



# Tennessee





# The Reach of Ambetter Health

Ambetter Health plans are certified as Qualified Health Plans (QHP) on the Health Insurance Marketplace or the state-based Exchanges (SBE).

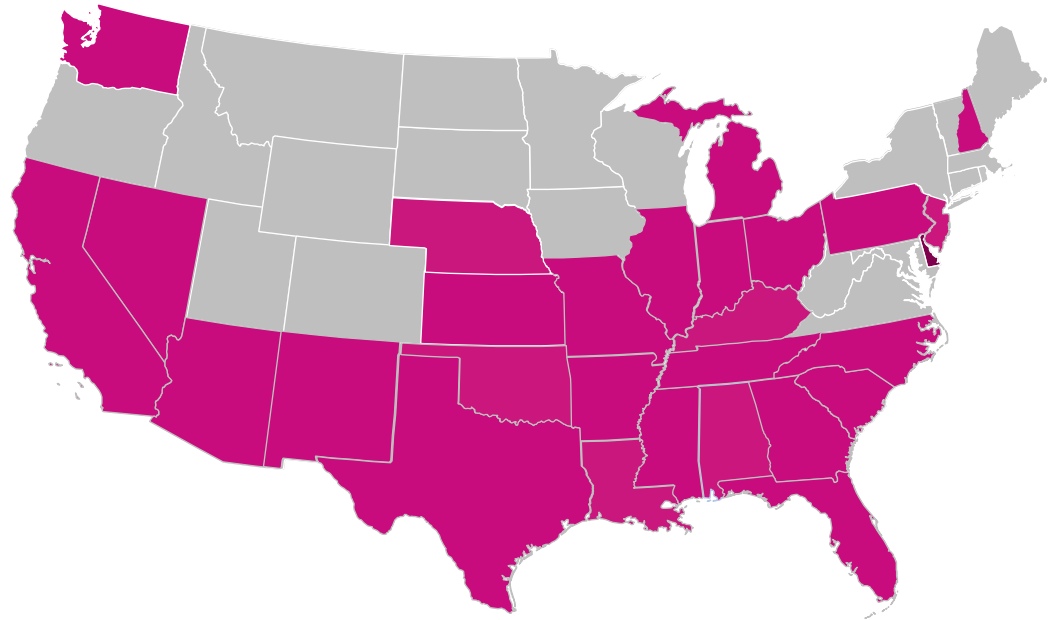
**America's #1  
Marketplace Health  
Insurance**

**1 in 7**  
ACA shoppers choose Ambetter Health

**3 Million +**  
members

Plans are designed to deliver **high-quality,  
locally based healthcare**  
to members

**Est. 2013**  
Ambetter is available in  
28 states across the country



Statistical claims and the #1 Marketplace Insurance statement are in reference to national on-exchange marketplace membership and based on national Ambetter Health data in conjunction with findings from Issuer Level Enrollment Data from CMS, State-Level Public Use File from CMS, Covered California Active Member Profile data, state insurance regulatory filings, and public financial filings.

- Ambetter Telehealth is now called Virtual 24/7 Care.
- \$0 copay for Virtual 24/7 Care appointments through Teladoc Health, including virtual urgent care visits on most plans (HSA plan after deductible).
- Continued statewide presence for 2024.
- My Health Pays<sup>®</sup> rewards program continues to be a great benefit for Ambetter members.

# 2024 Tennessee County Coverage



We will be  
statewide once  
again in 2024!

## Select County Coverage

Cheatham

Davidson

Rutherford

Trousdale

Williamson

Wilson

**Shelby**

# Communications – Renewal Letters



**To:** Members with active policies (subscribers/heads of household).



**Timing:** **September** for discontinued plans, **October** for continuing plans.

## Key Information:

- Notice of changes or discontinuance to plan.
- Opportunity to remain or change plans.
- Notification if current plan will no longer be available and the **best similar** plan they will be enrolled in for renewal.
- Request for renewal by 12/15 to for an effective date of 1/1 to ensure **continuity of coverage**.
- Instructions to take action.



