

# ***NaviCare SCO (a Senior Care Options Program) offered by Fallon Health***

## **Annual Notice of Changes for 2019**

You are currently enrolled as a member of NaviCare SCO. Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes.*

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### **What to do now**

#### **1. ASK: Which changes apply to you**

- Check the changes to our benefits and costs to see if they affect you.
  - It's important to review your coverage now to make sure it will meet your needs next year.
  - Do the changes affect the services you use?
  - Look in Sections 1.4 and 2 for information about benefit and cost changes for our plan.
- Check the changes in the booklet to our prescription drug coverage to see if they affect you.
  - Will your drugs be covered?
  - Are your drugs in a different tier, with different cost sharing?
  - Do any of your drugs have new restrictions, such as needing approval from us before you fill your prescription?
  - Can you keep using the same pharmacies? Are there changes to the cost of using this pharmacy?
  - Review the 2019 Drug List and look in Section 1.5 for information about changes to our drug coverage.
  - Your drug costs may have risen since last year. Talk to your doctor about lower cost alternatives that may be available for you; this may save you in annual out-of-pocket costs throughout the year. To get additional information on drug prices visit <https://go.medicare.gov/drugprices>. These dashboards highlight which manufacturers have been increasing their prices and also show other year-to-year drug price information. Keep in mind that your plan benefits will determine exactly how much your own drug costs may change.
- Check to see if your doctors and other providers will be in our network next year.
  - Are your doctors in our network?
  - What about the hospitals or other providers you use?
  - Look in Section 1.2 for information about our Provider and Pharmacy Directory.

- Think about your overall health care costs.
  - How much will you spend out-of-pocket for the services and prescription drugs you use regularly?
  - How much will you spend on your premium and deductibles?
  - How do your total plan costs compare to other coverage options?
- Think about whether you are happy with our plan.

## 2. **COMPARE:** Learn about other plan choices

- Check coverage and costs of plans in your area.
  - Look in Section 3.2 to learn more about your choices.
- Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan's website.

## 3. **CHOOSE:** Decide whether you want to change your plan

- If you want to **keep** NaviCare SCO, you don't need to do anything. You will stay in NaviCare SCO.
- If you want to **change to a different plan** that may better meet your needs, you can switch plans between now and December 31. Look in section 3.2, page 7 to learn more about your choices.

## Additional Resources

- Please contact our Enrollee Services number at 1-877-700-6996 for additional information. (TTY users should call TRS 711.) Hours are 8 a.m.–8 p.m., Monday–Friday. (Oct. 1–March 31, seven days a week.)
- This information is available in alternate formats, such as Braille, large print or audio tape.
- **Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at <https://www.irs.gov/Affordable-Care-Act/Individuals-and-Families> for more information.

## About NaviCare SCO

- NaviCare is a voluntary program in association with MassHealth/EOHHS and CMS.
- When this booklet says “we,” “us,” or “our,” it means Fallon Health. When it says “plan” or “our plan,” it means NaviCare SCO.

## Summary of Important Costs for 2019

The table below compares the 2018 costs and 2019 costs for NaviCare SCO in several important areas. **Please note this is only a summary of changes. It is important to read the rest of this *Annual Notice of Changes*** and review the Evidence of Coverage available on our website at [fallonhealth.org/navicare](http://fallonhealth.org/navicare) to see if other benefit or cost changes affect you.

Cost	2018 (this year)	2019 (next year)
<b>Monthly plan premium</b>	\$0	\$0
<b>Doctor office visits</b>	Primary care visits: \$0 per visit Specialist visits: \$0 per visit	Primary care visits: \$0 per visit Specialist visits: \$0 per visit
<b>Inpatient hospital stays</b> Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	You pay \$0 for each inpatient hospital stay.	You pay \$0 for each inpatient hospital stay.
<b>Prescription drug coverage</b> (See Section 1.5 for details.)	You pay \$0 per prescription.	You pay \$0 per prescription.
<b>Maximum out-of-pocket amount</b> This is the <u>most</u> you will pay out-of-pocket for your covered services.	\$0	\$0

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## SECTION 1 Changes to Benefits and Costs for Next Year

### Section 1.1 – Changes to the Monthly Premium

Cost	2018 (this year)	2019 (next year)
Monthly premium	\$0	\$0

### Section 1.2 – Changes to the Provider Network

There are changes to our network of providers for next year. An updated Provider and Pharmacy Directory is located on our website at [fallonhealth.org/navicare](http://fallonhealth.org/navicare). You may also call Enrollee Services for updated provider information or to ask us to mail you a Provider and Pharmacy Directory. **Please review the 2019 Provider and Pharmacy Directory to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, we furnish you with uninterrupted access to qualified doctors and specialists.
- We will make a good faith effort to provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

## Section 1.3 – Changes to the Pharmacy Network

Amounts you pay for your prescription drugs may depend on which pharmacy you use. NaviCare SCO has a network of pharmacies. In most cases, your prescriptions are covered *only* if they are filled at one of our network pharmacies.

