# McLaren Medicare

# 2025 MAPD Product Deep Dive



#### **About McLaren Health Plan**

- Government programs Individual, Medicare and Medicaid products
- Contracted with top health care systems in Michigan
- Based in Flint, MI
- Medicare service area includes 61 counties in Michigan
- More than 85,000 provider locations and growing
- Subsidiary of McLaren Health Care Corporation, the third largest integrated health system in Michigan



#### **About McLaren Health Plan**

- Government programs Individual, Medicare and Medicaid products
- Michigan based HMO since 1998
- Delivers care to over 250,000 members
- Contracted with top health care systems in Michigan
- Based in Flint, MI
- Medicare service area includes 61 counties in Michigan
- Individual and family plans includes 60 counties in Michigan
- More than 85,000 provider locations and growing
- Subsidiary of McLaren Health Care Corporation, the third largest integrated health system in Michigan



## McLaren Health Plan – 2025 Changes

- Inspire Flex added six counties to the \$0 premium plan H6322-003-01 (RED)
  - ■This plan is only available to people who reside in Bay, Charlevoix, Cheboygan, Clare, Clinton, Eaton, Emmet, Genesee, Ingham, Lapeer, Macomb, Oakland, Ogemaw, Sanilac, Shiawassee, St. Clair and Tuscola counties.
- Over the Counter Allowance increased to \$135 \$145 quarterly
  - Varies based on plan- Inspire \$140 per quarter; Inspire Plus \$145 per quarter; Inspire Flex (Seg 1) \$140 per quarter; Inspire Flex (Seg 2) \$135 per quarter
- Medicare service area changed from 63 to 61 counties in Michigan
  - No longer available in Isabella or St. Joseph counties for 2025
- DSNP Plans no longer available
  - Crosswalk plan in place for current membership and AOR will be preserved

## McLaren Medicare Service Area

### McLaren Medicare Approved Service Area 2025

- Serving 61 counties in the Michigan's lower peninsula
- More than 85,000 provider locations and growing
  - 11,000+ PCP's
  - 64,500+ Specialists
  - 185 Hospitals
  - 9,100+ Ancillary Providers (DME, Lab, Radiology, PT)









# McLaren Medicare Providers\*

























## McLaren Medicare - Benefit Highlights

Part C Benefit	McLaren Inspire (HMO) H6322-001	McLaren Inspire Plus (HMO) H6322-002	McLaren Inspire Flex (HMO-POS) *H6322-003-01	McLaren Inspire Flex (HMO-POS) **H6322-003-02
Monthly Premium	\$0	\$25	\$0	\$49
Maximum Annual Out of Pocket	\$4,200	\$3,500	\$3,800 INN \$10,000 INN/OUT	\$3,800 INN \$10,000 INN/OUT
Part C Deductible	\$0	\$0	\$0	\$0
Primary Care Office Visit	\$0	\$0	\$0	\$0
Specialist Office Visit	\$40	\$25	\$30	\$25
Inpatient Hospital Stay	\$275/day days 1-7 \$0/day days 8+	\$225/day days 1-7 \$0/day days 8+	\$200/day days 1-7 \$0/day days 8+	\$200/day days 1-7 \$0/day days 8+
Virtual Care - McLaren Care Now	<b>\$</b> 0	<b>\$</b> 0	\$0	<b>\$</b> 0

<sup>\*</sup>This plan is only available to people who reside in Bay, Charlevoix, Cheboygan, Clare, Clinton, Eaton, Emmet, Genesee, Ingham, Lapeer, Macomb, Oakland, Ogemaw, Sanilac, Shiawassee, St. Clair and Tuscola counties.

#### **Highlights**

- No referral needed to see an innetwork specialist
- Six new counties added for the \$0 premium Inspire Flex (003-01) plan
- Added OON MOOP to Inspire Flex Plan
- LOWER specialist copays
- LOWER inpatient per day copays
- No increase in our low MOOP
- \$0 Deductible on all plans
- Transportation on all plans



<sup>\*\*</sup>This plan is only available to people who reside in Alcona, Allegan, Alpena, Antrim, Arenac, Barry, Benzie, Berrien, Branch Calhoun, Cass, Crawford, Gladwin, Grand Traverse, Gratiot, Hillsdale, Huron, Ionia, Iosco, Jackson, Kalamazoo, Kalkaska, Kent, Lake, Leelanau, Livingston, Manistee, Mecosta, Midland, Missaukee, Montcalm, Montmorency, Newaygo, Osceola, Oscoda, Otsego, Ottawa, Presque Isle, Roscommon, Saginaw, Van Buren, Washtenaw, Wayne, and Wexford counties.

## McLaren Medicare – Inspire HMO Closer Look

McLaren Inspire HMO - Premium: \$0

H6322-001

**Lab Services:** 

MOOP: \$4,200
Part C Deductible: \$0
Part D Deductible: \$0

Inpatient Hospital: \$275 days 1-7 SNF: \$0 days 1-20

\$214 days

21-100

\$0

Partial Hospitalization: \$80
Observation: \$150

ER/UC: \$100/\$50

Ground/Air Ambulance Services: \$220
Ambulatory Surgical Center: \$200
Outpatient Hospital Services: \$200
Diagnostic Radiological Services: \$200
Diagnostic Procedures/Tests: \$20
Therapeutic Radiological Services: 20%
Outpatient X-Ray Services: \$25

**Primary Care Physician Services:** \$0 **Telehealth Benefits - McLarenNow:** \$0 \$40 **Physician Specialist Services: Chiropractic Services:** \$20 **Podiatry Services:** \$40 \$30 **Individual Psychiatric Services: Physical Therapy/Speech Services:** \$25 **Occupational Therapy Services:** \$25 **Cardiac Rehabilitation Services:** \$30 **Pulmonary Rehabilitation Services:** \$15 **Home Health Services:** \$0

Durable Medical Equipment: 20%
Diabetic Supplies: \$0
Diabetic Shoes/Inserts: 20%
Dialysis Services: 20%
Medicare Part B Insulin Drugs: \$35
Medicare Part B Chemotherapy: 20%
Other Medicare Part B Drugs: 20%



Worldwide Emergency: Not Covered

## McLaren Medicare – Inspire Plus HMO Closer Look

McLaren Inspire Plus HMO - Premium: \$25 (\$0 LIS)

H6322-002

MOOP:	<b>\$3,500</b>
Part C Deductible:	\$0
Part D Deductible:	\$0
Inpatient Hospital:	\$225 days 1-
SNF:	\$0 days 1-20
	\$214 days
	21-100
Partial Hospitalization:	\$80
<b>Observation:</b>	\$150
ER/UC:	\$100/\$50
<b>Ground/Air Ambulance Services:</b>	\$220
<b>Ambulatory Surgical Center:</b>	\$150
<b>Outpatient Hospital Services:</b>	\$200
<b>Diagnostic Radiological Services:</b>	\$150
<b>Diagnostic Procedures/Tests:</b>	\$20
<b>Therapeutic Radiological Services:</b>	20%
<b>Outpatient X-Ray Services:</b>	\$25
Lab Services:	\$0

<b>Primary Care Physician Services:</b>	<b>\$0</b>
Telehealth Benefits - McLarenNow	<b>\$0</b>
Physician Specialist Services:	\$25
<b>Chiropractic Services:</b>	\$20
<b>Podiatry Services:</b>	\$25
Individual Psychiatric Services:	\$25
Physical Therapy/Speech Services:	\$25
Occupational Therapy Services:	\$25
<b>Cardiac Rehabilitation Services:</b>	\$20
<b>Pulmonary Rehabilitation Services:</b>	\$20
<b>Home Health Services:</b>	<b>\$0</b>

Worldwide Emergency: \$100 copay \$50,000/year combined limit with Urgent Care

<b>Durable Medical Equipment:</b>	20%
Diabetic Supplies:	<b>\$0</b>
Diabetic Shoes/Inserts:	20%
Dialysis Services:	20%
Medicare Part B Insulin Drugs:	\$35
<b>Medicare Part B Chemotherapy:</b>	20%
Other Medicare Part B Drugs:	20%



# McLaren Medicare – Inspire Flex HMO/POS Closer Look Segment 1

#### McLaren Inspire Flex HMO/POS – Premium \$0

H6322-003-001

MOOP: \$3,800 INN \$10,000 Comb.	INN/OON
OON Cost Share	20%
Part C Deductible:	\$0
Part D Deductible:	\$0
Inpatient Hospital:	\$200 days 1-7
SNF:	\$0 days 1-20
	\$214 days
	21-100
Partial Hospitalization:	\$80
Observation:	\$150
ER/UC:	\$100/\$50
<b>Ground/Air Ambulance Services:</b>	\$200
<b>Ambulatory Surgical Center:</b>	\$150
<b>Outpatient Hospital Services:</b>	\$150
<b>Diagnostic Radiological Services:</b>	\$100
Diagnostic Procedures/Tests:	\$10
<b>Therapeutic Radiological Services:</b>	\$25
Outpatient X-Ray Services:	\$35
Lab Services:	\$0

MACOD & 2 200 ININI \$10 000 Comb ININI/OON

Primary Care Physician Services:	<b>\$0</b>
<b>Telehealth Benefits - McLarenNow:</b>	<b>\$0</b>
<b>Physician Specialist Services:</b>	\$30
<b>Chiropractic Services:</b>	\$20
<b>Podiatry Services:</b>	\$30
<b>Individual Psychiatric Services:</b>	\$30
Physical Therapy/Speech Services:	\$30
<b>Occupational Therapy Services:</b>	\$30
<b>Cardiac Rehabilitation Services:</b>	\$30
<b>Pulmonary Rehabilitation Services:</b>	\$20
<b>Home Health Services:</b>	\$0

Worldwide Emergency: \$100 copay \$50,000/year combined limit with Urgent Care Durable Medical Equipment: 20%
Diabetic Supplies: \$0
Diabetic Shoes/Inserts: 20%
Dialysis Services: 20%
Medicare Part B Insulin Drugs: \$35
Medicare Part B Chemotherapy: 20%
Other Medicare Part B Drugs: 20%

This plan is only available to people who reside in Bay, Charlevoix, Cheboygan, Clare, Clinton, Eaton, Emmet, Genesee, Ingham, Lapeer, Macomb, Oakland, Ogemaw, Sanilac, Shiawassee, St. Clair and Tuscola counties.

