



# Summary of Benefits

MEDIDUAL

# 2024

January 1st - December 31st

Leon Health is an HMO plan with a Medicare Contract. Enrollment in Leon Health, Inc. depends on contract renewal.

Leon Health Inc.'s pharmacy network offers limited access to pharmacies with preferred cost sharing in Miami-Dade, FL. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including pharmacies with preferred cost sharing, please call 1-844-969-5366 (TTY: 711) or consult the online pharmacy directory at [www.LeonHealth.com](http://www.LeonHealth.com).

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Leon MediDual (HMO D-SNP) offered by Leon Health, Inc.

## 2024 Summary of Benefits

**January 1, 2024 – December 31, 2024.**

**This is a summary of drug and health services covered by Leon Health, Inc. (HMO D-SNP)**

This booklet gives you a summary of what **Leon MediDual (HMO D-SNP)** covers and what you pay. This Summary of Benefits does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, refer to the plan's Evidence of Coverage (EOC) online at [www.LeonHealth.com](http://www.LeonHealth.com), or call us to request a copy.

To join **Leon MediDual (HMO D-SNP)**, the following must apply to you:

- You are entitled to Medicare Part A.
- You are enrolled in Medicare Part B
- You have Medicaid or are enrolled in a Medicaid savings program.
- You live in Miami-Dade County, Florida.

**Leon MediDual (HMO D-SNP)** has a network of doctors, hospitals, pharmacies, and other providers. If you use the providers that are not in our network, the plan may not pay for these services. To find out which providers and pharmacies are part of the plan's network, consult the Provider and Pharmacy Directory. This directory is available on our website, or you can get a copy by calling us.

You must generally use network pharmacies to fill your prescriptions for covered Part D drugs. For a complete list of covered drugs and any restrictions, visit our website or call us to request the Formulary (List of Covered Drugs).

Leon Health Inc.'s pharmacy network offers limited access to pharmacies with preferred cost sharing in Miami-Dade, FL. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including pharmacies with preferred cost sharing, please call 1-844-969-5366 (TTY: 711) or consult the online pharmacy directory at [www.LeonHealth.com](http://www.LeonHealth.com).

Leon Health, Inc. is an HMO D-SNP plan with a Medicare contract and a contract with the Florida Medicaid program. Enrollment in Leon Health, Inc. depends on contract renewal. The plan also has a written agreement with the Florida Medicaid program to coordinate your Medicaid benefits.

For coverage and costs of Original Medicare, look in the 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), 7 days a week, 24 hours a day. TTY users should call 1-877-486-2048.

This document is available in other formats such as braille, large print, or audio.

If you have any questions about your Medicaid eligibility or level of assistance, contact us or your Florida Medicaid office.

For more information, please call us at 1-844-969-5366 (TTY: 711) or visit us at [www.LeonHealth.com](http://www.LeonHealth.com). Hours are Monday – Sunday 8 a.m. – 8 p.m. from October to March, and Monday – Friday 8 a.m. – 8 p.m. from April to September. This call is free.

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Premium, Deductible and Maximum-Out-of-Pocket	What You Should Know	
<b>Monthly Plan Premium</b>	<p><b>\$14.90</b> per month.</p> <p>Depending on your level of Medicaid eligibility, you may not have to pay for your monthly plan premium or may pay a reduced amount.</p> <p>In addition, you must keep paying your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).</p>	
<b>Medical Deductible</b>	<p><b>\$0</b></p> <p><i>Leon MediDual</i> does not have a medical deductible.</p>	
<b>Maximum Out-of-Pocket Responsibility</b> (does not include prescription drugs)	<p><b>\$3,450</b> per year for covered services you receive from in-network providers.</p> <p>This amount is the most you pay for copayments, coinsurance, and other costs for covered Medicare Part A (hospital) and Part B (medical) services for the year. Once you reach this limit, we will pay the full cost of your covered services in our plan for the rest of the year.</p> <p>You will still need to pay your cost sharing for your Part D prescription drugs.</p>	
Benefits Information	What You Pay	What You Should Know
<b>Inpatient Hospital</b> Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services.	<b>\$0</b> copay	Referral and/or prior authorization is required.
<b>Outpatient Hospital Services</b>	<b>\$0</b> copay	
<b>Outpatient Observation</b>	<b>\$0</b> copay	
<b>Ambulatory Surgical Center (ASC)</b>	<b>\$0</b> copay	
<b>Doctor Visits</b>		
Primary Care Physician (PCP)	<b>\$0</b> copay	Includes Medicare-covered telehealth (virtual) doctor visits.
Specialist	<b>\$0</b> copay	Referral and/or prior authorization is required. Includes Medicare-covered telehealth (virtual) doctor visits.

