

# **Summary of Benefits 2023**

AARP® Medicare Advantage Walgreens Plan 3 (PPO) H2228-097-000

Look inside to take advantage of the health services and drug coverages the plan provides. Call Customer Service or go online for more information about the plan.



## € Toll-free 1-844-723-6473, TTY 711

8 a.m.-8 p.m. local time, 7 days a week



ARP | Medicare Advantage Walgreens from I UnitedHealthcare

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# **Summary of Benefits**

#### January 1st, 2023 - December 31st, 2023

This is a summary of what we cover and what you pay. Review the Evidence of Coverage (EOC) for a complete list of covered services, limitations and exclusions. You can see it online at **myAARPMedicare.com** or you can call Customer Service for help. When you enroll in the plan, you will get more information on how to view your plan details online.

#### About this plan

AARP<sup>®</sup> Medicare Advantage Walgreens Plan 3 (PPO) is a Medicare Advantage PPO plan with a Medicare contract.

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, live within our service area listed below, and be a United States citizen or lawfully present in the United States.

Our service area includes these counties in:

Arizona: Maricopa, Pinal.

#### Use network providers and pharmacies

AARP<sup>®</sup> Medicare Advantage Walgreens Plan 3 (PPO) has a network of doctors, hospitals, pharmacies, and other providers. With this plan, you have the freedom to enjoy nationwide access to care at in-network costs when you visit any provider participating in the UnitedHealthcare<sup>®</sup> Medicare National Network (exclusions may apply). Plus, you have the flexibility to visit any provider nationwide who accepts Medicare. You may pay a higher copay or coinsurance when you see an out-of-network provider. When looking at the following charts you'll see the cost differences for network vs. out-of-network care and services. If you use pharmacies that are not in our network, the plan may not pay for those drugs, or you may pay more than you pay at a network pharmacy.

You can go to **AARPMedicarePlans.com** to search for a network provider or pharmacy using the online directories. You can also view the plan Drug List (Formulary) to see what drugs are covered and if there are any restrictions.

## AARP® Medicare Advantage Walgreens Plan 3 (PPO)

### **Premiums and Benefits**

	In-Network	Out-of-Network	
Monthly Plan Premium	\$25		
Annual Medical Deductible	This plan does not have a deductible.		
Maximum Out-of-Pocket Amount (does not include prescription drugs)	\$3,500 annually for Medicare-covered services you receive from in-network providers.	\$5,400 annually for Medicare-covered services you receive from any provider.	
	If you reach the limit on out-of-pocket costs, you keep getting covered hospital and medical services and we will pay the full cost for the rest of the year.		
	Please note that you will still need to pay your monthly premiums and share of the cost for your Part D prescription drugs.		

## AARP® Medicare Advantage Walgreens Plan 3 (PPO)

		In-Network	Out-of-Network	
Inpatient Hospital Care <sup>2</sup>		\$250 copay per day: days 1-6 \$0 copay per day: days 7 and beyond	40% coinsurance per stay	
		Our plan covers an unlimited number of days for an inpatient hospital stay.		
Outpatient Hospital Cost sharing for additional plan covered services will apply.	Ambulatory Surgical Center (ASC) <sup>2</sup>	\$0 copay for a diagnostic colonoscopy \$250 copay otherwise40% coinsurance		
	Outpatient Hospital, including surgery <sup>2</sup>	\$0 copay for a diagnostic colonoscopy \$250 copay otherwise	40% coinsurance	
	Outpatient Hospital Observation Services <sup>2</sup>	\$250 copay	40% coinsurance	
Doctor Visits	Primary Care Provider	\$0 copay \$35 copay		
	Specialists <sup>2</sup>	\$30 copay	\$70 copay	
	Virtual Medical Visits	\$0 copay to talk with a network telehealth provider online through live audio and video		
Preventive Services	Medicare-covered	\$0 copay	\$0 copay - 40% coinsurance (depending on the service)	
		Abdominal aortic aneurysm screening Alcohol misuse counseling Annual wellness visit Bone mass measurement Breast cancer screening (mammogram) Cardiovascular disease (behavioral therapy) Cardiovascular screening Cervical and vaginal cancer screening Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy)		

