

Welcome to your UniCare health plan!

For Medicare Extension members

There are many plan changes as of July 1, 2023

If you are a returning member – Be sure to take a few minutes to review the changes to your plan this year. Look at ***Find out what's new for Medicare Extension*** (in unicaremass.com/members/materials) to learn about changes that are effective July 1, 2023.

Pay particular attention to how your benefits differ between contracted and non-contracted behavioral health providers. Using contracted providers protects you from some very costly surprise bills.

Where to find your plan materials.

View and download your **2023-2024 Medicare Extension Member Handbook** and other member materials from unicaremass.com/members/materials.

What to know about your ID cards.

- Your UniCare ID card** – Whether you're new to UniCare or are a returning member, a UniCare ID card is being mailed to you separately. Present your UniCare ID card to all providers when you get health care. If you'd prefer to use an electronic ID card instead of a physical card, you can access yours through the Sydney Health app.
- Your prescription drug card** – CVS SilverScript will send prescription drug cards to new UniCare members. Returning members can continue to use their current cards.

Send us the “Other Health Insurance” form only if you have medical benefits under another plan.

If you have health insurance under another plan (besides Medicare, AARP, MassHealth, or TRICARE), please download, fill out, and return the **Other Health Insurance (OHI)** form.

If you've filled out an OHI form before, you don't need to send it again if your coverage hasn't changed.

Don't want any more printed materials?

Today, most members tell us they prefer email communications, to reduce waste. We encourage you to join them, if you can. Use the QR code at right, or go to <https://chkmkt.com/unicare>, to tell us what you'd like. You can also set your preference for electronic communications when you set up your UniCare portal account.



Questions? Here's how to reach us.

Call UniCare Member Services at **800-442-9300** (toll free) between 7:30 a.m. and 6:00 p.m. (ET) Monday through Thursday, and Friday from 7:30 a.m. to 5:00 p.m. (ET). TTY users can call 711. You can also email us at contact.us@anthem.com. And there's plenty of plan information available any time at unicaremass.com.

[There's more information on the other side](#) ➤

Tips to keep in mind

- ❑ **Use contracted behavioral health providers** – You won't owe any coinsurance or be balance billed when you use behavioral health providers who are contracted with Carelon Behavioral Health. Carelon Behavioral Health administers UniCare's behavioral health network.
- ❑ **How to find contracted providers** – Go to unicaremass.com/find-care-by-plan to look for Carelon-contracted providers, as well as other types of facilities and providers.
- ❑ **Download Sydney Health and log in at unicaremass.com** – From the Sydney Health app on your mobile device, you can check your EOBs and claims, track your out-of-pocket maximum, and access well-being programs to help you live your best life.
- ❑ **Show your ID card** – When you get services, remember to show both your Medicare card and your UniCare ID card.
- ❑ **When you see your doctor** – You owe a \$10 copay for doctor visits. The copay applies to visits with both primary care providers (PCPs) and specialists.
- ❑ **Keep an eye on your bills** – Don't pay a bill before you've gotten payment notices (EOBs) from both Medicare and UniCare. If you're not sure whether you owe a payment, give us a call.
- ❑ **If you need to submit a claim** – If a provider bills you instead of UniCare, you can always submit the claim yourself. Claim forms are available at unicaremass.com.
- ❑ **Use preferred vendors for the highest benefit** – For the following services, your benefits are better when you use a preferred vendor:
 - Durable medical equipment (DME)
 - Home health care
 - Home infusion therapy
 - Medical/diabetic suppliesMedicare suppliers are always the preferred vendors when they're available. But if there's no Medicare supplier you can use, look for a UniCare preferred vendor.
- ❑ **Where to find related information in your member handbook:**
 - ID cards and the "Other Health Insurance" form – Chapter 1
 - Medicare contract suppliers and UniCare preferred vendors – Chapter 2
 - Preapprovals for medical and behavioral health services – Chapter 3 and Chapter 7
 - Types of providers and how to submit claims – Chapter 11
 - Member Services and Sydney Health – Chapter 13

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