MANAGER FOR SENIOR CARE PLUS.

That means Optum Rx will help you get the prescriptions you need – and help you figure out the easiest and most cost effective ways to get them.

Here’s what you need to know:

- Your member ID card arrives, make sure the information is correct.
- Use your ID card to create an account at **optumrx.com** any time after January 1, 2024.
- You can then start accessing your full prescription benefits via **optumrx.com**.
 - Set your communication preferences.
 - Sign up for Optum[®] Home Delivery to get your medications delivered to your home with free standard shipping.
- Manage medications on-the-go by downloading the Optum Rx app.








SENIOR CARE PLUS HAS PARTNERED
WITH OPTUM RX TO HELP OUR MEMBERS.

Get Smart About Prescriptions

Optum Rx online tools make it easy.

After January 1, 2024, visit **optumrx.com** to register your account. You’ll need information from your new member ID card to sign up and access your account details and prescriptions.

-  • **Price a drug**
Search your current or new medications to see costs at pharmacies near you. If you’re taking a brand-name drug, you can also see prices for generic options.
-  • **My prescriptions**
See your current prescriptions along with information about how to use them and possible side effects.
-  • **View my claims**
See which prescriptions you’ve filled and how much you paid.
-  • **Pharmacy locator**
Search for in-network pharmacies near you – or find a pharmacy when you’re traveling.
-  • **Manage prescriptions on-the-go**
For added convenience, download the Optum Rx app.

To learn more, visit **optumrx.com/getstarted** for info on Optum Rx. You can also contact Optum Rx at **844-368-3139**.
Starting January 1, 2024, you can call Optum Rx 24 hours a day, seven days per week.

2024 Prescription Drug Crosswalk

The Senior Care Plus prescription drug formulary is extensive, but it does not include all drugs. Most prescription drugs have an alternative that can be found on the Senior Care Plus formulary. Below is a partial list of alternative prescription medications that are included in the 2024 Senior Care Plus formulary.

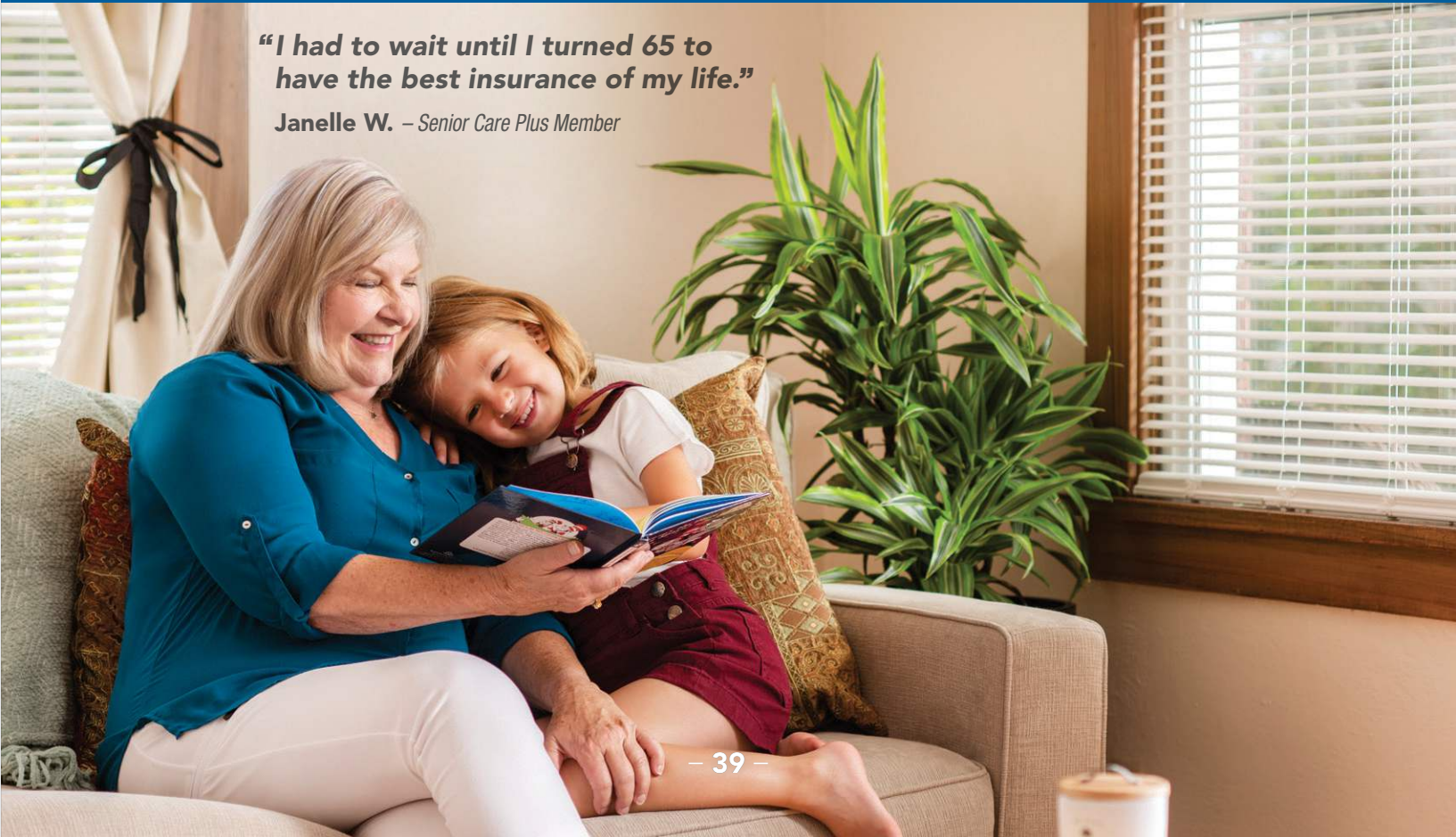
Please talk to your primary care provider to determine if one of the alternative drugs listed is right for you.

