

GuildNet



**LIGHTHOUSE
GUILD**
Vision+Health

GuildNet Gold Plus FIDA Plan

Medicare-Medicaid Plan-POS

Summary of Benefits 2018



GuildNet Gold Plus FIDA Plan MMP-POS: Summary of Benefits



This is a summary of health services covered by GuildNet Gold Plus FIDA Plan for January 1, 2018. This is only a summary. Please read the Participant Handbook for the full list of benefits.

- GuildNet Gold Plus FIDA Plan MMP-POS is a managed care plan that contracts with both Medicare and the New York State Department of Health (Medicaid) to provide benefits of both programs to Participants through the Fully Integrated Duals Advantage (FIDA) Demonstration. It is for people with both Medicare and Medicaid and who meet other eligibility requirements for the FIDA Demonstration.
- Under GuildNet Gold Plus FIDA Plan you can get your Medicare and Medicaid services in one managed care plan called a FIDA Plan. A GuildNet Gold Plus FIDA Plan Care Manager will help manage your care needs.
- This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Participant Handbook.
- Limitations and restrictions may apply. For more information, call GuildNet Gold Plus FIDA Plan Participant Services or read the GuildNet Gold Plus FIDA Plan Participant Handbook. This means that you need to follow certain rules to have GuildNet Gold Plus FIDA Plan pay for your services.
- The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- Benefits may change on January 1 of each year.
- If you speak Spanish, Language assistance services, free of charge, are available to you. Call Participant Services at 1-800-815-0000 and TTY/TDD 711, during Monday through Sunday, 8am to 8pm. The call is free.
- Si habla *español*, los servicios de asistencia lingüística están a su disposición gratuitamente. Llame al 1-800-815-0000 o TTY/TDD 711, de lunes a domingo, 8am a 8pm. La llamada es gratis.
- You can get this document for free in other formats, such as large print, braille, or audio. Call 1-800-815-0000 or TTY/TDD 711, Monday through Sunday, 8am to 8pm. The call is free.
- Usted puede obtener este documento gratis en otros formatos, como en letra grande, braille o audio. Llame al 1-800-815-0000 o TTY/TDD al 711, de lunes a domingo, 8am a 8pm. La llamada es gratis.
- Please call Participant Services at 1-800-815-0000 (TTY 711) to request your preferred language or material format (e.g. large print, Braille). We will keep the information as a standing request for future mailings.
- The State of New York has created a participant ombudsman program called the Independent Consumer Advocacy Network (ICAN) to provide Participants free, confidential assistance on any services offered by GuildNet Gold Plus FIDA Plan. ICAN may be reached toll-free at 1-844-614-8800 or online at icannys.org. (TTY users call 711, then follow the prompts to dial 844-614-8800.)

If you have questions, please call GuildNet Gold Plus FIDA Plan at 1-800-815-0000 and TTY/TDD 711, Monday through Sunday, 8am to 8pm. The call is free. **For more information**, visit www.guildnetny.org.



The following chart lists frequently asked questions.

| Frequently Asked Questions (FAQ) | Answers |
|---|--|
| <p>What is a Fully Integrated Duals Advantage (FIDA) Plan?</p> | <p>A Fully Integrated Duals Advantage (FIDA) Plan is an organization made up of doctors, hospitals, pharmacies, providers of long-term services, and other providers. It also has Care Managers and Interdisciplinary Teams to help you plan and manage all your providers and services. They all work together to provide the care you need. GuildNet Gold Plus FIDA Plan is a FIDA Plan that provides benefits of Medicaid and Medicare to Participants in the FIDA Demonstration.</p> |
| <p>What is a GuildNet Gold Plus FIDA Plan Care Manager and Interdisciplinary Team (IDT)?</p> | <p>A GuildNet Gold Plus FIDA Plan Care Manager is one main person that you may contact. This person helps manage all your providers and services and makes sure you get what you need. This person is part of your Interdisciplinary Team (IDT), which also includes you and your designee(s). You may also choose to have any of the following people participate in any or all of your IDT meetings:</p> <ul style="list-style-type: none"> • Your Primary Care Provider (PCP) or a designee from your PCP’s office (or practice) who has clinical experience and knowledge of your needs; • Your Behavioral Health (BH) Professional, if you have one, or a designee from your BH Professional’s office (or practice) who has clinical experience and knowledge of your needs; • Your home care aide(s), or a designee with clinical experience from the home care agency who has knowledge of your needs, if you are getting home care; • A clinical representative from your nursing facility, if getting nursing facility care; and • Additional individuals including: <ul style="list-style-type: none"> – Other providers either as asked for by you or your designee, or as recommended by the IDT members as necessary for adequate care planning and approved by you or your designee; or – The registered nurse (RN) who completed your assessment. |
| <p>What are long-term services and supports?</p> | <p>Long-term services and supports are help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing facility or hospital.</p> |



