Massachusetts Individual Enrollment Form

WHO CAN USE THIS FORM?

People with Medicare who want to join a Medicare Advantage Plan.

To join a plan, you must:
- Be a United States citizen or be lawfully present in the U.S.
- Live in the plan's service area

Important: To join a Medicare Advantage Plan, you must also have both:
- Medicare Part A (Hospital Insurance)
- Medicare Part B (Medical Insurance)

WHEN DO I USE THIS FORM?

You can join a plan:
- Between October 15–December 7 each year (for coverage starting January 1)
- Within 3 months of first getting Medicare
- In certain situations where you're allowed to join or switch plans

Visit Medicare.gov to learn more about when you can sign up for a plan.

WHAT DO I NEED TO COMPLETE THIS FORM?

- Your Medicare Number (the number on your red, white, and blue Medicare card)
- Your permanent address and phone number

Note: You must complete all items in Section 1. The items in Section 2 are optional — you can't be denied coverage because you don't fill them out.

REMINDERS:

- If you want to join a plan during fall open enrollment (October 15–December 7), the plan must get your completed form by December 7.
- Your plan will send you a bill for the plan's premium. You can choose to sign up to have your premium payments deducted from your bank account or your monthly Social Security (or Railroad Retirement Board) benefit.

WHAT HAPPENS NEXT?

Send your completed and signed form to:
eternalHealth
PO Box 1375
Westborough, MA 01581

Once they process your request to join, they'll contact you.

HOW DO I GET HELP WITH THIS FORM?

Call eternalHealth at 1(800) 893-9457. TTY users can call 711.

Or, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

En español: Llame a eternalHealth al 1-800-893-9457/TTY 711 o a Medicare gratis al 1-800-633-4227/TTY 1-877-486-2048 y oprima el 8 para asistencia en español y un representante estará disponible para asistirle.

INDIVIDUALS EXPERIENCING HOMELESSNESS

If you want to join a plan but have no permanent residence, a Post Office Box, an address of a shelter or clinic, or the address where you receive mail (e.g., social security checks) may be considered your permanent residence address.

Section 1: All fields in this section are required (unless marked optional)

Select the plan you want to join:

☐ eternalHealth Forever HMO $0 per month ☐ eternalHealth Give Back PPO $0 per month

☐ eternalHealth Freedom PPO $0 per month

First Name:	**M.I.:** (optional)	**Last Name:**	**Suffix:**
Birth Date(MM/DD/YYY): (_ _/_ _/_ _ _ _)	**Sex:** ☐ Male ☐ Female		
Mobile Number: (_ _ _) - _ _ _ - _ _ _ _		**Phone Number (Optional):** (_ _ _) - _ _ _ - _ _ _ _	

Permanent Residence (Don't enter a PO Box. Note: For individuals experiencing homelessness, a PO Box may be considered your permanent residence address):

Street Address:			
City:	**County (optional):**	**State:**	**ZIP Code:**

Mailing Address, if different from your permanent address (P.O. Box Allowed):

Street Address:		
City:	**State:**	**ZIP Code:**

Emergency Contact (Optional):

Emergency Contact Name:	**Emergency Contact Phone:** (_ _ _) - _ _ _ - _ _ _ _	**Relationship to You:**

Your Medicare Information:

Medicare Number: _ _ _ _ - _ _ _ - _ _ _ _

Answer These Important Questions:

Will you have other prescription drug coverage (like VA, TRICARE) in addition to eternalHealth? ☐ Yes ☐ No

Name of Other Coverage:	**Member Number for this Coverage:**	**Group Number for this Coverage:**

IMPORTANT: Read and Sign Below:

- I must keep both Hospital (Part A) and Medical (Part B) to stay in eternalHealth.
- By joining this Medicare Advantage, I acknowledge that eternalHealth will share my information with Medicare, who may use it to track my enrollment, to make payments, and for other purposes allowed by Federal law that authorize the collection of this information (see Privacy Act Statement below). Your response to this form is voluntary. However, failure to respond may affect enrollment in the plan.
- I understand that I can be enrolled in only one MA plan at a time – and that enrollment in this plan will automatically end my enrollment in another MA plan (exceptions apply for MA PFFS, MA MSA plans).
- I understand that when my eternalHealth coverage begins, I must get all of my medical and prescription drug benefits from eternalHealth. Benefits and services provided by eternalHealth and contained in my eternalHealth "Evidence of Coverage" document (also known as a member contract or subscriber agreement) will be covered. Neither Medicare nor eternalHealth will pay for benefits or services that are not covered.
- The information on this enrollment form is correct to the best of my knowledge. I understand that if I intentionally provide false information on this form, I will be disenrolled from the plan.
- I understand that my signature (or the signature of the person legally authorized to act on my behalf) on this application means that I have read and understand the contents of this application. If signed by an authorized representative (as

described above), this signature certifies that:
1) This person is authorized under State law to complete this enrollment, and
2) Documentation of this authority is available upon request by Medicare.