*Information in renewal letters will vary based on the state and the Ambetter Health plan.*

## Bronze | Silver | Gold (Core) Portfolio

- Features Ambetter Health's broadest provider network
- Choose Bronze | Silver | Gold network when searching Ambetter Guide
- Members can visit any in-network provider (no referrals needed)
- Adult vision and adult dental buy-ups available on most plans
- Available in all Ambetter Health counties

## Select Portfolio

- Features Ambetter Health's in-person smaller provider network
- Choose Ambetter Select network when searching Ambetter Guide
- Ambetter Select is intended to have lower premiums than the plans featuring Ambetter's broad provider network
- Members can visit any in-network provider (no referrals needed)
- No vision or dental buy-ups offered

# 2024 Plan Offerings

## 2024 TN Gold | Silver | Bronze Portfolio (Core)/ PSA 1

### Gold

Complete Gold

Everyday Gold

Elite Gold

Standard Gold

### Silver

Complete Silver

Everyday Silver

Clear Silver

Focused Silver

Standard Silver

### Bronze

Choice Bronze HSA

Everyday Bronze

Elite Bronze

Standard Expanded Bronze

- Features Ambetter Health’s broadest provider network
- All plans have vision and dental offering
- Introduction of vision and dental offering on Standard plans from CMS for 2024
- Lowest premium Bronze: **Standard Expanded Bronze**
- Lowest premium Silver: **Standard Silver**
- Lowest premium Gold: **Everyday Gold**
- Lowest copay plan: **Focused Silver**

## 2024 TN SELECT Portfolio

### Gold

Standard Gold SELECT

### Silver

Standard Silver SELECT

### Bronze

Standard Expanded Bronze  
SELECT

- Select network 7 total counties
- Expanded Select portfolio to **Shelby County**
- Select Portfolio plans do not have vision and dental offering
- Lowest premium Silver: **Standard Silver Select**



## Silver Plan Comparison at the 94% AV Level

	Focused Silver 94% AV	Clear Silver 94% AV
<b>Deductible</b>	\$0	\$550
<b>Max Out of Pocket</b>	\$1,350	\$550
<b>Coinsurance</b>	30%	0%
<b>Telehealth/Virtual Care</b>	No Charge	No Charge
<b>PCP Visits</b>	\$0	0% AD
<b>Specialist Visits</b>	\$15	0% AD
<b>Lab</b>	\$0	0% AD
<b>Preferred Generic/Generic Rx</b>	\$0/\$0	0% AD
<b>Preferred Rx</b>	\$25	0% AD
<b>Urgent Care/Virtual UC*</b>	\$10/\$0	0% AD/\$0

## Adult Vision Add-On

19 years of age and older

### In-Network Providers Only

#### Exams and Eyewear

Routine Eye Exam - 1 visit per year	\$0 copay
Eyeglasses (frames) -1 item per year	Covered up to \$130

#### Lenses (per pair)

Single	
Bifocal	100% Covered
Trifocal	
Lenticular	

#### Contact Lenses

Contact lenses (in lieu of glasses)	Covered up to \$130
Contact Lens Fitting	100% Covered
Specialty Lens Fitting	Covered up to \$50

## Adult Dental Add-On

19 years of age and older

## No waiting periods!

	Cost for In-network Providers Only	Out-of-Network
<b>Benefit Maximum</b> (Dental out-of-pocket maximum does not apply toward any other maximums)	<b>\$1,000 per covered person, per calendar year</b>	Not Covered
<b>Routine Dental (Class 1) Preventative and Diagnostic</b>		
Routine Oral Exam	\$0 copay	Not Covered
Routine Cleaning	\$0 copay	Not Covered
X-rays, bite-wings, full-mouth and panoramic film	\$0 copay	Not Covered
<b>Basic Dental (Class 2) Minor Restorative</b>		
Minor restorative – metal and resin based fillings	50% coinsurance	Not Covered
Endodontic therapy	50% coinsurance	Not Covered
Periodontics - scaling and root planing and periodontal maintenance	50% coinsurance	Not Covered
Simple Extractions	50% coinsurance	Not Covered
Prosthodontics - relines, rebase, adjustments & repairs	50% coinsurance	Not Covered
<b>Major Dental (Class 3) Major Restorative</b>		
Crowns & Bridges	50% coinsurance	Not Covered
Dentures	50% coinsurance	Not Covered
More complex extractions and surgical services	50% coinsurance	Not Covered

A man and a woman are sitting at a table, smiling and talking. The man is on the left, looking towards the woman on the right. They are both smiling. The woman is holding a green mug. There is a laptop and a tablet on the table. The background is a bright, indoor setting.

ambetter  
HEALTH

# Ambetter Guide

2024 Ambetter Health Open Enrollment



**Guide.AmbetterHealth.com**





Sign up

Log in

ENGLISH ▾

## Ambetter Guide

Find nearby in-network care

### Log in for the most accurate results

Logging in helps us find you the most accurate results for your plan.

