Medicare Plus Blue<sup>SM</sup> and Prescription Blue<sup>SM</sup> are PPO and PDP plans with a Medicare contract. Enrollment in Medicare Plus Blue<sup>SM</sup> and Prescription depends on contract renewal.

Trust Groups MAPD & PDP Benefits

**2025 Offerings** 





Blue Cross Blue Shield Blue Care Network of Michigan



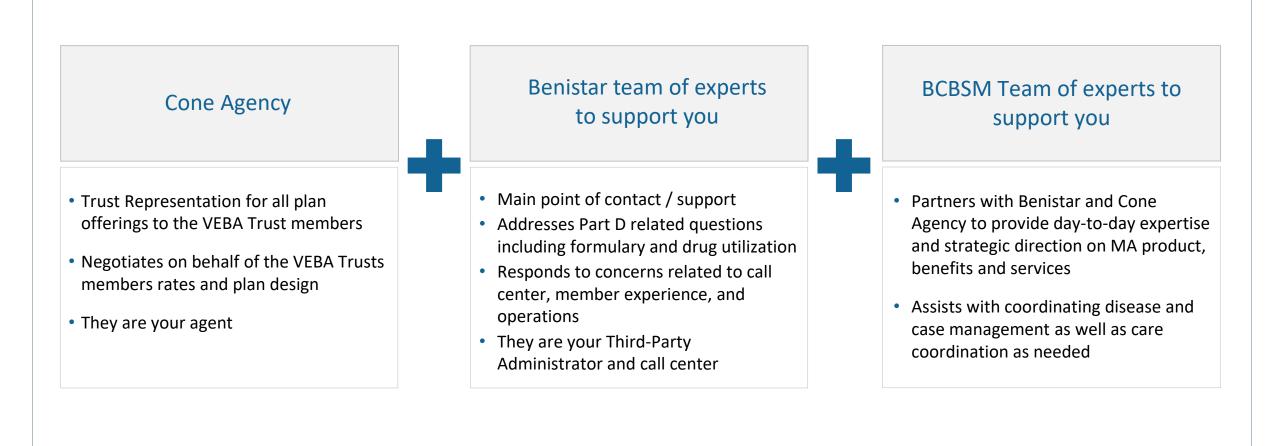
- Medicare basics
- Getting started
- Group plan benefits
- Health & well-being programs
- Prescription drugs





#### **Your Integrated Account Team**





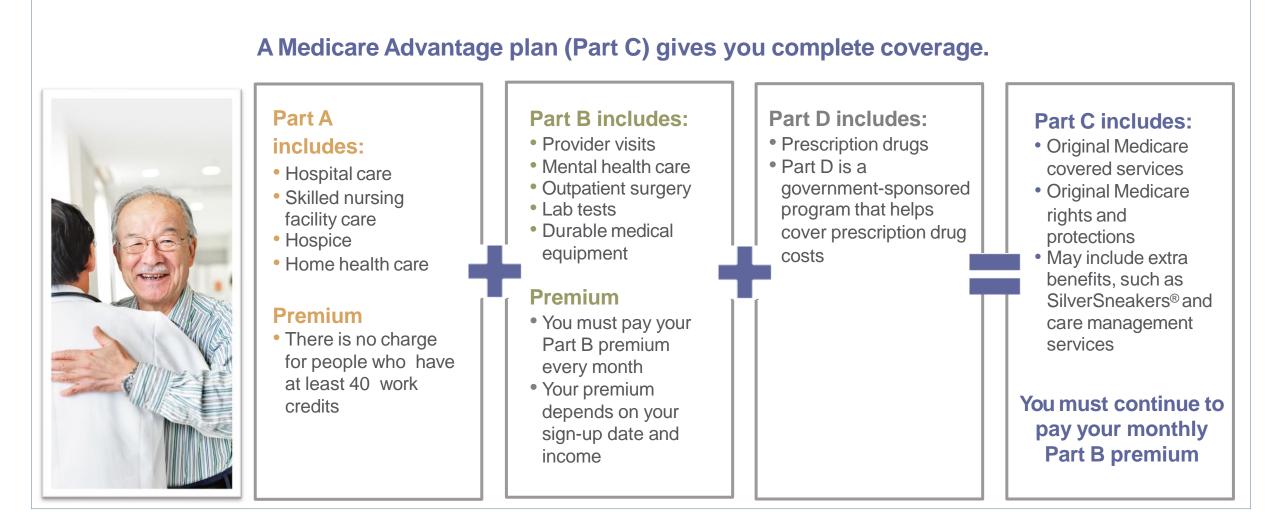
Your Medicare Advantage Consultant working alongside your Commercial Account Team and a dedicated group of experts to minimizing the administrative burden and providing transparency and guidance through all phases of our partnership

