



2025

Welcome

We're glad you're here!



What we will cover today!

Who is
HealthTeam
Advantage

Understanding
Medicare Special
Needs Plans

HealthTeam
Advantage
HMO-CSNP Plan

Why HealthTeam
Advantage

Q & A

AT A GLANCE

INCORPORATED

January 1, 2015

CORPORATE OFFICE

300 E. Wendover Ave., Suite 121
Greensboro, NC 27401

LOCAL BENEFIT CENTER

Shoppes at Deep River
5815 Samet Dr., Suite 107
High Point, NC 27265

PLANS

- ♦ Medicare Advantage Preferred Provider Organization (PPO)
- ♦ Medicare Advantage Chronic Special Needs (HMO C-SNP)
- ♦ Medicare Advantage Health Maintenance Organization (HMO)

COVERAGE AREA BY COUNTY

Alamance	Davie	Pender
Alexander	Durham	Person
Alleghany	Forsyth	Randolph
Anson	Gaston	Richmond
Bladen	Guilford	Rockingham
Brunswick	Iredell	Rowan
Cabarrus	Lincoln	Scotland
Caswell	Mecklenburg	Stokes
Chatham	Montgomery	Union
Columbus	New Hanover	Wilkes
Davidson	Orange	Yadkin

Who is HealthTeam Advantage



Conducting business as HealthTeam Advantage, Care N' Care Insurance Company of North Carolina, Inc. is owned by Cone Health. HealthTeam Advantage made a significant impact when it entered the Greensboro Medicare Advantage market in January 2016.

Since then, the company has grown and now provides coverage for more than 22,000 Medicare beneficiaries throughout 33 North Carolina counties.

HealthTeam Advantage Medicare Advantage plans offer comprehensive coverage, including Medicare-covered medical benefits (Parts A and B), plus valuable extras such as dental, vision, hearing, prescription drug coverage, and more.



The HealthTeam Advantage mission is to improve the health and well-being of our communities through a commitment to personalized service, quality, and enhanced care experiences.



Understanding Medicare Special Needs Plans



Understanding Medicare Special Needs Plans (SNPs)

What are SNPs?

Medicare Special Needs Plans (SNPs) are a type of Medicare Advantage Plan (like an HMO or PPO). Medicare SNPs limit membership to people with specific diseases or characteristics, and design plan benefits, provider choices, and list of covered drugs (formularies) to best meet the specific needs of the groups they serve.



Chronic Conditions Special Needs Plans (C-SNPs) offer support and care for Medicare beneficiaries living with chronic conditions like diabetes, heart disease, lung conditions, and end-stage renal disease (ESRD).

Dual-Eligible Special Needs Plans (D-SNPs) are for those who have both Medicaid and Medicare; these plans are designed to better coordinate care and benefits across both programs.



Institutional Special Needs Plans (I-SNPs) focus on Medicare beneficiaries who live in nursing homes or require full-time medical care.

Types of SNPs

Aside from regular Medicare Advantage plans, which are designed to replace and build upon your Original Medicare, there are Special Needs Plans, which tailor benefits, provider choices, and drug formularies to best meet specific needs of the groups they serve. There are three types of SNPs.

Understanding Medicare Special Needs Plans (SNPs)

Who can Enroll in a Medicare SNP?

Beneficiaries can join a Medicare SNP plan if they have:

- ❖ Medicare Part A (Hospital Insurance)
- ❖ Medicare Part B (Medical Insurance)
- ❖ Live in the plan's service area
- ❖ Meet the plan's eligibility requirements
 - ❖ **Institutional SNP (I-SNP):** They must live in an institution (like a nursing home) or require nursing care at home.
 - ❖ **Dual Eligible SNP (D-SNP):** They must have both Medicare and Medicaid.
 - ❖ **Chronic Condition SNP (C-SNP):** They have one or more severe or disabling chronic conditions.



For example, a Medicare SNP may be designed to serve only people diagnosed with chronic heart failure. The plan might include access to a network of providers who specialize in treating chronic heart failure, and it would feature clinical case management programs designed to serve the special needs of people with this condition. The plan's drug formulary would be designed to cover the drugs usually used to treat chronic heart failure.