Log in

### Search without logging in

Choose one of these options:

Your home state

Ambetter member ID number

Last 6 digits of your SSN

Don't have a plan?

To get the most accurate results, current members should log in into their member portal.

# Ambetter Guide View Provider Profile

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TM



More



Find Care

Advanced Search

Saved Providers

Sign up

Log in

## Alicia D. Coker, MD

Family Medicine: Adult Medicine, Family Medicine  
On-Time Medical Care, LLC

✓ Accepting new patients   ✓ In network

🔍 Search on Google   🌐 Website unavailable   📍 Directions   📌 Save

📞 (305) 392-0449

🏠 Virtual visits available

### Office Details

📍 1333 S. Miami Avenue, Ste. 303,  
Miami, FL, 33130

0.1 mi. away

📄 View 1 additional location

📞 (305) 392-0449

✉️ Provider email unavailable

🗣️ Languages spoken: English

🕒 Open Weekends: No

👤 Age Limitations: 0 mo(s) - 99 yr(s)

🕒 Office Hours: [View hours](#)

### Provider Details

👤 Female

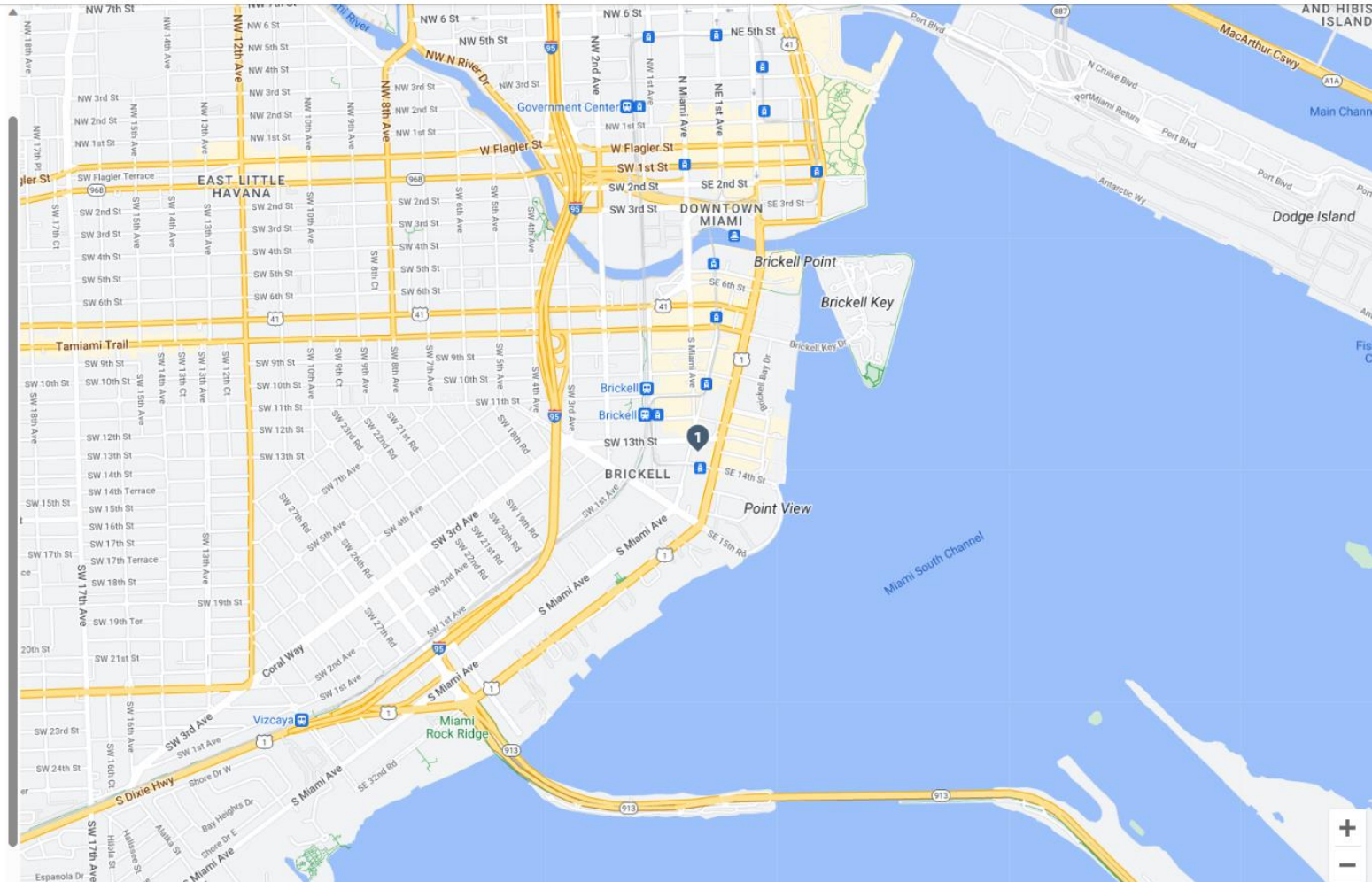
🏥 Family Medicine: Adult Medicine  
Board Certification   [View Details](#)  
Unknown