# **Medicare basics**



#### **Medicare basics**





SilverSneakers and the SilverSneakers shoe logotype are registered trademarks of Tivity Health, Inc. © 2023 Tivity Health, Inc.

All rights reserved. Tivity Health is an independent company that provides services to Blue Cross Blue Shield of Michigan Medicare Plus Blue Group PPO members.

# Getting started with your PPO plan



#### Membership confirmation and ID card



Put your red, white and blue Medicare card in a safe place, you only need your Blue Cross ID card for medical services and prescription drugs

There are separate cards for dental and vision





#### **Dental and Vision ID card**



Blue Cross Blue Shield		Blue Cross Blue Shield of Michigan 600 E. Lafayette Blvd., Detroit, MI 48226-2998 A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association	bcbsm.com Customer Service: To locate participating	877-790-2583
		of the Blue Cross and Blue Shield Association Use of this card is subject to terms of	<ul> <li>providers outside of Michigan: Misuse may result in prosecut</li> </ul>	
		applicable contracts, conditions and user	If you suspect fraud, call:	800-482-378
Enrollee Name		agreements.	Benefits & Eligibility:	800-676-2583
VALUED CUSTOMER		Dental, Vision, and Pharmacy providers: file claims according to your network	DNoA Pref Network (Dental):	888-826-815
		contract. All other providers: file claims	VSP - Vision	800-877-7195
XYQ888888888		with the local BCBS plan. For Medicare claims, bill Medicare.	24 Hr./7 Day Nurse Help Line:	800-775-2583
Issuer (80840) 9101003777		目間にてあり」用		
Group Number 007041642	Issued: 06/2020			
0	00/2020	- ANTINATION	Mental Health/Substance Abuse Preauthorization:	800-762-238
PPO <sub>®</sub> Blue Blue Blue Vision™			Precertification:	800-572-3413

If you already have Dental and Vision, you won't receive a new card.

#### When we'll contact you



Welcome call and new ID card Health assessment; we'll remind you to schedule your annual exam and connect to member programs Coordination of benefits survey Offer preventive care that can help reduce your out-of-pocket and overall health care costs and share benefits for the upcoming year

Blue Cross Blue Shield of Michigan			
	Medicare PLUS Blue <sup>SM</sup> Group PPO		
Enrollee Name VALUED CUSTOMER		Plan H	9572_801
Enrollee ID		RxBIN	610014
XYL999999999		RXPCN	MEDDPRIME
Health Plan (80840) 9101003777		RxGrp	BCBSMAN
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XXXXX		02/20	20
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Blue Cross	Please use a blue or black pen or a pencil to	complete the questionnai	ire.
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a Va at Michigan	A B C 1 2		
Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association	Fill the circles completely and do not write no circles appear. Correct: • • •	otes in the sections where	the
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TIP: We use vendor partners to offer some of our health programs. They may contact you on our behalf. Call our Customer Service team if you have questions or concerns about these communications.

#### **Understanding your MAPD materials**



#### Medicare-eligible retirees can expect to receive the following materials as part of the pre- and post-enrollment process