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GUILDNET GOLD PLUS FIDA PLAN MMP-POS: SUMMARY OF BENEFITS

| Frequently Asked Questions (FAQ) | Answers |
|---|--|
| Can I direct my own care or hire my own aides? | You have the right to choose to direct your own care by selecting Consumer Directed Personal Assistance Services (CDPAS). Through CDPAS, you can hire your own aides and make other decisions about how to get services. |
| Will you get the same Medicare and Medicaid benefits in GuildNet Gold Plus FIDA Plan that you get now? | <p>You will get your covered Medicare and Medicaid benefits directly from GuildNet Gold Plus FIDA Plan. You will work with a team of providers who will help determine what services will best meet your needs. This means that some of the services you get now may change. You will get almost all of your covered Medicare and Medicaid benefits directly from GuildNet Gold Plus FIDA Plan, but you will get four benefits the same way you do now, outside of the plan. These benefits include: Hospice Services, Out-of-Network Family Planning Services, Methadone Maintenance Treatment Program, and Directly Observed Therapy for Tuberculosis Disease.</p> <p>When you enroll in GuildNet Gold Plus FIDA Plan, you and your Interdisciplinary Team (IDT) will work together to develop a Person-Centered Service Plan (PCSP) to address your health and support needs. When you first enroll in GuildNet Gold Plus FIDA Plan, you can keep seeing your doctors and getting your current services for 90 days, or until your PCSP is complete, whichever is later. When you join our plan, if you are taking any Medicare Part D prescription drugs that GuildNet Gold Plus FIDA Plan does not normally cover, you can get a temporary supply. We will help you get another drug or get an exception for GuildNet Gold Plus FIDA Plan to cover your drug, if medically necessary.</p> |
| Can you go to the same doctors you see now? | <p>Often that is the case. If your providers (including doctors, therapists, and pharmacies) work with GuildNet Gold Plus FIDA Plan and have a contract with us, you can keep going to them. Providers with an agreement with us are “in-network.” You must use the providers in GuildNet Gold Plus FIDA Plan’s network, unless GuildNet Gold Plus FIDA Plan or your IDT has authorized you to see an out-of-network provider. If you need urgent or emergency care or out-of-area dialysis services, you can use providers outside of GuildNet Gold Plus FIDA plan.</p> <p>To find out if your doctors are in the plan’s network, call Participant Services or read GuildNet Gold Plus FIDA Plan’s Provider and Pharmacy Directory.</p> |

If you have questions, please call GuildNet Gold Plus FIDA Plan at 1-800-815-0000 and TTY/TDD 711, Monday through Sunday, 8am to 8pm. The call is free. **For more information**, visit www.guildnetny.org.



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| Frequently Asked Questions (FAQ) | Answers |
|---|--|
| <p>Can you go to the same doctors you see now?</p> | <p>If GuildNet Gold Plus FIDA Plan is new for you, you can continue seeing the doctors you go to now for 90 days or until your Person-Centered Service Plan is complete, whichever is later. If you currently get behavioral health services, your Interdisciplinary Team (IDT) will review your current episode of care to decide if you can continue the services with the same provider you see now. If they decide you can see the same provider you see now, you will be able to see that provider for 24 months following your enrollment in GuildNet Gold Plus FIDA Plan.</p> |
| <p>Can you remain in the same nursing facility you live in now?</p> | <p>Yes. If you live in a nursing facility when you enroll in GuildNet Gold Plus FIDA Plan, you can remain in that nursing facility for the entire time that you are in a FIDA Plan like GuildNet Gold Plus FIDA Plan, even if that nursing facility is out-of-network and does not participate with GuildNet Gold Plus FIDA Plan.</p> |
| <p>What happens if you need a service but no one in GuildNet Gold Plus FIDA Plan's network can provide it?</p> | <p>Most services will be provided by our network providers. If you need a service that cannot be provided within our network, GuildNet Gold Plus FIDA Plan will pay for the cost of an out-of-network provider.</p> |
| <p>Where is GuildNet Gold Plus FIDA Plan available?</p> | <p>The service area for this plan includes: Bronx, Kings (Brooklyn), Queens, New York (Manhattan), and Richmond (Staten Island) Counties, New York. You must live in one of these areas to join the plan.</p> |
| <p>Do you pay a monthly amount (also called a premium) under GuildNet Gold Plus FIDA Plan?</p> | <p>You will not pay any monthly premiums to GuildNet Gold Plus FIDA Plan for your coverage. You also will not have any copays or other costs when you get care from network providers.</p> |
| <p>What is prior authorization?</p> | <p>Prior authorization means that you must get approval from GuildNet Gold Plus FIDA Plan or your Interdisciplinary Team (IDT) before you can get a specific service, item, or drug or before you can see an out-of-network provider. GuildNet Gold Plus FIDA Plan may not cover the service, item, or drug if you don't get approval from GuildNet Gold Plus FIDA Plan or your IDT. A small number of services require prior authorization by a specialist and not by GuildNet Gold Plus FIDA Plan or your IDT. Please refer to Chapter 4 of your Participant Handbook for more information. GuildNet Gold Plus FIDA Plan can also provide you with a list of services or procedures that require you to get prior authorization from a provider other than your IDT.</p> |



