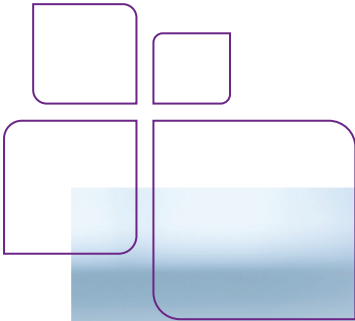




NEW MEXICO

# 2025 Medicare Enrollment Guide



**CHRISTUS Health Advantage covers members in the following counties:**

Bernalillo, Los Alamos, Otero, Rio Arriba, San Miguel, Sandoval, Santa Fe and Taos



Medicare Plus Plan H1189-002



Medicare Guardian Plan H1189-007



**CHRISTUS**<sup>®</sup>  
Health Plan



# Your health. Your life. Our purpose.



EXPLORE NOW

At **CHRISTUS Health**, we honor the dignity of every person who walks through our doors. Right here, where our rapidly growing community needs us, we are pushing the boundaries of medicine, bringing more physicians, more services and more technology closer to home. Find our full spectrum of health care services by visiting **CHRISTUShealth.org**





## Member services

Method	Contact Information
<b>Call</b>	844-282-3026 - Calls to this number are free. The CHRISTUS Health Plan Member Services department is available to assist you seven days a week, 8 a.m. – 8 p.m., local time, from Oct. 1 – Mar. 31, and Mon. - Fri., 8 a.m. – 8 p.m., local time, from Apr. 1 – Sept. 30. A voice response system is available after hours. Messages left will be responded to within one business day. Member Services also has free language interpreter services available for non-English speakers.
<b>TTY</b>	711 Relay New Mexico - This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available to assist you seven days a week, 8 a.m. – 8 p.m., local time, from Oct. 1 – Mar. 31, and Mon. - Fri., 8 a.m. – 8 p.m., local time, from Apr. 1 – Sept. 30.
<b>Fax</b>	469-282-3013
<b>Write</b>	CHRISTUS Health Advantage Attention: Member Services P.O. Box 169001 Irving   TX 75016
<b>Website</b>	<b>CHRISTUShealthplan.org</b>

### Network information:

The New Mexico Aging and Long-Term Services Department is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

Method	Contact Information
<b>Call</b>	866-451-2901 - Calls to this number are free.
<b>TTY</b>	711 - This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
<b>Write</b>	New Mexico Aging and Long-Term Services Department P.O. Box 27118 Santa Fe   NM 87502-7118
<b>Website</b>	<a href="http://nmaging.state.nm.us">nmaging.state.nm.us</a>

**844.282.3026, TTY 711 | CHRISTUShealthplan.org**  
Oct. 1 – Mar. 31, 7 days a week, 8 a.m. – 8 p.m., local time  
Apr. 1 – Sept. 30, Mon. – Fri., 8 a.m. – 8 p.m., local time



CHRISTUS<sup>®</sup>  
Health Plan

# CHRISTUS Health Plan 2025 Pre-enrollment checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a Member Services representative at **844.282.3026, TTY 711**.

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## Understanding the benefits

- Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services that you routinely see a doctor. Visit **CHRISTUShealthplan.org** or call **844.282.3026, TTY 711** to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.  
**Note: This is not applicable for CHRISTUS Health Medicare Guardian (HMO) members.**

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## Understanding important rules

- In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and | or copayments | co-insurance may change on January 1, 2026.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).
- I authorize this paper enrollment to be converted to an electronic enrollment.

# Benefits

## Contents

Benefit highlights

Summary of benefits

## For HMO plans



Medicare Plus Plan H1189-002



Medicare Guardian Plan H1189-007



# 2025 Benefit Highlights

**New Mexico counties:** Bernalillo, Los Alamos, Otero, Rio Arriba, San Miguel, Sandoval, Santa Fe and Taos

Plan benefit	CHRISTUS Health Medicare Plus (HMO) Plan H1189-002
<b>Monthly plan premium</b>	\$0
<b>Annual maximum out-of-pocket</b>	\$4,000
<b>Inpatient and outpatient services</b>	
<b>Inpatient hospital care</b>	\$150 per day (days 1 – 5) \$0 per day (days 6 and beyond)
<b>Primary care provider (PCP) office visit</b>	\$0 (includes telehealth visits)
<b>Specialist office visit</b>	\$25
<b>Emergency care (worldwide)</b>	\$125
<b>Routine blood tests</b>	\$0
<b>Diagnostic radiology (e.g. MRI, CT)</b>	\$150
<b>Routine hearing exam (one per year)</b>	\$0
<b>Prescription hearing aids</b>	\$395 – \$1,595 copay per ear per year
<b>Combined preventive and comprehensive dental annual allowance</b>	\$2,000 annual benefit maximum
<b>Routine dental cleaning</b>	\$0 for preventive and diagnostic services, including oral exams twice a year, up to three cleanings per year, and dental x-rays once a year
<b>Comprehensive dental benefit</b>	\$20 copay
<b>Routine eye exam (one per year)</b>	\$0
<b>Eyewear (from a Superior Vision provider)</b>	\$300 allowance per year for eyeglasses or contacts
<b>Durable medical equipment (DME)</b>	0% – 20%
<b>Diabetic supplies</b>	\$0
<b>Fitness: Silver&amp;Fit</b>	\$0 membership fee
<b>Over-the-counter products</b>	\$205 allowance each quarter for the purchase of products from the catalog
<b>Transportation</b>	No cost for 48 one-way trips to approved medical appointments
<b>Meals (after discharge from inpatient care)</b>	Up to 14 home-delivered meals for up to seven days

*CHRISTUS Health Advantage is an HMO plan with a Medicare contract. Enrollment in CHRISTUS Health Advantage depends on contract renewal. This information is not a complete description of benefits. Call 844.282.3026/TTY 711 for more information. Open seven days a week, 8 a.m. – 8 p.m., local time. A voice response system is available after hours. CHRISTUS Health Advantage (HMO) Contract #H1189.*



# 2025 Benefit Highlights

**New Mexico counties:** Bernalillo, Los Alamos, Otero, Rio Arriba, San Miguel, Sandoval, Santa Fe and Taos

Plan benefit	CHRISTUS Health Medicare Plus (HMO) Plan H1189-002
<b>Prescription drug coverage</b>	
<b>Part D deductible</b>	\$0
<b>Tier 1: Preferred generic drugs</b>	Retail: \$0 retail (30-day supply) Mail order: \$0 (90-day supply)
<b>Tier 2: Generic drugs</b>	Retail: \$5 (30-day supply) Mail order: \$0 (90-day supply)
<b>Tier 3: Preferred brand name drugs</b>	Retail: \$47 (30-day supply) Mail order: \$141 (90-day supply)
<b>Tier 4: Non-preferred drugs</b>	Retail: \$100 (30-day supply) Mail order: \$300 (90-day supply)
<b>Tier 5: Specialty drugs</b>	Retail: 33% (30-day supply) Mail order: Not covered
<b>Tier 6: Select care drugs</b>	Retail: \$0 (30-day supply) Mail order: \$0 (90-day supply)
<b>Coverage gap</b>	No coverage gap
<b>Catastrophic coverage stage</b>	Catastrophic coverage after yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy or through mail order) reach \$2,000. There will be no additional costs for Part D drugs once a member reaches \$2,000.

*CHRISTUS Health Advantage is an HMO plan with a Medicare contract. Enrollment in CHRISTUS Health Advantage depends on contract renewal. This information is not a complete description of benefits. Call 844.282.3026/TTY 711 for more information. Open seven days a week, 8 a.m. – 8 p.m., local time. A voice response system is available after hours. CHRISTUS Health Advantage (HMO) Contract #H1189.*

# 2025 Benefit Highlights

**New Mexico counties:** Bernalillo, Los Alamos, Otero, Rio Arriba, San Miguel, Sandoval, Santa Fe and Taos

Plan benefit	CHRISTUS Health Medicare Guardian (HMO) Plan H1189-007
Monthly plan premium	\$0
Part B premium rebate	\$125
Annual maximum out-of-pocket	\$4,900
<b>Inpatient and outpatient services</b>	
Inpatient hospital care	\$150 per day (days 1 – 5)   \$0 per day (days 6 and beyond)
Primary care provider (PCP) office visit	\$0 (includes telehealth visits)
Specialist office visit	\$25
Emergency care (worldwide)	\$125
Routine blood tests	\$0
Diagnostic radiology (e.g. MRI, CT)	\$150
Routine hearing exam (one per year)	\$0
Prescription hearing aids	\$395 – \$1,595 copay per ear per year
Combined preventive and comprehensive dental annual allowance	\$2,000 annual benefit maximum
Routine dental cleaning	\$0 for preventive and diagnostic services, including oral exams twice a year, up to three cleanings per year, and dental x-rays once a year
Comprehensive dental benefit	\$20 copay
Routine eye exam (one per year)	\$0
Eyewear (from a Superior Vision provider)	\$250 allowance per year for eyeglasses or contacts
Durable medical equipment (DME)	0% – 20%
Diabetic supplies	\$0
Fitness: Silver&Fit	\$0 membership fee
Over-the-counter products	\$75 allowance each quarter for the purchase of products from the catalog
Transportation	No cost for 48 one-way trips to approved medical appointments
Meals (after discharge from inpatient care)	Up to 14 home-delivered meals for up to seven days
<b>No prescription drug coverage</b>	

