



# ASPIREHEALTHPLAN

## INSTRUCTIONS FOR JOINING ASPIRE HEALTH ADVANTAGE VALUE (HMO), ASPIRE HEALTH ADVANTAGE (HMO), or ASPIRE HEALTH ADVANTAGE PLUS (HMO-POS)

### STEP ONE: Enrollment Eligibility

**You are eligible to enroll in Aspire Health Advantage Value, Aspire Health Advantage or Aspire Health Advantage Plus if:**

- You are entitled to Medicare Part A (hospital insurance) and enrolled in Part B (medical insurance).
- You reside in Monterey County, California.
- You **do not** have end-stage renal disease (ESRD) or kidney failure requiring an ongoing dialysis program; or, If you have **had** ESRD and needed dialysis, but you **had** a successful kidney transplant within the last 36 months and **no longer require** dialysis (documentation from your physician is required).

**Typically, you may enroll in a Medicare Advantage Prescription Drug (MAPD) plan only during the Annual Election Period (AEP) from October 15 through December 7 each year.** There are exceptions that may allow you to enroll in a Medicare Advantage plan outside of this period. Please contact us at the numbers listed below if you have questions.


### STEP TWO: Read Materials Carefully

Review the enclosed materials to understand the Aspire Health Advantage Value, Aspire Health Advantage and Aspire Health Advantage Plus plans. If you have any questions, please contact us at the numbers listed.

### STEP THREE: Complete the Enrollment Form

**Complete the Aspire Health Advantage Value / Aspire Health Advantage / Aspire Health Advantage Plus Individual Enrollment Request Form.**

- Each applicant must fill out a separate enrollment form.
- Have your Medicare card ready. You will be asked to fill in the information about your Medicare benefits **EXACTLY** as they appear on your Medicare card:

MEDICARE  HEALTH INSURANCE	
SAMPLE ONLY	
Name: _____	
Medicare Claim Number _____	Sex _____
Is Entitled To _____	Effective Date _____
<b>HOSPITAL (Part A)</b> _____	
<b>MEDICAL (Part B)</b> _____	

- **Select your Primary Care Physician.** Be sure to fill in the physician's name and location as it appears in the Aspire Health Plan Provider/Pharmacy Directory.
- **Read the questions and fill in the answers.**
- **Read the "Important Information" section.**
- **Sign and date the form.** Your enrollment is not complete without a signature. Please review to make sure all sections are filled out completely.

- **Mail your completed form in the envelope provided, or to Aspire Health Plan, P.O. Box 5490, Salem, OR 97304.** The effective date of coverage depends on when you return this form to us.

If you have not yet received your Medicare card, you can attach a copy of your “Letter of Verification” from the Social Security Administration or Railroad Retirement Board.

Aspire Health Plan will send you a letter confirming your enrollment and effective date. You will also receive a packet of information containing your ID card and other information about your membership in Aspire Health Advantage Value, Aspire Health Advantage or Aspire Health Advantage Plus.

### **QUESTIONS?**

If you have any questions, please call us at toll free 1-855-570-1600. TTY users should call 711. Our hours are: 8 am – 8 pm Monday through Friday (except certain holidays) from February 15 to September 30, and 8 am – 8 pm seven days a week during the annual election period beginning on October 1 to February 14.

**Thank you for choosing Aspire Health Plan.**



2017 Medicare Advantage Prescription Drug (MA-PD) Individual Enrollment Request Form

Please contact Aspire Health Plan if you need information in another language or format (Large Print).

To Enroll in Aspire Health Advantage Value, Aspire Health Advantage or Aspire Health Advantage Plus, Please Provide the Following Information:

Please check which plan you want to enroll in:

- Aspire Health Advantage Value (HMO) (MA-PD) \$36.00 per month
Plus Enhanced Health (Optional Supplemental Benefit) \$33.00 per month. Total Premium \$69.00 per month
Aspire Health Advantage (HMO) (MA-PD) \$95.00 per month
Plus Enhanced Health (Optional Supplemental Benefit) \$29.00 per month. Total Premium \$124.00 per month
Aspire Health Advantage Plus (HMO-POS) (MA-PD) \$239.00 per month
Plus Enhanced Health (Optional Supplemental Benefit) \$29.00 per month. Total Premium \$268.00 per month

Note: at time of enrollment the Late Enrollment Penalty (LEP) may not be known; if a LEP is confirmed by CMS, the cost per month may change.

Typically, you may enroll in a Medicare Advantage Prescription Drug (MAPD) plan only during the Annual Election Period (AEP) from October 15 through December 7 each year. There are exceptions called Special Election Periods that may allow you to enroll in a Medicare Advantage plan outside of this period.

