

# **Medicare Advantage Enrollment Request Form – Washington**

HMO and POS Plans for Yakima county.

January 1, 2019 – December 31, 2019

# 2019

Toll-free <1-877-642-3331>  
TTY 711  
[HealthAllianceMedicare.org](http://HealthAllianceMedicare.org)

## One Step at a Time

Follow these simple instructions to enroll in a Health Alliance Northwest Medicare plan.

1. Please read the entire Enrollment Request Form carefully to be sure you understand the information and what is being asked.
2. You can save time by having the following information handy:
  - Your red, white and blue Medicare card. You will need to fill in the information on the Enrollment Request Form exactly as it appears on your Medicare card.
  - Your Medicaid program number, if you have one.
  - Card(s) for any other health insurance you may have besides Medicare and/or Medicaid.
3. Sign and date the Enrollment Request Form.  
This form is not complete without your signature and date. If you don't sign and date this form, it will delay your enrollment. If an authorized legal representative completed the form on your behalf, he or she will need to sign the form and complete the information in the box immediately below the signature. If an authorized legal representative completed the Enrollment Request Form, legal documentation must be provided upon request.
4. Keep the pink member copy for your records.  
Please keep the member copy of the completed Enrollment Request Form in a safe place for future reference.
5. Please fold the completed original white copy, along with the completed Attestation of Eligibility Form, and place in the enclosed business reply envelope.

If you have any questions, please call Health Alliance Northwest Medicare Services at <1-877-642-3331> (TTY 711), daily from 8 a.m. to 8 p.m. local time. Voicemail is used on holidays and weekends from April 1 to September 30.

<Health Alliance Northwest is a Medicare Advantage Organization with a Medicare contract. Enrollment in Health Alliance Northwest depends on contract renewal.>

<ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call 1-877-933-2564 (TTY: 711).>



## MEDICARE ADVANTAGE ENROLLMENT REQUEST FORM

**Agent/Office Staff Use Only:**

Name of staff member/agent/broker (if assisted in enrollment): \_\_\_\_\_  
 Date Received: \_\_\_\_\_ Effective Date of Coverage: \_\_\_\_\_ NPN: \_\_\_\_\_  
 Check one:  ICEP/IEP  AEP  SEP (attestation form must be included if SEP is checked)

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

**To Enroll in Health Alliance Northwest, Please Provide the Following Information:**

**Please check which plan you want to enroll in:**

- <SignalAdvantage HMO> <\$45> per month
- <SignalAdvantage HMO Rx (HMO)> <\$72> per month
- <SignalAdvantage HMO Rx Plus (HMO)> <\$105> per month
- <SignalAdvantage POS (HMO-POS)> <\$70> per month
- <SignalAdvantage POS Rx (HMO-POS)> <\$97> per month
- <SignalAdvantage POS Rx Plus (HMO-POS)> <\$130> per month

LAST name: \_\_\_\_\_ FIRST name: \_\_\_\_\_ Middle Initial \_\_\_\_\_  
 Mr.  Mrs.  Ms.

Birth Date: ( ____ / ____ / ____ ) M M D D Y Y Y Y	Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Home Phone Number: ( ____ ) - ____ - ____	Alternate Phone Number: ( ____ ) - ____ - ____
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**Permanent Residence (P.O. Box is not allowed):**

Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_ County: \_\_\_\_\_

**Mailing Address (only if different from your Permanent Residence Address):**

Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_ County: \_\_\_\_\_

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

Please choose the name of a Primary Care Physician (PCP): \_\_\_\_\_

Please list the name of your previous health insurance provider: \_\_\_\_\_

**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 Part A and Part B to join a Medicare Advantage plan.

## Paying Your Plan 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 by credit card each month. 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 RRB. DO NOT pay Health Alliance Northwest the Part D IRMAA.**

People with limited incomes may qualify for Extra Help to pay for their prescription drug costs. If eligible, Medicare could pay for 75 percent or more of your drug costs including monthly prescription drug premiums, annual deductibles and coinsurance. Additionally, those who qualify will not be subject to the coverage gap or 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 <1-800-772-1213>. TTY users should call <1-800-325-0778>. You can also apply for Extra Help online at [www.socialsecurity.gov/prescriptionhelp](http://www.socialsecurity.gov/prescriptionhelp).

If you qualify for Extra Help with your Medicare prescription drug coverage costs, Medicare will pay all or part of your plan premium. If Medicare pays only a portion of the premium, we will bill you for the amount that Medicare doesn't cover.

