

NaviCare[®] SCO and HMO SNP

The Benefits Booklet

Effective January 1–December 31, 2023

At Fallon Health, our mission is to improve health and inspire hope. We do that by providing care and coverage that goes further. With our NaviCare SCO and HMO SNP programs, you'll get all the services and medical benefits that are covered through MassHealth Standard and Medicare—plus much more!

See inside to learn what's included with NaviCare to help you manage your health. And remember, when you join NaviCare, you'll pay \$0 for all the benefits inside this booklet.



Who gives you more?

Benefits	With NaviCare	With MassHealth and Medicare alone
\$0 hospital stays and services	✓	✓
\$0 lab tests and X-rays	✓	✓
\$0 doctor visits and screenings	✓	✓
\$0 hearing tests and hearing aids	✓	✓
\$0 adult day health	✓	✓
\$0 in-home care	✓	✓
\$0 prescriptions and certain over-the-counter items with a prescription	✓	✓
Free rides to and from medical appointments	✓	✓
Free rides to visit friends, run errands, attend religious services, and more. Up to 140 one-way trips per year.	✓	
\$0 for advice or treatment from doctors by phone, mobile app, or video—24/7	✓	
\$0 dental: crowns, dentures, implants, oral surgery, and more	✓	
Free SilverSneakers®: includes gym membership, access to online classes, and more	✓	
\$570 toward eyewear every year	✓	
\$400/year toward new fitness trackers, new cardio equipment, fitness classes or gym memberships	✓	
Up to \$600/year to buy health and hygiene products	✓	
Up to \$200/year to buy personal care items and food products	✓	
Earn up to \$100/year to buy healthy food	✓	
A Care Team that makes sure you get the care and benefits you need	✓	

Get all of this, plus more. And pay \$0.

Save Now card

With your preloaded Save Now card, you'll get \$150 each calendar quarter (up to \$600 a year) to buy items to help keep you healthy. This is in addition to any dollars you have on your Self-Care card.



You can choose from hundreds of items, like toothbrushes, cold/allergy medicine, pain relievers, and probiotics. Make your purchases at stores like CVS Pharmacy, Family Dollar, and Walmart—or online with free home delivery.

Self-Care card

With your preloaded Self-Care card, you'll get \$50 each calendar quarter (up to \$200 a year) to buy personal care items and groceries. This is in addition to any dollars you have on your Save Now and Healthy Food cards.

Use your card to buy personal care items like soap, deodorant, shampoo, conditioner, and more. You can also use the card to buy food products like rice, beans, meat, vegetables, and more. Make your purchases at approved stores, online, or by phone.

Healthy Food card

Earn money on the Healthy Food card to buy fruits, veggies, and more! You'll be awarded \$50 for completing an activity—up to two per year—like getting an annual physical or flu shot.

Spend those earned dollars at places like Family Dollar, Rite Aid, Stop & Shop, Walmart, and online at FarmboxRx. You can earn up to \$100 per year, and you can use this card alongside your Self-Care card—when buying food products.



Transportation

Free unlimited rides to medical appointments and places where you receive health care, such as doctor office visits, physical therapy appointments, counseling sessions, and hospital visits.

Plus, you get free rides to run errands, visit friends, attend religious services, and more. You have 140 one-way trips to use per year.

Get rides from Fallon's partner service, or your own friends and family who can receive reimbursement for mileage of approved rides.

Dental services

Get your teeth cleaned and more! Your plan will also pay for things like crowns, dentures, implants, oral surgery, and more.

Vision care

Up to \$570, every year, for new eyeglasses, frames, lenses, or contacts.

\$400 to get fit

You'll get up to \$400 to help you pay for fitness classes, a new fitness tracker, new cardio equipment, or a gym membership.

Don't forget, your gym membership is free at locations that are part of the SilverSneakers® program.



Can't get to the gym? You'll have access to the SilverSneakers on-demand library of classes, workouts, and instructional videos.

An entire Care Team

You'll have an entire team of health care professionals dedicated to making sure you get the services and care you need.

Care Team members include a Navigator who helps to coordinate your care, makes your appointments, and more.

Get care from the comfort of your home

You'll pay \$0 for telehealth visits with your primary care provider, specialists, and other healthcare providers.

Plus, you'll get 24/7 access to doctors by phone, internet, or mobile device—for non-emergency health concerns such as the flu, sore throat, or skin rashes.

And, you'll have 24/7 phone access to registered nurses who will recommend where you should receive care or will connect you to your doctor.



Medicine and nutrition

If your doctor writes you a prescription for a covered medication, NaviCare provides the medication—at no cost to you.

Get unlimited nutritional supplements—for \$0—with a doctor's prescription.





Are you eligible?

As a NaviCare member, you can't be enrolled in another health insurance plan, except Medicare. Additionally, to qualify you must:

- Be 65 or older
- Be eligible for MassHealth Standard
- Live in the NaviCare service area

How can I learn more or sign up?

Give us a call today. We're happy to help!



1-877-255-7108 (TRS 711)

8 a.m.–8 p.m., Monday–Friday (Oct. 1–March 31, seven days a week.)

fallonhealth.org/navicare

Fallon Health is an HMO plan with a Medicare contract and a contract with the Massachusetts Medicaid program. Enrollment in Fallon Health depends on contract renewal. NaviCare is a voluntary program in association with MassHealth/EOHHS and CMS.

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