



brand new day

HEALTHCARE YOU CAN FEEL GOOD ABOUT

2023 Resource Guide

Each day feels brighter when
you finally have the benefits
you deserve.

Welcome to Brand New Day

Welcome! From the beginning, at Brand New Day we've made it our mission to provide you with healthcare that is simple to use and easy to get. And we believe that is something we can all feel good about. It starts with our unique approach to help our members address their healthcare needs. Our model of care is designed to support our members and their caregivers by helping them connect closely to their Primary Care Providers.

Brand New Day's comprehensive benefit program is designed to address each member's unique healthcare needs. We offer programs for those with Medicare and/or Medi-Cal, as well as for people with ongoing medical conditions like diabetes, cardiovascular disease, dementia, and behavioral health. We also have programs for members who receive institutional-level care in their home or a long-term care facility. Our approach is personalized to help our members stay healthy and independent.

Brand New Day has a team of caring healthcare professionals who are dedicated to improving the overall well-being of each member. They are empowered to make your experience so good you will indeed feel good about your healthcare.

**We invite you to learn more about our plans, and
look forward to welcoming you.**

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Member Services

We are here to help you.

To get a complete list of services we cover, please access your “Evidence of Coverage” (EOC) at bndhmo.com/members/plan-details or call our Member Services Department to request a copy. The benefit information provided does not list every service that we cover or list every limitation or exclusion.



Call Toll-Free

1-866-255-4795, TTY 711



Hours of Operation

Year Round: Monday - Friday 8 am - 8 pm

October 1 - March 31: Monday - Sunday 8 am - 8 pm



Address

Brand New Day

Attn: Member Services Department

P.O. Box 93122

Long Beach, CA 90809-9871



Your Brand New Day ID Card

It is important to bring and show your ID Card to all your health-related appointments. If you have Medi-Cal (white and blue card), please bring this with you as well.

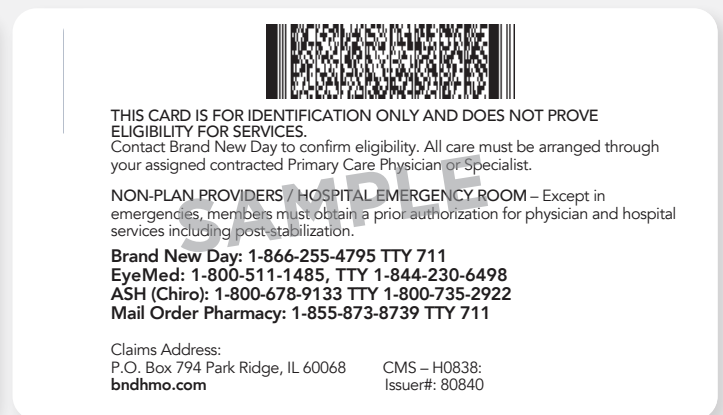
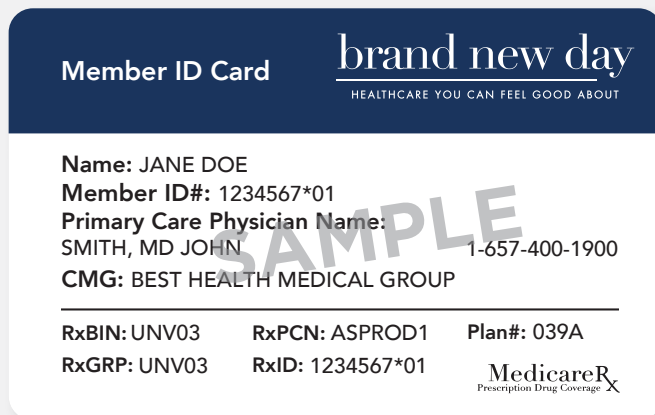
If you did not receive your ID Card please call our Member Services Department at 1-866-255-4795, TTY 711. Give us your new mailing address each time you move so we know we are sending your ID Card to the right address.



Call three (3) days in advance, when possible, and make sure to schedule a round-trip.

The transportation* card provides you with two (2) types of services; routine and medical (non-urgent). Use routine transportation to doctor office visits, specialty services, social worker appointments, and the pharmacy.

Schedule medical transportation (non-urgent) if you're in need of a special type of transportation. If you are bed-bound, wheelchair bound and/or need gurney transportation, use this service for transportation for specialty services, therapy services, and urgent care.



*Transportation benefit is not covered for the following plan: Brand New Day Part B Savings Plan (HMO) 49.

Rewards Plus Program

Taking Care Of Yourself Can Be Rewarding!

As a Brand New Day member, you're eligible to earn valuable rewards just for taking healthy actions – like getting your annual wellness check and other health screenings at select retailers.

Step 1: Schedule a visit with your doctor and complete the health screenings you are due to finish this year. Review the screenings and tests on the next page.

Step 2: While at your appointment, review the test and screenings with your doctor. Complete the preventive health tests before **December 31** to earn your reward(s). Your screenings need to take place after the start of your plan year in order to qualify.

Step 3: Once we receive the completed screenings from your doctor, we will load your Rewards Plus Card with the reward(s) amount (60-90 days from the date completed).

Once you receive your Rewards Plus Card, activate your card to use your reward amounts. As you complete more activities, we'll add your reward funds to your card within 60-90 business days from completion date. Use your rewards dollars on a wide variety of products at any of the eligible retailers. We'll keep adding rewards as you earn them all year, so hold onto your card!

Your Rewards Plus card is valid at the following types of retailers:

- Grocery stores, supermarkets
- Convenience stores, markets, specialty stores, and vending machines
- Bakeries, eating places and restaurants*
- Electronics sales
- Household appliance stores
- Lawn and garden supply stores
- Service stations (with or without ancillary services)
- Fuel dispenser, automated
- Made Easy Meals program

*Please note cards can not be used at wholesale clubs, discount retailers, or drugstores/ pharmacies, fast food restaurants, and provider offices.

