

MEDICARE FIRST LOOK NEW YORK CITY



2027

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Exciting Updates for 2027



MetroPlusHealth Is Rising!



MetroPlusHealth has officially achieved a **4-Star CMS rating**, marking an exciting step forward in quality, service, and member experience.

The **CMS Star Ratings** program helps Medicare beneficiaries compare health plans based on factors such as quality of care, customer service, member experience, complaints, and member retention. A higher star rating reflects stronger overall plan performance and a greater commitment to delivering high-quality care and service to our members.

THIS IS MORE THAN A RATING, IT'S MOMENTUM.



This achievement reflects the hard work, commitment, and dedication of our teams, providers, brokers, and partners who continue to put members first every day.



What this means:

- Stronger quality recognition
- Greater confidence for our members
- A more competitive MetroPlusHealth Medicare offering
- A powerful message for brokers and community partners



We're moving upward and we're just getting started!

This Achievement Belongs to All of Us



This milestone is the result of the dedication and collaboration of our employees, providers, community partners, and our broker community.



A Special Thank You to Our Brokers

Our brokers play a critical role in our success. Every day, you:

- ✓ Serve as trusted advisors
- ✓ Help Medicare beneficiaries understand their options
- ✓ Connect with the coverage that best meets their needs
- ✓ You commit to educating members
- ✓ Building relationships
- ✓ Representing MetroPlusHealth in the community has been instrumental in our growth and success.

Thank You for Being Part of the Journey

About MetroPlusHealth



METROPLUSHEALTH MEDICARE PLANS

MetroPlusHealth has offered low-cost, quality health care to people in Brooklyn, the Bronx, Manhattan, Queens, and Staten Island for more than 40 years.



AT METROPLUSHEALTH, WE FOCUS ON KEEPING NEW YORKERS HEALTHY.

- ✓ MetroPlusHealth (MPH) gives brokers a powerful value proposition to bring to prospective members.
- ✓ MPH members can choose from thousands of providers across the city. Members will find offices in their communities, along with local family care sites.
- ✓ We also offer 24/7 telehealth with Express Care right from your smartphone, tablet, or computer.

It's the combination of access, convenience, and value that makes MetroPlusHealth an easy choice for many Medicare beneficiaries.



TURN METROPLUSHEALTH'S NETWORK STRENGTH INTO SALES OPPORTUNITIES

Reach More Communities

- ✓ 40+ languages and interpreter support to help brokers connect with NYC's diverse communities.

Sell the Power of Choice

- ✓ Access to 40+ hospitals, including NYU Langone, Montefiore, Mount Sinai, and NYC Health + Hospitals.

Broad Access to Care

- ✓ Thousands of providers and 110+ urgent care centers give members more options for care.

Strong Community Provider Relationships

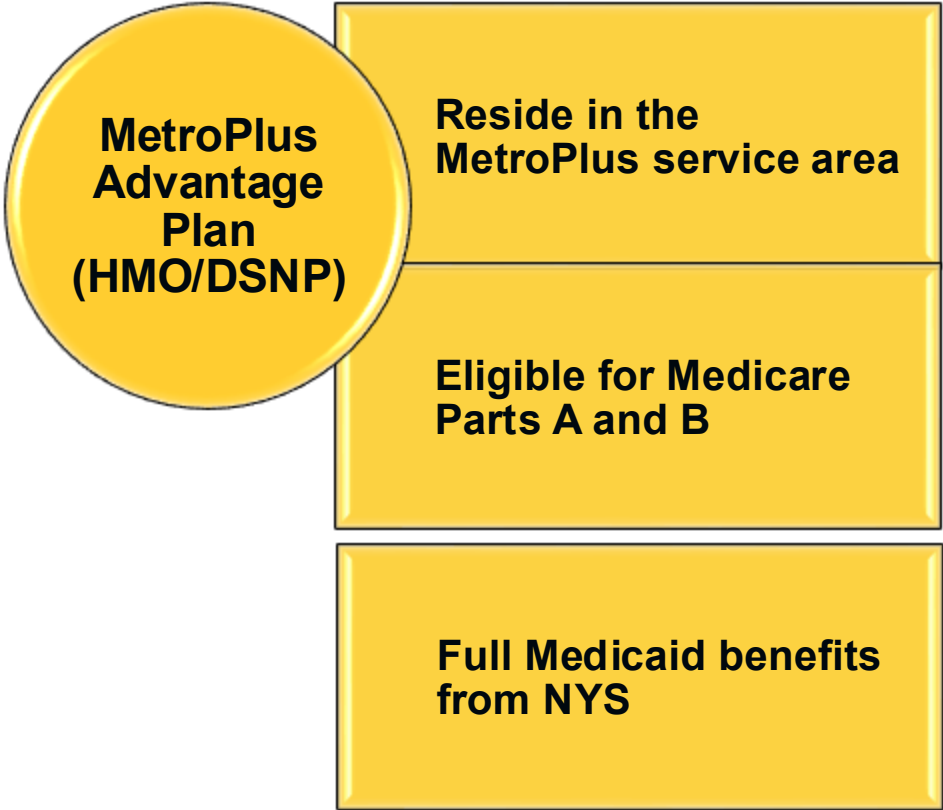
- ✓ Partnerships with leading community IPAs create referral and growth opportunities.

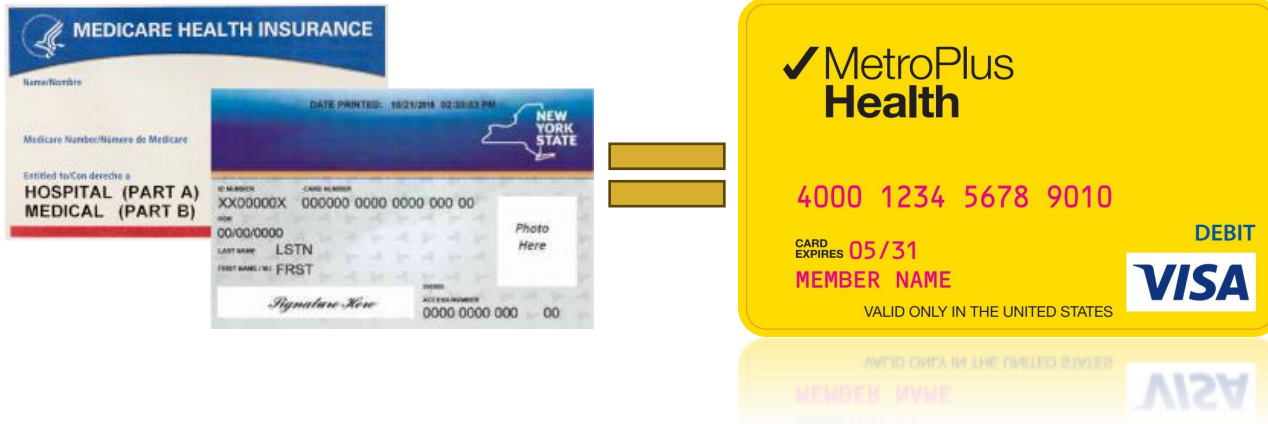


2027 Medicare Advantage Plan Portfolio



METROPLUS ADVANTAGE PLAN (HMO D-SNP): WHO IS ELIGIBLE?