IMPORTANT: This is not a complete list of medications available in the Senior Care Plus formulary. Additionally, medications listed in the formulary can sometimes change. Please visit the Formulary page on the SeniorCarePlus.com website to see an up-to-date and complete list of prescription drugs included in the formulary.

Drug Class	Drugs Not Covered by Your Plan	Alternative Covered Drugs and Tier
Asthma / Chronic Obstructive Pulmonary Disease (COPD)	Advair (Diskus & HFA), Flovent (Diskus & HFA), Symbicort	Fluticasone propionate and salmeterol (generic Advair) - 2 Arnuity Ellipta - 3 Breo Ellipta - 3 Breztri - 3 Dulera - 4 Levalbuterol HFA - 3 Spiriva - 3 Trelegy Ellipta - 3
	Ventolin HFA, Proventil HFA, Proair HFA	Albuterol HFA - 2 Proair Respiclick - 2
Blood Thinners	Pradaxa	Eliquis - 3 Xarelto - 3
Diabetes – Insulins	Basaglar, Semglee	Lantus - 3 Levemir - 3 Toujeo - 3 Tresiba - 3
	Apidra, Fiasp	Humulin - 3 Humalog - 3 Lyumjev - 3 Novolin - 3 Novolog - 3
Diabetes – Other	Invokana, Steglatro	Farxiga - 3 Jardiance - 3
	Onglyza	Januvia - 3 Janumet - 3 Tradjenta - 3 JentaDueto -3
	Byetta, Bydureon, Victoza	Ozempic - 3 Mounjaro - 3 Rybelsus - 3 Trulicity - 3
	Metformin ER (Osmotic)	Metformin ER (generic Glucophage XR) - 6
Gastrointestinal	Amitiza, Monvantik	Lubiprostone - 4 Linzess - 3 Motegrity - 3
Gout	Colchicine capsules, Mitigare	Colchicine tablets - 3

2024 OVER-THE-COUNTER CATALOG DIRECTORY

NationsOTC®
Over-the-Counter Catalog Directory



“I had to wait until I turned 65 to have the best insurance of my life.”
Janelle W. – Senior Care Plus Member

Shop Easier, Healthier and Happier

As a valued Senior Care Plus member, you have an over-the-counter (OTC) benefit through NationsOTC® that gives you access to hundreds of OTC products across a variety of categories.

You also have access to the personalized Benefits Pro Portal, making ordering even easier.

Get started by visiting SeniorCarePlus.NationsBenefits.com and log into your account. If this is your first time visiting the portal, please register by following the instructions on the webpage.

Once logged in, you can easily:

- Search by category, price, and more
- View product descriptions, images, and related condition information
- Check your available benefit allowance
- Order health and wellness products
- Track your order status in real-time

If you need help placing an order, please call **877-200-4189** (TTY: 711). **Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year.** Language support services are available if needed, free of charge.