Rewards Plus Program Incentives

Earn Up To \$150 In Rewards

Earning your Rewards is much easier than you might imagine. In fact, many of your Rewards are based on healthy actions you already take every year.

Visit the following URL to learn more bndhmo.com/members/rewardsplus

Examples include:

- ✓ **Health Risk Assessment**
Complete and mail the form included in your Welcome Kit. If you need help completing the form, please call Member Services.
- ✓ **Annual Wellness Visit**
Schedule and complete with your Primary Care Provider (PCP).
- ✓ **Diabetes Retinal Eye Exam**
Complete your eye exam with an optometrist or ophthalmologist.
- ✓ **Mammogram**
Contact your PCP to see if you need this screening this year.
- ✓ **Colorectal Cancer Screening**
Contact your PCP to see if you need a colorectal cancer screening this year. Qualified screenings include colonoscopy or a Fecal Occult Blood Test.
- ✓ **Flu Shot**
After September 1st, 2023.

Talk to your PCP to see which health screenings or tests you need. Complete them after the start of your plan year and before December 31 to earn your rewards.

Not all members will qualify for all rewards. Qualification for screenings and tests are at the discretion of your provider.

Healthy Foods Program

Qualifying members with an eligible chronic condition are automatically enrolled in our special Healthy Foods program. As part of the program, you will receive a benefits prepaid card loaded with your healthy foods benefit allowance. You can use your card to purchase healthy food items to help you maintain a well-balanced diet.



Helpful Tips

Keep your card: As long as you remain enrolled in a qualifying plan, we'll continue to reload your allowance.

Check your balance: To check your balance, please visit **BND.NationsBenefits.com** or call **1-877-280-6207, TTY 711**.

Use your allowance: We encourage you to spend your full allowance before the end of your benefit period. Unused amounts do not rollover.

How do I activate my card?

You have three easy ways to activate your card:



Scan the QR code using your mobile device



Visit **BND.NationsBenefits.com/Activate**



Call **1-877-205-8005, TTY 711** to speak with a Member Experience Advisor

Please note: You'll need to activate your card before you can use it.

How can I purchase eligible healthy food items?

You have four convenient ways to purchase eligible grocery items.



Online

Log in to your secure online account on the MyBenefits website to place your order through our trusted partner NationsBenefits. Visit **BND.NationsBenefits.com** to get started.



Mobile App

Scan this QR code to download the MyBenefits app. Once you download the app, you'll be able to place an order from your mobile device.



Phone

Call **1-877-280-6207, TTY 711** to place an order with a Member Experience Advisor.



In person

Call **1-877-280-6207, TTY 711** to find participating stores near you. You'll be able to swipe your card at the checkout to pay for your items.

How can I check how much I have available to spend?

You have three easy ways to check how much you have available to spend:

Through the MyBenefits portal



Scan this code with your smartphone camera or search "MyBenefits" in the App Store or Google Play.



On the website

Visit **BND.NationsBenefits.com**



By phone

Call **1-877-280-6207, TTY 711** to speak with a Member Experience Advisor. Member Experience Advisors are available 24 hours a day, 7 days a week, 365 days a year.

What happens if I go over the amount I have left to spend on my card?

If your purchase amount is more than the amount you have left to spend on your card, you will need to pay the rest with another form of payment.

What if my card is lost or stolen?

If your card is lost or stolen, call **1-877-280-6207, TTY 711** as soon as possible. Member Experience Advisors are available 24 hours a day, 7 days a week, 365 days a year. Language support services are available at no cost to you.

This card cannot be used to pay for prescription drugs or products that are not eligible. Ineligible products include alcohol, tobacco, and gift cards. If members would like to buy items that are not eligible, they will need to use another form of payment. ©2022 NationsBenefits, LLC. All rights reserved. NationsBenefits is a registered trademark of NationsBenefits, LLC. Other marks are the property of their respective owners.

Your Annual Wellness Exam



We want to help you feel good and maintain your health goals. The key to being healthy is prevention. Prevention starts with your yearly check-up. Your yearly check-up is also known as your Annual Wellness Exam. During this exam, your Primary Care Provider (PCP) will give you a thorough health check-up through tests and screenings that are unique to your healthcare needs.

As part of your Annual Wellness Exam there will be an assessment of your physical and emotional well-being and lab test.

Once we receive your completed screenings and tests from your doctor, we will load your Rewards Plus Card with the reward(s) amount. This process on average takes 60-90 days from the date you completed your screenings and tests.

We will mail you a letter as a reminder for your Annual Wellness Exam.

Receiving Covered Services

Your PCP can refer you to a specialist and other healthcare providers. Before any specialty service visit be sure you have an authorization. If you do not have an **authorization**, services may not be “covered services” and you may have to pay.

How do I get “covered services” when I just joined Brand New Day and I am in the middle of care/treatment?

As soon as you join Brand New Day make sure that you are getting “covered services” from an in-network provider. To get a new authorization contact your PCP. We will transfer you to another specialist or work with your current provider to continue and finish your care.

The benefit information provided does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, please access your “Evidence of Coverage” (EOC) at **bndhmo.com/members/plan-details** or call Member Services Department to request a copy.



24/7 Nurse Advice Line

Call **1-888-687-7321**, TTY 711 to reach a nurse
24 hours a day, 7 days a week.

Brand New Day offers a Nurse Advice Line that you can call to get advice about your health condition(s) and your health concerns. A nurse can give you information based on your signs and symptoms or let you know if you need to seek urgent care services. If you need an immediate diagnosis you can contact Teladoc 24 hours a day, 7 days a week.