🏥 Family Medicine  
Not Certified   [View Details](#)

🏥 Hospital Affiliations:  
None

🎓 University of Miami School of  
Medicine 2000  
University of Miami School of  
Medicine 2000

🏠 NPI: 1073551545



# Formulary

Pay Now Need Help? Login ▾ | ES

AAA



Home Our Health Plans Join Ambetter



[For Members](#)

Select Your State

[Shop Our Plans](#)

Pay Now

Find a Doctor

[Drug Coverage](#)

Ways to Pay

New Members

Better Health Center

[Member Login](#)

Find everything you need in the member online account

- View your claims
- Review your plan benefits
- Print your ID card
- View rewards points total



Feedback


Health  
you

ent to



## Pharmacy Resources

We are committed to providing appropriate, high-quality, and cost-effective drug therapy to all Ambetter from Arizona Complete Health members.

- [2023 Formulary/Prescription Drug List\(PDF\)](#) 
- [2023 Formulary Changes \(PDF\)](#)
- [2022 Preferred Drug List \(PDF\)](#)
- [90-Day Extended Supply Medications \(PDF\)](#)
- [Extended Day Supply Pharmacies are now listed in our Find a Provider tool.](#)

## Forms

- [Download Prescription Claim Reimbursement Form - English \(PDF\)](#)
- [Download Prescription Claim Reimbursement Form - Spanish \(PDF\)](#)

Save Money and Get Your Prescriptions Delivered to Your Door!

### CVS Mail Order

As an Ambetter from Arizona Complete Health member, you can maximize your pharmacy benefits by filling your prescriptions with CVS Caremark Mail Service Pharmacy, the only in-network mail order pharmacy. Eligible members pay only 2.5x\* their regular copay for a three-month fill. Delivery is free and can be to your home, workplace, or any address you choose.

Prescription delivery may be right for you if you take medications regularly for conditions like high blood pressure, arthritis or diabetes.

Two easy ways to get started:

1. Call your doctor and ask them to send a new 90-day prescription to CVS Caremark Mail Service Pharmacy.

# Formulary



## 2023 Formulary

Effective January 1, 2023

Ctrl + F

Medication name here



A man and a woman are sitting at a table, smiling and talking. The man is on the left, looking towards the woman on the right. They are both looking at a laptop screen. The woman is holding a green mug. There is a tablet on the table in front of her. The background is a bright, modern kitchen or office setting.

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# My Health Pays

2024 Ambetter Health Open Enrollment

# Member Portal



**New Members:** Step 1, setting up an account on the member portal.

**All Members:** Access and use of the portal regularly allows them to take full advantage of their plan and all that Ambetter Health offers.

