

SSBCI Disclaimer: Important Benefit Information for Enrollees with Chronic Conditions

CHRONIC CONDITIONS

If you are diagnosed with the following chronic condition(s) identified below and meet certain criteria, you may be eligible for special supplemental benefits for the chronically ill.

- Autoimmune disorders
- Cancer
- Cardiovascular disorders
- Chronic alcohol and other drug dependence
- Chronic and disabling mental health conditions
- Chronic heart failure
- Chronic kidney diseases
- Chronic liver diseases
- Chronic lung disorders
- Chronic malnutrition
- Dementia
- Diabetes
- End-stage liver disease
- End-stage renal disease (ESRD)
- HIV/AIDS
- Inflammatory bowel disease
- Neurologic disorders
- Severe hematologic disorders
- Stroke

ELIGIBILITY

You may be eligible for the plan's SSBCI benefit if:

1. You have one or more of the chronic conditions listed above, and the condition(s): is life threatening or significantly limiting to your overall health or function; has a high risk of hospitalization or other adverse health outcomes; and requires intensive care coordination (that is, if you meet the definition of a chronically ill enrollee); – **AND** –
2. You participate in the plan's Care Management Program; – **AND** –
3. The plan has confirmed that you are a chronically ill enrollee with one or more of the above chronic conditions via medical record review (i.e., a review of your claims and/or medical records).

ELIGIBILITY CONFIRMATION PROCESS

Our nurses must review your claims and/or medical records to determine if you qualify for the SSBCI benefit. **SSBCI benefits will start the month after our nurses verify that your claims and/or medical records confirm that you are a chronically ill enrollee.**

If you are new to our plan (enrolled on or after 1/1/2025), we may not have claims and/or medical records to review before the start of your enrollment with our plan, and we may not have them available for some time after you enroll. So, in most cases, if you are new to our plan, SSBCI benefits will not start with your enrollment in our plan; they will start the month after we

review your claims and/or medical records and confirm you are a chronically ill enrollee (i.e., you qualify for these benefits).

If you were enrolled in our plan prior to 1/1/2025, we may already have your claims and medical records. If we do, and our nurses determine you are a chronically ill enrollee (i.e., you qualify for the SSBCI benefit), SSBCI benefits will start the month after our nurses verify that your claims and/or medical records confirm that you are a chronically ill enrollee.

NOTES

- The blood pressure monitor, food & produce, and utilities (electric, gas, heating oil, water, landline phone, or internet) benefits are Special Supplemental Benefits for the Chronically Ill (SSBCI).
- The monthly allowance is a **combined** (i.e., OTC and SSBCI benefits) **monthly allowance** which can be used towards your covered OTC items, food & produce (if you qualify), and/or utilities (if you qualify). **This means that there is only one monthly allowance for all three benefits.** If you do not qualify for the food & produce and utilities benefits, the monthly allowance can only be used on eligible OTC items. Unused amounts cannot be carried over from benefit period to benefit period.

CONTACT US

If you have any questions, or believe you qualify for SSBCI benefits and have not received them, please call Member Services at 1-833-274-5627 (TTY: 711), seven days a week, from 8 am to 8 pm, and ask to speak with your Care Manager.

To help the process along, you can send Care Management a copy of your medical records, and let them know you believe you qualify for SSBCI.

Please send, or have medical records sent:

By Mail: **Centers Plan for Healthy Living, LLC**
75 Vanderbilt Avenue, 7th Floor
Staten Island, NY 10304
Attention: SSBCI

By Fax: 1-929-200-6565

By Email: MedicareGeneralInquiry@centersplan.com

Please note: There are risks to sending medical records by email. If you don't have the ability to send these records by secure email, fax or traditional mail might be a better option for sending us this information.