#### Pre-enrollment documents

2025		DEMONSTRUCT	INCOT.	3441	off Scotland Seal Firm	and Differ Basedy 1
Medicare Plu	s Blue <sup>sM</sup> Group PPO	Not not	your the and electric any	a and to be added	11 IL 180 AV	and complete to the
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benefit information provided is a summary	of what we cover and what you pay. A complete list of	Train Name		la secondaria	Own O	
	and Medical Benefits Chart. If you have any questions Medicare Plus Blue Group PPO Customer Service (phone					
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	ust be entitled to Medicare Part A, be enrolled in Medicare d States and its territories. Incarcerated individuals are not	D BC FOR L Spre	of Statistics Spream Int			the particular
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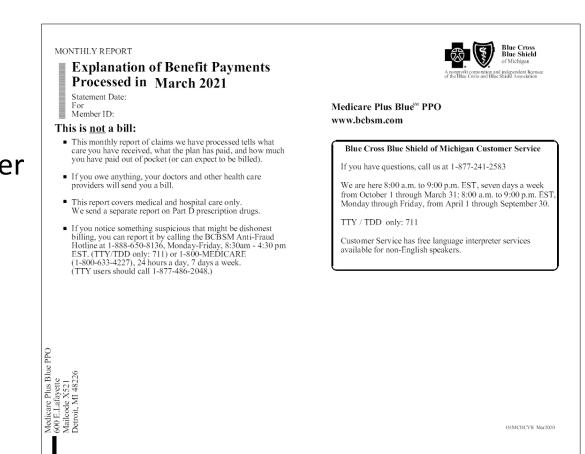
#### alson PLIS But Group PL 1 - December 31, 2021 Evidence of Coverage n is available in a different format including large a We will notify affected entrollees about changes at least 30 days in advance document explains your benefits and rights. Use this document to un ur plan premium and cost sharing: Your medical and prescription drug benefit How to file a complaint if you are not satisfied with a service or tre ow to contact us if you need further assistance: and ns required by Medicare law HER. Augusta Welcome letter

Post-enrollment documents

### Medicare Plus Blue<sup>SM</sup> Group PPO formulary, pharmacy network, and/or provider network may change at any time. You will receive notice H9572\_Grp25MAPOEOC\_C PVNR 0924 ON8 Approval 0938-1051 (Expires: August 31, 2026)

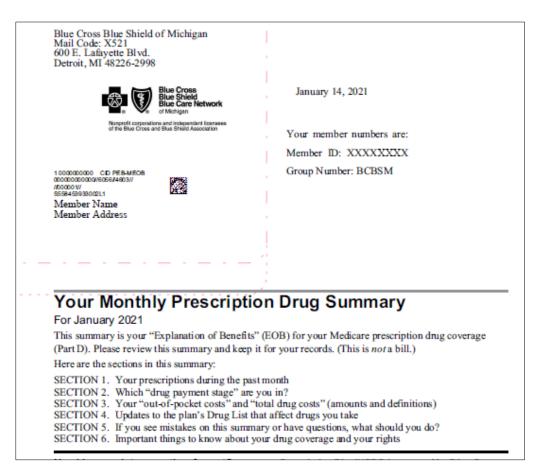
#### **Explanation of Benefits (medical)**

- Summarizes the total cost of the medical services you received
- Shows you what your health care provider billed BCBSM, what BCBSM paid the provider and your share of the cost
- Explains what your deductible and yearly out-of-pocket maximums are and how much you've paid toward them
- You'll receive an explanation of benefits for services billed during the previous month



#### **Explanation of Benefits (pharmacy)**

- Summarizes the total costs of your prescriptions that you had filled for the previous month and lets you know your benefit coverage stage
- Explains what your total drug costs and out-of-pocket costs are and how much has been paid by you and the plan
- You'll receive an explanation of benefits for services billed during the previous month