To see complete listing of items available to order visit SeniorCarePlus.NationsBenefits.com.

To request a printed catalog be mailed to you, visit the OTC page on SeniorCarePlus.com or call **775-982-3112**.

Helpful Benefit Information

You can save time and money by using your OTC benefit allowance to order the items you need. It is important to remember that your OTC benefit is quarterly and that unused dollars do not roll forward.

Additional information about your OTC benefit is outlined below:



BENEFIT USAGE
This benefit is only for you and cannot be used for your family or friends.



AVAILABILITY
Items, amounts, sizes, and values are subject to change depending on availability.



SUBSTITUTION
If an item is out of stock, a similar product of equal or higher value will be shipped.



DELIVERY
Please allow two business days for delivery.



RETURNS
Due to the personal nature of these products, you do not have to ship products you wish to return back to NationsOTC.



DISENROLLMENT
If you disenroll from your health plan, your OTC benefit will automatically end.

Ordering OTC Products Has Never Been Easier

Starting in January 1, 2024 you will have four convenient ways to place an order. Choose the option that’s best for you:

WEBSITE

To place an order through the Benefits Pro Portal, scan the QR code using your smartphone camera or visit. SeniorCarePlus.NationsBenefits.com.



BENEFITS PRO APP

To place an order through the Benefits Pro app, scan the QR code using your smartphone or search **NationsOTC Benefits Pro** in the App Store or Google Play.



MAIL

To place an order by mail, you will need an order form. You can request a catalog with an order form be mailed to by visiting the OTC page on SeniorCarePlus.com. You can also download an order form from that same webpage. Once complete, send your order form to the address below.

NationsOTC
1801 NW 66th Avenue, Suite 100
Plantation, FL 33313

Important: Due to the added time to receive your request by mail, we encourage you to allow extra time when placing your order. **IF YOUR ORDER IS NOT RECEIVED BY THE 20TH OF THE MONTH, IT MAY BE PROCESSED FOR THE FOLLOWING BENEFIT PERIOD.** If you want your order applied to the current benefit period, we recommend placing your order online or by phone.

CALL

To place an order by phone, please call **877-200-4189** (TTY: 711). **Member Experience Advisors are available 8 a.m. to 8 p.m. local time.**

Top Selling Products



Cough Drops, Halls®
Count: 25

Item #: 5202 \$5.00



Vapor Rub, 3.5 oz.
Count: 1

Item #: 5511 \$6.00



Interdental Flossers
Count: 90

Item #: 5200 \$4.50



Toothbrush, Colgate®
Adult Medium
Count: 1

Item #: 5101 \$3.50



Toothbrush, Soft 2-pack
Count: 1

Item #: 5702 \$6.00



Medicated Lip Balm, 0.15 oz.
Count: 1

Item #: 5559 \$3.00



Denture Cleaning Tablets
Count: 40

Item #: 5546 \$5.50



Mouthwash, Listerine®
Mint, 8.5 oz.
Count: 1

Item #: 4110 \$6.50



Toothbrush, Colgate®
Adult Soft
Count: 1

Item #: 5505 \$3.50













Toothpaste, Colgate®, 4 oz.
Count: 1

Item #: 5047 \$6.00

*† See Page 46











Top Selling Products

	Toothpaste, Crest® Sensi-Relief, 4.1 oz. Count: 1	Item #: 5811	\$9.75
	Toothpaste, Sensodyne® Extra Whitening Sensitive Teeth, 4 oz. Count: 1	Item #: 4065	\$11.50
	Antacid Chewables, Extra Strength, 750 mg. Count: 96	Item #: 5438	\$5.50
	Artificial Tears Drops, 0.5 oz. Count: 1	Item #: 5004	\$6.25
	Cotton Swabs Count: 300	Item #: 5385	\$4.50

