

Advantages 2026

MEMBER BENEFITS HANDBOOK

Senior Care
Plus 

Take a Sneak Peak at
2026 Plan Benefits!

Renown Medical Group
SENIOR CARE – DEL MONTE
Accepting New Patients

Provider Discussion Checklist

**COMMUNITY
RESOURCE LISTING**



John R.
– Senior Care Plus Member

WITH ACCESS TO YOUR LOCAL HOSPITAL AND HEALTHCARE SYSTEMS

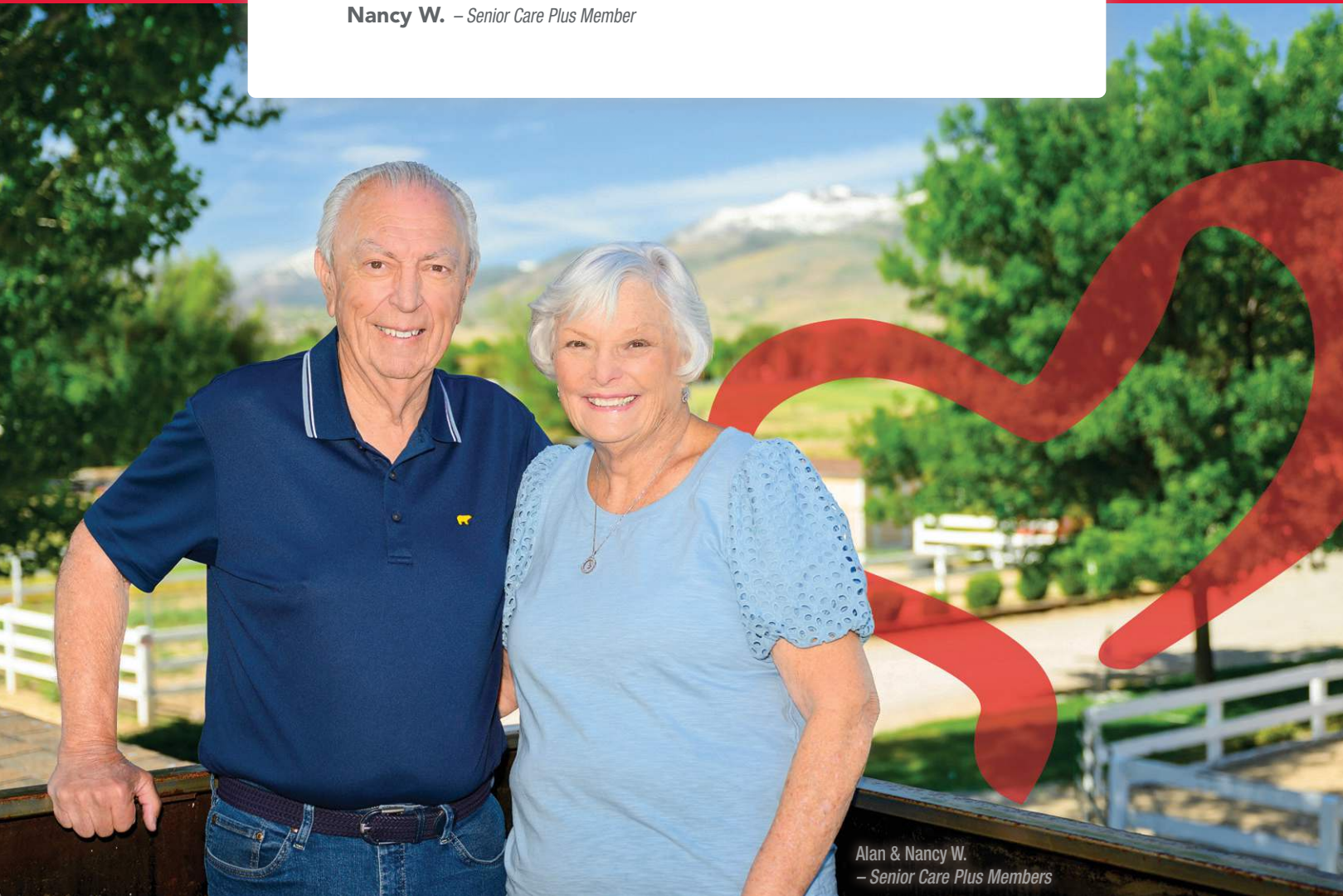
Renown[®]
HEALTH


CARSON TAHOE
HEALTH

About Senior Care Plus

*“When I had my health scare,
Senior Care Plus made sure that I had access
to the doctors that I needed for my care.”*

Nancy W. – Senior Care Plus Member



Senior Care
Plus 

Senior Care Plus is northern Nevada’s first Medicare Advantage plan and that makes it 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 local customer service 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

April 1 – September 30:

Monday – Friday • 7 a.m. to 8 p.m.

