



Regence Valiance (HMO)

# 2024 Summary of Benefits

January 1, 2024 – December 31, 2024

for residents of Clackamas, Deschutes, Lane, Multnomah, and Washington counties in Oregon and Clark County in Washington.

H6237-006-000

## For more information

Visit our website at [regence.com/medicare](https://regence.com/medicare).

Prospective members call **1-844-734-3623** (TTY: 711) 8 a.m. to 5 p.m., Monday through Friday.

Current members call **1-855-522-8896** (TTY: 711). Customer Service hours are 8 a.m. to 8 p.m., Monday through Friday (October 1 through March 31, our telephone hours are from 8 a.m. to 8 p.m., seven days a week).

This document is available electronically and may be available in other formats.

## **What you need to know about this book**

The benefit information provided is a summary of what we cover and what you pay. It does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, call us and ask for the Evidence of Coverage (EOC). You can also see the EOC on our website, [regence.com/medicare](https://www.regence.com/medicare).

## **Who can join?**

To join Regence Valiance (HMO), you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and you must live in our service area. Our service area includes Clackamas, Deschutes, Lane, Multnomah, and Washington counties in Oregon and Clark County in Washington.

## **Tips for comparing your Medicare benefits**

- If you want to compare our plan with other Medicare health plans, ask the other plans for their Summary of Benefits booklets. Or use the Medicare Plan Finder on [www.medicare.gov](http://www.medicare.gov).
- If you want to know more about the coverage and costs of Original Medicare, look in your current "Medicare & You" handbook. View it online at [www.medicare.gov](http://www.medicare.gov) or get a copy 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.

## **Which doctors and hospitals can I use?**

Regence Valiance (HMO) has a network of doctors, hospitals, and other providers. If you use providers that are not in our network, we may not pay for your covered services. You must choose a primary care provider (PCP) when you sign up for this plan.

Go to our website at [regence.com/medicare](https://www.regence.com/medicare) to search for a network provider (including PCPs accepting new patients).

When reviewing the following charts, you'll see the cost differences for your care and services.

# Regence Valiance

## Plan costs & limits

<b>Monthly plan premium</b> You must continue to pay your Medicare Part B premium.	\$0
<b>Part B premium reduction</b> Amount your Medicare Part B premium will be reduced	\$20
<b>Annual deductible</b>	\$0
<b>Maximum out-of-pocket responsibility</b> Annual limit on your out-of-pocket costs for your Medicare-covered services. If you reach the limit on out-of-pocket costs, we will pay the full cost for Medicare-covered services for the rest of the year.	\$4,900 for services you receive from in-network providers.

## Medical benefits

<b>Inpatient hospital coverage<sup>1,3</sup></b> Our plan covers an unlimited number of days per stay	\$375 per day: days 1-4 \$0 per day: days 5 and beyond
<b>Outpatient hospital services<sup>1</sup></b> Wound care services	\$25
All other services	\$300
<b>Ambulatory surgery center services<sup>1</sup></b> Wound care services	\$25
All other services	\$275
<b>Doctor visits</b> Primary care provider	\$0
Specialist <sup>3</sup>	\$25
<b>Preventive care</b> Medicare-covered services: Abdominal aortic aneurysm screening	\$0

1- Services may require prior authorization. 2- Services do not apply to the out-of-pocket maximum.  
 3- Services may require a PCP referral.

**Medical benefits**

Alcohol misuse screening and counseling Annual wellness visit Bone mass measurement Breast cancer screening (mammogram) Cardiovascular disease risk reduction visit Cardiovascular disease testing Cervical and vaginal cancer screening Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy) Depression screenings Diabetes screenings HIV screening Lung cancer with low dose computed tomography (LDCT) screening Medical nutrition therapy Obesity screenings and counseling Prostate cancer screenings (PSA) Sexually transmitted infections screenings and counseling Tobacco use cessation counseling Vaccines (flu, pneumonia, COVID-19, Hepatitis B) "Welcome to Medicare" visit (one-time)	
Annual routine physical exam	\$0
<b>Emergency care</b> Your copay is waived if admitted to the hospital within 48 hours.	
Emergency room visit	\$120
Worldwide emergency care	\$120
<b>Urgently needed services</b>	
Urgent care visit	\$35
Virtual urgent care visits - through our virtual care provider Doctor On Demand	\$0
Worldwide urgent care visit	\$120