\$3,120 / year / Flex

+

**Up to \$210 / year /
Member Rewards**

Flex Card

- ✓ In 2027, the plan will continue offer benefits such as OTC, Utilities, Groceries, PERS, bathroom safety devices, pet supplies, chiropractor. **New** for 2027, rental assistance all in one card
- ✓ Up to **\$3,120 / year / \$780 / quarterly**
- ✓ Members will receive one card
- ✓ Member rewards \$\$ on at the same card
- ✓ Benefits will be managed by InComm with over **6,000** locations in NYC!!!! **New:** Added online vendors Walmart, Walgreens, more to come



BENEFITS FOR 2027!

MetroPlus Advantage Plan (HMO D-SNP)		
Benefit	2026	2027
Flex Card	\$500 per quarter	\$780 per quarter Adding rent assistance (only through VISA network)
Eyewear	\$450	\$500
Routine foot care	8 visits per year	12 visits per year
Non-emergency transportation	48 one-way trips (plan approved medical locations)	50 one-way trips (plan approved medical locations)
Hearing aids	\$500 per year	\$2,000 per year plus annual hearing exam and annual hearing aid fitting
Acupuncture	20 visits per year	Unlimited visits
Dietary	6 visits	Unlimited visits

Please note: All benefits are subject to MetroPlusHealth coverage policies and final bid approval.



Card must be used as a Credit Transaction

METROPLUS ADVANTAGE PLAN (HMO D-SNP)

Offers everything that Original Medicare does PLUS

-  \$0* premiums, deductibles, and coinsurance (including for annual physical exam, too)
-  Get paid back for working out: Up to \$250 every six months for membership to qualifying gyms
-  **NEW!** 50 one-way rides to and from doctors' visits
-  \$500 for eyewear (every year)
-  Telehealth: \$0 24/7 visits with Express Care doctors and therapists from your smartphone, tablet, or computer (for urgent care and behavioral health)
-  Member portal
-  Informational town hall meetings
-  **NEW!** \$780 every three months to help pay for over-the-counter drugs, utilities, groceries, PERS, pet supplies, rent assistance, chiropractic visits, and bathroom safety devices using a prepaid card (unused value does not roll over to the next quarter)
-  Medicines pre-packaged and delivered to you at no extra cost. Offered through PillPack or CVS Pharmacy.
-  **NEW!** Emergency care worldwide
-  \$0* for most generic prescription drugs
-  **NEW!** Hearing aids: Up to \$2,000 for both ears (every year), plus one hearing exam and one hearing aid fitting each year
-  Pay your monthly premium online
-  Personalized help getting the care you need

Please note: All benefits are subject to MetroPlusHealth coverage policies and final bid approval. Premiums and cost-sharing may vary, based upon LIS and/or Medicaid status.

METROPLUS ADVANTAGE PLAN (HMO D-SNP) DENTAL BENEFITS

100% Coverage for Eligible Preventive and Comprehensive Dental Services Through the DentaQuest Network.



Comprehensive Dental

- ✓ Oral Exams (up to 1 every 6 months)
- ✓ Bitewing X-Rays (up to 1 every 6 months)
- ✓ Dental Cleanings (up to 1 every 6 months)
- ✓ Fluoride Treatments (up to 1 every 6 months)

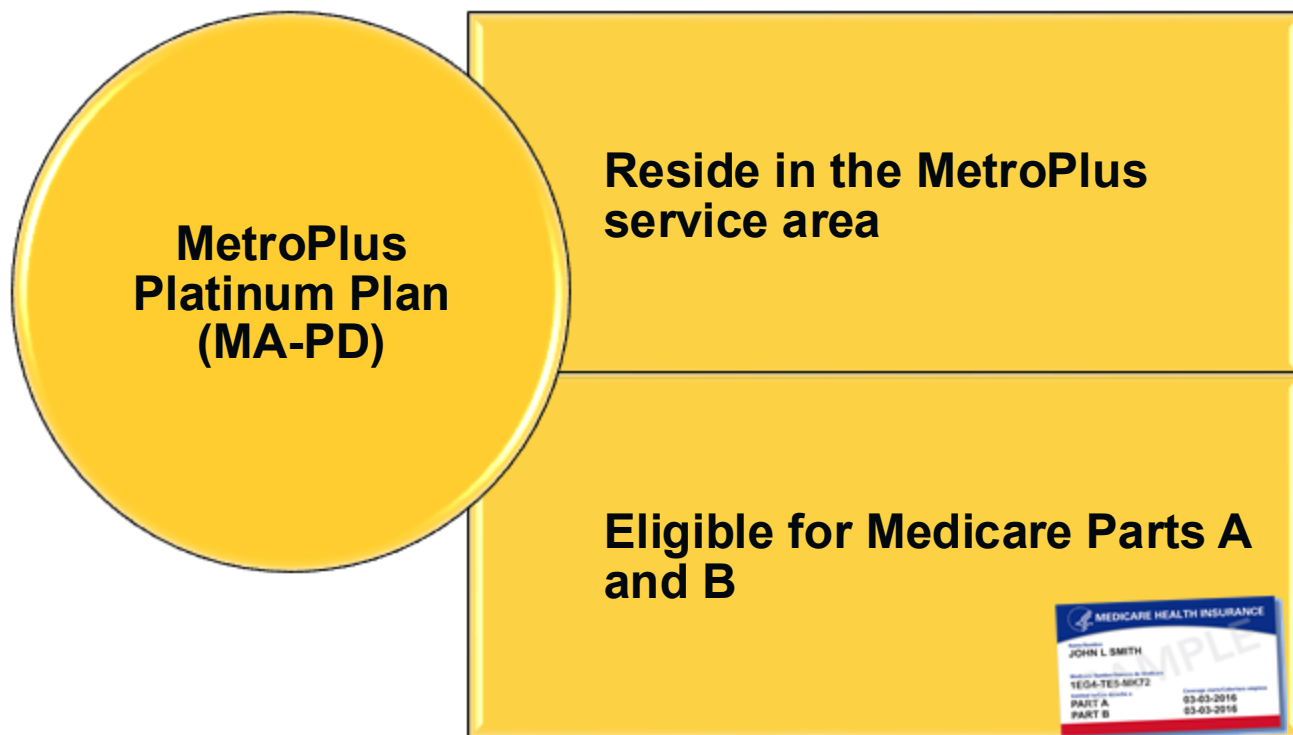


Preventive Dental

- ✓ Fillings
- ✓ Crowns (up to 1 per tooth every 60 months)
- ✓ Root Canals
- ✓ Extractions
- ✓ Periodontal Services
- ✓ Implants*

Services are subject to frequency limits, treatment guidelines, and coverage criteria.