October 1 – March 31:

Monday – Friday • 7 a.m. to 8 p.m.

Saturday – Sunday • 8 a.m. to 8 p.m.

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

Email us: **Customer_Service@HometownHealth.com**

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

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Compare Our 2026 Plans



Senior Care Plus Plan Benefits	Renown Preferred Plan	Essential Plan	Extensive Duals Plan	Select Plan	Patriot Plan
MONTHLY PLAN PREMIUM	\$0	\$0	\$0	\$180	\$0
MAXIMUM OUT-OF-POCKET	\$2,700	\$2,700	\$0	\$1,450	\$2,750
Includes Prescription Drug Coverage	✓	✓	✓	✓	
Monthly Part B Rebate					\$65
Requires Renown Primary Care Provider	✓		✓		
Access Non-Renown Primary Care Providers		✓		✓	✓
Access All Renown Health Has to Offer	✓	✓	✓	✓	✓
In-Network Urgent Care Coverage	\$20	\$20	\$0	\$20	\$25
Specialist Visit	\$25 per visit	\$30 per visit	\$0 per visit	\$5 per visit	\$45 per visit
Preferred Inpatient Hospital Services	\$220 - 4 days	\$220 - 4 days	\$0 per stay	\$145 - 2 days	\$350 - 4 days
Preferred Outpatient Hospital Services	\$220 per visit	\$220 per visit	\$0 per visit	\$145 per visit	\$325 per visit
TELADOC Telehealth Copay	\$0	\$0	\$0	\$0	\$0
Doctoroo In-Home Care Copay*	\$20	\$20	\$0	\$20	\$30
OTC Benefit - Per Quarter	\$50 Quarter	\$50 Quarter	\$205 Quarter	\$140 Quarter	\$25 Quarter
Fitness Benefit	✓	✓	✓	✓	✓
Comprehensive Dental Yearly Allowance	\$500	Preventive Only	\$2,500	\$1,500	\$1,500
Hearing Aid Benefit / Two Aids Per Year	\$495 - \$1,970	\$495 - \$1,970	\$495 - \$1,970	\$400	\$400
\$400 Hearing Aid Copay Allowance				✓	✓
Vision - Eyeglass Allowance	\$250	\$250	\$400	\$250	\$170
National Urgent Care Coverage	✓	✓	✓	✓	✓
Worldwide Emergency Care	✓	✓	✓	✓	✓

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

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

2026 Benefits at a Glance

- Renown Preferred Plan
- Essential Plan
- Extensive Duals Plan
- Select Plan
- Patriot Plan



“What I like about Senior Care Plus is they have a range of options, and I was able to choose the one that was a fit for me.”

Linda C. – Senior Care Plus Member

The RENOWN PREFERRED PLAN is Our Most Popular Plan!



Senior Care Plus is pleased to share the benefits included in the Renown Preferred Plan for 2026. In addition to access to all that Renown Health has to offer, the Renown Preferred Plan is benefit-rich with a \$0 premium, low copays, and local customer service.

FOR 2026, RENOWN PREFERRED PLAN MEMBERS WILL ENJOY:

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



CONTACT YOUR HEALTH INSURANCE BROKER or call **775-982-3158** to talk to a Senior Care Plus enrollment specialist or visit **SeniorCarePlus.com** to enroll in the Renown Preferred Plan.

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*



\$500 comprehensive dental benefit

Hearing exam and hearing aid coverage



\$0 Eye exam and allowance for glasses or contacts

Gym benefit included



No monthly premium and no deductible

\$0 copay for primary care providers



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

Transportation to and from medical visits



Prescription Drug Coverage

**Requires Renown Primary Care Provider*

View the notice of privacy practices at **SeniorCarePlus.com**. You can also visit the website to view the plan's Evidence of Coverage to see a complete list of benefits, exclusions, and operating procedures or call **775-982-3112** to request a copy.

