



We're the only plan in North Dakota and South Dakota* to receive Medicare's highest overall Star Rating of five out of five stars.



Let's get started

Partner with a Medicare plan that keeps you doing what you love

HealthPartners® Sanford (Cost) 2020 Summary of Benefits:

HealthPartners® Sanford Basic (Cost), HealthPartners® Sanford Vital (Cost),
HealthPartners® Sanford Active (Cost), HealthPartners® Sanford Ultimate (Cost)

Jan. 1, 2020 – Dec. 31, 2020

With a HealthPartners Medicare Cost plan, you're always in good shape.

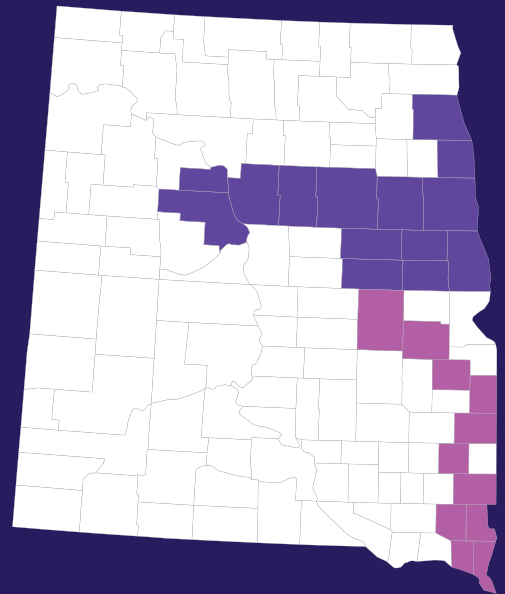
Helping members stay healthy has been our passion for over 60 years. Health comes in many shapes — physical, mental and financial, to name a few. And you can't just focus on one. You have to keep up with all of it. You don't have to be perfect. But you need to be in good shape. As your Medicare partner, we're here to help you get there.

A Medicare partner from your neck of the woods

We've teamed up with Sanford Health to offer the same personal support with Medicare plan options in North Dakota and South Dakota. With a HealthPartners Sanford Medicare plan, you're getting the best of both companies — Sanford Health's network of trusted providers, among others, and the Medicare expertise of HealthPartners.

This booklet will help you get to know the four plans we offer. You can join if you have Medicare Parts A and B or Part B only, live in the service area and don't have end-stage renal disease (there are exceptions).

We're right with you in your pursuit of good health.



Sanford service area includes:

North Dakota

- Barnes
- Burleigh
- Cass
- Dickey
- Grand Forks
- Kidder
- LaMoure
- Morton
- Oliver
- Ransom
- Richland
- Sargent
- Stutsman
- Traill

South Dakota

- Brookings
- Brown
- Clay
- Codington
- Day
- Deuel
- Lake
- Lincoln
- Minnehaha
- Turner
- Union

Why choose a HealthPartners Sanford Medicare plan?

It's important to choose a Medicare plan that fits your lifestyle and budget.

Here are a few questions to keep in mind as you shop around for a plan.

Where can you get in-network care?

- Over 56,000 doctors and 240 hospitals.
Find a covered provider at healthpartners.com/dakotadoc20
- Local providers like Sanford Medical Centers, Sanford Health Jamestown Clinic, Sanford Health Watertown and more
- No referrals needed to see specialists

Are you covered when you travel?

- Yes – coverage for up to nine months when traveling in the U.S.! (Limitations apply)
- Worldwide emergency and urgently needed care with most plans
- Plus, worldwide support from Assist America®

Are there extra perks and benefits?

- 24/7 advice from HealthPartners nurses
- Unlimited, no-cost visits to our online clinic, [virtuwell](#)®
- A health club membership or home fitness kits through the [Silver&Fit](#)® Exercise and Healthy Aging Program
- Hearing aid benefit, non-Medicare covered eyewear allowance, acupuncture, diabetic supplies

WORDS TO KNOW:

Benefit period: Begins the day you're admitted as an inpatient in a hospital or skilled nursing facility (SNF) and ends when you haven't received inpatient hospital care (or care in a SNF) for 60 consecutive days.

