

# 2012 Individual Enrollment Form

## When you are ready to enroll



Contact your local sales agent to help you choose the best plan for you and complete this individual enrollment form, **or**



Call a Citrus Health Care, Inc. sales agent who can help you enroll over the phone. Toll-free: **1-866-658-3509**, TTY **711**, 7 a.m. – 9 p.m. local time, 7 days a week, 10/15 – 3/1; 7 a.m. – 9 p.m. local time, Monday – Friday, 3/2 – 10/14.

Note: If you do not have an agent helping you enroll, please complete the enrollment form, sign and date it, and send the enrollment copy to:  
Citrus Health Care, Inc., P.O. Box 690670, San Antonio, TX 78269.

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I understand the person who is discussing plan options with me is a sales agent, broker or other person employed by or contracted with Citrus Health Care, Inc. The person may be paid based on my enrollment in a plan.

**If you currently have health coverage through an employer or union, joining one of our plans could affect your employer or union health benefits. You could lose your employer or union health coverage if you join our plan.**

Read the communications your employer or union sends you. If you have questions, visit their website or contact their office. If you can't find any contact information, your benefits administrator or the office that answers questions about your coverage can help.

Turn the page to enroll.



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**3. Your payment options (if applicable)**

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, Electronic Funds Transfer (EFT) each month or monthly statement. 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 Citrus Health Care, Inc. 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% 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 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 this premium, we will bill you for the amount Medicare doesn't cover.

(If you do not select a payment option, you will receive a monthly statement for the amount that Medicare doesn't cover. If you would like to set up EFT, please enclose a blank check with **VOID** written on the front.)

**Please select a premium payment option (choose only one):**

**Automatic deduction from your monthly Social Security or Railroad Retirement Board (RRB) benefit check** *(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.)*

**Electronic Funds Transfer (EFT)** from your bank account each month.

Enclose a **voided** check or provide the following:

Account Holder Name \_\_\_\_\_ Bank Routing Number \_\_\_\_\_

Bank Account Number \_\_\_\_\_ Account Type  Checking

**Or choose to receive a Monthly Statement**

Monthly Statement

**4. Benefit plan selections (choose only one)**

**Health Maintenance Organization (HMO) plans with a medical and Part D drug benefit**

Citrus Total (HMO)

Enrollee's name \_\_\_\_\_

Proposed effective date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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**5. Primary Care Physician (PCP), clinic or health center selection**

Refer to your Provider Directory or the Plan website to select a PCP Provider ID# \_\_\_\_\_  
 PCP name \_\_\_\_\_  
 Are you now seeing or have you recently seen this doctor?  Yes  No

**6. Please read and answer these important questions**

**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.

If "yes," are you currently a member of a health care company?  Yes  No

If "yes," name of company \_\_\_\_\_ Member ID# \_\_\_\_\_

**Do you have any other prescription drug coverage such as private insurance, TRICARE, VA benefits, State Pharmaceutical Assistance Program or Federal Employee Health Benefits coverage?**  Yes  No Plan name of other coverage \_\_\_\_\_

Member ID# for this coverage \_\_\_\_\_

Group ID# \_\_\_\_\_ Effective Date (optional) \_\_\_\_\_

**Are you a resident in an institution (e.g., skilled nursing facility, rehabilitation hospital)?**  Yes  No

If "yes," name of institution \_\_\_\_\_

Address of institution \_\_\_\_\_

City, State, ZIP Code \_\_\_\_\_

Phone number of institution (\_\_\_\_) \_\_\_\_\_ Date of admission to the institution \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Are you enrolled in your state Medicaid program?**  Yes  No

If "yes," please provide your Medicaid ID number \_\_\_\_\_

**Do you or your spouse work?**  Yes  No

**Do you or your spouse have any health insurance other than Medicare, such as state insurance, Workers' Compensation or Veterans Administration (VA) benefits?**  Yes  No

If you have other health insurance, what kind do you have? \_\_\_\_\_

What is the name of the health insurance? \_\_\_\_\_

Group # \_\_\_\_\_ ID# \_\_\_\_\_

Enrollee's name \_\_\_\_\_

Proposed effective date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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**7. Alternative formats (check only one)**

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

Spanish  
 Other \_\_\_\_\_

Please contact Citrus Health Care, Inc. at 1-866-658-3509 if you need information in another format or language than those listed above. Our office hours are 7 a.m. – 9 p.m. local time, 7 days a week, 10/15 – 3/1; 7 a.m. – 9 p.m. local time, Monday – Friday, 3/2 – 10/14. TTY users should call 711.

**Statements of understanding**

1. Citrus Total (HMO) 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. For MA Only Plans, 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 – December 7 of every year), or under certain special circumstances.
2. Citrus Total (HMO) serves a specific service area. If I move out of the area that Citrus Total (HMO) 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 Citrus Total (HMO), I have the right to appeal plan decisions about payment or services if I disagree. I will read the Evidence of Coverage document from Citrus Total (HMO) 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.
3. By joining this Medicare health plan, I acknowledge that Citrus Total (HMO) will release my information to Medicare and other plans as is necessary for treatment, payment and health care operations. I also acknowledge that Citrus Total (HMO) 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.