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	\$2,700 per year
PHYSICIAN OFFICE VISITS	
PCP Visit (Must use Renown PCP)	\$0 per visit
Specialist Visit	\$25 per visit
Preventive (ACA Covered) Screenings	\$0 per visit
LAB, IMAGING AND DIAGNOSTICS	
Routine Lab Services	\$0 per visit
X-Ray Services	\$35 per test
Imaging (CT/PET/MRI)	\$65 / \$100 per test / \$100 per test
FACILITY / SURGICAL	
Inpatient Hospital Services	Preferred: \$220 / 4 days per period Non-Preferred: \$440 / 5 days per period
Outpatient Hospital Services	Preferred: \$220 per visit / Non-Preferred: \$440 per visit
Skilled Nursing	\$20 days 1-20, \$200 days 21-34
EMERGENCY AND URGENT CARE	
Urgent Care Center Services	\$20 In-Network / \$65 Out-of-Network
Emergency Room Services	\$140 per visit
Ambulance Services (ground/air)	\$325 per trip
Rx	
Rx – Annual Deductible*	N/A
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)*	50% Coinsurance
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)	\$500 Comprehensive, first-dollar coverage
Over-the-Counter Benefit (NationsOTC®)	\$50 per quarter
Acupuncture (Low back pain only)	\$30 visit / Max 20 visits

**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.*

This booklet 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.

Senior Care Plus

SENIOR CARE PLUS IS PROUD TO OFFER THE
Essential Plan

Giving Medicare Beneficiaries in Washoe County, Storey County and Carson City access to the 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 and Carson Tahoe Health providers and facilities.



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



Access to all Renown Health and Carson Tahoe Health has to offer



Hearing exam and hearing aid coverage

No monthly premium and no deductible



\$0 Eye exam and allowance for glasses or contacts



Low or \$0 copays for primary care



Gym benefit included

Rewards card – get rewarded for healthy activities



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



Preventive dental benefit included



Transportation to and from medical visits

CONTACT YOUR HEALTH INSURANCE BROKER

or call **775-982-3158** to talk to a Senior Care Plus enrollment specialist
or visit **SeniorCarePlus.com** to enroll in the Essential Plan today.

This booklet 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.

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	\$2,700 per year
PHYSICIAN OFFICE VISITS	
Primary Care Provider (PCP) Visit	Preferred: \$0 per visit / Non-Preferred: \$10 per visit
Specialist Visit	\$30 per visit
Preventive (ACA Covered) Screenings	\$0 per visit
LAB, IMAGING AND DIAGNOSTICS	
Routine Lab Services	\$0 per visit
X-Ray Services	\$35 per test
Imaging (CT / PET / MRI)	\$65 / \$100 per test / \$100 per test
FACILITY / SURGICAL	
Inpatient Hospital Services	Preferred: \$220 / 4 days per period Non-Preferred: \$440 / 5 days per period
Outpatient Hospital Services	Preferred: \$220 per visit / Non-Preferred: \$440 per visit
Skilled Nursing	\$20 days 1-20, \$200 days 21-34
EMERGENCY AND URGENT CARE	
Urgent Care Center Services	\$20 In-Network / \$65 Out-of-Network
Emergency Room Services	\$140 per visit
Ambulance Services (ground / air)	\$275 per trip
Rx	
Rx - Annual Deductible*	N/A
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)*	50% Coinsurance
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)	Preventive Included
Over-the-Counter Benefit (NationsOTC®)	\$50 per quarter
Acupuncture (Low back pain only)	\$30 visit / Max 20 visits

*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**. You can also visit the website to view the plan's Evidence of Coverage to see a complete list of benefits, exclusions, and operating procedures or call **775-982-3112** to request a copy.

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 - Preferred Generic (1)*	Generic \$0 - \$4.90
Rx - Non-Preferred Generic (2)*	Generic \$0 - \$55.10
Rx - Preferred Brand (3)*	Brand \$0 - \$12.65
Rx - Non-Preferred Brand (4)*	Brand \$0 - \$12.65
Rx - Specialty (5)*	33% Coinsurance
Rx - Select Drugs (6)*	Not Covered
OTHER	
TELADOC / Doctoroo	\$0 per visit / \$0 per visit
Durable Medical Equipment	0%-17% 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)	\$2,500 Comprehensive Included
Over-the-Counter Benefit (NationsOTC®)	\$205 per quarter
Acupuncture (Low back pain only)	0% -17% 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. You can also visit the website to view the plan's Evidence of Coverage to see a complete list of benefits, exclusions, and operating procedures or call **775-982-3112** to request a copy.