**Renewing  
members log in  
with existing  
credentials**

A screenshot of the Ambetter Health Member Portal login page. The page features the Ambetter logo at the top center. Below the logo is the text "Log In". There is a text input field labeled "Username (Email)" with a cursor inside. Below the input field is a blue "LOG IN" button. Below the button is a link labeled "Create New Account" which is circled in red. At the bottom of the page, there is a logo for "EntryKeyID" with the text "single password" and "reliable security" on either side. At the very bottom, there are links for "Help", "Privacy Policy", and "Terms of Use", followed by the copyright notice "© 2022 Centene".

**Portal can be accessed  
in English or Spanish**

## Member Rewards

[REWARDS PROGRAM](#)[MEMBER DISCOUNTS](#)

### Rewards Program

The My Health Pays® Rewards Program is a fun and easy way to earn rewards for completing healthy activities.

#### Earn rewards in two easy steps

① **Complete healthy activities to earn points**

- Watch a video
- Read an article
- Complete a health challenge
- and more

② **Redeem points to save on bills or shop for merchandise**

- Save on healthcare costs, like your premium\* or doctor copays
- Save on monthly bills, like rent or utilities
- Shop for merchandise online at the My Health Pays Rewards Store

[Get started](#)

\*Restrictions apply. Members must qualify for and complete all activities to receive \$500 or more. Visit Member.AmbetterHealth.com for more details. Funds expire immediately after termination of insurance coverage. Rewards program is subject to change.

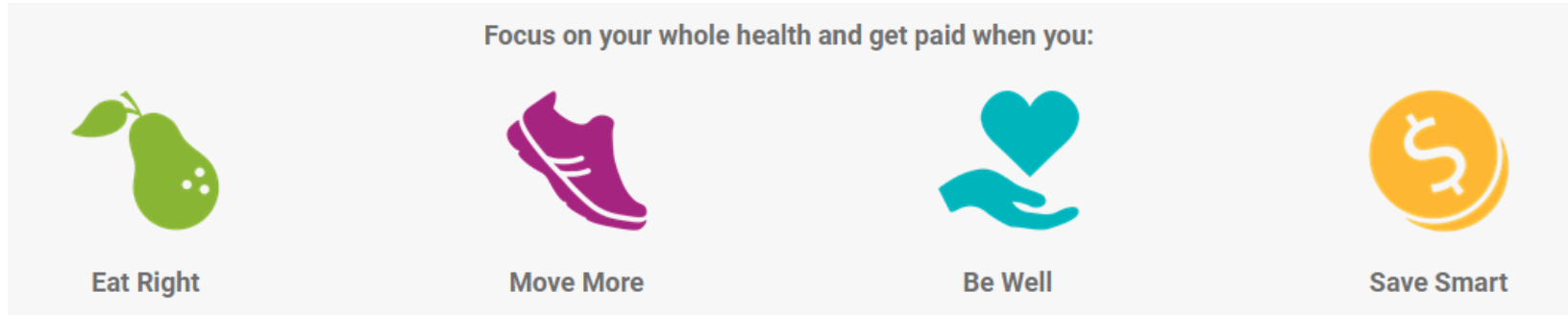


- Members can earn up to \$500 in rewards\*!
- Two ways to earn rewards. First, members can earn points by completing specific clinical activities:
  - Onboarding & Wellbeing Survey
  - PCP Wellness Exam
  - Comprehensive Diabetes Screenings
  - Quality Measures:
    - Childhood Immunizations (*Children*)
    - Vision Screening (*Children*)
    - Cervical Cancer Screening (*Women*)
    - Breast Cancer Screening (*Women*)
    - Cholesterol Screening (*Men*)
    - Colorectal Cancer Screening (*Men*)
    - *Blood Pressure Screening (Adult)*