## McLaren Medicare – Inspire Flex HMO/POS closer Look Segment 2

#### McLaren Inspire Flex HMO/POS - Premium: \$49 (\$22.40 LIS)

H6322-003-002

**Partial Hospitalization:** 

**Outpatient X-Ray Services:** 

**Lab Services:** 

MOOP: \$3,800 INN - \$10,000 Comb. INN/OON
OON Cost Share 30%
Part C Deductible: \$0
Part D Deductible: \$0
Inpatient Hospital: \$200 days 1-7
SNF: \$0 days 1-20
\$214 days
21-100

\$80

\$25

\$0

**Observation:** \$150 ER/UC: \$100/\$50 \$220 **Ground/Air Ambulance Services:** \$150 **Ambulatory Surgical Center:** \$200 **Outpatient Hospital Services: Diagnostic Radiological Services:** \$120 **Diagnostic Procedures/Tests:** \$20 **Therapeutic Radiological Services:** \$25

**Primary Care Physician Services:** \$0 \$0 Telehealth Benefits - McLarenNow: **Physician Specialist Services:** \$25 **Chiropractic Services:** \$20 \$30 **Podiatry Services: Individual Psychiatric Services:** \$25 \$25 **Physical Therapy/Speech Services:** \$25 **Occupational Therapy Services:** \$20 **Cardiac Rehabilitation Services: Pulmonary Rehabilitation Services:** \$20 **Home Health Services:** \$0

> Worldwide Emergency: \$100 copay \$50,000/year combined limit with Urgent Care

Durable Medical Equipment: 20%
Diabetic Supplies: \$0
Diabetic Shoes/Inserts: 20%
Dialysis Services: 20%
Medicare Part B Insulin Drugs: \$35
Medicare Part B Chemotherapy: 20%
Other Medicare Part B Drugs: 20%

This plan is only available to people who reside in Alcona, Allegan, Alpena, Antrim, Arenac, Barry, Benzie, Berrien, Branch Calhoun, Cass, Crawford, Gladwin, Grand Traverse, Gratiot, Hillsdale, Huron, Ionia, Iosco, Jackson, Kalamazoo, Kalkaska, Kent, Lake, Leelanau, Livingston, Manistee, Mecosta, Midland, Missaukee, Montcalm, Montmorency, Newaygo, Osceola, Oscoda, Otsego, Ottawa, Presque Isle, Roscommon, Saginaw, Van Buren, Washtenaw, Wayne, and Wexford counties.

## McLaren Medicare Extra Benefits



Vision - \$100 - \$225 annual allowance for frames and lenses

Inspire – \$100 allowance Inspire Plus - \$200 allowance Inspire Flex 01 - \$225 allowance Inspire Flex 02 - \$200 allowance



Hearing - \$0 exam - \$699/\$999 copay per hearing aid, one per ear every two years – Powered by TruHearing

\$699 - Advanced Aids \$999 - Premium Aids



Dental – preventive plus, \$1,500 annual benefit

See Dental Certificates of Coverage for detailed covered codes



OTC Allowance \$135- \$145 MAPD per quarter (no rollover)— Paid with Benefits Mastercard® Prepaid Card

Inspire – \$140 per quarter Inspire Plus - \$145 per quarter Inspire Flex 01 - \$140 per quarter Inspire Flex 02 - \$135 per quarter



Grocery and/or utilities \$50 per month—Paid with Benefits Mastercard® Prepaid Card (SSBCI Benefit only, member must qualify) (Inspire members not eligible)



Fitness - \$100 - \$200 annual reimbursement – Paid with Benefits Mastercard® Prepaid Card

Inspire – \$100 annually
Inspire Plus - \$200 annually
Inspire Flex 01 - \$200 annually
Inspire Flex 02 - \$200 annually



Personal Emergency Response System (PERS) — Covered at \$0 No prescription needed — member calls directly (see EOC) (Inspire members not eligible)



Meals – post hospital \$0 for 2 weeks

Up to five discharges annually



Transportation – all plans

20 one-way trips per year



## McLaren Medicare Network Partners

#### Vision

Uses the McLaren Medicare FAP provider tool to location participating optometrists

- Typically listed by provider name, not retail location name
- Not par with VSP or EyeMed but we do have many of the same providers

#### Hearing/Hearing Aids

TruHearing

Call TruHearing at (888) 936-5512 to schedule an appointment

#### Dental

Delta Dental of Michigan

■ Delta Dental Medicare Advantage Network



■ Delta Dental Advantage Network PPO and Premier Network

## McLaren Medicare Vendor Partners

#### OTC Allowance

You will receive a Mastercard® Prepaid Card in the mail to use to purchase eligible products at participating retailers or you can shop online through NationsBenefits and get free home delivery. For more information, please call Member Services at 833-358-2404 or visit the NationsBenefits website at: <a href="https://www.McLarenMedicare.NationsBenefits.com">www.McLarenMedicare.NationsBenefits.com</a>.

■ **Groceries for SSBCI Members** (Special Supplemental Benefits for the Chronically III)
Members with certain chronic condition(s) who meet additional criteria may be eligible for supplemental benefit for the chronically ill. Prior authorization is required. Call Member Services at 833-358-2404.

#### Fitness reimbursement

Member will receive a Mastercard® Prepaid Card in the mail to use to pay for their fitness center membership. Member will be responsible for any costs above your maximum benefit allowance.

Paid with Benefits Mastercard® Prepaid Card

## McLaren Medicare Vendor Partners

#### Personal Emergency Response System (PERS)

We cover a Mobile Plus personal emergency response system (PERS) device equipped with two-way voice communication, GPS location technology, and the option of auto fall detection with 24/7 monitoring. For more information or to take advantage of this benefit call 800-860-4230.

#### Meals – Post Hospital

Benefit covers 28 meals (2 meals per day for 14 days) delivered directly to your home after each discharge from an inpatient acute or a skilled nursing facility stay. Annual limit of 5 discharges for a total of 140 meals per year. Must use GA Foods.

#### Transportation

Coverage for 20 one-way, non-emergency trips per year to plan approved health-related locations. Each trip is limited to 50-miles one-way. Please contact Member Services at least 2 days in advance to arrange for transportation.

# McLaren Medicare

# Part D (Rx), Dental & Optional Supplemental Dental



## McLaren Medicare Prescription

	McLaren Retail	McLaren Mail Order	
Part D Deductible	None		
Tier I (preferred generics)			
1-month supply	\$0.00	Not Available	
3-month supply	\$0.00	\$0.00	
Tier 2 (generics)			
1-month supply	\$12.00	Not Available	
3-month supply	\$36.00	\$27.00	
Tier 3 (preferred brand)			
1-month supply	\$47.00	Not Available	
3-month supply	\$141.00	\$105.75	
Tier 4 (non-preferred brand)			
1-month supply	\$100.00	Not Available	
3-month supply	\$300.00	\$225.00	
Tier 5 (specialty drugs)			
1-month supply	33% a	ıll plans	
Tier 6 ( select care drugs)			
1-month supply	\$0.00	Not Available	
3-month supply	\$0.00	\$0.00	
Part D Insulins			
1-month supply	Tier 2 \$10 Tier 3 \$35	Not Available	
т-шопш заррту		Ting 2 (22	
2 month cumply	Tier 2 \$30 Tier 3 \$105	Tier 2 \$23 Tier 3 \$79	
3-month supply	Her 3 \$105	Hel 3 \$79	

### **Part D Highlights**

- \$0 deductible on all tiers
- \$0 copay on Tiers 1 & 6
- Powered by <u>MedImpact</u>
- MOPD 2.5X
- Mail Order Birdi



### **McLaren Medicare MSB Dental**

McLaren Medicare - Dental Benefits		MSB
	Services	Network: PPO and Premier
	Oral Exams	100%
Diagnostic	Bitewing Radiographs	100%
	Full-Mouth Series Xray/Panoramic Film	100%
	Additional Tests & Examinations	Not covered
Preventive	Dental Prophylaxis	100%
	Fluoride Treatment	100%
	Amalgams	50%
Restorative	Resin Based Composites	50%
	Onlays and Crowns	Not covered
	Crown Repairs	50%
Periodontics	Perio Maintenance	100%
	Perio Non-Surgical Procedures	50%
Prosthodontics, removeable	Dentures & Denture Relines/Repairs	Not covered
Oral & Maxillofacial Surgery	Simple Extractions	50%
	Brush Biopsy	100%
Adjunctive General Services	Emergency Palliative Treatment	100%
Deductible	(per person total per calendar year)	\$0
Maximum Plan Payment	(per person total per calendar year on all services)	\$1,500

**DELTA DENTAL®** 



Note: The coinsurance amounts are what the plan pays.

# McLaren Medicare Optional Dental Buy Up

# Optional Services are separate and different from Standard Benefits

McLaren Med	licare - Optional Dental Buy Up	OSB 1 100/50/25	OSB 2 100/80/50
		\$23.00 per month	\$41.00 per month
	Services	<b>Network: PPO and Premier</b>	<b>Network: PPO and Premier</b>
Restorative	Onlays and Crowns	25%	50%
Endodontics	Endodontics (Root Canals)	50%	80%
Periodontics	Perio Surgical Procedures	50%	80%
Prosthodontics, removeable	Dentures	25%	50%
	Denture Relines/Repairs	50%	80%
Implant Services	Implant Services	25%	50%
	Implant Repairs	50%	80%
Prosthodontics, fixed	Bridges	25%	50%
	Bridge Repairs	50%	80%
Oral & Maxillofacial Surgery	Surgical Extractions/Oral Surgery	50%	80%
Adjunctive General Services	Occlusal Guards/Occlusal Adjustments	50%	80%
	Anesthesia	50%	80%
Deductible		<b>\$0</b>	\$0
Maximum Plan Payment	(per person total per calendar year on all services)	\$1,000	\$1,500

#### **Optional Dental Coverage**

We are partnering with Delta Dental to provide members with the option to purchase additional coverage to supplement the dental benefits provided in the McLaren Medicare MAPD plans

- There is no deductible for either plan
- No waiting period
- Delta PPO & Premier Providers



**MEDICARE** 

Note: The coinsurance amounts are what the plan pays.

# McLaren Medicare

2025
Agent Tools
&
Contacts



#### New for 2024!

#### All in one space!!

Agent portal powered by Salesforce

#### ASCEND enrollment platform has it all!

- Digital Scope of Appointment
- Lead management
- Easy to use quotes and compares
- DSNP and LIS lookup built in
- And more!

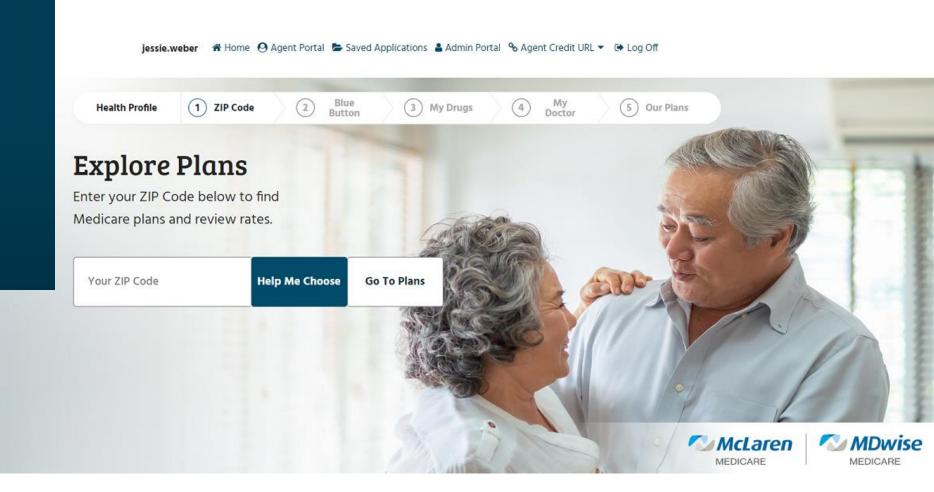






# McLaren Medicare Enrollment Platform





### Registering for ASCEND



- Need an ASCEND registration email?
- Click on: <a href="https://mclarenhealth.isf.io/2024/agent">https://mclarenhealth.isf.io/2024/agent</a>
- When you get to the login page, enter your email and select Forgot Password
- You will be emailed the link to get set up to enroll
- Still have questions? We would be glad to set up a training let us know!!



