

WINTER 2023-2024

# Benefits Bulletin

from Senior Care Plus

Senior Care  
Plus 

***“I like Senior Care Plus because they really care. I feel like I am in such good hands whenever I contact them and need something.”***

***Patty W. – Senior Care Plus Member***



***“I like that Senior Care Plus sponsors a bridge program to keep seniors active in spirit and mind.”***

***Hanley W. – Senior Care Plus Member***



***“MyChart is so easy to use. If I can do it, anyone can do it.”***

***Lynne G. – Senior Care Plus Member***

# COMING IN JANUARY... **Optum Rx**<sup>®</sup>

Senior Care Plus is partnering with Optum Rx for Pharmacy Benefit Management services for 2024. This change offers a wider pharmacy network and could save you money on prescription drugs.

## HERE'S WHAT YOU NEED TO KNOW:

- New Member ID Cards with updated pharmacy info were mailed earlier this month. If you did not receive your new ID Card please call Customer Service at **775-982-3112**.
- Use your ID card to create an account at **optumrx.com** any time after January 1, 2024.
- Visit the Optum Rx Frequently Asked Questions (FAQ) page on **SeniorCarePlus.com** for more information.

NOTE: Renown Pharmacy is still in-network – so no change if you use Renown Pharmacy for either retail or mail order prescriptions. For Costco or PPS mail order prescriptions, those will be automatically transferred to Optum Rx Home delivery. Costco retail pharmacy is still in-network for your in-person pharmacy needs.

**For question regarding Optum Rx please call 775-982-3112.**

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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, and Carson City.**

**Contact Doctoroo toll free at 888-888-9930 • Doctoroo.com**

**In an emergency, please dial 911.**



# TIPS FROM AN EXPERT:

## Using Your Evidence of Coverage to Prepare for 2024.

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Your Evidence of Coverage is more than just a book; it is a legal agreement between you, Medicare, and Senior Care Plus. Members who have taken the time to read and understand this crucial document have shared how it has empowered them to navigate their healthcare plans with confidence.

### HOW TO VIEW YOUR EVIDENCE OF COVERAGE

**The easiest way to access your Evidence of Coverage is to view it online.**

**Visit the [SeniorCarePlus.com](https://www.SeniorCarePlus.com) website and click on Resources, then select "Plan Documents" from the drop down list. From there, you can click on the correct Evidence of Coverage document for your particular plan.**

#### HERE ARE SOME HELPFUL TIPS TO GET THE MOST OUT OF YOUR EVIDENCE OF COVERAGE:

**Tip #1:** Familiarize yourself with the benefit grid in Chapter 4, Section 2. This section lists every covered benefit alphabetically and provides essential details about coverage conditions, such as requirements for prior authorization. Pay special attention to the section discussing what happens when a preventive service turns diagnostic, as it clarifies common queries, particularly related to colonoscopies.

**Tip #2:** Dive into Chapters 5 and 6 for a detailed explanation of your Part D (Prescription drug) benefits. These chapters cover important topics such as the significance of Network Pharmacies, understanding the "Drug List" (Formulary), insights into Tier Levels, Quantity Limits, Temporary Supply Conditions, and Part D vaccines.

**Tip #3:** Since the Evidence of Coverage is a contract, it includes a comprehensive list of your Rights & Responsibilities. Take the time to go through this section to be fully aware of what you are entitled to and what is expected of you under the plan.

By familiarizing yourself with your Evidence of Coverage, you can gain a comprehensive understanding of what your plan offers. This knowledge will empower you to make informed decisions about your health and finances. Take the time to review it before your new plan begins on January 1, and ensure you make the most of your healthcare coverage.

## Coming to Your Mailbox in January! Your 2024 Best Start Booklet

The Best Start Booklet is your roadmap for making the most of your Senior Care Plus benefits. Watch your mailbox in early 2024 for your copy. Once it arrives, put the information it contains to work for you right away!



## DID YOU GET YOUR 2024 MEMBER ID CARD?

By now you should have received your new Member ID Card with your updated Optum Rx pharmacy information. You will need this information to access your pharmacy benefit for 2024. If you did not receive your new Member ID card please contact Customer Service at **775-982-3112**.

**Renown**  
PREFERRED PLAN  
Brought to you by Senior Care Plus

ID: SMPLO001  
Name: JOHN SAMPLE  
Liberty Dental: (888) 442-3193



RxBin: 610011 RxPCN: CTRXMEDD RxGrp: HTHMCR

Optum Rx Customer Service: 844-368-3139  
TTY: Relay Service 711 or www.optumrx.com

Submit Rx claims to: Optum Rx Claims Dept  
PO Box 650287, Dallas, TX 75265-06929



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The NEW RxBIN, RxPCN and RxGrp for ALL Senior Care Plus Prescriptions are:

RxBIN **610011**  
RxPCN **CTRXMEDD**  
RxGrp **HTHMCR**

## SCHEDULE YOUR 2024 Comprehensive Health Assessment!

CALL **775-982-2605** TO SCHEDULE TODAY!

**Remember, you can earn at least \$50 in Healthy Rewards when you complete your Comprehensive Health Assessment! Call today for an appointment in early 2024.**