

As a decision-maker for an individual who needs special care, you want to know that you're making the best choices on their behalf. **With the Family Choice plan, you will be.**

The focus of Independent Health's Medicare Family Choice is to:

- Identify potential problems and illnesses before they become serious.
- Minimize unnecessary and disruptive emergency room visits and hospital stays by providing as many medical services as possible in the member's nursing home.
- Coordinate care with a resident's doctor, nursing home staff, and family to provide the highest possible quality of life for these special members.

Plan members receive:

- A specially trained nurse practitioner who provides regular, frequent visits to the member based upon a schedule designed around their specific needs.
- A Family Choice nurse practitioner who is on call 24 hours a day, seven days a week to provide a quick response to any medical problems that may arise.
- A care coordinator who works with nursing homes, physicians and hospitals to schedule specialist office visits, coordinate transportation, and inform the member whenever a service is provided.
- A Family Choice social worker who is available to help members and their families with difficult issues.

Eligibility Requirements

To be eligible for Independent Health's Medicare Family Choice plan, it's important that you meet all of the following criteria:

- Be a resident of an affiliated facility located in Erie or Niagara County, New York, and not live outside the affiliated facility for more than 30 days.
- Reside in an affiliated nursing home for 90 days or more.
- Must be entitled or enrolled in Medicare Parts A and B.
- Cannot currently have end stage renal disease (ESRD). (Please note: this does not apply if your loved one is currently enrolled in another Independent Health plan.)

Eligibility for Independent Health's Medicare Family Choice plan is based on an individual's eligibility for Medicare and not age, medical condition or prior use of health services. Members must continue to pay any required Medicare premiums. Enrollment into Independent Health's Family Choice plan will automatically disenroll a person from any other Medicare Advantage plan.

Enrolling is Easy

- To enroll into Independent Health's Medicare Family Choice plan, please complete an enrollment application and mail it back to us. For assistance with this application, just call us and we'll be glad to help you complete it. Once we receive confirmation of enrollment from the federal government, we'll send a member ID card and a member kit.
- Independent Health's Medicare Family Choice plan has formed a network of doctors, specialists, nursing homes and hospitals. You can only use doctors who are part of our network. The health providers in our network can change at anytime. To get the most up-to-date information about Independent Health's Family Choice network providers, you can visit www.independenthealth.com.

If you want to learn more about this unique and exciting plan tailored to the needs of the frail elderly, please complete and mail this postage-paid card in today.

Yes, I authorize a representative to contact me to discuss Independent Health's Medicare Family Choice plan.

Signature

Date

Print Name

Phone Number and Best Time to Call

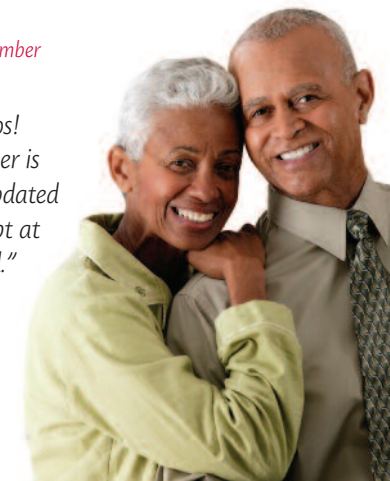
Address

"The nurse that visits my mom is always very informative and shows great concern. I am grateful that Independent Health is offering this program. Since the move to Florida, I can't visit and keep a close eye on my mom. I feel relieved that her nurse visits and evaluates her. The staff at the home are always pleasant and do a great job. So, with everyone looking in and talking care of her, I have peace of mind. Thank you."

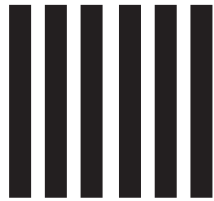
Relative of a Family Choice Member

"I love the program!! Kudos! Also, our nurse practitioner is excellent in keeping us updated and she is extremely adept at her job. I am very pleased."

Relative of a Family Choice Member



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 33 DEPEW, NY

POSTAGE WILL BE PAID BY ADDRESSEE

FAMILY CHOICE OF NEW YORK
3332 WALDEN AVE SUITE 110
DEPEW NY 14043



Frequently Asked Questions

Q: My mother is on Medicare and Medicaid and we can't afford a premium. Is this plan for her?

A: Yes. Medicaid eligibility does not interfere with enrollment. Because your mother qualifies for both Medicare and Medicaid, she may be eligible for extra help in paying for some or all of the plan premium.

Q: My mother already has insurance, why should she change plans?

A: Independent Health's Medicare Family Choice plan is the first local health plan designed specifically for nursing home residents and offers many benefits and advantages not available with any other plan.

Q: What about prescription drug coverage?

A: It includes Medicare Part D prescription drug coverage.

Q: How do I find out more?

A: Call 1-800-506-7051 and a representative will answer your questions and be available to meet with you.

Let us provide your loved one with the additional care they deserve. Call Family Choice today at **(716) 668-7051** or **1-800-506-7051** (TDD: (716) 635-4840). Monday through Friday, 8:30 a.m. – 5:00 p.m.

www.independenthealth.com | www.familychoiceny.com



Independent Health is a Medicare Advantage organization with a Medicare contract which is reviewed and renewed on an annual basis. The availability of coverage beyond the end of the year is not guaranteed because CMS renews all contracts on an annual basis. This plan is available to all Medicare eligibles that are entitled to Medicare Part A and enrolled in Part B, except those with ESRD unless already enrolled with Independent Health. Members must be a resident of an affiliated facility located in Erie or Niagara county, New York, and not live outside the affiliated facility for more than 30 days. Your plan may require use of affiliated providers, except in the case of emergency care, urgent care or out of area renal dialysis. Members must continue to pay Part B premiums. This information is available in alternate forms for members requiring additional assistance.

H3362_H3344_H9519_C1304 11/2008

Independent Health's

Medicare Family ChoiceSM



Enhanced Care. Peace of Mind.

Independent Health's Medicare Family Choice plan provides your loved one with an additional level of care management by addressing the special needs of nursing home residents.