Benefits Information	What You Pay	What You Should Know
<b>Preventive Care</b>		
<ul style="list-style-type: none"> <li>• Abdominal aortic aneurysm screening</li> <li>• Alcohol misuse screening</li> <li>• Annual wellness visit</li> <li>• Bone mass measurement (bone density)</li> <li>• Breast cancer screening (mammograms)</li> <li>• Cardiovascular disease risk reduction visit</li> <li>• Cardiovascular disease testing</li> <li>• Cervical and vaginal cancer screening (pap test)</li> <li>• Colorectal cancer screening</li> <li>• Depression screening</li> <li>• Diabetes screening</li> <li>• Diabetes self-management training</li> <li>• Glaucoma screening*</li> <li>• HIV screening</li> <li>• Immunizations (Flu shot, Pneumonia, Hepatitis B, COVID-19 Vaccines)</li> <li>• Medical Nutrition Therapy</li> <li>• Medicare Diabetes Prevention Program (MDPP)</li> <li>• Lung cancer screening (Low Dose Computed Tomography)</li> <li>• Obesity screening and therapy</li> <li>• Prostate cancer screening</li> <li>• Sexually Transmitted Infection (STI) screening &amp; counseling</li> <li>• Smoking and tobacco cessation counseling</li> <li>• “Welcome to Medicare” preventive visit</li> </ul>	<p><b>\$0</b> copay</p>	<p>Any additional preventive services approved by Medicare during the benefit year will be covered. Please see our Evidence of Coverage (EOC) for frequency of covered services.</p> <p>* Referral and/or prior authorization is required for Glaucoma screening.</p>

Benefits Information	What You Pay	What You Should Know
<b>Emergency Care and Urgently Needed Services</b>		
Emergency Care Services	\$0 copay	
<b>Worldwide Emergency/Urgent Coverage/Emergency Transportation</b>	\$0 copay	
Urgent Care Services	\$0 copay	
<b>Diagnostic Services/Lab/Imaging</b>		
Diagnostic Procedures and Tests	\$0 copay	Referral and/or prior authorization is required.  Prior authorization is not required for COVID-19 related testing.
Lab Services	\$0 copay	
Therapeutic Radiological Services	\$0 copay	
Outpatient X-Ray Services	\$0 copay	
Diagnostic Radiological Services (such as MRI, CT scans)	\$0 copay	
<b>Hearing Services</b>		
Medicare-covered Hearing Services - Exam to diagnose and treat hearing and balance issues.	\$0 copay	Referral is required.
Routine Hearing Exams (1 every year)	\$0 copay	Referral is required.
Hearing Aid Evaluation/Fitting (1 every 3 years)	\$0 copay	
Hearing Aids	\$0 copay	\$1,050 allowance per hearing aid per ear (\$2,100 maximum) every three (3) years. A referral is required.

Benefits Information	What You Pay	What You Should Know
<b>Dental Services</b>		
Medicare-covered Dental Services - Limited dental services (this does not include services in connection with care, treatment, filling, removal or replacement of teeth).	<b>\$0</b> copay	Up to <b>\$5,000</b> yearly allowance for combined preventive and comprehensive benefits.  Member cost sharing is <b>zero</b> for services up to the maximum plan benefit coverage amount. After the maximum plan benefit amount is exhausted, the member is liable for any additional costs for preventive or comprehensive dental services.
<b>Preventive Dental Services:</b> <ul style="list-style-type: none"> <li>• Cleaning (1 every 6 month)</li> <li>• Dental X-Ray(s) (1 every 6 month)</li> <li>• Fluoride treatment (1 every year)</li> <li>• Oral Exam (1 every 6 month)</li> </ul>	<b>\$0</b> copay	Referral and/or prior authorization is required.
<b>Comprehensive Dental Services:</b> <ul style="list-style-type: none"> <li>• Non-Routine Services</li> <li>• Diagnostic services</li> <li>• Restorative services (Fillings)</li> <li>• Endodontics</li> <li>• Periodontics (Gum and Bone treatment)</li> <li>• Prosthodontics (Dentures)</li> <li>• Dental Implants</li> <li>• Oral and Maxillofacial Surgery (Extractions)</li> </ul>	<b>\$0</b> copay	Authorization is required for non-emergency Medicare covered services.  Unused amounts expire at the end of each benefit year.  For a complete list of covered dental services and limitations, refer to 2024 Dental Schedule of Benefits.
<b>Vision Services</b>		
Eye Exam (Medicare-covered)	<b>\$0</b> copay	Diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration.  Diabetic Retinopathy Screening (once a year).  Referral and/or prior authorization may be required.
Routine Eye Exam (1 every year)	<b>\$0</b> copay	Referral and/or prior authorization is required.