- I am new to Medicare.
I'm in annual election period (October 15 - December 7 each year).
I recently moved outside of the service area for my current plan or I recently moved and this plan is a new option for me. I moved on:
I am moving into, live in, or recently moved out of a Long Term Care Facility (for example, a nursing home or long term care facility). I moved/will move into/out of the facility on:
I have both Medicare and Medicaid or my state helps pay for my Medicare premiums.
I get extra help paying for Medicare prescription drug coverage.
I no longer qualify for extra help paying for my Medicare prescription drugs. I stopped receiving extra help on:
I recently involuntarily lost my creditable prescription drug coverage (coverage as good as Medicare's). I lost my drug coverage on:
I recently left a PACE program on:
I am leaving employer or union coverage on:
I recently returned to the United States after living permanently outside of the U.S. I returned to the U.S. on:
I was enrolled in a Special Needs Plan (SNP) but I have lost the special needs qualification required to be in that plan. I was disenrolled from the SNP on:
Have you recently been released from incarceration? I was released on:
I belong to a pharmacy assistance program provided by my state.
My plan is ending its contract with Medicare, or Medicare is ending its contract with my plan.

If none of these statements apply to you or you're not sure, please call us at toll free 1-855-570-1600. TTY users should call 711. Our hours are: 8 am - 8 pm Monday through Friday (except certain holidays) from February 15 to September 30 and 8 am - 8 pm seven days a week October 1 to February 14.

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<b>LAST Name:</b>		<b>FIRST Name:</b>		<b>Middle Initial:</b>		<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms.	
<b>Birth Date:</b> ____/____/_____ (MM / DD / YYYY)		<b>Sex:</b> <input type="checkbox"/> M <input type="checkbox"/> F		<b>Home Phone Number:</b> (____) - ____ - ____		<b>Alternative Phone Number:</b> <input type="checkbox"/> Cell <input type="checkbox"/> Other _____ (____) - ____ - ____	
<b>Permanent Residence Street Address (P.O. Box is not allowed):</b>							
<b>City:</b>			<b>State:</b>			<b>ZIP Code:</b>	
<b>Mailing Address</b> (only if different from your Permanent Residence Address): <input type="checkbox"/> Same as Permanent Street Address:							
<b>City:</b>			<b>State:</b>			<b>ZIP Code:</b>	
<b>Emergency contact:</b>		<b>Phone Number:</b>			<b>Relationship to You:</b>		
		(____) - ____ - ____					
<b>E-mail Address (if applicable):</b> _____@_____.							

### Please Provide Your Medicare Insurance Information

Please take out your Medicare card to complete this section. Fill in the information below as it appears on your card; OR attach a copy of your Medicare card or your letter from Social Security or the Railroad Retirement Board.

**Name:** \_\_\_\_\_

**Medicare Claim Number:** \_\_\_\_\_

**Effective Dates:** Part A Hospital: \_\_\_\_\_ Part B Medicare: \_\_\_\_\_

You must have Medicare Part A and Part B to join a Medicare Advantage plan.

*An incorrect or incomplete Medicare claim number may cause a delay or denial of coverage.*

### Paying Your Plan Premium

**You can pay your monthly plan premium (including any late enrollment penalty that you currently have or may owe) by mail or Electronic Funds Transfer (EFT) each month. You can also choose to pay your premium by automatic deduction from your Social Security or Railroad Retirement Board (RRB) benefit check each month.**

**If you are assessed a Part D-Income Related Monthly Adjustment Amount, you will be notified by the Social Security Administration. You will be responsible for paying this extra amount in addition to your plan premium. You will either have the amount withheld from your Social Security benefit check or be billed directly by Medicare or the RRB. DO NOT pay Aspire Health Plan the Part D-IRMAA.**

People with limited incomes may qualify for extra help to pay for their prescription drug costs. If eligible, Medicare could pay for 75% or more of drug costs including monthly prescription drug premiums, annual deductibles, and co-insurance. Additionally, those who qualify will not be subject to the coverage gap or a late enrollment penalty. Many people are eligible for these savings and don't even know it. For more information about this extra help, contact your local Social Security office, or call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778. You can also apply for extra help online at [www.socialsecurity.gov/prescriptionhelp](http://www.socialsecurity.gov/prescriptionhelp).

If you qualify for extra help with your Medicare prescription drug coverage costs, Medicare will pay all or part of your plan premium. If Medicare pays only a portion of this premium, we will bill you for the amount that Medicare doesn't cover.