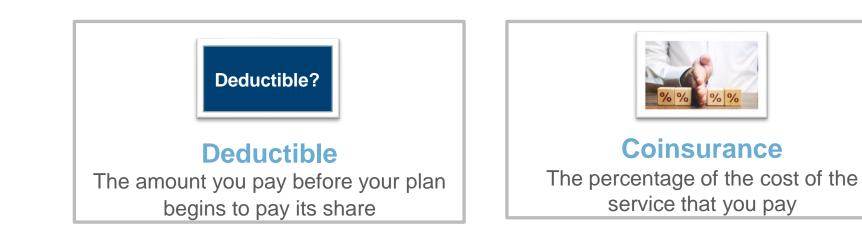


# Trust Group's (DSRA, Auto, Airline, and Steel) PPO plan benefits



#### **Key Terms**









#### Your MAPD 2025 Plan Choices - New to you for 2025

VEBA T	rusts	Options
--------	-------	---------

VEBA Trusts Options			
OPTIONS	Diamond	Emerald	Ruby
TYPE OF NETWORK	No Network	No Network	No Network
OUT OF POCKET MAXIMUM	\$0	\$750	\$4,500
DEDUCTIBLE	\$0	\$0	\$0
COINSURANCE	0%	20%	20%
INPATIENT	No Cost	20% Coinsurance	20% Coinsurance
OUTPATIENT	No Cost	20% Coinsurance	20% Coinsurance
OFFICE VISIT	\$0	\$5	\$20
CHIROPRACTIC	\$0	\$5	\$20
SPECIALIST	\$0	\$15	\$40
URGENT CARE	\$0	\$10	\$50
FACILITY EVALUATION	No Cost	20% Coinsurance	20% Coinsurance
MENTAL HEALTH	\$0	\$5	\$25
SURGICAL SERVICES	No Cost	20% Coinsurance	20% Coinsurance
OTHER PHYSICIAN SERVICES	No Cost	20% Coinsurance	20% Coinsurance
PREVENTATIVE	No Cost	No Cost	No Cost
EMERGENCY	\$0	\$75	\$90
AMBULANCE SERVICES	No Cost	20% Coinsurance	20% Coinsurance
DURABLE MEDICAL EQUIPMENT	No Cost	20% Coinsurance	20% Coinsurance
Plan Cost with Medical and High Rx	\$281.70	\$227.04	\$106.90

All premiums 2025 are **NOT** inclusive of the \$3-\$5 VEBA Fee, please call Benistar for final rates or check the website.

1-800-236-4782 EST

#### \* High Rx is included with Diamond and Emerald, Ruby has its own Rx plan

### **MAPD Drug Plan with Diamond & Emerald**



High Plan PDP	Preferred Rx	Standard Rx
Prior Authorization/Step Therapy	Yes	Yes
Rx Deductible	\$0	\$0
Tier 1	\$2	\$10
Tier 2	\$2	\$10
Tier 3	\$40	\$50
Tier 4	\$75	\$100
Tier 5	30% Member Cost	30% Member Cost
90 Day Supply <sup>*</sup>	x2	x2

Your new Prescription Drug Benefits covers you through the Donut Hole

There is no extra out-of-pocket expense

MAX OUT OF POCKET OF \$2k

#### Additional Prescription Drug Services

Oral and injectable contraceptives	Covered
Smoking cessation drugs	Covered
Weight loss drugs	Covered
Impotency drugs	Covered

- Most Common Preferred Pharmacies:
  - Walmart, Kroger & Walgreens
- Most Common Standard Pharmacies:
  - CVS & Winn-Dixie

\*Member may get a 90-day supply at their local pharmacy or mail order for the same x2 co-pay

### **MAPD Drug Plan Ruby**



Ruby Plan PDP	Preferred Rx	Standard Rx
Prior Authorization/Step Therapy	Yes	Yes
Rx Deductible	\$0	\$0
Tier 1	\$10	\$15
Tier 2	\$10	\$15
Tier 3	\$45	\$50
Tier 4	\$90	\$100
Tier 5	30% Member Cost	30% Member Cost
90 Day Supply <sup>*</sup>	x2	x2

Your new Prescription Drug Benefits covers you through the Donut Hole

There is no extra out-of-pocket expense

MAX OUT OF POCKET OF \$2k

#### Additional Prescription Drug Services

Oral and injectable contraceptives	Covered
Smoking cessation drugs	Covered
Weight loss drugs	Covered
Impotency drugs	Covered

- Most Common Preferred Pharmacies:
  - Walmart, Kroger & Walgreens
- Most Common Standard Pharmacies:
  - CVS & Winn-Dixie

\*Member may get a 90-day supply at their local pharmacy or mail order for the same x2 co-pay

### **Medicare Advantage PPO providers**



Your plan allows you to go to any doctor or hospital that accepts Medicare What does this mean?

- You have freedom to choose any provider, specialist or hospital that accepts Medicare
- Referrals are **NOT** required
- Member out-of-pocket costs are the same as long as the doctor or hospital accepts Medicare and bills BCBSM

#### In-network

A Medicare provider who has a contractual agreement to be a part of the Blue Cross Blue Shield Medicare Advantage PPO Network

### How to find a participating provider



- During your welcome call, the representative can check to see if your current provider accepts Medicare
- Call the Customer Service number on the back of your Blue Cross ID card. TTY users, please call 711
- Visit <u>www.bcbsm.com/medicare</u>, and click *Find a Doctor*
- Ask the billing department of your provider's office if you can participate with the Medicare Advantage PPO plan offered by Blue Cross
- Download the BCBSM Mobile app. It's available in the App Store<sup>®</sup> for iPhones and Google Play<sup>™</sup> for smartphones using Android. Search for BCBSM. The app isn't yet available for tablets

