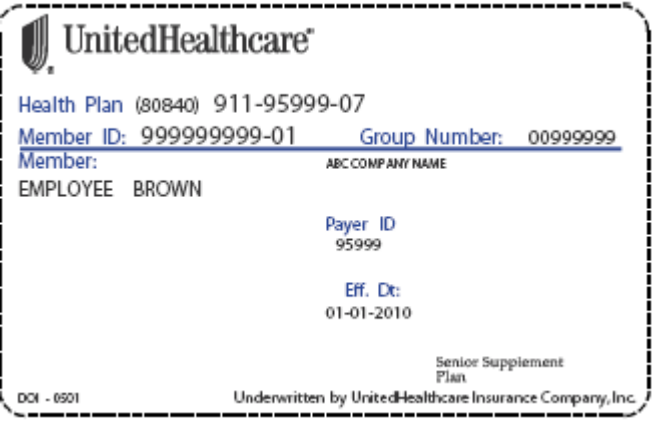
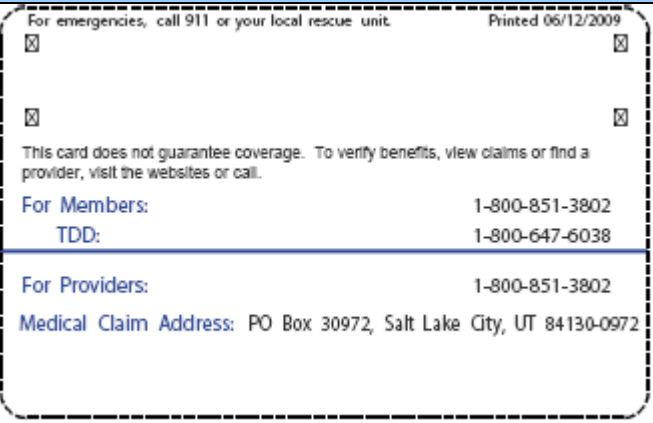




Senior Supplement Plan

<p>Customer Care: ☎: 1-800-851-3802</p> <p>Hours of operation: 8-8 in your local time zone, 7 days/week</p>	<p>Claims Address: P.O. Box 30972 Salt Lake City, UT 84130-0972</p>
<p>Billing & Enrollment: ☎: 1-800-591-9911 ☎ Fax: 1-414-615-4158 ✉: ec_ov_eghp_be@uhc.com</p> <p>Mailing address: PO Box 29650 Hot Springs, AR 71903</p>	<p>Billing & Enrollment hours of operation:</p> <p>Enrollment Mon - Fri 11:00 am-8:00 pm Eastern Mon - Fri 10:00 am -7:00 pm Central Mon - Fri 9:00 am -6:00 pm Mountain Mon - Fri 8:00 am -5:00 pm Pacific</p> <p>Billing Mon - Fri 9:00 am – 8:00 pm Eastern Mon - Fri 8:00 am – 7:00 pm Central Mon - Fri 7:00 am – 6:00 pm Mountain Mon - Fri 8:00 am – 5:00 pm Pacific</p>
<p>Website: www.securehorizons.com www.pacificare.com</p>	<p>Eligibility and Claims system: RIMS</p>
<p>ID Card Example:</p> 	
<p>Pre-Enrollment Kit Contents:</p> <ul style="list-style-type: none"> - Outer Mailing Envelope - Cover Letter 	<p>Post-Enrollment Kit contents:</p> <ul style="list-style-type: none"> - Outer Mailing Envelope - Welcome Letter

- FAQ
- Enrollment Form
- Business Reply Envelope
- Plan Summary
- Vision Hardware Rider Flyer
- Vision Exam Rider Flyer
- Hearing Aid Rider Flyer
- Hearing Exam Rider Flyer
- Chiropractic Rider Flyer
- Caregiver (if applicable)
- Nurseline (if applicable)
- Silver Sneakers (if applicable)
- Easy Pay
- Member Experience Flow Chart
- Optum Suite (if applicable)

If sold with Part D Plan, additional contents:

- PDP Cover Letter
- PDP Summary of Benefits
- PDP Limitations & Exclusions
- PDP Enrollment Form
- PDP Business Reply Envelope
- RDS RBS Insert
- Formulary

- Privacy Notice
- Certificate of Coverage
- Endorsement to Certificate of Coverage
- Schedule of Benefits
- Vision Exam Rider
- Vision Materials Rider
- Chiropractic Rider
- Hearing Exam Rider
- Hearing Aid Rider