**If you don't select a payment option, you will receive a monthly bill.**

**Please select a premium payment option:**

Receive a monthly bill

Electronic funds transfer (EFT) from your bank account each month. Please enclose a VOIDED check or provide the following:

Account holder name: \_\_\_\_\_ Bank Routing Number: \_\_\_\_\_

Bank Account Number: \_\_\_\_\_ Account type:  Checking  Saving

Automatic deduction from your monthly Social Security or Railroad Retirement board (RRB) benefits check. (The Social Security/RRB deduction may take two or more months to begin after Social Security or RRB approves the deduction. In most cases, if Social Security or RRB accepts your request for automatic deduction, the first deduction from your Social Security or RRB benefit check will include all premiums due from your enrollment effective date up to the point withholding begins. If Social Security or RRB does not approve your request for automatic deduction, we will send you a paper bill for your monthly premiums.)

**Please read and answer these important questions:**

1. Do you have End Stage Renal Disease (ESRD)?  Yes  No

If you have had a successful kidney transplant and/or you don't need regular dialysis any more, **please attach a note or records** from your doctor showing you have had a successful kidney transplant or you don't need dialysis, otherwise we may need to contact you to obtain addition information.

2. Some individuals may have other drug coverage, including other private insurance, TRICARE, Federal employee health benefits coverage, VA benefits, or State pharmaceutical assistance programs.

Will you have other prescription drug coverage in addition to an Aspire Health Plan?  Yes  No

If "yes", please list your other coverage and your identification (ID) number(s) for this coverage:

**Name of other coverage:**

**ID # for this coverage:**

**Group # for this coverage:**

3. Are you a resident in a long-term care facility, such as a nursing home?  Yes  No

If "yes" please provide the following information: Name of Institution: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

Phone #: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

4. Are you enrolled in your State Medicaid program?  Yes  No

If yes, please provide your Medicaid number: \_\_\_\_\_

5. Do you work?  Yes  No

Does your spouse work?  Yes  No

**6. Please choose the name of a Primary Care Physician (PCP) from our list of network physicians, which can be obtained from your agent, on our website at [www.aspirehealthplan.org](http://www.aspirehealthplan.org), or by calling our customer service department.** Our hours of operation are from 8 am – 8 pm Monday through Friday (except certain holidays) from February 15 to September 30, and 8 am – 8 pm seven days a week October 1 to February 14.

**If you do not select one of the PCPs from our list, the plan may automatically choose one for you.**

Physician First Name: \_\_\_\_\_ Physician Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Are you currently a patient of this provider?**  Yes  No

**7. Please check one of the boxes if you would prefer us to send you information in a language other than English or in another format.**  Spanish  Large Print

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Please contact Aspire Health Plan at toll free 1-855-570-1600 if you need information in another format or language than what is listed above. Our hours are: 8 am – 8 pm Monday through Friday (except certain holidays) from February 15 to September 30, and 8 am – 8 pm seven days a week October 1 to February 14. TTY users should call 711.



**Please Read This Important Information:**

**If you currently have health coverage from an employer or union, joining Aspire Health Plan could affect your employer or union health benefits. You could lose your employer or union health coverage if you join Aspire Health Plan.** Read the communications your employer or union sends you. If you have questions, visit their website, or contact the office listed in their communications. If there isn't any information on whom to contact, your benefits administrator or the office that answers questions about your coverage can help.

**Please Read and Sign Below:**

**By completing this enrollment application, I agree to the following:**

Aspire Health Plan is a Medicare Advantage Prescription Drug plans and have a contract with the Federal Government. I will need to keep my Medicare Parts A and B. I can only be in one Medicare Advantage plan at a time, and I understand that my enrollment in this plan will automatically end my enrollment in another Medicare health plan or prescription drug plan. It is my responsibility to inform you of any prescription drug coverage that I have or may get in the future. Enrollment in this plan is generally for the entire year. Once I enroll, I may leave this plan or make changes only at certain times of the year when an enrollment period is available (Example, October 15 - December 7 each year), or under certain special circumstances.

Aspire Health Plan serves a specific service area. If I move out of the area that Aspire Health Plan serves, I need to notify the plan so I can disenroll and find a new plan in my new area. Once I am a member of Aspire Health Plan, I have the right to appeal plan decisions about payment or services if I disagree. I will read the *Evidence of Coverage document* from Aspire Health Plan when I get it to know which rules I must follow to get coverage with this Medicare Advantage Prescription Drug plan. I understand that people with Medicare aren't usually covered under Medicare while out of the country except for limited coverage near the U.S. border.

I understand that beginning on the date Aspire Health Plan coverage begins; I must get all of my health care from Aspire Health Plan except for emergency or urgently needed services or out-of-area dialysis services. Services authorized by Aspire Health Plan and other services contained in my Aspire Health Plan *Evidence of Coverage document* (also known as a member contract or subscriber agreement) will be covered. Without authorization, **NEITHER MEDICARE NOR ASPIRE HEALTH PLAN WILL PAY FOR THE SERVICES.**

I understand that if I am getting assistance from a sales agent, broker, or other individual employed by or contracted with Aspire Health Plan he/she may be paid based on my enrollment in Aspire Health Plan.

