UniCare

Welcome to your UniCare health plan!

For Medicare Extension members

Where to find your plan materials.

View and download your ***2021-2022 Medicare Extension Member Handbook*** and other member materials from **unicaremass.com/members/materials**.

Don't want any more printed materials?

If you'd prefer to receive future UniCare correspondence such as EOBs electronically, log in at **unicaremass.com** and set your preferences for electronic communications.

If you're already a member, find out what's changing.

If you're a returning UniCare member, look at ***Find out what's new for Medicare Extension*** to see what's different about your plan as of July 1, 2021.

What to know about your ID cards.

Whether you're new to UniCare's Medicare Extension plan or are a returning member, a new UniCare ID card is being mailed to you separately.

SilverScript, the administrator of your prescription drug plan, will be sending prescription drug cards to new Medicare Extension members.

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.

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. 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

- ❑ **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 supplies

  Medicare 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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