There are changes to our network of pharmacies for next year. An updated Provider and Pharmacy Directory is located on our website at [fallonhealth.org/navicare](http://fallonhealth.org/navicare). You may also call Enrollee Services for updated provider information or to ask us to mail you a Provider and Pharmacy Directory. **Please review the 2019 Provider and Pharmacy Directory to see which pharmacies are in our network.**

## Section 1.4 – Changes to Benefits and Costs for Medical Services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, *Benefits Chart (what is covered and what you pay)*, in your *2019 Evidence of Coverage*. A copy of the *Evidence of Coverage* is available on our website, [fallonhealth.org/navicare](http://fallonhealth.org/navicare).

Cost	2018 (this year)	2019 (next year)
<b>Over-the-Counter items</b>	You pay \$0 for approved over-the-counter items with the Save Now card, up to \$42 every quarter. You pay all costs over \$42 per quarter.	You pay \$0 for approved over-the-counter items with the Save Now card, up to \$45 every quarter. You pay all costs over \$45 per quarter.
<b>Supervised Exercise Therapy (SET)</b>	Supervised Exercise Therapy (SET) is not covered.	There is no copayment for covered Supervised Exercise Therapy (SET).
<b>Transportation (non-medical)</b>	Services covered may include transportation to SilverSneakers or a qualified fitness center location, as well as transportation to assist with activities of daily living, nutritional and dietary services, counseling services, and social activities.	Our supplemental transportation benefit provides transportation to: <ul style="list-style-type: none"> <li>• A gym or fitness activities (e.g., yoga, dancing and swimming)</li> <li>• A pharmacy</li> <li>• An establishment which provides medical services (e.g., counseling providers and senior center for health fairs)</li> </ul>

Cost	2018 (this year)	2019 (next year)
<b>Vision care</b>	<p>You pay \$0 for covered vision care services.</p> <p>You pay \$0 for supplemental eyewear up to \$400. There is a \$400 plan coverage limit for supplemental eyewear every year.</p>	<p>You pay \$0 for covered vision care services, including low vision aids.</p> <p>You pay \$0 for supplemental eyewear up to \$300. There is a \$300 plan coverage limit for supplemental eyewear every year.</p>

## Section 1.5 – Changes to Prescription Drug Coverage

### Changes to Our Drug List

Our list of covered drugs is called a Formulary or “Drug List.” A copy of our Drug List is provided electronically.

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.**

If you are affected by a change in drug coverage, you can:

- **Work with your doctor (or other prescriber) and ask the plan to make an exception** to cover the drug.
  - To learn what you must do to ask for an exception, see Chapter 8 of your *Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints))* or call Enrollee Services.
- **Work with your doctor (or prescriber) to find a different drug** that we cover. You can call Enrollee Services to ask for a list of covered drugs that treat the same medical condition.

In some situations, we are required to cover a temporary supply of a non-formulary drug in the first 90 days of the plan year or the first 90 days of membership to avoid a gap in therapy. For 2019, members in long term care (LTC) facilities will now receive a temporary supply that is the same amount of temporary days supply provided in all other cases: a 31-day supply of medication rather than the amount provided in 2018 (up to a 98-day supply of medication). (To learn more about when you can get a temporary supply and how to ask for one, see Chapter 5, Section 5.2 of the *Evidence of Coverage*.) During the time when you are getting a temporary supply of a drug, you should talk with your doctor to decide what to do when your temporary

supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug.

Current formulary exceptions are covered for a year from the date of approval. If the request is for less than a year, the request will be approved for an appropriate period of time.

Most of the changes in the Drug List are new for the beginning of each year. However, during the year, we might make other changes that are allowed.

