

FREQUENTLY ASKED QUESTIONS

Will PrimeTime Choices pay for a gym membership?

All Choices members have access to the Silver&Fit® Healthy Aging and Exercise Program with the below items. To enroll, call Silver&Fit® at 1-877-427-4788.

- » A membership at a participating fitness center or YMCA
- » Home fitness kits/stay fit kit
- » Daily workout videos
- » Healthy aging coaching
- » 1,500+ digital workout videos

Why did my rate change?

Your premium will increase each year on or around June 1 based upon your age on June 1. We determine your premium based on your “attained” age. For example, if you are 74 on June 1, your premium will be the 74-year-old rate. We may also raise rates on June 1 due to inflation.

Will I get a new ID card every year?

PrimeTime Choices does not mail new ID cards annually. If you need a replacement card you can print a copy or order a card from our website (www.primetimechoices.com). Alternatively, you can contact Customer Service at 330-363-4031 or 1-877-863-1791.

Why do you send me information about Medicare costs and deductibles in December?

We are required to let you know about changes to Medicare costs. Every January 1, Medicare changes Part A and Part B premiums, copays, deductibles, and out-of-pocket costs. These changes could impact what you pay when you seek care.

Who do I call for precertification or to find out if something is covered?

Medicare is your primary coverage. This means Medicare pays first. You need to contact Medicare (1-800-MEDICARE) for precertification, prior authorization, or to find out your primary benefit. PrimeTime Choices pays secondary benefit based on what Medicare allows.

What happens if I move?

It is important to notify Customer Service of the date and address for any temporary or permanent moves. If you permanently move to a different county or state your premium may change. PrimeTime Choices Medicare Supplement is accepted anywhere in the United States, but your premium may change.

Can I get an Explanation of Benefits (EOB)?

EOBs are available online at www.primetimechoices.com. If you do not have computer access, please call Customer Service.

How do I cancel my PrimeTime Choices Medicare Supplement Plan?

You can cancel your plan by sending us your request in writing. We will cancel your plan on the first of the month after the month we receive your written request. For example, if we receive the written notice on March 15, your plan will no longer be effective on April 1.

What is available on the PrimeTime Choices website?

If you create an account at www.primetimechoices.com you will have the ability to:

- » Pay your premium online securely and quickly
- » See your claims and Explanation of Benefits (EOBs)
- » View plan books and benefits
- » Print or order an ID card