

WELCOME!

A guide for new members of Advantage D-SNP (HMO)



Health Plan 
of San Joaquin



Mountain Valley
Health Plan

Advantage **D-SNP**

Hello!

Welcome to Advantage D-SNP!

You are enrolled in Health Plan of San Joaquin/Mountain Valley Health Plan Advantage D-SNP (HMO). In this guide, we refer to Health Plan of San Joaquin/Mountain Valley Health Plan as “Health Plan.” We will refer to your plan as “Advantage D-SNP.”

Let’s work together to make sure you have the information and resources you need to access the benefits and services covered by Advantage D-SNP.

Your Advantage D-SNP identification card is included with this quick-start guide. Please place it in a safe place. **Do not throw it away.**

Use This Guide to Learn More About:

- When to use your ID Card
- How to get in contact with Health Plan
- Access to doctors and other providers
- How to complete your health survey
- Materials available to you
- Prescription Drug Coverage
- Over-the-counter benefit
- Learn more and get help

**LET’S GET
STARTED**



Look for These Helpful Icons:



Useful tip

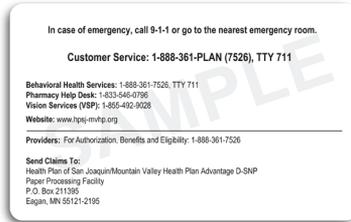


This information can be found on our website

Your ID Card

01

WELCOME



Your Advantage D-SNP ID card is attached to this booklet. Take a look at your ID card and make sure that your name and effective date are correct. Call us right away if you have questions or concerns.

Keep your card with you and show it to your doctor, pharmacy, hospital, or other providers any time you receive health care services.

Your Medi-Cal Benefit ID Card (BIC) is proof of your Medi-Cal enrollment. You may need it to get some of your medicines, so bring it to the pharmacy. You will also use your BIC card to access dental services.



We Are Here to Help!

If you have questions or need help in your language, please call **1-888-361-7526**. If you are hearing impaired, please call **TTY 711**.

Our Customer Service hours are 8:00 a.m. to 8:00 p.m., seven days a week from October 1 through March 31, and Monday to Friday from April 1 through September 30.

Your Primary Care Doctor

When you enrolled in Advantage D-SNP you selected a doctor.

Your doctor will lead your care. If you need to see a specialist or get services from other types of providers, your doctor's office will work with Health Plan to coordinate your care.

 If you want to change your doctor, find a doctor who is part of the Advantage D-SNP network:

- View a list of providers from our Provider Directory.
- Use the search tool on our website to look up doctors and other providers. You can look up a doctor by name or search by language, zip code, and more.

If you decide to change your primary care doctor, call to tell us right away so we can update your records.

 Be sure to make an appointment with your doctor for your initial health exam. Do this even if you feel healthy. For your initial health exam, ask to schedule a face-to-face visit, instead of meeting over the phone. Schedule your visit within 120 days of enrollment.

Your doctor will take time to learn more about your health. This includes medical conditions, prescriptions, and wellness goals. Don't wait until you are sick. Taking this step will ensure that you get off to a good start.

 Find a provider by visiting our website at www.hpsj-mvhp.org.



Continuity of Care

If our plan is new for you, you can keep using the doctors you use now for a certain amount of time, even if they're not in our network. We call this continuity of care.

If they're not in our network, you can keep your current providers and service authorizations at the time you enroll for up to 12 months.

Conditions apply. Please review your Member Handbook for a full explanation or call Customer Service at **1-888-361-7526 (TTY 711)**.

Appoint a Representative

You have the right to appoint someone to represent you in medical matters, such as a family member, friend, or other trusted person.

If someone contacts Health Plan on your behalf, we will check our records to confirm that they are appointed as a representative before sharing your health information or taking any action.

 You must complete the Appointment of Representative Form to get started. Visit our website at **www.hpsj-mvhp.org** and select Member Materials.

Health Plan makes finding a doctor easy!

Find a provider or medical facility using:

- Specialty
- Language Spoken
- Gender
- Hospital Affiliation
- Provider Name
- Provider NPI
- Location
- ... and more!

Let Us Customize Your Health Experience So You Get the Right Care at the Right Time

Take a survey to tell us more about yourself. The survey only takes about **30 minutes**. Here is a sample of questions we will ask:

- 1 Do you take prescription medication?
- 2 Are you getting care for diabetes, asthma, or other health conditions?
- 3 Do you worry about falling when you walk?

Our Care Team will use the information you share to create a Care Plan.

Call Us to Take the Survey

Call **1-800-822-6226 (TTY 711)** to speak to a member of our Care Team. Our Care Team is available from 8:00 a.m. to 5:00 p.m., Monday to Friday.

If we do not hear from you soon, we will try to call you at the number you gave us when you enrolled in Advantage D-SNP.

If we are unable to reach you, we will mail the survey to you. If you receive the survey and need help, please call your Care Team.