People who join this plan would get benefits specially tailored to their condition and have all their care coordinated through the Medicare SNP.

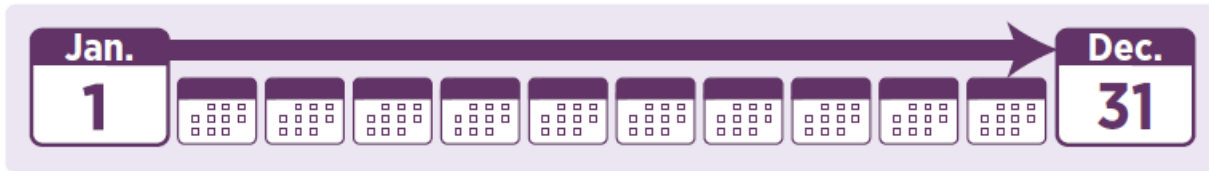
Each Medicare SNP limits its membership to people in one of these groups, or a subset of one of these groups.

Understanding Medicare Special Needs Plans (SNPs)

Medicare SNP Enrollment

There are certain times of the year or specific circumstances on when a beneficiary can enroll in a Medicare Special Needs Plan. They can enroll during their initial Enrollment Period (IEP), the Annual Enrollment Period (AEP), or potentially during a Special Enrollment Period (SEP) if they meet specific circumstances or have certain qualifying conditions.

Special Election Period

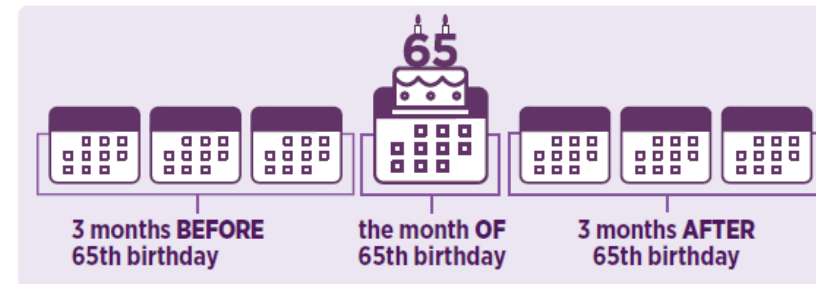


There are specific circumstances that make one eligible to enroll in a Special Needs Plan any time of the year.

- ◆ Have a specific chronic condition that makes one eligible for a Chronic Condition SNP (C-SNP).
- ◆ Move into a nursing home or other long-term care facility.
- ◆ Move into an area that offers a SNP.
- ◆ Are eligible for both Medicare and Medicaid (Dual Eligible Special Needs Plan or D-SNP).
- ◆ Are institutionalized, meaning they live or are expected to live in a qualified facility for 90 days or longer (Institutional Special Needs Plan or I-SNP).

One can enroll in a C-SNP, D-SNP, or I-SNP at any time during a SEP, if they meet the eligibility requirements.

Initial Enrollment Period



This period begins 3 months before turning 65, includes the month turning 65, and ends 3 months after turning 65.

Annual Enrollment Period



During this time, one can switch, drop, or join a Medicare SNP.



2025

HealthTeam Advantage Diabetes & Heart Care Plan (HMO C-SNP)



HealthTeam Advantage Diabetes & Heart Care (HMO C-SNP) Plan

HealthTeam Advantage Diabetes & Heart Care (HMO C-SNP) Plan is designed for individuals who are ready to take an active role in managing their chronic conditions. This includes following prescribed medications, attending regular checkups, and completing an annual Health Risk Assessment.

Members receive access to a **dedicated Care Management Team**, who help create a personalized care plan, and an **Interdisciplinary Care Team** to support them in reaching their health goals. These teams collaborate with your doctor and may include your PCP, specialists, pharmacists, nurses, and more.

The plan is also equipped with additional resources to help members access medications and services—often at greatly reduced or no cost.