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<b>Medical benefits</b>	
<b>Diagnostic services/labs/imaging</b>	
HbA1C testing	\$0
Lab services <sup>1</sup>	\$0
Outpatient x-rays	\$0
Diagnostic tests and procedures <sup>1</sup>	\$0
Diagnostic mammography	\$0
Diagnostic radiology (MRI, CT, etc.) <sup>1</sup>	\$300
<b>Hearing services</b>	
Exam to diagnose and treat hearing and balance issues	\$25
Routine hearing exam <sup>2</sup> - 1 per calendar year, exam must be provided by TruHearing	\$0
Hearing aids <sup>2</sup> - 1 per ear per calendar year, aids must be provided by TruHearing	\$699 or \$999 per aid
<b>Dental services</b>	
Medicare-covered services	\$25
Routine dental services - All routine dental services are covered up to a combined benefit maximum every calendar year	\$1,250
Preventive services <sup>2</sup> (Class I) Oral evaluations, 2 per calendar year Prophylaxis (routine cleaning or periodontal maintenance), 2 per calendar year, any combination Bitewing x-rays, 1 set per calendar year Full mouth (FMX) or panoramic x-rays, 1 every 36 months Fluoride, 1 per calendar year	\$0
Basic comprehensive services <sup>2</sup> (Class II) Periodontal scaling and root planing services, 1 per quad every 24 months Restorative fillings, 2 per calendar year	50%

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<b>Medical benefits</b>	
Restorative crowns, 1 per calendar year and once per tooth every 5 years	
Major comprehensive services <sup>2</sup> (Class III) Dentures (full or partial, new), 1 every 5 years Endodontics (root canals), 1 per calendar year Extractions (including local anesthesia), 2 per calendar year Periodontal full mouth debridement, 1 every 3 years	50%
<b>Vision services</b>	
Exam to diagnose and treat diseases and conditions of the eye (including yearly glaucoma screening)	\$0
Routine exam <sup>2</sup> - 1 per calendar year, must be provided by VSP	\$0
Routine eyewear <sup>2</sup> - must be provided by VSP Lenses - standard basic single-vision, lined bifocal, lined trifocal or lenticular are covered Frames or contacts - allowance every calendar year	\$0  \$100
<b>Mental health services</b>	
Inpatient psychiatric hospital <sup>1</sup> - 190-day lifetime maximum	\$375 per day: days 1-4 \$0 per day: days 5-190
Outpatient therapy <sup>1</sup> - individual or group	\$30
Virtual mental health visits - through our virtual care provider Doctor On Demand	\$0
<b>Skilled nursing facility<sup>1</sup></b> Up to 100 days covered per benefit period	\$0 per day: days 1-20 \$203 per day: days 21-45 \$0 per day: days 46-100
<b>Outpatient rehabilitation services<sup>1</sup></b>	
Occupational therapy	\$30
Physical and speech language therapy	\$30
<b>Ambulance<sup>1</sup></b> Copay per each one-way Medicare-covered transport	

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<b>Medical benefits</b>	
Ground ambulance	\$225
Air ambulance	\$225
Worldwide ground or air ambulance	\$225
<b>Transportation</b>	Not covered
<b>Medicare Part B drugs<sup>1</sup></b>	
Chemotherapy drugs	0%-20% (depending on the drug)
Other Part B drugs	0%-20% (depending on the drug)
Part B insulin	20% up to \$35
<b>Acupuncture</b>	
Medicare-covered services - limited to treatment of chronic low back pain	\$20
Additional covered services <sup>2</sup> - combined limit of 18 per calendar year with chiropractic	\$20
<b>Chiropractic</b>	
Medicare-covered services - limited to manipulation of the spine to correct a subluxation	\$20
Additional covered services <sup>2</sup> - combined limit of 18 per calendar year with acupuncture	\$20
<b>Diabetic services</b>	
Diabetic monitoring supplies - in-network supplies limited to Ascensia Contour and Breeze or LifeScan OneTouch	\$0
Continuous glucose monitor (CGM) and supplies <sup>1</sup> - in-network limited to Dexcom and Abbott FreeStyle Libre	\$0
Diabetes self-management training	\$0
Lancets, lancet devices, therapeutic shoes, and inserts	\$0
Diabetic routine footcare <sup>2</sup> - 6 visits per calendar year	\$0