Starting in 2019, we may immediately remove a brand name drug on our Drug List if, at the same time, we replace it with a new generic drug on the same or lower cost sharing tier and with the same or fewer restrictions. Also, when adding the new generic drug, we may decide to keep the brand name drug on our Drug List, but immediately move it to a different cost-sharing tier or add new restrictions. This means if you are taking the brand name drug that is being replaced by the new generic (or the tier or restriction on the brand name drug changes), you will no longer always get notice of the change 60 days before we make it or get a 60-day refill of your brand name drug at a network pharmacy. If you are taking the brand name drug, you will still get information on the specific change we made, but it may arrive after the change is made.

Also, starting in 2019, before we make other changes during the year to our Drug List that require us to provide you with advance notice if you are taking a drug, we will provide you with notice 30, rather than 60, days before we make the change. Or we will give you a 30-day, rather than a 60-day, refill of your brand name drug at a network pharmacy.

When we make these changes to the Drug List during the year, you can still work with your doctor (or other prescriber) and ask us to make an exception to cover the drug. We will also continue to update our online Drug List as scheduled and provide other required information to reflect drug changes. (To learn more about the changes we may make to the Drug List, see Chapter 5, Section 6 of the Evidence of Coverage.)

### **Changes to Prescription Drug Costs**

What you pay for covered prescription drugs will be exactly the same as in 2019 as it is in 2018—nothing.

## SECTION 2 Administrative Changes

Cost	2018 (this year)	2019 (next year)
<b>Hearing services</b>	For hearing aids to be covered more often than every 60 months your doctor or other plan provider must get authorization (approval in advance) from the plan.	No prior authorization required.
<b>Transportation (non-medical)</b>	Transports are limited up to a 30-mile radius from the member's residence or up to a 60-mile round-trip, and must be coordinated and arranged during Fallon's business hours.	Transports are limited up to a 30-mile radius from the member's residence (defined as the member's address on file with the plan) or up to a 60-mile round-trip, and must be coordinated and arranged during Fallon's business hours by calling the plan's transportation vendor. Transportation must be to a location that is health related and must be arranged at least 4 business days in advance.

## SECTION 3 Deciding Which Plan to Choose

### Section 3.1 – If you want to stay in NaviCare SCO

**To stay in our plan you don't need to do anything.** If you do not sign up for a different plan, you will automatically stay enrolled as a member of our plan for 2019.

### Section 3.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change for 2019 follow these steps:

## Learn about and compare your choices

You can join a different health plan. Your new coverage will begin on the first day of the following month. To learn more about the different types of plans, call your State Health Insurance Assistance Program (see Section 4), or MassOptions, 1-800-885-0484, TRS 711, Monday–Friday, 9 a.m.–5 p.m. (see Section 5.2).

### **SECTION 4 Programs That Offer Free Counseling about MassHealth (Medicaid)**

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Massachusetts, the SHIP is called the Serving the Health Insurance Needs of Everyone (SHINE) Program.

SHINE is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people. SHINE counselors can help you with your questions or problems. They can help you understand your plan choices and answer questions about switching plans. You can call SHINE at 1-800-243-4636. You can learn more about SHINE by visiting their website ([www.mass.gov/health-insurance-counseling](http://www.mass.gov/health-insurance-counseling)).

For questions about your MassHealth (Medicaid) benefits, contact MassHealth (Medicaid), 1-800-841-2900, TTY: 1-800-497-4648, Monday–Friday, 8 a.m.–5 p.m. Ask how joining another plan affects how you get your MassHealth (Medicaid) coverage.

### **SECTION 5 Questions?**

#### **Section 5.1 – Getting Help from NaviCare SCO**

Questions? We're here to help. Please call Enrollee Services at 1-877-700-6996. (TTY only, call TRS 711.) We are available for phone calls 8 a.m.–8 p.m., Monday–Friday. (Oct. 1–March 31, seven days a week.) Calls to these numbers are free.

#### **Read your 2019 Evidence of Coverage (it has details about next year's benefits and costs)**

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2019. For details, look in the 2019 *Evidence of Coverage* for NaviCare SCO. The *Evidence of Coverage* is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the *Evidence of Coverage* is available on our website, [fallonhealth.org/navicare](http://fallonhealth.org/navicare).

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**Visit our Website**

You can also visit our website at [fallonhealth.org/navicare](http://fallonhealth.org/navicare). As a reminder, our website has the most up-to-date information about our provider network (Provider and Pharmacy Directory) and our list of covered drugs (Formulary/Drug List).

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**Section 5.2 – Getting Help from MassHealth (Medicaid)**

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To get information from MassHealth (Medicaid), you can call MassHealth (Medicaid) at 1-800-841-2900. TTY users should call 1-800-497-4648.