### **Online Tools**

### **Information at your Fingertips**

- Website
- Compare Medicare Plans
- Provider Search
- Provider/Pharmacy Directory
- Part D Formulary
- Dental Network
- Member Documents and Forms: EOC, SB, etc.\*





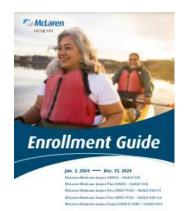


EOB – Explanation of Benefits not found on site



## **Sales and Marketing Materials**

Order	Order Materials
Visit	Visit www.mhpagents.allegra-okemos.com
Click	Click Create an account (lower right corner of box)
Enter	Enter Contact Information including primary/default shipping address
Log In and select	Log In and select materials
Check Out	Check Out (Note- the shipping address will default to their primary address. You can add a new address for shipment at the check out screen or under my account)
Receive	Receive Confirmation Email







2025 materials are ready to order on September 27<sup>th</sup>, 2024.

# McLaren Medicare Commissions 2025

### **Medicare Advantage**

	All Effective  Dates
Initial Enrollment (New to MA) Paid on or before last business day of the full month following member enrollment (1)(3)	\$626
Renewal <sup>(2)</sup> Paid annually in a lump sum payment	\$313

# **Contact Information Your Team**

Michael Curdy, Sales Executive

m: (248) 417-8814

e: michael.curdy@mclaren.org

Steve LaMacchia, Sales Executive

m: (517) 512-3118

e: steve.lamacchia@mclaren.org

**Craig Geiger, Sales Executive** 

m: (517) 526-2927

e: craig.geiger@mclaren.org

Anne (Betsy) Condon, Sales Executive

m: (810) 391-3948

e: anne.condon@mclaren.org

**Jessie Weber, Sales Executive** 

m: (810) 730-8740

e: jessie.weber@mclaren.org

**Robin Kane, Director, Medicare Sales** 

Michigan m: (810) 730-9289

e: robin.kane-mostyn@mclaren.org

#### MAPDsales@mclaren.org

- Get appointed with McLaren
- Application issues
- General questions
- Commission Inquiry
- Agent Helpline: (888) 327-0671, option 3

#### **McLaren Member Services**

(833) 358-2404

April 1 – September 30: Mon. – Fri. 8 a.m. to 8 p.m. October 1 – March 31: 7 days a week, 8 a.m. to 8 p.m. (Except Thanksgiving and Christmas days)



### **McLaren Medicare**

# Thank you!



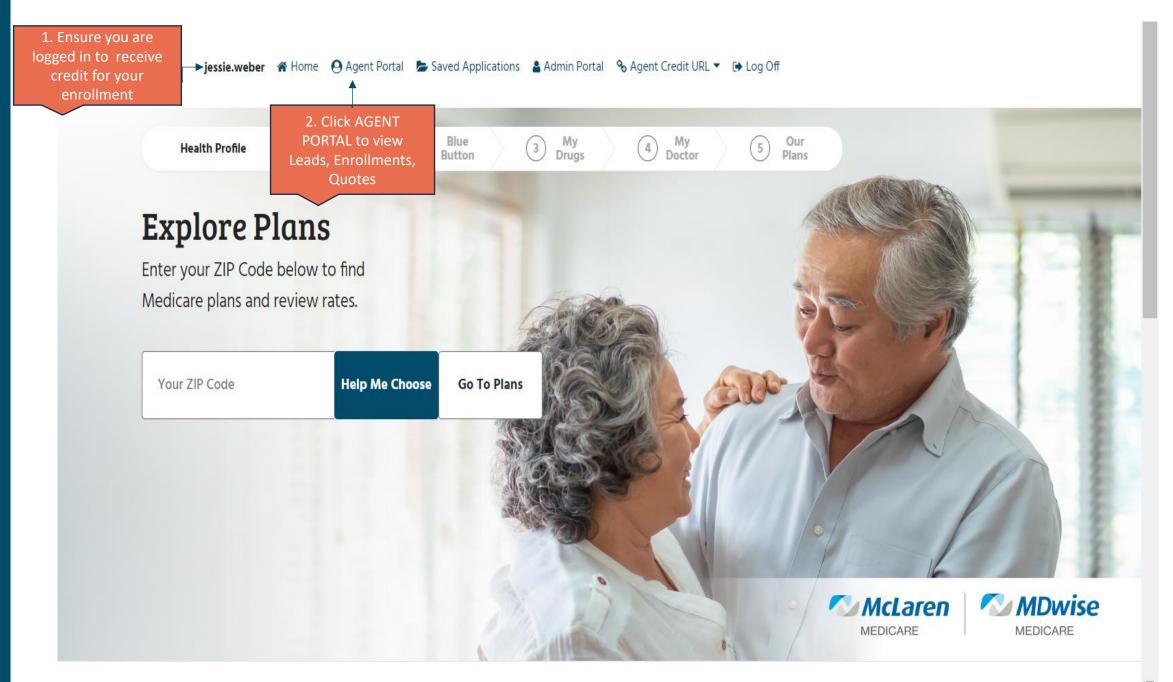


# Ascend Quote and Enrollment

**Training and Walkthrough Guide** 



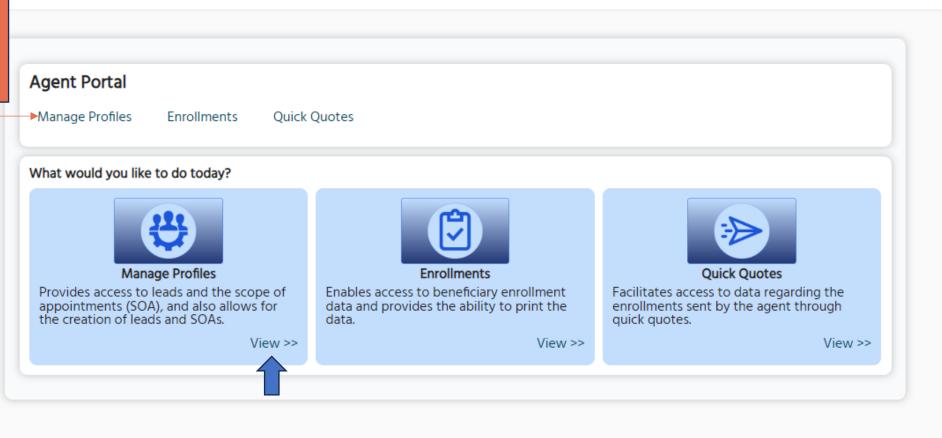
# Scope of Appointment Process













#### Disclaimer of Warranties and Liabilities

MDwise Medicare is an HMO/HMO-POS with a Medicare contract. Enrollment in MDwise Medicare depends on contract renewal.

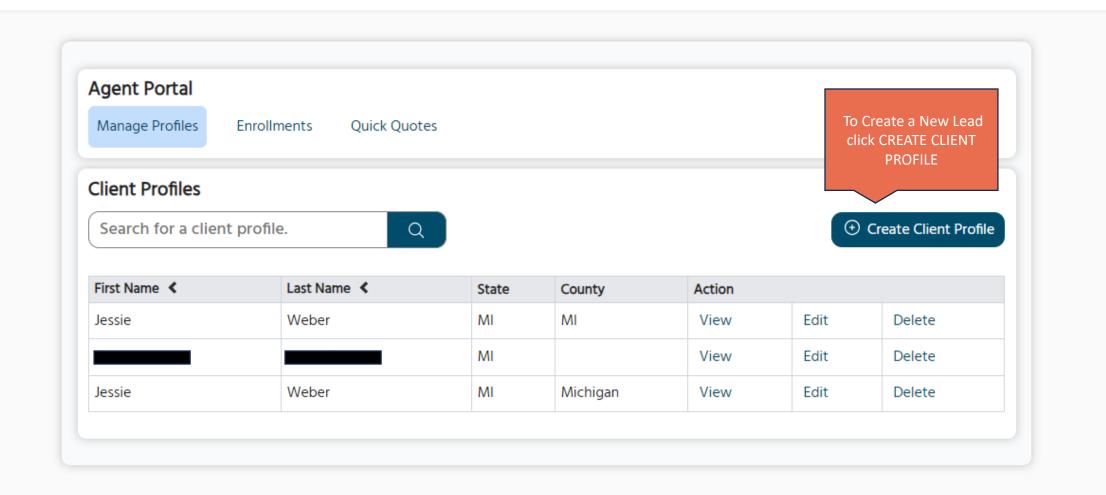
#### **Need Help?**

Phone:

McLaren Medicare: 833-358-2404

(TTY:711)



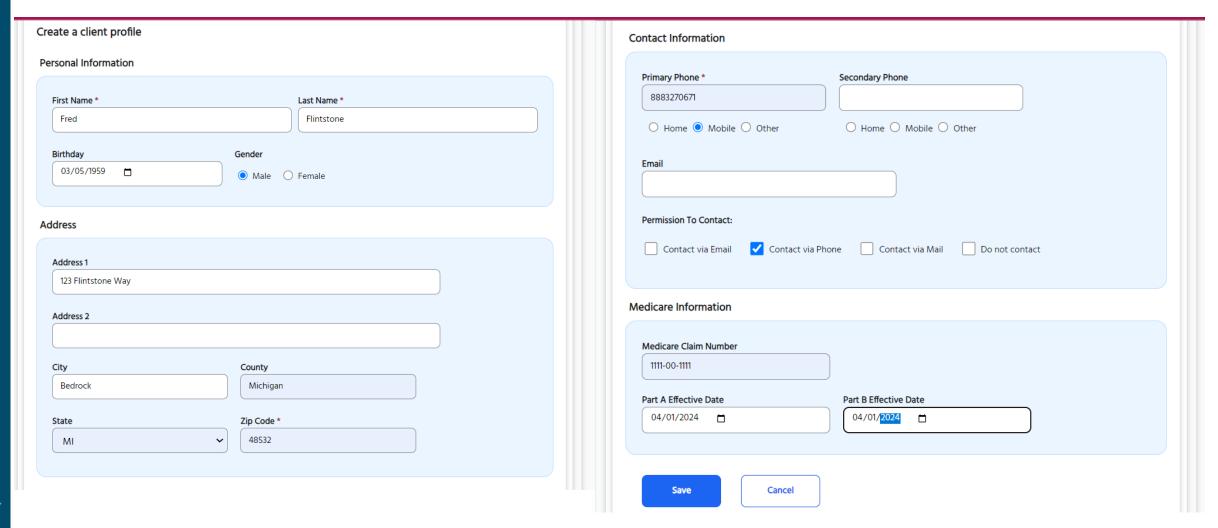






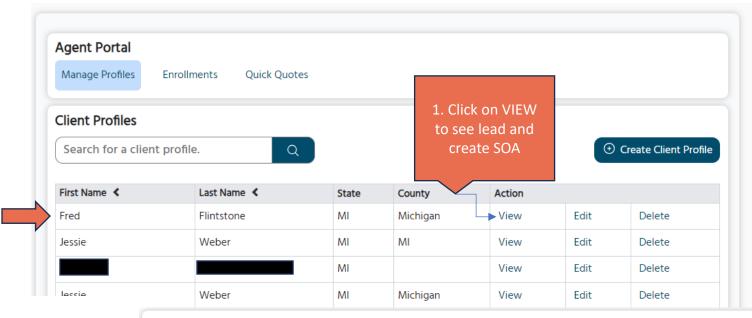
#### Create Lead – Only requires First & Last Name, Phone Number.