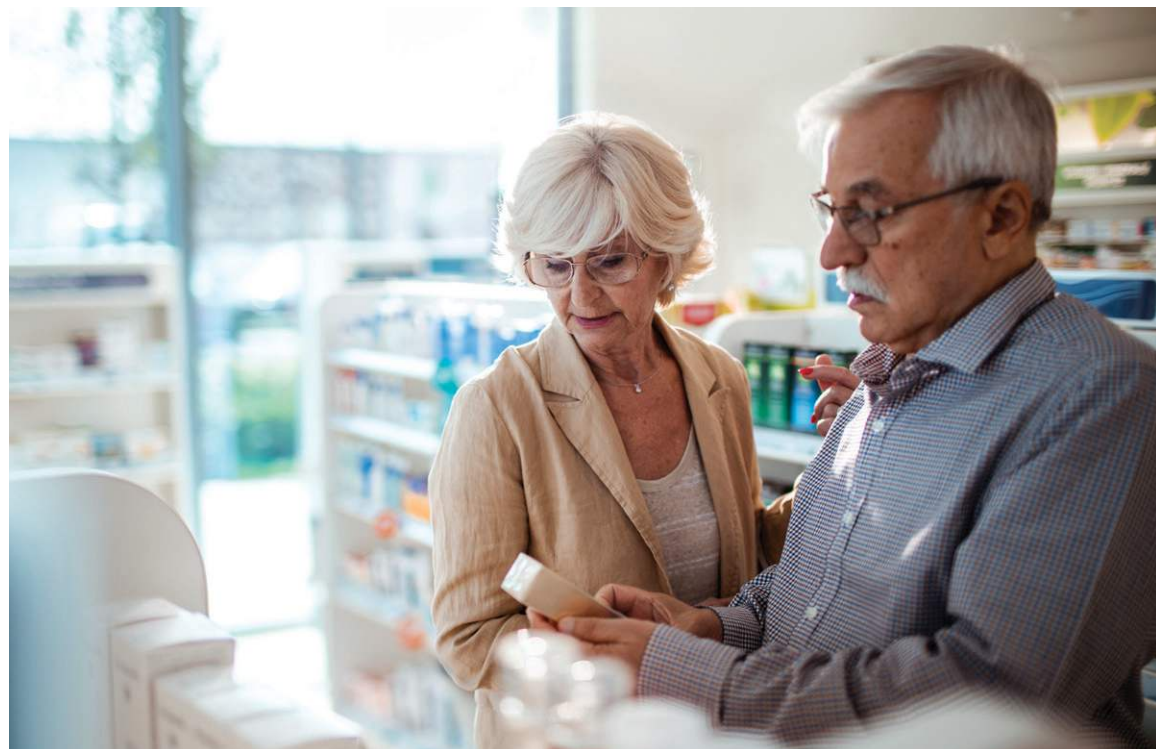
	Toothpaste, Sensitive Teeth, 4.3 oz. Count: 1	Item #: 5421	\$5.00
	Alcohol Pads* Count: 100	Item #: 5295	\$4.50
	Loperamide Anti-Diarrheal Caplets, 2 mg.* Count: 12	Item #: 5429	\$6.50
	Clear Eyes® Eye Drops, 0.2 oz. Count: 1	Item #: 5487	\$5.00
	Q-Tips® Cotton Swabs Count: 170	Item #: 5608	\$5.00

*‡ See Page 46

Top Selling Products

	Feminine Hygiene Wipes Count: 40	Item #: 5114	\$5.50		Bandages, Assorted* Count: 100	Item #: 5173	\$6.00
	Band-Aids®* Count: 100	Item #: 5128	\$12.50		Disposable Gloves, Nitrile, Medium Count: 100	Item #: 5193	\$17.00
	Disposable Gloves, Nitrile, Large Count: 100	Item #: 5191	\$17.00		Hydrocortisone Cream, 1%, 1 oz. Count: 1	Item #: 5400	\$5.00
	Hydrogen Peroxide, 3%, 8 oz. Count: 1	Item #: 5227	\$4.50		Neosporin® Plus, 0.5 oz. Count: 1	Item #: 5250	\$11.00
	Rubbing Alcohol, 70%, 16 oz.* Count: 1	Item #: 5541	\$5.00		Night Light Count: 1	Item #: 5639	\$6.00

*‡ See Page 46



** Under certain circumstances, these items may be covered under either Medicare Part B or Part D. When an item is covered by Medicare Part B or Part D due to particular circumstances, you would not use your Medicare Part C Supplemental OTC benefit to obtain this item because it is Medicare-covered in those circumstances.*

† Dual-purpose items are medicines and products that can be used for either a medical condition or for general health and well-being. These items may be purchased only after discussing the purchase with your personal provider (or satisfying other requirements your plan may specify).

