

Agent FAQs

Careington Discount Program

Q: Who is Careington?

A: Careington is a leading provider of savings programs that provide simple and affordable access to quality discount dental and other health, wellness and lifestyle products and services.

Q: What benefits do my New Era policyholders receive from Careington?

A: As a New Era or Philadelphia American Life Medicare Supplement policyholder, your client will gain access to Careington's comprehensive dental, vision and hearing savings program. This program boasts the nation's largest networks bringing members deep discounts and privileges on dental, vision and hearing services and treatments.

Q: How much does this program cost?

A: This valuable program is free to New Era and Philadelphia American Life Medicare Supplement policyholders.

Q: Do my policyholders need to enroll/sign-up with Careington?

A: No, policyholders are automatically enrolled upon their Med Supp policy's effective date. Their Careington member materials are sent directly from Careington via mail.

Q: What member materials are mailed to policyholders?

A: Careington sends policyholders a fulfillment packet which includes a welcome letter, ID card and a program flyer showing sample discounts.

Q: How do policyholders use their Careington savings and benefits program?

A: To utilize member savings, policyholders must visit a participating network provider in their area, and simply present their Careington ID card during their visit.

Note: Policyholders have just one ID card for dental, vision and hearing discounts.

Q: Will the Careington membership renew each year?

A: Yes, membership automatically renews for as long as your policyholders' Medicare Supplement policy remains in force with New Era and New Era offers the program.

Q: What networks are included in the Careington program?

- A:
- Careington POS network gives access to dental providers in network
 - EyeMed Access network gives access to vision providers in network
 - Amplifon network gives access to hearing providers in network

Note: All dental, vision and hearing providers can be found using one search tool.

Q: What dental discounts and savings are included?

- A: The Careington POS network provides dental savings and discounts for participating providers across the nation. Since savings vary, check with participating providers for their complete fee schedule, or request one by calling Careington at (800) 290-0523.

Q: What vision discounts and savings are included?

- A: Members gain access to discounts on eye exams, eyeglasses and conventional contact lenses from more than 90,000 providers nationwide including independent optometrists, ophthalmologists, opticians and leading optical retailers such as LensCrafters®, Target Optical® and most Pearle Vision® locations. Vision discounts and savings average 20% - 40% and are provided through the EyeMed Access network under the Vision Care Access Plan D discount program. Call Careington at (800) 290-0523 for more information.

Q: What hearing discounts and savings are provided?

- A: The Amplifon network provides members low pricing on hearing aids and savings up to 40% on diagnostic services such as hearing exams. For more information call Amplifon at (866) 211-6045 or visit www.amplifonusa.com/careington.

Q: My policyholder wants to cancel their enrollment in this program. How?

- A: While this program is provided at no additional cost, should your policyholder want to cancel, please call Careington at (800) 290-0523 or Home Office at (877) 417-7555 ext. 1120.

Q: My policyholder previously canceled their membership, how can they rejoin?

- A: If your policyholder's Medicare Supplement policy is active with New Era, you may simply call Careington at (800) 290-0523 or Home Office at (877) 417-7555 ext. 1120 to rejoin.

Q: How can my policyholders locate a provider in their area?

- A: To locate a provider, visit our website at www.neweralife.com. From the menu, select *Policyholders*, then *Provider Search*. Under Policy Types, select Medicare Supplement. Complete the steps to search for a dental, vision or hearing provider in your area.