



MEMBER FREQUENTLY ASKED QUESTIONS (FAQs)

Below you will find a list of questions and answers that can help you as you are transitioning from CareLink to Community First Mercado Plan, a qualified health plan on the Health Insurance Marketplace®.

1. If I join Community First Mercado Plan, will my benefits/coverage change?

No. The benefits and coverage you currently receive through CareLink will stay the same. In many cases, your cost-sharing may be lower, which could result in more savings. In addition, you'll have access to extra benefits and services, including:

- Vision care for your dependents (children)
- Ambulance services
- Hearing services, including hearing aids
- Durable Medical Equipment
- Chiropractic care
- Hospice care
- Prescription drugs

2. Is Community First Mercado Plan a health insurance plan?

Yes, Community First Mercado Plan is a health insurance plan. It offers the same coverage and benefits as your current CareLink plan, plus more benefits at no additional cost. (There may be a copay, a flat fee that you pay on the spot, for certain health care services. After your copay is paid, you owe nothing.)

3. How does Community First Mercado Plan differ from my CareLink plan?

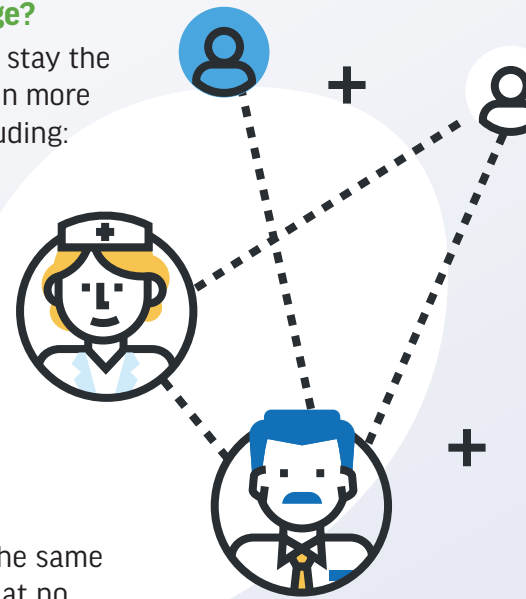
Community First offers you and your family added benefits and expanded coverage. As a Community First Member, you can depend on the same level of support and resources that you're used to receiving from CareLink.

4. Will I have to find a new doctor(s) as a Community First Member?

No. Our network of providers is the same as CareLink's network of providers. At your next doctor's visit, simply inform the front desk staff that you are now covered under Community First and present your Community First Member ID card. (Card will be mailed to you upon enrollment).

5. Does Community First offer translation services?

Yes. Community First Member Services representatives speak both Spanish and English and there are free translation services available to you for health care visits. You can arrange for these services through Community First Member Services. A Member Services representative can also help you find a Provider that is bilingual.



6. Do I need a referral to see a specialist as a Community First Member?

No. Community First's network of providers includes specialists to help treat and manage your chronic/special health care needs. You do not need a referral to see a specialist in the Community First network. Specialists are located in your area.

7. Will I have prescription drug benefits as a Community First Member?

Yes. Some drugs may have a copay. You can find a list of covered drugs in the Formulary located at CommunityFirstMarketplace.com or contact Member Services if you have a question about a specific medication.

8. Where can I go to get my medications refilled?

You'll experience the most cost savings by going to a University Health Pharmacy to fill your prescription. You can also sign up for free mail order delivery for some medications.

University Health Pharmacy Locations	
Medical Center Pavilion Pharmacy 4647 Medical Drive	Robert B. Green Pharmacy 903 W. Martin Street
Texas Diabetes Institute Pharmacy 701 S. Zarzamora Street	University Health Southeast Pharmacy 1055 Ada Street
University Health Southwest Pharmacy 2121 SW. 36th Street	University Hospital Discharge Pharmacy 4502 Medical Drive
University Health Vida Pharmacy 3611 Jaguar Parkway	University Health Wheatley Pharmacy 3860 IH 10 East

9. Until what age are my children (dependents) eligible for pediatric vision care?

Children up to age 19 (dependents) who are covered under your health plan are eligible for vision care coverage.

**10. What happens after my first year of Community First Mercado Plan coverage?
Can I keep my coverage or will it end?**

During open enrollment (November 1 - January 15), you can renew, change, or update your plan. We will keep you updated about open enrollment as the date approaches.

11. If I decide to enroll, where can I find out more about Community First Mercado Plan?

After you enroll, you will receive a New Member Packet in the mail. The packet will include helpful materials, including:

- Community First Mercado Plan Schedule of Benefits and Cost Sharing
- Community First Mercado Plan New Member Guide
- Community First Mercado Plan Member ID card

You can also visit CommunityFirstMarketplace.com to review different documents specific to your plan, including:

- **Summary of Benefits and Coverage:** A plan summary that includes cost-sharing, coverage limitations, exceptions, and benefits scenarios.
- **Schedule of Benefits:** A chart summarizing the coverage available under your plan with cost-sharing information.
- **Evidence of Coverage:** A detailed description of covered health care benefits, including vision and hearing services.
- **Formulary:** A list of covered generic and brand name prescription drugs.
- **Provider Directory:** An alphabetical list of providers you can see in the Community First network.

COMMUNITY FIRST MERCADO PLAN CONTACT INFORMATION**Community First Member Services**

1-888-512-2347 (toll-free)
210-358-6400 (local)
Monday through Friday, 8:30 a.m. to 5 p.m.

Website

CommunityFirstMarketplace.com

24/7 Nurse Line

1-800-434-2347

24/7 Behavioral/Substance Misuse Hotline:

1-877-221-2226