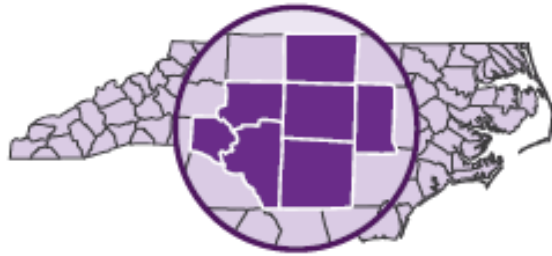
A Chronic Special Needs Plan by HealthTeam Advantage offering additional services and benefits to help better manage diabetes and chronic heart failure (CHF)



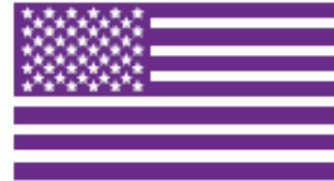
HealthTeam Advantage Diabetes & Heart Care (HMO C-SNP) Plan

Plan Eligibility

Medicare beneficiaries are eligible to join if they:



live in Alamance,
Guilford, Davidson,
Davie, Forsyth,
Randolph, or
Rockingham Counties



are a United States Citizen
or lawfully present in the
United States



have diabetes and/or
chronic heart failure (CHF)



2025 Plan Benefits

Diabetes & Heart Care (HMO C-SNP) Plan Benefits

Dental Benefit



Dental care can have a direct impact on your overall health.

In fact, dental health may influence the development of certain conditions, such as diabetes and heart disease, so it's important to get regular dental care.

Preventive dental services are included in all benefit offerings and include dental cleanings, oral exams, X-rays, and Medicare-covered exams. Most plans also include comprehensive dental care for services such as fillings, dentures, and crowns.

Our administrator for dental benefits is Dominion Dental Services, Inc. Members can choose dentists from their extensive North Carolina dental network ensuring they find the best fit for their oral health needs.

Highlights:

- ◆ No annual benefit maximum for periodic and comprehensive oral exams, cleanings, and bitewing X-rays.*
- ◆ Covers comprehensive dental services such as fillings, dentures, and crowns.*
- ◆ Annual deductible for comprehensive dental services and some diagnostic services (varies by plan).
- ◆ Annual benefit maximum for comprehensive dental services and some diagnostic services (varies by plan).



Learn More!



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336-914-2736 (TTY 711)



Dental Benefit

- ❖ \$2,500 Annual Maximum Coverage
- ❖ \$100 Annual Deductible for Comprehensive Dental Services
- ❖ \$0 Deductible for most preventive dental services including periodic and comprehensive oral exams, cleanings, and bitewing x-rays
- ❖ Comprehensive dental services such as fillings, dentures, crowns, extractions and periodontic procedures are covered
- ❖ No Out of Network coverage
- ❖ Refer to the *Evidence of Coverage* for full details

Vision Benefit



Healthy eyes and vision are important to your well-being.

It's important to get regular eye exams even if you don't wear prescription lenses. Routine (not covered by Medicare) eye exams can detect health conditions with no obvious symptoms such as glaucoma, diabetes, and macular degeneration.



Our vision benefits are through a national vision partner, VSP® Vision Care. VSP has thousands of providers nationwide and more than 950 across North Carolina. The providers are one-stop shops offering exams and eyewear.

Highlights:

- ◆ Coverage for diagnostic and routine eye exams. Copays and coinsurance vary by plans.
- ◆ \$0 copay for single vision, lined bifocal, lined trifocal, and lenticular lenses.
- ◆ Includes allowance based on plan for frames or contact lenses.



Learn More!



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Vision Benefit

- ❖ \$0 Copay for one Routine Eye Exam (non-Medicare covered) per year that includes one refraction per year
- ❖ Medicare-covered Eye Exams:
 - ❖ \$0 copay for Diabetic Eye Exam
 - ❖ \$15 copay for all other Diagnostic Eye Exams, 1 per year, refraction included
- ❖ \$175 Allowance per year for routine eyewear, including contact lenses, each year
- ❖ \$0 cost for single vision, lined bifocals, lined trifocals, and lenticular lenses
- ❖ Refer to the *Evidence of Coverage* for full details



2025

Diabetes & Heart Care (HMO C-SNP)

Hearing Benefit



Good hearing is important to your health and safety.

