

2020



AMERICAN HEALTH
ADVANTAGE
OF TENNESSEE

Summary of Benefits

American Health Advantage of Tennessee (HMO I-SNP) H7779 001
January 1, 2020 – December 31, 2020

Toll-free: 1-844-321-1763 (TTY/TDD users call 711)

Hours: October 1 through March 31, 8:00 a.m. to 8:00 p.m., 7-days a week

April 1 through September 30, 8:00 a.m. to 8:00 p.m., Monday to Friday

Website: tn.AmHealthPlans.com

**This is a summary of drug and health services covered by
American Health Advantage of Tennessee (HMO I-SNP)
January 1, 2020 – December 31, 2020**

American Health Advantage of Tennessee (HMO I-SNP), offered by American Health Plan, Inc., is a Health Maintenance Organization (HMO) with a Medicare contract. Enrollment in the American Health Advantage of Tennessee depends on contract renewal.

The benefit information provided is a summary of what we cover and what you pay. It does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, please request the “Evidence of Coverage” by calling Member Services at 1-844-321-1763 (TTY/TDD user’s call 711). Hours October 1 through March 31 are 8:00 A.M. to 8:00 P.M. seven (7) days per week; April 1 through September 30 are 8:00 A.M. to 8:00 P.M. Monday to Friday. You may also visit our website at tn.AmHealthPlans.com.

To join American Health Advantage of Tennessee you must be entitled to Medicare Part A, be enrolled in Medicare Part B and live in our service area. You must live in one of our network nursing homes or live in a contracted assisted living facility and Tennessee has certified that you need the type of care that is usually provided in a nursing home. Our service area includes the following Tennessee Counties: Anderson, Blount, Carroll, Carter, Chester, Davidson, Decatur, Dyer, Gibson, Giles, Hamilton, Hancock, Hawkins, Haywood, Henderson, Knox, Lewis, Madison, Marion, Maury, McNairy, Meigs, Montgomery, Obion, Rhea, Rutherford, Shelby, Sullivan, Washington, and Wilson.

American Health Advantage of Tennessee has a network of doctors, hospitals, pharmacies, and other providers. If you use the providers that are not in our network, the plan may not pay for these services.

Premiums and Benefits	American Health Advantage of Tennessee (HMO I-SNP)	What You Should Know
Monthly Plan Premium	You pay \$28.70	You must continue to pay your Medicare Part B premium.
Deductible	\$185	This is the 2019 cost sharing amount and may change for 2020. American Health Advantage of Tennessee (HMO I-SNP) will provide the updated rate as soon as they are released.
Maximum Out-of-Pocket Responsibility (does not include prescription drugs)	\$6,700 annually	The most you pay for copays, coinsurance and other costs for medical services in a year.
Inpatient Hospital (including mental health services)	<p>You pay a \$1,364 deductible each benefit period</p> <p>\$0 copayment for each day for days 1-60</p> <p>\$341 copayment each day for days 61-90</p> <p>\$682 copayment each day for days 91-150 (lifetime reserve days)</p>	<p>These are the 2019 cost sharing amounts and may change for 2020. American Health Advantage of Tennessee (HMO I-SNP) will provide updated rates as soon as they are released.</p> <p>Prior authorization is required.</p> <p>Cost sharing is applied starting on the first day of admission and does not include the date of discharge.</p>
Outpatient Hospital	20% of the cost for Medicare-covered services	Prior authorization is required.
Ambulatory Surgery Center	20% of the cost for Medicare-covered services	Prior authorization is required.
Doctor Visits <ul style="list-style-type: none"> • Primary Care • Specialist Care 	20% of the cost for Medicare-covered services	
Preventive Care (e.g. flu vaccine, diabetic screenings)	You pay nothing	Any additional preventive services approved by Medicare during the contract year will be covered.
Emergency Care	20% of the cost for Medicare-covered services up to \$90	If you are admitted to the hospital within one (1) day, you do not have to pay \$90.