METROPLUS PLATINUM PLAN (HMO): WHO IS ELIGIBLE?





\$240 / year / OTC

+

**Up to \$210 / year /
Member Rewards**

OTC Card

- ✓ In 2027, the plan will continue offer benefits such as OTC
- ✓ Up to **\$240 / year / 60 / quarterly**
- ✓ Members will receive one card
- ✓ Member rewards \$\$ on at the same card
- ✓ Benefits will be managed by InComm with over **6,000** locations in NYC!!!! New: Added online vendors Walmart, Walgreens, more to come



BENEFITS FOR 2027!

MetroPlus Platinum Plan (HMO)		
Benefit	2026	2027
Premiums	\$58.80	\$0
OTC	Not covered	\$60 per quarter
Preventative dental	Not covered	Oral exams, x-rays, cleanings, and fluoride treatments, all with visit limitations
Comprehensive dental	Not covered	\$2,000 per year limit, no implants
Worldwide emergency	Not covered	Covered
Hearing Aids	\$500 every 3 years	\$2,000 per year
PCP Copay		\$0
Specialist Copay		\$40 per visit
Inpatient Hospital		\$225 copay per day for days 1-8
Emergency Care		\$100

METROPLUS PLATINUM PLAN (HMO)

Offers everything that Original Medicare does PLUS

- 

2027: \$0* premiums!
- 

2027! \$60 every three months to help pay for over-the-counter drugs
- 

Telehealth: \$0 24/7 visits with Express Care doctors and therapists from your smartphone, tablet, or computer (for urgent care and behavioral health)
- 

2027! Up to 1,500 in comprehensive dental coverage (not including implants). Preventive dental: Oral exams, x-rays, cleanings, fluoride treatments, all with visit limitations
- 

Emergency care worldwide
- 

Personalized help getting the care you need
- 

Medicines pre-packaged and delivered to you at no extra cost. Offered through PillPack or CVS Pharmacy.
- 

Prescription drug coverage
- 

Hearing aids: Up to \$2,000 for both ears (every year)
- 

\$500 vision coverage (every year)
- 

Member portal

Please note: All benefits are subject to MetroPlusHealth coverage policies and final bid approval. Premiums and cost-sharing may vary, based upon LIS and/or Medicaid status.

*Depending on your level of Medicaid/Extra Help and/or Medicare eligibility.

FOR 2027: METROPLUS MEDICARE PLATINUM (HMO) DENTAL BENEFITS

Expanded dental coverage helps support preventive and comprehensive oral health services.



Comprehensive Dental

- ✓ Comprehensive Dental Services Covered
- ✓ \$1,500 annual benefit maximum
- ✓ No implant coverage



Preventive Dental

- ✓ Preventive Dental Services Covered
- ✓ Oral exams
- ✓ Dental cleanings
- ✓ Fluoride treatments
- ✓ Visit limitations exist

MEDICARE MEMBERS GET REWARDED FOR BEING HEALTHY

Healthy Behaviors = \$\$ in OTC Card

We want our members to be healthy. We motivate members with our rewards programs.
Implemented in 2024: Load money in an OTC card after each healthy behavior.

Available at over 4,000 retail shops throughout NYC

Sample healthy behaviors:

Program	Reward Amount	Reward Rules
Annual PCP Visit	\$30 per calendar year	Complete PCP visit during the year.
OR		
New Member PCP Visit	\$20 per calendar year	Complete visit with PCP within 90 days of enrollment.
Breast Cancer Screening	\$30 (current year) or \$10 (within 2 years prior)	Complete mammogram.
Diabetes Eye Exam	\$30 per calendar year	Complete diabetic retinal eye exam (must have type 1 or type 2 diabetes).
Flu Shot	\$10 per calendar year	Complete annual flu vaccine.
Health Assessment (HRA-MA)	\$10 per calendar year	Complete a MPH Medicare Health Assessment for CMS compliance.
Medicare Personal Health Assessment	\$50 per calendar year	Complete a Personal Health Assessment (eligible members only).



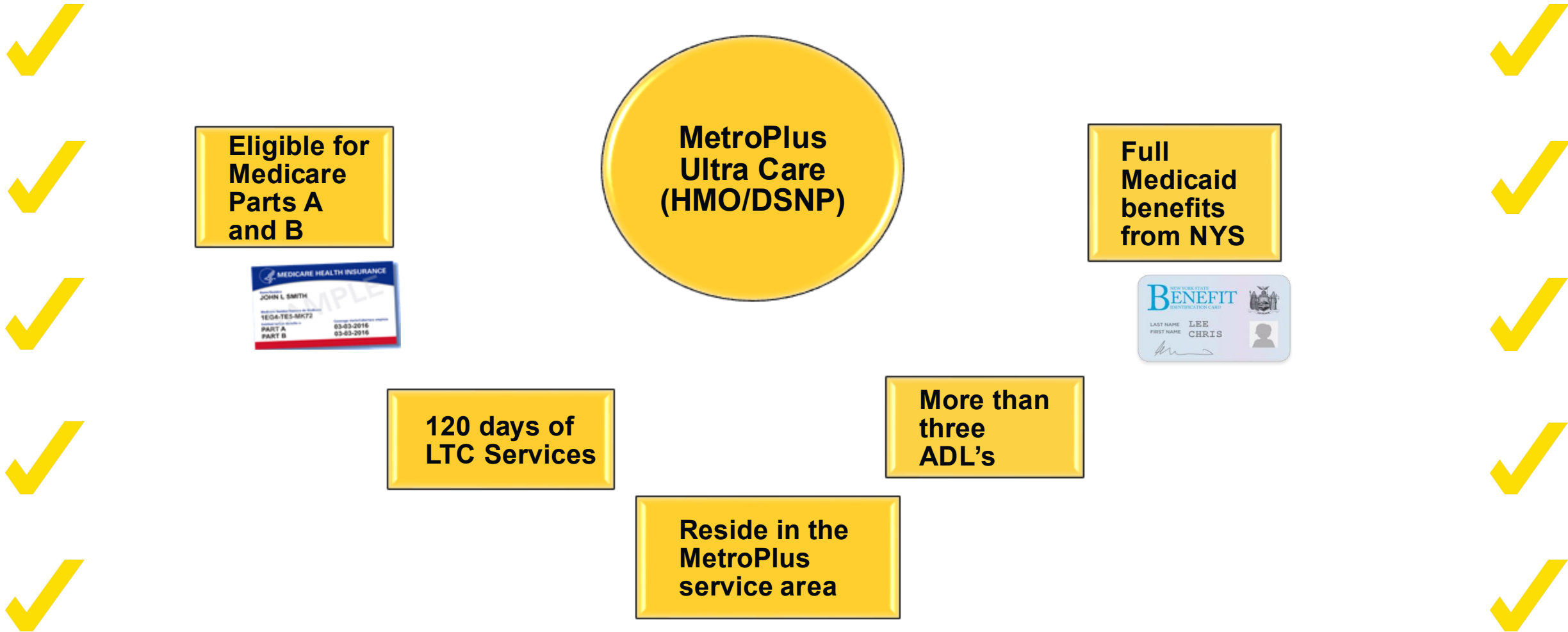
Coverage and benefits may differ depending on the plan member is eligible for.