### **Prior authorization programs**



- Prior authorization for medical services is one way health plans make sure you receive high-quality care as you and your provider develop a personalized treatment plan
- It may be necessary for your provider to have certain services in your treatment plan approved by Blue Cross
- If a request for service isn't approved, you and your provider will both receive a letter detailing the rationale and the process to request reconsideration (appeal), if needed

### **Durable Medical Equipment, DME**

#### **Medical Supplies**

- Durable medical equipment such as prosthetics, orthotics, canes, walkers, wheelchairs, braces, artificial limbs, as well as diabetic therapeutic shoes or inserts
- A prescription is required
- Contact Northwood at 1-800-667-8496 to coordinate your supplies or find an in-network provider

#### **Diabetic Testing Supplies**

- Diabetes monitoring supplies including glucometers, insulin pumps, test strips, and lancets
- A prescription is required
- Contact Northwood at 1-800-667-8496 to coordinate your supplies or find an in-network provider

#### **Continuous Glucose Monitors (CGM)**

- CGM including sensors and receivers **DO NOT** go through Northwood. They must be obtained from the <u>Medicare Advantage pharmacy</u> network.
- A prescription is required
- Please call the number on the back of your card for assistance for getting a CGM

#### 22

#### **Virtual Care**

 We offer safe and secure online medical and behavioral health services through your phone, tablet or computer from anywhere in the U.S.

 Virtual Care offered through Teladoc Health<sup>®</sup> has 24/7 access to U.S. board-certified medical providers trained in telemedicine to treat non-emergency illnesses. Behavioral health services are available by appointment from 7 a.m. to 9 p.m. seven days a week.



#### How can you access this benefit?

- Download the Teladoc Health app
- Visit <u>bcbsmonlinevisits.com/virtualcare</u>
- Call **800-835-2362**; TTY call **855-636-1578**



#### 24/7 access to plan information

#### Blue Cross mobile app

You can use the app to:

- Find a participating primary care provider and preferred pharmacies
- Track costs, check deductibles and out-of-pocket balances
- Check claims and explanation of benefits statements
- View your plan coverage
- View your virtual ID card





#### Blue Cross member portal

- View recent claim activity online and compare provider's bill to your Explanation of Benefits statement using the Blue Cross member portal
- Log in at

http://bcbsm.com/index/members/online-account

#### Travel within or outside of the U.S.



TRAVEL COVERAGE

#### **DOMESTIC TRAVEL**

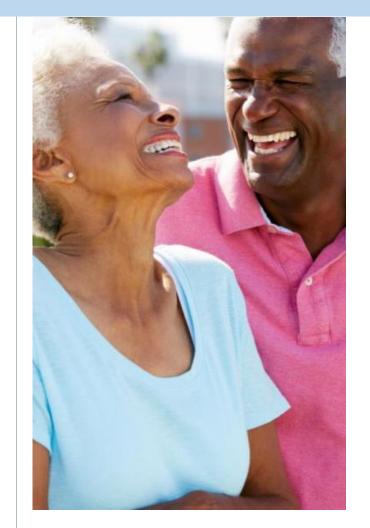
- Urgent and emergency care is covered when traveling outside of your service area
- Extra services such as dialysis, infusions, or labs. Contact customer service for assistance before travel
- Other services reviewed for coverage
- Normal cost share applies

#### **INTERNATIONAL TRAVEL**

- Urgent and emergency care is covered when traveling internationally
- Contact Global Core
- **1-800-810-BLUE** to find doctors, hospitals and resources outside of the U.S.
- Or go to <u>www.bcbsglobalcore.com</u> or mobile app to find medication, file a claim or translate medical terms while traveling internationally

#### **Exceptional customer service**





- A designated Medicare Advantage Service Center
- Complete issue resolution on first contact for 90% of all calls
- Proactive member outreach
- Coverage determination assistance

#### Your specialized service team is:

- Knowledgeable and accurate
- Courteous, friendly, respectful and empathetic
- Honest and sincere

