

FREQUENTLY ASKED QUESTIONS

Will PrimeTime Choices pay for a gym membership?

Yes. All PrimeTime Choices' plans include a SilverSneakers membership at no additional cost to you, providing access to:

- » Participating gyms with specialized classes for all skill levels.
- » Community events, group activities & classes.
- » Online classes, personalized program resources, adjustable workout plans & more!

Why did my rate change?

Your premium will increase each year on or around June 1, largely based upon your "attained" age. For example, if you are 74 on June 1, your premium will be the 74-year-old rate. The following year, your premium would be the 75-year-old rate. Other factors include the area where you live and the rate of inflation.

Will I get a new ID card every year?

No. PrimeTime Choices does not mail new ID cards annually. If you need a replacement, you can print or order one from our website, PrimeTimeChoices.com. You can also contact customer service (see bottom of page).

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

Every year, the federal government updates the premiums, deductibles and copays for Medicare Parts A and B. We are required to notify you of these changes, as they impact your cost-sharing responsibilities when they become effective in January of the following year.

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. Call 1-800-MEDICARE (1-800-633-4227) for precertification, prior authorization or to find out your primary benefit. PrimeTime Choices is secondary coverage, based on what Medicare allows.

What should I do if I move?

Please notify customer service of the date and address for any temporary or permanent moves immediately. If you permanently relocate to a different county or state, your premium may change. PrimeTime Choices Medicare Supplement plans are accepted anywhere in the United States, but where you live is a factor in determining your premium.

Can I get an explanation of benefits (EOB)?

Yes. The quickest way is online, through PrimeTimeChoices.com. You can also contact customer service.

Can I cancel my PrimeTime Choices plan?

Yes. You can cancel by sending a request in writing. We will discontinue your plan on the first day of the month following the month we receive the request.

What is available on the PrimeTime Choices website?

If you create an account at PrimeTimeChoices.com, you can:

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

PrimeTime Choices is not connected with or endorsed by the U.S. government or the federal Medicare program.

PRIMETIME CHOICES

330-363-4031 | 1-877-863-1791 (TTY: 711)

Monday - Friday | 8 a.m. - 4:30 p.m. EST