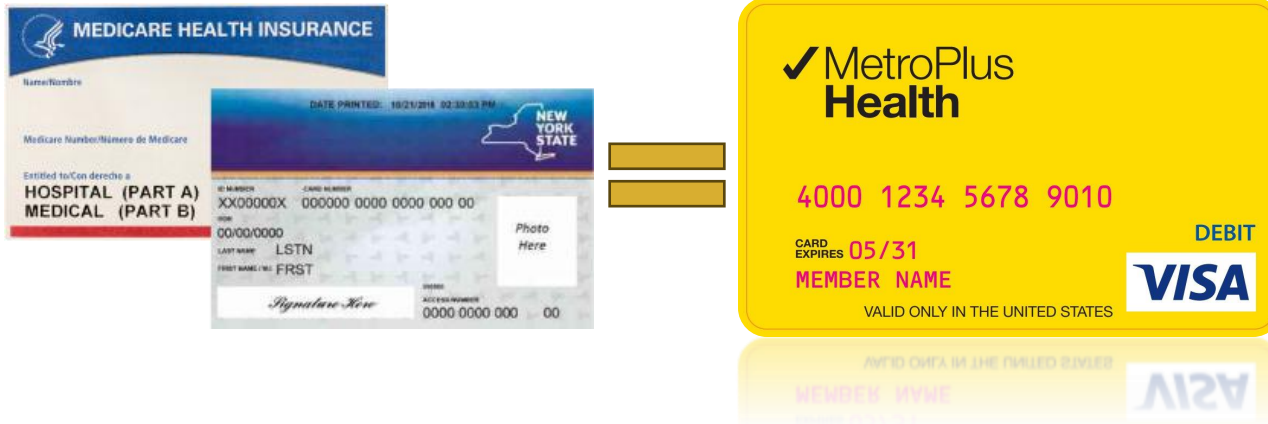
Not all enrollees qualify for extra non-medical SSBCI benefits. To meet Metro Plus Health SSBCI requirements a member must satisfy three core clinical standards set by Medicare: 1. Have one or more chronic condition, 2. High risk of hospitalization or poor health outcomes, 3. Need intensive care coordination.

2027 UltraCare MAP Plan



METROPLUS ULTRACARE (HMO D-SNP): WHO IS ELIGIBLE?





\$3,120 / year / Flex

+

**Up to \$140 / year /
Member Rewards**

Flex Card

- ✓ In 2027, the plan will continue offer benefits such as OTC, Utilities, Groceries, PERS, bathroom safety devices, pet supplies, chiropractor. **New** for 2027, rental assistance all in one card*
- ✓ Up to **\$3,120 / year / \$780 / quarterly**
- ✓ Members will receive one card
- ✓ Member rewards \$\$ on at the same card
- ✓ Benefits will be managed by InComm with over **6,000** locations in NYC!!!! **New:** Added online vendors Walmart, Walgreens, more to come



BENEFITS FOR 2027!

MetroPlus UltraCare (HMO D-SNP)		
Benefit	2026	2027
Flex Card	\$500 per quarter	\$780 per quarter Adding rent assistance (only through VISA network)
Dietary	6 visits per year	Unlimited visits
Hearing aids	\$500 per year	\$2,000 per year plus annual hearing exam and annual hearing aid fitting
Acupuncture	20 visits per year	Unlimited visits

Please note: All benefits are subject to MetroPlusHealth coverage policies and final bid approval.

METROPLUS ULTRACARE (HMO D-SNP)

Offers everything that Original Medicare does PLUS

- 

\$0* premiums, deductibles, and coinsurance (including for annual physical exam, too)
- 

Get paid back for working out: Up to \$250 every six months for membership to qualifying gyms
- 

80 one way rides to and from doctors' visits
- 

\$500 vision coverage (every year)
- 

Telehealth: \$0 24/7 visits with Express Care doctors and therapists from your smartphone, tablet, or computer (for urgent care and behavioral health)
- 

Member portal
- 

Informational town hall meetings
- 

\$780 every three months to help pay for over-the-counter drugs, rent assistance, utilities, groceries, pet supplies, chiropractic visits, and bathroom safety devices using a prepaid card (unused value does not roll over to the next quarter)
- 

Medicines pre-packaged and delivered to you at no extra cost. Offered through PillPack or CVS Pharmacy.
- 

Emergency care worldwide
- 

Hearing aids: Up to \$2,000 for both ears (every year), plus one hearing exam and one hearing aid fitting each year
- 

Home-delivered meals
- 

Personalized help getting the care you need

Please note: All benefits are subject to MetroPlusHealth coverage policies and final bid approval. Premiums and cost-sharing may vary, based upon LIS and/or Medicaid status.

METROPLUS ADVANTAGE PLAN (HMO D-SNP) DENTAL BENEFITS

100% Coverage for Eligible Preventive and Comprehensive Dental Services Through the DentaQuest Network.

For MetroPlusHealth IB-Dual (Integrated Benefit Dual-Eligible) Advantage and UltraCare members.



Comprehensive Dental

- ✓ Oral Exams
- ✓ Bitewing
- ✓ Dental Cleanings
- ✓ Fluoride Treatments



Preventive Dental

- ✓ Fillings
- ✓ Crowns (up to 1 per tooth every 60 months)
- ✓ Root Canals
- ✓ Extractions
- ✓ Periodontal Services
- ✓ Implants*

Services are subject to frequency limits, treatment guidelines, and coverage criteria.

Broker Tools & Resources



WHY CHOOSE METROPLUSHEALTH?