This product list is subject to change. Items, quantities, sizes, and values may change depending on availability. This information is not a complete description of the OTC benefits. Items may vary based on the manufacturer and availability. Items may be added or removed at any time without notice. The brand names of the OTC items are trademarks of each company. Item costs may change from year to year. Please review the product labeling and consult with your doctor with any health or medical questions. To see the most up-to-date version of the catalog, visit your Benefits Pro Portal. NationsBenefits reserves the right to limit the quantities of OTC items dispensed.

HELPFUL TIPS AND INFORMATION


Your Guide to Prevent Falls
Provider Discussion Checklist
Accessing Plan Documents
Pickleball
For the Healthiest Reasons




***“Senior Care Plus is
a great, all-inclusive
Medicare Advantage plan.”***

Steve P. – Senior Care Plus Member


YOUR GUIDE TO PREVENT FALLS



HEALTH & MEDICATIONS
Get Annual Health Check Ups with Cardiac & Blood Pressure Check Ups.




VISION CHECK
Vision is an Important Part of Fall Prevention. Get Your Eyes Check Annually.



EXERCISE
Join an Exercise Group that Aids Agility, Strength, Balance & Coordination.

BATHROOM




Install Grab Bars on Bathroom Walls & Use Rubber Mats.

BEDROOM



Place a Lamp Near Your Bed.

LIVING ROOM RULES



Do Not Run Extension Cords Across Pathways. Rearrange Furniture & Remove Area Rugs.



AROUND THE HOUSE
Don't Stand on Chairs or Boxes to Reach Upper Cabinets.



APPROPRIATE FOOTWEAR
Wear Proper Fitting Shoes with Non-Skid Soles.



AVOID ALCOHOL
Quit Smoking!

CHECK YOUR RISK FOR FALLING

CIRCLE "YES" OR "NO" FOR EACH STATEMENT BELOW

WHY IT MATTERS

YES (2)	NO (0)	I have fallen in the past year.	People who have fallen once are more likely to fall again.
YES (2)	NO (0)	I use or have been advised to use a cane or walker to get around safely.	People who have been advised to use a cane or walker may already be more likely to fall.
YES (1)	NO (0)	Sometimes I feel unsteady when I am walking.	Unsteadiness or needing support while walking are signs of poor balance.
YES (1)	NO (0)	I steady myself by holding onto furniture when walking at home.	This is also a sign of poor balance.
YES (1)	NO (0)	I am worried about falling.	People who are worried about falling are more likely to fall.
YES (1)	NO (0)	I need to push with my hands to stand up from a chair.	This is a sign of weak leg muscles, a major reason for falling.
YES (1)	NO (0)	I have some trouble stepping up onto a curb.	This is also a sign of weak leg muscles.
YES (1)	NO (0)	I often have to rush to the toilet.	Rushing to the bathroom, especially at night, increases your risk of falling.
YES (1)	NO (0)	I have lost some feeling in my feet.	Numbness in your feet can cause stumbles and lead to falls.

ADD UP THE NUMBER OF POINTS FOR EACH "YES" ANSWER.


If you scored 4 points or more, you may be at risk for falling.

Discuss this test with your health care provider.


Senior Care
Plus

Renown
HEALTH


9-STEPS TO HELP PREVENT FALLS




1. Health & Medications
It is important to review your health and medications with your healthcare provider so they can assess if you are at risk for falls. You should discuss your heart health and blood pressure at your annual health check-up. These things can play a role in the risk of falling.




2. Vision Check
Vision is an important part of fall prevention. All members should have their eyes checked by an Optometrist at least once a year.




3. Exercise
Exercise strengthens both your muscles and bones and improves balance which is a key factor to preventing falls. The stronger you are, the less likely you are to fall. And, if you do fall, you are less likely to be injured




4. Bathroom
Installing grab bars in your home bathroom provides a way for you to help yourself in and out of challenging situations. Having a grab bar to lean on or hold onto when you feel yourself falling or slipping can help prevent falls. Rubber mats help to eliminate slick surfaces that increase your risk of falling.



5. Bedroom
Lighting within reaching distance is an important item to have in your bedroom. One reason adults fall is because they wander through a dark room, often to get to the bathroom at night and can't see where they are walking.





6. Living Room Rules
Similar to your bedroom, your living room should have a light that is easily accessible. Sofas with armrests are helpful for support when getting up and sitting down. Unsecured rugs and unstable furniture contribute to falls. Make sure to address any of these in your home.



7. Around the House
There are other ways to fall besides slipping or tripping while walking. Never stand on chairs, boxes or other unstable items. Walkways should be tidy and free of objects that you could trip on.