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| Frequently Asked Questions (FAQ) | Answers |
|--|---|
| <p>What is prior authorization? (continued)</p> | <p>Some services do not require any prior authorization, such as emergency or urgently needed care, out-of-area dialysis services, primary care provider visits, and women’s health specialist services. For the full list of services that do not require prior authorization, please see Chapter 4 of your Participant Handbook or call GuildNet Gold Plus FIDA Plan.</p> |
| <p>What is a referral?</p> | <p>A referral means that your Primary Care Provider gives you approval to see someone that is not your Primary Care Provider. Referrals are not necessary in GuildNet Gold Plus FIDA Plan and will not be required. However, prior authorization rules must be followed.</p> |
| <p>Who should you contact if you have questions or need help?</p> | <p>If you have general questions or questions about our plan, services, service area, billing, or Participant ID Cards, please call GuildNet Gold Plus FIDA Plan Participant Services:</p> <p>CALL 1-800-815-0000</p> <p>Calls to this number are free. Monday through Sunday, 8am to 8pm.</p> <p>Participant Services also has free language interpreter services available for people who do not speak English.</p> <p>TTY 711</p> <p>Calls to this number are free. Monday through Sunday, 8am to 8pm.</p> <p>If you have questions about your health, please call the Nurse Advice Call line:</p> <p>CALL 1-800-815-0000</p> <p>Calls to this number are free. Monday through Sunday, 24 hours a day.</p> <p>TTY 711</p> <p>Calls to this number are free. 24 hours a day, seven days a week.</p> |

If you have questions, please call GuildNet Gold Plus FIDA Plan at 1-800-815-0000 and TTY/TDD 711, Monday through Sunday, 8am to 8pm. The call is free. **For more information**, visit www.guildnetny.org.



GUILDNET GOLD PLUS FIDA PLAN MMP-POS: SUMMARY OF BENEFITS

| Frequently Asked Questions (FAQ) | Answers |
|--|---|
| <p>Who should you contact if you have questions or need help? (continued)</p> | <p>If you need immediate behavioral health services, please call the Behavioral Health Crisis Line:</p> <p>CALL 1-855-517-3480</p> <p>Calls to this number are free. Monday through Sunday, 24 hours a day.</p> <p>TTY 1-855-825-2166</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p> <p>Calls to this number are free. Monday through Sunday, 24 hours a day.</p> |

The following chart is a quick overview of what services you may need, your costs and rules about the benefits.

| Health need or problem | Services you may need | Your costs for in-network providers | Limitations, exceptions, & benefit information (rules about benefits) |
|--|---|--|---|
| <p>You want to see a doctor</p> | <p>Visits to treat an injury or illness</p> | <p>\$0</p> | <p>Prior authorization is not required to see your PCP. You may use an out-of-network PCP who accepts Medicare for your care.</p> |
| | <p>Wellness visits, such as a physical</p> | <p>\$0</p> | <p>Prior authorization is not required to see your PCP.</p> |
| | <p>Transportation to a doctor’s office</p> | <p>\$0</p> | <p>Prior authorization required.</p> |
| | <p>Specialist care</p> | <p>\$0</p> | <p>No authorization required.</p> |
| | <p>Care to keep you from getting sick, such as flu shots</p> | <p>\$0</p> | <p>Immunizations do not require prior authorization.</p> |
| | <p>“Welcome to Medicare” preventive visit (one time only)</p> | <p>\$0</p> | <p>Prior authorization is not required to see your PCP.</p> |