Coinsurance: The percentage of the total bill you pay when you use a medical service or drug.

Copay or copayment: The dollar amount you pay when you use a medical service or drug; usually a flat dollar amount, like \$15.

Medicare Cost plan:

A type of Medicare plan that lets you use benefits outside the plan's network or service area, and covered services within those benefits are paid for by Original Medicare.

Network: Doctors, hospitals, pharmacies and other health care providers who have contracted with your health plan.

Provider: Any organization, institution or individual that supplies health care services.

Service area: The geographic region where a health plan accepts members and where the plan's services are provided.

| | Sanford Basic |
|---|--|
| Monthly premium (What you pay each month for your insurance plan) | \$35.70 |
| Deductible (What you pay for a service, item or drug before your insurance kicks in) | None |
| Maximum out-of-pocket (This is the most you'll pay out of pocket for covered services during the plan year, not including prescription medicines) | There is no out-of-pocket max |
| Medical benefits | |
| Inpatient hospital coverage¹ (Cost per benefit period) | \$600 |
| Outpatient hospital coverage¹ • Observation stay and non-surgical services • Outpatient surgery | 20% 20% |
| Ambulatory surgery center¹ | 20% |
| Doctor visits (Primary specialists) | 20% |
| Preventive care (Tests and screenings that can help you avoid illness or improve your health, including blood pressure, diabetes and cancer screenings, some vaccines and more) | \$0 |
| Emergency care (In U.S. worldwide) | \$100 Not covered |
| Urgently needed services (In U.S. worldwide) | 20% Not covered |
| Diagnostic services/Labs/Imaging (Costs for these services may vary based on place of service) • Diagnostic radiology (e.g.: MRI, CT, PET) • Labs • Diagnostic tests and procedures • X-rays/therapeutic radiology | 20% \$0 20% 20% |
| Hearing services • Routine exam • Diagnostic exam • Hearing aids through TruHearing® (See page 5) | Not covered 20% Not covered |
| Dental services¹ • Medicare-covered non-routine dental (Check your EOC for details) | 20% |
| Vision services • Routine exam • Diagnostic exam • Non-Medicare covered prescription eyewear | Not covered 20% Not covered |
| Mental health services • Therapy visits (Individual group) • Inpatient visit (Per benefit period) | 20% 20% \$600 |
| Skilled nursing facility¹ (Cost per benefit period) | Days 1-20: \$0 Days 21-100: \$130 per day |
| Physical therapy | 20% |
| Ambulance (Air and ground in U.S.) | 20% |
| Transportation | Not covered |
| Medicare Part B drugs¹ (Chemotherapy and other Part B drugs) | 20% |

| Sanford Vital | Sanford Active | Sanford Ultimate |
|--|--|---|
| \$39.70 | \$73.30 | \$159 |
| None | None | None |
| \$3,400 | \$3,000 | \$3,000 |
| Medical benefits | | |
| \$400 | \$200 | \$100 |
| \$0 \$150 | \$0 \$100 | \$0 \$50 |
| \$150 | \$100 | \$50 |
| \$15 \$40 | \$15 | \$0 |
| \$0 | \$0 | \$0 |
| \$100 20% | \$75 20% | \$50 20% |
| \$40 20% | \$30 20% | \$0 20% |
| 20% \$0 \$0 10% | \$0 \$0 \$0 \$0 | \$0 \$0 \$0 \$0 |
| \$0 \$40 \$699/\$999 (two per year, one per ear) | \$0 \$15 \$699/\$999 (two per year, one per ear) | \$0 \$0 \$699/\$999 (two per year, one per ear) |
| \$0 | \$0 | \$0 |
| \$0 \$40 \$75 benefit allowance per year | \$0 \$15 \$100 benefit allowance per year | \$0 \$0 \$150 benefit allowance per year |
| \$40 \$20 \$400 | \$15 \$7.50 \$200 | \$0 \$0 \$100 |
| Days 1-20: \$0 Days 21-100: \$100 per day | Days 1-20: \$0 Days 21-100: \$100 per day | Days 1-100: \$0 |
| \$40 | \$15 | \$0 |
| 20% | \$100 | \$0 |
| Not covered | Not covered | Not covered |
| 20% | 20% | 20% |

