



2024

Annual Notice of Changes (ANOC)

Summit Health Core (HMO-POS)

For Oregon counties: Baker, Gilliam, Grant, Harney, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, and Wheeler

H2765-001



Summit Health Core (HMO-POS) offered by Summit Health Plan, Inc.

Annual Notice of Changes for 2024

You are currently enrolled as a member of Summit Health Core (HMO-POS). Next year, there will be changes to the plan's costs and benefits. ***Please see page 4 for a Summary of Important Costs, including Premium.***

This document tells about the changes to your plan. To get more information about costs, benefits, or rules please review the *Evidence of Coverage*, which is located on our website at www.yoursummithealth.com. (You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.)

- **You have from October 15 until December 7 to make changes to your Medicare coverage for next year.**

What to do now

1. ASK: Which changes apply to you:

- Check the changes to our benefits and costs to see if they affect you.
 - Review the changes to Medical care costs (doctor, hospital).
 - Think about how much you will spend on premiums, deductibles, and cost sharing.
- Check to see if your primary care doctors, specialists, hospitals and other providers will be in our network next year.
- Think about whether you are happy with our plan.

2. COMPARE: Learn about other plan choices

- Check coverage and costs of plans in your area. Use the Medicare Plan Finder at www.medicare.gov/plan-compare website or review the list in the back of your *Medicare & You 2024* handbook.
- Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan's website.

3. CHOOSE: Decide whether you want to change your plan

- If you don't join another plan by December 7, 2023, you will stay in Summit Health Core (HMO-POS).

- To change to a **different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2024**. This will end your enrollment with Summit Health Core (HMO-POS).
- If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can switch plans or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

Additional Resources

- This document is available for free in Spanish.
- Please contact our Customer Service number at 844-827-2355 for additional information. (TTY users should call 711.) Hours are 7 a.m.– 8 p.m. (Pacific Time), seven days a week October 1 – March 31 (closed on Thanksgiving and Christmas), and weekdays April 1 – September 30. Your call will be handled by our automated phone systems outside business hours. This call is free.
- This information may be available in a different format, including large print. Please call Customer Service if you need plan information in another format or language.
- **Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information.

About Summit Health Core (HMO-POS)

- Summit Health Plan, Inc. is an HMO with a Medicare contract. Enrollment in Summit Health Plan, Inc. depends on contract renewal.
- When this document says “we,” “us,” or “our,” it means Summit Health Plan, Inc. When it says “plan” or “our plan,” it means Summit Health Core (HMO-POS).

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Summary of Important Costs for 2024

The table below compares the 2023 costs and 2024 costs for Summit Health Core (HMO-POS) in several important areas. **Please note this is only a summary of costs.**

Cost	2023 (this year)	2024 (next year)
Monthly plan premium (See Section 1.1 for details.)	\$19	\$0
Maximum out-of-pocket amount This is the <u>most</u> you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	\$4,990 when using your in-network benefit \$4,990 when using your Point-of-Service (POS) benefit	\$5,990 when using your in-network benefit \$5,990 when using your Point-of-Service (POS) benefit
Doctor office visits	Primary care visits in-network: \$10 copay per visit Primary care visits when using your POS benefit: 30% of the total allowed amount per visit Specialist visits in-network: \$35 copay per visit Specialist visits when using your POS benefit: 30% of the total allowed amount per visit	Primary care visits in-network: \$0 copay per visit Primary care visits when using your POS benefit: 30% of the total allowed amount per visit Specialist visits in-network: \$35 copay per visit Specialist visits when using your POS benefit: 30% of the total allowed amount per visit

Cost	2023 (this year)	2024 (next year)
Inpatient hospital stays	Hospital stays in-network: \$350 copay per day for days 1-5; \$0 copay per day for days 6 & beyond	Hospital stays in-network: \$385 copay per day for days 1-5; \$0 copay per day for days 6 & beyond
	Hospital stays when using your POS benefit: 30% of the total allowed amount	Hospital stays when using your POS benefit: 30% of the total allowed amount

SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 – Changes to the Monthly Premium

Cost	2023 (this year)	2024 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	\$19	\$0

Section 1.2 – Changes to Your Maximum Out-of-Pocket Amount

Medicare requires all health plans to limit how much you pay out-of-pocket for the year. This limit is called the maximum out-of-pocket amount. Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2023 (this year)	2024 (next year)
<p>Maximum out-of-pocket amount Your costs for covered medical services (such as copays) count toward your maximum out-of-pocket amount.</p>	<p>\$4,990 when using your in-network benefit</p> <p>\$4,990 when using your Point-of-Service (POS) benefit</p>	<p>For covered Part A and Part B services:</p> <p>\$5,990 when using your in-network benefit</p> <p>\$5,990 when using your Point-of-Service (POS) , also known as out-of-network benefit</p> <p>\$5,990 when using both in-network and out-of-network benefits combined</p>

Section 1.3 – Changes to the Provider Network

Updated directories are located on our website at www.yoursummithealth.com/findcare. You may also call Customer Service for updated provider information or to ask us to mail you a directory, which we will mail within three business days.

There are changes to our network of providers for next year. **Please review the 2024 *Provider Directory* to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers) that are part of your plan during the year. If a mid-year change in our providers affects you, please contact Customer Service so we may assist.

Section 1.4 – Changes to Benefits and Costs for Medical Services

We are making changes to costs and benefits for certain medical services next year. The information below describes these changes.

Cost	2023 (this year)	2024 (next year)
<p>Ambulance Services</p>	<p><u>In and Out-of-Network</u> You pay a \$300 copay for each one-way Medicare-covered ground transportation service.</p> <p>You pay a \$300 copay for each one-way Medicare-covered air transportation service.</p>	<p><u>In and Out-of-Network</u> You pay a \$325 copay for each one-way Medicare-covered ground transportation service.</p> <p>You pay a \$325 copay for each one-way Medicare-covered air transportation service.</p>
<p>Ambulatory Surgical Center Services</p>	<p><u>In-Network</u> You pay a \$350 copay for Medicare-covered surgery services at an ambulatory surgical center.</p>	<p><u>In-Network</u> You pay a \$385 copay for Medicare-covered surgery services at an ambulatory surgical center.</p>
<p>Dental Services Annual Allowance (supplemental)</p>	<p><u>In and Out-of-Network</u> You have up to \$750 annual allowance for all dental services: routine, comprehensive, in-network and out-of-network all combined.</p>	<p><u>In and Out-of-Network</u> You have up to \$1,000 annual allowance for all dental services: routine, comprehensive, in-network and out-of-network all combined.</p>
<p>Emergency Services</p>	<p><u>In- and Out-of-Network</u> You pay a \$95 copay for each visit for Medicare-covered emergency services.</p>	<p><u>In- and Out-of-Network</u> You pay a \$120 copay for each visit for Medicare-covered emergency services.</p>
<p>Fitness benefit (supplemental)</p>	<p><u>In-Network</u> Through ASH Fitness you have access to one participating Silver & Fit fitness center per month. The Silver & Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health (ASH).</p>	<p><u>In-Network</u> Through ASH Standard you have access to more than one participating Silver & Fit fitness center per month. The Silver & Fit program is provided by American Specialty Health Fitness, Inc. (ASH Standard), a subsidiary of American Specialty Health (ASH).</p>

