



WELCOME, NEIGHBOR.

YOUR 2027 MEMBER GUIDE

Everything you need for a good start, made simple.

PLAN YEAR
2027

Covered is good. Cared for is better.

Prominence at a glance.

You chose a plan that puts you first. Here's the short version of this guide. New here? Start with **What's next** on page 4, and **keep this page handy**.

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Who to call Back cover

Important numbers

- > **Care Advocates:** 855-969-5882 (TTY: 711)
- > **Teladoc:** 1-800-TELADOC (835-2362)
- > **A real emergency:** call 911

Care Advocate hours

- > **October 1 to March 31:** 7 days a week, 8 a.m. to 8 p.m.
- > **April 1 to September 30:** Monday through Friday, 8 a.m. to 8 p.m.

Online

- > **Your plan:** ProminenceMedicare.com
- > **Find a PCP:** medicare.prominenceproviders.com

YOUR MEMBER PORTAL

Sign in to your member portal

It's your source for everything you need — a new ID card, your prior authorization status, or which medications are covered in your plan. You can also opt in to paperless communication.

Scan to get the Prominence Member app, or visit [Prominence.gopatientportal.com](https://prominence.gopatientportal.com)



WELCOME!

YOU MADE THE RIGHT CHOICE. HERE'S THE PLAN.



Welcome to Prominence. In your first 90 days, we'll make sure your coverage works, your medicines are set, and you always know who to call.

THREE EASY FIRST STEPS



1. FIND YOUR PRIMARY CARE PHYSICIAN (PCP) AND BOOK A VISIT

Your primary care physician (PCP) is the one you see for checkups and medicine refills. Already have one? Schedule your first visit. Need one in network? Find one at: medicare.prominenceproviders.com.



2. CHECK YOUR MEDICINES

See if they're on our covered drug list on the Prominence Medicare website. If one isn't, your doctor may be able to prescribe another that works just as well — we'll help. prominencemedicare.com/get-care/prescription-drugs-part-d/



3. TELL US WHAT WE SHOULD KNOW ON DAY 1

Share any health conditions, ongoing treatments, and specialists that are part of your care team so we can take good care of you. Tell your Care Advocate on the welcome call, or call us to get ahead of it: **855-969-5882**.



QUESTIONS? A REAL PERSON IS READY.

Call your Care Advocates — the number is on the front of your member ID card.
"We'll walk through it with you."



Tip: Keep your member ID card close. Every number you need is on it.

GET STARTED

WHAT'S NEXT? LET'S SEE.



Here's what happens after you join — step by step, with us beside you the whole way.

- 1 You join**
Day 1
- 2 Medicare says yes**
Usually 1-2 weeks
- 3 Proof in hand**
Your card and a letter
- 4 Pick or call your doctor**
Plus a free checkup
- 5 We call you**
A warm hello
- 6 Settled**
You know who to call

YOUR MEMBER CARD. **KEEP IT HANDY.**

Prominence Health	
GROUP/MEMBER	Heart (HMO CSNP)
Group Number: GRP0000000	PHARMACY
Member ID: M000000000	Rx BIN: 610674
Member Name: MEMBER NAME	PCN: PHPMEDDRX
	Rx ID: M000000000
	Issuer: 80840
	PLAN INFO
	Care Advocate (Member Services): 844-313-0776 ProminenceMedicare.com
H7239005	

FRONT (SAMPLE)

PROVIDERS	
Provider Services: 844-343-7776 Submit electronic auth's, check eligibility and claims status online at: https://prominenceprovider.com/	Submit Dental Claims to: LIBERTY Dental Plan P.O. Box 401086 Las Vegas, NV 89140 1-844-600-5874
Submit Medical Claims to: Prominence Health Plan P.O. Box 50190 Sparks, NV 89435-0190 EDI Payer ID: 83352	Submit Vision Claims to: National Vision Administrators P.O. Box 2187 Clifton, NJ 07015 EDI claims: www.e-nva.com 888-572-1842
ADDITIONAL BENEFITS	
 National Vision Administrators, L.L.C. MedicareRx Prescription Drug Coverage	

BACK (SAMPLE)

It arrives soon after you join.
You're covered before it comes — just call us if you need care.