		In-Network	Out-of-Network
		Depression screeningDiabetes screenings and monitoringHepatitis C screeningHIV screeningLung cancer with low dose computed tomography(LDCT) screeningMedical nutrition therapy servicesMedicare Diabetes Prevention Program (MDPP)Obesity screenings and counselingProstate cancer screenings (PSA)Sexually transmitted infections screenings andcounselingTobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)Vaccines, including those for the flu, Hepatitis B, pneumonia, or COVID-19"Welcome to Medicare" preventive visit (one-time)Any additional preventive services approved by Medicare during the contract year will be covered. This plan covers preventive care screenings and annual physical exams at 100% when you use in-	
	Routine physical	\$0 copay, 1 per year*	40% coinsurance, 1 per year*
Emergency Care	Emergency Care\$90 copay (\$0 copay for emergency care outs United States) per visit If you are admitted to the hospital within 24 ho you pay the inpatient hospital copay instead o 		ospital within 24 hours, ital copay instead of the ee the "Inpatient Hospital
Urgently Needed Services		\$40 copay (\$0 copay for urgently needed services outside the United States) per visit	

		In-Network	Out-of-Network
Diagnostic Tests, Lab and Radiology Services, and X-	Diagnostic radiology services (e.g. MRI, CT scan) <sup>2</sup>	\$0 copay for each diagnostic mammogram \$130 copay otherwise	40% coinsurance
Rays	Lab services <sup>2</sup>	\$0 copay	\$0 copay
	Diagnostic tests and procedures <sup>2</sup>	\$30 copay	40% coinsurance
	Therapeutic radiology <sup>2</sup>	\$60 copay per service	40% coinsurance
	Outpatient X- rays <sup>2</sup>	\$15 copay per service	\$20 copay per service
Hearing Services	Exam to diagnose and treat hearing and balance issues <sup>2</sup>	\$0 copay	\$70 copay
	Routine hearing exam	\$0 copay, 1 per year*	\$70 copay, 1 per year*
	Hearing aids <sup>2</sup>	\$175 - \$1,225 copay for each hearing aid through UnitedHealthcare Hearing, up to 2 hearing aids every year.*	
		Includes hearing aids delive virtual follow-up care (selec	
Routine Dental Benefits	Preventive	\$0 copay for exams, cleanings, X-rays, and fluoride*	\$0 copay for exams, cleanings, X-rays, and fluoride*
	Comprehensive <sup>2</sup>	\$0 copay for comprehensive dental services*	\$0 copay for comprehensive dental services*
	Benefit limit	\$1,500 combined limit on a If you choose to see an out might be billed more, even copay	of-network dentist you

		In-Network	Out-of-Network
Vision Services	Exam to diagnose and treat diseases and conditions of the eye <sup>2</sup>	\$0 copay	\$70 copay
	Eyewear after cataract surgery	\$0 copay	40% coinsurance
	Routine eye exam	\$0 copay, 1 per year*	\$70 copay, 1 per year*
	Routine eyewear	<ul> <li>\$0 copay</li> <li>Plan pays up to \$200 every 2 years for frames or contact lenses through UnitedHealthcare Vision.</li> <li>Standard single, bifocal, trifocal, or progressive lenses are covered in full.*</li> <li>Home delivered eyewear available nationwide through UnitedHealthcare Vision (select products only).</li> </ul>	
Mental Health	Inpatient visit <sup>2</sup>	\$250 copay per day: days 1-6 \$0 copay per day: days 7-90	40% coinsurance per stay
		Our plan covers 90 days fo	r an inpatient hospital stay.
	Outpatient group therapy visit <sup>2</sup>	\$15 copay \$30 copay	
	Outpatient individual therapy visit <sup>2</sup>	\$25 copay \$40 copay	
	Virtual Mental Health Visits	\$0 copay to talk with a network online through live audio and	
Skilled Nursing Facility (SNF) <sup>2</sup>		\$0 copay per day: days 1-20 \$196 copay per day: days 21-38 \$0 copay per day: days 39-100	\$225 copay per day: days 1-24 \$0 copay per day: days 25-100
		Our plan covers up to 100 days in a SNF.	

		In-Network	Out-of-Network	
Outpatient Rehabilitation Services	Physical therapy and speech and language therapy visit <sup>2</sup>	\$20 copay	\$70 copay	
	Occupational Therapy Visit <sup>2</sup>	\$20 copay	\$70 copay	
	Virtual Visit	\$0 copay	40% coinsurance	
Ambulance <sup>2</sup>		\$250 copay for ground \$250 copay for air	\$250 copay for ground \$250 copay for air	
Your provider must obtain prior authorization for non-emergency transportation.				
Routine Transport	ation	Not covered		
Medicare Part B Prescription	Chemotherapy drugs <sup>2</sup>	20% coinsurance	40% coinsurance	
Drugs Part B drugs may be subject to Step Therapy. See your Evidence of Coverage for details.	Other Part B drugs <sup>2</sup>	\$0 copay for allergy antigens 20% coinsurance for all others	\$0 copay for allergy antigens 40% coinsurance for all others	

## **Prescription Drugs**

If you reside in a long-term care facility, you pay the same for a 31-day supply as a 30-day supply at a Standard retail pharmacy.