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

### Please select a premium payment option:

- Get a bill monthly.
- Electronic Funds Transfer (EFT) from your bank account around the 10th day of each month. Please enclose a VOIDED check or provide the following:

Account holder name: \_\_\_\_\_

Bank routing number: \_\_\_\_\_ Bank account number: \_\_\_\_\_

Account Type:  Checking  Savings

- Automatic recurring credit card transaction around the 1st of every month. Please provide the following:

Type of Card: \_\_\_\_\_

Name of account holder as it appears on card: \_\_\_\_\_

Account number: \_\_\_\_\_

Expiration date: \_\_ \_\_ / \_\_ \_\_ \_\_ \_\_ (MM/YYYY) Three-digit security code: \_\_\_\_\_

- 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 withholding begins. If Social Security or RRB does not approve your request for automatic deduction, we will send you a paper bill for your monthly premiums.)

**Please read and answer these important questions:**

1. Do you have End-Stage Renal Disease (ESRD)?  Yes  No

If you have had a successful kidney transplant and/or you don't need regular dialysis any more, **please attach a note or records** from your doctor showing you have had a successful kidney transplant or you don't need dialysis, otherwise we may need to contact you to obtain additional information.

2. Do you receive any Veteran's Affairs (VA) benefits?  Yes  No

If "yes," which VA Facility? \_\_\_\_\_

3. Some individuals may have other drug coverage, including other 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 Health Alliance Northwest?

Yes  No

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

Name of other coverage: \_\_\_\_\_ ID # for this coverage: \_\_\_\_\_ Group # for this coverage: \_\_\_\_\_

4. Are you a resident in a long-term care facility, such as a nursing home?  Yes  No

If "yes," please provide the following information:

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

Address and phone number of institution (number and street): \_\_\_\_\_

5. Are you enrolled in your State Medicaid program?  Yes  No

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

6. Do you or your spouse work?  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      \_\_\_\_ Large Print

Please contact Health Alliance Northwest at <1-877-642-3331> if you need information in an accessible format or language other than what is listed above. Our office hours are seven days a week, 8 a.m. to 8 p.m. TTY users should call 711. Voicemail is used on holidays and weekends from April 1 to September 30.

**STOP — Please Read This Important Information**

**If you currently have health coverage from an employer or union, joining Health Alliance Northwest could affect your employer or union health benefits. You could lose your employer or union health coverage if you join Health Alliance Northwest.** 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 on Next Page**

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

Health Alliance Northwest is a Medicare Advantage plan and has 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. I understand that if I don't have Medicare prescription drug coverage, or creditable prescription drug coverage (as good as Medicare's), I may have to pay a late enrollment penalty if I enroll in Medicare prescription drug coverage 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: October 15 through December 7 of every year), or under certain special circumstances.

Health Alliance Northwest serves a specific service area. If I move out of the area that Health Alliance Northwest 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 Health Alliance Northwest, I have the right to appeal plan decisions about payment or services if I disagree. I will read the Evidence of Coverage document from Health Alliance Northwest 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 if I am getting assistance from a sales agent, broker or other individual employed by or contracted with Health Alliance Northwest, he/she may be paid based on my enrollment in Health Alliance Northwest.

**For POS plans only:** I understand that beginning on the date Health Alliance Northwest coverage begins, using services in-network can cost less than using services out-of-network, except for emergency or urgently needed services or out-of-area dialysis services. If medically necessary, Health Alliance Northwest provides refunds for all covered benefits, even if I get services out-of-network. Services authorized by Health Alliance Northwest and other services contained in my Health Alliance Northwest Evidence of Coverage document (also known as a member contract or subscriber agreement) will be covered. Without authorization, **NEITHER MEDICARE NOR HEALTH ALLIANCE NORTHWEST WILL PAY FOR THE SERVICES.**

**For HMO plans only:** I understand that beginning on the date Health Alliance Northwest coverage begins, I must get all of my health care from Health Alliance Northwest, except for emergency or urgently needed services or out-of-area dialysis services. Services authorized by Health Alliance Northwest and other services contained in my Health Alliance Northwest Evidence of Coverage document (also known as a member contract or subscriber agreement) will be covered. Without authorization, **NEITHER MEDICARE NOR HEALTH ALLIANCE NORTHWEST WILL PAY FOR THE SERVICES.**

**Release of Information:** By joining this Medicare health plan, I acknowledge that Health Alliance Northwest will release my information to Medicare and other plans as is necessary for treatment, payment and health care operations. I also acknowledge that Health Alliance Northwest 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 provide 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.