| | Basic | Vital | Active | Ultimate |
|---|-------------|-------|--------|----------|
| Additional benefits | | | | |
| Chiropractic care | 20% | \$15 | \$15 | \$0 |
| Acupuncture | Not covered | \$35 | \$15 | \$0 |
| Routine physical exams | \$0 | \$0 | \$0 | \$0 |
| Medical equipment/supplies¹ (Durable medical equipment, prosthetics) | 20% | 20% | 20% | 10% |
| Diabetic supplies¹ (See page 5) | 20% | \$0 | \$0 | \$0 |
| Fitness benefit (See page 5) | Not covered | \$0 | \$0 | \$0 |

¹ Prior authorization may be required for certain services.

This is a medical plan only. If you want Part D coverage, you'll need to enroll in a Part D plan.

Get more than great health care

Here's a look at some of the extra perks, benefits and support you'll get as a HealthPartners Medicare member – all at no additional cost to you.

Travel coverage

You'll have in-network coverage up to nine months out of the year when you travel out of the service area in the U.S. Plus, worldwide emergency and urgently needed care with most plans.



If something unexpected happens while you're more than 100 miles from home or in a foreign country, you'll have Assist America on your side.

Call 24/7 nationwide and worldwide to talk to experienced clinicians who can help determine your need for medical care, or coordinate post-stabilization transportation to the nearest facility or your home. Learn more at assistamerica.com.

Quick advice from our team of experts

Don't spend time searching the Web for answers. As a member, you'll have a personal support team as your trusted resource.

- **CareLineSM Service** (staffed by registered nurses): To find out if you should see a doctor, ask questions about a medicine you're taking, or learn about home treatment options
- **Nurse NavigatorSM Program**: If you have questions about your health care and benefits, or need help choosing a treatment option
- **Behavioral Health Navigators**: To find a mental or chemical health professional in your network

*Assist America services are only available during the first 90 consecutive days that you're away from your home and all arrangements must be made through Assist America.



Ways to stay active with Silver&Fit®

With the Silver&Fit Exercise and Healthy Aging Program, you can choose from a gym membership or a home fitness kit. Pick from 34 home fitness kits to be sent to your home twice each year. They cover topics like cardio and strength, yoga, chair exercises, stress management and more. (Available with all plans except Basic.) Learn more at silverandfit.com.

Unlimited 24/7 online care virtuwell.

virtuwell is a convenient online clinic. It treats over 60 common conditions like sinus infections, pink eye, ear infections and more. Here's how it works:

Step 1: virtuwell guides you through questions that are straightforward and easy to answer. It'll ask about symptoms, medicines and allergies.

Step 2: Board-certified nurse practitioners review your answers, make a diagnosis and recommend the best care for you. If needed, prescriptions get sent right to your pharmacy.

Step 3: You'll enter your credit card and insurance information and virtuwell will submit the insurance claim.

Step 4: You'll get a text and email as soon as your treatment plan is ready (about 30 minutes). If you have questions, the nurse practitioners are available by phone around the clock to help. Learn more at virtuwell.com.

Hearing aids through TruHearing

We're excited to partner with TruHearing to offer hearing aids for a \$699 or \$999 copay per aid (depending on technology level) per ear, two each year. You'll have a TruHearing consultant to call with questions about benefits, for help finding providers and even scheduling an appointment through a three-way call. At your appointments, you'll get an audiogram and discuss hearing aid options. Plus, you can place an order and make copays at the doctor's office. After your purchase, you'll get three follow-up visits for fittings and adjustments, and a 45-day risk-free trial. Hearing aids arrive in two to seven days. Keep in mind, you must use TruHearing providers to get this benefit.