*CHRISTUS Health Advantage is an HMO plan with a Medicare contract. Enrollment in CHRISTUS Health Advantage depends on contract renewal. This information is not a complete description of benefits. Call 844.282.3026/TTY 711 for more information. Open seven days a week, 8 a.m. – 8 p.m., local time. A voice response system is available after hours. CHRISTUS Health Advantage (HMO) Contract #H1189.*





# 2025 Summary of benefits

## CHRISTUS Health Medicare Plus (HMO) Plan H1189-002

### New Mexico

**Service Area:** Bernalillo, Los Alamos, Otero, Rio Arriba, Sandoval, San Miguel, Santa Fe and Taos

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This is a summary of drug and health services covered by CHRISTUS Health Medicare Plus (HMO) from January 1, 2025 through December 31, 2025. It does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, please visit our website at [CHRISTUShealthplan.org](http://CHRISTUShealthplan.org) to access the Evidence of Coverage (EOC). You may also call our Member Services department to request a copy.

For coverage and costs of Original Medicare, look in your current “Medicare & You” handbook. View it online at [www.medicare.gov](http://www.medicare.gov) or get a copy by calling 1-800 MEDICARE (1-800-633-4227; TTY 1-877-486-2048), 24 hours a day, seven days a week.

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area.

If you have questions or need more information, please call us toll-free 1-844-282-3026, (TTY users should call 711) or visit our website at [www.CHRISTUShealthplan.org](http://www.CHRISTUShealthplan.org). Our hours are 8:00 a.m. to 8:00 p.m. local time, Monday through Friday. From October 1 - March 31, the hours are 8:00 a.m. to 8:00 p.m. local time, 7 days a week.

CHRISTUS Health Medicare Plus (HMO) is a Medicare Advantage HMO Plan with a Medicare contract. Enrollment in this Plan depends on contract renewal.



## 2025 Summary of benefits

Premiums and benefits	Your costs in our plan
<b>Monthly plan premium</b>	\$0 You must continue to pay your Medicare Part B premium.
<b>Plan deductible</b>	\$0
<b>Maximum out-of-pocket (MOOP) annual responsibility</b>	\$4,000 Once you reach the maximum out-of-pocket, the plan pays 100% of covered medical services. Your premium and prescription drug costs don't count toward your MOOP.
<b>Inpatient and outpatient hospital services</b>	
<b>Inpatient hospital</b> (unlimited number of days)	\$150 per day for days 1-5; \$0 per day for additional days
<b>Outpatient hospital observation coverage</b>	\$300 per stay
<b>Outpatient hospital surgery</b>	\$0 - \$300
<b>Ambulatory surgical center (ASC)</b>	\$0 - \$275
<b>Doctor Visits</b>	
<b>Primary care physician visits</b>	\$0 office and/or telehealth visit
<b>Specialist visits</b>	\$25 per office visit \$0 per telehealth visit
<b>Preventive, emergency and urgent care</b>	
<b>Preventive care</b>	\$0 For a full list of preventive services, please see the EOC. Some covered services may have an associated cost.
<b>Emergency and urgent care, including ambulance</b> (inside the U.S.)	\$125 for emergency care \$25 for urgent care \$0 for telehealth urgent care \$300 for ambulance
<b>Emergency and urgent care</b> (outside the U.S.)	\$125 for emergency care \$125 for urgent care



## 2025 Summary of benefits

Premiums and benefits	Your costs in our plan
<b>Diagnostic tests and procedures</b>	\$150
<b>Lab services</b>	\$0
<b>Diagnostic radiology services</b> (MRI, CT, etc.)	\$150
<b>Outpatient x-rays</b>	\$10
<b>Therapeutic radiology</b> (i.e. radiation treatment of cancer)	20% of total cost
<b>Hearing services</b>	
<b>Medicare-covered exam</b>	\$25
<b>Routine hearing exam</b>	\$0, 1 exam per year
<b>Fitting/hearing evaluation for hearing aid</b>	\$0 for unlimited sessions
<b>Prescription hearing aids</b>	\$395-\$1,595 Cost per ear is determined by technology level of hearing aids, through Amplifon. Prescription and OTC hearing aids have a combined limit of 2 per year.
<b>Over-the-counter (OTC) hearing aids</b>	\$95-\$295 Cost per ear is determined by technology level of hearing aids, through Amplifon. Prescription and OTC hearing aids have a combined limit of 2 per year.
<b>Dental services</b>	
<b>Medicare-covered dental exams</b>	\$25
<b>Preventive and diagnostic services</b>	\$0 for preventive and diagnostic services, including oral exams twice a year, up to three cleanings per year, and dental x-rays once a year.
<b>Comprehensive services</b>	\$20 for comprehensive services, including fillings, extractions, crowns, root canals, dentures, and oral surgery.



## 2025 Summary of benefits

Premiums and benefits	Your costs in our plan
<b>Annual benefit amount</b>	<p>\$2,000</p> <p>This is the total amount that will be paid for covered preventive and comprehensive services in the plan year. You are responsible for the cost of any comprehensive services over this amount.</p> <p>The services covered by this benefit may be provided by a Delta Dental Medicare Advantage participating provider or a non-participating provider. To locate a participating provider please visit <a href="http://www.deltadentalins.com/CHPMedicareAdvantage">www.deltadentalins.com/CHPMedicareAdvantage</a> to search by location or specialty or call toll-free (888) 818-7929 to speak with a Delta Dental Customer Service representative.</p>
<b>Vision services</b>	
<b>Medicare-covered medical eye exams</b> (including diabetic eye exams)	\$25
<b>Routine eye exam</b>	<p>\$0</p> <p>One exam per year when obtained from a Superior Vision in-network provider. If you choose a provider outside of the Superior Vision network, services will not be covered. To find a provider, visit <a href="http://superiorvision.com/locator">superiorvision.com/locator</a>.</p>
<b>Contacts and eyeglasses</b> (lenses/frames)	You get a vision eyewear benefit allowance up to \$300 per year for 1 pair of eyeglasses (lenses/frames) or contacts.
<b>Mental health services</b>	
<b>Inpatient psychiatric hospital stay</b>	\$275 per day for days 1-5; \$0 per day for days 6-90
<b>Outpatient mental health therapy</b>	<p>\$10 for individual/group visit</p> <p>\$0 for telehealth visit</p>
<b>Skilled nursing facility and therapy</b>	
<b>Skilled nursing facility (SNF)</b>	<p>\$0 per day for days 1-20; \$214 per day for days 21-100</p> <p>This plan covers up to 100 days per benefit period.</p>
<b>Physical, occupational, and speech language therapy</b>	\$20
<b>Transportation</b>	
<b>Ambulance</b> (ground or air, one-way trip)	\$300
<b>Routine, non-emergency transportation</b>	\$0 for 48 one-way trips, up to 100 miles per trip.



## 2025 Summary of benefits

### Medicare Part B drugs

Medicare Part B only covers certain medications for certain conditions. These medicines are often given to you in your doctor’s office. They can include things like vaccines, injections, and nebulizers, among others. They can also include medicines you take at home using special medical equipment.

**Part B drugs, including chemotherapy drugs**

0% - 20%  
Minimum cost share ensures member cost sharing does not exceed the adjusted Medicare coinsurance for Part B rebatable drugs.

### CHRISTUS Health Medicare Plus (HMO) Prescription Drugs (Part D)

Medicare Part D covers a wide range of prescription drugs. They can include medications you take every day for conditions like high blood pressure or diabetes.

**Deductible phase**

Because there is no deductible for the plan, this payment stage does not apply to you.

**Initial coverage phase** – You begin this stage when you fill your first prescription of the year. you stay in the initial coverage phase until your total out-of-pocket drug costs for the year reaches \$2,000.

	Standard retail cost sharing (in-network) up to 30-day supply	Standard mail-order cost sharing (90-day supply)
<b>Tier 1:</b> Preferred generic	\$0	\$0
<b>Tier 2:</b> Generic	\$5	\$0
<b>Tier 3:</b> Preferred brand	\$47 \$35 for covered insulin products	\$141 \$105 for covered insulin products
<b>Tier 4:</b> Non-preferred drugs	\$100	\$300
<b>Tier 5:</b> Specialty	33% of the cost	Not covered
<b>Tier 6:</b> Select care drugs	\$0	\$0

Long-term supplies of your maintenance medications can be delivered to your door. Visit your member portal or [express-scripts.com](http://express-scripts.com) or call Member Services for more information.

**Catastrophic phase** - Once your out-of-pocket costs reach \$2,000, drug manufacturers pay a portion of the plan’s full cost for covered Part D brand name drugs and biologics. The plan pays the remaining cost for your covered Part D drugs. You pay nothing.