There is **no cost** to speak to a nurse.

Have a question? Need help? Call our Member Services team

1-866-255-4795, TTY 711 Monday - Friday, 8 am - 8 pm and 7 days a week
8 am - 8 pm from October 1 - March 31

24/7 Doctor Advice Line.



Earning your Rewards is much easier than you might imagine. In fact, many of your Rewards are based on healthy actions you already take every year.

Teladoc gives you access 24 hours, 7 days a week to a U.S. board-certified doctor through the convenience of phone, video or mobile app visits. Set up your account today so when you need care now, a Teladoc doctor is just a call or click away.

1. Set Up Your Account

Online:

Go to Teladoc.com and click "set up account".
Teladoc.com

Mobile app:

Download the app and click "Activate account".
Teladoc.com/mobile

Call Teladoc:

Teladoc can help you register your account over the phone.
1-800-Teladoc (835-2362)

2. Provide Medical History - Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.

3. Request A Consult - Once your account is set up, request a consult anytime you need care and talk to a doctor by phone, web or mobile app.

Teladoc doctors can diagnose and treat many non-emergency medical conditions.

Talk to a doctor anytime for **free!**

Urgently Needed Services and Emergency Room

Primary vs. Urgent Care

Knowing the right time to visit the right kind of provider is an important part of getting the best care and results in each situation.

Primary Care Provider (PCP)

Checkups & Immunizations
Preventive Care &
Screenings
Sudden Illness (like sore
throat or rash)

Urgent Care

Sprains or Minor
Accidents
Minor Infections
When you're unable
to see your PCP

Emergency Room

Major Accidents
Difficulty Breathing
Chest Pain

You **do not** need to visit an in-network Emergency Room or receive an authorization for emergency care.

Urgently Needed Services And Emergency Room

	Urgent Care	Emergency Room
Cost	There is <u>no cost</u> for urgent care services when you use an urgent care center contracted with Brand New Day.	Your emergency services are covered and there may be a copay for your visit. You may also have a copay for ambulance services.
Which option is best?	Urgent care is used for injuries or illness that require immediate care that are not life-threatening.	Emergency room visits are for urgent life-threatening emergencies.
Things to consider	Urgent care may save you time and money: <ul style="list-style-type: none"> • If you are away from home and need medical care, urgent care may be a good option. • If you have chest pain go to the Emergency room. 	If your condition is not life-threatening, please consider urgent care as an option instead of waiting in the Emergency room.

Your Brand New Care Manager

As a member, you are assigned a personal Care Manager. Your Care Manager may work with you to develop an individualized healthcare plan to improve your overall health. Members with ongoing medical conditions may need assistance of a Nurse or Care Manager. If you feel you would benefit from an assigned personal Nurse, call Member Services to request one.

Care Manager are assigned to you based on the risk level Brand New Day deems appropriate for your healthcare needs. A variety of risk factors (i.e. how often you visit the hospital unplanned, how compliant you are at taking your medications, or how much assistance you need for your activities of daily living) are considered in collaboration with your individualized healthcare plan.

Care Manager

Having a Care Manager depends on whether you have certain ongoing medical conditions. However, you can request a Care Manager to work with you to help reach your health goals such as weight, stress, or other health concerns.

This service is provided at **no cost** to you.

Have a question? Need help? Call our Member Services team

1-866-255-4795, TTY 711 Monday - Friday, 8 am - 8 pm and 7 days a week

8 am - 8 pm from October 1 - March 31

Personal Care Plan

Your Care Team can help you reach your personal health goals and obtain services needed to maintain or improve your health.

Examples:

- "Testing"**– Diabetes nurses are assigned to members with diabetes. Continuous Glucose Monitors (CGMs) are provided to members using certain types of Insulin and whose A1c is 8 or greater; and whose physician requires testing 4 times per day or more. Other chronic conditions have other special services and benefits.
- "Exercise"**– Member's Care Plan may include a gym membership or an individualized exercise plan, etc.
- "Nutrition"**– Member's Care Plan may include discounted weight management plans such as, the Made Easy Meals program, education on low fat and refined carbohydrate meal options, etc.

Contact Member Services Department and/or your personal Nurse/Care Manager to start your individualized healthcare plan today!



Comprehensive Care Management Programs

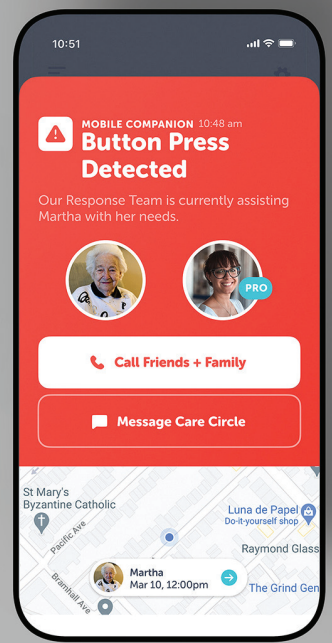
Our Comprehensive Care Management Programs include state-of-the-art home medical telemedical services for monitoring health improvements. Home monitoring equipment includes scales, blood pressure cuffs, pulse oximetry, and a Glucose monitor. Medical support and telemedicine options are available. This allows medical professionals to monitor your health quickly and efficiently. If you have any of these conditions and are interested in participating in one or more of these programs, contact our Member Services Department.

There is **no cost** to you.

