



2023



VALUE ADDED ITEMS and SERVICES

Your Guide to Special Discounts and Services

CarePlus
HEALTH PLANS

Value-Added Items and Services for CarePlus

Your Guide to Special Discounts and Services

To save you money, your CarePlus plan includes valuable discounts on items you may need or want. Let these pages guide you. Also there may be other discounts and offers available with your plan. Call the number on the back of your ID card to learn more. To redeem these discounts, you may need to show your CarePlus member ID card.

- For information or if you have questions, please call Member Services at **1-800-794-5907**; TTY: **711**. From October 1 - March 31, we are open 7 days a week, 8 a.m. to 8 p.m. From April 1 - September 30, we are open Monday - Friday, 8 a.m. to 8 p.m. You may always leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within one business day. For 24-hour service, you can visit us at **CarePlusHealthPlans.com**.
- The products and services described on the following pages are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the CarePlus grievance process. Value-Added Items and Services (VAIS) are not plan benefits. Plan's members who choose to obtain VAIS items or services are responsible for all costs.
- CarePlus is not responsible for the performance or non-performance of any vendor or any product warranties.
- CarePlus is not responsible for payment of nor rebilling for these transactions. The sale transaction is solely between you and the vendor.

If you're unhappy with any of these items or services, we'd like to know about it. Please call **1-800-794-5907** (TTY: **711**).



Dental Discount

You may save **20–50%** when you see a dentist in the CarePlus network. Services include annual exams, cleanings, crowns and more.

How it works

Find a CarePlus participating dentist by calling **1-800-794-5907** (TTY: **711**) or by visiting **CarePlusHealthPlans.com**.

- The dental program is not insurance; it is a discount program.
- At the time of service, present your CarePlus member ID card and get the fee schedule price.
- Staff will tell you if you need to pay at the time of service or wait for a bill.
- Your area may not have all types of dentists.
- There is a **20%** discount for specialist care.
- In-network dentists are accredited and licensed by the state of Florida; for questions or concerns, call Member Services at the number provided below.
- If your dentist leaves the CarePlus network, you'll need to find another one.
- You cannot get a discount on dental work that began before you joined this plan.

Contact Information

Visit **CarePlusHealthPlans.com**. You can also call **1-800-794-5907** (TTY: **711**). Please have your CarePlus member ID card when you call.

20-50% OFF

exams, cleanings, crowns,
specialist care and more

Hearing Care Program

As a CarePlus member, you have access to discounts and services from HearUSA. Save hundreds of dollars on the most popular products when you visit a participating provider. Please call HearUSA to schedule an appointment and receive your discounts.

How it works

Call HearUSA toll-free at **1-855-243-5509** (TTY: **1-888-300-3277**) Monday – Friday, 8 a.m. – 8 p.m., to make an appointment with a local provider. Your appointment must be scheduled through HearUSA to make sure you get your discounts.

- **\$500** discount for each hearing aid.
- Two years of free batteries when you buy hearing aids (up to 96 cells).
- Two-year warranty on the hearing aids.
- Featuring over 800 models of name brand hearing aids.
- All styles and technology levels including invisible, Bluetooth and smartphone compatible.
- 60-day money-back guarantee.
- Interest-free financing available with approved credit.
- A **10%** discount on accessories and hearing assistance products is also available. Just visit **www.hearingshop.com**. Please use discount code "**EARCAREPLUS**" to receive savings.

To get your discount, show your CarePlus Member ID card at the time of your visit.

Contact information

To find out more about HearUSA, call toll-free **1-855-243-5509**, Monday – Friday, 8 a.m. – 8 p.m. If you use a TTY, call **1-888-300-3277**.

EXCLUSIVE SAVINGS

on hearing aids, plus additional product discounts
exclusively for CarePlus members

Lifeline Medical Alert Service

With a press of your help button, you are quickly connected to a Lifeline Response Center, 24/7/365.