Show it every time at the doctor, the pharmacy, and the lab.

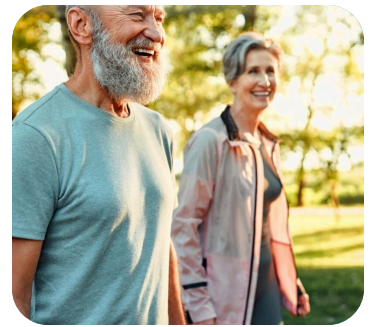
Every number you need is on the card.



Tip: Once your card arrives, pick your primary care physician (PCP) and book your free checkup. Your Care Advocates can help you do both.

GET CARE

NOT SURE WHERE TO GO? **START HERE.**



Knowing where to go can save you time, money, and stress. Match how you feel to the right kind of care. When in doubt, call us first.

YOUR PRIMARY CARE PHYSICIAN (PCP)

For everyday care

- ☐ Checkups
- ☐ Refills
- ☐ Anything ongoing
- ☐ Follow-up after the ER or hospitalization

CALL FIRST
EVERYDAY

PHONE OR VIDEO VISIT

Teladoc, day or night

- ☐ Quick questions
- ☐ A cold or the flu
- ☐ Sinus trouble, allergies
- ☐ An earache or pink eye

\$0
MINUTES

URGENT CARE

Today, but not an emergency

- ☐ A bad cold
- ☐ A small cut
- ☐ Reno, Sparks, Carson City: Doctoroo comes to you

TODAY
SAME DAY

EMERGENCY ROOM OR 911

For life-threatening needs

- ☐ Chest pain
- ☐ Trouble breathing
- ☐ A bad fall
- ☐ Sudden weakness
- ☐ Any other emergency

NOW
CALL 911

LIFE-SAVING TIP: IN AN EMERGENCY



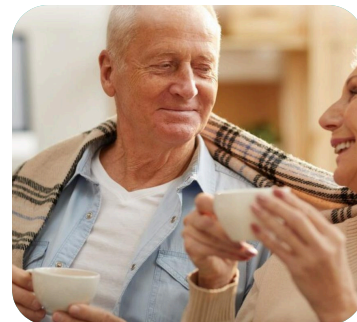
Chest pain, trouble breathing, a bad fall, or sudden weakness? **Call 911** or go to the nearest emergency room right away.



Tip: Still not sure where to go? Call us and we'll help you decide. The number is on your member ID card.

GET CARE

SEE A DOCTOR, RIGHT FROM HOME.



Some days you don't feel up to going anywhere — or it's the middle of the night. With Teladoc, a U.S. board-certified doctor or therapist is a phone or video call away, 24/7 — at no cost to you.



TELADOC: 24/7 PHONE OR VIDEO VISITS

- **\$0 every visit.** No copay, even on holidays.
- **For everyday things:** a cold or the flu, a cough, sinus trouble, allergies, an earache, or pink eye.
- **Someone to talk to:** feeling worried, stressed, or down — or not sleeping well.
- **Prescriptions, if you need them,** sent right to your pharmacy.

Sign up once at **Teladoc.com** or by phone, then call when you need care.

1-800-TELADOC
(1-800-835-2362)



DOCTOROO: ONLY FOR NEVADA MEMBERS (RENO, SPARKS, & CARSON CITY)



- **Skip the ER** when it's not an emergency. A team of medical professionals visits you at home, with an ER physician on call.
- **Your cost: \$0.**

Book a home visit at **doctoroo.com**, or call to make an appointment.

888-888-9930
Doctoroo urgent care



Tip: Teladoc and Doctoroo don't replace your primary care physician (PCP). They're for the everyday things, when getting in isn't easy.

MEDICINES? WE GOT YOU.



A 100-DAY SUPPLY FOR THE PRICE OF 90

Get 10 extra days for the same copay, at your pharmacy or by mail. Works for most medicines (Tiers 1-4 and 6).