\*All data entered will auto populate in application.

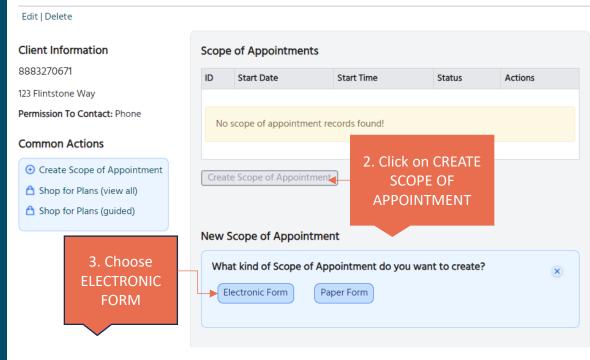


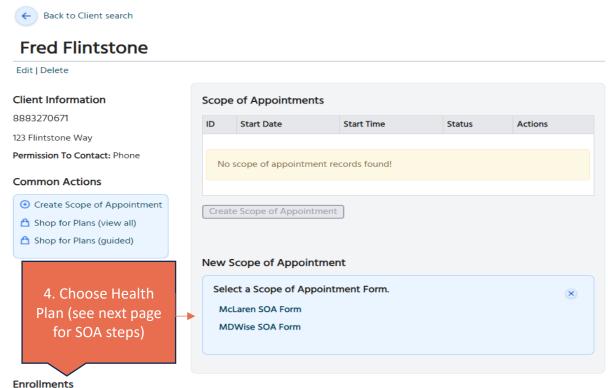


View Leads And Create Scope Of Appointment



#### Fred Flintstone

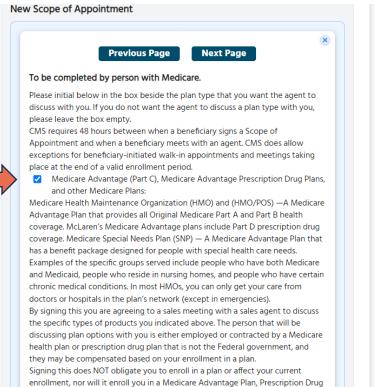






#### **New Scope of Appointment** Next Page Scope of Sales Appointment Confirmation Form The Centers for Medicare and Medicaid Services requires agents to document the scope of a marketing appointment prior to any face-to-face sales meeting to ensure understanding of what will be discussed between the agent and the Medicare beneficiary (or their authorized representative). All information provided on this form is confidential and should be completed by each person with Medicare or his/her authorized representative. Next Page 2. Make caller aware you are inputting their name, and they will have the opportunity

1. Acknowledge that they are agreeing to a sales meeting to discuss MAPD plans beneficiary



Previous Page

Plan, or other Medicare plan.

Next Page

×

Previous Page

Beneficiary or Authorized Representative Signature and Signature Date:

Signature:

Fred Flintstone

If you are the authorized representative, you must sign above and provide the following information:

Representative's First Name:

Representative's Last Name:

Address:

City:

State:

ZipCode:

Phone Number:

Relationship to Beneficiary:

to agree.

3. For telephonic enrollment indicate that it is an "Incoming Call"

To be completed by Agent: Agent First Name Agent Last Name 8107308740 Beneficiary First Name: Beneficiary Last Name Flintstone Beneficiary Address Beneficiary City: 123 Flintstone Way Bedrock Beneficiary State Beneficiary ZipCode: 48532 Beneficiary Phone Number 8883270671 Initial Method of Contact: (Indicate here Agent's Signature Jessie Weber Incoming phone call Plan Use Only Date of Appointment Completed 05/02/2024 \*Scope of Appointment documentation is subject to CMS record retention requirements\* McLaren Medicare is an HMO/HMO-POS with a Medicare contract and a DSNP HMO with a Medicare contract and a contract with the State of Michigan Medicaid program. Enrollment in McLaren Medicare

New Scope of Appointment

4. Text is easier for the beneficiary to confirm SOA

Permission To Contact

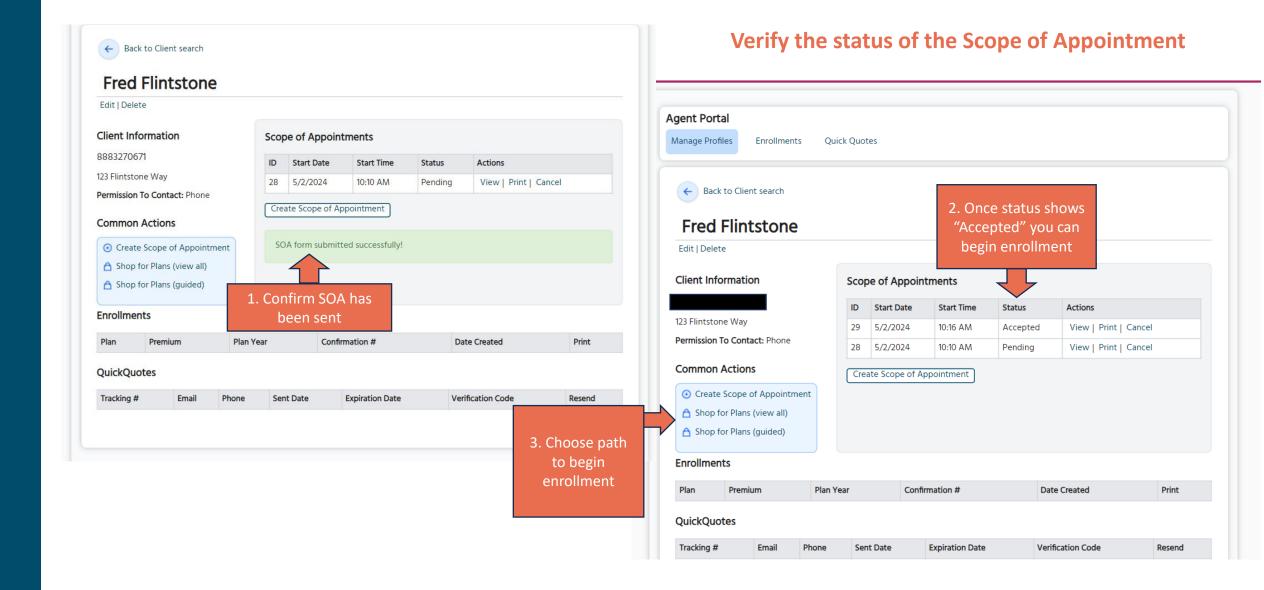
By choosing the options below for text and/or email, I consent to receive updates about my upcoming appointment.

Email

Text

Submit SOA

Cancel







# Sample of Scope of Appointment Text

Text Message Today 10:16 AM

Your Licensed McLaren Agent has sent a link for you to review and approve your Scope of Appointment. <a href="https://soa.ascendproject.com/?">https://soa.ascendproject.com/?</a>

clientId=65&scopeId=29&pas

scode=3040BBA8-38A8-439

3-9D96-F104284E5DDC

1. Click link to approve SOA

The sender is not in your contact list.

Report Junk

2. Beneficiaries scroll down to verify information and click YES to approve SOA

10:17 atil LTE 📼 ■ Messages 8107308740 Beneficiary First Beneficiary Last Name: Name: Fred Flintstone Beneficiary Address: Beneficiary City: Bedrock 123 Flintstone Way Beneficiary State: Beneficiary ZipCode: 48532 Beneficiary Phone Number: 8109311892 Initial Method of Contact: (Indicate here Agent's Signature: if beneficiary was a Jessie Weber walk-in.) Incoming phone call Date of Appointment Plan Use Only: Completed: 2024-05-02 \*Scope of Appointment documentation is subject to CMS record retention requirements\* McLaren Medicare is an HMO/HMO-POS with a Medicare contract and a DSNP HMO with a Medicare contract and a contract with the State of Michigan Medicaid program. Enrollment in McLaren Medicare depends on contract renewal No

# Checking Extra Help Eligibility Status

• LIS Verification

# Checking LIS Eligibility



1. Choose the "HELP ME CHOOSE"

#### Blue Button from Medicare

Using the Medicare Blue Button connection, many consumers can import their Doctors, Prescriptions, and Pharmacies from the previous year. This will assist in choosing a new plan for this year by allowing you to have a complete history loaded in the health plan selection tool.

You have full control over how your data can be used by logging into MyMedicare.gov in a few easy steps.

Connect to MyMedicare.gov

No, I prefer to enter my information manually

2. Choose the "No, I prefer to enter my information manually""



#### Do you need extra (financial) help?

Extra Help eligibility is dependent on your income. If you qualify, it can help lower the cost of your prescription drug premium and your prescription drugs, too. It also allows you to apply for a new prescription drug plan at certain times throughout the year. To check eligibility status, click the Yes button below. To skip this check, simply click No.

Yes

No





# Checking LIS Eligibility

# Check Extra Help Eligibility Status First Name Last Name Last Name Vour Birthday Medicare Number Medicare Number Check Status

8. Eligibility verified

Check Extra Help Eligibility Status

You may be eligible for Extra Help. This can reduce the prescription drug premium of the plan you select and will reduce the cost of your prescription drugs. You can contact the Social Security Administration to find out more details about how much this will lower your costs.