## 2025 Summary of benefits

Additional benefits	Your costs in our plan
<b>Complementary and alternative medicine</b>	
<b>Acupuncture (Medicare-covered)</b>	\$0-\$25, up to 12 treatments in 90 days. Maximum 20 treatments in a 12-month period.  Medicare coverage is limited to services to treat chronic low back pain.
<b>Routine acupuncture</b>	\$0, up to 4 treatments per year at CHRISTUS St. Vincent Holistic Health & Wellness Center only.  \$45, up to 4 treatments per year at other facilities.
<b>Chiropractic care (Medicare-covered)</b>	\$20 Medicare coverage is limited to fixing a subluxation. This is when one or more of the bones in your spine move out of place.
<b>Routine chiropractic services</b>	\$20, up to 24 visits per year.
<b>Durable Medical Equipment (DME)</b>	
<b>Continuous glucose monitors (CGM)</b>  <b>Medicare-covered DME (including, but not limited to wheelchairs, crutches, powered mattress systems, diabetic supplies, oxygen equipment, nebulizers, and walkers)</b>	0% of the total cost  20% of the total cost
<b>Nurse line</b>	
<b>24-Hour Nurse line</b>	\$0
<b>Fitness benefit</b>	
<b>Physical fitness</b>	\$0 Silver&Fit® Healthy Aging and Exercise program offers the flexibility of a fitness center membership, digital fitness tools, and one home fitness kit from a variety of kit options, including a wearable fitness tracker. You can also take advantage of digital workout plans available on the program’s website, get one-on-one Health Aging Coaching by phone, video, or chat, and enjoy many other digital resources through the Well-Being Club.
<b>Home delivered meals</b>	
<b>Meal delivery</b>	\$0 You are eligible to receive up to 14 home-delivered meals from GA Foods for up to 7 days once discharged from inpatient hospital care.



## 2025 Summary of benefits

Additional benefits	Your costs in our plan
<b>Home health agency care</b>	
<b>Part-time or intermittent skilled nursing and home health aide services, certified by your doctor (fewer than 8 hours per day and 35 hours per week)</b>	\$0
<b>Kidney disease services</b>	
<b>Medicare-covered renal dialysis</b>	20% of the total cost
<b>Medicare-covered kidney disease education services, including nutrition therapy for End-Stage Renal Disease (ESRD)</b>	\$0
<b>Outpatient substance use disorder services</b>	
<b>Intensive outpatient services (all day care for several days), traditional counseling (one or a few hours per day, usually weekly or bi-weekly), without the use of pharmacotherapies.</b>	\$10
<b>Over-the-counter (OTC) benefit</b>	
<p>You will receive a benefit allowance each quarter to purchase approved over-the-counter (OTC) health and wellness items like first aid supplies, cold and allergy medicine, pain relievers, COVID-19 tests, and more. Your benefit amount is available the first day of each calendar quarter. Calendar quarters begin in January, April, July, and October. Be sure to use the full benefit amount each calendar quarter, because any unused amount will not roll over into the next calendar quarter.</p> <p>This benefit is offered through Convey. You will use your CHRISTUS Health Plan member ID number to confirm benefit eligibility, confirm available benefit amount, and make purchases. You can purchase approved products online, by phone, or by app. For details, including a catalog, visit <a href="https://CHRISTUShealthplan.org">CHRISTUShealthplan.org</a>.</p>	
<b>Over-the-counter</b>	\$205 quarterly



# 2025 Summary of benefits

## CHRISTUS Health Medicare Guardian (HMO) Plan H1189-007

### New Mexico

**Service Area:** Bernalillo, Los Alamos, Otero, Rio Arriba, Sandoval, San Miguel, Santa Fe and Taos

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This is a summary of health services covered by CHRISTUS Health Medicare Guardian (HMO) from January 1, 2025 through December 31, 2025. It does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, please visit our website at [CHRISTUShealthplan.org/member-resources/forms-and-documents](https://CHRISTUShealthplan.org/member-resources/forms-and-documents) to access the Evidence of Coverage (EOC). You may also call our Member Services department to request a copy.

For coverage and costs of Original Medicare, look in your current “Medicare & You” handbook. View it online at [www.medicare.gov](http://www.medicare.gov) or get a copy by calling 1-800 MEDICARE (1-800-633-4227; TTY 1-877-486-2048), 24 hours a day, seven days a week.

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area.

If you have questions or need more information, please call us toll-free 1-844-282-3026, (TTY users should call 711) or visit our website at [www.CHRISTUShealthplan.org](http://www.CHRISTUShealthplan.org). Our hours are 8 a.m. to 8 p.m. local time, Monday through Friday. From October 1 - March 31, the hours are 8:00 a.m. to 8:00 p.m. local time, 7 days a week.

CHRISTUS Health Medicare Guardian (HMO) is a Medicare Advantage HMO Plan with a Medicare contract. Enrollment in this Plan depends on contract renewal.



## 2025 Summary of benefits

Premiums and benefits	Your costs in our plan
<b>Monthly plan premium</b>	\$0 You must continue to pay your Medicare Part B premium.
<b>Part B premium rebate</b>	\$125
<b>Plan deductible</b>	\$0
<b>Maximum out-of-pocket (MOOP) annual responsibility</b>	\$4,900 Once you reach the maximum out-of-pocket, the plan pays 100% of covered medical services. Your premium and prescription drug costs don't count toward your MOOP.
<b>Inpatient and outpatient hospital services</b>	
<b>Inpatient hospital (unlimited number of days)</b>	\$150 per day for days 1-5; \$0 per day for additional days
<b>Outpatient hospital observation coverage</b>	\$325 per stay
<b>Outpatient hospital surgery</b>	\$0-\$325
<b>Ambulatory surgical center (ASC)</b>	\$0-\$225
<b>Doctor visits</b>	
<b>Primary care physician visits</b>	\$0 office and/or telehealth visit
<b>Specialist visits</b>	\$25 per office visit \$0 per telehealth visit
<b>Preventive, emergency and urgent care</b>	
<b>Preventive care</b>	\$0 For a full list of preventive services, please see the EOC. Some covered services may have an associated cost.
<b>Emergency and urgent care, including ambulance (inside the U.S.)</b>	\$125 for emergency care \$30 for urgent care \$0 for telehealth urgent care \$300 for ambulance
<b>Emergency and urgent care (outside the U.S.)</b>	\$125 for emergency care \$125 for urgent care

## 2025 Summary of benefits

Premiums and benefits	Your costs in our plan
<b>Diagnostic tests and procedures</b>	\$25
<b>Lab services</b>	\$0
<b>Diagnostic radiology services</b> (MRI, CT, etc.)	\$150
<b>Outpatient x-rays</b>	\$10
<b>Therapeutic radiology</b> (i.e. radiation treatment of cancer)	20% of total cost
<b>Hearing services</b>	
<b>Medicare-covered exam</b>	\$25
<b>Routine hearing exam</b>	\$0, 1 exam per year
<b>Fitting/hearing evaluation</b> <b>for hearing aid</b>	\$0, unlimited sessions
<b>Prescription hearing aids</b>	\$395-\$1,595 Cost per ear is determined by technology level of hearing aids, through Amplifon. Prescription and OTC hearing aids have a combined limit of 2 per year.
<b>Over-the-counter (OTC) hearing aids</b>	\$95-\$295 Cost per ear is determined by technology level of hearing aids, through Amplifon. Prescription and OTC hearing aids have a combined limit of 2 per year.
<b>Dental services</b>	
<b>Medicare-covered dental exams</b>	\$25
<b>Preventive and diagnostic services</b>	\$0 for preventive and diagnostic services, including oral exams twice a year, up to three cleanings per year, and dental x-rays once a year.
<b>Comprehensive services</b>	\$20 for comprehensive services, including fillings, extractions, crowns, root canals, dentures, and oral surgery.

## 2025 Summary of benefits

Premiums and benefits	Your costs in our plan
<b>Annual benefit amount</b>	<p>\$2,000</p> <p>This is the total amount that will be paid for covered preventive and comprehensive services in the plan year. You are responsible for the cost of any comprehensive services over this amount.</p> <p>The services covered by this benefit may be provided by a Delta Dental Medicare Advantage participating provider or a non-participating provider. To locate a participating provider please visit <a href="http://www.deltadentalins.com/CHPMedicareAdvantage">www.deltadentalins.com/CHPMedicareAdvantage</a> to search by location or specialty or call toll-free (888) 818-7929 to speak with a Delta Dental Customer Service representative.</p>
<b>Vision services</b>	
<b>Medicare-covered medical eye exams</b> (including diabetic eye exams)	\$25
<b>Routine eye exam</b>	<p>\$0</p> <p>One exam per year when obtained from a Superior Vision in-network provider. If you choose a provider outside of the Superior Vision network, services will not be covered. To find a provider, visit <a href="http://superiorvision.com/locator">superiorvision.com/locator</a>.</p>
<b>Contacts and eyeglasses</b> (lenses/frames)	You get a vision eyewear benefit allowance up to \$100 per year for 1 pair of eyeglasses (lenses/frames) or contacts.
<b>Mental health services</b>	
<b>Inpatient psychiatric hospital stay</b>	\$275 per day for days 1-5; \$0 per day for days 6-90
<b>Outpatient mental health therapy</b>	<p>\$10 for individual/group visit</p> <p>\$0 for telehealth visit</p>
<b>Skilled nursing facility and therapy</b>	
<b>Skilled nursing facility (SNF)</b>	<p>\$0 per day for days 1-20; \$214 per day for days 21-100</p> <p>This plan covers up to 100 days per benefit period.</p>
<b>Physical, occupational, and speech language therapy</b>	\$20
<b>Transportation</b>	
<b>Ambulance</b> (ground or air, one-way trip)	\$300
<b>Routine, non-emergency transportation</b>	\$0 for 48 one-way trips, up to 100 miles per trip.