Premiums and Benefits	American Health Advantage of Tennessee (HMO I-SNP)	What You Should Know
Urgently Needed Services	20% of the cost for Medicare-covered services up to \$65	If you are admitted to the hospital within three (3) days, you do not have to pay \$65.
Diagnostic Services/Labs/Imaging <ul style="list-style-type: none"> • Diagnostic Radiology Services (e.g. MRI) • Lab Services • Diagnostic Tests and Procedures • Outpatient X-Rays 	20% of the cost for Medicare-covered Diagnostic Radiology Services (e.g. MRI) You pay nothing for Medicare-covered lab services 20% of the cost for Medicare-covered Diagnostic Tests and Procedures 20% of the cost for Medicare-covered Outpatient X-Ray	Prior authorization is required for some services.
Hearing Services	20% of the cost for Medicare-covered services	
Dental Services	20% of the cost for Medicare-covered services	In general, preventive dental services (such as cleaning, routine dental exams, and dental x-rays) are not covered by Original Medicare.
Vision Services <i>Supplemental Benefit:</i> <ul style="list-style-type: none"> • Routine Eye Exam • Eyewear (contact lenses and eyeglasses (lenses and/or frames); upgrades 	20% of the cost for Medicare-covered services You pay nothing You pay nothing	One Routine Eye Exam per year. Up to \$235 limit per year on Eyewear.
Mental Health Services <ul style="list-style-type: none"> • Outpatient Group Therapy Visit • Outpatient Individual Therapy Visit 	20% of the cost for Medicare-covered services	
Skilled Nursing Facility (SNF)	You pay nothing for the first 20 days of each benefit period	This is the 2019 cost sharing amount and may change for 2020. American Health Advantage of Tennessee

Premiums and Benefits	American Health Advantage of Tennessee (HMO I-SNP)	What You Should Know
	<p>You pay \$170.50 per day for days 21-100</p> <p>You pay all costs for each day after day 100</p>	<p>(HMO I-SNP) will provide the updated rate as soon as they are released.</p> <p>Prior authorization is required.</p> <p>Zero (0) hospital days required prior to SNF admission.</p>
Physical Therapy Services	20% of the cost for Medicare-covered Physical Therapy Services	Prior authorization is required.
Ambulance	20% of the cost for Medicare-covered services	Prior authorization is required for Medicare-covered non-emergent ambulance transport.
<p><i>Supplemental Benefit:</i> Transportation Services (Non-Emergent)</p> <ul style="list-style-type: none"> • Van or Medical Transport 	You pay nothing for up to twenty (20) one-way trips per year to and from approved health-related locations	
Medicare Part B Drugs	20% of the cost for Medicare covered services	Prior authorization is required for billed charges in excess of \$250.

Outpatient Prescription Drugs		
	Standard Retail Cost-Sharing (up to 30-day supply)	Long-Term Care Cost-Sharing (up to 31-day supply)
Yearly Deductible (Stage 1)	\$435 for all Part D prescription drugs <ul style="list-style-type: none"> You begin in this payment stage when you fill first prescription for the year. During this stage, you pay the full cost for your prescription drugs until you have paid \$435. You stay in this stage until you have paid \$435 for your prescription drugs. 	
Initial Coverage (Stage 2)	25% coinsurance cost-sharing for covered prescription drugs <ul style="list-style-type: none"> During this stage, the Plan pays its share of the cost of your prescription drugs and you pay your share of the cost. You stay in this stage until your year-to-date “total prescription drug costs” (your payments plus any Plan payments) total \$4,020. 	
Coverage Gap (Stage 3)	After your drug costs (including what our Plan has paid and what you have paid) reach \$4,020, you pay no more than 25% coinsurance for generic drugs and 25% coinsurance for brand name drugs plus a portion of the dispensing fee <ul style="list-style-type: none"> You stay in this stage until your year-to-date “out-of-pocket costs” (your payments) reach a total of \$6,350. This amount and rules for counting costs toward this amount have been set by Medicare. 	
Catastrophic Coverage (Stage 4)	After your yearly out-of-pocket drug costs reach \$6,350 you pay the greater of: <ul style="list-style-type: none"> 5% coinsurance; or \$3.60 copayment for generics (including brand drugs treated as generics); or \$8.95 copayment for all other drugs 	

