

# Important information

regarding your benefits card!



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## Watch your mail for your benefits card to arrive.

Instead of paying out of pocket, Samaritan Dual Advantage is giving you an easy way to pay for eligible dental services, routine vision hardware and hearing aid benefits. Your prepaid Benefits Mastercard® is loaded with the value of these extra benefits. This card also holds the money you earn from our Rewards & Incentives program. Rewards are automatically loaded to your card after you have an eligible service. For more details about the benefits, see below.

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## Dental, vision and hearing benefits

You have a \$1,000 combined benefit limit every year to spend on preventive and comprehensive dental services, hearing aids, supplies and repairs, and routine vision hardware. This amount is automatically loaded to your card on Jan. 1 of each year, or the day you become eligible with our plan.

### Your benefits card will cover:

- **Preventive and comprehensive dental care**  
(exams, cleanings, X-rays, fillings, periodontal services, etc.).
- **Routine vision hardware**  
(glasses, frames, contact lenses, and upgrades like scratch-resistant coating).
- **Hearing aids**  
(hearing aids, hearing and aid supplies and repairs).

## Your benefits card will **NOT** cover:

- **Medicare-covered dental care.** Services by a dentist or oral surgeon are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatment of neoplastic disease, or services that would be covered when provided a doctor.
- **Vision exams and glaucoma screenings.**
- **Eyeglasses or contact lenses** after cataract surgery.
- **Hearing exams** (unless the cost of a hearing aid fitting/evaluation is included in the hearing aid cost).

For coverage of these services, show your Samaritan Advantage Health Plans ID card to your doctor. See your member materials for more details. Copays may apply.

## Important things to know

- This card cannot be used to pay for office visit copays.
- Services must be provided by a doctor who is not on the Medicare opt-out list.
- Orthodontia is not a covered benefit.
- Hearing aid batteries are only covered when factory packaged with a hearing aid. Hearing aid batteries purchased on their own are not covered.
- You can check your balances by calling the number on the back of your card or by logging into the benefits card portal at **myhealthplan.samhealth.org**. It is helpful to know your balance before using your card.

If you do not receive your Benefits Mastercard® within 30 days of your enrollment or have questions about your benefits, please contact Customer Service at **541-768-7866** or toll free **866-207-3182** (TTY **800-735-2900** or **711**). Hours are between 8 a.m. to 8 p.m. daily, from Oct. 1 to March 31 and 8 a.m. to 8 p.m. Monday through Friday, April 1 to Sept. 30.

## Frequently asked questions

### Who do I call if I never received or lost my card?

Log in at [myhealthplan.samhealth.org](https://myhealthplan.samhealth.org) and click on Benefits Card login to manage your card status and replace a lost or stolen card. You can also call our Customer Service team for card support at **866-207-3182** (TTY **800-735-2900** or **711**).

### Who do I call if my card is not working?

Log in at [myhealthplan.samhealth.org](https://myhealthplan.samhealth.org) and click on Benefits Card login to view your account activity details. Call our Customer Service team at **866-207-3182** (TTY **800-735-2900** or **711**) with additional questions about your card and card activity.

### How can I check my balance?

Log in at [myhealthplan.samhealth.org](https://myhealthplan.samhealth.org) and click on Benefits Card login to view your balance. You can also check your balance 24/7 by calling **888-831-4668**.

### Can I submit a request for reimbursement for a service that should have been covered by my card?

Yes. To submit a claim form for review, complete the form at [samhealthplans.org/AdvantageForms](https://samhealthplans.org/AdvantageForms) and provide an itemized receipt. Call **866-207-3182** (TTY **800-735-2900** or **711**) for more information.

### How do I check if a provider is on the Medicare opt-out list?

Ask the provider if they have opted out of Medicare, call **866-207-3182** (TTY **800-735-2900** or **711**) or visit [data.cms.gov/tools/provider-opt-out-affidavits-look-up-tool](https://data.cms.gov/tools/provider-opt-out-affidavits-look-up-tool) to search for the provider.

### Who do I call if I have a complaint about my benefits card or services?

You can call **866-207-3182** (TTY **800-735-2900** or **711**).

Additional FAQs can be found on our website at [samhealthplans.org/Advantage](https://samhealthplans.org/Advantage).

Samaritan Advantage Health Plans is an HMO with a Medicare contract. Enrollment in Samaritan Advantage Health Plans depends on contract renewal. Other providers and pharmacies are available in our network. Samaritan Health Plans complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.