Who's calling?

A guide to Medicare Advantage contract partners

Have you received a phone call from a company you've never heard of, but they tell you they work with your Medicare plan? While it may seem suspicious, Medicare Advantage plans hire companies who specialize in specific types of service to help plan members. These companies are called "third-party administrators" or TPAs.

Companies who may work with your health plan

BeneLynk (https://www.benelynk.com/) – Provides Medicaid eligibility and enrollment assistance.

What do they do? BeneLynk helps D-SNP and veteran members who have both Medicare and Medicaid (called "dual eligible" members). They assist with benefit enrollment and recertification.

How they help:
- Connect you to rides for doctor visits.
- Find resources for food and help paying bills.
- Link you to community programs.

How it works: Before BeneLynk can help you, you need to sign a form giving them permission. They'll mail this form to you.

How to reach them:
- Phone: 855-553-5104
- Email: help@benelynk.com

Solace Health - Your personal health care guide.

What do they do? Solace Health provides care coordination and assigns a personal care navigator to help access health care specialists and services.

How they help:
- Schedule your doctor's appointments.
- Help you understand confusing medical bills.
- Help with insurance denials.
- Keep track of your medicines.

How it works: First, you'll talk to a Solace doctor online. Then they'll match you with the right helper for your needs**.**

How to reach them:
- Phone: 240-693-3281
- Website: www.solace.health

Centauri Health Solutions – Helps with eligibility and enrollment in assistance benefits.

What do they do? Centauri helps patients determine if they're eligible for and enroll in government and community-based programs.

How they help:
- See if you qualify for Medicaid .
- Help you fill out applications for benefits.
- Connect you to food banks, housing help, & transportation.
- Help people apply for disability benefits.

How it works: They'll ask questions to see if you qualify. If you do, they'll help you apply for benefits. The service is a free service offered through contracted Medicare plans. *Call your plan to see if they contract with Centauri.*

How to reach them:
- Phone: 888-447-8908
- Email: Contact.Us@centaurihs.com
- To opt out of calls: https://mlanding.centaurihs.com/opt-out-calls

SMP Senior Medicare Patrol
Preventing Medicare Fraud

SHIBA OFFICE of the INSURANCE COMMISSIONER WASHINGTON STATE

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Signify Health – CVS Health offers health evaluations and preventative screenings.

What do they do? Signify Health schedules licensed clinicians to visit your home for a free health checkup. Visits last about an hour. The results of the health checkup are shared with the beneficiary and their primary care provider.

How they help:
- Assess physical and behavioral health.
- Conduct medication review.
- Perform diagnostic services if appropriate.
- Screen for environmental factors impacting health.

How it works: They visit your home so it's easier for you—no driving to a doctor's office! Plus, seeing your home helps them understand how to better help you.

How to reach them:
- Phone: 1-855-984-5121
- Schedule online: schedule.signifyhealth.com

Important things to remember

Legitimate companies:
- Are paid by known Medicare plans.
- Their services are FREE to you.
- You can say "yes" or "no" to their help.
- They follow privacy rules to keep your information safe.
- Tell you which Medicare plan they work with.
- NEVER ask for money, banking or financial information.

Warning signs of a scam:
- Pressure you to decide right away.
- Ask you for money or financial information.
- Unclear about which company and plan they work for.
- Give you a fake or wrong phone number.

If something feels wrong: Hang up and call your Medicare Advantage plan using the phone number on your insurance card.

Questions to ask when they call:
1. "Which Medicare plan do you work with?"
2. "Can you send me information in the mail?"
3. "Will this cost me any money?"
4. "What am I obligated to and for how long?"

Remember to check and verify!

- Check by asking clarifying questions.
- Verify by calling your insurance plan using the number listed on your member card.

If you suspect fraud or have questions, call our Insurance Consumer Hotline, and ask to speak with SHIBA (Statewide Health Insurance Benefits Advisors). SHIBA is Washington state's Senior Medicare Patrol project. We can help you prevent, detect and report Medicare and Medicaid fraud and abuse.

1-800-562-6900
insurance.wa.gov/medicare

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