

# Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to Member Services at (844) 918-0114 for HMO or (844) 915-0234 for PPO, TTY: 711, October 1 – March 31, 8:00 a.m. – 8:00 p.m. 7 days a week and April 1 – September 30, 8:00 a.m. – 8:00 p.m. Monday – Friday.

## 1. Understanding the Benefits

- [ ] The Evidence of Coverage (EOC) provides a complete list of all coverage and services. It is important to review plan coverage, costs, and benefits before you enroll. Visit [www.MassAdvantage.com](http://www.MassAdvantage.com) or call (844) 918-0114 for HMO or (844) 915-0234 for PPO, TTY: 711 to view a copy of the EOC.
- [ ] Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor if you enroll in an HMO plan product.
- [ ] Review the pharmacy directory to make sure the pharmacy you use for any prescription medicine is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.
- [ ] Review the formulary to make sure your drugs are covered.

## 2. Understanding Important Rules

- [ ] In addition to your monthly plan premium, if applicable, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- [ ] Benefits, premiums and/or copayments/co-insurance may change on January 1, 2027.
- [ ] **If you're enrolling in an HMO plan: Except in emergency or urgent situations, we do not cover services by out-of-network providers** (doctors who are not listed in the provider directory).
- [ ] **If you're enrolling in a PPO plan: Our plan allows you to see providers outside of our network** (non-contracted providers). However, while we will pay for covered services, the provider must agree to treat you. Except in an emergency or urgent situation, non-contracted providers may deny care. In addition, you will pay a higher copay for services received by non-contracted providers.
- [ ] **Effect on Current Coverage:** Your current healthcare coverage will end once your new Medicare coverage starts. For example, if you are in Tricare or a Medicare plan, you will no longer receive benefits from that plan once your new coverage starts.

Mass Advantage is an HMO and PPO plan with a Medicare contract. Enrollment in Mass Advantage depends on contract renewal.