Some types of hearing loss can be treated with medicine or surgery. Permanent hearing loss, however, is usually treated with hearing aids.

Hearing aids are not a one-size-fits-all product. If you have hearing loss, having the hearing aid that best meets your

TruHearing specific needs can make a world of difference. Our hearing aid benefits are through TruHearing®, an exclusive national hearing aid savings program for members.

Highlights:

- ◆ Up to two TruHearing Standard, Advanced or Premium hearing aids are covered per year (one per ear).
- ◆ Routine Hearing Exam - \$25 copay (limited to 1 per year).
- ◆ Copays range from \$299-\$799 per hearing aid.
- ◆ Includes unlimited provider visits for fitting and adjustments for one year after purchase.



Learn More!



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Hearing Benefit

- ❖ \$15 Copay for a Medicare-covered diagnostic hearing exam
- ❖ \$25 Copay for routine assessment for hearing aids, 1 per year
- ❖ \$0 Copay for hearing aid fitting and evaluation with unlimited visits following a hearing aid purchase for 12 months
- ❖ \$299-\$799 per hearing aid, up to two hearing aids, one per ear per year.
- ❖ TruHearing provider must be used for routine hearing benefits and hearing aid benefit
- ❖ Refer to the *Evidence of Coverage* for full details

TruHearing®

 **healthteam**
advantage™

2025

Diabetes & Heart Care (HMO C-SNP)

Fitness Benefit

Feel your best with SilverSneakers!

Maintaining an active lifestyle is important to both physical and mental health. That's why our members have access to SilverSneakers, a nationally recognized leader in fitness for mature adults.

SilverSneakers is a program designed with you in mind. HealthTeam Advantage members have the opportunity to join, at no extra cost, a group of like-minded people focused on maintaining good health and independence.



With HealthTeam Advantage and SilverSneakers you have the opportunity to improve your health, gain confidence and connect with your community.

- ◆ SilverSneakers is available to members at no cost.
- ◆ Benefit includes access to thousands of participating SilverSneakers fitness locations.
- ◆ Classes are offered in person or online.



Learn More!



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336-914-2736 (TTY 711)



Fitness Benefit

- ❖ Classes for all fitness levels
- ❖ Live online classes and workshops from the comfort of your home
- ❖ On-Demand video workouts, plus health and nutrition tips
- ❖ Fitness app to access programs on the go, track and schedule activities, find locations, and get your member ID with SilverSneakers GO
- ❖ 22,000+ fitness locations from national guys to local community centers
- ❖ Refer to the *Evidence of Coverage* for full details



2025

Diabetes & Heart Care (HMO C-SNP)

Over-the-Counter (OTC) Benefit



Get over-the-counter products and healthy foods every quarter — at no cost to you.

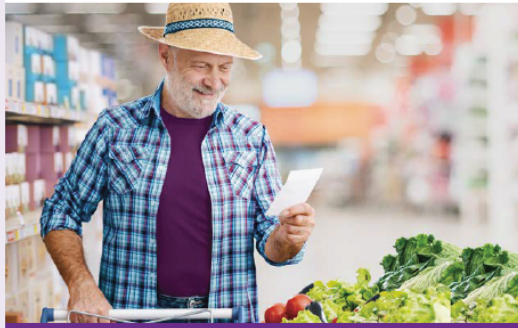
Think about all the over-the-counter (OTC) medications and supplies you purchase throughout the year—from allergy medications to vitamins to COVID-19 home tests and first aid kits. These items can get expensive, especially if you are managing a chronic condition and need OTC items on a regular basis.

To help with the cost of these supplies, members receive their quarterly allowance preloaded on a debit card through NationsBenefits®, which they use to purchase eligible OTC items from participating retailers or shop online (with free home delivery) through NationsBenefits.