- You choose who responds to your call for help: a neighbor, friend, loved one, or emergency services.
- A Trained Care Specialist will access your personal care plan, assess your situation and dispatch the help you need.
- Lifeline will follow up to make sure that help has arrived.
- It is recommended that you always wear your pendant. It is water resistant and safe to wear in the shower or in the rain.
- Fall detection automatically detects falls and connects to Lifeline's Response Center, even if you don't press your help button.⁽¹⁾
- The HomeSafe medical alert system delivers fast and easy access to the help you need. It delivers peace of mind and a feeling of security in and around the home.
- The On the Go mobile solution helps deliver confidence by providing around the clock access to help at the press of a button. Whether you are at home, running an errand, or visiting a friend, you will have peace of mind knowing you are protected and connected.
- The On the Go+ Mobility solution offers even greater functionality, including activity insights and geolocation capabilities for safe returns home.

Contact information

Visit **www.offer.lifelinesys.com/Care-Plus** or call **1-800-533-8954 x 54076** (TTY: **711**), Monday – Friday, 8 a.m. – 8 p.m., and Saturday 9 a.m. – 6 p.m. When ordering, mention program code **MA858** to receive your discount.

⁽¹⁾ If able, users should always push their button when they need help.

Button signal range may vary due to environmental factors. Monthly fees and applicable taxes apply. Other fees may apply. Minimum stay on service may be required.

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EXCLUSIVE SAVINGS

on Lifeline medical alert systems

Meal Delivery Discount

DeliverLean Care for CarePlus

Eat Well. Every Day.

DeliverLean Care is a leading nutrition partner to doctors and hospitals providing fresh, healthy, condition-specific meals delivered to patients' homes to help enhance recovery and improve overall health and well-being.

DeliverLean Care meals are always FRESH, never frozen, and are made with the highest quality whole ingredients. The meals are carb- controlled, low-fat, low-sodium, and are beneficial for anyone with unique dietary needs or chronic health conditions.

Plans

- | | |
|-------------------------------|---------------|
| 1. General Wellness | 4. Vegetarian |
| 2. Diabetic (Carb-Controlled) | 5. Pureed |
| 3. Low Sodium | 6. Kosher |

As a CarePlus member, DeliverLean Care meals are available at a discounted rate of **\$8.95** per meal and are sold in packages of 10.

How it works

1. Select your plan
2. Unpack your Meals
3. Heat 'Em up
4. Eat & Repeat

Why DL Care Meals?

- | | |
|-------------------------|------------------------------------|
| • Grounded in nutrition | • High integrity whole ingredients |
| • Dietitian approved | • Fresh never frozen |
| • Low fat, low sodium | • Prepared by gourmet chefs |
| • Carb-Controlled | |

Contact information

Call **1-800-999-0288** (TTY: **711**), Monday – Friday, 9 a.m. – 7 p.m., and Saturday 10 a.m. – 2 p.m.

Note: This meal plan discount is in addition to any meal-delivery benefit you may have under your current plan. Please consult your plan benefits to determine if you can receive meal delivery to your home at no additional cost to you, in some situations.

EXCLUSIVE SAVINGS

Discounted rates on meals

Vision Discount Program

Taking care of your vision is important to your overall health and well-being. With the vision discount program, caring for your eyes is easy — so is saving on eyewear.

How it works

You can get a **35%** discount on services from vision providers in the CarePlus network.

To locate a CarePlus network provider:

- Go to **CarePlusHealthPlans.com**
- Click on "Find a provider"
- Enter your ZIP code
- Type "vision" in the specialty field
- Click on "Optometrist"
- Click on "Search"

You can also call Member Services at **1-800-794-5907** (TTY: **711**) to ask for help finding a CarePlus vision provider.

Once you choose a provider, call and set up your appointment. Make sure to tell them you have the discount through CarePlus. The provider will take care of the rest. You won't need to submit a claim to receive a discount.

35% OFF

eye exams, eye glasses,
contact lenses and more

Integrative Health and Well-Being Discounts

CarePlus partners with Choices by WholeHealth Living® to provide a vast array of discounts and services through a network of integrative health practitioners which include, but are not limited to, acupuncture, chiropractic, massage therapy and nutritional programs. This program also offers additional discounted health and well-being products and services.

Integrative Health

Acupuncture

Acupuncture is a technique that uses very thin needles to help improve pain, reduce stress, and increase the body's overall health and well-being.