STAY ON TRACK WITH YOUR MEDS

If you don't find your medication in our formulary, we may cover it with a temporary supply during your first 90 days while you and your doctor review covered alternatives.



MANY EVERYDAY MEDICINES COST \$0

See a short list on the next page. Your full drug list is at **ProminenceMedicare.com**.



"After years of paying, last month I heard the words: no charge."



Tip: Ask your doctor or pharmacist about a 100-day supply. It means fewer trips to the pharmacy.

YOUR MEDICINES

DO ANY OF THESE LOOK FAMILIAR?



Here are many of the everyday medicines that cost you \$0 in 2027. If yours is on this list, you pay nothing for it — no copay.

\$0 EVERYDAY MEDICINES (SAMPLE)

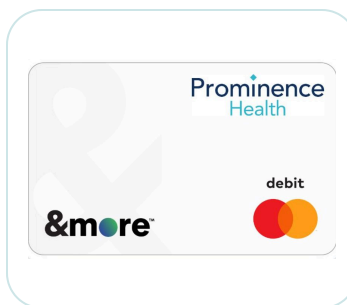
Alendronate	Glipizide XL	Paroxetine
Allopurinol	Glipizide-Metformin	Perindopril
Amiodarone	Glyburide	Pioglitazone
Amlodipine	Glyburide-Metformin	Pramipexole
Amlodipine-Benazepril	Hydrochlorothiazide	Pravastatin
Amlodipine-Valsartan	Indapamide	Quinapril
Anastrozole	Irbesartan	Quinapril-HCTZ
Atenolol	Irbesartan-HCTZ	Ramipril
Atorvastatin	Lamotrigine	Repaglinide
Benazepril HCL	Latanoprost Eye Drops	Rosuvastatin
Benazepril/HCTZ	Levothyroxine	Sertraline
Carvedilol	Lisinopril	Simvastatin
Citalopram	Lisinopril-HCTZ	Spironolactone
Clonidine	Lithium Carbonate	Tamsulosin
Clopidogrel	Losartan	Telmisartan
Donepezil	Losartan-HCTZ	Terazosin
Enalapril Maleate	Lovastatin	Timolol Eye Drop
Enalapril-HCTZ	Medroxyprogesterone	Topiramate
Escitalopram	Meloxicam	Trandolapril
Estradiol	Metformin	Trazodone
Fluoxetine	Metformin ER	Triamterene-HCTZ
Fosinopril	Metoprolol Succinate	Valsartan
Furosemide	Metoprolol Tartrate	Valsartan-HCTZ
Gemfibrozil	Montelukast	Verapamil
Glimepiride	Nortriptyline	Warfarin
Glipizide	Olmesartan	
Glipizide ER	Olmesartan-HCTZ	



Tip: This is a sample — not every medicine, strength, or form is shown, and the list can change. See your full drug list at [ProminenceMedicare.com](https://www.ProminenceMedicare.com).

YOUR EXTRAS

MONEY FOR EVERYDAY OVER-THE-COUNTER ITEMS.



Your **&more** card comes loaded with money for health items you buy yourself — pain relievers, cold medicines, vitamins, bandages, and some plans even cover healthy foods, like eggs, fruits, vegetables, utilities, and more. How much you get, and how often, depends on your plan. Check your plan details for more information.

HOW TO USE IT

- **Swipe your card and press “Credit.”** If it asks for a PIN, type **0000**.
- **The plan pays for covered items.** No cash needed.
- **Check your balance:** text BALANCE to 53746 or call 1-855-AND-MORE.



andmorehealth.com

SHOPPING IN THE STORE? SCAN AS YOU GO

- **Scan an item’s barcode** with the &more app to see if it’s covered.
- **See your balance** before you get to the register.
- **Get the app:** scan the code, then sign up with the member ID on your ID card.