Benefits Information	What You Pay	What You Should Know
<p>Routine Eyewear</p> <ul style="list-style-type: none"> <li>• Eyeglasses (lenses and frames)</li> <li>• Contact lenses</li> <li>• Upgrades</li> </ul>	<p><b>\$0</b> copay</p>	<p>Up to three (3) pairs of eyeglasses each year, including upgrades, no limit per pair, for a maximum benefit amount of <b>\$525</b>.</p> <p>or</p> <p>Up to six (6) boxes of soft contact lenses each year, not to exceed <b>\$35</b> per box, for a maximum annual benefit of <b>\$210</b>.</p> <p>One (1) pair of eyeglasses or contact lenses after each cataract surgery that includes the insertion of an intraocular lens.</p> <p>You are responsible for the cost above the maximum annual benefit amount.</p> <p>Unused amounts expire at the end of each benefit year.</p> <p>Vision services are only available for Leon Medical Centers' on-site optical center.</p> <p>Referral and/or prior authorization is required.</p> <p>Some restrictions apply.</p>
<p><b>Mental Health Services</b></p>	<p><b>\$0</b> copay</p>	<p><i>Leon MediDual</i> covers <b>90</b> days for an inpatient mental health hospital stay.</p> <p>Our plan also covers <b>90</b> "lifetime reserve days". These are "extra" covered days.</p> <p>Our plan has a lifetime limit of <b>190</b> days for inpatient mental health care in a psychiatric hospital.</p> <p>Includes mental health specialty services: individual and group sessions.</p> <p>Referral and/or prior authorization is required.</p>



Benefits Information	What You Pay	What You Should Know
<b>Skilled Nursing Facility (SNF)</b>	<b>\$0</b> copay	You are covered for up to <b>100</b> days in a Skilled Nursing Facility per benefit period. Referral and/or prior authorization is required.
<b>Physical Therapy and Speech-Language Pathology Services</b>	<b>\$0</b> copay	Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs). Referral and/or prior authorization is required.
<b>Ambulance</b>		
Ground Service	<b>\$0</b> copay	Prior authorization rules may apply for non-emergency services.
Air Service	<b>\$0</b> copay	
<b>Transportation</b>	<b>\$0</b> copay	Transportation provided by Leon Health transportation services. Unlimited trips to in-network doctor appointments, medical facilities, and other approved locations. Transportation is only available to the closest geographically located center from the patient's home. Trips must be scheduled at least 48 hours in advance. Prior authorization is required for trips over 30 miles one-way.
<b>Medicare Part B Drugs</b>	<b>\$0</b> copay	Prior authorization is required. Medicare Part B drugs may be subject to step therapy requirements. Step Therapy is a process that requires trying first another drug before the drug initially prescribed.
<b>Cardiac and Pulmonary Rehabilitation Services</b>	<b>\$0</b> copay	Referral and/or prior authorization is required.