**Release of Information:** By joining this Medicare health plan, I acknowledge that Aspire Health Plan will release my information to Medicare and other plans as is necessary for treatment, payment and health care operations. I also acknowledge that Aspire Health Plan will release my information including my prescription drug event data to Medicare, who may release it for research and other purposes which follow all applicable Federal statues and regulations. The information on this enrollment form is correct to the best of my knowledge. I understand that if I intentionally provide false information on this form, I will be disenrolled from the plan.

I understand that my signature (or the signature of the person authorized to act on my behalf under the laws of the State where I live) on this application means that I have read and understand the contents of this application. If signed by an authorized individual (as described above), this signature certifies that: 1) this person is authorized under State law to complete this enrollment and 2) documentation of this authority is available upon request by Aspire Health Plan or by Medicare.

**Your Signature:**

**Today's Date:**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
(MM /DD /YYYY)

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**If you are legally authorized to represent the enrollee, you must sign & date above and provide the following information:**

<b>Name &amp; Address:</b>	<b>Phone Number:</b>	<b>Relationship to Enrollee:</b>
	( ) - -	



**Thank you. You have completed the individual enrollment request form.**

<b>FOR AGENT USE ONLY</b>		
<b>Name of Agent/Broker</b> (if assisted in enrollment):	<b>Agent Signature:</b>	<b>Proposed Effective Date of Coverage:</b>
		/ / (MM / DD / YYYY)
<b>Agent ID:</b>	<b>How did you meet this applicant?</b>	
	<input type="checkbox"/> Aspire Lead <input type="checkbox"/> Sales Event/Seminar <input type="checkbox"/> Personal Marketing Appointment <input type="checkbox"/> Physician Marketing <input type="checkbox"/> Other _____	

<b>FOR INTERNAL OFFICE USE ONLY</b>		
<b>Initial Receipt Date:</b>	<b>PBP #:</b>	<b>Election Period:</b>
/ / (MM / DD / YYYY)		<input type="checkbox"/> ICEP/IEP <input type="checkbox"/> AEP <input type="checkbox"/> SEP (type): _____ <input type="checkbox"/> Not eligible

Aspire Health Plan is a Medicare Advantage HMO plan with a Medicare contract. Enrollment in the Plan depends on contract renewal.

This information is available for free in other languages. Please call our customer service number toll free at (855) 570-1600 (TTY users call 711). We are open 8 am to 8 pm PST Monday through Friday (except certain holidays) from February 15 through September 30 and 8am to 8pm PST seven days a week from October 1 through February 14. Esta información está disponible gratis en otros idiomas. Por favor llame a nuestro número de atención al cliente en (855) 570-1600 or Usuarios de TTY deben llamar al 711. Estamos abiertas de 8 am - 8 pm PST de lunes a viernes (excepto ciertos días festivos) del 15 de febrero al 30 de septiembre y las 8 am - 8 pm PST siete días a la semana para el período del 1 de octubre al 14 de febrero.

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Aspire Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aspire Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aspire Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Aspire Health Plan Grievance Coordinator.

If you believe that Aspire Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Grievance Coordinator, Aspire Health Plan, 10 Ragsdale Dr. Suite 101, Monterey, CA 93940, phone: (855) 570-1600, TTY: 711, fax: (831) 657-0703, email: [compliance@aspirehealthplan.org](mailto:compliance@aspirehealthplan.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Aspire Health Plan Grievance Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW.  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.





# ASPIREHEALTHPLAN

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. **Call 1-855-570-1600 (TTY: 711).**

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-570-1600 (TTY: 711).

## Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-570-1600 (TTY: 711)。

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-570-1600 (TTY: 711).

## Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-570-1600 (TTY: 711).

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-570-1600 (TTY: 711) 번으로 전화해 주십시오.

## Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-855-570-1600 (TTY (հեռատիպ)՝ 711):

## Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما رایگان برای 1-855-570-1600 (TTY: 711) تماس بگیرید.

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-570-1600 (телетайп: 711).

## Japanese

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。  
1-855-570-1600 (TTY:711)まで、お電話にてご連絡ください。

## Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1 0061 075 558 (رقم هاتف الصم والبكم : (117:YTT)).

## Panjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵੱਚਿ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-855-570-1600 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

## Mon-Khmer, Cambodia

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតលុយ គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-855-570-1600 (TTY: 711)។

## Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-855-570-1600 (TTY: 711).

## Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-570-1600 (TTY: 711) पर कॉल करें।

## Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-570-1600 (TTY: 711).