In addition, Diabetes & Heart Care (HMO C-SNP) plan members can purchase healthy foods such as groceries, fresh produce, and even prepared meals with this benefit.

Highlights:

- ◆ Prepaid debit card from NationsBenefits® to purchase eligible OTC items and healthy foods.
- ◆ Allowance is \$70 per quarter (every three months).
- ◆ Unused funds carry over to the next quarter for use during the calendar year.
- ◆ Free home delivery on OTC items with online shopping.



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Over-the-Counter (OTC) Benefit

- ❖ \$70 allowance per quarter (\$280 a year) pre-loaded on debit card from NationsBenefits
- ❖ Covers eligible healthy grocery items and OTC items at participating retailers or through NationsBenefits online store
- ❖ Unused amount rolls to next quarter
- ❖ Allowance must be used by December 31
- ❖ Refer to the *Evidence of Coverage* for full details

nations benefits

healthteam
advantage™

Transportation Benefit



Highlights:

- ◆ 48 one-way rides (up to 100 miles one way) per year to or from approved health-related locations at no cost.
- ◆ Offers various modes of transportation: Rideshare, Ambulatory NEMT or Wheelchair Van.
- ◆ Provides on-demand service for last-minute needs.



Never Miss Another Appointment!

Attending medical appointments and sticking to care plans are key parts of staying healthy.

We've partnered with SafeRide to offer our transportation services benefit. With SafeRide, members can get rides to medical appointments and other plan-approved health-related locations at no cost, and can choose one support person (such as a spouse or friend) to ride with you. SafeRide will ensure you have the right ride at the right time for an optimal, secure transportation experience.

SafeRide —

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336-914-2736 (TTY 711)



Transportation Benefit

- ❖ 48 One-way rides, up to 100 miles to and from health-related locations at no cost
- ❖ One support person allowed to ride with you at no additional cost
- ❖ On-demand service for last minute needs
- ❖ Various modes of transportation; rideshare, ambulatory NTMT or wheelchair van
- ❖ Refer to the *Evidence of Coverage* for full details

SafeRide —



In-Home Meal Delivery Benefit



Highlights:

- ◆ Fresh, never frozen meals delivered to your home after discharge from hospital or skilled nursing facility.
- ◆ Includes two medically tailored fresh meals per day (varies by plan).
- ◆ Menus can be tailored to support common health conditions.



Get the support you need with meal assistance.

After being discharged from the hospital, HealthTeam Advantage recognizes the importance of rest and recovery with access to the right nutrition. To ease this transition, we've partnered with NationsBenefits® to provide meal delivery services following a hospital stay, surgery, or skilled nursing facility discharge. Members with certain chronic conditions may also qualify for this benefit.

Eligible members receive two meals per day, delivered directly to their home at no cost. The duration of benefit depends on your plan. Meals are crafted by registered dietitians and can be customized to meet specific health needs.

Learn More!



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336-914-2736 (TTY 711)



In-Home Meal Delivery Benefit

- ❖ 2 meals per day for 21 days after discharge or qualifying chronic illness
- ❖ Fresh, never frozen meals delivered to member's home
- ❖ Tailored menus to support health condition
- ❖ Refer to the *Evidence of Coverage* for full details

nations benefits



2025

Diabetes & Heart Care (HMO C-SNP)

In-Home Support & Companion Benefit



Built on human connection, friendly helpers offer companionship and support with everyday tasks.

Through our partnership with Papa, members have access to vital social support through a network of trained and vetted non-medical helpers called Papa Pals. Papa Pals support members' social needs in countless ways - by helping with everyday tasks such as running errands, driving to appointments, meal prep, folding laundry, helping with pets, playing a game, engaging in great conversation and more. Papa Pals are available in person and by phone.

Papa Pals cannot assist with medical or personal care that a licensed professional would handle or do house tasks you would normally pay a professional to do.



Highlights:

- ◆ Papa Pals help with everyday tasks and provide companionship.
- ◆ \$0 copay for a set number of hours of help per year based on plan.
- ◆ Papa Pals are available in person or by phone.
- ◆ Help members achieve whole health and reduce loneliness.



