

2027

Member Welcome Book



We're happy you're here.

And, we're here for you.

Our local Member Services team is here to answer your questions and offer help when you need it. Please don't hesitate to call if you have any questions at all. We're available 8am–8pm, every day from Oct. 1–Mar. 31 and weekdays from Apr. 1–Sep. 30.

1-866-544-7504 (TTY: 711)



Get off to a great start with these simple steps.

Please take these important actions within the first few weeks of your membership to help us serve you better.

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For a glossary of insurance and Medicare terms, visit MartinsPoint.org/Glossary



1

First things first, let's talk about forms.

Please complete and return these forms promptly to help ensure the best experience when using your health plan.

Important Forms

Please download, complete, and mail to us within the first few weeks of coverage.

Download at: MartinsPoint.org/WelcomeGA

Mail to:

Member Services
Martin's Point Health Care
PO Box 9746
Portland, ME 04104

- ☐ **Permission to Speak with Others***
To let us DISCUSS your health care with family or others, please complete and return this form as soon as possible. You may include any power of attorney documentation with this form.

- ☐ **VA Health Coverage***
If you also receive health benefits through the Veterans Administration, please fill out, sign, and return the VA Record Release form

Form to Return in the Enclosed CVS Envelope

- ☐ **Mail-Order Prescriptions**
If your plan includes Part D Prescription Drug coverage and you would like to receive your prescription by mail, please fill out the enclosed CVS Caremark Mail-Order form and mail to CVS using the address on the form. You can also complete your request online by visiting Caremark.com and creating an account.

*If you have switched from one Martin's Point Generations Advantage plan to another in 2027, you do not need to resubmit this form.

Additional Actions

- ☐ **Other Health Insurance**
If you have other health insurance, please respond to the letter we send or call Member Services as soon as possible so we can coordinate your benefits correctly.
- ☐ **Premium Autopay**
If your plan has a monthly premium, you can set up automatic recurring payments. Go to MartinsPoint.org/GAPayment to set up payments or complete the Automatic Payment Form to mail to us.



2

Get to know your Medicare plan.

Understanding your benefits will help you take full advantage of your plan.

Evidence of Coverage (EOC)

MartinsPoint.org/EOCGA

Your Evidence of Coverage includes your plan's covered services and benefits, our obligations, and your rights and responsibilities.

Prescription Drug Formulary

MartinsPoint.org/FormularyGA

If you chose a plan with Part D Prescription Drug coverage, the formulary is a list of the medications covered by your plan.

Provider Network List

MartinsPoint.org/ProvidersGA

Find the current list of in-network providers, including primary care providers and specialists, and facilities on our website.

Extra Benefits

MartinsPoint.org/ExtrasGA

Review the Extra Benefits Guide enclosed in this packet.

Part D Guide

MartinsPoint.org/PartD

Review the guide included in this packet for information about your Part D benefit.



Member ID Card

This card is mailed separately. Please watch for it in your mailbox.

Always keep your Generations Advantage member identification card with you. In most cases, you will present ONLY this card when receiving health care services (including at the pharmacy if your plan covers Part D prescriptions).

3

Save time and access plan tools 24/7 with our Member Portal.

Once your plan coverage starts, you can set up your online account to:



Check your Wellness Wallet and Eyewear Balances and Request Reimbursements (if included in your plan).



Manage Plan Premium Payments



Request Replacement Member ID Card



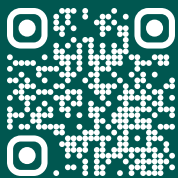
View Claims and Authorizations



View Communications and Plan Materials, like EOBs



Update Your Primary Care Provider (PCP)



Register for your portal account.

All you need is your Member ID card, Social Security number, and date of birth.

MartinsPoint.org/RegisterGA

4

You've got easy ways to pay your plan premiums.

Feel confident we take your payment security as seriously as you do.



Automatic Recurring Payments

Easy automatic payments happen the first week of each month. Get started at the premium payment website below. You'll need your:

- » **Member ID card**
- » **Date of birth**
- » **Payment method—choose from:**
 - Credit/debit card (have number and expiration date ready) or
 - Bank withdrawal (have account/routing numbers ready) or
 - Social Security check/Railroad Retirement Board automatic deduction



One-Time Payments

If you prefer, you can make one-time plan premium payments using a credit or debit card at the website below.



Visit the Premium Payment website.

MartinsPoint.org/PaymentGA

5

We're here to support your health.

Your health plan offers Case Managers to help you get the most from your health care.

Case Managers are registered nurses and social workers who provide personalized support to help you manage complex or ongoing health care needs. They can help you:

- » Manage your health conditions and medications
- » Get coordinated care after an emergency room visit or hospital stay
- » Reduce barriers to getting care and services
- » Develop a plan to help you reach your health goals

We're here to connect you with the right support based on your individual needs. If you would like to learn more or find out if case management services may be right for you, call us at **1-877-659-2403** (TTY: 711).



6

Protect your health with one convenient visit.

Schedule these two preventive care services in the same appointment *and avoid an extra trip to the doctor.*



Your plan covers both of these in-network preventive services at a **\$0 copay**. Separate copays may apply if additional services are provided during your visit.



Learn about the coverage and costs for various vaccines at MartinsPoint.org/VaccinesGA



Martin's Point Generations Advantage is a health plan with a Medicare contract offering HMO and LPPO products. Enrollment in a Martin's Point Generations Advantage plan depends on contract renewal. Martin's Point Health Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Martin's Point Health Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Martin's Point Health Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

Our Notice of Privacy Practices is available on our website at **MartinsPoint.org/PrivacyGA**.

If you need these services, contact the Martin's Point Generations Advantage Member Services Team.

If you believe that Martin's Point Health Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in writing to: Attn: Grievance Department, Martin's Point Generations Advantage, PO Box 9746, Portland, ME 04104, 1-866-544-7504, TTY: 711, Fax: 207-828-7847. (We're available 8 am–8 pm, seven days a week from October 1 to March 31; and Monday through Friday the rest of the year.) You can file a grievance in person, by mail, or by fax. If you need help filing a grievance, the Martin's Point Generations Advantage Member Services Team is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 (TDD: 1-800-537-7697)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Resources and Requests



Online Welcome Kit

Our new member welcome page puts important tools at your fingertips. From instructions to set up your member portal account to helpful how-to videos.

MartinsPoint.org/WelcomeGA



24-Hour Nurse Line

Do you need to speak to a nurse about a health problem? The free 24-hour nurse line is available to you at all times. Call **1-877-585-2727 (TTY: 711)**



How Are We Doing?

Please go to MartinsPoint.org/Survey and use our survey to tell us about your Martin's Point experience.