

2026

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.

Forms to return in the enclosed GREEN envelope:

- ☐ **Permission to Speak with Others***
To let us DISCUSS your health care with family or others, please complete and return the enclosed form as soon as possible. You may include any power of attorney documentation with this form.
- ☐ **Appointment of Representative**
Use this form to appoint a representative to TAKE ACTION on your behalf for any claim, appeal, grievance, or request. This form is valid for 365 days from the date we receive it. After that, a new form must be sent to us if you would like to appoint someone to act on your behalf.
- ☐ **VA Health Coverage***
If you also receive health benefits through the Veterans Administration, please fill out, sign, and return the enclosed VA Record Release form.

Form to return in the enclosed YELLOW envelope:

- ☐ **Continuity of Care Request***
For those currently on an active course of treatment, “continuity of care” may help avoid care interruptions. Learn about eligibility and apply using the enclosed form.

*If you have switched from one Generations Advantage plan to another in 2026, you do not need to resubmit this 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.

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/EOC-GA

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, this is a list of the medications covered by your plan.

Provider Network List

MartinsPoint.org/ProvidersGA

Find the current list of in-network providers and facilities on our website.

Extra Benefits

MartinsPoint.org/ExtrasGA

Review the Extra Benefits Guide enclosed in this packet.

★ 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).

Prepaid Mastercard®*

MartinsPoint.org/Mastercard

Watch for your Martin's Point Prepaid Mastercard® to be mailed separately. The card arrives preloaded with your plan's annual Wellness Wallet and Eyewear allowance amounts.

*Returning/Plan-Switching Members:

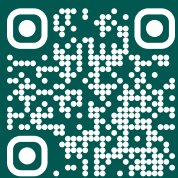
Keep last year's Mastercard—this year's allowance amounts will be loaded and ready for use on January 1, 2026.

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
- ★ Manage Plan Premium Payments
- ★ View Claims and Authorizations
- ★ Request Replacement Member ID Card
- ★ Update Your Primary Care Provider (PCP)
- ★ View Communications and Plan Materials, like EOBs



Learn how to register and log in to your Member Portal account.

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

Set It and Forget It

Your premium can be withdrawn on the 1st of every month from one of these:

- Social Security Check
- Railroad Retirement Board Check
- Bank Account
- Credit or Debit Card

How to Set Up Payments

Find the forms at our Premium Payment website below.

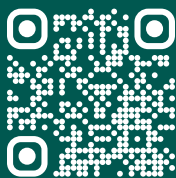
Here's what you'll need:

- Plan Member ID card
- Date of birth
- Bank account and routing number OR
- Credit/Debit card information



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/GAPayment

5

Understand your health risks.

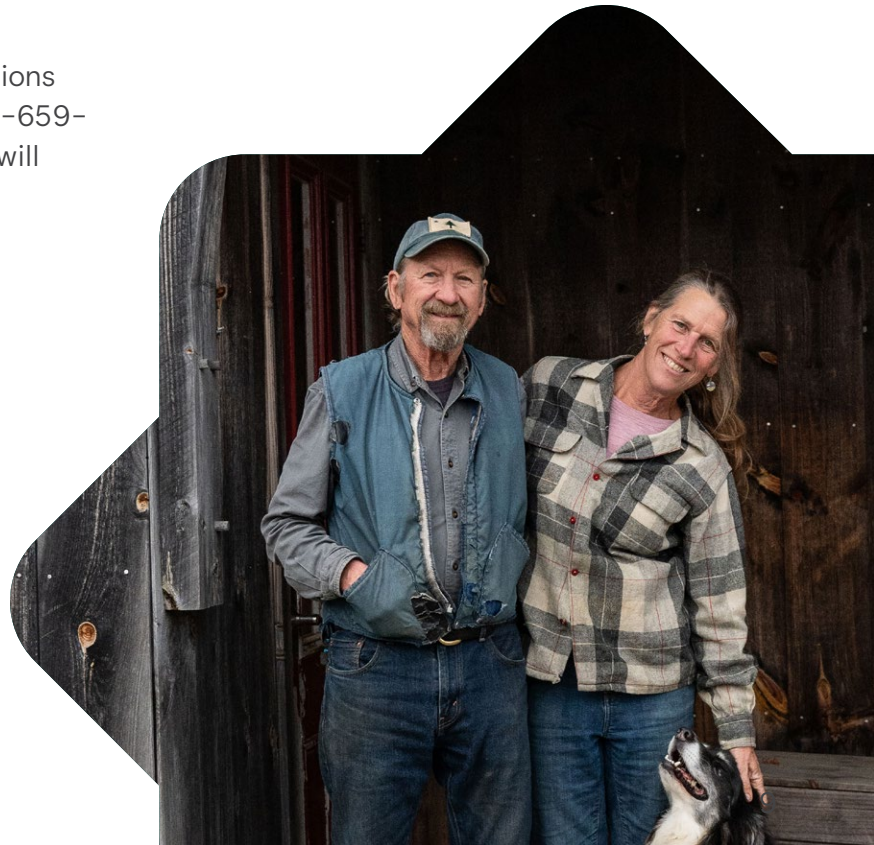
Take the Health Risk Assessment to guide you toward being as healthy as possible.