8. Appropriate Footwear
Wearing shoes with non-slip soles and closed toes can help prevent falls. Having shoes that fit properly, are made from hard rubber (like tennis shoes) and provide good support help prevent tripping and falling.



9. Avoid Alcohol & Smoking
Balance is important in preventing falls. Alcohol consumption negatively affects balance and increases your risk for falls and fractures. It also increases your risk for cancer, liver damage, osteoporosis, high blood pressure and strokes. Smoking is connected to frailty in older adults. It prevents the development of muscle tissue and breaks down healthy muscle tissue due to the lack of oxygen in your body.

Senior Care
Plus

Renown
HEALTH

Provider Discussion Checklist

USE THIS CHECKLIST TO HELP GUIDE YOUR
NEXT VISIT WITH YOUR PROVIDER.

MEDICATIONS

We review your medical records including your medication regimen before each visit, but it's always a good idea to quickly discuss them with your provider.

Ask:

- Am I taking them correctly?

YES

NO
- Are there any side effects?

YES

NO
- Is there a lower-cost option?

YES

NO

CARE TEAM

List any specialists or other providers you're seeing. This will help your Primary Care Provider coordinate your overall care.

PHYSICAL ACTIVITY

Discuss your level of physical activity with your Primary Care Provider. They will work with you to determine if you should start, increase or maintain your current exercise level.

Mark any that apply:

- ☐ I have limitations with my regular daily activities.
- ☐ I have pain that interferes with my normal work.
- ☐ I have limitations with my social activities.
- ☐ I don't experience any of the above.

RISK OF FALLS

Mark the option that best describes you:

- ☐ I have had a fall.
- ☐ I have problems with balancing or walking.
- ☐ I don't have problems with balancing or falling.

BLADDER CONTROL

Mark any that apply to you:

- ☐ I have problems with bladder control.
- ☐ I have problems with leaking of urine.
- ☐ I don't have bladder or urine leakage problems.

MENTAL HEALTH

Mark all that currently apply:

- ☐ I feel calm and peaceful.
- ☐ I have a lot of energy.
- ☐ I feel sad or blue.
- ☐ I am having difficulty sleeping.
- ☐ Other

TESTS AND TREATMENTS

If any tests are ordered today...

Ask:

- When can I expect results?

- Will I receive a follow-up call?

YES

NO
- Do I need a follow-up appointment?

YES

NO



Clip and take to your next PCP appointment.



Accessing Plan Documents

How to View or Obtain a Provider Directory, Formulary, Pharmacy Directory, Evidence of Coverage, or Notice of Privacy Practices

In an effort to provide our members with the most up-to-date and accurate plan information, Senior Care Plus does not mail hard copies of the Provider Directory, Formulary, Pharmacy Directory, or Evidence of Coverage documents unless requested. Instead, these documents remain up-to-date on the SeniorCarePlus.com website.

Below are instructions to view the most up-to-date versions of these documents:

1. PROVIDER DIRECTORY & PHARMACY DIRECTORY

To view electronic versions of the Provider Directory and/or the Pharmacy Directory, visit **SeniorCarePlus.com** and click on **Directories**.

2. FORMULARY

To view the most up-to-date Formulary, visit **SeniorCarePlus.com** and click on **Prescriptions** and select **Formulary** from the drop down menu.

3. EVIDENCE OF COVERAGE

To view a copy of your plan's Evidence of Coverage, visit **SeniorCarePlus.com** and click **Resources** and select **Plan documents**.

4. NOTICE OF PRIVACY PRACTICES

To view the Notice of Privacy Practices, visit **SeniorCarePlus.com** and click **Notice of Privacy Practices** located in the websites footer.

5. TO REQUEST HARD COPIES

To have any of the above documents mailed to you, please visit **SeniorCarePlus.com** and click on **Directories** and click on **Document Request Form**. You can also call Customer Service at **888-775-7003** or email **Customer_Service@hometownhealth.com**.