Select Plan

With a maximum out-of-pocket of just \$1,450 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	\$180
Maximum Out-of-Pocket	\$1,450 per year
PHYSICIAN OFFICE VISITS	
Primary Care Provider (PCP) Visit	Preferred: \$0 per visit / Non-Preferred: \$10 per visit
Specialist Visit	\$5 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 per test / \$90 per test
FACILITY / SURGICAL	
Inpatient Hospital Services	Preferred: \$145 / 2 days per period Non-Preferred: \$440 / 5 days per period
Outpatient Hospital Services	Preferred: \$145 per visit / Non-Preferred: \$440 per visit
Skilled Nursing	\$20 days 1-20, \$200 days 21-34
EMERGENCY AND URGENT CARE	
Urgent Care Center Services	\$20 In-Network / \$45 Out-of-Network
Emergency Room Services	\$140 per visit
Ambulance Services (ground / air)	\$250 per trip
Rx	
Rx - Annual Deductible	N/A
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)*	50% Coinsurance
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®)	\$140 per quarter
Acupuncture (Low back pain only)	\$30 visit / Max 20 visits

**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. You can also visit the website to view the plan's Evidence of Coverage to see a complete list of benefits, exclusions, and operating procedures or call **775-982-3112** to request a copy.

Patriot Plan

\$0 Premium and Senior Care Plus pays \$65 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	\$65
Maximum Out-of-Pocket	\$2,750 per year
PHYSICIAN OFFICE VISITS	
Primary Care Provider (PCP) Visit	Preferred: \$0 Per visit / Non-Preferred: \$10 per visit
Specialist Visit	\$45 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 per test / \$130 per test
FACILITY / SURGICAL	
Inpatient Hospital Services	Preferred: \$350 / 4 days per period Non-Preferred: \$440 / 5 days per period
Outpatient Hospital Services	Preferred: \$325 per visit / Non-Preferred: \$440 per visit
Skilled Nursing	\$20 days 1-20, \$200 days 21-34
EMERGENCY AND URGENT CARE	
Urgent Care Center Services	\$25 In-Network / \$65 Out-of-Network
Emergency Room Services	\$140 per visit
Ambulance Services (ground / air)	\$250 per trip
Rx	
Rx - Annual Deductible	N/A
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, \$170 allowance (\$250 with Plus Provider)
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. You can also visit the website to view the plan's Evidence of Coverage to see a complete list of benefits, exclusions, and operating procedures or call **775-982-3112** to request a copy.

Benefits That Benefit You

- Local Customer Service
- Personal Assistant Program
- MyChart
- Comprehensive Health Assessment
- EyeMed
- NationsHearing®
- Doctoroo
- TELADOC
- Liberty Dental Plan
- NationsOTC®
- Gym Program
- NationsBenefits®
- Durable Medical Equipment



“It’s all about Customer Service. I’ve been with Senior Care Plus for 15 years and they have always been responsive to anything I needed help with.”

Vince P. – Senior Care Plus Member

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.

HERE ARE TWO CONVENIENT 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 representative via online chat is easy.

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



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 5 p.m.

2 Telephone Outreach

Contact the local Senior Care Plus Customer Service Call Center at **775-982-3112**.

The Senior Care Plus Customer Service Call Center is open Monday – Friday, and during October – March, the Call Center is open 7 days per week.

CALL CENTER HOURS

April 1 – September 30:
Monday – Friday • 7 a.m. to 8 p.m.

October 1 – March 31:
Monday – Friday • 7 a.m. to 8 p.m.
Saturday – Sunday • 8 a.m. to 8 p.m.

Senior Care Plus Personal Assistant Program

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



CONNECT TO A PERSONAL ASSISTANT BY CALLING THE NUMBER ASSOCIATED WITH THE LOCATION OF YOUR RENOWN PRIMARY CARE PROVIDER.

Carson City – South Carson

2300 S. Carson St., Suite 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 Pavilion

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

Summit Sierra

13945 S. Virginia St., Suite 632
Reno, NV 89511
775-982-3467

Vista

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

Senior Care Plus, Renown Health and 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 they are available.
- ✓ View your insurance claims and explanation of benefits.
- ✓ View and print a copy of your Senior Care Plus ID card.

