



WELCOME TO VALLEY ADVANTAGE!

Information you need to transition to Valley Advantage

Now that you've joined a Valley Advantage plan, it's time to sit back and relax... and let someone else take care of the details. After all, you've earned it!

At Valley Advantage, we understand how complicated health insurance can be that's why our employees are specially trained to help with your Medicare needs. We're open all day, every day (from 8 am to 8 pm, seven days a week) to answer your questions and to help you get the care you need whenever you need it.

One Call, That's All!

One of the great benefits of Valley Advantage is that you no longer need to deal with so many customer service centers.

Before Valley Advantage, who would you call if you had a question about coverage? 1-800-Medicare? Your Medigap (Medicare Supplement) company? Your prescription drug card company?

Valley Advantage takes the place of all three – you only have one ID card, one phone number to call, and a dedicated staff of Customer Service standing by ready to answer your questions.

Important information to help you take full Advantage of your coverage.

My New ID Card

Now that you are a member of a Valley Advantage plan, be sure to use your new Identification card whenever you seek medical care. You should keep your red, white, and blue Medicare card in a safe place, but don't use it for medical care. Using the right card will ensure your doctors know about your coverage.

Which Doctor Should I Use?

If you are seeing a doctor who does not participate in your Advantage plan, a Customer Service agent can help you transition to a network provider. Or, you can check the Valley Advantage provider directory. Remember that in most cases, you must receive care through the Valley Advantage network. While some care is always covered out of network (like emergencies, or if you become ill or injured while traveling), neither Valley Advantage nor Medicare will pay for routine care received out of network.

If you're not sure or need help, just give us a call and we'll get you on the right track.

And always remember that in an emergency, you should call 9-1-1 or go to the nearest emergency room.

What about pharmacies?

Just like doctors and hospitals, Valley Advantage has a pharmacy network. In your provider directory, you'll find many national chain pharmacies and independent pharmacies, too. And with convenient mail order options, nothing could be easier.

Just show your new Valley Advantage ID card, and it's all taken care of.

Can I keep taking my current drugs? How do I know what's covered?

New members in our Plan may be taking drugs that aren't in our formulary or that are subject to certain restrictions, such as prior authorization or step therapy. Members should talk to their doctors to decide if they should switch to an appropriate drug that we cover or request a formulary exception (which is a type of coverage in order to get coverage for the drug).

During the period of time members are talking to their doctors to determine the right course of action, we may provide a temporary supply of the non-formulary drug if those members need a refill for the drug during the first 90 days of new membership in our Plan. For each of the drugs that isn't on our formulary or that requires prior authorization, we will cover a temporary 34-day supply (unless the prescription is written for fewer days) when a new member goes to a network pharmacy and the drug is otherwise a "Part D drug".

If a new member is a resident of a long-term-care facility (like a nursing home), we will cover up to 3 temporary 34- day transition supplies (unless you have a prescription written for fewer days). If necessary, additional fills will be considered on a case by case emergency basis during the first 90 days a new member is enrolled in our Plan, when that member is a resident of a long-term-care facility.

We will provide you with a written notice within 3 business days after we cover your temporary supply. This notice will explain the steps you can take to request an exception and how to work with your doctor to decide if you should switch to an appropriate drug that we cover.

If you have any questions, contact Customer Service. We want to make your transition to Valley Advantage easy!