

Frequently Asked Questions About Fidelis SecureCare



WHAT IS A MEDICARE ADVANTAGE SPECIAL NEEDS PLAN (SNPS)?

Medicare Advantage Special Needs Plans (MA-SNPs) were created by the Medicare Modernization Act of 2003 to serve beneficiaries with serious, long-term illnesses who may have multiple medical conditions and multiple treatment modalities. Special Needs Plans provide all the coverage of traditional Medicare plus additional benefits, such as prescription drug coverage, preventive services and customized care treatment plans vital to maintaining a better quality of life. Special Needs Plans typically have specialists in the diseases affecting the populations they enroll and clinical case management programs targeted to the needs of this special population. They also have formularies that include the drugs most needed by these beneficiaries. There are various types of MA-SNPs.

WHAT IS FIDELIS SECURECARE?

Fidelis SecureCare is a Medicare Advantage Institutional Special Needs Plan. Its charter is to serve only eligible individuals who are “institutionally qualified,” meaning that they meet certain clinical criteria.

HOW DO FIDELIS SECURECARE PLANS WORK?

In each of our service areas, Fidelis SecureCare contracts with nursing homes, assisted living communities, leading physicians, specialists, hospitals, pharmacists and other healthcare and services providers. Together, we form a care team that works closely with our Members and their families to provide more frequent, focused and coordinated care that is attentive to our Members’ total health needs.

HOW DOES FIDELIS INTEGRATE WITH THE SERVICES ALREADY PROVIDED IN MOST ASSISTED LIVING COMMUNITIES?

We provide a critical clinical care overlay that compliments and supports the services already provided by the assisted living residence staff. Our Members continue to receive the personal care services they have contracted for from the assisted living community. These may include assistance with Activities of Daily Living (ADLs), wellness services, and/or medication and care plan administration. Fidelis works within the existing care plan, bringing an important on-site clinical component—the Fidelis Member Management Care Plan—to Member residents. Our care teams, led by a Fidelis Care Manager and supported by a Fidelis Care Coordinator, improve communication among all parties, while promoting consistent, proactive and compassionate care.

Specifically, Fidelis supports the care process by...

Increasing the number of clinical visits per month Each Member’s primary care team visits weekly at minimum as well as on demand. In addition the Fidelis Care Manager visits each Member daily, weekly or on-demand to support the entire care process *and* maximize treatment plan compliance.

Frequent monitoring and assessment of all chronic conditions Fidelis works with the assisted living community to promote aging-in-place. We know that unnecessary hospitalizations can cause more pain and confusion, while increasing the risk of contracting an infection or pressure ulcer. That’s why we work with residence staff to regularly monitor each Member, identifying any changes in symptoms early on, and delivering prompt treatment—in the home—thereby reducing unnecessary hospital admissions and readmissions.

Ongoing communication and care plan integration Each Member is assigned a Fidelis Care Manager who is dedicated to understanding and integrating all aspects of each Member's care. They work with all members of the care team — physicians, physician assistants, nurse practitioners, pharmacists, residence staff and family members/caregivers — to establish frequent, clear communication, improving the quality of life for every individual we serve.

Medication monitoring and management Each new Member receives a comprehensive medication profile review assessing drug appropriateness, accurate dosing, drug interactions, side effects and possible duplication. Plus, we continually monitor and assess Members for any signs or symptoms that would require an adjustment in the pharmaceutical plan.

For more information go to [Approach to Care](#) or download the [Fidelis assisted living brochure](#).

HOW WILL I KNOW WHICH FIDELIS SECURECARE PLAN IS RIGHT FOR MY LOVED ONE?

Fidelis SecureCare offers three plans specially designed for individuals with advanced chronic conditions. All of our plans are very affordable and range from our most basic, covering all your medical needs, to our premier plans, which do not require any deductibles or copays and include important preventive and well care services.

The best way to determine which Fidelis plan is right for you is to discuss the plans with one of our experienced sales representatives. He or she will collaborate with you to understand your or your loved one's individual healthcare needs and determine the most beneficial plan for your situation. To review the details of each plan, you may visit our web site at www.fidelissc.com and click on [Our Plans](#).

WHO IS ELIGIBLE TO PARTICIPATE IN FIDELIS SECURECARE?

An individual is eligible for Fidelis SecureCare plans if they...

- Are covered by Medicare Parts A and B
- Have not been diagnosed with end-stage renal disease
- Have been a resident in a nursing home or assisted living community (or anticipate residency) for at least 90 days
- Meet certain clinical criteria necessary to enroll in Medicare Advantage Special Needs Plans
- Live in our service area

See your state plan for details on participating communities and service areas.

AM I REQUIRED TO USE THE FIDELIS SECURECARE NETWORK FOR ALL MY HEALTHCARE NEEDS?

Yes, Fidelis SeniorCare allies with highly qualified medical professionals who have extensive experience in the care and treatment of seniors and who exhibit an ongoing commitment to enhancing each Member's quality of life. Our provider network comprises leading primary care physicians, specialists, hospitals, pharmacies and nursing facilities and assisted living communities to provide Members with clinically superior healthcare. To view the Fidelis Network in your area, go to www.fidelissc.com and click on [Network](#), then choose the appropriate state.

WILL I NEED TO CHOOSE A PRIMARY CARE PHYSICIAN (PCP)?

Yes, all Members are required to use a primary care doctor that is contracted with Fidelis. If you wish to remain with your current physician, we will make every effort to contract with that doctor and his or her practice. To find out if your doctor is already contracted with Fidelis, simply contact your doctor's office, view our [Network](#) in your area or call a Fidelis customer service representative.

CAN FIDELIS HELP ME WITH TRANSPORTATION TO AND FROM DOCTOR VISITS?

Yes. We assist with the scheduling of all medically necessary off-site appointments, such as specialist office visits, preventive tests and screenings. Plus, Fidelis provides reimbursement for round-trip transport and escort service (if needed) for up to 12 transports annually.

DO FIDELIS PLANS PROVIDE PRESCRIPTION DRUG COVERAGE?

Yes, all Fidelis plans include comprehensive Part D Prescription Drug Coverage – a benefit developed to protect you against the high cost of prescription medications. Most of our health plans do not require you to meet any annual deductible and they have copays as low as \$5.00. For a complete description of our Part D benefit, go to our web site, click on [Pharmacy](#) and select your state plan.

HOW DO I GET MORE INFORMATION ABOUT FIDELIS SECURECARE?

In several ways. Our website is a robust source of details about Fidelis SecureCare plans as well as other national and local resources for caregivers. For a more personalized explanation of how Fidelis SecureCare can benefit you or your loved one, please call a sales representative at your state plan headquarters. We will be happy to make an appointment for a personal presentation at your earliest convenience.

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