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



Put Your Health First!

Complete Your Comprehensive Health Assessment and Earn Rewards

Senior Care Plus members earn \$50 Healthy Rewards Gift Credit when they complete their annual Comprehensive Health Assessment. If you have not yet completed yours in 2025, call the phone number below to schedule.

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 Health 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. Healthy Reward Gift Credit incentive program subject to change.

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 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 **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

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.

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!

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. 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
- Ear, Nose, Throat
- Musculoskeletal
- Respiratory
- Wound Care
- Gastroenterology

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!

Some of the health issues TELADOC doctors treat include:

- Sinus and Bronchitis Problems
- Cold and Flu
- Ear Infection
- Allergies
- Respiratory Infection
- Sore Throat

Dermatology Visits Now Available

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.

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 has an extensive provider network throughout Nevada and they are constantly adding new providers.

FIRST DOLLAR COVERAGE SAVES YOU MONEY!

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.

Renown Preferred Plan · \$500 Comprehensive Coverage

Extensive Duals Plan · \$2,500 Comprehensive Coverage

Select Plan · \$1,500 Comprehensive Coverage

Patriot Plan · \$1,500 Comprehensive Coverage

Essential Plan · Preventive Dental Coverage Only



NOTE: THE BENEFITS OUTLINED ABOVE DO NOT TAKE EFFECT UNTIL JANUARY 1, 2026. 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.

NationsOTC® Makes Ordering Products Easier Than Ever



Senior Care Plus members can order Over-The-Counter (OTC) products from our OTC partner, NationsOTC. NationsOTC offers hundreds of high-quality OTC products with fast, free shipping.

Renown Preferred Plan · \$50 Quarterly OTC Coverage

Extensive Duals Plan · \$205 Quarterly OTC Coverage

Select Plan · \$140 Quarterly OTC Coverage

Patriot Plan · \$25 Quarterly OTC Coverage

Essential Plan · \$50 Quarterly OTC Coverage



WEB ORDERS

Ordering your quarterly supply online is easy!

Visit SeniorCarePlus.NationsBenefits.com to set up your account by registering on the NationsBenefits MyBenefits portal. Once you are set up, you can view all products and place online orders.

PHONE ORDERS

To place an order by phone, please call **877-200-4189** (TTY: 711).

Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year.

REQUEST AN OTC CATALOG

To request an OTC Catalog – visit SeniorCarePlus.com/resources and click on **Request a Directory or Document**.

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., Suite 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., Suite 2
Reno, NV 89523 • **775-787-8686**

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

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**

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

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

UFC Gym – Strength training equipment, daily classes

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

City of Reno Parks and Recreation Facilities

Senior Care Plus members enjoy no-cost access to select City of Reno Parks and Recreation Facilities. Learn more at SeniorCarePlus.com/resources.

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.

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 items* 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.

*The Healthy Rewards card is a pre-paid MasterCard that can be used to purchase eligible items at participating retail locations. The card may not be used to buy alcohol, tobacco, firearms or other restricted items.

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., Suite 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., Suite 170 • Reno, NV 89502

775-825-8644

preferredhomecare.com



Pulmonary Solutions

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

775-451-0155

pulmonarysolutions.com



This is just a brief list of our Durable Medical Equipment Provider partners. To see the full list visit the Durable Medical Equipment page on **SeniorCarePlus.com**.

2026 Pharmacy Benefit

Optum Rx®
Get Smart About
Prescriptions

Renown Pharmacy:
Convenient, Trusted, Local

2026 Prescription
Drug Crosswalk



“I like the Renown Pharmacy, because they work with Senior Care Plus and mail my prescriptions right to my house.”






Leslie R. – Senior Care Plus Member

SENIOR CARE PLUS HAS PARTNERED WITH **Optum Rx**®
OPTUM RX TO HELP OUR MEMBERS.

Get Smart About Prescriptions

Optum Rx online tools make it easy.

Once your Senior Care Plus membership card arrives, you will want to visit **optumrx.com**. You'll need the information from your 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, if available.
-  **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**.
The Optum Rx call center is open 24 hours per day, seven days per week.