Stage 1: Annual Prescription (Part D) Deductible	Since you have no deductible for Part D drugs, this payment stage doesn't apply.						
Stage 2: Initial Coverage	Retail				Mail Order		
(After you pay your deductible,	Preferred		Standard		Preferred	Standard	
if applicable)	30-day supply	100-day supply	30-day supply	100-day supply	100-day supply	100-day supply	
Tier 1: Preferred Generic	\$0 copay	\$0 copay	\$10 copay	\$30 copay	\$0 copay	\$30 copay	
Tier 2: Generic <sup>3</sup>	\$0 copay	\$0 copay	\$20 copay	\$60 copay	\$0 copay	\$60 copay	
Tier 3: Preferred Brand	\$47 copay						
Select Insulin Drugs <sup>4</sup>	\$35 copay						
Tier 4: Non-Preferred Drug	\$100 copay						
Tier 5: Specialty Tier	33% coinsuran ce	coinsuran coinsuran					
Stage 3: Coverage Gap Stage	Tier 1 drugs are covered in the gap. For covered drugs on other tiers, after your total drug costs reach \$4,660, you pay 25% coinsurance for generic drugs and 25% coinsurance for brand name drugs during the coverage gap.						
Stage 4: Catastrophic Coverage	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$7,400, you pay the greater of:						
	<ul> <li>5% coinsurance, or</li> <li>\$4.15 copay for generic (including brand drugs treated as generic) and a \$10.35 copay for all other drugs.</li> </ul>						

<sup>3</sup> Tier includes enhanced drug coverage.

<sup>4</sup> For 2023, this plan participates in the Part D Senior Savings Model which offers lower, stable, and predictable out of pocket costs for covered insulin through the different Part D benefit coverage stages. You will pay a maximum of \$35 for a 1-month supply of Part D select insulin drugs during the deductible, Initial Coverage and Coverage Gap or "Donut Hole" stages of your benefit. You will pay 5% of the cost of your insulin in the Catastrophic Coverage stage. This cost sharing only applies to members who do not qualify for a program that helps pay for your drugs ("Extra Help").

<sup>5</sup> Limited to a 30-day supply

#### **Additional Benefits**

		In-Network	Out-of-Network
Chiropractic Care	Medicare-covered chiropractic care (manual manipulation of the spine to correct subluxation) <sup>2</sup>	\$20 copay	\$70 copay
Diabetes Management	Diabetes monitoring supplies <sup>2</sup>	<ul> <li>\$0 copay</li> <li>We only cover Accu- Chek® and OneTouch® brands.</li> <li>Covered glucose monitors include: OneTouch Verio Flex®, OneTouch Verio Flex®, OneTouch Verio Reflect®, OneTouch® Verio, OneTouch® Ultra 2, Accu-Chek® Guide Me, and Accu-Chek® Guide.</li> <li>Test strips: OneTouch Verio®, OneTouch Ultra®, Accu-Chek® Guide, Accu-Chek® Guide, Accu-Chek® Aviva Plus, and Accu-Chek® SmartView.</li> <li>Other brands are not covered by your plan.</li> </ul>	50% coinsurance
	Diabetes self- management training	\$0 сорау	40% coinsurance
	Therapeutic shoes or inserts <sup>2</sup>	20% coinsurance	50% coinsurance