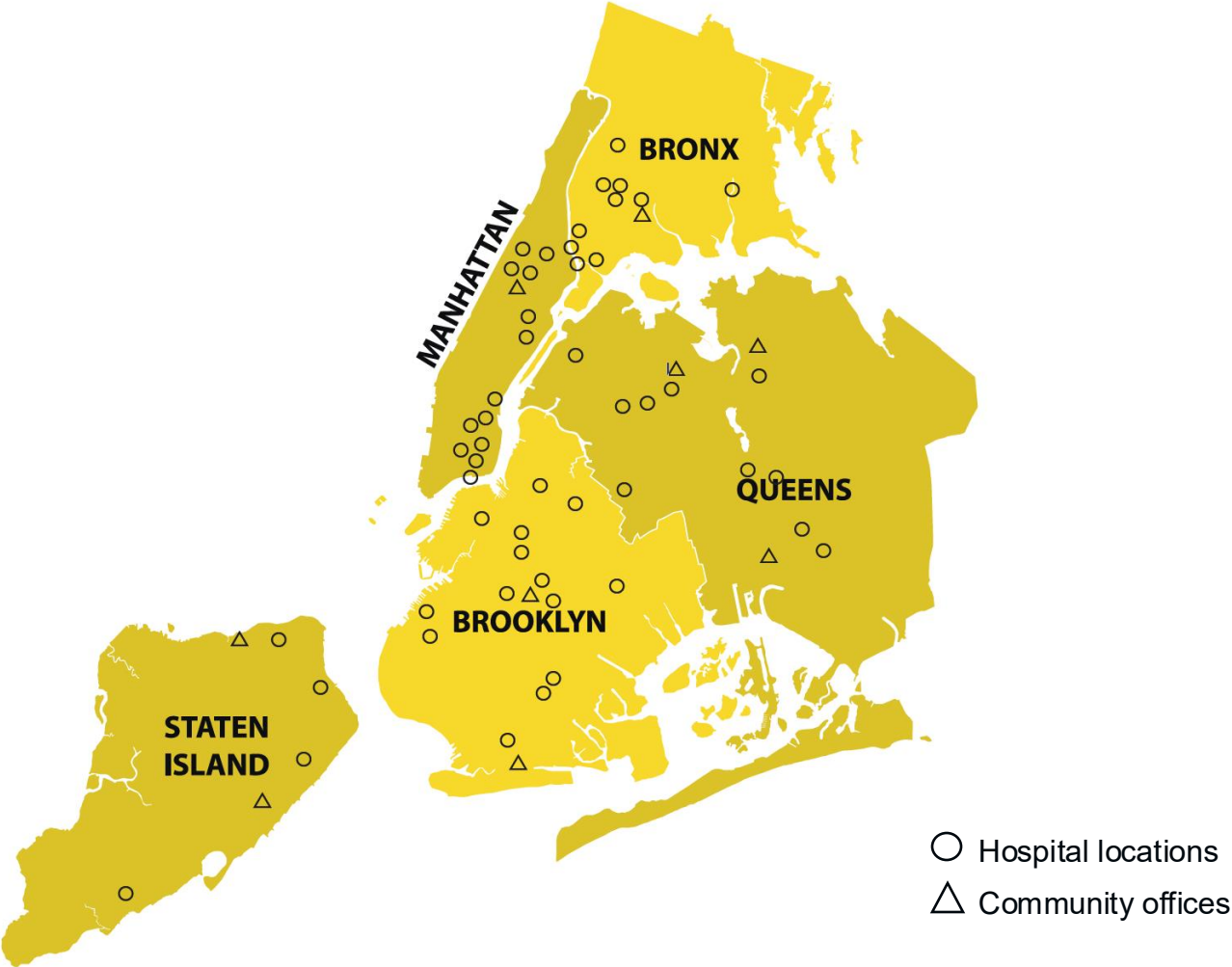


- ✓ Salesforce allows you to enroll members, verify eligibility, check commissions, access resources, find providers and pharmacies, and order member ID cards
- ✓ Access to training
- ✓ Access to community events
- ✓ Access to RV usage



- ✓ Broker support, including application assistance, commission verification, member status, payment status
- ✓ Onsite marketing at hospitals, medical center and other high-traffic venues
- ✓ Event sponsorship
- ✓ Annual First Look

PARTICIPATING HOSPITALS



Hospitals by borough:

Bronx:	10
Brooklyn:	14
Manhattan:	13
Queens:	10
Staten Island:	4

METROPLUS HOSPITAL SYSTEMS



LENOX HILL RADIOLOGY



- ✓ Brookdale Hospital
- ✓ Interfaith Medical Center
- ✓ Kingsbrook Jewish Medical Center

- ✓ NYU Lutheran Medical Center
- ✓ NYU Hospital for Joint Disease
- ✓ NYU Medical Center, The Rusk Institute for Rehabilitation Medicine
- ✓ NYU Medical Center, The Tish Hospital

METROPLUS HEALTH & HOSPITAL SYSTEMS



- ✓ Lincoln
- ✓ Elmhurst
- ✓ Bellevue
- ✓ Metropolitan
- ✓ Woodhull
- ✓ South Brooklyn Health
- ✓ Gouverneur
- ✓ Harlem
- ✓ Jacobi
- ✓ Kings County
- ✓ North Central
- ✓ Queens

METROPLUS HEALTH PLAN COMMUNITY OFFICES

Manhattan

2104 Adam Clayton Powell
Blvd.
New York, NY 10027
Ground Floor

Brooklyn

Flatbush

2221 Church Avenue
Brooklyn, NY 11226
Ground Floor

Brighton Beach

225 Brighton Beach Avenue
Brooklyn, NY 11235



Staten Island

238A Port Richmond Avenue
Staten Island, NY 10302

2656 Hylan Blvd, Suite 120
Staten Island, NY 10306

Queens

Jackson Heights

92-14 Roosevelt Avenue
Jackson Heights, NY 11372
Ground Floor

Bronx

Fordham Rd

25 E Fordham Rd
Bronx, NY 10468
Ground Floor

Southern Blvd

959 Southern Blvd
Bronx, NY 10459
Ground Floor



INDEPENDENT PHYSICIAN ASSOCIATIONS

3-D Kids IPA, LLC

Bronx United IPA, Inc.

**Coalition of Asian American IPAs,
Inc. (CAIPA)**

Coordinated Behavioral Care IPA

Integra Partners IPA, LLC

Korean American Physicians IPA

MediSys IPA, LLC

**MedXM Independent Practice
Association, Inc.**

**Signify Health IPA, LLC (f.k.a.
Adviance Health IPA, LLC)**

SOMOS Your Health IPA, Inc.

Sovereign Phoenix IPA

LARGE GROUP PROVIDER IN-NETWORK

Urban Health Plan, Inc.

Community Healthcare Network

Essen Medical Associates PC

Century Medical & Dental Center Inc.

William F Ryan Community Health Center

Brownsville Multi-Service Family Health Center

The Joseph P. Addabbo FHC

Institute For Family Health Inc.

Help PSI Services Corp dba Brightpoint Health

Bedford Stuyvesant Family Health Center

Morris Heights Health Center

Ryan Chelsea - Clinton Community Health Center

Sun River DBA Brightpoint Health

Community Health Center of Richmond, Inc.

Prominis Medical Services PC

ODA Primary Health Care Center Inc.

**Community Health Project Inc DBA Callen-Lorde
Comm**

Help PSI Services Corp

East Harlem Council For Human Services

Housing Works Inc Health

Damian Family Care Centers Inc.

Betances Health Center

Charles B. Wang Community Health Center, Inc.