Visit **optumrx.com** for a complete list of in-network pharmacies, locations, and cost comparisons for your medications. Other pharmacies are available in our network.

Renown Pharmacy: Convenient, Trusted, Local



With three convenient locations in Reno, Renown Pharmacy are here to serve Senior Care Plus members as the preferred pharmacy of Renown Health providers.

Renown Pharmacy has helpful pharmacists offering hard-to-find prescriptions and a money-saving mail order program. Vaccinations are also available at all locations.

THREE RENOWN PHARMACY LOCATIONS TO CHOOSE FROM

Renown Pharmacy Locust • 21 Locust St., Reno, NV 89502 • **775-982-5280**

Renown Pharmacy South Meadows • 10105 Double R Blvd., Reno, NV 89521 • **775-982-5366**

Renown Pharmacy Pringle • 75 Pringle Way, Reno, NV 89502 • **775-982-7737**

24/7 SERVICE: **The Renown Pharmacy – Pringle Way location is open 24 hours per day, seven days per week.**

*With Senior Care Plus and Renown Pharmacy
you can manage your pharmacy needs in MyChart!*

Renown Pharmacy services are easy to access in MyChart. Once logged in, you can:

- ✓ Request a refill
- ✓ Check your prescription status
- ✓ Schedule a vaccine appointment



FROM LEFT TO RIGHT: Renown Pharmacy Locust – 21 Locust St., Reno, NV 89502 • Renown Pharmacy South Meadows – 10105 Double R Blvd., Reno, NV 89521 • Renown Pharmacy Pringle – 75 Pringle Way, Reno, NV 89502

CHOOSE MAIL ORDER!

With Senior Care Plus you get three months of medications for the prices of two!

2026 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 2026 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 formulary and the formulary can sometimes change. Please visit the Formulary page on the [SeniorCarePlus.com](https://www.seniorcareplus.com) website to see an up-to-date and complete list of prescription drugs included in the 2026 formulary.

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

Additional Resources

Important Information

Renown Medical Group
SENIOR CARE – DEL MONTE

Provider Discussion Checklist

Medical Test Instructions
and Results Notification

Community Resources



“In my experience, all the people at Senior Care Plus are concerned with my well-being.”

Patty B. – Senior Care Plus Member

Important Information



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:**

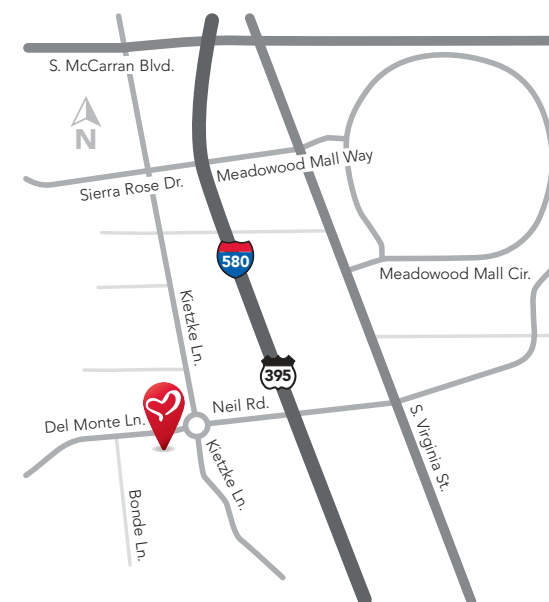
- 1 PROVIDER DIRECTORY & PHARMACY DIRECTORY** – To view electronic versions of the Provider Directory and/or the Pharmacy Directory, visit SeniorCarePlus.com and click on **Directories**.
- 2 FORMULARY** – To view the most up-to-date Formulary, visit SeniorCarePlus.com and click on **Prescriptions** 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 website 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.

Hometown Health, Senior Care Plus' parent company, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. 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 - Friday, 7 a.m. to 8 p.m., and Saturday - Sunday 8 a.m. to 8 p.m. (October 1 - March 31); and Monday - Friday, 7 a.m. to 8 p.m. (April 1 - September 30). 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 viernes, de 7:00 a.m. a 8:00 p.m., y sábado - domingo de 8 a.m. a 8 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.

Renown Medical Group SENIOR CARE – DEL MONTE



Offering Senior Care Plus members quality healthcare.