## 2025 Summary of benefits

### Medicare Part B drugs

Medicare Part B only covers certain medications for certain conditions. These medicines are often given to you in your doctor's office. They can include things like vaccines, injections, and nebulizers, among others. They can also include medicines you take at home using special medical equipment.

**Part B drugs, including chemotherapy drugs**

0% - 20%  
Minimum cost share ensures member cost sharing does not exceed the adjusted Medicare coinsurance for Part B rebatable drugs.

### Additional benefits

### Your costs in our plan

#### Complementary and alternative medicine

**Acupuncture (Medicare-covered)**

\$0-\$25, up to 12 treatments in 90 days. Maximum 20 treatments in a 12-month period.  
Medicare coverage is limited to services to treat chronic low back pain.

**Routine acupuncture**

\$0, up to 4 treatments per year at CHRISTUS St. Vincent Holistic Health & Wellness Center only.  
\$45, up to 4 treatments per year at other facilities.

**Chiropractic care (Medicare-covered)**

\$20  
Medicare coverage is limited to fixing a subluxation. This is when one or more of the bones in your spine move out of place.

**Routine chiropractic services**

\$20, up to 24 visits per year.

#### Durable Medical Equipment (DME)

**Continuous glucose monitors (CGM)**

0% of the total cost

**Medicare-covered DME (including, but not limited to wheelchairs, crutches, powered mattress systems, diabetic supplies, oxygen equipment, nebulizers, and walkers)**

20% of the total cost

#### Nurse line

**24-Hour Nurse line**

\$0

#### Fitness benefit

**Physical fitness**

\$0  
Silver&Fit® Healthy Aging and Exercise program offers the flexibility of a fitness center membership, digital fitness tools, and one home fitness kit from a variety of kit options, including a wearable fitness tracker. You can also take advantage of digital workout plans available on the program's website, get one-on-one Health Aging Coaching by phone, video, or chat, and enjoy many other digital resources through the Well-Being Club.

## 2025 Summary of benefits

Additional benefits	Your costs in our plan
<b>Home delivered meals</b>	
<b>Meal delivery</b>	\$0 You are eligible to receive up to 14 home-delivered meals from GA Foods for up to 7 days once discharged from inpatient hospital care.
<b>Home health agency care</b>	
<b>Part-time or intermittent skilled nursing and home health aide services, certified by your doctor (fewer than 8 hours per day and 35 hours per week)</b>	\$0
<b>Kidney disease services</b>	
<b>Medicare-covered renal dialysis</b>	20% of the total cost
<b>Medicare-covered kidney disease education services, including nutrition therapy for End-Stage Renal Disease (ESRD)</b>	\$0
<b>Outpatient substance use disorder services</b>	
<b>Intensive outpatient services (all day care for several days), traditional counseling (one or a few hours per day, usually weekly or bi-weekly), without the use of pharmacotherapies.</b>	\$10
<b>Over-the-counter (OTC) benefit</b>	
<p>You will receive a benefit allowance each quarter to purchase approved over-the-counter (OTC) health and wellness items like first aid supplies, cold and allergy medicine, pain relievers, COVID-19 tests, and more. Your benefit amount is available the first day of each calendar quarter. Calendar quarters begin in January, April, July, and October. Be sure to use the full benefit amount each calendar quarter, because any unused amount will not roll over into the next calendar quarter.</p> <p>This benefit is offered through Convey. You will use your CHRISTUS Health Plan member ID number to confirm benefit eligibility, confirm available benefit amount, and make purchases. You can purchase approved products online, by phone, or by app. For details, including a catalog, visit <a href="https://CHRISTUShealthplan.org">CHRISTUShealthplan.org</a>.</p>	
<b>Over-the-counter</b>	\$75 quarterly

# Other plan information

## Contents

LIS summary

Discrimination  
notice

Multi-language

Provider pharmacy  
directory notice

## For HMO plans



Medicare Plus Plan H1189-002



Medicare Guardian Plan H1189-007



## Monthly plan premium

For people who get extra help from Medicare to help pay for their prescription drug costs

If you get extra help from Medicare to help pay for your Medicare prescription drug plan costs, your monthly plan premium will be lower than what it would be if you did not get extra help from Medicare.

If you get extra help, your monthly plan premium will be \$0 for any of the plan(s) below. (This does not include any Medicare Part B premium you may have to pay.)

- CHRISTUS Health Medicare Plus

CHRISTUS Health Medicare Plus plans' premium includes coverage for both medical services and prescription drug coverage.

**If you aren't getting extra help, you can see if you qualify by calling:**

- 1-800-Medicare or TTY users call 1-877-486-2048 (24 hours a day/7 days a week),
- Your State Medicaid Office, or
- The Social Security Administration at 1-800-772-1213. TTY users should call 1-800-325-0778 between 7 a.m. and 7 p.m., Monday through Friday.

If you have any questions, please call CHRISTUS Health Plan Member Services at 1-844-282-3026 or, for TTY users, 711. Member Services is available 8 a.m. – 8 p.m. local time, Monday through Friday. From October 1 – March 31, the hours are 8 a.m. – 8 p.m. local time, 7 days a week.

CHRISTUS Health Medicare Plus is an HMO with a Medicare contract. Enrollment in CHRISTUS Health Medicare Advantage (HMO) depends on contract renewal.

## Language services

CHRISTUS Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including discrimination on the basis of sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity; and sex stereotypes). CHRISTUS Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including discrimination on the basis of sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity; and sex stereotypes).

CHRISTUS Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

CHRISTUS Health Plan also provides free language services to people whose primary language is not english, such as:

- Qualified interpreters
- Information written in other languages

**If you need these services or have questions, contact CHRISTUS Health Plan Member Services at 1-844-282-3026 (TTY: 711).**

If you believe that CHRISTUS Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including discrimination on the basis of sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity; and sex stereotypes), you may file a grievance with:

**Gabriela Saenz, J.D.**

CHRISTUS Health Civil Rights Coordinator  
5101 N. O'Connor Blvd., Irving, TX 75039

**T: 469.282.1298**

**F: 210.766.9468**

**[CHRISTUS.CivilRights@christushealth.org](mailto:CHRISTUS.CivilRights@christushealth.org)**

You may file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. Please call the above phone number. You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**U.S. Department of Health and Human Services**

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1.800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.





## Multi-language interpreter services

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-282-3026 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

سیدبایتسد یم تسم تامدخی ک ددم یکنابز وک پآ وت، سیدے تلوب ودرآ پآ رگا: رادر بدخ

ن اجملاد کدل رفاوتتد تیوغللا ةدعاسملا تامدخن إف، نغللا رکذا تدهتت تنکا اذإ: نطوحلم

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

امشد یار بن اگیار تر وصب ی نابز تلایهست، دیدنکی موگتگی سرافن نابز به رگا: هجوتد

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます

ໄປດຊາວ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິ ການຊ່ວຍເຫຼືອ ອັດຕານພາສາ, ໂດຍບໍ່ເສີ ງຄ່າ, ແມ່ນມີ ພ້ ອມໃຫ້ທ່ານ

ເຮັດຢືນ: ຖ້າຄຸນພຸດທາໄທຍຄຸນສາມາດໃຊ້ບໍລິການຊ່ວຍເລືອກທາງພາສາໄດ້ຟຣີ

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá

jiik'eh, éí ná hóló, koji'



**CHRISTUS**  
Health Plan

## Provider | Pharmacy directory notice

If you need help finding a network provider or pharmacy\*, please call **844.282.3026** or visit **CHRISTUShealthplan.org** to access our online directory. If you would like a provider directory mailed to you, you may call the number above.

CHRISTUS Health Advantage is an HMO plan with a Medicare contract. Enrollment in CHRISTUS Health Medicare Complete (HMO), CHRISTUS Health Medicare Plus (HMO), CHRISTUS Health Medicare Guardian (HMO) depends on contract renewal.