The Comprehensive Care Management Programs Include:

- Diabetes
- Hypertension Control
- Chronic Kidney Disease
- Incontinence
- Congestive Heart Failure (CHF)
- Cardiovascular Disease
- Dementia
- Fall Prevention
- Chronic Obstructive Pulmonary Disease (COPD)
- Support for individuals with major depression, bipolar disorder, schizophrenia, and/or schizoaffective disorder

Personal Emergency Response System (PERS)



Staying safe and feeling secure wherever you are can become a little more difficult as we age, especially when we're dealing with health issues. That's why Brand New Day has partnered with Aloe Care Health to provide our members with what might be "the world's most advanced medical alert system" – at no cost to you.

The Mobile Companion

Created to work in concert with the Aloe Care Health smartphone app, your Mobile Companion is an accessory device that helps independent adults balance freedom and safety connecting you to everyone in your Care Circle – including doctors, nurses, family and friends. In fact, the app allows you to add as many people to your Care Circle as you like!

Personal Emergency Response System (PERS) *continued*

Location detection

Offers peace-of-mind to caregivers and allows prompt care to arrive wherever needed.

Multi-sensory feedback

The combination of sight, sound, and vibration feedback covers a variety of needs.

Wearable fall detection

The internal accelerometer can detect falls and prompt users with assistance.

24/7 Emergency response

From the Aloe Care Health five-star professional monitoring team.

Water resistance

Can be worn in the shower but should not be submerged.

Tech compatibility

Your Mobile Companion is specially engineered so it won't interfere with pacemakers.

Ease of use

Smaller than a credit card, it can be worn on a lanyard or carried in-hand.

The Smartphone App

The Aloe Care Health mobile app is available thru Google Play and the Apple App Store at no cost to you. If you already have this app on your phone, adding the Mobile Companion is easy.

These special services are provided to you at **no additional cost.**

Getting Started

Contact your Care Manager or the Aloe Health Care Member Services Department to acquire your Mobile Companion and start enjoying the security you deserve.

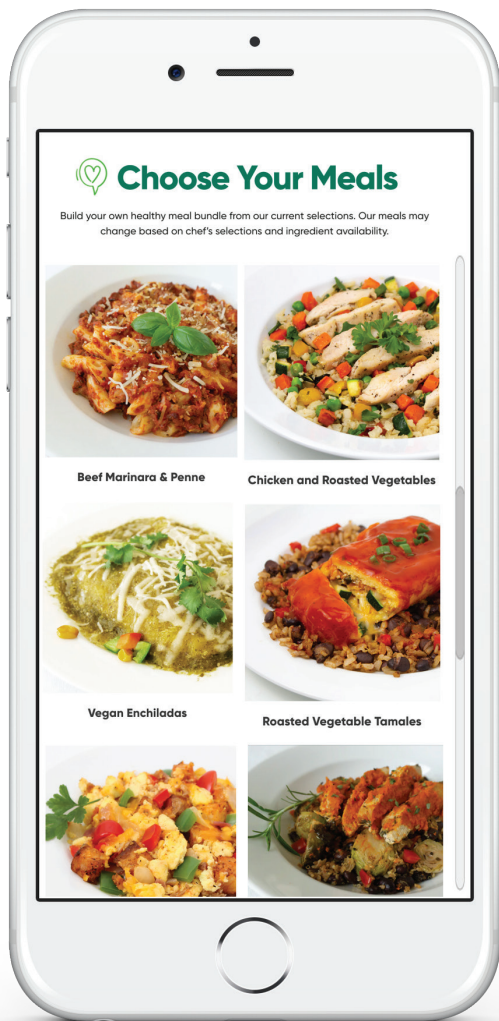
1-844-550-0900, TTY 711

Monday – Friday, 6 am – 6 pm and Saturday – Sunday, 7 am – 4 pm

Made Easy Meals

Fully prepared, nutritious meals delivered to you.

Brand New Day has partnered with the experts at Healthrageous to provide eligible Medicare Advantage members with special Made Easy Meals at no cost! Included with select Medicare Advantage plans. A \$5 per meal copay is an added benefit for select Medicare Advantage plans to get extra meals.



The healthy eating program includes:

- Healthy, ready to heat-and-eat meals that are aligned to your dietary needs and personal taste, delivered directly to your home.
- A digital concierge that guides you through daily living and helps you manage your diabetes and heart health.
- The Healthy Eating Score - a short quiz that assesses your current eating habits. You get your score and a personalized meal plan in minutes.

Three easy options to enroll:

- Visit MadeEasyMeals.com/BNDEnroll
- Text the word JOIN to 88106
- Call Healthrageous at 1-855-868-8655

Purchasing meals If your Brand New Day plan doesn't include free meals or you exhausted your benefit, you can self-purchase Made Easy Meals at an attractive retail price year round at MadeEasyMeals.com. Purchasing meals is not a plan benefit.

Message and data rates may apply according to your carrier text and data plans. At any time, you can text STOP to end messages or text HELP for assistance.

Transition of Care (TOC) Program

The Transition of Care (TOC) program aims to assist members with smooth and seamless transitions from one care setting to another, such as admission to or discharge from a hospital, Skilled Nursing Facility, rehabilitation center or home health environment.

A representative from Brand New Day may reach out to you to assist you with your transition within 1 week making sure that when you are ready to go home you are prepared when the plan is notified of the admission. If you are admitted unexpectedly, make sure you, your caregiver or a loved one contacts us to ensure you have the care you need before you go home.

Home Health / Nurse Visits

There may be times when your doctor will ask a nurse to come to your house and provide care for you. When these services are necessary, we will cover the cost. The nurses will be from a licensed home health agency or employed by Brand New Day.

Hospital Services

You are covered for hospital services. Services include inpatient admission, outpatient surgery, emergency room, and other hospital coverage. Whenever you're being admitted to the hospital, it is important that we are informed. We will make sure the right doctor is there to care for you. We will work with the emergency room and the hospital doctors to make your visit as effective as possible.

Our nurses are here to help you obtain all services you need to have a successful recovery at home from the hospital.

