

2018 SUMMARY OF BENEFITS



Overview of your plan

AARP® MedicareComplete Essential® (HMO)

H5253-040

Look inside to learn more about the health services the plan provides.
Call Customer Service or go online for more information about the plan.



Toll-Free 1-800-555-5757, TTY 711
8 a.m. - 8 p.m. local time, 7 days a week



www.AARPMedicarePlans.com

AARP® | MedicareComplete®
insured through **UnitedHealthcare**

Our service area includes these counties in:

North Carolina: Alamance, Alexander, Avery, Buncombe, Burke, Cabarrus, Caldwell, Caswell, Catawba, Chatham, Cherokee, Clay, Cleveland, Cumberland, Davidson, Davie, Durham, Forsyth, Gaston, Graham, Guilford, Haywood, Henderson, Iredell, Jackson, Johnston, Lincoln, Macon, Madison, McDowell, Mecklenburg, Mitchell, Orange, Person, Polk, Randolph, Richmond, Rockingham, Rowan, Rutherford, Stokes, Swain, Transylvania, Union, Wake, Wilkes, Yadkin, Yancey.

Summary of Benefits

January 1st, 2018 - December 31st, 2018

The benefit information provided is a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. The Evidence of Coverage (EOC) provides a complete list of services we cover. You can see it online at www.AARPMedicarePlans.com or you can call Customer Service with questions you may have. You get an EOC when you enroll in the plan.

About this plan.

AARP® MedicareComplete Essential® (HMO) is a Medicare Advantage HMO plan with a Medicare contract.

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, live within our service area listed inside the cover, and be a United States citizen or lawfully present in the United States.

Use network providers.

AARP® MedicareComplete Essential® (HMO) has a network of doctors, hospitals, and other providers. If you use providers that are not in our network, the plan may not pay for those services.

You can go to www.AARPMedicarePlans.com to search for a network provider using the online directory.

AARP® MedicareComplete Essential® (HMO)

Premiums and Benefits	In-Network
Monthly Plan Premium	There is no monthly premium for this plan.
Annual Medical Deductible	This plan does not have a deductible.
Maximum Out-of-Pocket Amount	\$4,400 annually for Medicare-covered services you receive from in-network providers.
	If you reach the limit on out-of-pocket costs, you keep getting covered hospital and medical services and we will pay the full cost for the rest of the year.

AARP® MedicareComplete Essential® (HMO)

Benefits		In-Network
Inpatient Hospital		\$345 copay per day: for days 1-5 \$0 copay per day: for days 6 and beyond Our plan covers an unlimited number of days for an inpatient hospital stay.
Outpatient Hospital, Including Observation		\$275 copay
Doctor Visits	Primary	Tier 1: \$0 copay Tier 2: \$10 copay
	Specialists	Tier 1: \$30 copay Tier 2: \$50 copay
Preventive Care	Medicare-covered	\$0 copay
		Abdominal aortic aneurysm screening Alcohol misuse counseling Annual “Wellness” visit Bone mass measurement Breast cancer screening (mammogram) Cardiovascular disease (behavioral therapy) Cardiovascular screening Cervical and vaginal cancer screening Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy) Depression screening Diabetes screenings and monitoring Hepatitis C screening HIV screening Lung cancer with low dose computed tomography (LDCT) screening Medical nutrition therapy services Medicare Diabetes Prevention Program (MDPP) Obesity screenings and counseling Prostate cancer screenings (PSA) Sexually transmitted infections screenings and counseling Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)

Benefits**In-Network**

		Vaccines, including flu shots, hepatitis B shots, pneumococcal shots “Welcome to Medicare” preventive visit (one-time)
		Any additional preventive services approved by Medicare during the contract year will be covered. This plan covers preventive care screenings and annual physical exams at 100% when you use in-network providers.
	Routine physical	\$0 copay; 1 per year
Emergency Care		\$80 copay (worldwide) per visit If you are admitted to the hospital within 24 hours, you pay the inpatient hospital copay instead of the Emergency copay. See the “Inpatient Hospital Care” section of this booklet for other costs.
Urgently Needed Services		\$30 - \$40 copay
Diagnostic Tests, Lab and Radiology Services, and X-Rays	Diagnostic radiology services (e.g. MRI)	20% coinsurance
	Lab services	\$5 copay
	Diagnostic tests and procedures	20% coinsurance
	Therapeutic Radiology	20% coinsurance
	Outpatient X-rays	\$14 copay per service
Hearing Services	Exam to diagnose and treat hearing and balance issues	\$10 copay
	Routine hearing exam	\$10 copay; 1 per year
	Hearing aid	\$330-\$380 copay for each hi HealthInnovations™ hearing aid, up to 2 per year (Additional fees with Power Max model)