Benefits Information	What You Pay	What You Should Know
<b>Dialysis (Kidney Disease Services)</b>		
Outpatient/Inpatient Dialysis Treatments	\$0 copay	Referral and/or prior authorization is required.
Self-dialysis Training	\$0 copay	
Kidney Disease Education	\$0 copay	
<b>Outpatient Surgery</b>	\$0 copay	Referral and/or prior authorization is required.
<b>Fitness &amp; Wellness Programs</b>		
Fitness Program	\$0 copay	<p>Leon Healthy Living Centers have strength and cardiovascular training equipment to help you reach your fitness goals. Leon Healthy Living Centers offer information on a number of health-related topics, as well as programs to aid in personal development.</p> <p>Enjoy health seminars on important issues that include:</p> <ul style="list-style-type: none"> <li>• Preventive Medicine</li> <li>• Diet and Nutrition</li> <li>• Diabetes</li> <li>• Fall prevention</li> </ul> <p>Benefit includes use of exercise equipment and access to group exercise classes where available.</p>
<p><b>Help with Certain Chronic Conditions</b></p> <p>The benefits mentioned are a part of a special supplemental program for the chronically ill. Not all members qualify.</p>	\$0 copay	<p>If you have at least two chronic conditions of Diabetes or Chronic Heart Failure or Chronic Lung Disorders, you may be eligible for up to <b>15</b> meals (\$150) per month for a total of <b>180</b> meals (\$1,800) per calendar year. Meals may be delivered or provided at participating locations.</p> <p>A nutritional assessment performed by licensed or certified staff is required.</p>

Benefits Information	What You Pay	What You Should Know
<b>Help with Certain Chronic Conditions</b> (continues)		Participation in a Care Management Program is required. Method of meal delivery is subject to prior authorization.
<b>Home Health Services</b>	<b>\$0</b> copay	Referral and/or prior authorization is required.
<b>Hospice Care</b>		
Medicare-certified Hospice Program	Your hospice services are paid for by Original Medicare, not our plan.	You may receive care from any Medicare certified hospice program.
Hospice Consultation Services	<b>\$0</b> copay	Our plan covers hospice consultation services (one time only) before you select hospice.
<b>Meals – Post Discharge</b>	<b>\$0</b> copay	You may be eligible to receive <b>14</b> home delivered nutritious meals ( <b>2</b> meals per day for <b>7</b> days) following discharge from an Inpatient Hospitalization or Skilled Nursing Facility Admission only. You are eligible to receive this benefit up to four ( <b>4</b> ) times per year for a total annual maximum benefit of <b>56</b> meals. Calls to schedule benefits will be scheduled by the plan provider.
<b>Medical Equipment &amp; Supplies</b>		
Durable Medical Equipment (wheelchairs, oxygen, etc.)	<b>\$0</b> copay	Prior authorization is required.
Prosthetic Devices (braces, artificial limbs, etc.) and related Medical Supplies	<b>\$0</b> copay	Prior authorization is required.
Diabetes Supplies & Services	<b>\$0</b> copay	<i>Leon MediDual</i> is limiting Diabetic Supplies to those provided by True Metrix, Prodigy, iGlucose, Free-style, and Glucocard only.

Benefits Information	What You Pay	What You Should Know
<p><b>Leon Plus Card - Value-Based Insurance Design (VBID) Model</b></p> <p>Medicare approved Leon Health, Inc. (HMO D-SNP) to provide these benefits and/or lower copayments/co-insurance as part of the Value-Based Insurance Design program. This program lets Medicare try new ways to improve Medicare Advantage plans. Eligibility for the Model Benefit or Reward and Incentives Program (RI program) under the VBID Model is not assured and will be determined by Leon Health, Inc. (HMO D-SNP), based on relevant eligibility criteria tied to each individual's socioeconomic status/level of low-income subsidy (LIS).</p>	<p><b>\$0</b> copay</p>	<p><b>\$150</b> allowance per month which consists of:</p> <ul style="list-style-type: none"> <li>- <b>\$50</b> in approved, non-prescription, over-the-counter drugs, and health related items.</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>- <b>\$100</b> in the Leon Plus card for members to use toward the purchase of: <ul style="list-style-type: none"> <li>- Approved OTC items</li> <li>- Food and produce</li> <li>- Meals</li> <li>- Gas</li> <li>- Utilities</li> <li>- Rent</li> <li>- Gym membership</li> <li>- Home Supplies</li> <li>- Pest control</li> <li>- Disaster relief products</li> <li>- Pet care supplies</li> <li>- Robotic pets</li> <li>- Mental health &amp; wellness mobile applications</li> <li>- Personal emergency response systems</li> </ul> </li> </ul> <p>Unused amounts expire at the end of each month.</p> <p>Benefit must be utilized through the Leon Plus card at the point of transaction and not submitted for reimbursement.</p> <p>Purchases may only be made via an approved vendor.</p>
<p><b>The Wellness and Health Care Planning (WHP)</b></p>	<p><b>\$0</b> copay</p>	<p>The Wellness and Health Care Planning (WHP) is available.</p> <p>Members are eligible for the following WHP services, including advance care planning (ACP) services:</p> <ul style="list-style-type: none"> <li>- Annual Wellness visit</li> <li>- Medicare Health Risk assessment</li> <li>- Care Management Program</li> </ul>