This information is available for free in other languages. Please call Customer Service at 888-775-7003. TTY users should call the State Relay Service at 711, available Monday-Sunday, 7am-8pm (October 1st - March 31st); and Monday-Friday, 7am-8pm (April 1st - Sept 30th). We will be closed on all Federal holidays. Esta información está disponible gratuitamente en otros idiomas. Por favor contáctese con nuestro servicio al cliente al 888-775-7003. (Los usuarios de TTY deben llamar al servicio de retransmisión del estado al 711). El horario de atención es de lunes a domingo, de 7:00 a. m. a 8:00 p. m. (del 1.º de octubre al 31 de marzo), y de lunes a viernes, de 7:00 a. m. a 8:00 p. m. (del 1.º de abril al 30 de septiembre). Cerramos todos los feriados federales.

Material ID: H2960_2024_DocumentNotices_C

Senior Care Plus Pickleball

SENIOR CARE PLUS IS A PROUD SPONSOR OF JAM ON IT PICKLEBALL, OPEN TO THE COMMUNITY AT THE RENO SPARKS CONVENTION CENTER. Pickleball has many wonderful health benefits – particularly for seniors. It’s a low-impact game that raises the heart rate, improves hand-eye coordination, and increases mobility. In addition to the physical health benefits, pickleball is a great social activity.



“Pickleball has made such a positive impact on my life. I love the physical and mental health benefits along with the social aspect – it’s a great way to meet new people and I’m excited to have it in our community.”

Ralph B. – Senior Care Plus Member



Jam On It Pickleball at the Reno Sparks Convention Center makes it easy for newcomers to get involved in the game. They have beginner courts and even beginner lessons! Visit jamonitpickleball.com/reno-events to learn more.

IMPORTANT: Consult your primary care physician before beginning any sport or exercise program. Senior Care Plus sponsorship of Jam On It Pickleball is designed to encourage community participation in the sport of pickleball and is not a member benefit. Dates and times of pickleball availability at Reno Sparks Convention Center subject to change.



Senior Care Plus For the Healthiest Reasons

- REASON 1** Senior Care Plus is the only Medicare Advantage Plan accepted by Renown Health.
- REASON 2** Renown Preferred Plan members enjoy exceptional care coordination from their Renown Health care team.
- REASON 3** The Essential Plan utilizes our most comprehensive provider network – offering hospital and provider choice.
- REASON 4** We offer an exclusive Senior Care Plus primary care practice to better serve our members.
- REASON 5** We offer locally-based customer service with friendly staff ready to help you – in person!
- REASON 6** We provide Personal Assistants to help Renown Preferred Plan members navigate care.
- REASON 7** Travel with confidence with worldwide emergency room coverage and nationwide urgent care visits.
- REASON 8** Your personal MyChart portal lets you access insurance information and easily and securely manage your healthcare and communicate with your providers.
- REASON 9** For \$0 a month, we offer coverage for medical, dental, prescriptions, eyeglasses, hearing aids – and even a fitness benefit.
- REASON 10** We offer 24/7 visits through TELADOC and in-home urgent care from Doctoroo.

Senior Care Plus is a Medicare Advantage HMO organization with a Medicare contract. Enrollment in Senior Care Plus depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits and premiums and or copayments/coinsurance may change on January 1 of each year. Other providers are available in our network. All attempts have been made to ensure the accuracy of the information in this document, but errors may occur. Please refer to your Explanation of Coverage for detailed benefit information. Material ID: H2960_2024_MemberAdvantages_C (CMS Accepted)

Senior Care Plus

Senior Care Plus

10315 Professional Cir. • Reno, NV 89521

Lobby Hours: Mon. – Fri. • 8 a.m. to 5 p.m.

775-982-3112 • 888-775-7003 (Toll-Free)

Información en español **775-982-3242**

711 (TTY / Toll-Free)

Call Center Hours: Mon. – Sun. • 7 a.m. to 8 p.m.

Email: **Customer_Service@HometownHealth.com**

SeniorCarePlus.com

Renown Health

775-982-5000

You can call Renown Health
24 hours a day, seven days per week.

LIBERTY Dental Plan

888-442-3193 (Toll-Free)

877-855-8039 (TTY / Toll-Free)

Mon. – Fri. • 8 a.m. to 8 p.m.

NationsHearing®

877-200-4189 (Toll-Free)

711 (TTY / Toll-Free)

You can call NationsHearing®
24 hours a day, seven days per week.

Optum Rx

844-368-3139

Starting January 1, 2024, you can call
Optum Rx 24 hours a day, seven days
per week.

TELADOC

800-835-2362

You can call TELADOC 24 hours a day,
seven days per week.

Doctoroo

888-888-9930

You can call Doctoroo 7 a.m. to midnight,
seven days per week.