Members can access Benistar by calling **1-800-236-4782** EST Monday – Friday from 8:30am-5:30pm

# Blue Cross Health & Well-Being programs



#### **SilverSneakers**<sup>®</sup>

#### Fitness program benefits:

- Membership in a network of thousands of health clubs and exercise classes
- Exercise at your own pace with people in your age group
- Online support to help you lose weight, reduce stress
- Online classes, walking and home fitness programs

#### SilverSneakers® Tuition Rewards

 SilverSneakers<sup>®</sup> members can earn college tuition discounts for loved ones simply by exercising

SilverSneakers and the SilverSneakers shoe logotype are registered trademarks of Tivity Health, Inc. © 2021 Tivity Health, Inc. All rights reserved. Tivity Health is an independent company that provides services to BCBSM Medicare Plus Blue Group PPO members



#### Visit:

- SilverSneakers.com
   for participating fitness locations
- SilverSneakers.tuitionrewards.com to learn about Tuition Rewards

Or call: 1-866-584-7352, Monday through Friday, 8 a.m. to 8 p.m. Eastern time. TTY users, call 711.

#### **Virtual services**



#### Blue Cross<sup>®</sup> Virtual Well-Being

• A live, 15-minute weekly webinar designed to support you on your well-being journey. Webinar categories include physical health, financial wellness and emotional health

Visit: <a href="https://www.mibluesperspectives.com/virtual-webinars/members/">www.mibluesperspectives.com/virtual-webinars/members/</a>

#### 24-Hour Nurse Line

Enables you to speak with a registered nurse anytime. Nurses are available around the clock and just a
phone call away. Reach out any time you have questions about the coronavirus or need medical advice.
There is no cost to members for using the Nurse Line
Visit: www.bcbsm.com/index/members/health-wellness/nurse-line.html

#### MiBlue Virtual Assistants

• An interactive, automated chat available 24/7 through your online Blue Cross member account. It can help you check your coverage, find claims, search for providers and more

#### **Blue Cross<sup>®</sup> Coordinated Care**



Nurse-led care teams are the backbone for care in our integrated care program. A registered nurse will reach out if you are identified for the Coordinated Care program; a custom care program will be set up to improve your health and well-being

Registered nurses work directly with you to coordinate the best care to meet your specific needs

Care teams include:

- Medical directors to collaborate with providers and provide medical expertise
- Pharmacists to educate and advise you about the right medications
- Dietitians to provide targeted nutritional education and coaching
- Social workers to address nonmedical health factors and locate community resources
- Behavioral health specialists to help with stress, depression, anxiety and other issues

#### Additional well-being programs





- Advance Care Planning
- Caregiver Support
- Collaborative Care
- Palliative Care



- Meals Delivery
- Non-emergency Medical Transportation
- Online Visits
- Remote Monitoring



- Supervised Exercise Therapy (SET)
- Tobacco Cessation Coaching powered by WebMD

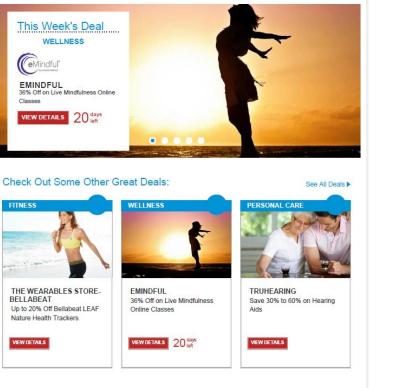


Blue365 offers exclusive health and wellness deals, keeping you healthy and happy, every day of the year! As a member of Blue Cross' Medicare Plus Blue PPO, you automatically have access to nationwide discounts

Visit: www.blue365deals.com







BlueCross. Blue365.