Cost	2023 (this year)	2024 (next year)
<p>Home Infusion Therapy Services</p>	<p><u>In-Network</u> You pay 20% of the total allowed amount for Medicare Part B chemotherapy and radiation drugs. You pay 20% of the total allowed amount for other Medicare Part B drugs.</p>	<p><u>In-Network</u> You pay 0%-20% of the total allowed amount for Medicare Part B chemotherapy and radiation drugs. You pay 0%-20% of the total allowed amount for other Medicare Part B drugs.</p>
<p>Inpatient Hospital Care</p>	<p><u>In-Network</u> You pay a \$350 copay per day for days 1-5; \$0 copay per day for days 6 & beyond for Medicare-covered inpatient hospital stays.</p>	<p><u>In-Network</u> You pay a \$385 copay per day for days 1-5; \$0 copay per day for days 6 & beyond for Medicare-covered inpatient hospital stays.</p>
<p>Inpatient Services in a Psychiatric Hospital</p>	<p><u>In-Network</u> You pay a \$350 copay per day for days 1-5; \$0 copay per day for days 6-90 for Medicare-covered inpatient mental health stays.</p>	<p><u>In-Network</u> You pay a \$385 copay per day for days 1-5; \$0 copay per day for days 6-90 for Medicare-covered inpatient mental health stays.</p>
<p>Medicare Part B Prescription Drugs</p>	<p><u>In-Network</u> You pay 20% per month supply of each covered insulin product. You pay 20% of the total allowed amount for Medicare Part B chemotherapy and radiation drugs. You pay 20% of the total allowed amount for other Medicare Part B drugs.</p>	<p><u>In-Network</u> You pay 0%-20% up to \$35 per month supply of each covered insulin product. You pay 0%-20% of the total allowed amount for Medicare Part B chemotherapy and radiation drugs. You pay 0%-20% of the total allowed amount for other Medicare Part B drugs.</p>

Cost	2023 (this year)	2024 (next year)
Other Health Care Professionals (e.g., nurse practitioner; physician assistant)	<u>In-Network</u> You pay a \$10 copay for services received in a PCP setting; \$35 copay for services received in a Specialist setting for each Medicare covered visit.	<u>In-Network</u> You pay a \$0 copay for services received in a PCP setting; \$35 copay for services received in a Specialist setting for each Medicare covered visit.
Outpatient Diagnostic Lab Services	<u>In-Network</u> You pay a \$5 copay per provider per day for Medicare-covered outpatient lab services.	<u>In-Network</u> You pay a \$10 copay per provider per day for Medicare-covered outpatient lab services.
Outpatient Surgery & Observation Services (at an Outpatient Facility)	<u>In-Network</u> You pay a \$350 copay for Medicare-covered outpatient hospital surgical services. You pay a \$350 copay per stay for Medicare-covered observation services.	<u>In-Network</u> You pay a \$385 copay for Medicare-covered outpatient hospital surgical services. You pay a \$385 copay per stay for Medicare-covered observation services.
Over-the-counter items	<u>In-Network</u> Not covered <u>Out-of Network</u> Not covered.	<u>In-Network</u> You receive \$30 for each calendar quarter with \$0 carry over to the next quarter allowed. <u>Out-of Network</u> Not covered.
Primary Care Physician Visits	<u>In-Network</u> You pay a \$10 copay for each Medicare-covered primary care doctor visit.	<u>In-Network</u> You pay a \$0 copay for each Medicare-covered primary care doctor visit.

Cost	2023 (this year)	2024 (next year)
Pulmonary Rehabilitation Services	<u>In-Network</u> You pay a \$20 copay for each Medicare-covered pulmonary rehabilitation services visit.	<u>In-Network</u> You pay a \$15 copay for each Medicare-covered pulmonary rehabilitation services visit.
Skilled Nursing Facility (SNF) Care	<u>In-Network</u> You pay a \$0 copay per day for days 1-20 \$175 copay per day for days 21-100 For days 101 and beyond: all costs beyond day 100 do not count toward your plan maximum out-of-pocket amount.	<u>In-Network</u> You pay a \$0 copay per day for days 1-20 \$196 copay per day for days 21-100 For days 101 and beyond: all costs beyond day 100 do not count toward your plan maximum out-of-pocket amount.
Supervised Exercise Therapy (SET) (Medicare-covered)	<u>In-Network</u> You pay a \$30 copay for each Medicare-covered SET visit.	<u>In-Network</u> You pay a \$25 copay for each Medicare-covered SET visit.
Worldwide Emergency/Urgent Services	You pay a \$95 copay for each emergency care visit worldwide.	You pay a \$120 copay for each emergency care visit worldwide.