Benefits Information	What You Pay	What You Should Know
<b>Opioid Use Treatment Services</b>	<b>\$0</b> copay	Covered services include: <ul style="list-style-type: none"> <li>- FDA-approved opioid agonist and antagonist treatment medications</li> <li>- Dispensing and administration of such medications, if applicable.</li> <li>- Substance use counseling.</li> <li>- Individual and group therapy, and toxicology testing.</li> </ul> Referral and/or prior authorization is required.
<b>Podiatry Services</b> <b>Foot care</b> (Medicare-covered)	<b>\$0</b> copay	Prior authorization is required.
<b>Routine Foot Care</b>	<b>\$0</b> copay	Prior authorization is required. Routine foot care benefit is unlimited.

### Part D Prescription Drug Benefits

See the Summary of 2024 prescription drug coverage under the Value-Based Insurance Design (VBID) Model to understand your plan’s specific coverage for each stage.

This plan uses a list of covered drugs, called “Formulary”. Check this guide to find out if your drugs are covered and know of any restrictions.

<b>Deductible</b>	<p><b>\$545</b> except for covered insulin products and most adult Part D vaccines.</p> <p>If you qualify for “Extra Help” your deductible is \$0 and you do not have to pay for your covered Part D prescription drugs.</p> <p>Deductible does not apply to Tier 5 drugs.</p> <p>Your Initial Coverage Limit (ICL) cost shares will apply to your Tier 5 drugs.</p>
<b>Initial Coverage Limit (ICL)</b>	<p><b>\$5,030</b> is the plan’s Initial Coverage Limit (ICL)</p> <p>If you receive Extra Help, you pay \$0 for all Part D prescription drugs covered by our plan while you are in the Initial Coverage Stage.</p> <p>You stay in this stage until you have reached the year-to-date “total drug costs” (your payments plus any Part D plan’s payments).</p>

Preferred Retail Cost-Sharing			
Tier	30 days	60 days	90 days
Tier 1 - Generic	\$0	\$0	\$0
Tier 2 - Preferred Brand	\$0	\$0	\$0
Tier 3 - Non-Preferred Brand	\$0	N/A	N/A
Tier 4 - Specialty Tier	\$0	N/A	N/A
Tier 5 - Supplemental Drugs	\$0	N/A	N/A
Standard Retail Cost-Sharing			
Tier	30 days	60 days	90 days
Tier 1 - Generic	\$0	\$0	\$0
Tier 2 - Preferred Brand	\$0	\$0	\$0
Tier 3 - Non-Preferred Brand	\$0	N/A	N/A
Tier 4 - Specialty Tier	\$0	N/A	N/A
Tier 5 - Supplemental Drugs	\$10	N/A	N/A
<b>Coverage Gap Stage</b>	<p>You enter this stage after your total drug costs reach <b>\$5,030</b>. Coverage Gap is not applicable to Tiers 1 - 4.</p> <p>During the Coverage Gap Stage, only <i>Tier 5</i> drugs will be covered as follows:</p> <p><b>Tier 5:</b></p> <p><i>Preferred Retail Cost-Sharing:</i></p> <ul style="list-style-type: none"> <li>- <b>\$0</b> for 30 day-supply</li> </ul> <p><i>Standard Retail Cost-Sharing:</i></p> <ul style="list-style-type: none"> <li>- <b>\$10</b> for 30 day-supply</li> </ul>		
<b>Catastrophic Coverage Stage</b>	<p>During this payment stage, the plan pays the full cost for your covered Part D drugs and for excluded drugs that are covered under our enhanced benefit. You pay nothing.</p>		

This information is not a complete description of benefits. To get a complete list of services we cover including any limitations or exclusions, refer to the plan's Evidence of Coverage (EOC) online at [www.LeonHealth.com](http://www.LeonHealth.com), or call us to request a copy at 1-844-969-5366 (TTY: 711) 8 a.m. to 8 p.m. seven days a week from October 1 – March 31 8 a.m. to 8 p.m. Monday- Friday from April 1 - September 30.