Chiropractic

Chiropractic care is a natural treatment that addresses joint pain, backaches, headaches, and other symptoms that affect your quality of life.

Massage

Massage can be used for a wide range of health and wellness benefits. Applying various degrees of pressure and movement to the body's muscles and tendons can help to reduce pain, stress, and even improve immune function.

How it works

The Choices by WholeHealth Living program is a value-added discount program associated with your health plan and not considered insurance. Hence, there is no need for a pre-certification or referral to visit a practitioner in the Choices by WholeHealth Living network. You may see Choices by WholeHealth Living practitioners as often as you like—but you should talk with your primary care provider about any treatments you're considering. Please note that you will be responsible for paying the Choices by WholeHealth Living practitioners at the reduced rate. If you're already seeing integrative health practitioners who are not on the Choices by WholeHealth Living list, you can ask to add them to the network by calling the number below.

Contact information

To find integrative health practitioners in your area, visit www.whlchoices.com/careplus or call **1-800-274-7526** (TTY: **711**), Monday – Friday, 8 a.m. – 8 p.m. Please have your CarePlus member ID card when you call.

EXCLUSIVE SAVINGS

on acupuncture, chiropractic, massage, nutrition and more

The Choices by WholeHealth Living program is easily accessible and offers a variety of discounts sent directly to your email. Some examples are listed below. Be sure to visit www.whlchoices.com/careplus for all the available discounts and services.

Nutrition Services

Nutrisystem® provides unique, comprehensive solutions for weight loss and weight management by delivering delicious, portion-controlled meals directly to the home. Members will receive a **50%** discount off every Nutrisystem plan, 7 free high protein shakes, and free shipping on all orders.

The Vitamin Shoppe® offers a huge assortment of high-quality, cutting-edge supplements, proteins, healthy weight support, aromatherapy, herbs, superfoods, natural beauty products, and more. Members receive up to **20%** off their Vitamin Shoppe purchase.

Movement

Fitbit® offers an award-winning array of activity trackers, smartwatches and smart scales, at a range of price points and styles. Choose the device that meets your needs and best suits your lifestyle. Enjoy a comprehensive, 24/7 health companion to help you reach your goals, no matter where you are on your health journey. Members receive **10-15%** off the purchase of Fitbit devices.

Pet Health

United Pet Care provides a pet healthcare membership program built to make high-quality care easy, affordable and accessible to pet parents everywhere. Protect your fur babies and save **25%** on every visit to in-network vets. The program covers all pets at the same low rate, regardless of breed, age, or pre-existing conditions! No claim forms, denials, waiting periods, or frustrating policy restrictions – just guaranteed savings, every time.

Foot Care

Foot Solutions offers members custom designed orthotics and recommended footwear at a **15%** discount in-store or online. Because no matter the age or stage of life, proper foot care creates the foundation to optimize health and well-being.

Self-Care Services

Zeel – In-Home, Spa-Quality Massage On Demand® brings spa-quality, on demand massages to your home, hotel, workplace, or event. Members receive **\$20 off** their first massage and **10-15%** off each massage thereafter.

You can order your discounted products online by setting up an account at www.whlchoices.com/careplus

Prescription Medicine Discount

Medicare prescription plans won't pay for certain medicines at the pharmacy. But as a CarePlus member, you can get discounts on some prescriptions Medicare doesn't cover.

Drug Discount Program

The Centers for Medicare & Medicaid Services ("CMS") have advised that particular categories of drugs must be excluded from Medicare coverage. A list of those categories can be found in your Evidence of Coverage manual. This means that when a member goes to a pharmacy to fill a prescription for a drug that CMS has categorically excluded from coverage, their CarePlus plan will not cover any portion of that cost.

To improve members' access to drugs not covered by Medicare, CarePlus contracted with a third party to help its Medicare members receive discounts on certain medications received from a network pharmacy ⁽¹⁾ that are not covered by their plan, either due to a categorical exclusion or because they are not on the applicable formulary.