St	tart Date	End Date	Extra Help Category	Premium Subsidy
01	1/01/2024	12/31/2024	Category 2	100%
01	1/01/2023	12/31/2023	Category 2	100%

Continue

7. Fill out the required information and select CHECK STATUS

9. Select CONTINUE, and the enrollment process begins

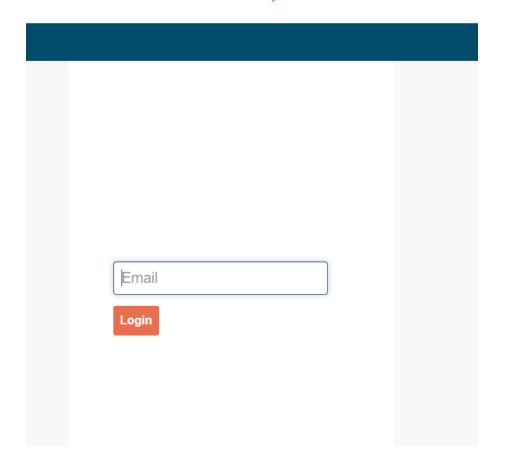


# Beginning the Enrollment

• The shopping experience

#### Login – Getting Started

#### ASCEND by & Bloom





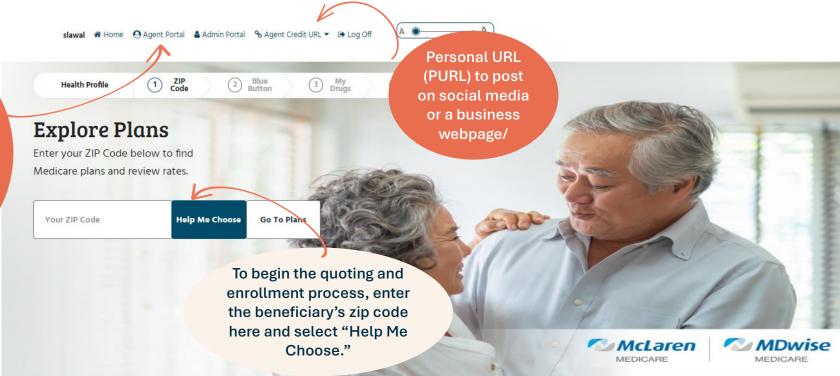
#### **Starting the Enrollment Process**

- You will receive a registration email from Ascend, prompting you to login and create a new password.
- Once completed, you're a registered user!
   Once completed, you can navigate to
   McLaren Assisted Shopping Tools,
   compare plans, and enroll a beneficiary.
- The 2024 quote and enrollment website is <a href="https://mclarenhealth.isf.io/2024/agent">https://mclarenhealth.isf.io/2024/agent</a>.



#### Initiate Quote and Enrollment Process

Agent Portal will be the location for managing leads, creating SOAs, following-up on quotes, and enrollment status.



#### Disclaimer of Warranties and Liabilities

MDwise Medicare is an HMO/HMO-POS with a Medicare contract. Enrollment in MDwise Medicare depends on contract renewal.

McLaren Medicare is an HMO/HMO-POS with a Medicare contract and a DSNP HMO with a Medicare contract and a contract with the State of Michigan Medicaid program. Enrollment in McLaren Medicare depends on contract renewal.

#### Need Help?

Phone:

McLaren Medicare: 833-358-2404

(TTY:711)

MDwise Medicare: 833-358-2140

(TTY:711)

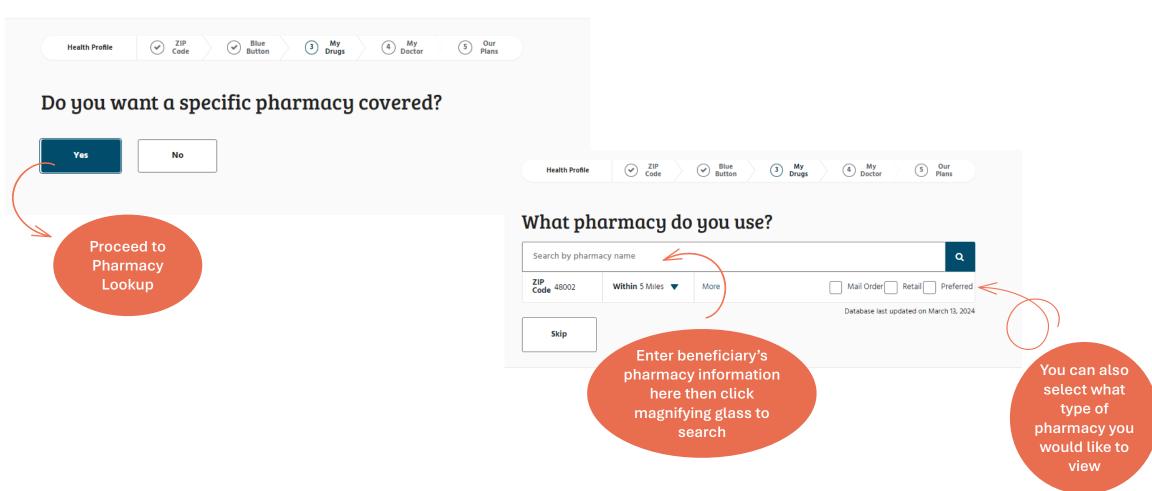
Hours:



# Enrollment Path without Blue Button 2.0

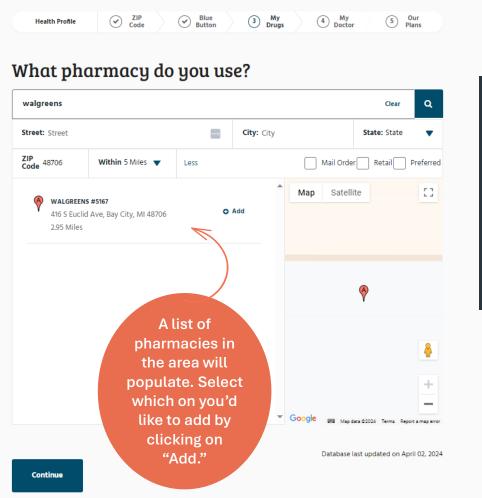
Search tools without connecting to MyMedicare.gov

#### Pharmacy Search



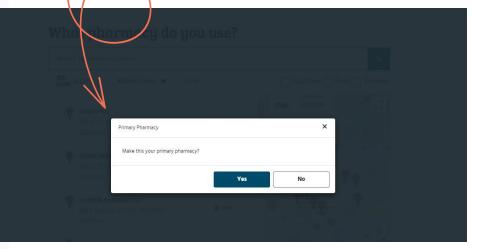


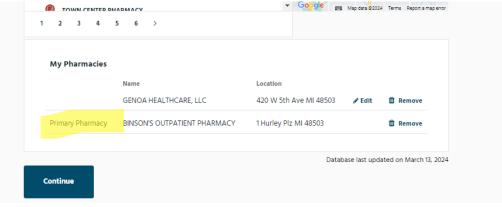
#### Pharmacy Search



Want to quote multiple pharmacies?

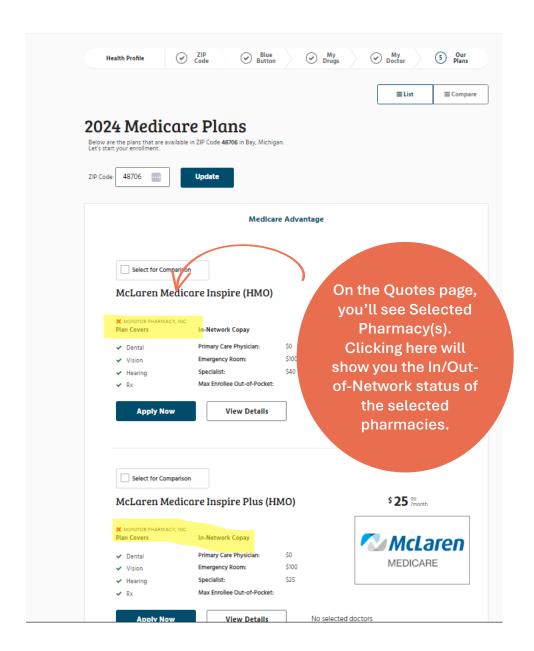
When selecting "Add" pharmacy, you'll be asked if the selected pharmacy is the primary pharmacy. If yes, it will indicate as preferred in your list of quoted pharmacies.

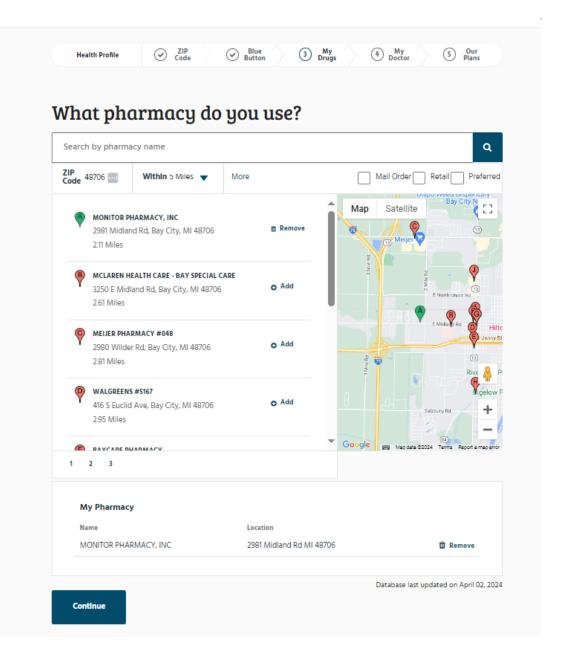






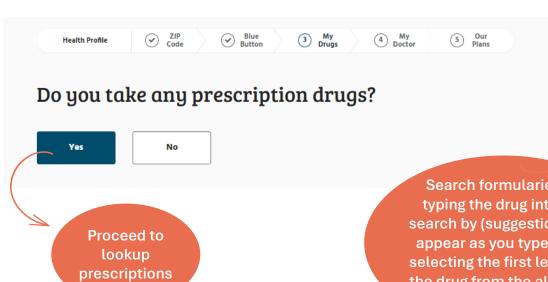
#### Pharmacy Search



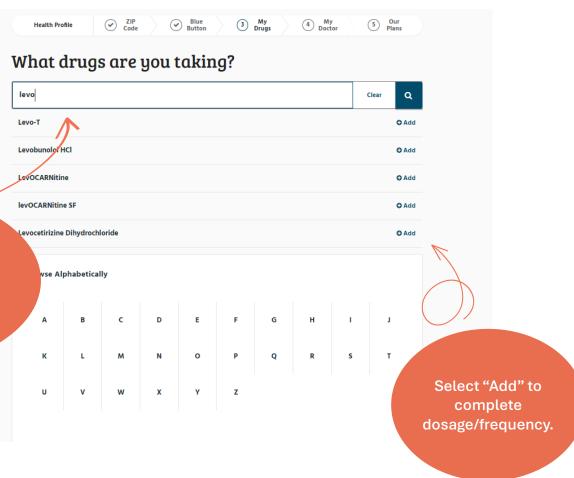




#### Prescription Search

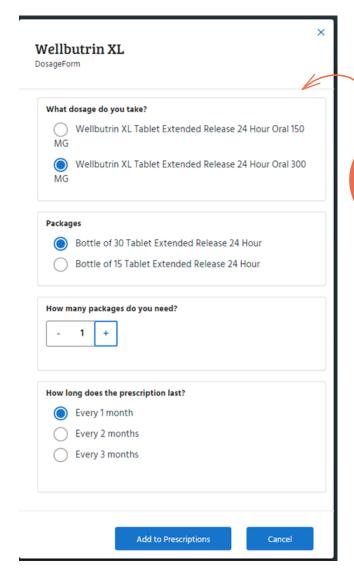


Search formularies by typing the drug into the search by (suggestions will appear as you type) or by selecting the first letting of the drug from the alphabet search bar.