Learn More!



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336-914-2736 (TTY 711)



In-Home Support Benefit

- ❖ \$0 Copay for up to 60 hours per year with a Papa Pal friendly helper
- ❖ Assistance with everyday non-medical tasks like running errands, meal prep, folding laundry, helping with pets and much more!
- ❖ Companionship available in person or by phone
- ❖ Refer to the Evidence of Coverage for full details



Custodial Care Benefit



Highlights:

- ◆ Benefit includes non-medical care (self-care tasks, household chores, and mobility tasks) performed by professional caregivers.
- ◆ Covers up to 20 hours of care after a hospital stay or qualifying outpatient procedure, for a maximum of 60 hours per year, at no cost to members.

Personal, professional, non-medical care when you need it most.

Sometimes after a hospital stay or an outpatient procedure, you might need extra help with basic everyday tasks. We call that help custodial care, or non-medical care performed by professional caregivers. It includes help with everyday tasks such as:

- ◆ eating, dressing, and bathing
- ◆ cooking, running errands, and laundry
- ◆ lifting and carrying items

Although custodial care is not covered by Original Medicare, we think it's important to help you get back on your feet after surgery or other qualifying procedures.

Note: Some limits apply for outpatient procedures.



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336-914-2736 (TTY 771)



Custodial Care Benefit

- ◆ \$0 Copay for care (up to 20 hours) after a hospital stay or qualifying outpatient procedure, for a maximum of 60 hours per year
- ◆ Non-medical care (household chores, self-care tasks) performed by professional caregivers
- ◆ Refer to the *Evidence of Coverage* for full details

2025

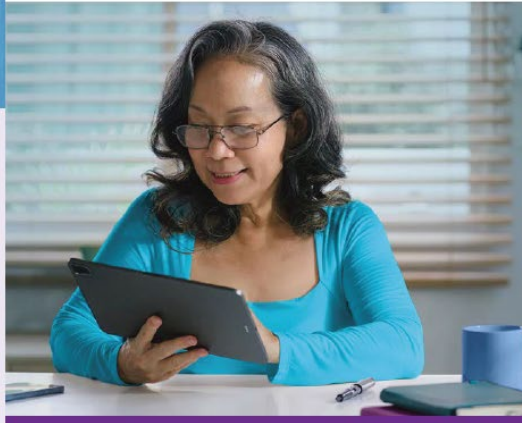
Diabetes & Heart Care (HMO C-SNP)

Memory Fitness Benefit



Highlights:

- ◆ Program built on 30 years of brain research.
- ◆ Online exercises adapt based on your needs.
- ◆ Work on attention, brain speed, memory, and more.



Your brain needs exercise, too.

Just as exercise is important for physical health, brain training exercises can improve memory and cognitive performance. That's why HealthTeam Advantage offers BrainHQ, a program of online exercises that work on attention, brain speed, memory, people skills, and navigation.

Members can do these exercises at home on a computer or mobile device. There is **no cost to members** and no big time commitment — it takes less than five minutes to complete each BrainHQ level.



Learn More!



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336-914-2736 (TTY 711)



Memory Fitness Benefit

- ❖ Exercises for your brain!
- ❖ Fun computerized games on a computer, tablet or smart phone
- ❖ Games adapt to the level of difficulty





Nurse Advice Line Benefit



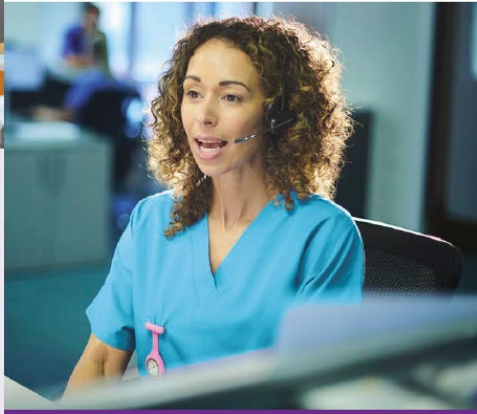
Registered nurses are available 24/7 to help members get the care they need.