Your nurse will talk to you about what to expect when you get home and will explain when and who to call if you need help. They will make sure you have all your follow-up appointments and will help you understand and obtain the medications you may need.

For more information about any required copayments for hospitalization, please refer to your Evidence of Coverage or call the Member Services Department.

Transition of Care (TOC) Program

continued

Skilled Nursing Care

Sometimes after being admitted to the hospital you may need to receive care prior to being discharged. If you do, you will be temporarily referred to a Skilled Nursing Facility (SNF) until you are able to go home.

Three (3) days prior to being sent home from the SNF, you will receive a letter about discharge. The letter will tell you what to do if you're not ready to leave the facility and want to stop the discharge. The SNF will help you fax your request for immediate review and a decision will be made by Medicare.

If you have full Medi-Cal (Medi-Medi) coverage, Medi-Cal will pay for any remaining charges or copayments that Medicare doesn't cover. Please refer to your Evidence of Coverage (EOC) for exact coverage or call the Member Services Department.

Have a question? Need help? Call our Member Services team

1-866-255-4795, TTY 711 Monday - Friday, 8 am - 8 pm and 7 days a week

8 am - 8 pm from October 1 - March 31

Dental Services



DeltaCare DHMO

Stop decay before it starts. When you visit the dentist for regular cleanings and exams (covered at low or **no cost** under your dental plan), you'll cut your risk of cavities and help identify problems before they get painful and expensive.

What is DeltaCare DHMO?

DeltaCare DHMO is a closed network product that features set copayments, no annual deductibles, and no maximums for covered benefits. Members will receive a plan booklet from DeltaCare DHMO with defined copayments for covered services. Members must select a primary care dentist in the DeltaCare DHMO network in order to receive treatment, as in a traditional HMO.

How to contact DeltaCare DHMO?



Call

1-844-282-7638, TTY 1-877-855-8039



Hours

Monday - Sunday, 8 am - 8 pm (October 1 - March 31)

Monday - Friday, 8 am - 8 pm (April 1 - September 30)



Website

Medicare: www1.deltadentalins.com/brand-new-day-medicare

Medi-Medi: www1.deltadentalins.com/brand-new-day-medi-cal-medicare

Each member **must go to his or her assigned DeltaCare DHMO dentist to obtain covered services**, except for services provided by a specialist preauthorized in writing by DeltaCare DHMO, or for emergency services as provided in Emergency Services. Any other treatment is not covered under this program.

Vision Services

POWERED BY



Brilliant Vision and a healthy lifestyle...easy as 1, 2, 3!

- 1 Select a vision care provider
- 2 Make your appointment
- 3 Tell your provider your coverage is with EyeMed®

Your vision plan provides a **no cost vision examination** along with a **no cost retinal screening every year**. Vision benefits also include a new frame with standard lenses or cosmetic contact lenses.¹

Vision Services *continued*

You're on EyeMed's Insight network, so you've got choices—lots of them. Be it an independent eye doctor, popular retailer or online option, you get the latest in advanced vision technology to see even the slightest vision issue. The EyeMed network has over 12,000 in-network access points in Brand New Day's service area to choose from including the following popular retail chains:

INDEPENDENT
PROVIDER
NETWORK



LENSCRAFTERS[®]

PEARLE
VISION[®]

TARGET OPTICAL[®]

COSTCO
WHOLESALE

sam's club

Walmart

Members can also use their benefit online at:

- lenscrafters.com
- glasses.com
- targetoptical.com
- contactsdirect.com
- ray-ban.com



You can use one provider for both your exam and eyewear **OR** you can receive your exam from one provider and your materials from another provider. **The choice is yours!**



Call

1-800-511-1486, TTY 1-844-230-6498



Hours

Monday - Saturday, 5 am - 8 pm, Sunday, 8 am - 5 pm



Website

member.eyemedvisioncare.com/brandnewday

¹You get an additional discount on tints, coatings and other add-on charges to standard lenses. 40% off additional pairs of glasses, 20% off any remaining balance over the frame allowance, 15% off any balance over the conventional contact lens allowance and 20% off any item not covered by the benefit. Not available at warehouse or wholesale locations.

Acupuncture & Chiropractic



Brand New Day contracts with American Specialty Health Plans of California, Inc. (ASH Plans) to provide you with Acupuncture and Chiropractic services.¹

To find an acupuncturist or chiropractor in your area, please call ASH at **1-800-678-9133, TTY 1-800-735-2922**, Monday-Friday, 5 am - 8 pm. When arriving to your appointment, show your Brand New Day ID Card to verify your enrollment with us.

Have a question? Need help? Call our Member Services team

1-866-255-4795, TTY 711 Monday - Friday, 8 am - 8 pm and 7 days a week
8 am - 8 pm from October 1 - March 31

¹Acupuncture and Chiropractic Services benefit is not covered for the following plans: Brand New Day Bridges Choice Plan (HMO C-SNP) 29, Brand New Day Bridges Care Plan (HMO C-SNP) 28, Brand New Day Select Care II Plan (HMO I-SNP) 43, Brand New Day Select Choice II Plan (HMO I-SNP) 45, Brand New Day Select Care I Plan (HMO I-SNP) 42, and Brand New Day Select Choice I Plan (HMO I-SNP) 44.

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Hearing Coverage

Why miss out on life's most precious moments because of hearing loss? Many wait too long to seek help, but you don't have to.



Brand New Day has partnered with NationsHearing® to provide you with a \$0 copay on hearing aid exams and other health benefits.

Convenient ways to take your hearing test:



Call **1-877-280-6207**, to speak with a Member Experience Advisor who will schedule your hearing test with a local hearing aid provider.