740 Del Monte Ln., Suite 3 • Reno, NV 89511 • 775-982-5175

Senior Care Plus 

Renown 
HEALTH

Collaboration and Compassion Lead to Better Care

Renown Medical Group **SENIOR CARE – DEL MONTE** is just for Senior Care Plus Medicare Advantage members. At Del Monte, our providers work together to deliver exceptional care in a senior-focused environment.

SENIOR CARE PLUS MEMBERS WHO CHOOSE DEL MONTE AS THEIR PRIMARY CARE PROVIDER ENJOY:

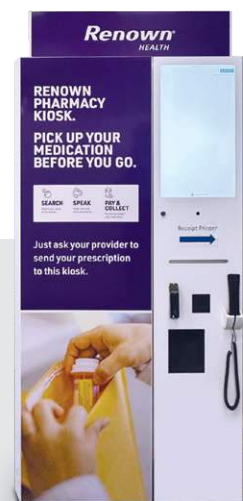
- Longer appointment times for meaningful conversations
- Geriatric-focused providers who understand senior needs
- On-site personal assistants to guide your care

From preventive screenings to chronic condition management, our team is here to keep you healthier and more active.

Del Monte Learning Center

Del Monte is more than a medical office—it's a welcoming hub for healthy aging. At the Del Monte Learning Center, you'll find classrooms and gathering spaces for senior-focused workshops. The center also offers fitness classes, wellness programs and opportunities for social activities.

By combining trusted healthcare with opportunities to learn, Senior Care Del Monte supports Senior Care Plus members.



Skip the Pharmacy Line with OUR NEW PRESCRIPTION KIOSK

Pick up medications on-site with Renown Pharmacy's self-service kiosk—no extra stop required.

Meet the Del Monte Care Team



Eithne-Marie Barton, DO – Specializing in geriatric medicine, Dr. Barton helps seniors stay active and vibrant. *Accepting new patients.*



Dominique Joseph, MD – Dedicated to high-quality senior care with expertise in the aging process. *Accepting new patients.*



Shruti Basho, MD – Board-Certified in family medicine; a caring physician fluent in English, Spanish and Hindi.



Kathryn Thyssen, DO – Focused on seniors' unique health needs, including chronic disease, nutrition, memory loss, and medication management.



Suzanne Zsikla, MD – Board-Certified in internal medicine and passionate about women's health and hormone therapy.



Allie Finney, PA-C and Ashley Hall, PA-C – Board-Certified Physician Assistants who provide comprehensive health assessments, acute care and transitional follow-up visits.

SEE WHAT'S HAPPENING AT THE DEL MONTE LEARNING CENTER

Visit SeniorCarePlus.com and click on **Senior Care Del Monte Events** FOR A LIST OF UPCOMING PROGRAMS.

SELECT DEL MONTE as your Primary Care Provider today!
740 Del Monte Ln., Suite 3 • Reno, NV 89511 • 775-982-5175

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.

Medical Test Instructions and Results Notification

Your health care provider has ordered a medical test for you. Medical tests can help detect a condition, determine a diagnosis, check to see if treatment is working, or monitor a condition over time.

PLEASE REVIEW THIS PAGE WITH YOUR PROVIDER to make the most of your medical test and to understand when and how you will receive your test results.

HOW DO I KNOW WHAT MEDICAL TESTS WERE ORDERED TODAY?

- The medical tests your health care provider ordered will be listed on your After Visit Summary.
- You can also view your medical test orders in MyChart.

HOW DO I SCHEDULE MY MEDICAL TEST?

- Call **775-982-5000** to schedule both a blood work test at Renown Lab Services or an imaging test at Renown Imaging. You can also schedule lab services and select imaging tests through MyChart.

DO I NEED TO FAST FOR MY BLOOD WORK TEST?

- YES – *For best results you should fast before this test.*
- NO – *Fasting is not required for this test.*

YOUR PROVIDER WILL FILL OUT THIS BOX



IMPORTANT RESULTS INFORMATION

HOW LONG WILL IT TAKE TO GET MY RESULTS IN MyChart?

- Medical test result timing varies. Federal law requires the release of medical results to the patient as soon as they are available. This means you will always get your results in a timely fashion, and you will most likely receive them through MyChart BEFORE your next visit with your health care provider. **Please understand providers may take 48-72 hours to contact you once your results become available.**

HOW WILL MY PROVIDER FOLLOW UP WITH ME?