SECTION 2 Deciding Which Plan to Choose

Section 2.1 – If you want to stay in Summit Health Core (HMO-POS)

To stay in our plan, you don't need to do anything. If you do not sign up for a different plan or change to Original Medicare by December 7, you will automatically be enrolled in our Summit Health Core (HMO-POS).

Section 2.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change plans for 2024 follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan,
- -- *OR*-- You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan. If you do not enroll in a Medicare drug plan, there may be a potential Part D late enrollment penalty.

To learn more about Original Medicare and the different types of Medicare plans, use the Medicare Plan Finder (www.medicare.gov/plan-compare), read the *Medicare & You 2024* handbook, call your State Health Insurance Assistance Program (SHIP) (see Section 4), or call Medicare (see Section 6.2).

As a reminder, Summit Health Plan, Inc. offers other Medicare health plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

Step 2: Change your coverage

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from Summit Health Core (HMO-POS).
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Summit Health Core (HMO-POS).
- To **change to Original Medicare without a prescription drug plan**, you must either:
 - Send us a written request to disenroll. Contact Customer Service if you need more information on how to do so.
 - – *or* – Contact **Medicare**, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

SECTION 3 Deadline for Changing Plans

If you want to change to a different plan or to Original Medicare for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2024.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. Examples include people with Medicaid, those who get “Extra Help” paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area.

If you enrolled in a Medicare Advantage plan for January 1, 2024, and don't like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage) between January 1 and March 31, 2024.

If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can change your Medicare coverage **at any time**. You can change to any other Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

SECTION 4 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. In Oregon, the SHIP is called Senior Health Insurance Benefits Assistance (SHIBA).

It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHIBA counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIBA at 800-722-4134. You can learn more about SHIBA by visiting their website (shiba.oregon.gov).

SECTION 5 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs.

- **“Extra Help” from Medicare.** People with limited incomes may qualify for “Extra Help” to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. To see if you qualify, call:
 - 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day/7 days a week;
 - The Social Security Office at 1-800-772-1213 between 8 am and 7 pm, Monday through Friday for a representative. Automated messages are available 24 hours a day. TTY users should call, 1-800-325-0778; or
 - Your State Medicaid Office (applications).
- **What if you have coverage from an AIDS Drug Assistance Program (ADAP)?** The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the CAREAssist Program. **Note:** To be eligible for the ADAP operating in your State, individuals must meet

certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. CAREAssist at 800-805-2313.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call CAREAssist at 800-805-2313.

SECTION 6 Questions?

Section 6.1 – Getting Help from Summit Health Core (HMO-POS)

Questions? We're here to help. Please call Customer Service at 844-827-2355. (TTY only, call 711.) We are available for phone calls from 7 a.m.– 8 p.m. (Pacific Time), seven days a week October 1 – March 31 (closed on Thanksgiving and Christmas), and weekdays April 1 – September 30. Your call will be handled by our automated phone systems outside business hours. Calls to these numbers are free.

Read your 2024 Evidence of Coverage (it has details about next year's benefits and costs)

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2024. For details, look in the *2024 Evidence of Coverage* for Summit Health Core (HMO-POS). The *Evidence of Coverage* is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the *Evidence of Coverage* is located on our website at www.yoursummithealth.com. You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.

Visit Our Website

You can also visit our website at www.yoursummithealth.com. As a reminder, our website has the most up-to-date information about our provider network (*Provider Directory*).

Section 6.2 – Getting Help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Visit the Medicare Website

Visit the Medicare website (www.medicare.gov). It has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area. To view the information about plans, go to www.medicare.gov/plan-compare.