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GUILDNET GOLD PLUS FIDA PLAN MMP-POS: SUMMARY OF BENEFITS

| Health need or problem | Services you may need | Your costs for in-network providers | Limitations, exceptions, & benefit information (rules about benefits) |
|--|--|--|--|
| You need medical tests | Lab tests, such as blood work | \$0 | Prior authorization required for genetic testing only. You may use out-of-network radiology providers who accept Medicare. |
| | X-rays or other pictures, such as CAT scans | \$0 | Prior authorization required for MRI, CT, PET scans and nuclear imaging. You may use out-of-network radiology providers who accept Medicare. |
| | Screening tests, such as tests to check for cancer | \$0 | Preventive services do not require prior authorization. |
| You need drugs to treat your illness or condition | Generic drugs (no brand name) | \$0 for a 30-day supply. \$0 for a 60-day supply. \$0 for a 90-day supply. | There may be limitations on the types of drugs covered. Please see GuildNet Gold Plus FIDA Plan's List of Covered Drugs (Drug List) for more information. Extended-day supplies are available at retail and/or mail order pharmacy locations. |
| | Brand name drugs | \$0 for a 30-day supply. \$0 for a 60-day supply. \$0 for a 90-day supply. | There may be limitations on the types of drugs covered. Please see GuildNet Gold Plus FIDA Plan's List of Covered Drugs (Drug List) for more information. Extended-day supplies are available at retail and/or mail order pharmacy locations. |
| | Over-the-counter drugs | \$0 | GuildNet Gold Plus FIDA Plan covers some OTC drugs when they are written as prescriptions by your provider. Please see GuildNet Gold Plus FIDA Plan's List of Covered Drugs (Drug List) for more information. |

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| Health need or problem | Services you may need | Your costs for in-network providers | Limitations, exceptions, & benefit information (rules about benefits) |
|--|---|--|--|
| | Medicare Part B prescription drugs | \$0 | Part B drugs include drugs given by your doctor in his or her office, some oral cancer drugs, and some drugs used with certain medical equipment. Read the Participant Handbook for more information on these drugs. |
| You need therapy after a stroke or accident | Occupational, physical, or speech therapy | \$0 | Prior authorization required. These services may limited to 20 visits/year per therapy. You may use out-of-network therapists that accept Medicare for your care. |
| You need emergency care | Emergency room services | \$0 | Emergency room services are provided out-of-network and without prior authorization requirements. |
| | Ambulance services | \$0 | Emergency ambulance does not require prior authorization. Scheduled ambulance trips require prior authorization. |
| | Urgent care | \$0 | Urgent care services are provided out-of-network and without prior authorization requirements. |
| You need hospital care | Hospital stay | \$0 | Prior authorization required. Out-of-network Medicare-covered hospital stays are covered. |
| | Doctor or surgeon care | \$0 | Prior authorization required. Out-of-network Medicare-covered doctor or surgeon care is covered. |
| You need help getting better or have special health needs | Rehabilitation services | \$0 | Prior authorization required. |
| | Medical equipment for home care | \$0 | Prior authorization required. |
| | Skilled nursing care | \$0 | Prior authorization required. |



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| Health need or problem | Services you may need | Your costs for in-network providers | Limitations, exceptions, & benefit information (rules about benefits) |
|--|--------------------------------------|--|---|
| You need eye care | Eye exams | \$0 | Prior authorization may be required. Vision Services provided through Article 28 Clinics that are affiliated with the College of Optometry of the State of New York do not require authorization. |
| | Glasses or contact lenses | \$0 | Prior authorization may be required. Vision Services provided through Article 28 Clinics that are affiliated with the College of Optometry of the State of New York do not require authorization. |
| You need dental care | Dental check-ups | \$0 | Prior authorization may be required. Dental care provided through Article 28 Clinics operated by the Academic Dental Centers does not require authorization. |
| You need hearing / auditory services | Hearing screenings | \$0 | Prior authorization required. |
| | Hearing aids | \$0 | Prior authorization required. |
| You have a chronic condition, such as diabetes or heart disease | Services to help manage your disease | \$0 | Prior authorization may be required. |
| | Diabetes supplies and services | \$0 | Prior authorization may be required. |
| You have a mental health condition | Mental or behavioral health services | \$0 | No authorization required for the first visit. Authorization is required thereafter. You may use an out-of-network mental health provider (who accepts Medicare) for your care. |
| You have a substance abuse problem | Substance abuse services | \$0 | No authorization required for the first visit. Authorization is required thereafter. You may use out-of-network substance abuse provider (who accepts Medicare) for your care. |

