UPMC for Life has plan options that can benefit you

Thank you for your interest in UPMC for Life. It’s important to understand what options are available to you as a Medicare beneficiary. We encourage you to take the time to review this brochure and use it to help you make the best choice for your Medicare coverage.

Have questions?

If you have questions about the information provided in this brochure or about Medicare in general, we have knowledgeable, licensed sales representatives who can get you the answers you need.

UPMC for Life
Toll-Free: 1-866-517-2803
TTY/TDD users, call 1-800-361-2629
8 a.m. to 8 p.m., seven days a week
www.upmchealthplan.com/medicare

From March 2 through November 14, you may receive a messaging service on weekends and holidays. Please leave a message and your call will be returned the next business day.

One Chatham Center
112 Washington Place
Pittsburgh, PA 15219

Medicare Information
Toll-Free:
1-800-MEDICARE (1-800-633-4227)
TTY/TDD users, call 1-877-486-2048
24 hours a day, seven days a week
www.medicare.gov
What makes UPMC for Life the right choice for you?

UPMC for Life is the Medicare Advantage plan of UPMC Health Plan. We are a western Pennsylvania health plan owned by the University of Pittsburgh Medical Center (UPMC), one of the top-ranked health systems in the nation (U.S. News & World Report, America’s Best Hospitals, 7-21-09).

Our close working partnerships with the physicians and hospitals in our network enable us to provide high-quality service and continue to improve quality outcomes and the health of the community. UPMC for Life’s large and diverse network includes over 7,000 doctors and 65 hospitals throughout Pennsylvania. You’ll get peace of mind knowing that you can see any participating provider without a referral.

Your questions answered, in one call

As a member, you have a special team of Health Care Concierges** who are dedicated to helping you understand your benefits and answering your questions. Our commitment is to help you get the answers you need in just one phone call. And our representatives are local, so you can speak to a live person who’s close to home.

For more details about our Health Care Concierge program, go to page 6.
More benefits mean better coverage for you

UPMC for Life has partnered with PEBTF to offer you enhanced Medicare health benefits through a group retirement plan.

Our close working partnerships with the physicians and hospitals in our network enable us to provide high-quality service and continue to improve quality outcomes and the health of the community. That means you get coverage for important things like:

- Primary care and specialist doctor visits, with no referrals needed
- Inpatient hospital stays
- Preventive services such as routine physical exams
- Outpatient surgery and services
- Durable medical equipment and prosthetics
- Diagnostic tests, x-rays, and lab work
- Silver&Fit® membership at a participating fitness club at no additional cost
- Worldwide emergency travel assistance
Member service you can count on with our Health Care Concierge program

As a UPMC for Life member, you can take advantage of our Health Care Concierge program.** With just one call, you'll get in touch with a concierge who can help you:

- Find a network provider
- Get answers to benefits questions and explain how your health plan works
- Explain your premium bill
- And much, much more

Our UPMC Resources for Life program offers you enhanced services

Your Health Care Concierge can connect you to a specially trained UPMC Resources for Life** representative. This program offers expanded services designed to help our members find resources for managing everyday living issues. A UPMC Resources for Life representative can provide resources for:

- Legal guidance for taxes, elder law, and living wills
- Financial counseling for retirement planning
- Household budgeting
- Preventing identity theft
- Short-term counseling over the telephone with a licensed professional counselor

“I’m very pleased with UPMC for Life.”

Bob Helwick is quick to express satisfaction with his UPMC for Life Medicare Advantage plan. “I’m very pleased with UPMC for Life,” he says. He also likes the way UPMC for Life keeps in touch with him through its Health Care Concierge program or by mail when anything of importance arises.
Peace of mind when you’re traveling

As a UPMC for Life member, you have access to Assist America® – the nation’s largest provider of emergency travel services, with over 25 years of experience. You can get emergency services and benefits whenever you’re more than 100 miles from home or in another country. Support is accessible 24 hours a day, 365 days a year.

Assist America provides the following services:

• Guaranteed hospital admission (when traveling outside the U.S.) for medically necessary treatment.

• Transportation to get you to the nearest facility capable of providing proper care when adequate medical facilities are not available locally.

• Round-trip transportation for a family member or friend to be with you if you are expected to be hospitalized for more than 7 days while traveling alone.

• Assistance with local language communications.

• Transportation back to your home or to a rehabilitation facility, with an escort if medically necessary, upon hospital discharge.

• Transport and return of mortal remains to your legal residence, in case of death.

“I was very, very satisfied with Assist America.”

Robert Durst was in Alaska just two days when he was bitten “by some kind of bug.” He had to be rushed to the emergency room at a hospital in Anchorage, where he was treated and released. Thanks to Assist America, Robert’s vacation wasn’t spoiled and he came away impressed with the coverage he didn’t know he had.

“I was very, very satisfied with Assist America. The people I talked to were very nice and courteous and, afterwards, I got a very nice letter from them. I’m very pleased.”
You can get physically fit and stay healthy

Our Silver&Fit® health and wellness program is offered at no extra cost to members. It’s designed specifically to help you get fit and maintain your health.

Here’s what our program includes:

• Membership at a local participating fitness club
• Weekly fitness club exercise classes
• Community social activities where you can meet other UPMC for Life members
• Access to a website featuring educational materials
• The chance to join the Silver&Fit Home Fitness Program, where you can walk or exercise at home using DVDs, handheld weights, and stretch bands

Improve your brain health and fitness

New for 2010 — our InSight™ brain health and fitness program** can help you exercise your brain and keep it healthy and fit. When you sign up for this exciting new program, you’ll get a software package to load on your home computer.

InSight™ – this program includes exercises for visual processing and memory to improve your brain’s reception of what you see. Increased visual processing speed can:

• Assist you in driving more safely and reduce your risk of a car accident
• Help you capture more visual details
• Improve your ability to react quickly

Cathleen Dickey
InSight™ Program User

“InSight™ saved my life. I know that I saw the car more quickly because I’ve been doing exercises like Bird Safari and Road Tour. They make you see things so fast!”
The difference you can count on

We offer you extra services, such as care management programs, a nurse advice line, and tools for tracking your health information that can help you stay healthy.

Care Management

Our health coaches offer one-on-one support to help you live with many chronic medical conditions, such as heart failure, asthma, diabetes, high blood pressure, coronary artery disease, chronic obstructive pulmonary disease (COPD), and depression. We also offer wound care treatment.

MyHealth OnLine**

As a UPMC for Life member, you have a confidential, Internet-based resource that gives you access to your most current health data. You can keep up-to-date information about your health care visits, add your own health history, view your most recent membership claims, and get information on your benefits.

MyHealth Advice Line

Once you’re a member, you can call the MyHealth Advice Line to get advice or ask questions about a medical issue. Experienced, registered nurses are on hand 24-hours a day, seven days a week.

**Please note: The products and services described are neither offered nor guaranteed under our contract with the Medicare program. They are not subject to the Medicare appeals process. Any dispute regarding these products and services may be subject to the UPMC for Life grievance process.
We take our role in your health care seriously and want to help you find the health care solution that works best for you.

Find out more about UPMC for Life and get answers to your questions.

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UPMC for Life
UPMC Health Plan Medicare Program

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UPMC for Life is a Medicare Advantage organization with a Medicare contract. UPMC for Life is a product of and operated by UPMC Health Plan, Inc., UPMC Health Network, Inc., and UPMC Health Benefits, Inc.