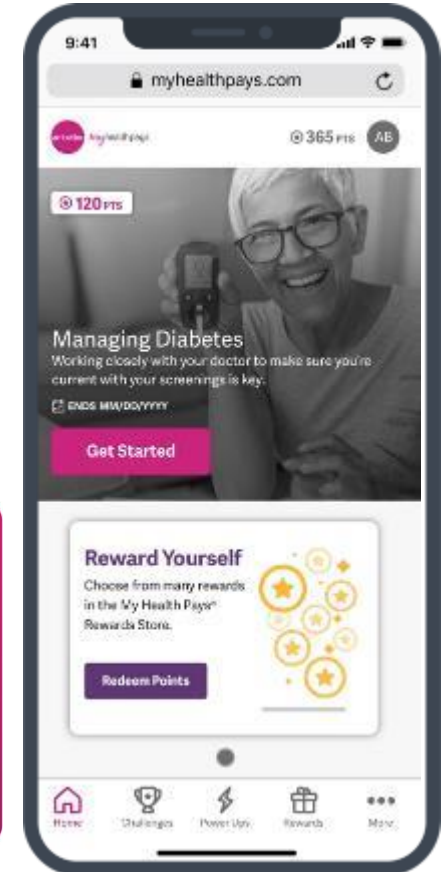
# My Health Pays



- Earn points by participating in fun and easy activities.



- Use points to shop our online rewards store.
- Convert points into dollars to pay premium and other healthcare-related costs.



My Health Pays® rewards cannot be used for pharmacy copays.  
My Health Pays® rewards cannot be used to pay premiums in AZ, NV, and CA.  
My Health Pays® rewards cannot be used to pay premiums or for cost sharing purposes in NM.

This My Health Pays® Visa® Prepaid card is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions.

## HEALTHCARE-RELATED COSTS:



MONTHLY PREMIUM  
PAYMENTS



DOCTOR COPAYS



DEDUCTIBLES



COINSURANCE



## MONTHLY BILLS:



UTILITIES

(GAS, WATER AND ELECTRIC)



TELECOMMUNICATIONS

(CELL PHONE)



TRANSPORTATION



CHILDCARE



EDUCATION



RENT



# My Health Pays Chart

AL, AR, AZ, CA, FL, DE, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NE, NH, NJ, NM, NV, OH, OK, PA, SC, TN, TX, WA		
REWARD ACTIVITIES:	POINTS	\$ VALUE
Onboarding	500	\$50
Annual Wellness Exam & Preventive Screenings	Up to 2000	Up to \$200
Health Management (e.g.-diabetes management)	Up to 1000	Up to \$100
Online Activities	Up to 2000	Up to \$200
REWARDS CAN BE USED FOR:		
<b>Healthcare-related Costs:</b> Monthly Premium Payments, Doctor Copays**, Deductibles, Coinsurance		
<b>Monthly Bills:</b> Utilities (gas, electric, water), Telecommunications (cell phone bill), Transportation***, Education, Rent, Childcare		
<b>Merchandise</b>		
<b>Purchases at the My Health Pays Online Store</b>		

\*Restrictions apply. Members must qualify for and complete all activities to receive \$500 or more. Visit [Member.AmbetterHealth.com](http://Member.AmbetterHealth.com) for more details.

\*\*My Health Pays rewards cannot be used for pharmacy copays.

\*\*\*Members will only be able to purchase public transportation directly from the agency either in-person or online. Passes cannot be purchased through retail locations such as grocery or convenience stores.

Some restrictions apply depending on your age and will limit your ability to complete certain My Health Pays activities. Members must be 18 years of age or older to complete the online Wellbeing Survey. Members under the age of 18, must have a parent or legal guardian complete the Wellbeing Survey on their behalf. Please contact Member Services with any questions you have regarding completion of the Wellbeing Survey for members under the age of 18.

Funds expire immediately upon termination of insurance coverage. Rewards program is subject to change. My Health Pays rewards and qualifying activities vary by state. Ambetter is committed to helping members achieve their best health. Rewards for participating in a wellness program are available to all members. If a member thinks they might be unable to meet a standard for a reward under this wellness program, they might qualify for an opportunity to earn the same reward by different means. Contact us and we will work with them (and, if they wish, with their doctor) to find a wellness program with the same reward that is right for them in light of their health status.

My Health Pays® rewards cannot be used for pharmacy copays.  
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# My Health Pays Year-to-Date

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- Nearly 432K Ambetter Health members have activated their My Health Pays accounts.
- My Health Pays members have collectively earned over \$26.8M in rewards.
- Member who activate My Health Pays are more likely to renew.





**Thank you!**

[ambetteroftennessee.com](http://ambetteroftennessee.com)

1-833-709-4735

[jegillespie@centene.com](mailto:jegillespie@centene.com)