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| Health need or problem | Services you may need | Your costs for in-network providers | Limitations, exceptions, & benefit information (rules about benefits) |
|--|--|--|--|
| You need long-term mental health services | Inpatient care for people who need mental health care | \$0 | Prior authorization required. |
| You need durable medical equipment (DME) | Wheelchairs | \$0 | Prior authorization required. |
| | Nebulizers | \$0 | Prior authorization required. |
| | Crutches | \$0 | Prior authorization required. |
| | Walkers | \$0 | Prior authorization required. |
| | Oxygen equipment and supplies | \$0 | Prior authorization required. |
| You need help living at home | Meals brought to your home | \$0 | This benefit lasts 52 weeks and the maximum number of meals provided per day is 3. Prior authorization required. |
| | Home services, such as cleaning or housekeeping | \$0 | Prior authorization required. |
| | Changes to your home, such as ramps and wheelchair access | \$0 | Prior authorization required. |
| | Home services, such as cleaning or housekeeping | \$0 | Prior authorization required. |
| | Changes to your home, such as ramps and wheelchair access | | Prior authorization required. |
| | Personal care assistant (You may be able to employ your own assistant. Call Participant Services for more information.) | \$0 | Prior authorization required. |
| | Training to help you get paid or unpaid jobs | \$0 | Prior authorization required. |
| | Services to help you live on your own | \$0 | Prior authorization required. |



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| Health need or problem | Services you may need | Your costs for in-network providers | Limitations, exceptions, & benefit information (rules about benefits) |
|---|--|-------------------------------------|---|
| | Adult day services or other support services | \$0 | Prior authorization required. |
| You need a place to live with people available to help you | Assisted living or other housing services | \$0 | Prior authorization required. |
| | Nursing facility care | \$0 | Prior authorization required. |
| Your caregiver needs some time off | Respite care | \$0 | Prior authorization required. |

Other services that GuildNet Gold Plus FIDA Plan covers

This is not a complete list. Call Participant Services or read the Participant Handbook to find out about other covered services.

| Other services covered by GuildNet Gold Plus FIDA Plan | Your costs for in-network providers |
|--|---|
| Point of Service (POS) option – All Medicare covered services provided by out of network providers are covered by GuildNet Gold Plus FIDA Plan | \$0 for in and out of network providers |
| Over-the-Counter (OTC) card with \$50 per month allowance to purchase certain non-formulary health related items. | \$0 for in network providers |
| Annual Vision Exams | \$0 for in network providers |

Benefits covered outside of GuildNet Gold Plus FIDA Plan

This is not a complete list. Call Participant Services to find out about other services not covered by GuildNet Gold Plus FIDA Plan but available through Medicare or Medicaid.

| Other services covered by Medicare or Medicaid | Your costs |
|---|------------|
| Day Treatment | \$0 |
| Freestanding birth center services | \$0 |
| Out of network family planning services | \$0 |
| Methadone Maintenance Treatment Program (MMTP) | \$0 |
| Directly observed therapy for tuberculosis (TB) | \$0 |
| Hospice services | \$0 |

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Services that GuildNet Gold Plus FIDA Plan, Medicare, and Medicaid do NOT cover

This is not a complete list. Call Participant Services to find out about other excluded services.

| Services <u>not</u> covered by GuildNet Gold Plus FIDA Plan, Medicare, or Medicaid | |
|---|--|
| A private room in a hospital, except when it is medically needed. | Radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids. |
| Personal items in your room at a hospital or a nursing facility, such as telephone or a television. | Acupuncture. |
| Fees charged by your immediate relatives or members of your household. | Reversal of sterilization procedures and non-prescription contraceptive supplies. |
| Naturopath services (the use of natural or alternative treatments). | Chiropractic care, other than manual manipulation of the spine consistent with Medicare coverage guidelines. |