Enrollee's name \_\_\_\_\_  
 Proposed effective date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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**Statements of understanding (cont.)**

4. I understand that if I previously had prescription drug coverage or any insurance that included drugs, I may be asked for proof that my previous prescription drug coverage was at least as good as Medicare's standard prescription drug coverage (creditable prescription drug coverage). I can send copies of my proof with this form or I can wait until I am asked for it. I don't have to send proof to enroll. However, if I am asked for my proof and I don't provide it, my premium may be increased because of a late-enrollment penalty. For more information about the late-enrollment penalty, I may visit [www.medicare.gov](http://www.medicare.gov) or 1-800-MEDICARE (1-800-633-4227); (hearing impaired users should call 1-877-486-2048), 24 hours a day, 7 days a week.
5. Counseling services may be available in my state to provide advice concerning Medicare Supplement Insurance or other Medicare Advantage or Prescription Drug Plan options as well as medical assistance through the state Medicaid Program and the Medicare Savings Program.

**Citrus Total (HMO)**

I understand that beginning on the date Citrus Total (HMO) plan coverage begins, I must receive all covered benefits from plan contracted providers and pharmacies, except for emergency or urgently needed services or out-of-area renal dialysis. I understand that authorized services and other services contained in my Evidence of Coverage document will be covered as disclosed. If I do not receive prior authorization as required for covered services, I understand that **neither Medicare nor Citrus Health Care, Inc. will pay for services.**

**Fraud warning:** Any person who, with intent to defraud or knowing that he/she is facilitating a fraud against an insurer, submits an Enrollment Form or files a claim containing a false or a deceptive statement, has committed insurance fraud. Commission of insurance fraud may result in disenrollment or denial of benefits and may subject the individual to civil or criminal liability.

Enrollee's name \_\_\_\_\_

Proposed effective date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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**8. Please read this important information**

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 Enrollment Form means that I have read, understand and agree to the contents of this Enrollment Form, Statements of Understanding and the Additional Statement of Understanding (for the plan I have chosen) on this form.

**You must sign and date this Individual Enrollment Form in order for it to be processed.**

If signed by an authorized representative of the applicant, 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/member/authorized representative	Today's Date ____ / ____ / ____
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**If you are the authorized representative of the applicant, you must provide the following information and sign above.**

Name		Relationship to applicant	
Address		Telephone Number (      )	
City	State	ZIP Code	Alternate Phone Number (optional) (      )

**9. For sales representative/agency use only**

Selling Staff Member/Agent ID	Initial Receipt Date
Selling Staff Member/Agent Name	Proposed Effective Date
Agent Telephone Number	Did the agent assist in completing the application? <input type="checkbox"/> Yes <input type="checkbox"/> No
Agent Signature (required)	

**10. Election period**

AEP  
 ICEP  
 IEP (MA or MA-PD enrollees)  
 IEP (MA-PD enrollees eligible for 2nd IEP)  
 OEPI  
 SEP (SEP Reason Code \_\_\_\_\_ )

Enrollee's name \_\_\_\_\_  
 Proposed effective date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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**Attestation of Eligibility for an Enrollment Period**

**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 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 returned to the United States after living permanently outside of the U.S. I returned to the U.S. on (insert date) \_\_\_\_\_.
- I have both Medicare and Medicaid or my state helps pay for my Medicare premiums.
- I get extra help paying for Medicare prescription drug coverage.
- I no longer qualify for extra help paying for my Medicare prescription drugs. I stopped receiving extra help on (insert date) \_\_\_\_\_.
- I am moving into, live in, or recently moved out of a Long-Term Care Facility (for example, a nursing home or long term care facility). 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 Special Needs Plan (SNP) but I have lost the special needs qualification required to be in that plan. I was disenrolled from the SNP on (insert date) \_\_\_\_\_.

If none of these statements applies to you or you're not sure, please contact Citrus Health Care, Inc. at 1-866-658-3509 (TTY users should call 711) to see if you are eligible to enroll. We are open 7 a.m. – 9 p.m. local time, 7 days a week, 10/15 – 3/1; 7 a.m. – 9 p.m. local time, Monday – Friday, 3/2 – 10/14.

Enrollee's name \_\_\_\_\_  
 Proposed effective date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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# Receipt

## Important Enrollment Information

Application Date \_\_\_\_\_

Proposed Effective Date \_\_\_\_\_

Medicare ID \_\_\_\_\_

Plan Name \_\_\_\_\_

Health Plan/PBP Number \_\_\_\_\_

Sales Agent ID \_\_\_\_\_


Sales Agent Name \_\_\_\_\_

Sales Agent Phone Number \_\_\_\_\_

This copy verifies you met with an agent who sells Citrus Health Care, Inc. Products. Once Citrus Health Care, Inc. receives the Enrollment Form, you will receive a copy of your original Enrollment Form in the mail within two weeks. This copy is for your records only. **Please do not resubmit.**

Please contact your sales agent if you do not receive a copy of your original Enrollment Form in the mail within two weeks.

 **Talk to your local sales agent for answers or to enroll.**

 If you do not have a local sales agent, please call **1-866-658-3509, TTY 711**, 7 a.m. – 9 p.m. local time, 7 days a week, 10/15 – 3/1; 7 a.m. – 9 p.m. local time, Monday – Friday, 3/2 – 10/14.

 Visit our website at: **www.CitrusHC.com**



[www.CitrusHC.com](http://www.CitrusHC.com)

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This information is available for free in other languages. Please contact our Customer Service number at 1-866-658-3509, TTY/TDD: 711, 7 a.m. to 9 p.m. local time zone, 7 days a week 10/15 – 3/1: 7 a.m. to 9 p.m. local time zone, Monday – Friday 3/2 – 10/14, for additional information.

Esta información está disponible sin costo en otros idiomas. Comuníquese con nuestro Servicio al Cliente al número 1-866-658-3509, TTY/TDD: 711, del 15/10 al 01/03, los 7 días de la semana, de 7 a.m. a 9 p.m. hora local y del 02/03 al 14/10, de lunes a viernes, de 7 a.m. a 9 p.m. hora local, para obtener más información.