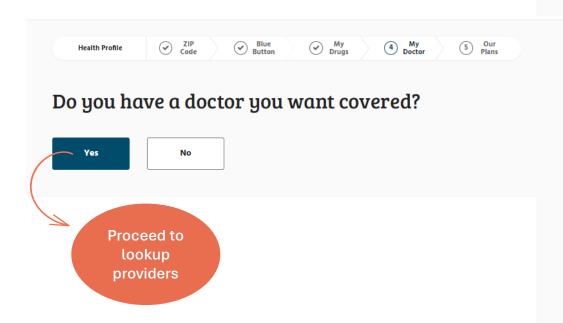
#### Prescription Search

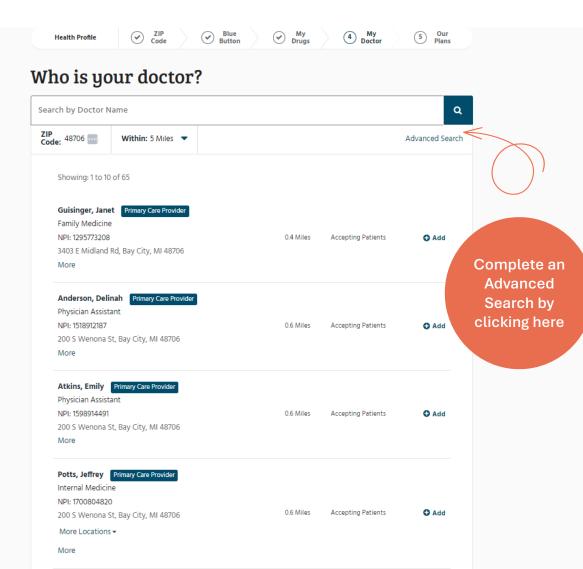


On the Drug Details screen, select the dosage, quantity needed, and the frequency at which the beneficiary needs the formulary. Then click 'Add to Prescriptions' to add it to My Prescriptions.



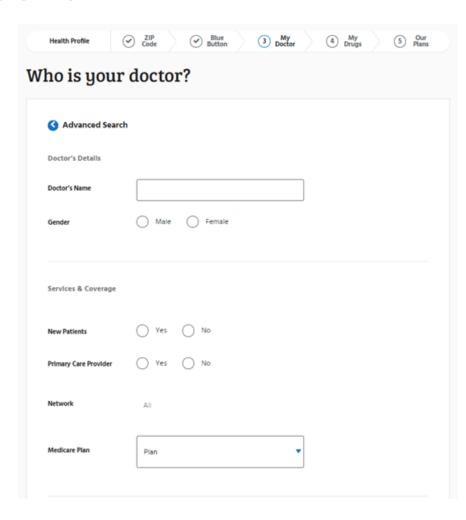




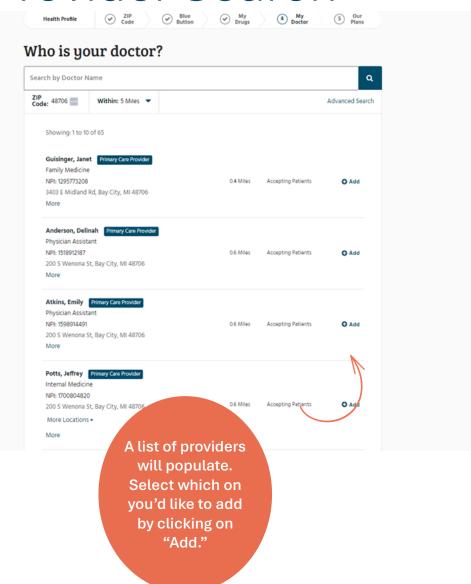




Advanced Search allows you to find a provider using more detailed search criteria including plan coverage

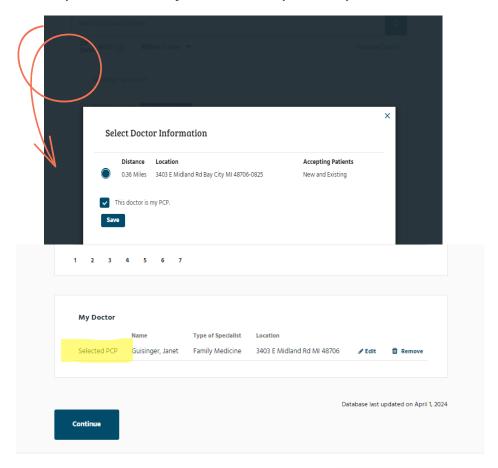




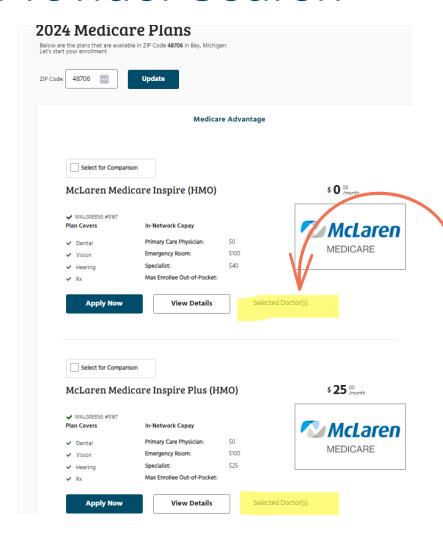


Want to quote multiple providers?

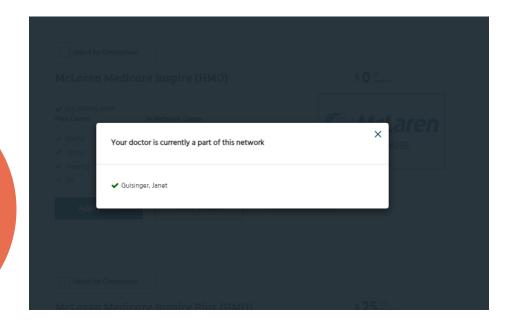
When selecting "Add" provider, you'll be asked if the selected provider is the primary care provider. If yes, it will indicate as preferred in your list of quoted providers.







On the Quotes page, you'll see Selected Doctor(s). Clicking here will show you the In/Out-of-Network status of the selected providers.





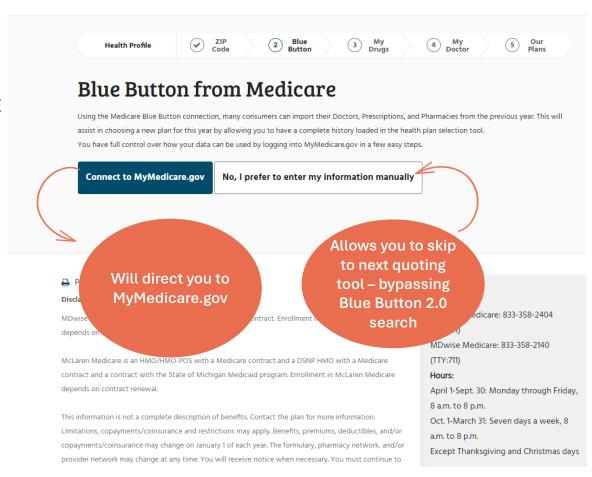
# Enrollment Path with Blue Button 2.0

Search tools connecting to MyMedicare.gov

#### Blue Button 2.0

- Blue Button 2.0 is an initiative by the Centers for Medicare and Medicaid Services (CMS) to expand access to health information and improve the seamless exchange of data in healthcare – PROMOTE INTEROPERABILITY by giving patients access to their data
- Contains up to 4 years of Fee-For-Service medical claims and Part D drug claims
- · Can be used to:
  - Access doctors, medications, and pharmacies to assist in the shopping experience
  - Lessen the time spent entering information manually
  - More accurately capture beneficiary information for shopping experience

**Beneficiary** must use their Mymedicare.gov login or create an account

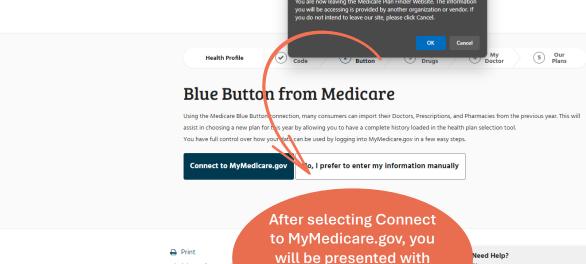




#### Blue Button 2.0

MDwise Medicare is an

depends on contract renev



message contract and a contract with the State of Michigan Medicaid program. Enrollment in McLaren Medicare depends on contract renewa

the following pop-up

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments/coinsurance and restrictions may apply. Benefits, premiums, deductibles, and/or copayments/coinsurance may change on January 1 of each year. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. You must continue to



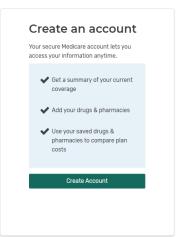
a.m. to 8 p.m.

 ${}^{\text{Except Thanksgiving and Christmas days}}\textbf{4.Email address is not required}$ 

5. Create a username and password

6. Sign into account

Log in USERNAME Save my username for next time Don't check if you're using a public device. What's this? PASSWORD Show Log in Forgot your username or password?



Using a shared or public device?

Be sure to log out and close all browser windows when you're done. This will help keep your information secure.

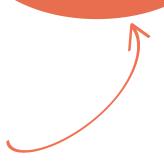
By accessing this site, you agree to our Terms and Conditions .

1. Select 'Create Account'

2. Enter in the prospect's Medicare number as it appears on their Medicare card

3. Register with the same address that the April 1-Sept. 30: Monday through Friday, Social Security Administration or Railroad Retirement Board has on file

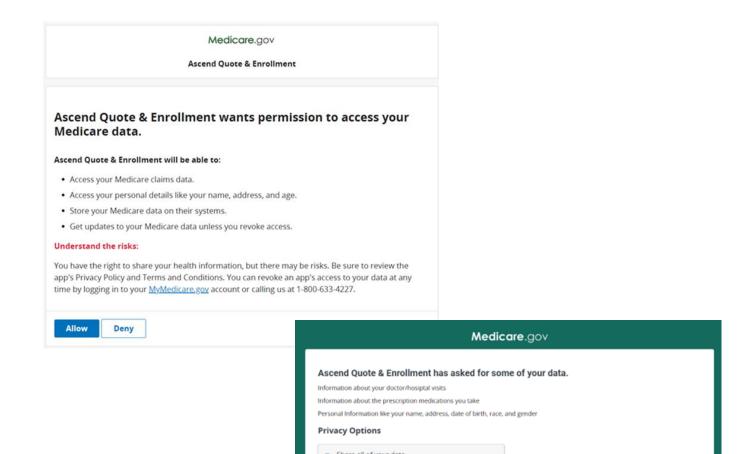
The beneficiary will log in using existing MyMedicare.gov credentials, or by creating an account





#### Blue Button 2.0

- The beneficiary will need to read through the permission statement before allowing Mymedicare.gov to access their Medicare data.
- Once they have read the statement, the beneficiary can select 'Allow' to give Mymedicare.gov access to their information or they can click 'Deny' if they wish to withhold the information.
- The beneficiary will need to decide what data they would like you to have access to before allowing Mymedicare.gov to transfer their data.