Your Materials

05

MEMBER MATERIALS

Take a few minutes to look at materials that tell you more about your plan. You can view materials on our website. There are forms and other materials, but these are the most popular:



Member Handbook

This booklet describes your plan benefits. It also tells you what services you have access to, your rights as a member and more.



Provider List

This is also called a Provider Directory. We have a large network of doctors, hospitals and pharmacies. You can use the Provider List to find a doctor or provider to fit your needs.



Drug List

This is also called a Formulary. Use the Formulary to find out which medications are covered by your plan.



These and other materials can be found on our website at www.hpsj-mvhp.org.

If you would like to receive printed materials in the mail, please call **1-888-361-7526**. If you are hearing impaired, please call **TTY 711**.



Prescription Drug Coverage

If you have a prescription for medication, make sure you know how to get it filled and how to get help if you have any questions or concerns.

First, check to see if your medication is covered.

If it is not covered, you can get a 30-day supply in the first 90 days as a member.



Prescription Medicines Mailed to You

Get your prescription medicines mailed to your home at no cost. View the Provider Directory at www.hpsj-mvhp.org or call Customer Service at **1-888-361-7526 (TTY 711)** for assistance.



Cost of Medicines

Members can see how much a drug costs by visiting our website at www.hpsj-mvhp.org.



Extended Day Supply

Maximize your savings. For a day supply greater than 30 days, ask your pharmacist or health care provider for 90/100 day supply.



For more information on Prescription Drug Coverage and to locate a pharmacy near you, visit www.hpsj-mvhp.org.

Use Your Over-the-Counter Benefit

You get \$600 per year (\$150 every three months) for over-the-counter (OTC) medicines and medical supplies. OTC items are non-prescription drugs that are not normally covered by a Medicare Prescription Drug Plan.

This includes:



Over-the-counter brand name non-prescription medications



Dental and hygiene products



Dietary supplements



Home diagnostic aids

Look for your preloaded card to arrive in the mail. Use your card at stores like Walgreens and CVS.

You also have access to a website and app that allow you to:

- Order items online
- Lookup covered items
- Check your benefit balance

To learn more about your OTC benefit, visit our website at www.hpsj-mvhp.org or call 1-888-316-7526 (TTY 711).



Learn More and Get Help



Workshops

You are invited to attend a workshop to learn more about your benefits. Visit our website or call us to choose a date that works for you.



Helpful Phone Numbers

If you need help, this list of phone numbers will help connect you with the service you need.

Department or Service	Phone
D-SNP Customer Service	888-361-7526
Care Team	800-822-6226
D-SNP Behavioral Health	888-518-7526
24/7 Advice Nurse Line	800-655-8294
Pharmacy Help Desk (MedImpact)	833-546-0796
Vision Services	855-492-9028
OTC Quarterly Benefit	888-316-7526



Online

To learn more about Advantage D-SNP and to get member materials, visit www.hpsj-mvhp.org.



Grievances and Appeals

If you are dissatisfied with the care or service you receive, we want to know. To tell us about it, call Customer Service or use the online form: www.hpsj.com/dsnp-grievances-and-appeals



HealthReach – 24/7 Advice Nurse

Get care advice after-hours when your doctor is not available. Call HealthReach, our advice nurse, with health and medical questions day or night.



Centers for Medicare & Medicaid Services

For questions and information about Medicare coverage, visit www.medicare.gov.

My Notes

Doctor Name: _____

Phone Number: _____

Address: _____

Notes: _____

Nondiscrimination Notice

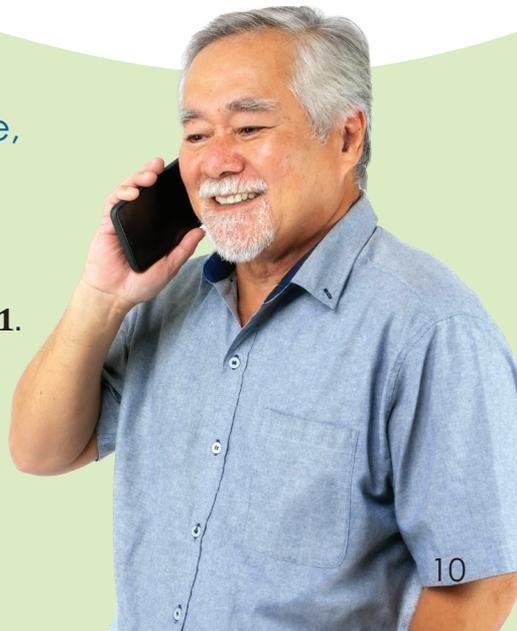
Health Plan of San Joaquin/Mountain Valley Health Plan Advantage D-SNP complies with all applicable state and federal civil rights laws and does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.



If you have questions or need help in your language, our Customer Service Department is here to help.

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Health Plan of San Joaquin Advantage/Mountain Valley Health Plan Advantage D-SNP is an HMO with Medicare and Medi-Cal contracts. Enrollment in Health Plan of San Joaquin/Mountain Valley Health Plan Advantage D-SNP depends on contract renewal.