

EXHIBIT 1: MODEL INDIVIDUAL ENROLLMENT REQUEST FORM TO ENROLL IN A MEDICARE ADVANTAGE PLAN (PART C) OR MEDICARE PRESCRIPTION DRUG PLAN (PART D)

Who can use this form?

People with Medicare who want to join a Medicare Advantage Plan or Medicare Prescription Drug 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:
Senior Whole Health
Attn: Enrollment Accounting
PO Box 22800
Long Beach, CA 90801

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

How do I get help with this form?

Call Senior Whole Health at (833) 671-0444. TTY users can call 711 Monday – Sunday, 8 a.m. to 8 p.m., local time.
Or, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

En español: Llame a Senior Whole Health al (833) 671-0444 TTY: 711 lunes a domingo, de 8 a.m. a 8 p.m., hora local o a Medicare gratis al 1-800-633-4227 y oprima el 2 para asistencia en español y un representante estará disponible para asistirle.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-NEW. The time required to complete this information is estimated to average 20 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

IMPORTANT Do not send this form or any items with your personal information (such as claims, payments, medical records, etc.) to the PRA Reports Clearance Office. Any items we get that aren't about how to improve this form or its collection burden (outlined in OMB 0938-1378) will be destroyed. It will not be kept, reviewed, or forwarded to the plan. See "What happens next?" on this page to send your completed form to the plan.



Senior Whole Health.
BY MOLINA HEALTHCARE

OMB No. 0938-1378
Expires: 7/31/2023

**Section 1 – All fields on this page are required
(unless marked optional)**

Select the plan you want to join:

☐ NY H5992-007 (HMO D-SNP) \$0 to \$42.40 per month

☐ NY H5992-008 (HMO D-SNP) \$0 to \$42.40 per month

FIRST name:

LAST name:

Middle Initial:

Birth date: (MM/DD/YYYY)

Sex: ☐ M ☐ F

Email (optional):

Phone Number:

Is this a mobile number? * ☐ Yes ☐ No

*By providing your phone number and any future phone numbers, you consent to be texted or called by us, regarding important plan, benefits and healthcare information. Text messages are not encrypted and can be read by unauthorized persons. Message and data rates may apply. Please refer to our SMS Terms and Conditions on our website (www.SeniorWholeHealthNY.com) for more details.

Permanent Residence street address (Don't enter a PO Box):

City:

County:

State:

ZIP Code:

Mailing address, if different from your permanent address (PO Box allowed):

Street address:

City:

State:

ZIP Code:

Emergency contact: _____

Phone Number:

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 Molina Healthcare?

☐ Yes ☐ No

Name of other coverage: Member number for this coverage: Group number for this coverage:

Dual Special Needs (HMO D-SNP) plans are for those who qualify for Medicare and Medicaid. By enrolling in this plan, you understand that you must remain enrolled in your state Medicaid program to remain eligible for this plan.

Please provide your Medicaid Number:

IMPORTANT: Read and sign below:

- I must keep both Hospital (Part A) and Medical (Part B) to stay in Senior Whole Health.
- By joining this Medicare Advantage Plan or Medicare Prescription Drug Plan, I acknowledge that Senior Whole Health 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.
- 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 people with Medicare are generally not covered under Medicare while out of the country, except for limited coverage near the U.S. border.
- I understand that when my Senior Whole Health coverage begins, I must get all of my medical and prescription drug benefits from Senior Whole Health. Benefits and services provided by Senior Whole Health and contained in my Senior Whole Health "Evidence of Coverage" document (also known as a member contract or subscriber agreement) will be covered. Neither Medicare nor Senior Whole Health will pay for benefits or services that are not covered.
- 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:

Office Use Only:

Name of staff member/agent/broker (if assisted in enrollment): _____

Agent Name (Printed): _____

Signature: _____ Agent Writing/NPN #: _____

Agent Receipt Date: ____ / ____ / ____ Agent Phone #: _____

Plan ID# _____ Effective Date of Coverage: _____

P#: _____

Fax# for Agent Use Only – Agents can fax completed enrollment forms and associated documents to (844) 541-6848.

Receipt Date of Enrollment request. This date will be used to determine the election period in which the request was made, which in turn will determine the effective date of coverage.

PRIVACY ACT STATEMENT The Centers for Medicare & Medicaid Services (CMS) collects information from Medicare plans to track beneficiary enrollment in Medicare Advantage (MA) or Prescription Drug Plans (PDP), improve care, and for the payment of Medicare benefits. Sections 1851 and 1860D-1 of the Social Security Act and 42 CFR §§ 422.50, 422.60, 423.30 and 423.32 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.

Section 2 – All fields on this page are optional

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

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

Please contact Senior Whole Health at (833) 671-0444 if you need information in an accessible format other than what's listed above. Our office hours are Monday – Sunday, 8 a.m. to 8 p.m., local time. 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 Name (Last Name, First Name): _____

*Are you an existing member: ☐ Yes ☐ No

Provider NPI #: _____ Clinic/Medical Group/IPA: _____

PCP Address: _____

I want to get the following materials via email. Select one or more.

☐ Member Communications/Documents E-mail address: _____

Section 2 (continued) – All fields on this page are optional

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 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. The amount is usually taken out of your Social Security benefit, or you may get a bill from Medicare (or the RRB). DON'T pay Senior Whole Health the Part D-IRMAA.

Please select a premium payment option:

- ☐ **Get a coupon book**
- ☐ **Electronic funds transfer** (EFT) from your bank account each month. Please enclose a VOIDED check or provide the following: Account type: ☐ Checking ☐ Savings

Account Holder Name: _____

Bank Routing Number: _____ Bank Account Number: _____

- ☐ **Automatic deduction** from your monthly Social Security or Railroad retirement Board (RRB) benefit check.

I get monthly benefits from: ☐ Social Security ☐ RRB

(The Social Security/RRB deduction may take two or more months to begin after Social Security or RRB approves the deduction. In most cases, if Social Security or RRB accepts your request for automatic deduction, the first deduction from your Social Security or RRB benefit check will include all premiums due from your enrollment effective date up to the point withholding begins. If Social Security or RRB does not approve your request for automatic deduction, we will send you a paper bill for your monthly premiums.)

Product offered by Senior Whole Health of New York, Inc. Senior Whole Health of New York NHC (HMO D-SNP) is a plan with a Medicare Advantage contract and a contract with the New York Medicaid program. Enrollment depends on annual contract renewal. Senior Whole Health Medicare Complete Care (HMO D-SNP) is a plan with a Medicare Advantage contract and a contract with the New York Medicaid program. Enrollment depends on annual contract renewal. You can get this document for free in non-English language(s) or other formats, such as large print, braille, or audio. Call (877) 353-0185. The call is free. Senior Whole Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-353-0185 (TTY 711). 如果您说除英语之外的语言，我们可以为您提供免费的语言援助服务。电话：1-877-353-0185 (TTY 711)。