Other Covered Benefits		
Benefits	American Health Advantage of Tennessee (HMO I-SNP)	What You Should Know
Occupational Therapy and Speech-Language Therapy	20% of the cost for Medicare-covered services	Prior authorization is required.
Foot Care (Podiatry Services) <i>Supplemental Benefit:</i> Up to six (6) non-Medicare-covered routine podiatry services per year	20% of the cost for Medicare-covered services You pay nothing	
Medical Equipment/Supplies <ul style="list-style-type: none"> • Durable Medical Equipment (e.g. wheelchairs, oxygen) • Prosthetics (e.g. braces, artificial limbs) • Diabetic Supplies 	20% of the cost for Medicare-covered services	Prior authorization is required for billed charges in excess of \$250.
<i>Supplemental Benefit:</i> Supervisory Assistance <ul style="list-style-type: none"> • Companion to assist with medical appointments outside of facility • Supervised visits • Assistance with activities of daily living (ADL) and/or comfort when part of supervision visit 	You pay nothing for up to forty (40) hours per calendar year for covered Supervisory Assistance services	

For more information, contact American Health Advantage of Tennessee from 8:00 A.M. to 8:00 P.M. October 1st through March 31st, 7 days a week (April 1st through September 30th 8:00 A.M. to 8:00 P.M., Monday to Friday) at 1-844-321-1763 (TTY/TDD user's call 711) or visit our website at tn.AmHealthPlans.com.

You can access the American Health Advantage of Tennessee provider or pharmacy directory on our website at tn.AmHealthPlans.com or call Member Services and ask us to send you a provider or pharmacy directory.

For coverage and costs of Original Medicare look in your current “**Medicare & You**” handbook. View it online at www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227) 24 hours per day/7 days per week. TTY user's should call 1-877-486-2048.

This information is not a complete description of benefits. Call 1-844-321-1763 (TTY/TDD user's call 711) for more information.

You must continue to pay your Medicare Part B premium.

This plan is an institutional special needs plan (I-SNP). Your ability to enroll will be based on verification that you, for 90 days or longer, have had or are expected to need the level of services provided in a long-term care (LTC) skilled nursing facility (SNF), a LTC nursing facility (NF), a SNF/NF, an intermediate care facility for individuals with intellectual disabilities (ICF/IDD), or an inpatient psychiatric facility.

This plan is an institutional special needs plan (I-SNP). Your ability to enroll will be based on verification that your condition makes it likely that either the length of stay or the need for an institutional level of care would be at least 90 days.

American Health Advantage of Tennessee (HMO I-SNP) has been approved by the National Committee for Quality Assurance (NCQA) to operate as a Special Needs Plan (SNP) until 2022 based on a review of the American Health Advantage of Tennessee Model of Care.

The pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

Out-of-network/noncontracted providers are under no obligation to treat members, except in emergency situations. Please call our Member Service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Anti-Discrimination Notice and Multi-Language Interpreter Services

American Health Advantage of Tennessee (HMO I-SNP), offered by American Health Plan, Inc, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. American Health Advantage of Tennessee does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

American Health Advantage of Tennessee:

- 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 American Health Advantage of Tennessee Member Services.

If you believe that American Health Advantage of Tennessee 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: American Health Advantage of Tennessee, ATTN: Appeals & Grievances, 201 Jordan Road, Suite 200, Franklin, TN 37067, telephone: 1-844-321-1763 (TTY/TDD users call 711) 8:00 A.M. to 8:00 P.M. seven days a week October 1 through March 31; Monday to Friday April 1 through September 30; fax: 1-844-280-5360; email: compliance@amhealthplans.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, American Health Advantage of Tennessee Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://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 509 F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-844-321-1763 (TTY/TDD: 711).

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-321-1763 (TTY/TDD: 711).

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-321-1763 (رقم هاتف الصم والبكم: 117).

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-321-1763 (TTY : 711)。

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-321-1763 (TTY/TDD: 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-321-1763 (TTY/TDD: 711)번으로 전화해 주십시오.

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-321-1763 (ATS : 711).

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໃດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-844-321-1763 (TTY/TDD: 711).

አማርኛ (Amharic)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-844-321-1763 (መስማት ለተሳናቸው: 711)።

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-321-1763 (TTY/TDD: 711).

ગુજરાતી (Gujarati)

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-321-1763 (TTY/TDD: 711).

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-844-321-1763 (TTY/TDD: 711) まで、お電話にてご連絡ください。

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-321-1763 (TTY/TDD: 711).

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-321-1763 (TTY: 711) पर कॉल करें।

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-833-321-1763 (телетайп: 711).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم تماس بگیرید. 1-844-321-1763 (TTY/TDD: 711) می باشد. با



Toll-free: 1-844-321-1763 (TTY/TDD users call 711)

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