<b>Signature:</b> X	<b>Today's Date:</b>
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If you are the authorized representative, you must sign above and provide the following information:

**Name:** \_\_\_\_\_

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

**Phone Number** (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**Relationship to Enrollee:** \_\_\_\_\_

## **DISCRIMINATION IS AGAINST THE LAW**

Health Alliance complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Health Alliance does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Health Alliance:

- 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)
- 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, contact customer service.

If you believe that Health Alliance has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Health Alliance Medicare, Member Services, 3310 Fields South Drive, Champaign, IL 61822 or 316 Fifth Street, Wenatchee, WA 98801, telephone for members in Illinois, Indiana, Iowa and Ohio: 1-800-965-4022; telephone for members in Washington: 1-877-750-3350 TTY: 711, fax: 217-902-9705,

[MemberServices@healthalliance.org](mailto:MemberServices@healthalliance.org). You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Member Services is available to help you. You can 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, DC 20201, 1-800-368-1019, TTY: 1-800-537-7697.

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

**ATENCIÓN:** Si habla Español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. IA, IL, IN, OH: Llame 1-800-965-4022, WA Llame: 1-877-750-3350 (TTY: 711).

**注意:** 如果你講中文, 語言協助服務, 免費的, 都可以給你。IA, IL, IN, OH: 呼叫 1-800-965-4022, WA: 呼叫 1-877-750-3350 (TTY: 711)。

**UWAGA:** Jeśli mówić Polskie, usługi pomocy języka, bezpłatnie, są dostępne dla Ciebie. IA, IL, IN, OH: Zadzwoń 1-800-965-4022, WA: Zadzwoń 1-877-750-3350 (TTY: 711).

**Chú y:** Nếu bạn nói Tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ, miễn phí, có sẵn cho bạn. IA, IL, IN, OH: Gọi 1-800-965-4022, WA: Gọi 1-877-750-3350 (TTY: 711).

**주의:** 당신이 한국어, 무료 언어 지원 서비스를 말하는 경우 사용할 수 있습니다. 1-800-965-4022 IA, IL, IN, OH: 전화 WA: 1-877-750-3350 전화 (TTY: 711).

**ВНИМАНИЕ:** Если вы говорите русский, вставки услуги языковой помощи, бесплатно, доступны для вас. IA, IL, IN, OH: Вызов 1-800-965-4022, WA: Вызов 1-877-750-3350 (TTY: 711).

**Pansin:** Kung magsalita ka Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. IA, IL, IN, OH: Tumawag 1-800-965-4022, WA: Tumawag 1-877-750-3350 (TTY: 711).

**انتباه:** إذا كنت تتكلم العربية، فإن خدمات المساعدة اللغوية متوفرة لك مجاناً. إيلينوي، إنديانا، أو هايو: اتصل بالرقم 1-800-965-4022، ولاية واشنطن: اتصل بالرقم: 1-877-750-3350 (إذا كنت تعاني من الصمم أو صعوبة في السمع فاتصل على الرقم 711)

**Aufmerksamkeit:** Wenn Sie Deutsch sprechen, Sprachassistentendienste sind kostenlos, zur Verfügung. IA, IL, IN, OH: Anruf 1-800-965-4022, WA: Anruf 1-877-750-3350 (TTY: 711).

**ATTENTION:** Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. IA, IL, IN, OH: Appelez 1-800-965-4022, WA: Appelez 1-877-750-3350 (TTY: 711).

**ધ્યાન:** તમે વાત તો ગુજરાતી, ભાષા સહાય સેવાઓ, મફત, તમારા માટે ઉપલબ્ધ છે. IA, IL, IN, OH: કોલ 1-800-965-4022, WA: કોલ 1-877-750-3350 (TTY: 711).

**注意:** あなたは、日本語、無料で言語支援サービスを、話す場合は、あなたに利用可能です。1-800-965-4022 IA, IL, IN, OH: コール 1-877-750-3350 WA: コール (TTY: 711)。

**LET OP:** Als je spreekt pennsylvania nederlandse, taalkundige bijstand diensten, gratis voor u beschikbaar zijn. IA, IL, IN, OH: Bel 1-800-965-4022, WA: Bel 1-877-750-3350 (TTY: 711).

**УВАГА:** Якщо ви говорите український, вставки послуги мовної допомоги, безкоштовно, доступні для вас. IA, IL, IN, OH: Виклик 1-800-965-4022, WA: Виклик 1-877-750-3350 (TTY: 711).

**ATTENZIONE:** Se si parla italiano, servizi di assistenza linguistica, a titolo gratuito, sono a vostra disposizione. IA, IL, IN, OH: Chiamare 1-800-965-4022, WA: Chiamare 1-877-750-3350 (TTY: 711).