Our 24-hour Nurse Advice line is staffed with a highly trained, caring team of registered nurses who are ready to help members:

- ◆ Determine if they should visit the ER, a doctor, or an urgent care center
- ◆ Answer non-emergency health questions
- ◆ Get information or support on chronic conditions such as diabetes, high blood pressure, COPD, or heart disease

Highlights:

- ◆ Registered nurses available by phone 24/7 to answer questions and offer support.
- ◆ Can help members determine what type of care they need.
- ◆ Available at no cost to members.



Learn More!



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336-914-2736 (TTY 711)



Nurse Advice Line Benefit

- ❖ Registered nurses available by phone 24/7
- ❖ Assist members with type of care they need
- ❖ Get information/support on chronic conditions
- ❖ No additional cost



2025

Diabetes & Heart Care (HMO C-SNP)

Care Management Team



Helping members and providers better manage chronic conditions.

Care management helps members improve their health and well-being by coordinating care among providers, reducing hospital visits, boosting patient engagement, and helping to manage chronic conditions.

Our Diabetes & Heart Care (HMO C-SNP) plan is designed for people who are ready and willing to partner with their doctors and care teams by:

- ◆ Actively participating in managing a chronic condition.
- ◆ Partnering with a dedicated nurse case manager in managing the condition and reaching healthcare goals.
- ◆ Working with an Interdisciplinary Care Team to manage physical, psychological, and social needs.

Highlights:

- ◆ Care Management team works to help manage chronic conditions by coordinating care among providers.
- ◆ Dedicated nurse case manager and an Interdisciplinary Care Team collaborate with members to manage their needs.
- ◆ Available at no cost to members.



Learn More!



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Care Management

- ❖ A team to help manage chronic condition by coordinating care among providers
- ❖ Members have a dedicated nurse case manager and an interdisciplinary care team to help with their needs
- ❖ No additional cost



Preferred Pharmacy Locations



Highlights:

- ◆ Preferred Pharmacies offer lower copays for some drugs.
- ◆ Locations include national chains and local, independent pharmacies.
- ◆ Home delivery and adherence packaging available with no extra cost through Cone Health Community Pharmacy at Wesley Long.



Members save money on prescriptions with Preferred Pharmacies.

Our Preferred Pharmacy locations offer a lower copay for drugs on Tiers 1 and 2. Locations include national chains such as CVS and Walmart in addition to many local, independent pharmacies. Cone Health Community Pharmacy is also an option, which allows prescriptions to be seamlessly integrated into member medical records.

Cone Health also operates a home delivery pharmacy (Cone Health Community Pharmacy at Wesley Long) with no cost for shipping prescription medications.

Preferred Pharmacy Locations:

- ◆ Cone Health Community Pharmacy (8 locations for 2025)
- ◆ CVS
- ◆ Wal-Mart/Sam's Club
- ◆ Harris Teeter
- ◆ Many independent pharmacies

Learn More!



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Preferred Pharmacy Benefit

- ❖ Using a preferred pharmacy saves money
- ❖ Locations include local and national chains, independent pharmacies
- ❖ Even includes 8 locations for Cone Health Community Pharmacy

Summary of Benefits

HealthTeam Advantage Diabetes &
Heart Care (HMO C-SNP)



HealthTeam Advantage Diabetes & Heart Care (HMO C-SNP)

Summary of Benefits

2025	HealthTeam Advantage Diabetes & Heart Care (HMO C-SNP)
Monthly Plan Premium	\$0
Deductibles	\$0 Medical
In Network Maximum Out of Pocket	\$3,500
Inpatient Hospital	\$225 copay/day days 1-6
In Network Primary Care Physician Visit	\$0 copay (includes Cardiologist, Endocrinologist & Podiatrist)
In Network Specialist* Visit	\$15 copay



*Specialist copays can vary for specific specialists. Please contact the plan for more information.