#### **Additional Benefits**

Durable Medical Equipment (DME) and Related Supplies         Durable Medical Equipment (e.g., wheelchairs, oxygen) <sup>2</sup> 20% coinsurance         50% coinsurance           Fitness program Fitness program Foot Care (podiatry services)         Poot exams and treatment <sup>2</sup> 20% coinsurance         50% coinsurance           Foot care (podiatry services)         Foot exams and treatment <sup>2</sup> \$30 copay for Renew Active, which includes a free gym membership at a location you select from our nationwide network, plus a personalized fitness plan, online fitness classes and brain health challenges.           Foot Care (podiatry services)         Foot exams and treatment <sup>2</sup> \$30 copay, 6 visits per year*         \$70 copay, \$70 copay, 6 visits per year*           Home Health Care <sup>2</sup> \$00 copay         \$00 copay         \$0% coinsurance           Hospice         You pay nothing for hospice care from any Medicare- approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outsite         Fout pay and the costs for drugs and respite care. Hospice is covered by Original Medicare, outsite           NurseLine         Speak with a registered nurse. Abuse         \$00 copay         \$0 copay           Outpatient Substance Abuse         Outpatient group therapy visit <sup>2</sup> \$15 copay         \$30 copay           Over-the-counter (OTC) credit         \$50 credit every quarter to buy covered OTC products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail through your			In-Network	Out-of-Network
braces, artificial limbs) <sup>2</sup> Since and an artificial limbs) <sup>2</sup> Since and artificial limbs) <sup>2</sup> Fitness program       \$0 copay for Renew Active, which includes a free gym membership at a location you select from our nationwide network, plus a personalized fitness plan, online fitness classes and brain health challenges.         Foot Care (podiatry services)       Foot exams and treatment <sup>2</sup> \$30 copay       \$70 copay         Routine foot care       \$30 copay, 6 visits per year*       \$70 copay, 6 visits per year*       \$70 copay, 6 visits per year*         Home Health Care <sup>2</sup> \$0 copay       50% coinsurance         Hospice       You pay nothing for hospice care from any Medicare- approved hospice. You may nothing for hospice is covered by Original Medicare, outside of our plan.         NurseLine       Speak with a registered nurse (RN) 24 hours a day, 7 days a week.         Opioid Treatment Program Services <sup>2</sup> \$0 copay       \$0 copay         Outpatient individual therapy visit <sup>2</sup> \$15 copay       \$20 copay         Outpatient individual therapy visit <sup>2</sup> \$25 copay       \$40 copay         Over-the-counter (UC) credit       \$50 credit every quarter to buy covered OTC products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail through your OTC catalog.	Equipment (DME) and	Equipment (e.g., wheelchairs,	20% coinsurance	50% coinsurance
gym membership at a location you select from our nationwide network, plus a personalized fitness plan, online fitness classes and brain health challenges.         Foot Care (podiatry services)       Foot exams and treatment <sup>2</sup> \$30 copay       \$70 copay         Routine foot care       \$30 copay, 6 visits per year*       \$70 copay, 6 visits per year*         Home Health Care <sup>2</sup> \$0 copay       50% coinsurance         Hospice       You pay nothing for hospice care from any Medicare-approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.         NurseLine       Speak with a registered nurse (RN) 24 hours a day, 7 days a week.         Opioid Treatment Program Services <sup>2</sup> \$0 copay       \$0 copay         Outpatient substance Abuse       Outpatient group therapy visit <sup>2</sup> \$15 copay       \$40 copay         Over-the-counter (UTC) credit       \$50 credit every quarter to buy covered OTC products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail through your OTC catalog.		braces, artificial	20% coinsurance	50% coinsurance
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Routine foot care       \$30 copay, 6 visits per year*       \$70 copay, 6 visits per year*         Home Health Care <sup>2</sup> \$0 copay       50% coinsurance         Hospice       You pay nothing for hospice care from any Medicare-approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.         NurseLine       Speak with a registered nurse (RN) 24 hours a day, 7 days a week.         Opioid Treatment Program Services <sup>2</sup> \$0 copay       \$0 copay         Outpatient Substance Abuse       Outpatient group therapy visit <sup>2</sup> \$15 copay       \$30 copay         Outpatient visit <sup>2</sup> \$15 copay       \$30 copay       \$40 copay         Over-the-counter (OTC) credit       \$50 credit every quarter to buy covered OTC products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail through your OTC catalog.	(podiatry		\$30 copay	\$70 copay
Hospice       You pay nothing for hospice care from any Medicare-approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.         NurseLine       Speak with a registered nurse (RN) 24 hours a day, 7 days a week.         Opioid Treatment Program Services <sup>2</sup> \$0 copay       \$0 copay         Outpatient Substance Abuse       Outpatient group therapy visit <sup>2</sup> \$15 copay       \$30 copay         Outpatient individual therapy visit <sup>2</sup> \$25 copay       \$40 copay         Over-the-counter (OTC) credit       \$50 credit every quarter to buy covered OTC products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail through your OTC catalog.	services)	Routine foot care		
approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.         NurseLine       Speak with a registered nurse (RN) 24 hours a day, 7 days a week.         Opioid Treatment Program Services <sup>2</sup> \$0 copay       \$0 copay         Outpatient Substance Abuse       Outpatient group therapy visit <sup>2</sup> \$15 copay       \$30 copay         Outpatient individual therapy visit <sup>2</sup> \$25 copay       \$40 copay         Over-the-counter (OTC) credit       \$50 credit every quarter to buy covered OTC products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail through your OTC catalog.	Home Health Care <sup>2</sup>		\$0 copay	50% coinsurance
Opioid Treatment Program Services <sup>2</sup> \$0 copay       \$0 copay         Outpatient Substance Abuse       Outpatient group therapy visit <sup>2</sup> \$15 copay       \$30 copay         Outpatient individual therapy visit <sup>2</sup> Outpatient individual therapy visit <sup>2</sup> \$25 copay       \$40 copay         Over-the-counter (OTC) credit       \$50 credit every quarter to buy covered OTC products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail through your OTC catalog.	Hospice		approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered	
Outpatient       Outpatient group       \$15 copay       \$30 copay         Substance       Outpatient group       \$15 copay       \$40 copay         Outpatient       individual therapy       \$25 copay       \$40 copay         Over-the-counter (OTC) credit       \$50 credit every quarter to buy covered OTC       products. Shop at network retail locations or get         home delivery by ordering online, by phone or by mail       through your OTC catalog.       Weight of the state of	NurseLine			rse (RN) 24 hours a day, 7
Substance Abuse       therapy visit <sup>2</sup> therapy visit <sup>2</sup> Outpatient individual therapy visit <sup>2</sup> \$25 copay       \$40 copay         Over-the-counter (OTC) credit       \$50 credit every quarter to buy covered OTC products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail through your OTC catalog.	Opioid Treatment	Program Services <sup>2</sup>	\$0 copay	\$0 copay
individual therapy visit <sup>2</sup> individual therapy visit <sup>2</sup> Over-the-counter (OTC) credit       \$50 credit every quarter to buy covered OTC products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail through your OTC catalog.	Substance		\$15 copay	\$30 copay
products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail through your OTC catalog.		individual therapy	\$25 copay \$40 copay	
Renal Dialysis²20% coinsurance20% coinsurance	Over-the-counter (OTC) credit		products. Shop at network retail locations or get home delivery by ordering online, by phone or by mail	
	Renal Dialysis <sup>2</sup>		20% coinsurance	20% coinsurance