Your rights as a Participant of the plan

As a Participant of GuildNet Gold Plus FIDA Plan, you have certain rights. You can exercise these rights without being punished. You can also use these rights without losing your services from GuildNet Gold Plus FIDA Plan. We will tell you about your rights at least once a year. For more information on your rights, please read the Participant Handbook. This is not a complete list of all your rights. Your rights include, but are not limited to, the following:

- **You have a right to respect, fairness and dignity.** This includes the right to:
 - Get covered services without concern about race, ethnicity, national origin, religion, gender, age, mental or physical disability, sexual orientation, genetic information, ability to pay, or ability to speak English
 - Ask for information in other formats (e.g., large print, braille, or audio)
 - Be free from any form of physical restraint or seclusion
 - Not be billed by network providers
 - Have your questions and concerns answered completely and courteously
 - Freely apply your rights without any negative effect on the way GuildNet Gold Plus FIDA Plan or your provider treats you
- **You have the right to get information about your health care.** This includes information on treatment and your treatment options. This information should be in a format you can understand. These rights include getting information on:
 - Description of the services we cover
 - How to get services
 - How much services will cost you
 - Names of providers and care managers



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- **You have the right to make decisions about your care, including refusing treatment.** This includes the right to:
 - Choose a Primary Care Provider (PCP) and you can change your PCP at any time
 - Participate in Interdisciplinary Team meetings about your care
 - Get your covered services and drugs quickly
 - Know about all treatment options, no matter what they cost or whether they are covered
 - Refuse treatment, even if your doctor advises against it
 - Stop taking medicine
 - Ask for a second opinion. GuildNet Gold Plus FIDA Plan will pay for the cost of your second opinion visit
 - Create and apply an advance directive, such as a living will or health care proxy
- **You have the right to timely access to care that does not have any communication or physical access barriers.** This includes the right to:
 - Get medical care timely
 - Get in and out of a health care provider’s office. This means barrier free access for people with disabilities, in accordance with the Americans with Disabilities Act
 - Have interpreters to help with communication with your doctors and your health plan
- **You have the right to seek emergency and urgent care when you need it.** This means you have the right to:
 - Get emergency services without prior approval in an emergency
 - See an out of network urgent or emergency care provider, when necessary
- **You have a right to confidentiality and privacy.** This includes the right to:
 - Ask for and get a copy of your medical records in a way that you can understand and ask for your records to be changed or corrected
 - Have your personal health information kept private
 - Direct your own care or hire your own aides through Consumer-Directed Personal Assistance Services
- **You have the right to make complaints about your covered services or care.** This includes the right to:
 - File a complaint or grievance against us or our providers
 - Get a detailed reason for why services were denied

For more information about your rights, you can read the GuildNet Gold Plus FIDA Plan Participant Handbook. If you have questions, you can also call GuildNet Gold Plus FIDA Plan Participant Services.

If you have a complaint or think we should cover something we denied

If you have a complaint or think GuildNet Gold Plus FIDA Plan should cover something we denied, call GuildNet Gold Plus FIDA Plan at 1-800-815-0000 (TTY/TDD 711). You may be able to appeal our decision.

If you have questions, please call GuildNet Gold Plus FIDA Plan at 1-800-815-0000 and TTY/TDD 711, Monday through Sunday, 8am to 8pm. The call is free. **For more information**, visit www.guildnetny.org.



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For questions about grievances (complaints) and appeals, you can read Chapter 9 of the GuildNet Gold Plus FIDA Plan Participant Handbook. You can also call GuildNet Gold Plus FIDA Plan Participant Services.

Additionally, you can get help from the Independent Consumer Advocacy Network (ICAN). ICAN can give you free, confidential assistance on any services offered by GuildNet Gold Plus FIDA Plan, including any problems getting quality care. ICAN may be reached at 1-844-614-8800 or online at icannys.org. (TTY users call 711, then follow the prompts to dial 844-614-8800.)

If you have a complaint or wish to make an appeal about your prescription drugs, please call 1-866-557-7300 (TTY/TDD, please call 711). All other complaints and appeals, please call 1-800-815-0000 (TTY/TDD, please call 711).

If you suspect fraud

Most health care professionals and organizations that provide services are honest. Unfortunately, there may be some who are dishonest.

If you think a doctor, hospital or other pharmacy is doing something wrong, please contact us.

- Call us at GuildNet Gold Plus FIDA Plan Participant Services. Phone numbers are on the cover of this summary.
- Or, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.
- Or, call the New York State Office of the Medicaid Inspector General at 1-877-873-7283 or visit the website at <http://www.omig.ny.gov/>



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