This information is available in other languages. Please call Member Services at **844.282.3026**, or for TTY users, **711**, seven days a week, 8 a.m. – 8 p.m., local time, from Oct. 1 - Mar. 31, and Mon. - Fri., 8 a.m. – 8 p.m., local time, April 1 - Sept. 30. You can also visit us online at **CHRISTUShealthplan.org**.

Esta información está disponible gratis en otros idiomas. Por favor llame a nuestro número de servicio al cliente al **844.282.3026** o, para los usuarios de TTY, **711**, 8 a.m. – 8 p.m., hora local, los 5 días de la semana o visite **CHRISTUShealthplan.org**.

*\*Pharmacy coverage applies to CHRISTUS Health Medicare Complete and CHRISTUS Health Medicare Plus Plans.*

# Supplemental benefits overview

## Contents

Silver&Fit fitness benefit

Amplifon - hearing

Delta Dental - combined  
preventive and  
comprehensive

Superior Vision

GA foods - meals



## Dental services with Delta Dental

Make your oral health a priority! All of our plans include preventive and comprehensive dental. This allows you the freedom of seeing an in-network or an out-of-network dental provider. At your visit, you can expect:

- A \$0 copay for preventive dental services.
- \$20 copay for non-Medicare covered comprehensive dental services.

An annual combined maximum of \$2,000 to \$5,000 depending on the plan you choose.



## Vision care services

With our new vision benefits, you can better maintain your eyesight as you age. Our plans include:

- Yearly, routine eye exam
- Yearly diabetic retinopathy screening
- Hardware reimbursement allowance
- Annual eye hardware allowance of up to \$300\* on contact lenses; eyeglasses (lenses and frames); eyeglass lenses; or, eyeglass frames

*\*depending on plan type*



## Hearing services with Amplifon

Many costs, like hearing aids, aren't covered by Original Medicare. With a CHRISTUS Health Advantage plan, you are able to receive quality hearing care and hearing instruments at the greatest value through our partnership with Amplifon. This includes a benefit of up to \$1,595\* every year toward hearing aids.

Additional items included with your hearing benefits:

- New virtual services:
  - Virtual screening – determine your hearing needs from the comfort of home
  - and personalized coaching to make the most of your hearing aid experience
  - On-demand virtual visits – convenient care for non-medical needs
- Risk-free trial
  - Try out your hearing aids for 60 days.
- Complimentary aftercare
  - 1-year follow-up care - ensures smooth transition to your new hearing aids
  - 2-year battery support - battery supply or charging station to keep you powered
  - 3-year warranty - coverage for loss, repairs, or damage

Learn more at [www.amplifonusa.com/lp/CHRISTUShealthadvantage](http://www.amplifonusa.com/lp/CHRISTUShealthadvantage)



### 90-day prescription mail order\*

Through the Express Scripts mail order pharmacy home delivery service, pay as low as \$0 for a 90-day supply of preferred generic drugs. To use this benefit, visit Express Scripts Online Pharmacy ([express-scripts.com](http://express-scripts.com)). You can also call us at the number on your member ID card.

\*depending on plan type



## Over the counter (OTC) products

Depending on the plan you choose, you will receive up to a \$205\* quarterly benefit for over-the-counter health and wellness products available through OTC Health Solutions. This benefit enables you to get generic and name brand allergy medicine, bathroom safety supplies, cold and flu medicine, vitamins and minerals, and pain relief aids.



To use this benefit and place your order online by going to our website at [www.CHRISTUShealthplanotc.com](http://www.CHRISTUShealthplanotc.com), through the OTC – Anywhere mobile app, by mailing in the order form provided in your catalog (last 2 pages of OTC catalog), or by calling Convey’s contact center support at 1-877-906-0738 (Monday – Friday from 8 a.m. - 11 p.m. EST) from the comfort of your own home.

## Meals



As a part of your plan, we provide home-delivered meals to eligible members after an inpatient surgery or inpatient hospital stay at no additional cost.

You will receive an awareness text within four days of being discharged to let you know GA Foods will be calling you. Then, you will receive their call within two days of the text message. These meals can be customized to your dietary needs, such as gluten-free or vegetarian.

The benefit includes up to 14 meals delivered to your door for up to seven days. If you choose to receive meals, your meals will be sent within three days.

## Transportation



One of the first steps to a healthier life is seeing your doctor regularly and following care plans, but getting there is often an issue. With CHRISTUS Health Plan, you’re covered. We’ve partnered with SafeRide to ensure that you can schedule rides to your appointments safely and on time.

To learn more, give member services a call at 844.282.3026.

*\*depending on plan type*



## Fitness program

All CHRISTUS Health Advantage members can stay active with their no-cost Silver & Fit membership. With our fitness program, you can enjoy:

- A membership at thousands of participating fitness centers with access to the standard fitness network
- One home fitness kit per benefit year. Choose from several options, every eligible Silver & Fit member may choose one of 11 home fitness kits on an annual basis.
  - Garmin wearable activity tracker, Fitbit wearable activity tracker, beginner swimming kit, advanced swimming kit, beginner yoga kit, intermediate/ advanced yoga kit, Pilates kit, walking/ trekking kit, beginner strength kit, intermediate strength kit, advanced strength kit
- Access to a variety of on-demand workout videos on the Silver & Fit website and mobile app
- Personalized, over-the-phone or digital education and training for fitness, nutrition, stress, sleep, brain health, social isolation and other
- Access to the Well-Being Club where you can connect with others, view exclusive articles and videos, and join live-streaming classes and events

Visit [SilverandFit.com](https://SilverandFit.com) to learn more about the Silver & Fit program or call 1-877-427-4788, Monday through Friday. You can create an account after your plan starts.

### Provider Directory

To find a physician, dentist or other provider in your area, visit [CHRISTUShealthplan.org](https://CHRISTUShealthplan.org) and click “Find a Provider” or scan the QR code.





**CHRISTUS**  
Health Plan

## 24-hour nurse line

All members have access to free, confidential help from a nurse 24 hours a day, 7 days a week, 365 days a year. Nurses are available through this service to answer questions about medications, help you decide when and where to seek care, or simply provide reassurance when you need it.

To use this benefit, call 844-581-3174.

If you are having a life-threatening emergency, call 911 or go the emergency room.

## Member portal

Visit **CHRISTUShealthplan.org** and our newly updated online member portal for more information about your plan and benefits.



Scan to access  
member portal

Please refer to your **CHRISTUS Health Advantage Evidence of Coverage** for more information about your benefits.

\*Not included with all plans. Refer to the Summary of benefits to see what is included in each plan.







# 2025 Enrollment Review

Congratulations on your new CHRISTUS Health Advantage plan! We want to make sure you know what to expect with the new plan you've chosen.

Fill out this plan review with your licensed sales representative (if applicable). This form will walk you through some of the details to help you better understand your new plan.

**My new plan is (check one):**

- CHRISTUS Health Medicare Plus (HMO) Plan H1189-002 (\$0 monthly premium)
- CHRISTUS Health Medicare Guardian (HMO) Plan H1189-007 (\$0 monthly premium)

My plan:  requires referrals  does not require referrals

My plan will provide:  all my Medicare health coverage

all my Medicare prescription drug coverage

My plan coverage date begins (effective date): \_\_\_\_\_

I understand that I can cancel my enrollment in this plan before my coverage date starts by calling CHRISTUS Health Plan Member Services at **844.282.3026 TTY 711** or by calling Medicare at **800.MEDICARE (800.633.4227)**. I also understand that once my coverage starts, I may have to wait until the Open Enrollment Period (OEP) to make a plan change, unless I qualify for a Special Enrollment Period (SEP).

I must live in the Plan's service area, which is: \_\_\_\_\_

I understand that if I move out of the Plan's service area for more than 6 months in a row, I will need to choose a new plan.

I should  I should not

have a Medicare Advantage plan and a stand-alone Medicare Part D plan at the same time.

I should  I should not

have a Medicare Advantage plan and a Medicare Supplement insurance (Medigap) at the same time. If I have an active Medicare supplement policy, I will request the insurance company to cancel my policy after I receive confirmation of my Medicare Advantage enrollment.



# Premium information

My plan has a \$\_\_\_\_\_ monthly premium that I must pay to stay enrolled in this plan.

In addition, I must remain enrolled in Medicare Parts A and B while continuing to pay my Medicare Part B premium, unless the state or third party pays it for me.

If I owe a Late Enrollment Penalty (LEP), it is not included in my premium. I understand that I will need to add it to my premium each month.

## Network information - Understanding your network is important.

Provider name	Provider type (PCP/Specialist)	In network (Yes/No)

### Check the correct answer

If I get my care from an out-of-network provider I may pay  less  more of the cost.

I should call the clinic before my appointment to make sure the provider accepts my plan.

### Prescription drug coverage

Know what is covered by your prescription drug plan (Plan H1189-002 only)

My plan (circle one): **does** / **does not** have a prescription drug deductible.

If I have a deductible, the amount is \$\_\_\_\_\_ and it applies to drugs in (check the answer(s)):

- Tier 1
- Tier 2
- Tier 3
- Tier 4
- Tier 5
- Tier 6
- ALL Tiers



# Premium information

List the medications you use in the table below. Be sure to note their tier level, whether there are any limits on the drug, and if the prescription drug deductible applies.

