



**Senior Whole Health (HMO)
2010 Evidence of Coverage ERRATA Sheet**

| Page number | ERROR | Correction or clarification |
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| 1 | Esta información está disponible en diferente idiomas, incluyendo Portugués, Francés, Español o cassettes para audiofonos. Por favor llame por favor al numero citado arriba para servicio al miembro si necesita ila información de Senior Whole Health en otro formato o lengua. | <p>This information is available in different formats, including Spanish and electronically. Please call Member Services at the number listed above if you need plan information in another format or language.</p> <p>Esta información está disponible en diferente idiomas, incluyendo Español y electrónicamente. Por favor llame por favor al numero citado arriba para servicio al miembro si necesita ila información de Senior Whole Health en otro formato o lengua.</p> |
| 5 | There are different types of Medicare Advantage Plans. Senior Whole Health is a Medicare Advantage Special Needs Plan. | There are different types of Medicare Advantage Plans. Senior Whole Health is a Medicare Advantage HMO (HMO stands for Health Maintenance Organization). |
| 6 | <p>Eligibility for enrollment in Senior Whole Health:</p> <ul style="list-style-type: none"> • You are entitled to MassHealth Standard | <p>Eligibility for enrollment in Senior Whole Health:</p> <ul style="list-style-type: none"> • You are enrolled in MassHealth Standard <p>All current members of Senior Whole Health are enrolled in MassHealth Standard and therefore are eligible for Extra Help and the Low-Income Subsidy.</p> |



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| 26 | <p>Many of the specialists your PCP may want you to see are part of the Senior Whole Health network and a referral is not needed. This is because we have asked your PCP who he or she makes referrals to and has signed a contract with those specialists. This means that when you choose your PCP, you also choose your specialists and hospitals. Your PCP will contact Senior Whole Health when he or she refers you to someone who is not part of the Senior Whole Health network. You only need to contact Senior Whole Health for a referral if you are going to a specialist who your PCP has NOT referred you to and they are not in the Senior Whole Health network.</p> <p>If there are specific specialists you want to use, find out whether your PCP sends patients to these specialists. Each Senior Whole Health PCP has certain Senior Whole Health specialists they use for referrals. This means that the Senior Whole Health specialists you can use may depend on which PCP you select. You can generally change your PCP at any time if you want to see a plan specialist that your current PCP cannot refer you to.</p> | <p>Senior Whole Health does not require referrals to in-network specialist. You only need to contact Senior Whole Health for a referral if you are going to a specialist who is not in the Senior Whole Health network.</p> |
| 37 | <p>Member responsibility for non-Medicare covered SNF stays:</p> <ul style="list-style-type: none"> • Days 1-20: \$0 per day • Days 21-100: \$0 per day | <p>Member responsibility for SNF stays:</p> <ul style="list-style-type: none"> • Days 1-20: \$0 per day • Days 21-100: \$0 per day <p>Please see page 50 for <i>Long-term Nursing Home Care</i> in excess of 100 days; non-Medicare covered stays will be covered by MassHealth.</p> |

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| 38 | <p>Inpatient services covered when the hospital or SNF days aren't, or are no longer, covered: \$0 copay Authorization needed.</p> | <p>Prior Authorization is not required for inpatient services when hospital or SNF days aren't, or are no longer, covered by Medicare.</p> |
| 44 | <p>Mammography screening Covered services include:</p> <ul style="list-style-type: none"> • One baseline exam between the ages of 35 and 39 | <p>“One baseline mammography screening exam between the ages of 35 and 39” is not applicable to Senior Whole Health members.</p> |
| 45 | <p>Pap test, pelvic exams, and clinical breast exams Covered services include:</p> <ul style="list-style-type: none"> • For all women, Pap tests, pelvic exams, and clinical breast exams are covered once every 24 months • If you are at high risk of cervical cancer or have had an abnormal Pap test and are of childbearing age: one Pap test every 12 months | <p>Pap tests for Senior Whole Health members are covered once every 24 months. If you are at risk for cervical cancer, we will cover a Pap test every 12 months.</p> |
| 45 | <p>Dialysis (kidney) \$0 copay Authorization needed.</p> | <p>Prior Authorization is not required for out-of-area Dialysis.</p> |



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| 52-53 | <p>In addition to any exclusions or limitations described in the Benefits Chart, or anywhere else in this <i>Evidence of Coverage</i>, the following items and services aren't covered under Original Medicare or by our plan:</p> <ul style="list-style-type: none"> • Chiropractic care, other than manual manipulation of the spine consistent with Medicare coverage guidelines. | <p>In addition to manual manipulation of the spine consistent with Medicare coverage guidelines, Senior Whole Health covers <u>6</u> routine chiropractic visits.</p> |
| 96 | <p>If we make a coverage decision and you are not satisfied with this decision, you can “appeal” the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.</p> | <p>Medicare appeal rights do not apply to items and services covered by MassHealth.</p> |