

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 Special Needs Plan is giving you an easy way to pay for some of your health care costs. This includes things like over-the-counter (OTC) items and certain vision and hearing benefits. Your prepaid benefits debit Mastercard® is loaded with the value of these extra benefits, based on the plan you are in. For more details about the benefits, see below.

Over-the-counter (OTC) benefit

- You have \$195 each quarter to buy covered 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 reloaded automatically at the start of each quarter (January, April, July and October).
- Covered OTC items can be bought at most pharmacies, stores or online stores that accept Mastercard. Some common stores in our area are Bi-Mart, Walmart, Fred Meyer, and Rite Aid. You can visit sig-is.org/card-holders/store-locator to find a store near you.
- Covered OTC items can also be bought on the online OTC store at samaritanOTC.com. All items on this website are covered using your benefits MasterCard. These items may also be bought by phone or mail. Please look at the catalog for the online OTC store at samhealthplans.org/advantage or call our Customer Service team if you would like a copy mailed to you.
- Items that are considered “dual-purpose” cannot be bought at point-of-sale due to Center for Medicare and Medicaid (CMS) rules. Dual-purpose items can be bought at the online OTC store at samaritanOTC.com or ordered by phone or mail.

Dental, vision and hearing benefits

Your benefits card will cover:

- **\$175 for routine vision hardware** (glasses and contact lenses).
- **\$750 for hearing aids**, hearing aid supplies and repair.

Your benefits card will **NOT** cover:

- **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, show your Samaritan Advantage Health Plans ID card to your doctor. See your member materials for more details. Copays may apply.

Important things to know

- This card cannot be used to pay for office visit copays.
- Services must be provided by a doctor who is not on the Medicare opt-out list.
- 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 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.

You can get this document in another language, format, large print or ask for an interpreter at no cost to you. Please call us at 800-832-4580 (TTY 800-735-2900) to request a copy of this document or an interpreter.

Puede obtener este documento en otro idioma, otro formato o en letra grande o pedir un intérprete sin costo alguno para usted. Llámenos al 800-832-4580 (TTY 800-735-2900) para pedir una copia de este documento o un intérprete.

Frequently asked questions

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

Log in at 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 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 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 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 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.

Additional FAQ's can be found on our website at samhealthplans.org/advantage.

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.