Understand how your data is being used

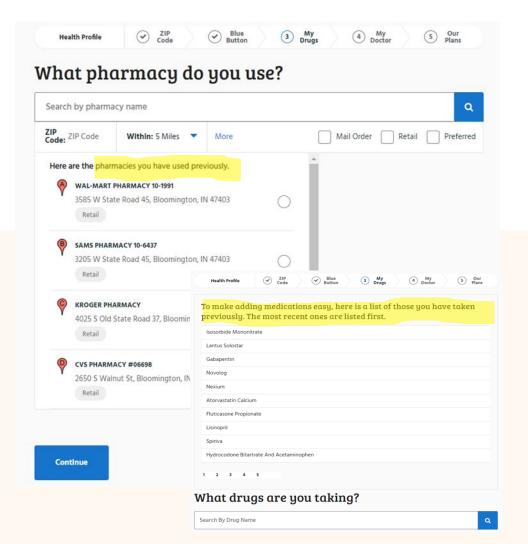
To understand fully how Ascend Quote & Enrollment will use your data, please read the app's Privacy Policy and Terms and Communications are privacy Policy and Terms and Communications and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms and Communications are provided in the Privacy Policy and Terms are provided in the Privacy Policy and Terms are provided in the Privacy Policy and Privacy Policy Policy and Privacy Policy Pol



#### Blue Button – Pharmacy and Formulary Tool

Blue Button 2.0 will populate a list of previously used pharmacies.

Select one to add to the quoting process, or search for one manually.

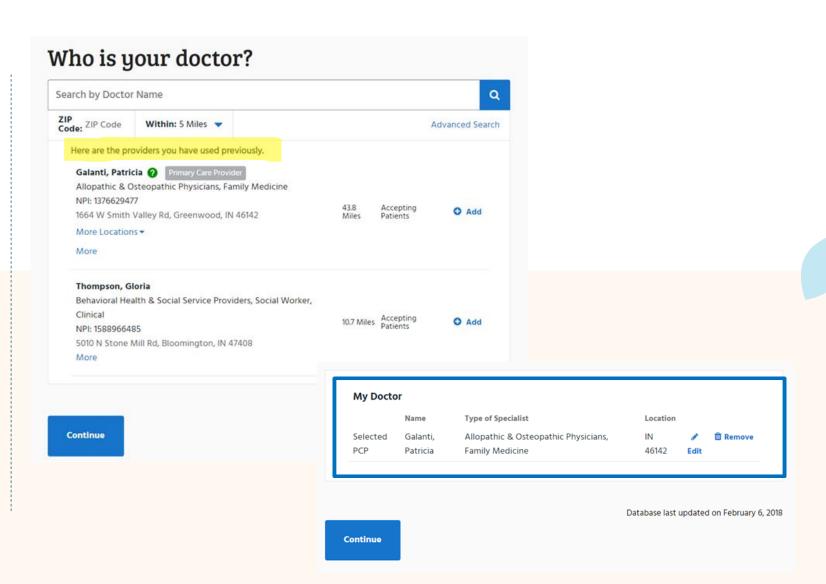


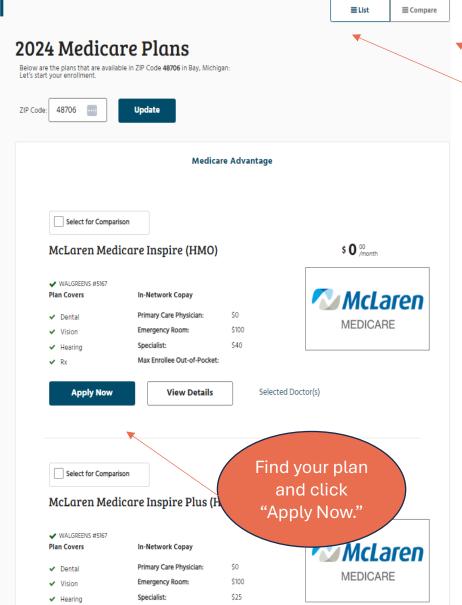
Previously prescribed medications will also be available.

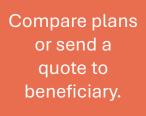
By clicking on one, you'll be able to select the dosage and frequency to add to the medicine cabinet.

#### Blue Button – Provider Tool

- The ability to search for doctors will follow the normal flow
- Providers visited previously will populate on the Doctor Search page after selecting 'Allow' on the Mymedicare.gov screen
- Import the Primary Care Provider from the Blue Button data with the 'Add' button to include them in the quoting process
- After 'Adding' a doctor, you will notice that the PCP has been added to the shopping tool to populate on the application









Selecting "Back to Shopping" will return you to the Quotes page.

Click Next to

Proceed

Back to Shopping McLaren Medicare Inspire (HMO) \$ 0 00 /month H6322-001 Tell us about yourself Personal Information Prefix First Name • Middle Initial ---; Last Name • Gender • •••• Your Birthday • Email mm/dd/yyyy you@example.com Phone • 888888888 By providing your email and preferred phone to McLaren you are agreeing to periodic emails and text messages from McLaren regarding your plan. • Required Information

2 Your Address

1 About You

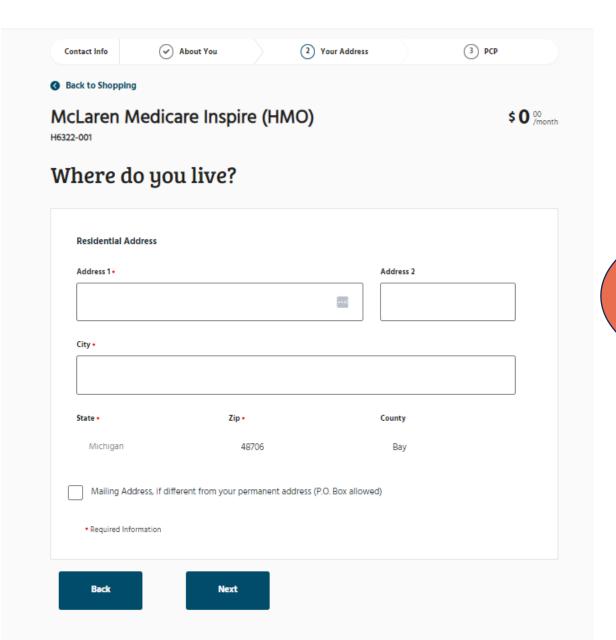
Contact Info

Next

Plan premium

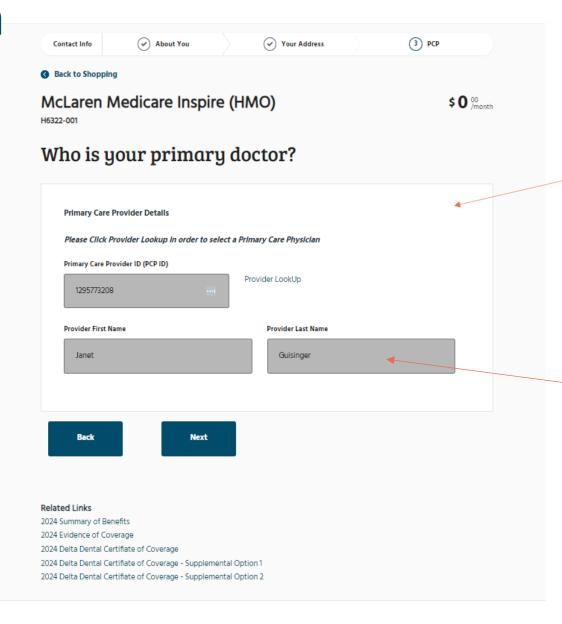
3 PCP





Complete the form with the beneficiary's personal information.

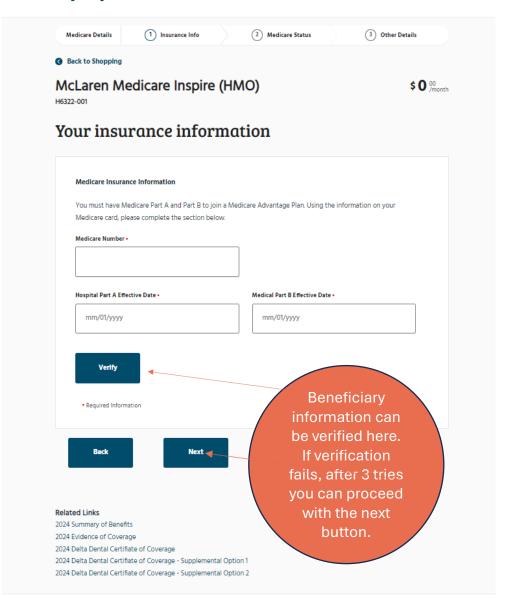


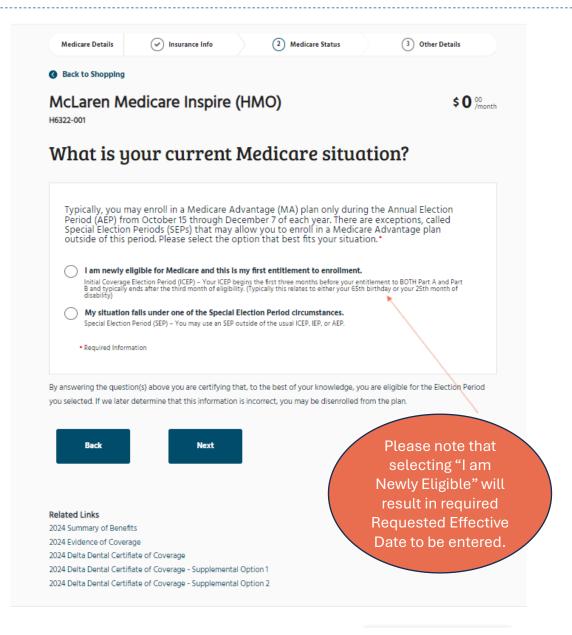


Select a PCP by using the Provider Lookup Tool.

If you have selected the provider previously, that provider will auto populate here.