# Call the Blue Cross Engagement Center for access to these programs

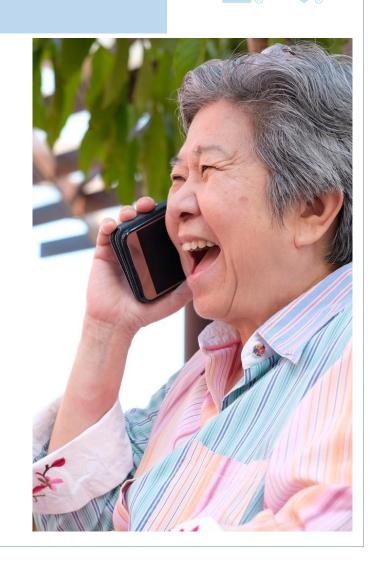
Our knowledgeable specialists are here to answer your questions about any of the programs or services offered through Blue Cross Health & Well-Being

We can help:

- Coordinate program referrals
- Find personal or specialist providers

1-800-775-2583 Monday through Friday, 8 a.m. to 6 p.m. Eastern time

TTY users, call 1-800-240-3050 Monday through Friday, 8 a.m. to 8 p.m. Eastern time



# Prescription drugs



#### Getting the most out of your Part D plan



- If you've decided to stay with your current medical plan, you may choose one of two Prescription (Part D) plans
- These plans may not be combined with any other Medicare Advantage plans, they may be combined with a supplemental plan such as the one you currently have in place
- You may choose the High plan, which is currently bundled with the Diamond & Emerald MAPD plans or the Low plan which is only offered as part of the stand-alone PDP choice
- Both plans offer you 5 Tiers of Drug coverage, which we will cover on the next slide

#### Your formulary drug tiers: Has a formulary, list of drugs





- Your formulary is a list of drugs covered by your plan
- Out-of-pocket cost is applied based on drug tiers and pharmacy type:
  - Tier 1 = Preferred generic drugs
  - Tier 2 = Generic
  - Tier 3 = Preferred brand drugs
  - Tier 4 = Non-preferred drugs
  - Tier 5 = Specialty drugs

Your plan doesn't have a coverage gap, no donut hole, as with other Part D prescription plans. This means you continue to pay your plan's copay until you reach the catastrophic phase, where your out-of-pocket cost may be lower but never more than your group plan copay

#### **High Plan Prescription drugs**



#### 2025 pricing: **\$99.20**

Oral and injectable contraceptives	Covered
Smoking cessation drugs	Covered
Weight loss drugs	Covered
Impotency drugs	Covered

- Most Common Preferred Pharmacies:
  - Walmart, Kroger & Walgreens
- Most Common Standard Pharmacies:
  - CVS & Winn-Dixie

*Member may get a 90-da	ay supply at their local phar	macy or home deliver	v for the same x2 co-pav
Michiber may get a 50 at	ly supply at their local phar	macy of nome deriver	y for the sume $z co pay$

High Plan PDP	Preferred Rx	Standard Rx
Prior Authorization/Step Therapy	Yes	Yes
Rx Deductible	\$0	\$0
Tier 1	\$2	\$10
Tier 2	\$2	\$10
Tier 3	\$40	\$50
Tier 4	\$75	\$100
Tier 5	30% Member Cost	30% Member Cost
90 Day Supply*	x2	x2

Your new Drug Benefits cover you through the Donut Hole

There is no extra out-of-pocket expense

#### MAX OUT OF POCKET OF \$2k

#### **Low Plan Prescription drugs**

Low Plan PDP



#### 2025 pricing: **\$78.70**

#### Additional Prescription Drug Services

Oral and injectable contraceptives	Covered
Smoking cessation drugs	Covered
Weight loss drugs	Covered
Impotency drugs	Covered

- Most Common Preferred Pharmacies:
  - Walmart, Kroger & Walgreens
- Most Common Standard Pharmacies:
  - CVS & Winn-Dixie

\*Member may get a 90-day supply at their local pharmacy or home delivery for the same x2 co-pay

LOW FIAIT FDF	FIEIEITEUKA	
Prior Authorization/Step Therapy	Yes	Yes
Rx Deductible	\$0	\$0
Tier 1	\$5	\$10
Tier 2	\$5	\$10
Tier 3	\$50	\$60
Tier 4	\$80	\$100
Tier 5	35% Member Cost	35% Member Cost
90 Day Supply <sup>*</sup>	x2	x2

Preferred Rx

Standard Ry

Your new Drug Benefits cover you through the Donut Hole

There is no extra out-of-pocket expense

#### MAX OUT OF POCKET OF \$2k

#### **Understanding your pharmacy network**



# You have access to more than 62,000 pharmacies nationwide including more than 23,000 preferred pharmacies. Nearly all Michigan pharmacies are in our network\*