Medication	Tier level <sup>1</sup>	Has levels <sup>2</sup> Yes/No	Deductible Yes/No

Networks vary by market.

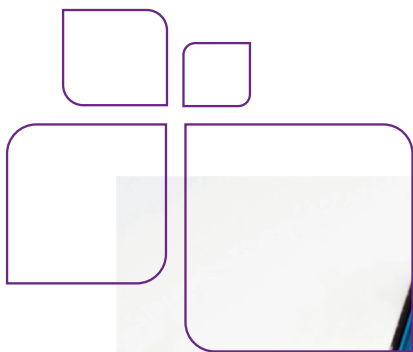
1. My actual out-of-pocket costs may vary based on: the drug stage I am in, my drug tier level, the pharmacy I use (retail/mail order), and if I have extra help.
2. For medications that have limitations, I may need to contact the Plan before I can fill my prescription. I can discuss alternatives by calling customer service to learn what other drugs might be on the drug list and by talking with my doctor or pharmacist.

Member signature: \_\_\_\_\_

Signature date: \_\_\_\_\_

If I have questions about my plan, I will call my licensed sales representative at:

\_\_\_\_\_ or CHRISTUS Health Plan Member Services at **844.282.3026 TTY 711.**



# EVERY HOUR. EVERY DAY.

We're prepared for the unexpected.



FIND AN  
ER NEAR YOU

When an accident, injury or medical condition requires immediate attention, the emergency team at **CHRISTUS Health** is ready to see you at one of our many convenient locations.

Complete emergency care is close by.

- Direct access to hospital physicians and specialists
- Complete surgical services
- Advanced CT and diagnostics
- Seamless transition to hospital if stay is required
- In-network with more insurance plans

By choosing a CHRISTUS ER, you'll have peace of mind knowing that you have access to all that CHRISTUS Health has to offer.

Your health. Your life. Our purpose.





# Scope of Sales Appointment Confirmation Form

The Centers for Medicare & Medicaid Services (CMS) 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 his | her authorized representative). All information provided on this form is confidential and should be completed by each person with Medicare or his | her authorized representative.

Please initial below beside the type of product(s) you want the agent to discuss.

<b>Stand-Alone Medicare Prescription Drug Plans (Part D)</b>
Beneficiary initials: _____
Medicare Prescription Drug Plan (PDP) — A stand-alone drug plan that adds prescription drug coverage to Original Medicare, some Medicare Cost plans, some Medicare Private Fee-for-Service plans, and Medicare Medical Savings Account plans.
<b>Medicare Advantage Plans (Part C)</b>
Beneficiary initials: _____
Medicare Health Maintenance Organization (HMO) Plan — A Medicare Advantage plan that provides all Original Medicare Part A and Part B health coverage and sometimes covers Part D prescription drug coverage. In most HMOs, you can only get your care from doctors or hospitals in the plan's network (except in emergencies).
Medicare Preferred Provider Organization (PPO) Plan — A Medicare Advantage plan that provides all Original Medicare Part A and Part B health coverage and sometimes covers Part D prescription drug coverage. PPOs have network doctors and hospitals, but you can also use out-of-network providers, usually at a higher cost.

By signing this form, you agree to a meeting with a sales agent to discuss the types of products you initialed above. Please note, the person who will discuss the products is either employed or contracted by a Medicare plan. The person does not work directly for the Federal government. This individual may also be paid based on your enrollment in a plan.

Signing this form does NOT obligate you to enroll in a plan, affect your current enrollment, or enroll you in a Medicare plan.

Beneficiary or Authorized Representative Signature and Signature Date:

Signature: \_\_\_\_\_

Signature date: \_\_\_\_\_

If you are the authorized representative, please sign above and print below:

Representative's name: \_\_\_\_\_

Your relationship to the beneficiary \_\_\_\_\_

**Required - to be completed by Agent:**

Agent name:	Agent phone:
Beneficiary name:	Beneficiary phone (optional):
Beneficiary address (optional):	
Medicare ID number:	
Initial method/location of contact:	
<input type="checkbox"/> Indicate here if beneficiary was a walk-in.	
Agent's signature:	
Plan(s) the agent represented during this meeting:	
Date appointment completed:	
[Plan use only:]	

**Scope of Appointment documentation is subject to CMS record retention requirements.**

Agent: Ensure correct Scope of Appointment form is selected for beneficiary's plan enrollment choice. Also, if the form was signed by the beneficiary at the time of appointment, please provide explanation why SOA was not documented prior to meeting:

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CHRISTUS Health Plan has a contract with Medicare to offer HMO coordinated care plans. Enrollment in a CHRISTUS Health Medicare Advantage plan depends on contract renewal.



# 2025 CHRISTUS Health Plan Medicare Advantage Plan Application

## Who can use this form?

People with Medicare who want to join a Medicare Advantage plan or Medicare Prescription Drug Plan.

To join a plan, you must:

- Be a United States citizen or be lawfully present in the U.S.
- Live in the plan's service area

Important: To join a Medicare Advantage Plan, you must also have both:

- Medicare Part A (Hospital insurance)
- Medicare Part B (Medical insurance)

## When do I use this form?

You can join a plan:

- Between October 15-December 7 each year (for coverage starting January 1)
- Within 3 months of first getting Medicare
- In certain situations where you're allowed to join or switch plans

Visit [Medicare.gov](https://www.Medicare.gov) to learn more about when you can sign up for a plan.

## What do I need to complete this form?

- Your Medicare Numbers (the number on your red, white, and blue Medicare card)
- Your permanent address and phone number

**Note:** You must complete all items in Section 1. The items in Section 2 are optional - you can't be denied coverage because you don't fill them out.

## Reminders:

- If you want to join a plan during fall open enrollment (October 15-December 7), the plan must get your completed form by December 7.
- Your plan will send you a bill for the plan's premium. You can choose to sign up to have your premium payments deducted from your bank account or your monthly Social Security (or Railroad Retirement Board) benefit.

## What happens next?

Send your completed and signed form to:  
CHRISTUS Health Plan

ATTN; Eligibility Department

5101 N. O'Connor Blvd. | Irving | TX 75062

Once they process your request to join, they'll contact you.

## How do I get help with this form?

Call CHRISTUS Health Plan Medicare Advantage Plan (HMO) at 844.282.3026. TTY users can call 711.

Or, call Medicare at 1.800.MEDICARE (1.800.633.4227). TTY users can call 1.877.486.2048.

En español: Llame a CHRISTUS Health Plan Medicare Advantage Plan (HMO) al 844.282.3026, TTY 711 o a Medicare gratis al 1.800.633.4227 y oprima el 2 para asistencia en español y un representante estará disponible para asistirle.

## Individuals experiencing homelessness

- If you want to join a plan but have no permanent residence, a Post Office Box, an address where you receive mail (e.g., social security checks) may be considered your permanent residence address.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-NEW. The time required to complete this information is estimated to average 20 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

## IMPORTANT

Do not send this form or any items with your personal information (such as claims, payments, medical records, etc.) to the PRA Reports Clearance Office. Any items we get that aren't about how to improve this form or its collection burden (outlined in OMB 0938-1378) will be destroyed. It will not be kept, reviewed, or forwarded to the plan. See "What happens next?" on this page to send your completed form to the plan.



# 2025 CHRISTUS Health Plan Medicare Advantage Plan Application

**Please check the plan that you want:**

- CHRISTUS Health Medicare Plus (HMO) Plan 002 (\$0 premium)
- CHRISTUS Health Medicare Complete (HMO) Plan 003 (\$0 premium)
- CHRISTUS Health Medicare Plus (HMO) Plan 004 (\$20 premium)
- CHRISTUS Health Medicare Plus (HMO) Plan 005 (\$0 premium)
- CHRISTUS Health Medicare Plus (HMO) Plan 009 (\$0 premium)
- CHRISTUS Health Medicare Plus (HMO) Plan 010 (\$0 premium)
- CHRISTUS Health Medicare Guardian (HMO) Plan 007 (\$0 premium)
- CHRISTUS Health Medicare Guardian (HMO) Plan 008 (\$0 premium)

Please contact CHRISTUS Health Plan if you need information in another language or format (Braille).

**To enroll in one of CHRISTUS Health Plan’s Medicare Advantage (HMO) plans,  
please provide the following:**

Last name		First name		Middle initial	Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/>
Date of birth (mm/dd/yyyy)		Sex: M <input type="checkbox"/> F <input type="checkbox"/>	Home phone		Alternate phone
Permanent residence address (P.O. Box is NOT allowed)					
City		State	County		Zip code
Mailing address (Only if different than permanent residence address)					
Emergency contact information Name:			Relationship to you:		
Phone number:					
Email: (Optional)					



# 2025 CHRISTUS Health Plan Medicare Advantage Plan Application

## Please provide your Medicare insurance information

Please take out your red, white and blue Medicare card to complete this section.

