



## 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 a customer service representative at (719) 589-3696 if calling from within the San Luis Valley or at 1-800-475-8466 if calling from outside the San Luis Valley, (TTY users should call 1-800-659-2656). Our customer service hours are 8:00 am to 8:00 pm, 7 days a week October 1 – March 31, and 8:00 am to 8:00 pm, Monday through Friday, April 1 – September 30.

### Understanding the Benefits

- Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services for which you routinely see a doctor. Visit [www.fridayhealthplans.com](http://www.fridayhealthplans.com) or call 719-589-3696 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.

### Understanding Important Rules

- In addition to your monthly premium, 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, 2020.
- 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).