

## 2020 Medicare and Individual and Family Plans Benefits Training Provider FAQ



**Where can I find more information on the Extra Benefits (Supplemental Benefits) for my ACA/Health Insurance Marketplace patients?**

[networkhealth.com/individual/additional-benefits](https://networkhealth.com/individual/additional-benefits)

**Where can I find more information on the Extra Benefits (Supplemental Benefits) for my Medicare patients?**

[networkhealth.com/medicare/additional-benefits](https://networkhealth.com/medicare/additional-benefits)

**Where can I find more information about the medical benefits for my Medicare patients?**

[networkhealth.com/provider-resources/medicare-provider-manual.html](https://networkhealth.com/provider-resources/medicare-provider-manual.html)

**What are the chiropractic benefits for each Medicare plan?**

Network Health Medicare Advantage plans include only Medicare-covered chiropractic care. This is limited to manually manipulation of the spine to correct subluxation. You can learn more about copays on each Network Health Medicare Advantage plan by visiting [networkhealth.com/provider-resources/medicare-provider-manual.html](https://networkhealth.com/provider-resources/medicare-provider-manual.html).

**Is refraction covered by EyeMed with a routine vision exam?**

Refraction is covered with a routine visit by EyeMed *only* when billed to EyeMed along with a code for a routine exam. Refractions billed alone are not covered.

**How do pharmacy copayments apply when medications are ordered and dispensed by a Skilled Nursing Facility?**

Please call our Customer Service team at 800-378-5234, Monday through Friday, 8 a.m. to 8 p.m. (TTY 800-947-3529) They will be able to look at the benefit and benefit stage to determine appropriate cost.

**What are the hearing aid benefits for each Medicare plan?**

All Network Health Medicare Advantage PPO and HMO members are eligible to receive a hearing aid discount through our partner, Simpli Hearing. Qualified hearing aids are discounted to \$1,220-\$1,985 per device (a savings of \$775-\$1,215 per hearing aid). This cost includes a one-year warranty, three office visits, one pack of batteries and one year of loss and damage insurance. Members must visit a Simpli Hearing provider in order to receive these discounts. Two Network Health Medicare Advantage plans, Network Platinum*Premier* and Network Platinum*Premier* Rx, also offer members a hearing aid reimbursement of up to \$75.

Learn more about the hearing aid benefit by visiting [networkhealth.com/medicare/additional-benefits](https://networkhealth.com/medicare/additional-benefits).

**Are Network*Prime* (MSA) members eligible to receive the hearing aid discount?**

Network*Prime* members are not eligible to receive the hearing aid discount.

**How are routine and preventive visits covered under the NetworkPrime (MSA) plan?**

NetworkPrime members must pay the full cost of all medical care, including routine and preventive visits, until they reach their deductible (\$5,100 in 2020). After meeting their medical deductible, NetworkPrime members will pay nothing for Medicare-covered services.

**Additional Information**

Learn more about our routine vision partner, EyeMed, by visiting [eyemed.com/en-us/provider](https://eyemed.com/en-us/provider). If you are already an EyeMed provider, you can view their Provider Manual by visiting [eyemedinfocus.com/provider\\_manual/includes/files/Provider-Manual.pdf](https://eyemedinfocus.com/provider_manual/includes/files/Provider-Manual.pdf).

Learn more about our hearing aid discount partner, Simpli Hearing, by visiting [simplihearing.com/](https://simplihearing.com/).

View copies of the Network Health ID by visiting [networkhealth.com/provider-resources/policies-and-forms.html](https://networkhealth.com/provider-resources/policies-and-forms.html).