- Fill out this information as it appears on your Medicare card

OR

- Attach a copy of your Medicare card or your letter from Social Security or the Railroad Retirement Board.

Name (as it appears on your Medicare card): \_\_\_\_\_

Medicare number: \_\_\_\_\_

Is entitled to: \_\_\_\_\_ Effective date: \_\_\_\_\_

Hospital (Part A) \_\_\_\_\_

Medical (Part B) \_\_\_\_\_

You must have Medicare Parts A and B to join a Medicare Advantage Plan.

## Paying your plan premium

If we determine that you owe a late enrollment penalty (or if you currently have a late enrollment penalty), we need to know how you would prefer to pay it. You can pay by mail. You can also choose to pay your premium by automatic deduction from your Social Security or Railroad Retirement Board (RRB) benefit check each month. If you are assessed a Part D-Income Related Monthly Adjustment Amount (IRMAA), you will be notified by the Social Security Administration. You will be responsible for paying this extra amount in addition to your plan premium. You will either have the amount withheld from your Social Security benefit check or be billed directly by Medicare or the RRB. **DO NOT** pay CHRISTUS Health Plan the Part DIRMAA.

If the plan you selected has a premium, you can pay your monthly plan premium (including any late enrollment penalty that you currently have or may owe) by mail, Electronic Funds Transfer (EFT) or credit card. You can also choose to pay your premium by automatic deduction from your Social Security or Railroad Retirement Board (RRB) benefit check each month.

People with limited incomes may qualify for *Extra Help* to pay for their prescription drug costs. If eligible, Medicare could pay for 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and co-insurance. Additionally, those who qualify will not be subject to a late enrollment penalty. Many people are eligible for these savings and don't even know it. For more information about this *Extra Help*, contact your local Social Security office, or call Social Security at **800.772.1213**. TTY users should call **800.325.0778**. You can also apply for *Extra Help* online at [www.ssa.gov/medicare/part-d-extra-help](http://www.ssa.gov/medicare/part-d-extra-help).

If you qualify for *Extra Help* with your Medicare prescription drug costs, Medicare will pay all of your plan premium.

If you don't select a payment option, you will get a bill each month. Please select a premium payment option:

- Get a bill
- Automatic deduction from your monthly Social Security or Railroad Retirement Board (RRB) benefit check.

I get monthly benefits from:  Social Security  RRB

(The Social Security | RRB deduction may take two or more months to begin after Social Security or RRB approves the deduction. In most cases, if Social Security or RRB accepts your request for automatic deduction, the first deduction from your Social Security or RRB benefit check will include all premiums due from your enrollment effective date up to the point withholdings begin. If Social Security or RRB does not approve your request for automatic deduction, we will send you a paper bill for your monthly premiums.)

Applicant name: \_\_\_\_\_

Applicant Medicare number: \_\_\_\_\_

# 2025 CHRISTUS Health Plan Medicare Advantage Plan Application

## Please read and answer these important questions

1. Some individuals may have other drug coverage, including private insurance, TRICARE, Federal employee health benefits coverage, VA benefits, or State Pharmaceutical assistance programs.

Will you have other prescription drug coverage in addition to CHRISTUS Health Plan?  Yes  No

If yes, please list your other coverage and your identification (ID) number(s) for this coverage.

Name of coverage ID	# for coverage	Group # for coverage
---------------------	----------------	----------------------

2. Are you a resident in a long-term care facility, such as a nursing home? If yes,  Yes  No  
please provide the following information:

Name of institution: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

3. Are you enrolled in your state Medicaid program?  Yes  No

If yes, please provide your Medicaid #: \_\_\_\_\_

4. Do you or your spouse work?  Yes  No

Provider | PCP full name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Provider | PCP full name: \_\_\_\_\_

Are you currently seeing or have you recently seen this provider?  Yes  No

Please check one of the boxes below if you would prefer us to send you information in a language other than English or in an accessible format:

Spanish  Braille  Large print  Audio CD  Data CD

Please contact CHRISTUS Health Plan at **844.282.3026** if you need information in an accessible format or language other than what is listed above. Our office hours are 8 a.m. to 8 p.m. local time, 7 days a week. Oct. 1 - Mar. 31 and Monday through Friday, Apr. 1 through Sept. 30. TTY users should call **711**.

Applicant name: \_\_\_\_\_

Applicant Medicare number: \_\_\_\_\_

# 2025 CHRISTUS Health Plan Medicare Advantage Plan Application

## STOP

Please read this important information.

If you currently have health coverage from an employer or union, joining CHRISTUS Health Plan could affect your employer or union health benefits. You could lose your employer or union health coverage if you join CHRISTUS Health Plan.

Read the communications your employer or union sends you. If you have questions, visit their website, or contact the office listed in their communications. If there isn't any information on whom to contact, your benefits administrator or the office that answers questions about your coverage can help.

Please read and sign below.

By completing this enrollment application, I agree to the following:

CHRISTUS Health Medicare Complete, Medicare Plus and Medicare Guardian are Medicare Advantage plans and have a contract with the Federal government. I will need to keep my Medicare Parts A and B. I can be in only one Medicare Advantage plan at a time, and I understand that my enrollment in this plan will automatically end my enrollment in another Medicare health plan or prescription drug plan. It is my responsibility to inform you of any prescription drug coverage that I have or may get in the future. Enrollment in this plan is generally for the entire year. Once I enroll, I may leave this plan or make changes only at certain times of the year when an enrollment period is available (Example: Oct. 15 - Dec. 7 of every year), or under certain special circumstances.

CHRISTUS Health Plan Medicare Advantage Plan serves a specific service area. If I move out of the area that CHRISTUS Health Plan Medicare Advantage Plan serves, I need to notify the plan so I can disenroll and find a new plan in my new area. Once I am a member of CHRISTUS Health Plan Medicare Advantage Plan, I have the right to appeal plan decisions about payment or services if I disagree. I will read either the Member Handbook or Evidence of Coverage document from CHRISTUS Health Plan Medicare Advantage Plan when I get it to know which rules I must follow to get coverage with this Medicare Advantage plan. I understand that people with Medicare aren't usually covered under Medicare while out of the country except for limited coverage near the U.S. border.

I understand that beginning on the date CHRISTUS Health Plan Medicare Advantage Plan coverage begins, must get all of my health care from CHRISTUS Health Plan Medicare Advantage Plan, except for emergency or urgently needed services or out-of-area dialysis services. Services authorized by CHRISTUS Health Plan Medicare Advantage Plan and other services contained in my CHRISTUS Health Plan Medicare Advantage Plan Evidence of Coverage document (also known as a member contract or subscriber agreement) will be covered. Without authorization, NEITHER MEDICARE NOR CHRISTUS HEALTH PLAN MEDICARE ADVANTAGE PLANS WILL PAY FOR THE SERVICES.

I understand that if I am getting assistance from a sales agent, broker, or other individual employed by or contracted with CHRISTUS Health Plan Medicare Advantage Plan, he/she may be paid based on my enrollment in CHRISTUS Health Plan Medicare Advantage Plan.

Applicant name: \_\_\_\_\_

Applicant Medicare number: \_\_\_\_\_

# 2025 CHRISTUS Health Plan Medicare Advantage Plan Application

**Release of Information:** By joining this Medicare health plan, I acknowledge that CHRISTUS Health Plan will release my information to Medicare and other plans as is necessary for treatment, payment and health care operations. I also acknowledge that CHRISTUS Health Plan will release my information including my prescription drug event data to Medicare, who may release it for research and other purposes which follow all applicable Federal statutes and regulations. The information on this enrollment form is correct to the best of my knowledge. I understand that if I intentionally provided false information on this form, I will be disenrolled from the plan.

I understand that my signature (or the signature of the person authorized to act on my behalf under the laws of the State where I live) on this application means that I have read and understand the contents of this application. If signed by an authorized individual (as described above), this signature certifies that:

1. This person is authorized under State law to complete this enrollment; and
2. Documentation of this authority is available upon request from Medicare.

SIGNATURE OF APPLICANT\* or authorized legal representative (including Power of Attorney, Legal Guardian, etc.)

\_\_\_\_\_  
Signature date (MM/DD/YYYY) \_\_\_\_\_

If you are the authorized legal representative, you **MUST** sign above and provide the following information:

Last name	First name	Middle initial
_____	_____	_____

Street address  
\_\_\_\_\_

City	State	Zip code
_____	_____	_____

Telephone number	Relationship to applicant
_____	_____

## PRIVACY ACT STATEMENT

The Centers for Medicare & Medicaid Services (CMS) collects information from Medicare plans to track beneficiary enrollment in Medicare Advantage (MA) Plans, improve care, and for the payment of Medicare benefits. Sections 1851 of the Social Security Act and 42 CFR §§ 422.50 and 422.60 authorize the collection of this information. CMS may use, disclose and exchange enrollment data from Medicare beneficiaries as specified in the System of Records Notice (SORN) "Medicare Advantage Prescription Drug (MARx)", System No. 09-70-0588. Your response to this form is voluntary. However, failure to respond may affect enrollment in the plan.