Visit **BND.NationsBenefits.com/Hearing** to access your online hearing test

Comprehensive Hearing Benefit Includes



State-of-the-art technology

- Enjoy natural, lifelike sound in virtually all listening situations
- Designed for comfort and convenience
- Hearing Hunt Game



Personalized Care

- Three follow-up visits to ensure your complete satisfaction¹
- Quality care from a hearing aid provider in your area
- 24/7/365 access to a dedicated team of Member Experience Advisors



Help Along Your Way

- A worry-free purchase with a 60-day trial and 100% money-back guarantee
- Three years of batteries included²
- Three-year manufacturer's warranty

Hearing Coverage

continued



Hearing Hunt Gamification

The game uses multi-themed display with sound clues that ask you to listen and find hidden words while earning rewards and receiving healthy hearing tips. The auditory experience is especially helpful when paired with Bluetooth® hearing aids. **Download today!**



Getting Started

Call 1-877-280-6207, TTY 711 or visit

BND.NationsBenefits.com/Hearing

Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year. Language support services are available free of charge.

Benefits vary by plan. Please consult your Evidence of Coverage for full program details.

¹Within the first year of fitting date.

²Not applicable to the purchase of rechargeable hearing aid models.

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Fitness Membership



With SilverSneakers®, You're Free to Move

SilverSneakers® is more than a fitness program. It's an opportunity to improve your health, gain confidence and connect with your community. And, it's included with Brand New Day plans at **no additional cost**. Whether you play tennis, swim laps, lift weights, visit the gym, or take live classes from home, SilverSneakers has you covered. Movement and exercise are essential to your health, and SilverSneakers supports you in any way you decide to move:

At home or on the go

- SilverSneakers On-Demand™ fitness classes available 24/7
- SilverSneakers Live virtual classes and workshops throughout the week
- SilverSneakers GO™ mobile app with adjustable workout plans and more
- SilverSneakers FLEX® classes, walking groups and workshop at parks, community centers and more

In participating fitness locations

- Thousands of participating locations¹ with various amenities
- Ability to enroll at multiple locations at any time
- SilverSneakers classes² designed for all levels and taught by instructors trained in senior fitness

In your community

- Group activities and classes² offered outside the gym
- Events including shared meals, holiday celebrations and class socials

Fitness Membership

continued

Get Started In 4 Easy Steps

- 1 Go to SilverSneakers.com/StartHere to create an online account.
- 2 Log in to view your member ID number and take that to a participating location.
- 3 You can also enjoy virtual workouts online through your new account.
- 4 Start a healthy routine with the support you need!

Always talk to your doctor before starting an exercise program.

Questions?

Visit SilverSneakers.com or call 1-888-423-4632, TTY 711
Monday - Friday, 5 am - 5 pm.

¹Participating locations ("PL") not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

²Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer Members additional classes. Classes vary by location.

Prescription Drug Coverage

Your Brand New Day Medicare Advantage plan provides comprehensive Part D coverage of prescription medication regardless of whether you have those prescriptions mailed to your provider's office, a retail pharmacy, by mail, specialty pharmacy or elsewhere.

Depending upon the specific medications you need, there may be a copay due upon receipt. But certain generic forms of your medication may require no copay at all. Please ask your primary care provider if generic equivalents may be right for you.

Generic vs Brand Name Drugs

Generic medications have the exact same ingredients as the brand name drugs your care provider prescribes but are less expensive because you aren't paying for the "name."

Remember to ask your pharmacy if there's an appropriate generic version of your brand name prescription.

Save Money with Some Generics

Your plan includes \$0 Copay for Common Prescriptions on Tier 1 and Tier 6 for conditions like high cholesterol, diabetes, and high blood pressure.



Over-the-Counter (OTC) Allowance

Your Brand New Day plan includes an OTC benefit allowance you can use to buy a wide variety of OTC products and health-related items. Taking advantage of this unique benefit could help you save hundreds of dollars each year.

To order an additional catalog, please visit **BND.NationsBenefits.com** or call **1-877-280-6207, TTY 711**.

Ordering OTC Products Has Never Been Easier

You have five convenient ways to place an order. Choose the option that's best for you:



Online

To place an order through the MyBenefits portal, visit:

BND.NationsBenefits.com

If this is your first time placing an order online, you will need to create an account by registering on the **MyBenefits portal** or the **MyBenefits app**. If you already created an account, simply log in and select the items you would like to order. Once you're ready to place your order, click "Checkout."



App

To place an order through the MyBenefits portal, search "MyBenefits" in the App Store or Google Play.



By Phone

To place an order by phone, please call **1-877-280-6207, TTY 711**. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year. Language support services are available free of charge.



By Mail

To place an order by mail, send your completed order form using the postage-paid envelope to:

NationsOTC®

**1801 NW 66th Avenue, Suite 100
Plantation, FL 33313**

Over-the-Counter (OTC) Allowance

continued



In Stores

Use your Brand New Day OTC Card to purchase non-prescription health and wellness products at thousands of participating retail stores, discount stores, and pharmacies.

Examples of Eligible OTC Products

- Allergy, Cold, Flu, and Sinus
- Antacids and Acid Reducers
- Anti-Fungal & Anti-Itch
- Dental and Denture Care
- Ear Care
- Eye Care
- First-Aid & Medical Supplies
- Hemorrhoidal Preparations
- Incontinence Supplies
- Pain Relievers & Fever Reducers
- Therapeutic Skin and Sun Care
- Vitamins and Minerals

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Other ways to save on your prescription drugs

Generic vs. Brand Name

Generic medications have the exact same ingredients as the brand name drugs, but you aren't paying for the "name." Always ask the pharmacy for generic instead of brand name.