Signature:	**Today's Date:**
If you're the authorized representative, sign above and fill out these fields:	
Name:	**Address:**
Phone Number:	**Relationship to Enrollee:**

Section 2 – All fields in this section are optional

Answering these questions is your choice. You can't be denied coverage because you don't fill them out.

Are you Hispanic, Latino/a, or Spanish origin? Select all that apply.

- ☐ No, not of Hispanic, Latino/a, or Spanish origin
- ☐ Yes, Puerto Rican
- ☐ Yes, another Hispanic, Latino/a, or Spanish origin
- ☐ Yes, Mexican, Mexican/American, Chicano/a
- ☐ Yes, Cuban
- ☐ **I choose not to answer**

What's your race? Select all that apply.

- ☐ American Indian or Alaska Native
- ☐ Chinese
- ☐ Filipino
- ☐ Japanese
- ☐ Korean
- ☐ Vietnamese
- ☐ Other Asian
- ☐ Black or African American

Native Hawaiian and Pacific Islander:

- ☐ Guamanian or Chamorro
- ☐ Native Hawaiian
- ☐ Samoan
- ☐ Other Pacific Islander
- ☐ White
- ☐ **I choose not to answer**

What is Your Gender?

- ☐ Woman
- ☐ Man
- ☐ Non-Binary
- ☐ I use a different term: _____
- ☐ **I choose not to answer**

Which of the following best represents how you think of yourself? Select one.

- ☐ Lesbian or gay
- ☐ Straight, that is, not gay or lesbian
- ☐ Bi-sexual
- ☐ I use a different term: _____
- ☐ I don't know
- ☐ **I choose not to answer**

Select one if you want us to send you information in a language other than English

- ☐ Spanish

Select one if you want us to send you information in an accessible format.

☐ Braille ☐ Large Print ☐ Audio CD ☐ Data CD

Please contact eternalHealth at 1 (800) 680-4568 if you need information in an accessible format other than what's listed above. Our office hours are from October 1st to March 31st from 8 a.m. to 8 p.m. local time, 7 days a week and from April 1st to September 30th from 8 a.m. to 8 p.m. local time, Monday through Friday. TTY users can call 711.

Do you work? ☐ Yes ☐ No **Does your spouse work?** ☐ Yes ☐ No

List your Primary Care Physician (PCP), clinic, or health center:

PCP ID: **Are you an existing member of this PCP?** ☐ Yes ☐ No

I want to sign up for eternalHealth e-mail and text notifications:

☐ Yes

☐ No

If yes, please list your e-mail address: _____

You can easily unsubscribe whenever you like by clicking "unsubscribe" on eternalHealth e-mails, or by replying "STOP" to eternalHealth text messages.

Paying Your Plan Premiums

You can pay your monthly plan premium (including any late enrollment penalty that you currently have or may owe) by mail or Electronic Funds Transfer (EFT) each month. **You can also choose to pay your premium by having it automatically taken out of your Social Security or Railroad Retirement Board (RRB) benefit each month.**

If you don't select a payment option, you will get a bill each month.

Please select a premium payment option:

☐ Get a bill monthly.

☐ Electronic Funds Transfer (EFT) from your bank account each month.

Please enclose a VOIDED check or provide the following information:

Account Holder Name: _____ Bank Routing Number: _____

Account Type: ☐ Checking ☐ Savings Bank Account Number: _____

☐ Automatic deduction from your monthly Social Security or Railroad Retirement Board (RRB) benefit check:

☐ Social Security benefit check, or

☐ Railroad Retired Board (RRB) benefit check

If you have to pay a Part D-Income Related Monthly Adjustment Amount (Part D-IRMAA), you must pay this extra amount in addition to your plan premium. DON'T pay eternalHealth the Part D-IRMAA.