Applicant name: \_\_\_\_\_

Applicant Medicare number: \_\_\_\_\_

# 2025 CHRISTUS Health Plan Medicare Advantage Plan Application

**Answering these questions is your choice. You can't be denied coverage because you don't fill them out. (Please click the applicable check box.)**

Are you Hispanic, Latino/a, 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       Filipino       Guamanian or Chamor  
 Japanese       Korean       Native Hawaiian  
 Other Asian       Other Pacific Islander       Samoan  
 Vietnamese       White  
 **I choose not to answer.**

What is your gender? Select one.

- Woman       I use a different term: \_\_\_\_\_  
 Man       **I choose not to answer.**  
 Non-binary

Which of the following best represents how you think of yourself? Select one.

- Lesbian or gay       I use a different term: \_\_\_\_\_  
 Straight, that is, not gay or lesbian       I don't know  
 Bisexual       **I choose not to answer.**

# 2025 CHRISTUS Health Plan Medicare Advantage Plan Application

## For individuals helping enrollee with completing this form only

Complete this section if you're an individual (i.e. agents, brokers, SHIP counselors, family members, or other third parties) helping an enrollee fill out this form.

Name: \_\_\_\_\_ Relationship to enrollee: \_\_\_\_\_

Signature: \_\_\_\_\_ National producer number (Agents/Brokers only): \_\_\_\_\_

*[optional space for other administrative information needed by plan]*

## Agent use only

Writing agent name:

Writing agent signature:

\_\_\_\_\_  
Print name: (required)

\_\_\_\_\_  
Signature (required)

Plan ID #: \_\_\_\_\_

Broker NPN #: \_\_\_\_\_

Effective date of coverage: \_\_\_\_\_

ICEP | IEP: \_\_\_\_\_ AEP: \_\_\_\_\_ SEP (type): \_\_\_\_\_ Not eligible: \_\_\_\_\_

Where did this application originate?

Clinic     In-home appointment     Event     Office     Other

Applicant name: \_\_\_\_\_

Applicant Medicare number: \_\_\_\_\_

# 2025 CHRISTUS Health Plan Medicare Advantage Plan Application

Typically, you may enroll in a Medicare Advantage plan only during the annual enrollment period from October 15 through December 7 of each year. There are exceptions that may allow you to enroll in a Medicare Advantage plan outside of this period.

Please read the following statements carefully and check the box if the statement applies to you. By checking any of the following boxes, you are certifying that, to the best of your knowledge, you are eligible for an Enrollment Period. If we later determine that this information is incorrect, you may be disenrolled.

- I am new to Medicare.
- I am enrolled in a Medicare Advantage plan and want to make a change during the Medicare Advantage Open Enrollment Period (MA OEP).
- I recently moved outside of the service area for my current plan or I recently moved and this plan is a new option for me. I moved on (insert date):
- I recently was released from incarceration. I was released on (insert date):
- I recently returned to the United States after living permanently outside of the U.S. I returned to the U.S. on (insert date):
- I recently obtained lawful presence status in the United States. I received this status on (insert date):
- I recently had a change in my Medicaid (newly got Medicaid, had a change in level of Medicaid assistance, or lost Medicaid) on (insert date):
- I recently had a change in my Extra Help paying for Medicare prescription drug coverage (newly got Extra Help, had a change in the level of Extra Help, or lost Extra Help) on (insert date):
- I have both Medicare and Medicaid (or my state helps me pay for my Medicare premiums) or I get Extra Help paying for my Medicare prescription drug coverage, but I haven't had a change.
- I am moving into, live in, or recently moved out of a long-term care facility (for example, a nursing home). I moved | will move into | out of the facility on (insert date):
- I recently left a PACE program on (insert date):
- I recently involuntarily lost my creditable prescription drug coverage (coverage as good as Medicare's). I lost my drug coverage on (insert date):
- I am leaving employer or union coverage on (insert date):
- I belong to a pharmacy assistance program provided by my state.
- My plan is ending its contract with Medicare, or Medicare is ending its contract with my plan.
- I was enrolled in a plan by Medicare (or my state) and I want to choose a different plan. My enrollment in that plan started on (insert date):

## 2025 CHRISTUS Health Plan Medicare Advantage Plan Application

- I was enrolled in a Special Needs Program (SNP) but I have lost the special needs qualification required to be in that plan. I was disenrolled from the SNP on (insert date):
- I was affected by an emergency or major disaster (as declared by the Federal Emergency Management Agency (FEMA) or by a Federal, state or local government entity. One of the other statements here applied to me, but I was unable to make my enrollment request because of the disaster. Please contact CHRISTUS Health Plan if you need information in another language or format (Braille).

If none of these statements applies to you or you are not sure, please contact CHRISTUS Health Plan at **844.282.3026**, or **711** for TTY users, to see if you are eligible to enroll, Monday through Friday, 8 a.m. to 8 p.m., local time.









# Gentle precision

Discover robotic surgery at CHRISTUS Health.



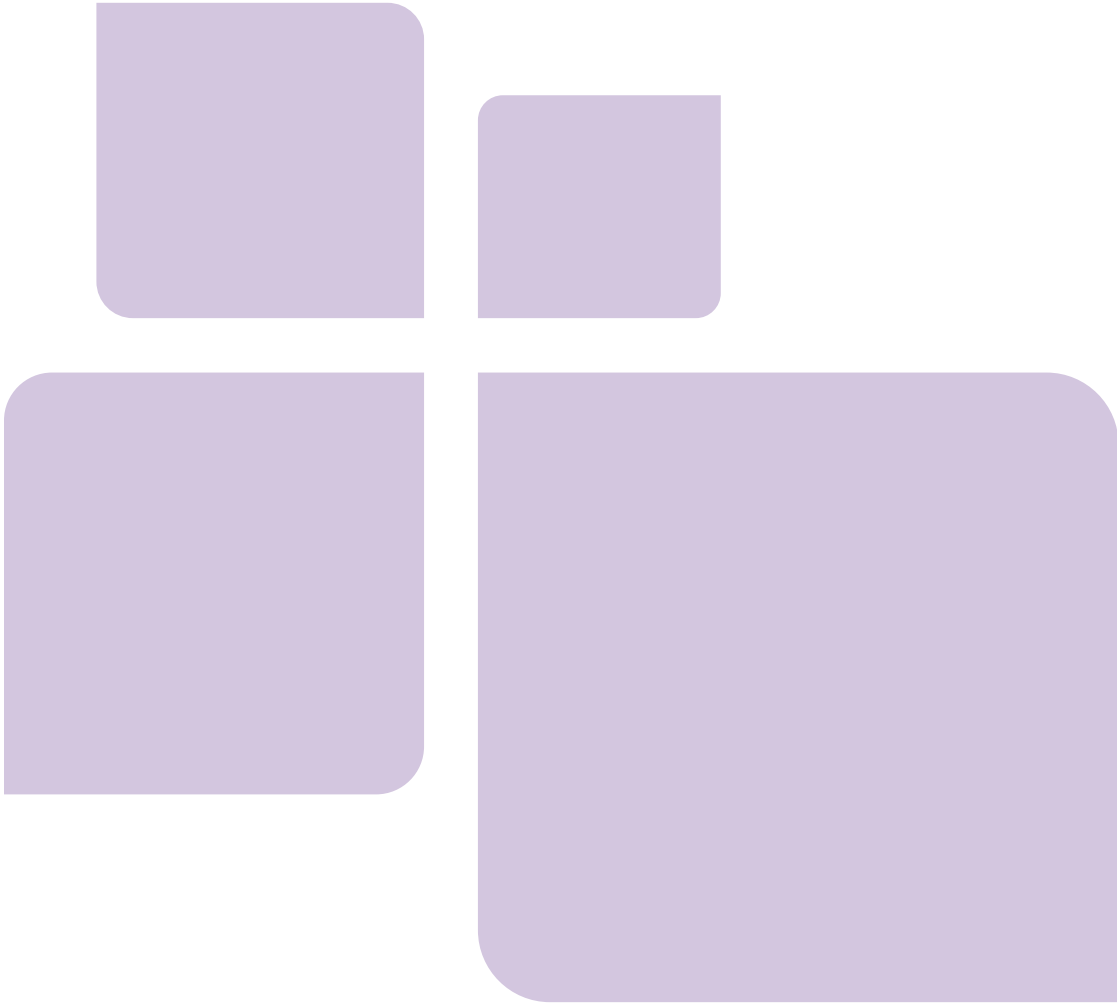
**CHOOSE COMFORT  
AND PRECISION**

Experience quicker recovery, less pain and smaller scars with robotic surgery at CHRISTUS Health. Our advanced technology means a lower risk of complications, helping you get back to your life sooner and healthier. We are here to provide the gentle, precise care you deserve.

Visit [CHRISTUShealth.org](https://CHRISTUShealth.org) to learn more.

Your health. Your life. Our purpose.





[CHRISTUShealthplan.org](http://CHRISTUShealthplan.org)