Chinatown True Care Medical PLLC/Rendr

QUESTIONS? WE'RE HERE TO HELP.



Call our Broker Support Team



833.917.3525 or 929.746.8695



brokersupport@metroplus.org



Monday to Friday, 9am – 5pm

Training & Development



BROKER CERTIFICATION

To become a MetroPlusHealth Medicare Broker, you will need to complete the **2027 Medicare Training** and the MetroPlusHealth **2027 Annual Compliance Training**.

Before you start the training modules, keep in mind:

- ✓ You will have two attempts of getting a passing score of 85%. After your first attempt, you will get a score immediately. If you fail, you can re-take it on the same page.
- ✓ If you fail on your second try, you will need to re-take the Medicare Broker Product Training.

Note: Please use **Google Chrome** for this training.

The completion attestation is embedded within each link. Once you have completed each of the modules, it will automatically direct you to the form.

Failure to complete both training modules will affect your appointment to sell the MetroPlusHealth 2027 Medicare plans.

To confirm your appointment or certification, please send an email to **mphr@metroplus.org**.

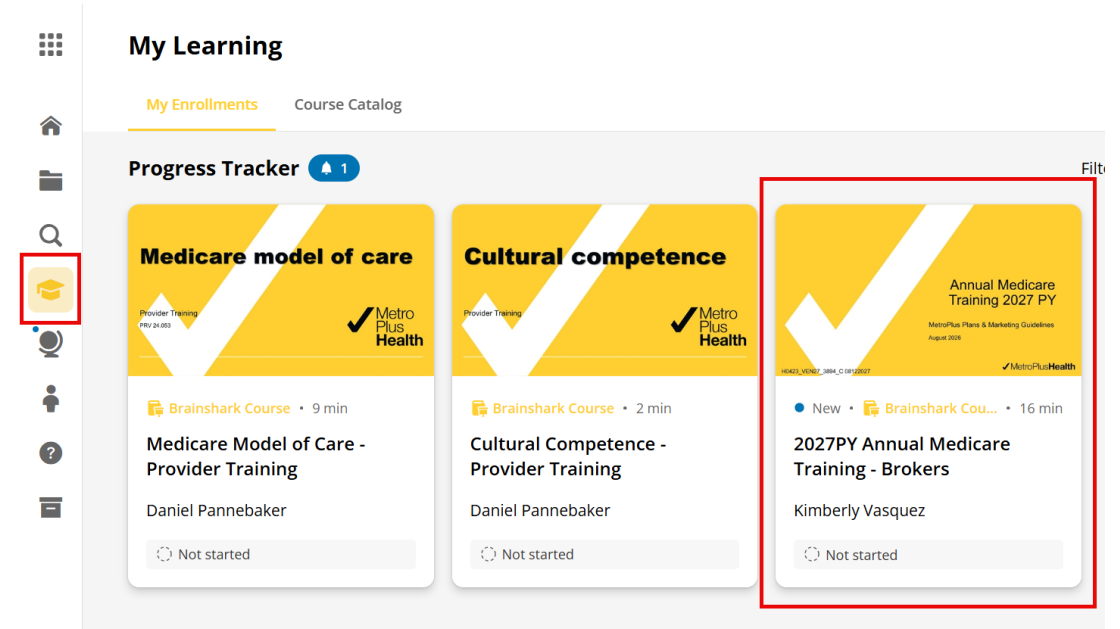
As always, for any questions or assistance, you can call our Broker Support Line at **833.917.3525** or **929.746.8695** or email us at **brokersupport@metroplus.org**.

*Once our new Broker Learning Portal is launched, you will no longer be required to complete the training in one sitting.

TRAINING IS LIVE!!! (EFFECTIVE 8/15/26)

All Brokers who completed their training in BigTinCan last year were ***automatically*** enrolled into the 2027PY Annual Medicare training – Brokers

1. You will receive an email from noreply@bigtincan.com
2. Click on the link for the course, log into Bigtincan portal
3. Click on the Graduation Cap on the left-hand side
4. Launch the training



IF you are a NEW Broker to MetroPlus, please email MPHBrokers@metroplus.org to gain access to the training!!!

Marketing Strategies & Broker Support



MARKETING EFFORTS FOR AEP 2027

- Updated printed sales collateral for MetroPlus Advantage Plan (HMO D-SNP), MetroPlus UltraCare (HMO D-SNP), and MetroPlus Platinum Plan (HMO)
 - ✓ Bifolds
 - ✓ Flex Card Benefit Bifold
 - ✓ Benefits flyers
 - ✓ Summaries of Benefits
-  **FOR 2027!** Multi-channel marketing campaign focused on Advantage and Platinum
 - ✓ Digital display, social, paid search, organic efforts
 - ✓ Television spots
 - ✓ \$800k budget behind marketing efforts

HOW CAN MARKETING HELP YOU SELL?

- Collateral is available to order for print and delivery to you.
 - ✓ Ask us for brochures, flyers, summaries of benefits
- \$800k marketing investment will drive interest during AEP in both Advantage and Platinum products
 - ✓ We will be targeting Platinum-eligible prospects in a marketing campaign for the first time
 - ✓ Television spot will cast a wide net and draw in Advantage and Platinum eligible prospects

BIFOLD BROCHURES

- ✓ Benefits of our Medicare products and the flex card in a glossy, easy to carry brochure



Now use one card to help pay for many everyday expenses: your electric bill, healthy fruits and vegetables, aspirin, and more!*

*Dollars do not roll over and must be used by the end of the quarter.
**Only through Visa network.

The Flex Card is offered by MetroPlus Advantage Plan (HMO D-SNP) and MetroPlus UltraCare (HMO D-SNP). Advantage and UltraCare members get \$780 per quarter* to use on:

-  Healthy foods
-  Chiropractic visits
-  Over-the-counter drugs
-  Rent assistance**
-  Bills for phone, internet, heating, and more
-  Personal emergency response system (PERS)
-  Bathroom safety devices
-  Pet supplies

FLYERS

- ✓ Benefits of enrolling in a MetroPlusHealth Medicare plan on one sheet

✓MetroPlusHealth

2027

Find great benefits at no extra cost with the MetroPlus Platinum Plan (HMO)

You don't just get quality health insurance. You get so much more!

**New for 2027!** \$0 premiums

**New for 2027!** Up to \$1,500 per year for comprehensive dental (implants not included)

**\$0** PCP visits and preventive care

**\$500** for eyewear each year

**New for 2027!** OTC Card: Get \$60 per quarter* to use for over-the-counter drugs and more on one card

**\$0** 24/7 telehealth services

**Hearing aids:** Up to \$2,000 for both ears every year

**New for 2027!** Worldwide emergency room coverage

Want to know if you can join MetroPlus Platinum Plan (HMO), or how to sign up?