Extra Help With Medicare

You may qualify for Extra Help with your prescription drug costs. If you don't qualify for Medi-Cal but you have a limited income, you can apply for Extra Help from Medicare. To apply, contact Social Security at **1-800-772-1213, TTY 1-800-325-0778** or apply online at ssa.gov/prescriptionhelp. If you qualify, Medicare will pay all or part of your Part D Premium* and you will have lower copayments at the pharmacy.

Have a question? Need help? Call our Member Services team

1-866-255-4795, TTY 711 Monday - Friday, 8 am - 8 pm and 7 days a week
8 am - 8 pm from October 1 - March 31

*Part D benefit is not covered for the following plan: Brand New Day Valor Care Plan (HMO) 48



Medicare - Medi-Cal (Medi-Medi) Coverage

If You Have Both Medicare And Medi-Cal Insurance, You Are Entitled To Additional Benefits Paid By The State Of California. Here Are Some Descriptions Of Those Benefits:

Over-The-Counter (Otc) Medications: Medi-Cal Covers A Few Common Over-The-Counter Medications Such As Aspirin. If Your Doctor Writes A Prescription These Medications May Be Paid By Medi-Cal. These Medications Are Not Covered By Your Medicare Part D Program. Brand New Day Will Cover Your Otc Medications As Part Of Your Additional Benefits.

Incontinence Supplies: Brand New Day Covers Your Incontinence Supplies, Such As Diapers, As Part Of Your Additional Benefits. If You Have Medi-Cal Coverage, Your Doctor Can Provide You A Prescription To Receive These Supplies. After Receiving Your Prescription, Your Provider Will Fill Your Order And Bill Medi-Cal. If You Have Any Problems Obtaining Your Incontinence Supplies, Please Call Us At Brand New Day.

Hearing Aids: For Selected Plans Your Medi-Cal Coverage Will Pay For Hearing Aids Up To \$1,510 If You Meet The Criteria That Allows You To Receive A Hearing Aid. Brand New Day Will Cover Your Hearing Aids As Part Of Your Additional Benefits.

Community Based Adult Services: Cbas Is A Program That Delivers Specific Services To Members Who Have Medi-Cal. While Obtaining These Services Your Care Manager Or Your Primary Care Provider (Pcp) Can Assist You. Some Of Our Services Include Social Services, Therapies, Personal Care, Meals, Transportation And Skilled Nursing Care. This Also Provides Training And Support To Families And/Or Caregivers.

Additional State Resources: For Additional State Resources Contact California Department Of Social Services (Cdss) At [Http://Cdss.ca.gov/Contact-Us](http://Cdss.ca.gov/Contact-Us).



Medicare - Medi-Cal (Medi-Medi) Coverage *continued*

Multipurpose Senior Services Program (MSSP)

This program provides Home and Community-Based Services (HCBS) to Medi-Cal eligible members who are 65 years and older who are disabled. This is an alternative to nursing facility placement. The MSSP waiver allows individuals to remain safe in their homes.

- Case Management
- Personal Care Services
- Respite Care (in-home and out-of-home)
- Protection Supervision
- Environmental Accessibility Adaptations
- Housing Assistance / Minor
- Home Repair, etc.
- Transportation
- Chore Services
- Personal Emergency Response System (PERS) / Communication Device
- Adult Day Care / Support Center / Healthcare
- Meal Services - Congregate / Home Delivered
- Social Reassurance / Therapeutic Counseling
- Money Management
- Communication Services
- Translation / Interpretation

In-Home Support Services (IHSS)

The IHSS Program is for those with Medi-Cal. IHSS helps pay for services provided to low-income, blind or disabled individuals. This program is also suitable for children. It is considered an alternative to out-of-home care such as nursing homes, board and care facilities. The services provided in this program include accompaniment to medical appointments and protective supervision for the mentally impaired. Services authorized through IHSS include:

- House Cleaning
- Meal Preparation
- Laundry
- Grocery Shopping
- Personal Care Services (Such as Bowel and Bladder Care, Bathing, Grooming)

Long-Term Care

If you meet the medical criteria to receive Long-Term Care in a nursing home, your Medi-Cal will cover these expenses. If needed, one of our nurses at Brand New Day will assist you in obtaining this benefit.

Your Right To Complain

You have the right to submit a complaint about the quality of care you received and/or a reconsideration (appeal). If you don't believe you're receiving the services you're entitled to, or if you are being asked to pay more than what you believe, you can file a Grievance or an Appeal to Brand New Day.

An Appeals and Grievance representative will let you know if your statement can be taken by phone or in writing. As your plan we can help put the information together to get your request started.

Timeframe For Complaints

You have sixty (60) calendar days from the date of the incident with which you were dissatisfied to file a complaint. We may extend your sixty (60) day limit depending on the cause.

The Appeals and Grievance Department will send you a letter and/or may call you when they have received your complaint. We may also call you if there is more information needed for your case. Another letter and/or call will follow explaining the result of your case. For more information please contact the Member Services Department.

Have a question? Need help? Call our Member Services team

1-866-255-4795, TTY 711 Monday - Friday, 8 am - 8 pm and 7 days a week
8 am - 8 pm from October 1 - March 31

Your Right To Complain *continued*

For More Information



CALL

1-866-255-4795, TTY 711



HOURS

Year Round:

Monday - Friday, 8 am - 8 pm

October 1 - March 31:

Monday - Sunday, 8 am - 8 pm



EMAIL

Complaints@UniversalCare.com



FAX

1-657-400-1217



ADDRESS

Brand New Day

Attn: Appeals and

Grievances Department

PO Box 93122

Long Beach, CA 90809-9871

You Have Options

If you have a complaint that involves the quality of care, you also have the option to file a written complaint with Livanta. Livanta is an independent Quality Improvement Organization (QIO) and is contracted by the Centers for Medicare and Medicaid Services (CMS) to review quality of care complaints from Medicare beneficiaries.