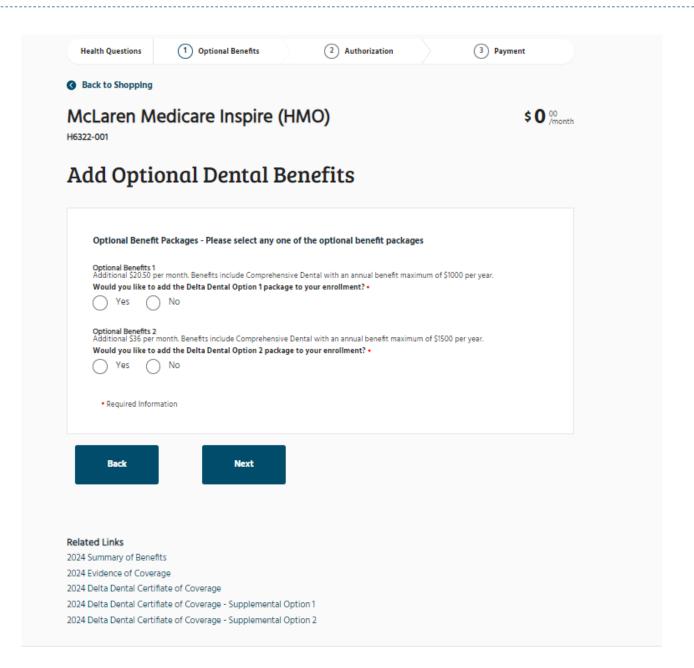




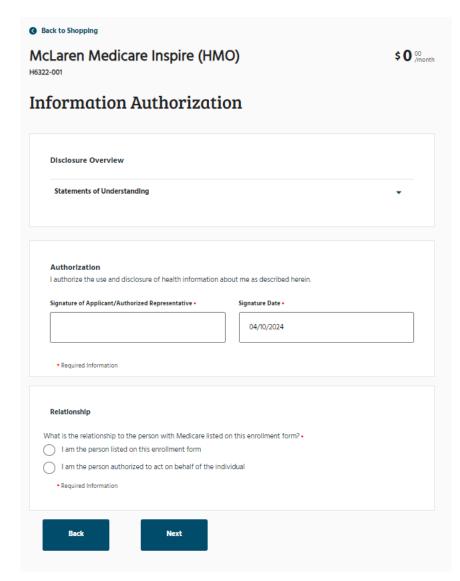
cLaren M	adicara Inchira /I IMA/A)	<b>^ 0</b> 00
22-001	edicare Inspire (HMO)	\$ <b>0</b> % or
2-001		
ther livi	ing situations and health se	rvices
	9	
Important Quest	tions - Please answer the following questions	
4 Will own have all	harmonistic days are a file VA TRICARE) is addition to Malacon	
Yes (	her prescription drug coverage (like VA, TRICARE) in addition to McLaren M No	cocare: •
	/ ay have other drug coverage, including other private insurance, TRICARE, Federal	employee health benefits
coverage, VA benef	ay have other drug coverage, including other private insurance, TRICARC, Pederal fits, or state pharmaceutical assistance programs.	
2. Do you work?	fits, or state pharmaceutical assistance programs.	
2. Do you work?	fits, or state pharmaceutical assistance programs.	

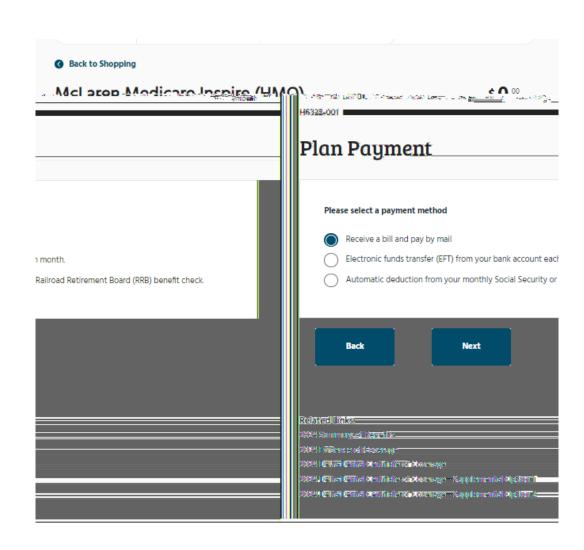
Are you Hispanic, Latino/a, or Spanish origin? Select all that apply.  No, not of Hispanic, Latino/a, or Spanish origin  Yes, Mexican, Mexican American, Chicano/a  Yes, Puerto Rican  Yes, Cuban  Yes, another Hispanic, Latino/a, or Spanish origin  I choose not to answer.  What's your race? Select all that apply.  American Indian or Alaska Native  Asian Indian  Black or African American  Chinese  Fillipino  Guamanian or Chamorro  Japanese  Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White  I choose not to answer.
Yes, Mexican, Mexican American, Chicano/a Yes, Puerto Rican Yes, Cuban Yes, another Hispanic, Latino/a, or Spanish origin I choose not to answer.  What's your race? Select all that apply. American Indian or Alaska Native Asian Indian Black or African American Chinese Filipino Guamanian or Chamorro Japanese Korean Native Hawaiian Other Asian Other Pacific Islander Samoan Vietnamese White
Yes, Puerto Rican Yes, Cuban Yes, another Hispanic, Latino/a, or Spanish origin I choose not to answer.  What's your race? Select all that apply. American Indian or Alaska Native Asian Indian Black or African American Chinese Filipino Guamanian or Chamorro Japanese Korean Native Hawaiian Other Asian Other Pacific Islander Samoan Vietnamese White
Yes, Cuban  Yes, another Hispanic, Latino/a, or Spanish origin  I choose not to answer.  What's your race? Select all that apply.  American Indian or Alaska Native  Asian Indian  Black or African American  Chinese  Filipino  Guamanian or Chamorro  Japanese  Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White
Yes, another Hispanic, Latino/a, or Spanish origin  I choose not to answer.  What's your race? Select all that apply.  American Indian or Alaska Native  Asian Indian  Black or African American  Chinese  Filipino  Guamanian or Chamorro  Japanese  Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White
I choose not to answer.  What's your race? Select all that apply.  American Indian or Alaska Native  Asian Indian  Black or African American  Chinese  Filipino  Guamanian or Chamorro  Japanese  Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White
What's your race? Select all that apply.  American Indian or Alaska Native  Asian Indian  Black or African American  Chinese  Filipino  Guamanian or Chamorro  Japanese  Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White
American Indian or Alaska Native Asian Indian  Black or African American  Chinese  Filipino  Guamanian or Chamorro  Japanese  Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White
Asian Indian  Black or African American  Chinese  Filipino  Guamanian or Chamorro  Japanese  Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White
Black or African American  Chinese  Filipino  Guamanian or Chamorro  Japanese  Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White
Chinese Filipino Guamanian or Chamorro Japanese Korean Native Hawaiian Other Asian Other Pacific Islander Samoan Vietnamese White
Filipino Guamanian or Chamorro Japanese Korean Native Hawaiian Other Asian Other Pacific Islander Samoan Vietnamese White
Guamanian or Chamorro  Japanese  Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White
Japanese  Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White
Korean  Native Hawaiian  Other Asian  Other Pacific Islander  Samoan  Vietnamese  White
Native Hawaiian Other Asian Other Pacific Islander Samoan Vietnamese White
Other Asian Other Pacific Islander  Samoan Vietnamese White
Other Pacific Islander  Samoan  Vietnamese  White
Samoan  Vietnamese  White
Vietnamese White
White
I choose not to answer.



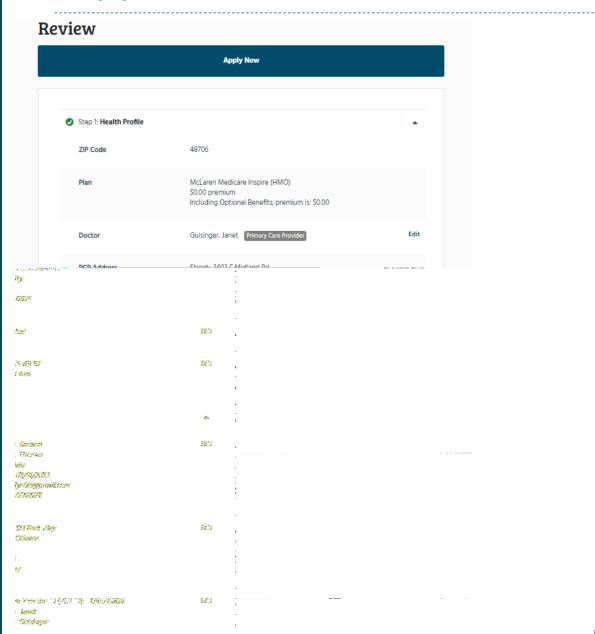


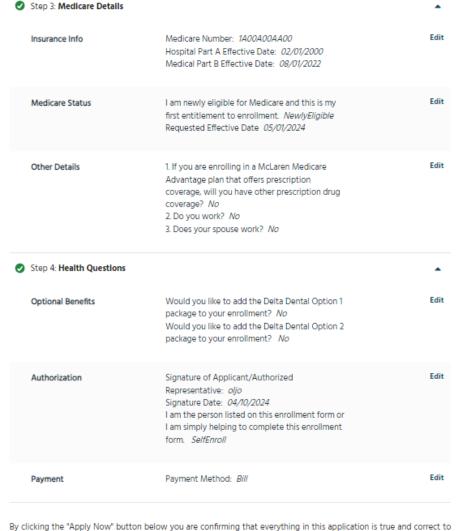












By clicking the "Apply Now" button below you are confirming that everything in this application is true and correct to the best of your knowledge. Anyone giving false or misleading statements about a material fact in this electronic application, or causes someone else to do so, may face penalties under the law. By clicking "Apply Now" you are also electronically signing your completed application and submitting this to the plan. You will no longer be able to change your information once you submit. Once you submit your enrollment application you will be enrolled in this plan (if approved by CMS) and you will receive notice of acceptance or denial following submission of the enrollment to CMS.



Apply Now

\_\_\_\_\_\_

Confirmation numbers
to save for your
records and the ability
to email the
confirmation number
to the beneficiary.

#### **Application Complete**

Thank you for completing your Medicare application. We will review your submission and be in touch with you soon!

You have completed your enrollment for McLaren Medicare Inspire (HMO)

Your confirmation number is: 64101006



NOTE: We will not keep the email address entered on file. It will be used for the sole purpose of sending an enrollment confirmation receipt.

#### Congratulations!

Please keep this number for your records.

If you have any questions about your pending application, please call Medicare Plan Finder at the number listed below and have your confirmation number above for reference.

(888) 888-8888 (TTY: 711)

Our team members can take your call during the following times:

· Feb. 25 through Sept. 30: Monday through Friday, 8 a.m. to 8 p.m.

· Oct. 1 through Feb. 14: Every day, 8 a.m. to 8 p.m.

· Feb. 15 through Feb. 24: Monday through Friday, 8 a.m. to 8 p.m.; Saturday, 8 a.m. to noon.

At all other times, you can access our Interactive Voice Recording system at the same number and leave your name and phone number. We'll return your call the next business day. Please don't share personal health information when you leave your message.