Call
833.965.1526 (TTY: 711)



Visit
metroplusmedicare.org



Scan to learn more about
MetroPlusHealth

Monday – Friday, 8am – 8pm and Saturday, 8am – 5pm

✓MetroPlusHealth

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SUMMARIES OF BENEFITS

- All the plan details you need for clients interested in enrolling in a MetroPlus Medicare plan
- No cost for personalized print!

Our **MetroPlus Advantage Plan (HMO D-SNP)** is a Dual-Eligible Special Needs Plan offering Medicare coverage with extra benefits, including transportation, over-the-counter benefits, and expanded vision and dental, and a robust network of providers in all five boroughs. Plus a great Member Rewards program! The MetroPlus Advantage Plan (HMO D-SNP)'s coverage is in addition to services you may be eligible to receive through New York State's Medicaid program.



To find out more, call **866.986.0356** (TTY: 711), Monday to Friday, 8am – 8pm, and Saturday, 9am – 5pm. At other times, call our after-hours answering service at 800.442.2560. The call is free.



Gym, Transportation, Vision, and Flex card: **866.986.0356** (TTY: 711)



Dental: **866.986.0356** (TTY: 711)

Premiums and Benefits	MetroPlus Advantage Plan (HMO D-SNP)	What you should know
Monthly Plan Premium	You pay \$0 or up to \$58.80, depending upon your level of Extra Help.	You must continue to pay your Medicare Part B premium. If you are eligible for Medicare cost-sharing assistance under Medicaid, you may pay as low as \$0 for your Part B premium.
Deductible	\$0 or \$283 depending on your level of Medicaid eligibility.	If you are eligible for Medicare cost-sharing assistance under Medicaid, you may pay as low as \$0.
Maximum Out-of-Pocket Responsibility (does not include prescription drugs)	\$9,250 annually.	The most you pay for copays, coinsurance, and other costs for medical services for the year. If you are eligible for Medicare cost-sharing assistance under Medicaid, you may pay as low as \$0.
Inpatient Hospital Coverage	Depending on your level of Medicaid eligibility, \$0 or: • \$1,736 deductible • Days 1–60: \$0 copayment per day • Days 61–90: \$434 copayment per day • 60 Lifetime Reserve Days: \$868 copayment per day	Our plan covers 90 days for an inpatient hospital stay. Our plan also covers 60 "lifetime reserve days." You may be eligible for additional benefits based on your Medicaid eligibility. Prior authorization is required.
Outpatient Hospital Coverage • Outpatient Hospital Services • Ambulatory Surgical Center	You pay zero or 20% of the cost depending on your level of Medicaid eligibility.	
Doctor Visits • Primary and Specialists	You pay zero or 20% of the cost depending on your level of Medicaid eligibility.	Referral required for specialist.

Depending on your level of Medicaid eligibility, you may not have any cost-sharing responsibility for original Medicare services.

MARKETING COLLATERAL

- Television and digital spots to drive awareness of benefits and interest in enrollment in all Medicare products

La Vida Hispana - :60 second storyboard

Most Medicare plans focus on the bottom line.



At MetroPlusHealth, we focus on your well-being.



For over 40 years, we've stood by our Hispanic neighbors...



giving them the freedom to focus on family, friends, and happiness.



Empowering communities...



...with access to quality Medicare coverage.



We help New Yorkers shine today...



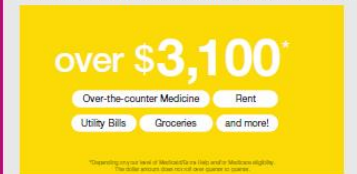
so they can enjoy a brighter tomorrow. With MetroPlusHealth Medicare...



your \$0* monthly premium gets you...



Over \$3,100* every year for over-the-counter medicine, rent, groceries, utility bills and more!



Up to \$500* per year in fitness reimbursements



Pay \$0* for over 1,000 everyday medications



Access to top doctors across the city...



in person, online and over the phone.



Plus, over 110 urgent care locations



Enjoy 50 single rides to and from the doctor.



Medicines delivered right to your home



And \$0* vision and dental including



crowns, implants and dentures



Get all of this and more for \$0* with MetroPlusHealth Medicare.



2027 Vendor Partnership & Support





Modivcare



Modivcare is a Non-Emergency Medical Transportation (NEMT) vendor who manages and supports the MetroPlusHealthTransportation Benefit for Medicare Advantage customers.

We partner with local transportation providers to transport Metroplus's members

We ensure our transportation providers are licensed and qualified through our credentialing process

Customers receive a limited number of trips per year for covered services, but this will change to unlimited trips in 2026 for Medicare Members

Our Goal: To serve the most underserved by facilitating non-emergency medical transportation to enable great access to care, reduce costs, and improve outcomes.

Modes of Transportation

Ambulatory

(Members without special needs), i.e., sedan, van

- Members is ambulatory, ambulatory with assistive device (walker/cane), or able to transfer from wheelchair to vehicle
- Rideshare optional for qualified members



Wheelchair

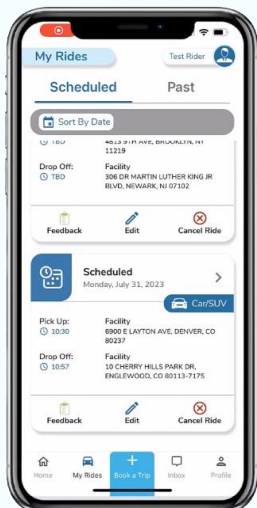
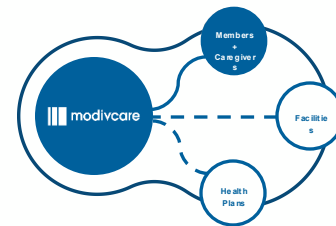
(Members that need assistance)

- Required if customer is wheelchair bound and unable to transfer from wheelchair to sedan
 - Services are curb-to-curb
 - Trips need to be 30 miles or less one-way (unless prior auth is given)
 - Members can have an escort (family member or caregiver) go with them to their appointment



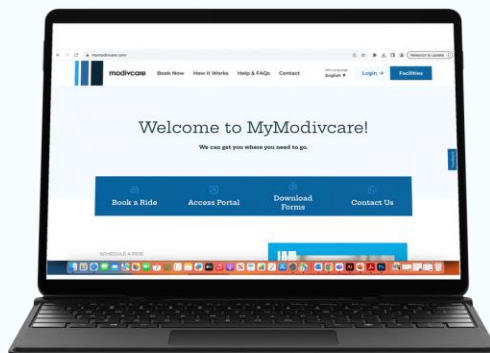
Multi-modal Tools Meet Members Where They Are

With features to enable caregiver support all in one place, increasing convenience and functionality