Benefit allowance for eyewear

We've added a benefit allowance for non-Medicare covered prescription eyewear this year. With Vital, Active and Ultimate plans, you can go to any optical provider and the plan will cover up to the benefit maximum.

\$0 Diabetic supplies

You'll have diabetic supplies to monitor blood glucose, like a blood glucose monitor, test strips, lancet devices, lancets and glucose-control solutions. Keep in mind, you must use a network pharmacy or provider and you can order up to a three-month supply at one time. Certain diabetic supplies, including blood glucose testing products, are limited to specific brands and manufacturers. Call us for details.

Ready to sign up?

Here's how:

- Visit healthpartners.com/enrollndsd20
- Call us at **877-240-8311** (TTY: **711**)
- Fill out and send in the paper application using the prepaid envelope in your enrollment kit. You can also fax it to us at **952-853-8746**.

Completed enrollment forms we receive by the last day of the month are generally effective for the first day of the next calendar month.

After you enroll, you'll get a welcome packet with your member ID card and other helpful materials.

Here's when:

- **The Annual Enrollment Period (AEP):** Join or switch your Medicare plan Oct. 15 to Dec. 7 for coverage starting Jan. 1.
- **The Initial Enrollment Period (IEP):** Three months before to three months after your 65th birthday month (seven months total).
- **The Special Enrollment Period (SEP):** During special life events, like moving or retiring. Check with HealthPartners or [medicare.gov](https://www.medicare.gov) for details.

Remember to:

Enroll in Parts A and B or Part B only before you sign up for a private plan. And have your Medicare card ready when you enroll.

Looking for more info?

Come in for an informal meeting:

- Visit healthpartners.com/mymeetings to find one near you.

Give us a call:

800-247-7015 (TTY: **711**)

Oct. 1 through Dec. 7: 8 a.m. to 6 p.m. CT, Monday through Saturday

Dec. 8 through Sept. 30: 8 a.m. to 6 p.m. CT, Monday through Friday

Check out our educational blog:

healthpartners.com/education

Chat with us online:

healthpartners.com/medicare

Send us a note:

medicaresales@healthpartners.com

Contact your broker

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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 Sales representative at **800-247-7015** (TTY: **711**).

Understanding the benefits

- Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services for which you routinely see a doctor. Visit healthpartners.com/eoc20 or call **800-247-7015** (TTY: **711**) 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.
- Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

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.
- Benefits, premiums and/or copayments/coinsurance may change on Jan. 1, 2021.
- 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).

To learn about what Original Medicare covers and what it costs, read through your “Medicare & You” handbook. Or, visit medicare.gov to view it online. Don't have one? Call **800-MEDICARE (800-633-4227)** to get yours. They're available 24 hours a day, seven days a week. (TTY **877-486-2048**).

Your information is protected. For information on how HealthPartners manages and protects Health Information and Personal Information that you give us, how we will use and share that information, and how you may exercise your rights with regard to your Personal Information and Health Information, visit healthpartners.com/public/privacy.

HealthPartners is a Cost plan with a Medicare contract. Enrollment in HealthPartners depends on contract renewal.

For accommodations of persons with special needs at meetings, call **800-247-7015** (TTY: **711**).

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The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. Silver&Fit is a federally registered trademark of ASH. Contact your health plan or Silver&Fit for more information. You can also refer to the Silver&Fit website. Please check the searchable directory on the Silver&Fit website to see if your location participates in the program.

This booklet doesn't list everything we cover, or every limitation or exclusion. For a full list of covered services, call us or check the Evidence of Coverage (EOC) at healthpartners.com/eoc20. For a printed copy of the EOC, call us at the numbers on page 6.

Other providers are available in our network.

Every year, Medicare evaluates plans based on a 5-Star rating system. *The Centers for Medicare and Medicaid 2020 Star Ratings Fact Sheet.



8170 33rd Ave. S.
Bloomington, MN 55425