- A network pharmacy has a contract with the plan to provide your covered prescription drugs. In most cases, your prescriptions are covered only if they're filled at the plan's network pharmacies
- Preferred: A network pharmacy where you pay a lower out-of-pocket costs
- Standard: A network pharmacy where you pay standard out-of-pocket costs

#### Preferred Network chain pharmacies\*

- Costco
- Kroger
- Meijer
- Rite Aid
- Sam's Club
  - Walgreens
- Walmart

Take advantage of hom	ne delivery of your prescriptions through:

Toll-free: 1-855-810-0007

• AllianceRx Walgreens Prime Home Delivery (S) Toll-free: 1-866-877-2392/TTY: 1-800-573-1833

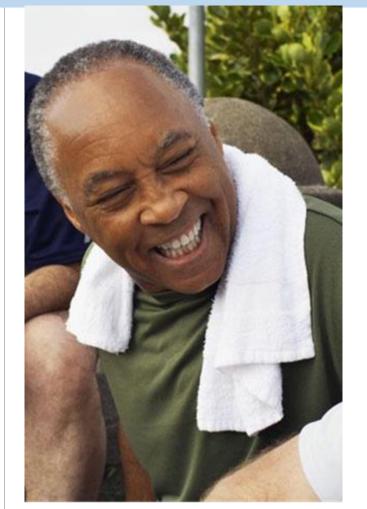
\* This is a partial list of pharmacies. Please look online at www.bcbsm.com/pharmaciesmedicare or in your directory for a complete list

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OptumRx

#### **Utilization management**





Some covered drugs have additional requirements or limits on coverage, including:

- Prior authorization: We complete a safety and effectiveness review for drugs with a PA requirement before coverage is approved
- Step therapy: We require you to first try one drug to treat your medical condition before we'll cover another drug for that condition
- Quantity limits: Only a certain number of doses per prescription or time period may be allowed. There would have to be a request submitted for a higher amount

#### **Avoiding prescription disruptions**



We will do everything possible to minimize disruptions to your prescription drug coverage. We have processes for formulary exceptions, formulary changes and transition prescription fill to help assure that you don't experience gaps

- Formulary exceptions
  - When an exception is approved for a non-formulary drug, you'll pay a Tier 4 (non-preferred drug) copayment, whether the drug is generic or brand-name. Non-formulary drugs that are approved for coverage by a formulary exception aren't eligible for tiering exceptions
- Tiering exceptions
  - You or your provider can ask the plan to make an exception in the cost-sharing tier for a drug so that you pay less for it. Our Customer Service team is there to help you request an exception
- Formulary changes
  - Members impacted by a formulary change are notified by mail

#### **Transition prescription fill**



During the first 108 days of your plan, you're eligible for a temporary transition fill of Part D covered medications that aren't on our formulary or are subject to clinical prior authorization, step therapy, or formulary quantity limits up to a 31-day supply

- You'll receive a refill of your medication and you and your provider will be notified to contact the plan to determine future medication needs
- Note: Certain drugs, such as those that may be covered under Part B or used to treat certain conditions, aren't eligible for a temporary supply and will require a prior authorization before the drug can be obtained

#### **Medicare Part B vs. Part D medications**



#### In general, the Part B medical benefit covers:

- Drugs requiring durable medical equipment for administration, such as albuterol through a nebulizer or insulin through an infusion pump
- Immunosuppressive drugs for a Medicare-covered transplant
- Certain oral cancer treatment drugs
- Certain oral drugs for nausea
- Certain vaccines (see list)
- Drugs for kidney failure
- Drugs administered in the provider's office

Medical benefit (Part B) vaccines
Pneumonia & COVID-19
Influenza, or flu shot
Hepatitis B
Pharmacy benefit (Part D) vaccines
Shingles
Tetanus
Tetanus/Diphtheria/Pertussis (Tdap)
Meningitis
Hepatitis A
Human papillomavirus (Gardasil)
Tuberculosis (BCG)
For other vaccines check your formulary for coverage]



# Thank you! Things to remember:



- Max Out of Pocket of \$2k for pharmacy from \$8k in 2024
- Added Benefits: SilverSneakers, Wigs, Hearing Aids
- No Age-Banding
- When you age in or qualify, you automatically will enroll into the **Low plan** whether you stay with Hartford or move to BCBSM, If you want to get the high plan, you'll need to fill out an election form
- You may choose a different plan from your spouse