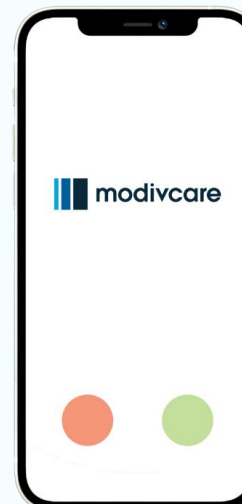
App

All-in-one tool for creating, confirming, cancelling and tracking trips



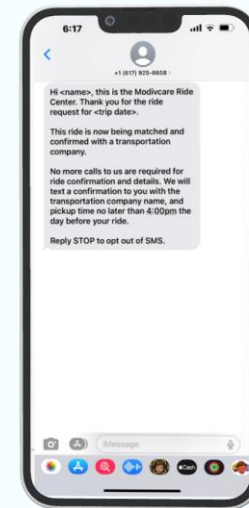
Web

Web-accessible tool for use on any web-enabled device to create, confirm, cancel and monitor trips



Voice

Self-serve, HIPAA compliant interactive voice agent to create, confirm and cancel trips



SMS

For members without smart phones, or who prefer not to download an app

Approved Trip Destinations

Medical & Healthcare Services

Physician's offices (primary care and specialists)

Hospitals and hospital-based outpatient clinics

Federally Qualified Health Centers (FQHCs)

Diagnostic and treatment centers

Urgent care centers

Ambulatory surgery centers

Ancillary & Supportive Services

Dialysis treatment centers

Chemotherapy/radiation treatment facilities

Physical therapy

Occupational therapy

Speech therapy sites

Behavioral health and substance abuse treatment facilities

Pharmacy & Related Stops

Pharmacies (for prescription pickup after a covered medical visit)

Preventive & Wellness Services

Medicare-covered preventive service locations such as screening centers and immunization clinics

Other Permitted Locations

Dental, vision, and hearing providers covered under the Medicare plan benefits

** Any other Medicare-covered service location when medically necessary and approved

ModivCare Medicare Advantage Difference

Level of Service

The perfect trip is one that meets the member's needs

- Ambulatory (sedan, taxi, van)
- Wheelchair
- Rideshare (Lyft & Uber)
- Public Transit

Contact Center

One universal phone number

- **866-214-5126**
- Standard days and hours for routine reservation are **Monday through Friday 8am to 8pm** for all time zones.

Status Updates

Helpful notifications and available support teams

- Text alerts
- Mobile app notifications
- Where's My Ride



ExpressCare

WHAT IS EXPRESSCARE?

**Virtual ExpressCare (vEC) offers
24/7/365 access to urgent care to all
New Yorkers!**



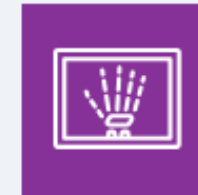
Fast care for non-emergency health needs. 80 Net Promoter Score and 95% satisfaction to 100,000 patients annually



Board-certified emergency room, behavioral health, and abortion care providers



High-quality urgent care with medical, mental health and substance use services to meet your needs



Connections to services including lab testing and radiology at NYC Health + Hospitals in person centers



Medications sent to pharmacy of your choice



Interpretation in 200+ languages



Help with follow-up care



Immediate transfer to the ER if necessary



Medical conditions we treat

- ✓ COVID-19
- ✓ Cold symptoms (stuffy or runny nose, cough, or sneezing)
- ✓ Flu symptoms (fever or aches)
- ✓ Sinus infections
- ✓ Sore throats
- ✓ Allergies
- ✓ Asthma
- ✓ Minor cuts or burns
- ✓ Minor pains, sprains or strains
- ✓ Urinary tract infection
- ✓ Upset stomach or diarrhea
- ✓ Abortion Care
- ✓ Other non-emergencies



Behavioral Health conditions we treat

- ✓ Substance Use Disorders
- ✓ Anxiety
- ✓ Depression
- ✓ Stress
- ✓ Burnout
- ✓ Withdrawal
- ✓ Other emotional distress



What ExpressCare does not treat

Medical:

- + Severe bleeding or burns
- + Head injuries
- + Severe uncontrolled pain
- + Poisoning
- + Severe Vomiting
- + Pregnancy Complications

Behavioral Health:

- + Thoughts of harming yourself or others
- + Violent, erratic, or aggressive behavior
- + Feeling like you have lost touch with reality

What Do We Treat?

5:12 10m 95

MetroPlusHealth VIRTUAL VISIT English

MetroPlusHealth Virtual Visit gives you access to a clinical provider 24/7 from the comfort of your home, at no cost to you!

The Doctor will see you now. Let's get started by entering a few details.

Are you currently located in the State of NY? *

Yes

Our care providers are licensed to practice medicine in New York State. The patient must be physically located within New York State at the time of treatment. For pediatric visits, both the parent or legal guardian and child must physically be in the same place at the time of the visit.

Please Select Visit Type *

AA metroplus.expresscare.video

1. Consent

5:16 14m 93

MetroPlusHealth VIRTUAL VISIT English

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Please Select Visit Type *

AA metroplus.expresscare.video

2. Language Options

1:47 100

EXPRESSCARE English

Please stay on the line to speak to a NYC Health + Hospitals Virtual ExpressCare provider.

At this time, we are experiencing longer than usual wait times. We appreciate your patience and your care is important to us.

(00:00:02)

Cancel Call

AA ondemand.expresscare.video

3. Wait Screen

1:49 100

EXPRESSCARE English

Thank you for using NYC Health + Hospitals Virtual ExpressCare. Please complete the brief survey below by clicking submit.

How likely are you to recommend ExpressCare to family members, friends, or co-workers?

0 1 2 3 4 5 6 7 8 9 10

not at all likely extremely likely

How likely are you to use ExpressCare again?

0 1 2 3 4 5 6 7 8 9 10

not at all likely extremely likely

How would you rate your overall satisfaction with your care provider?

0 1 2 3 4 5 6 7 8 9 10

not at all satisfied extremely satisfied

Submit Ratings

AA ondemand.expresscare.video

4. In-Call

1:49 100

EXPRESSCARE English

Thank you for using NYC Health + Hospitals Virtual ExpressCare. Please complete the brief survey below by clicking submit.

How likely are you to recommend ExpressCare to family members, friends, or co-workers?

0 1 2 3 4 5 6 7 8 9 10

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not at all likely extremely likely

How would you rate your overall satisfaction with your care provider?

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not at all satisfied extremely satisfied

Submit Ratings

AA ondemand.expresscare.video

5. Post-Visit

What's Next....





CHANGE IS COMING

Introducing compensation for approved MAP referrals, rewarding brokers for driving MAP growth.

Personalized enrollment statements delivered via email, providing brokers with detailed visibility into their approved referrals and associated payments.

- ✓ Enhanced enrollment verification process
- ✓ Improved payment transparency
- ✓ Faster reconciliation and issue resolution

2026 Broker Recognition





Thank You!

Stronger Together in 2027

This material is intended for brokers only and should not be construed as making any direct representations to members or potential members. Please note: All benefits are subject to MetroPlusHealth coverage policies.