Medical Bills You Receive

Explanation of Benefits (EOB) - You'll receive an EOB monthly and it is NOT a bill. It is a summary of your prescription drug claims and costs (like a statement). If you receive medical bills that you are not responsible for, immediately call our Member Services Department.

Send Us Your Bill

You can mail your bill(s) to us with a request for payment to:

Brand New Day

Attn: Claims Department

PO Box 93122

Long Beach, CA 90809-9871

You can also fax your bill(s) with your request payment to: **1-657-400-1211**

Directory & Helpful Contacts

To receive assistance from Brand New Day and its contracted entities, please call the contacts below:



Member Services Department

1-866-255-4795, TTY 711

Monday – Friday, 8 am - 8 pm and 7 days a week

8 am - 8 pm from October 1 – March 31

Web: bndhmo.com

Fax: 1-657-400-1208

Mail: Brand New Day, PO Box 93122,
Long Beach, CA 90809-3122



American Specialty Health Plans of California, Inc. (ASH Plans)

1-800-678-9133, TTY 1-800-735-2922

Monday – Friday, 5 am - 8 pm



Appeal & Grievances Department

1-866-255-4795, TTY 711

Fax: 1-657-400-1217

Monday – Friday, 8 am - 8 pm and 7 days a week

8 am - 8 pm from October 1 – March 31

Email: Complaints@UniversalCare.com



Healthy Foods Benefit

For questions on where to spend your monthly allowance, call Brand New Day Member Services Department at 1-866-255-4795, TTY 711, Monday – Friday 8 am - 8 pm and 7 days a week 8 am - 8 pm from October 1 – March 31.

To check your balance anytime call 1-877-280-6207, TTY 711 or visit BND.NationsBenefits.com.



Made Easy Meals Program

1-855-868-8655, TTY 711

Monday - Friday, 8 am - 5 pm

Web: MadeEasyMeals.com/BNDEnroll

Directory & Helpful Contacts *continued*

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HEALTHCARE YOU CAN FEEL GOOD ABOUT



Rewards Plus Program

For questions on where to spend your rewards call Brand New Day Member Services Department at 1-866-255-4795, TTY 711, Monday – Friday 8 am - 8 pm and 7 days a week 8 am - 8 pm from October 1 – March 31.

To check your balance anytime call 1-833-614-3258 or visit wellnessincentives.com at anytime.

Delta Dental

1-844-282-7638, TTY 711
Monday – Friday, 5 am - 6 pm
Web: Medicare
www1.deltadentalins.com/brand-new-day-medicare
Web: Medi-Medi
www1.deltadentalins.com/brand-new-day-medi-cal-medicare



Fitness Memberships

1-888-423-4632, TTY 711
Monday – Friday, 5 am - 5 pm
Web: silversneakers.com



Livanta

Quality of Care – Option
1-877-588-1123, TTY 1-855-887-6668
Monday – Friday, 9 am - 5 pm
Web: livantaqio.com

POWERED BY



Eyemed (Medical Eye Services)

1-800-511-1486, TTY 1-844-230-6498
Monday - Saturday, 5 am - 8 pm and
Sunday, 8 am - 5 pm
Web: member.eyemedvisioncare.com/brandnewday

Directory & Helpful Contacts *continued*



EXPRESS SCRIPTS®

Part D Prescription Drug Appeals

Express Scripts

1-877-621-8798, TTY 1-800-899-2114

24 hours a day, 7 days a week.

Clinical Appeals:

Express Scripts

Attn: Medicare Admin Appeals

PO Box 66587

St. Louis, MO 63166-6587

Fax: 1-877-852-4070

Web: www.express-scripts.com

Admin Appeals:

Express Scripts

Attn: Medicare Appeals

P.O. Box 66588

St. Louis, MO 63166-6588

Fax: 1-877-328-9660

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HEALTHCARE YOU CAN FEEL GOOD ABOUT

Nurse Advice Line

1-888-687-7321, TTY 711

24 hours a day, 7 days a week

Web: bndhmo.com



SAFERIDE

Schedule Routing Transportation (To & From Doctor)

1-855-932-5416

Monday-Friday 8 am - 8 pm

Schedule Medical Transportation (Non-Urgent)

1-855-932-5416

Monday-Friday 8 am - 8 pm

Directory & Helpful Contacts *continued*



Teladoc (24/7 Doctor Advice Line)

1-800-835-2362, TTY 1-855-636-1578

24 hours a day, 7 days a week

Web: teladoc.com



NationsHearing

1-877-280-6207, TTY 711

24 hours a day, 7 days a week

Web: BND.NationsBenefits.com/Hearing



Urgent Care

1-866-255-4795, TTY 711

Email: Memberservices@universalcare.com

Web: bndhmo.com/provider-search



Over-the-Counter Items

1-877-280-6207, TTY 711

24 hours a day, 7 days a week

Web: NationsOTC.com/BND

For a copy of the OTC Catalog, visit
NationsOTC.com/BND



Aloecare Health (Personal Emergency Response System)

1-844-550-0900, TTY 711

Monday - Friday, 6 am - 6 pm, and

Saturday - Sunday, 7 am - 4 pm

Web: members.aloecare.com/brandnewday

brand new day

HEALTHCARE YOU CAN FEEL GOOD ABOUT

Contact Us For Membership Questions



Call Toll-Free

1-866-255-4795, TTY 711



Visit our Website

bndhmo.com



Hours of Operation

Year Round: Monday - Friday 8 am - 8 pm

October 1 - March 31:

Monday - Sunday 8 am - 8 pm



Address

P.O. Box 93122

Long Beach, CA 90809-9871