How it works

The Drug Discount Program is tied into CarePlus membership and automatically "wraps" around your Medicare (MAPD) plan. The purpose of the program is to enable our members to receive discounts on non-covered or non-formulary drugs. Both CarePlus and its third party claims administrator may receive a fee from a claim processed through this Program. However, the program is designed using CarePlus' "lesser of" logic, which prevents a member from paying more than the pharmacy's cash price when using the program (including the fees). In other words, this logic ensures that a member is never paying more for their drug than the cash price that their pharmacy would have charged a walk-up customer for the same drug on the same day.

The Drug Discount Program is not an insurance benefit, but rather, a value-added service. As such, drugs filled pursuant to the program do not count towards a member's deductible, coinsurance, or cost-sharing amounts, nor in calculating a member's True Out-of-Pocket Costs ("TrOOP").

Transactions currently processed under the discount program can have administrative fees of up to \$7. In 2021, the average administrative fee was \$4.28. CarePlus receives a flat fee for each claim processed through this program. Members never pay more (including the administrative fee) for a drug through the discount program than the cash price that their pharmacy would have charged a walk-up customer for the same drug on the same day. An example of how the program works is as follows:

A member chooses to fill a prescription at the local pharmacy. The specific medication is excluded (not covered) under the member's Part D plan. If the cash price at this pharmacy is \$20, the member would pay the full \$20 price. If this pharmacy has a negotiated discount price on this medication under the Drug Discount Program, then the member may be able to take advantage of some of the savings. If, for example, the discounted price is \$12 and the administrative fee for this drug at this pharmacy under the program is \$5, the member would pay \$17 rather than \$20.

What are the Average Savings?

While the savings may vary from pharmacy to pharmacy, on average, our members saved approximately **49%** on prescription drugs eligible for this program as compared to the cash price for the drug at that pharmacy in 2021. There is no guarantee that members will achieve the same level of savings in subsequent years.

Do I have to Use the Program?

The Drug Discount Program automatically wraps around Medicare membership, but members are not required to participate in the program and are free to speak with their physicians or pharmacists regarding their non-covered prescriptions or potentially available prescription or non-prescription alternatives.

Where a discount is available, it will be applied automatically. However, if a member is attempting to fill a drug that is not a CMS-excluded drug but is not found on CarePlus' formulary, the pharmacist will provide a form called "Medicare Prescription Coverage and Your Rights." This form notifies the member that he or she has the right to request a coverage determination or a special type of coverage determination called a formulary exception, under certain circumstances. If the member chooses not to request a coverage determination and instead wishes to purchase the non-formulary drug using the Drug Discount Program discount applicable to that drug, he or she may inform the pharmacist and the pharmacist can then process the drug through the Program.

Where Can I Find the List of Drugs Eligible for a Discount?

Because CarePlus contracts with a third party adjudicator, which separately contracts with pharmacies within its network, CarePlus does not maintain a list of every drug to which the program applies. Generally, the program will apply to non-Part D-covered drugs, as well as drugs that are not on the applicable formulary.

Contact Information

For more information about the Drug Discount Program, you can call Member Services at the number located on the back of your membership card. You can also find a copy of the Value-Added Items and Services plan document on your MyCarePlus page.

⁽¹⁾ CarePlus has retained a third party DST Pharmacy Solutions, Inc. "(known as, "SS&C Health")" to administer the Drug Discount Program, and the program is available to participants in CarePlus' plans who use participating pharmacies within DST's network.

DISCOUNT

on prescription medications not
covered by Medicare



CarePlusHealthPlans.com

Important: At CarePlus, it is important you are treated fairly. CarePlus Health Plans, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion, or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities. The following department has been designated to handle inquiries regarding CarePlus' non-discrimination policies: Member Services, PO Box 277810, Miramar, FL 33027, 1-800-794-5907 (TTY: 711). Auxiliary aids and services, free of charge, are available to you. 1-800-794-5907 (TTY: 711). CarePlus provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

This information is available for free in other languages. Please call our Member Services number at 1-800-794-5907. Hours of operation: October 1 - March 31, 7 days a week, 8 a.m. to 8 p.m. April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. You may leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within one business day.

Español (Spanish): Esta información está disponible de forma gratuita en otros idiomas. Favor de llamar a Servicios para Afiliados al número que aparece anteriormente.

Kreyòl Ayisyen (French Creole): Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri rele nimewo Sèvis pou Manm nou yo ki nan lis anwo an.