ATENCIÓN: Si usted habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-969-5366 (TTY: 711).

## Summary of Medicaid-covered Benefits

In addition to the Medicare services described in this Summary of Benefits booklet, *Leon MediDual* (HMO D-SNP) provides the following Medicaid benefits based on the level of your Medicaid coverage. These services are available through the Florida Agency for Health Care Administration.

The benefits described below are covered by *Florida Medicaid*:

- Allergy Services
- Ambulatory Surgical Center
- Anesthesia Services
- Assistive Care Services
- Behavioral Analysis
- Behavioral Health Overlay Services
- Birth Center and Midwife Services
- Cardiovascular Services
- Certified School Match Program
- Certified Substance Abuse County Match
- Chiropractic Services
- Community Behavioral Health Services
- County Health Department (CHD) Services
- Dental Services
- Dialysis Services
- Durable Medical Equipment (DME) and Medical Supplies
- Early Intervention Services
- Evaluation and Management Services
- Family Planning Waiver Services
- Federally Qualified Health Center Clinic Services
- Gastrointestinal Services
- Genitourinary Services
- Hearing Services
- Home Health Services
- Hospice Services
- Hospital - Inpatient
- Hospital - Outpatient
- Hospital - State Mental Health
- Integumentary Services
- Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) Services
- Laboratory Services
- Medical Foster Care (MFC) Services
- Neurology

- Nursing Facility
- Oral and Maxillofacial Surgery Services
- Orthopedic Services
- Pain Management Services
- Podiatry Services
- Prescribed Drug Services
- Prescribed Pediatric Extended Care (PPEC) Services
- Program of All-Inclusive Care for the Elderly (PACE)
- Radiology and Nuclear Medicine Services
- Redirections
- Reproductive Services
- Respiratory Services
- Health Clinic Services
- School-Based Services Programs – County Health Department (CHD) Program
- Specialized Therapeutic Foster Care
- Statewide Inpatient Psychiatric Program Services
- Targeted Case Management - Child Health
- Targeted Case Management - Children at Risk of Abuse and Neglect
- Targeted Case Management - Mental Health
- Therapy Services – Occupational
- Therapy Services – Physical
- Therapy Services – Respiratory
- Therapy Services – Speech-Language Pathology
- Transplant Services
- Transportation - Emergency
- Transportation - Non-Emergency
- Visual Aid Services
- Visual Care Services

### **Medicaid Home and Community-Based Services Waivers**

Dual eligible members who meet the financial criteria for full Medicaid coverage may also be eligible to receive Waiver services. Waiver services are limited to individuals who meet additional waiver eligibility criteria. For information on waiver services and eligibility, contact Medicaid at the phone number listed below.

What you pay for covered services may depend on your level of Medicaid eligibility. If you have questions about your Medicaid eligibility and what benefits you are entitled to call: 1-888-419-3456 or visit [www.ahca.myflorida.com/medicaid](http://www.ahca.myflorida.com/medicaid).

Our source of information for Medicaid benefits is the Florida Agency for Health Care Administration (Medicaid) website. All Medicaid covered services are subject to change at any time. For the most current Florida Medicaid coverage information, please visit the Florida Medicaid website at [www.ahca.myflorida.com/](http://www.ahca.myflorida.com/) or call the Medicaid Hotline mentioned above.



## Multi-Language Insert

### Multi-Language Interpreter Services

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-844-969-5366. Someone who speaks English/Language can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-844-969-5366. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-844-969-5366。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-844-969-5366。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-844-969-5366. Maaari kayong tunglungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-844-969-5366. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-844-969-5366 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-844-969-5366. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-844-969-5366 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-844-969-5366. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-844-969-5366 سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-844-969-5366 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-844-969-5366. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portuguese:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-844-969-5366. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-844-969-5366. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-844-969-5366. Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには 1-844-969-5366 にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。