For Individuals helping enrollee with completing this form only Complete this section if you're an individual (i.e agents, brokers, SHIP counselors, family members, or other third parties) helping an enrollee fill out this form.	
Full Name: _____	Relationship to enrollee:_____
Signature:_____	
For Agent Use Only	
National Producer Number: _____	
Agency of Agent:	Online/Telephone Application Confirmation #:
For Office Use Only	
Data Received:	Member ID # _ _ _ _ _ _ _ _ _ - 01

Privacy Act Statement

The Centers for Medicare & Medicaid Services (CMS) collects information from Medicare plans to track beneficiary enrollment in Medicare Advantage (MA) Plans, improve care, and for the payment of Medicare benefits. Sections 1851 of the Social Security Act and 42 CFR §§ 422.50 and 422.60 authorize the collection of this information. CMS may use, disclose and exchange enrollment data from Medicare beneficiaries as specified in the System of Records Notice (SORN) "Medicare Advantage Prescription Drug (MARx)", System No. 09-70-0588. Your response to this form is voluntary. However, failure to respond may affect enrollment in the plan.

INFORMATION TO INCLUDE WITH ENROLLMENT MECHANISM
ATTESTATION OF ELIGIBILITY FOR AN ENROLLMENT PERIOD

Typically, you may enroll in a Medicare Advantage plan only during the annual enrollment period from October 15 through December 7 of each year. There are exceptions that may allow you to enroll in a Medicare Advantage plan outside of this period.

Please read the following statements carefully and check the box if the statement applies to you. By checking any of the following boxes you are certifying that, to the best of your knowledge, you are eligible for an Enrollment Period. If we later determine that this information is incorrect, you may be disenrolled.

- ☐ I am new to Medicare.
- ☐ I am enrolled in a Medicare Advantage plan and want to make a change during the Medicare Advantage Open Enrollment Period (MA OEP).
- ☐ I recently moved outside of the service area for my current plan or I recently moved and this plan is a new option for me. I moved on (insert date) _____.
- ☐ I recently was released from incarceration. I was released on (insert date) _____.
- ☐ I recently returned to the United States after living permanently outside of the U.S. I returned to the U.S. on (insert date) _____.
- ☐ I recently obtained lawful presence status in the United States. I got this status on (insert date) _____.
- ☐ I recently had a change in my Medicaid (newly got Medicaid, had a change in level of Medicaid assistance, or lost Medicaid) on (insert date) _____.
- ☐ I recently had a change in my Extra Help paying for Medicare prescription drug coverage (newly got Extra Help, had a change in the level of Extra Help, or lost Extra Help) on (insert date) _____.
- ☐ I have both Medicare and Medicaid (or my state helps pay for my Medicare premiums) or I get Extra Help paying for my Medicare prescription drug coverage, but I haven't had a change.
- ☐ I am moving into, live in, or recently moved out of a Long-Term Care Facility (for example, a nursing home or long term care facility). I moved/will move into/out of the facility on (insert date) _____.
- ☐ I recently left a PACE program on (insert date) _____.
- ☐ I recently involuntarily lost my creditable prescription drug coverage (coverage as good as Medicare's). I lost my drug coverage on (insert date) _____.
- ☐ I am leaving employer or union coverage on (insert date) _____.
- ☐ I belong to a pharmacy assistance program provided by my state.
- ☐ My plan is ending its contract with Medicare, or Medicare is ending its contract with my plan.
- ☐ I was enrolled in a plan by Medicare (or my state) and I want to choose a different plan. My enrollment in that plan started on (insert date) _____.
- ☐ I was enrolled in a Special Needs Plan (SNP) but I have lost the special needs qualification required to be in that plan. I was disenrolled from the SNP on (insert date) _____.
- ☐ I was affected by an emergency or major disaster (as declared by the Federal Emergency Management Agency (FEMA) or by a Federal, state or local government entity. One of the other statements here applied to me, but I was unable to make my enrollment request because of the disaster.
- ☐ Other:_____.

If none of these statements applies to you or you're not sure, please contact eternalHealth at 1 (800) 893-9457 (TTY users should call 711) to see if you are eligible to enroll. We are open October 1 - March 31, seven Days a week, 8 a.m. to 8 p.m, local time and April 1 - September 30, Monday through Friday 8 a.m. to 8 p.m, local time.

OFFICE USE ONLY		
Enrollee First Name:	Enrollee Last Name:	MI:
Medicare Beneficiary Identifier (MBI):		