

D-SNP Benefits

Quick Guide to Understanding the First Choice VIP Care D-SNP Benefits

Benefits — First Choice VIP Care Benefits Overview

First Choice VIP Care provides coverage for:

- Medicare Parts A and B.
- Medicare Part D prescription drug benefits.
- Supplemental benefits.
- Coordination of the care of members who are receiving Medicaid benefits from the State.

Benefits — Medicare vs. Medicaid: Which Program Pays for Which Service?

Plan name	Medicare Parts A and B	Medicare Part D	Medicaid
Medicaid – South Carolina Department of Health and Human Services - Health Connections	N/A	N/A	✓
Medicare Advantage	✓	✓	Not applicable for non-dual-eligible Medicare beneficiaries
			Healthy Connections Medicaid for dual-eligible beneficiaries
Dual-eligible Special Needs Plans (D-SNP) First Choice VIP Care	✓	✓	Healthy Connections Medicaid

Benefits — Medicare Part A and B Benefits*

- Ambulance services.
- Cardiac and pulmonary rehabilitation services.
- Catastrophic coverage.
- Chiropractic care.
- Dental services.
- Diabetes program and supplies.
- Diagnostic tests, X-rays, lab services and radiology services.
- Doctor office visits.
- Durable medical equipment.
- Emergency care.
- Hearing services.
- Home health care.
- Inpatient hospital care.
- Inpatient mental health care.
- LTC pharmacy.
- Mail order prescriptions.
- Out-of-network catastrophic coverage.
- Out-of-network catastrophic prescriptions.
- Out-of-network initial coverage.
- Outpatient mental health care.
- Outpatient prescription drugs.
- Outpatient rehabilitation.
- Outpatient services and surgery.
- Outpatient substance abuse care.
- Pharmacy.
- Podiatry.
- Preventive services and wellness education.
- Prosthetic devices.
- Skilled nursing facility services.
- Urgent care.

*Exceptions may apply, see provider manual for full list of benefits. Prior authorization may be required.

Benefits — Supplemental Benefits

Dental services

Preventive dental:

- Oral exams: one every six months.
- Cleaning: one every six months.
- Fluoride treatment: one every six months.
- Dental X-rays: four every year.
- Unlimited.

Comprehensive dental:

- Non-routine services.
- \$3,600 limit every year.
- Coverage for minor restorations.
- Fillings, simple extractions, dentures, denture repairs, surgical extractions, oral surgery, periodontics, endodontics, crowns, and mini-implants.

Hearing services

- One routine hearing exam every year.
- Three hearing aid fittings every three years.
- 80 batteries per aid for non-rechargeable models every three years.
- \$2,500 allowance for hearing aids every three years.

Vision services

- Up to one supplemental routine eye exam every year.
- Up to one pair of eyeglasses or contact lenses every year – \$400 limit.

Fitness center membership

- SilverSneakers® is a free fitness benefit which includes access to participating SilverSneakers fitness facilities, online wellness resources, and classes.

Benefits — Supplemental Benefits (Continued)

Telemedicine

- MDLive offers all members 24/7 access throughout the year to a participating doctor via telephone, desktop, or mobile device.
- Members can immediately have a medical, counseling, or psychiatry consultation with a physician.

Transportation services

- Must be plan-approved location.
- 50 trips per year to a plan-approved location.
- Car, shuttle and van services include non-emergent transportation to doctor visits, preventive services, pharmacies and fitness centers.
- Authorization and scheduling rules apply.
- Members may call Member Services at 1-888-996-0499 or their care managers to arrange transportation.

Over the counter (OTC)

- Typically includes medicines or products that alleviate or treat injuries or illness.
- May use the benefit without a statement or documentation of a diagnosis from a medical provider.
- Up to \$250 every month.
- Unused balance will automatically expire at the end of each month or upon disenrollment from the plan.
- May choose items from the OTC Catalog, online ordering portal and/or qualified items at participating retail settings via a restricted spend debit card.
- Qualifying members may use some or all of their OTC monthly allowance towards additional items and services such as: health food, rent/utilities, internet, pest control, and pet supplies.

Podiatry Services

- Nine routine foot care visits every year.

Acupuncture and Chiropractic (Non Medicare) Services

- Up to a combined total of 20 medically necessary visits per year.

Benefits — Supplemental Benefits (Continued)

Meal Benefit

- 14 meals over the course of one week for qualified homebound members after discharge from an inpatient facility or a skilled nursing facility. Up to 4 times per year.

Worldwide Emergency/Urgent Coverage

- \$50,000 combined annual maximum.

Additional Smoking and Tobacco Use Cessation

- Four additional face-to-face PCP visits for smoking/tobacco cessation annually.

Nurse Hotline

- If members are unable to reach their PCPs' offices, registered nurses are available 24 hours/7 days a week to assist members through the toll-free First Choice VIP Care Nurse Call Line at 1-855-707-0850.



Benefits — Supplemental Benefits (Continued)

Care Team

The Care Team consists of Care Coordinators, Concierge Team, and Care Managers (nurses and social workers) trained to help members investigate and overcome barriers to achieve their health care goals. Outreach services include:

- Contacting members.
- Educating members.
- Calling providers.
- Calling pharmacies.
- Completing surveys and assessments to support special projects.

Providers may request CMT support directly by calling toll-free: 1-888-978-0151, 8 a.m. – 5 p.m., Monday through Friday.

Benefits — Additional Information



We are here to help our members find the services they need. Whether it is a Medicare or Medicaid covered service. Additionally, even if it is a non-covered service our Care Team can assist members in locating the service at a reduced or no cost.

For additional information on benefits, please refer to the Provider Manual or call Provider Services at 1-888-978-0151.