Benefits		In-Network
Routine Dental Services	Optional Dental Rider	Additional dental benefits available with a separate premium. Please see optional benefits section below for details.
	Preventive	\$0 copay for covered services (exam, cleaning, x-rays)
Vision Services	Exam to diagnose and treat diseases and conditions of the eye	\$0 copay
	Eyewear after cataract surgery	\$0 copay
	Routine eye exam	\$0 copay Up to 1 every year
Mental Health	Inpatient visit	\$345 copay per day: for days 1-4 \$0 copay per day: for days 5-90
		Our plan covers 90 days for an inpatient hospital stay.
	Outpatient group therapy visit	\$30 copay
	Outpatient individual therapy visit	\$40 copay
Skilled Nursing Facility (SNF)		\$0 copay per day: for days 1-20 \$160 copay per day: for days 21-48 \$0 copay per day: for days 49-100
		Our plan covers up to 100 days in a SNF.
Physical therapy and speech and language therapy visit		\$40 copay
Ambulance		\$250 copay
Routine Transportation		Not covered
Medicare Part B Drugs	Chemotherapy drugs	20% coinsurance
	Other Part B drugs	20% coinsurance

Additional Benefits		In-Network
Chiropractic Care	Manual manipulation of the spine to correct subluxation	\$20 copay
Diabetes Management	Diabetes monitoring supplies	\$0 copay We only cover blood glucose monitors and test strips from the following brands: OneTouch Ultra®2, OneTouch UltraMini®, OneTouch Verio®, OneTouch Verio® IQ, OneTouch Verio® Flex, ACCU-CHEK® Nano SmartView, ACCU-CHEK® Aviva Plus, ACCU-CHEK® Guide, and ACCU-CHEK® Aviva Connect
	Diabetes Self-management training	\$0 copay
	Therapeutic shoes or inserts	20% coinsurance
Durable Medical Equipment (DME) and Related Supplies	Durable Medical Equipment (e.g., wheelchairs, oxygen)	20% coinsurance
	Prosthetics (e.g., braces, artificial limbs)	20% coinsurance
Fitness program through SilverSneakers® Fitness		Basic membership in a fitness program at a network location.
Foot Care (podiatry services)	Foot exams and treatment	\$50 copay
	Routine foot care	\$50 copay; for each visit up to 6 visits every year
Home Health Care		\$0 copay
Hospice		You pay nothing for hospice care from any Medicare-approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.
NurseLineSM		Speak with a registered nurse (RN) 24 hours a day, 7 days a week

Additional Benefits		In-Network
Occupational therapy visit		\$40 copay
Outpatient Substance Abuse	Outpatient group therapy visit	\$30 copay
	Outpatient individual therapy visit	\$40 copay
Outpatient Surgery		\$275 copay
Over-the-Counter Essentials		\$50 credit per quarter to use on approved health products that can be ordered online or by mail.
UnitedHealth Passport®		Allows you to access all the benefits you enjoy at home while you travel within the covered service area for up to nine consecutive months. You pay your in-network copay or coinsurance when you visit a participating provider for non-emergency care, including preventive care, specialist care and hospitalizations.
Renal Dialysis		20% coinsurance
Personal Emergency Response		With the Personal Medical Emergency Response System help is only a button away. The Personal Emergency Response System can give you peace of mind knowing that in any emergency situation you can get help quickly, 24 hours a day at no additional cost. The lightweight button can be worn on your wrist or as a pendant and may automatically detect falls depending on the model chosen.

Optional Supplemental Benefits

Premiums and Benefits		In-Network
Dental Platinum Rider	Premium	Additional \$34.00 per month
	Description	The Dental Platinum Rider includes preventive and comprehensive dental benefits.

Required Information

This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments, and restrictions may apply.

The provider network may change at any time. You will receive notice when necessary.

Benefits, premium and/or co-payments/co-insurance may change on January 1 of each year.

You must continue to pay your Medicare Part B premium.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. UnitedHealthcare Insurance Company pays royalty fees to AARP for the use of its intellectual property. These fees are used for the general purposes of AARP. AARP and its affiliates are not insurers. You do not need to be an AARP member to enroll.

AARP encourages you to consider your needs when selecting products and does not make specific product recommendations for individuals.

If you want to know more about the coverage and costs of Original Medicare, look in your current "**Medicare & You**" handbook. View it online at <https://www.medicare.gov> or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Vendor Information

Before contacting any of the providers below you must be fully enrolled in AARP® MedicareComplete Essential® (HMO).

Benefit Type	Vendor Name	Contact Information
Hearing Exams	Plan network providers in your service area	1-800-643-4845, TTY 711 8 a.m. - 8 p.m. local time, 7 days a week
Hearing Aids	hi HealthInnovations™	1-855-523-9355, TTY 711 9 a.m. - 5 p.m. CT, Monday - Friday www.hihealthinnovations.com
Vision Care	Plan network providers in your service area	1-800-643-4845, TTY 711 8 a.m. - 8 p.m. local time, 7 days a week
Dental Services	UnitedHealthcare Dental	1-800-643-4845, TTY 711 8 a.m. - 8 p.m. local time, 7 days a week
NurseLine	NurseLine SM	1-877-365-7949, TTY 711 24 hours a day, 7 days a week
Over The Counter Essentials	FirstLine Medical®	www.OTC-Essentials.com
Personal Emergency Response System	Philips Lifeline	1-800-368-2925, TTY 711 8:30 a.m. - 6:30 p.m. ET, Monday - Friday
Fitness Membership	SilverSneakers® Fitness program	1-888-423-4632, TTY 711 8 a.m. - 8 p.m. ET, Monday - Friday silversneakers.com