- If your results are within the expected range – **no follow up is required and you will not be contacted.**
- Your provider will contact you with your results through MyChart.
- A follow-up appointment is recommended – **please schedule that appointment for a few days AFTER your medical test to ensure your provider will have your results.**

WHAT IF I HAVE QUESTIONS ABOUT MY RESULTS?

- If you want to discuss your results or have questions, we recommend making a follow up appointment with our provider. Please call **775-982-5000** to schedule.

Community Resources

SENIOR CARE PLUS WANTS OUR MEMBERS TO KNOW ABOUT LOCAL COMMUNITY RESOURCES THAT SUPPORT OLDER ADULTS AND THOSE IN NEED. These trusted organizations offer services like food assistance, transportation and caregiver support. They're here to help, and we encourage you to reach out if you need support.

CARE Chest

CARE Chest is a nonprofit agency serving Nevadans in need by providing medical resources free of charge.

775-829-2273

carechest.org

Service Include: Medical Resources

Carson City Senior Center

To enhance the quality of life and independence of seniors and inspire seniors to live every day to the fullest.

775-883-0703

carsoncityseniorcenter.org

Services Include: Food Insecurity, Social Programs, Senior Services

Catholic Charities of Northern Nevada

Providing support to those in need in the Reno/Sparks community as well as across rural Nevada

775-322-7073

ccsnn.org

Services Include: Food Insecurity, Housing Insecurity, Social Programs

Food Bank of Northern Nevada

Connecting families and individuals to the food and resources they need to thrive.

775-331-3663

fbnn.org

Services Include: Food Insecurity

GMTCare – Reno

Provides non-emergency ground medical transport service for the Reno metropolitan area and surroundings areas.

775-204-7474

gmtcare.com/locations/reno

Services Include: Medical Transportation Assistance

Jump Around Carson – RTC Carson City

Serving the community with a fleet of bright green and purple buses that feature a sleek, hopping jackrabbit

775-841-RIDE (7433)

Email: JAC@carson.org

Services Include: Transportation Assistance

NAMI Western Nevada – Warmline

Helping individuals and families impacted by mental illness. Nevada Warmline is a stigma-free, non-crisis peer support phone service.

Warmline: 775-241-4212

Crisis Line Dial: 988

namiwesternnevada.org

Services Include: Mental Health Support

Nevada 211

State program committed to helping Nevadans connect with the services they need.

Call **211** or **866-535-5654**

nevada211.org/senior-services

Services Include: Food Insecurity, Housing Insecurity, Social Programs, Transportation Assistance, Senior Services

Northern Nevada Community Housing

Striving to serve low and moderate-income individuals by providing safe, high-quality housing options.

775-337-9155

nnch.org

Services Include: Affordable Housing

Northern Nevada Dream Center

Bringing hope to individuals by providing support and services that address hunger, poverty, homelessness, addiction, and spiritual well-being.

775-443-4090

ndreamcenter.org

Services Include: Food Insecurity, Housing Insecurity, Social Programs

Regional Transportation Commission – RTC Washoe

Serving the citizens of Reno and Sparks by building a better community through quality transportation.

775-348-0400

rtcwashoe.com

Services Include: Transportation Assistance

Seniors in Service

Engaging vibrant and experienced volunteers to enrich Northern Nevada communities one life at a time.

775-358-2768

seniorsinservicenevada.org

Services Include: Companions, Caregiver Support

Washoe County Senior Services

When it comes to aging issues, Washoe County Senior Services is your designated community focal point.

775-328-2575

washoecounty.gov/seniorsrv

Services Include: Food Insecurity, Social Programs, Senior Services

Senior Care Plus 



Senior Care Plus

Senior Care Plus

10315 Professional Cir. • Reno, NV 89521

LOBBY HOURS

Mon. – Fri. • 8 a.m. to 5 p.m.

Customer_Service@HometownHealth.com

SeniorCarePlus.com

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

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

711 (TTY / Toll-Free)

CALL CENTER HOURS

April 1 – September 30:

Monday – Friday • 7 a.m. to 8 p.m.

October 1 – March 31:

Monday – Friday • 7 a.m. to 8 p.m.

Saturday – Sunday • 8 a.m. to 8 p.m.

Renown Health

775-982-5000

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

Optum Rx

844-368-3139

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

TELADOC

800-835-2362

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

Doctoroo

888-888-9930

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