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<b>Medical benefits</b>	
Medicare diabetes prevention program (MDPP)	\$0
<b>Durable medical equipment (DME)<sup>1</sup></b>	20%
<b>Fitness program<sup>2</sup></b> Fitness membership through the Silver&Fit program	\$0
<b>Home delivered meals<sup>2</sup></b> Post discharge - 2 meals per day, up to 28 days, 56-meal limit per eligible episode	\$0
Chronic health needs - 2 meals per day, up to 56 days, 112-meal limit per eligible episode Requires enrollment in care management program The benefits mentioned are a part of special supplemental program for the chronically ill. Not all members qualify.	\$0
<b>Opioid treatment program services<sup>1</sup></b>	\$0
<b>Outpatient substance abuse<sup>1</sup></b> Individual or group	\$30
<b>Over the counter (OTC) items<sup>2</sup></b> Allowance given every three months	\$40
<b>Personal emergency response system (PERS)<sup>2</sup></b> Includes 1 Lively Mobile Plus medical alert device and monthly monitoring services	\$0

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## Pre-enrollment checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at **1-855-522-8896** .

### Understanding the Benefits

- The Evidence of Coverage (EOC) provides a complete list of all coverage and services. It is important to review plan coverage, costs, and benefits before you enroll. Visit [regence.com/medicare](https://www.regence.com/medicare) or call **1-855-522-8896** to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.

### Understanding Important Rules

- In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Your current health care coverage will end once your new Medicare coverage starts. For example, if you are in Tricare or a Medicare plan, you will no longer receive benefits from that plan once your new coverage starts.
- Benefits, premiums and/or copayments/ coinsurance may change on January 1, 2025.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).

## Disclaimers

Regence BlueCross BlueShield of Oregon is an Independent Licensee of the Blue Cross and Blue Shield Association.

Regence is an HMO/PPO/PDP plan with a Medicare contract. Enrollment in Regence depends on contract renewal.

Out-of-network/noncontracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our Customer Service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

You can submit a marketing complaint to us by calling the phone number on the back of your member ID card or by calling 1-800-MEDICARE (1-800-633-4227). TTY/TDD users can call 1-877-486-2048, 24 hours a day/ 7 days a week. Please reference your agent's name if applicable.

Utilization Management (UM) is the way we review the type and amount of care you're getting. This involves looking at the setting for your care and its medical necessity. Clinical professionals make decisions based on our clinical review criteria, guidelines, and medical policies. Examples of UM procedures include pre-service review (prior authorization), concurrent review (including urgent concurrent review) and post-service review. Find more information in our Member FAQ on [regence.com/medicare/resources/faq](https://www.regence.com/medicare/resources/faq).

The Silver&Fit® program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a registered trademark of ASH and used with permission herein. Other names may be trademarks of their respective owners.

Doctor On Demand is a separate company that provides telehealth services. Lively is a separate company that provides Jitterbug products. Silver&Fit is a separate company that provides wellness and health information services. TruHearing is a separate company that provides discounted hearing products. VSP is a separate company that provides vision services.

## 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 1-800-541-8981. 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 1-800-541-8981. 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 1-800-541-8981。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 1-800-541-8981。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 panggagamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-541-8981. 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 1-800-541-8981. 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 1-800-541-8981 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 1-800-541-8981. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-541-8981 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 1-800-541-8981. 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 1-800-541-8981. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके ककसी भी पश्च के जवाब देने के िकए हमारे पास मुफ्त दुभाकिया सेवाएँ उपलब्ध हैं. एक दुभाकिया प्राप्त करने के िकए, बस हमें 1-800-541-8981 पर फोन करें. कोई व्यक्ति जो कहन्दी बोिता 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 1-800-541-8981. 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 1-800-541-8981. 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 1-800-541-8981. 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 1-800-541-8981. 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に、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、1-800-541-8981 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。