

2020 Medicare and Individual and Family Plans Benefits Training Provider FAQ



Where can I find more information on the Extra Benefits (Supplemental Benefits) for my ACA/Health Insurance Marketplace patients?

networkhealth.com/individual/additional-benefits

Where can I find more information on the Extra Benefits (Supplemental Benefits) for my Medicare patients?

networkhealth.com/medicare/additional-benefits

Where can I find more information about the medical benefits for my Medicare patients?

networkhealth.com/provider-resources/medicare-provider-manual.html

What are the chiropractic benefits for each Medicare plan?

Network Health Medicare Advantage plans include only Medicare-covered chiropractic care. This is limited to manual manipulation of the spine to correct subluxation. You can learn more about copays on each Network Health Medicare Advantage plan by visiting networkhealth.com/provider-resources/medicare-provider-manual.html.

Is refraction covered by EyeMed with a routine vision exam?

Refraction is covered with a routine visit by EyeMed *only* when billed to EyeMed along with a code for a routine exam. Refractions billed alone are not covered.

How do pharmacy copayments apply when medications are ordered and dispensed by a Skilled Nursing Facility?

Please call our Customer Service team at 800-378-5234, Monday through Friday, 8 a.m. to 8 p.m. (TTY 800-947-3529) They will be able to look at the benefit and benefit stage to determine appropriate cost.

What are the hearing aid benefits for each Medicare plan?

All Network Health Medicare Advantage PPO and HMO members are eligible to receive a hearing aid discount through our partner, Simpli Hearing. Qualified hearing aids are discounted to \$1,220-\$1,985 per device (a savings of \$775-\$1,215 per hearing aid). This cost includes a one-year warranty, three office visits, one pack of batteries and one year of loss and damage insurance. Members must visit a Simpli Hearing provider in order to receive these discounts. Two Network Health Medicare Advantage plans, Network Platinum*Premier* and Network Platinum*Premier* Rx, also offer members a hearing aid reimbursement of up to \$75.

Learn more about the hearing aid benefit by visiting networkhealth.com/medicare/additional-benefits.

Are Network*Prime* (MSA) members eligible to receive the hearing aid discount?

Network*Prime* members are not eligible to receive the hearing aid discount.

How are routine and preventive visits covered under the Network*Prime* (MSA) plan?

Network*Prime* members must pay the full cost of all medical care, including routine and preventive visits, until they reach their deductible (\$5,100 in 2020). After meeting their medical deductible, Network*Prime* members will pay nothing for Medicare-covered services.

Additional Information

Learn more about our routine vision partner, EyeMed, by visiting eyemed.com/en-us/provider. If you are already an EyeMed provider, you can view their Provider Manual by visiting eyemedinfocus.com/provider_manual/includes/files/Provider-Manual.pdf.

Learn more about our hearing aid discount partner, Simpli Hearing, by visiting simplihearing.com/.

View copies of the Network Health ID by visiting networkhealth.com/provider-resources/policies-and-forms.html.