HealthTeam Advantage Diabetes & Heart Care (HMO C-SNP)

Summary of Benefits

2025	HealthTeam Advantage Diabetes & Heart Care (HMO C-SNP)
Emergency Room	\$120 copay
Urgent Care	\$20 copay
Skilled Nursing Facility	\$0 days 1-20; \$203/day days 21-100
Physical, Speech & Occupational Therapy	\$15 copay
OTC	\$70 per quarter (includes Healthy Foods and Groceries)
Meals	2 meals per day, 21 days



HealthTeam Advantage Diabetes & Heart Care (HMO C-SNP)

Summary of Benefits

2025 Part D Benefits		
Annual Deductible	\$95; Tiers 4 & 5 only	
	30-day supply	100-day supply
Tier 1	\$0	\$0
Tier 2	\$0	\$0
Tier 3	\$47	\$117.50
Tier 4	\$100	\$250
Tier 5	31%	31%
Tier 6	\$0	\$0



Enrollment Details & Reminders



Enroll all year

SEP when first diagnosed with Diabetes and/or Chronic Heart Failure (CHF)



Plan is effective the 1st of the month following enrollment confirmation



Condition Verification

Treating physician to attest to chronic condition

60 days to verify after effective date



Complete your Health Risk Assessment



For full plan details, review the **Evidence of Coverage** document located on the HealthTeam Advantage website at www.htanc.com/members/2025-plan-documents/

Why Choose HealthTeam Advantage?

We're **local**, based right here in North Carolina. We know the same doctors and hospitals who will provide care for our members. We're also doctor-guided, so we understand their healthcare needs.

We're **accessible**. HealthTeam Advantage members are assigned their own Healthcare Concierge, who will answer their questions, explain their plan benefits, help the member find a network doctor, schedule appointments, and more.

We're **reliable**. We work hard to earn the trust of our members who give us high marks for satisfaction year after year.

We're **committed**. Our mission is to improve the health and well-being of our communities through a commitment to personalized service, quality, and enhanced care experiences.



The Local Touch

Personal Healthcare Concierge



HealthTeam Advantage is committed to delivering the best possible member experience, driven by its unique personal touch customer service model. Through this Healthcare Concierge model, a **team of local experts**—knowledgeable in Medicare and Medicare Advantage plans—provides personalized support to answer all member questions with care.

Members call or email their Healthcare Concierge for:

- ❖ Explanation of their health plan benefits
- ❖ Coordination of healthcare services with an in-network doctor
- ❖ Assistance in verifying health plan coverage with a participating provider
- ❖ Help finding a healthcare facility nearest to the member
- ❖ And much more!



The Personal Touch



The Local Touch

Community Connections

At HealthTeam Advantage, “community connections” aren’t just words — they’re at the heart of everything we do. We’re proud to partner with local nonprofits to support and sponsor a wide range of events throughout the year, from the Senior Games and Triad Honor Flight to monthly movie nights and bingo.

It’s all part of our mission: to improve the health and well-being of communities we serve right here in North Carolina!



Greater High Point
Senior Games



The Local Touch

Your Local Benefit Center (LBC)



What can you do at the Local Benefit Center:



Meet with a Healthcare Concierge or a local Medicare Expert



Attend Wellness Workshops or Medicare educational classes



Pick up HealthTeam Advantage plan material or Medicare guides



Gather for social events

Stop by to say hello & have a cup of coffee!

Open weekdays from 9 a.m. – 4 p.m.
at The Shoppes at Deep River
5815 Samet Dr., Suite 107, High Point, NC 27265





Questions?



Ready to Get Started? We're Here to Help!

Call our local Medicare Experts.

336-221-3260 (TTY 711) 8:00 a.m. to 8:00 p.m. | Monday - Friday

HealthTeam Advantage, a product of Care N' Care Insurance Company of North Carolina, Inc., is a PPO and HMO Medicare Advantage plan with a Medicare contract. Enrollment in HealthTeam Advantage depends on contract renewal. Every year, Medicare evaluates plans based on a 5-star rating system. HealthTeam Advantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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