The free, online Health Risk Assessment is available at MartinsPoint.org/HRA (you must first have an online member portal account).

1. Log in with your portal username and password (or click "Register" if this is your first time logging in).
2. Enter your Generations Advantage member ID number and follow the instructions.

This website will allow only you to see your results and can be viewed at any time.

Don't have internet access? Call a Generations Advantage care manager for help at 1-877-659-2403 (TTY: 711) and leave a message. We will return your call within two business days.



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, HMO-POS, and Local PPO 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:

- 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

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 with Member Services: Member Services, 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.

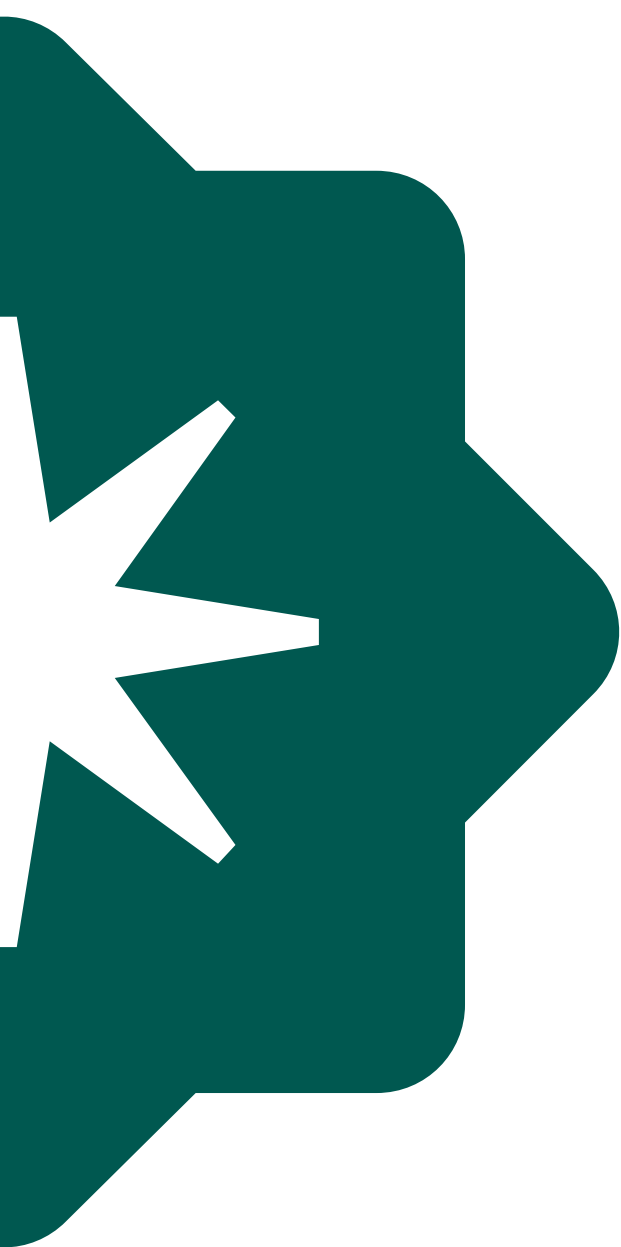
You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

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.

Our Notice of Privacy Practices is available on our website at MartinsPoint.org/PrivacyGA. You may request a paper copy by calling Member Services.

Resources and Requests



✦ 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 **1-800-530-1021 (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. Thank you!

✦ Refer Friends and Family

Know someone who deserves high-quality Medicare benefits and excellent, local service? Please ask them to call **1-833-436-0770 (TTY: 711)**.