PROMINENCE PERKS: GET REWARDED

Jan 1 to Dec 31, 2027

HEALTH SCREENING	WHAT COUNTS	REWARD*
Comprehensive annual visit	With the primary care physician (PCP) you picked when you enrolled	\$50
Follow-up appointment	Meet with your PCP of choice or Prominence provider	\$50
Breast cancer screening	A mammogram in 2027	\$75
Colorectal cancer screening	A colonoscopy in 2027	\$70
Colorectal cancer screening	A FIT/FOBT test completed in 2027	\$20
Diabetic exam bundle**	Eye exam, A1C, and kidney check, all in 2027	\$50
Health Risk Assessment***	By mail or online at the member portal	\$20 initial \$30 annual

*Rewards are non-transferable and may be subject to restrictions. Individual rewards are based on current eligibility. Prominence Health may discontinue this program at any time. **Talk with your doctor about whether these services are right for you.

***For eligible Special Needs Program (SNP) members only; Diabetes & Heart, Extra Help, and Dual (DSNP)

\$20 initial HRA upon enrollment

\$30 annual reassessment



Tip: See which checkups earn rewards this year at [ProminenceMedicare.com/perks](https://www.ProminenceMedicare.com/perks).

YOUR EXTRAS

DENTAL, VISION, AND MORE — COVERED.



DENTAL

- **Bigger work, covered too** — fillings, dentures, root canals, and extractions with coverage on day one (based on plan details).
- **Coverage toward dental** — your exact amount is in your Summary of Benefits.
- **Find a dentist** in the Liberty Dental network at findadentist.libertydentalplan.com, or call 888-401-1128.



VISION

- **Coverage toward glasses or contacts** each year.
- **Find an eye doctor** at e-nva.com or 888-429-4550.



HEARING

- **Coverage toward hearing aids**, with a 3-year warranty and batteries.
- **Start with TruHearing** at 866-344-7756 or truhearing.com.



RIDES

- **Let us help with rides** to and from your medical appointments. Call 855-969-5882.
- **Book a few days ahead** by calling your Care Advocates.



SILVER&FIT FITNESS

- **A gym or YMCA near you**, plus at-home videos and live classes.
- **A wellness coach** and a step tracker.
- **Start at SilverandFit.com** to check your eligibility and find a gym near you.



Tip: Amounts and ride limits depend on your plan. See your Summary of Benefits for the details.

YOUR VOICE, PROTECTED.



As a Prominence member, you are always treated with respect. You have the right to:



YOUR RIGHTS

- **Be treated with dignity** and have your privacy protected.
- **Know your choices** and take part in decisions about your care.
- **See your records** and ask questions any time.
- **Respectfully disagree?** Get a fair review if you disagree with a decision.

MAKING AN APPEAL

If you are not satisfied with an organization/coverage decision we made, you can appeal the decision. An appeal is a formal way of asking us to review and change an organization/coverage decision.

Appeals process

To file an appeal, please contact the Plan by calling Care Advocates (Member Services) at **855-969-5882 (TTY: 711)**. You can also send your request to our Appeals Department by mail or fax at:

Prominence Health Plan

Grievance and Appeals Department
1510 Meadow Wood Lane
Reno, NV 89502

Phone: 855-969-5882

Fax: 775-770-9004



Tip: Disagree with a decision? Call us — we'll help you ask for a review:
855-969-5882

KEEP THIS PAGE BY YOUR PHONE

WE'RE HERE WHEN YOU NEED US.



CARE ADVOCATES

855-969-5882

Benefits, doctors, rides, anything — start here.



YOUR &MORE CARD

1-855-AND-MORE (263-6673)

Check your balance or ask a question.



YOUR PLAN ONLINE

ProminenceMedicare.com

Your drug list, benefits, and rewards. Member portal: Prominence.gopatientportal.com



A REAL EMERGENCY

911

Chest pain, trouble breathing, a bad fall.

HOURS: October 1 to March 31: 7 days a week, 8 a.m. to 8 p.m. April 1 to September 30:
Monday through Friday, 8 a.m. to 8 p.m.

Prominence
Medicare Advantage

Covered is good. Cared for is better.