Read *Medicare & You 2024*

Read the *Medicare & You 2024* handbook. Every fall, this document is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this document, you can get it at the Medicare website (<https://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf>) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.



Get plan documents delivered to you online



Online documents give you easy access to all your Medicare information.

To receive an email from Summit Health when new materials are available, simply log in to your Member Dashboard by visiting yoursummithealth.com. The sign in button is on the top right side of your screen. If you don't have an account, you can create one. Once logged in, select the "Account" tab. Next, click on "Manage notification settings." From here, you can update your email and make your electronic delivery preference.

Once you request electronic delivery, you will no longer receive this hard copy document in the mail, unless you request it.

Questions? Call us at 844-827-2355.

YourSummitHealth.com



Cut down on more paper — sign up for eBill today!

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Important documents for your Medicare Advantage plan

The documents below describe your benefits and coverage rules. Here's how you can **access them online**:



Evidence of Coverage (EOC)

The EOC tells you what is covered, what you pay as a member of the plan, what the plan's rules are and what services are available to you. Every year, we post the following year's EOC online by October 15th at:

yoursummithealth.com/medicarematerials



Provider and Pharmacy Directories

Directories list in-network providers and pharmacies available to you.

Visit yoursummithealth.com/findcare to access the online searchable directory. PDF versions are also available on yoursummithealth.com.



List of Covered Drugs (Formulary)

The Formulary tells which Part D prescription drugs are covered under the Part D benefit on your plan. The formulary is posted online:

yoursummithealth.com/covereddrugs



You can view your plan documents by logging into your Member Dashboard account at yoursummithealth.com/memberdashboard

If you would like any of these documents mailed to you, contact Customer Service at 844-827-2355 or email MedicalMedicare@yoursummithealth.com.

Summit Health Plan, Inc. is an HMO with a Medicare contract. Enrollment in Summit Health Plan, Inc. depends on contract renewal.

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Multi-Language Insert

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 844-827-2355. Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 844-827-2355. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 844-827-2355。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 844-827-2355。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 844-827-2355. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 844-827-2355. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 844-827-2355 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí .

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 844-827-2355. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 844-827-2355 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 844-827-2355. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 844-827-2355. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 844-827-2355 पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 844-827-2355. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 844-827-2355. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 844-827-2355. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 844-827-2355. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするため、無料の通訳サービスがあります。通訳をご用命になるには、844-827-2355 にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。



Customer Service - Contact Information

Call	<p>844-827-2355 Customer Service</p> <p>Calls to this number are free. Our regular office hours are 7 a.m.– 8 p.m. (Pacific Time), seven days a week October 1 – March 31 (closed on Thanksgiving and Christmas), and weekdays April 1 – September 30. Your call will be handled by our automated phone systems outside business hours.</p> <p>Customer Service has free language interpreter services available for non-English speakers.</p>
TTY	<p>711</p> <p>This number is available 24 hours a day, seven days a week. This number requires special telephone equipment and is available for people who have difficulties with hearing or speaking.</p>
Fax	<p>Medical Fax Requests 855-294-1667</p> <p>Attn: Medicare Customer Service</p>
Write	<p>Medical Requests Summit Health Plan Attn: Medicare Customer Service P.O. Box 820070 Portland OR 97282</p> <p>Email: MedicalMedicare@yoursummithealth.com</p>
Website	<p>www.yoursummithealth.com</p>

Senior Health Insurance Benefits Assistance (SHIBA) (Oregon’s SHIP) - Contact Information

Senior Health Insurance Benefits Assistance (SHIBA) is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare.

Call	800-722-4134
TTY	711
Write	SHIBA P.O. Box 14480 Salem OR 97309-0405
Website	shiba.oregon.gov

PRA Disclosure Statement

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601 S.W. Second Ave.
Portland, OR 97204-3154

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