

# Important information regarding your new benefits card!



## Watch your mail for your new benefits card to arrive.

Instead of paying out of pocket, Samaritan Advantage Health Plans is providing you with an easy way to pay for some of your qualified health care expenses, such as over-the-counter (OTC) items and certain dental, vision and hearing benefits. Your prepaid benefits debit Mastercard® is loaded with the value of these supplemental benefits, according to the plan you have enrolled in. For more details about the benefits available to you, see the information below.

## Over-the-counter (OTC) benefit

- You have \$100 each quarter to purchase eligible over-the-counter items. This amount must be used each quarter and any unused dollars do not roll over to the next quarter.
- Your card is replenished automatically at the start of each quarter (January, April, July and October).
- Covered OTC items can be purchased at any pharmacy, store or online merchant that accepts Mastercard. Examples of common retailers in our service area are Fred Meyer, Rite Aid, Bi-Mart and Walmart. You can visit [sig-is.org/card-holders/store-locator](http://sig-is.org/card-holders/store-locator) to find a retailer near you. (Note: We do **not** allow purchases from stores listed on this site as “90% stores.”)

## Dental, vision and hearing benefits

### Your benefits card will cover:

- **\$2,000 for preventive and comprehensive dental care** (exams, cleanings, X-rays, fillings, periodontal services, etc.).
- **\$125 for routine vision hardware** (glasses and contact lenses).
- **\$1,000 for hearing aids**, hearing aid supplies and repair.

### Your benefits card will **NOT** cover:

- **Medicare-covered dental care.** Services by a dentist or oral surgeon are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatment of neoplastic disease, or services that would be covered when provided by a doctor.
- **Vision exams and glaucoma screenings.**
- **Eyeglasses or contact lenses** after cataract surgery.
- **Hearing exams** (unless the cost of a hearing aid fitting/evaluation is included in the hearing aid cost).

For coverage of these services, present your Samaritan Advantage Health Plans ID card to your provider. See your member materials for more information. Copays may apply.

## Important things to know

- Services must be provided by a provider who is not on the Medicare opt-out list.
- Orthodontia is not a covered benefit.
- Hearing aid batteries are only covered when factory packaged with a hearing aid. Hearing aid batteries purchased on their own are not covered.

If you do not receive your benefits card within 30 days of your enrollment or have questions about your benefits, please contact Customer Service at **541-768-4550** or toll free **800-832-4580** (TTY 800-735-2900). Hours are between 8 a.m. to 8 p.m. daily, from Oct. 1 to March 31 and 8 a.m. to 8 p.m. Monday through Friday, April 1 to Sept. 30.

## Frequently asked questions

### Who do I call if I never received or lost my card?

Log in at [myhealthplan.samhealth.org](https://myhealthplan.samhealth.org) and click on Benefits Card login to manage your card status and replace a lost or stolen card. You can also call our Customer Service team for card support at **800-832-4580** (TTY 800-735-2900).

### Who do I call if my card is not working?

Log in at [myhealthplan.samhealth.org](https://myhealthplan.samhealth.org) and click on Benefits Card login to view your account activity details. Call our Customer Service team at **800-832-4580** (TTY 800-735-2900) with additional questions about your card and card activity.

### How can I check my balance?

Log in at [myhealthplan.samhealth.org](https://myhealthplan.samhealth.org) and click on Benefits Card login to view your balance. You can also check your balance 24/7 by calling **888-831-4668**.

### Can I submit a request for reimbursement for a service that should have been covered by my card?

Yes. To submit a claim form for review, complete the form at [samhealthplans.org/AdvantageForms](https://samhealthplans.org/AdvantageForms) and provide an itemized receipt. Call **800-832-4580** (TTY 800-735-2900) for more information.

### How do I check if a provider is on the Medicare opt-out list?

Ask the provider if they have opted out of Medicare, call **800-832-4580** (TTY 800-735-2900) or visit [data.cms.gov/tools/provider-opt-out-affidavits-look-up-tool](https://data.cms.gov/tools/provider-opt-out-affidavits-look-up-tool) to search for the provider.

### Who do I call if I have a complaint about my benefits card or services?

You can call **800-832-4580** (TTY 800-735-2900) and ask to be forwarded to a Grievance team member who can assist you.

Samaritan Advantage Health Plans is an HMO with a Medicare contract. Enrollment in Samaritan Advantage Health Plans depends on contract renewal. Samaritan Health Plans complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.