<sup>2</sup> May require your provider to get prior authorization from the plan for in-network benefits.

\*Benefits are combined in and out-of-network

#### **Required Information**

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in the plan depends on the plan's contract renewal with Medicare. UnitedHealthcare Insurance Company pays royalty fees to AARP for the use of its intellectual property. These fees are used for the general purposes of AARP. AARP and its affiliates are not insurers. You do not need to be an AARP member to enroll. AARP encourages you to consider your needs when selecting products and does not make specific product or pharmacy recommendations for individuals. UnitedHealthcare contracts directly with Walgreens for this plan; AARP and its affiliates are not parties to that contractual relationship.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

If you want to know more about the coverage and costs of Original Medicare, look in your current "Medicare & You" handbook. View it online at www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

UnitedHealthcare provides free services to help you communicate with us such as letters in other languages, Braille, large print, audio, or you can ask for an interpreter. Please contact our Customer Service number at 1-877-370-2843 for additional information (TTY users should call 711). Hours are 24 hours a day, 7 days a week.

UnitedHealthcare ofrece servicios gratuitos para ayudarle a que se comunique con nosotros. Por ejemplo, cartas en otros idiomas, braille, letra grande, audio o bien, usted puede pedir un intérprete. Comuníquese con nuestro número de Servicio al Cliente al 1-877-370-2843, para obtener información adicional (los usuarios de TTY deben comunicarse al 711). Los horarios de atención son de 24 horas del día, los 7 días de la semana.

Benefits, features and/or devices vary by plan/area. Limitations and exclusions may apply.

Out-of-network/non-contracted providers are under no obligation to treat UnitedHealthcare members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

OptumRx is an affiliate of UnitedHealthcare Insurance Company. You are not required to use OptumRx home delivery for a 100 day supply of your maintenance medication.

If you have not used OptumRx home delivery, you must approve the first prescription order sent directly from your doctor to OptumRx before it can be filled. New prescriptions from OptumRx should arrive within five business days from the date the completed order is received, and refill orders should arrive in about seven business days. Contact OptumRx anytime at 1-877-266-4832, TTY 711.

Participation in the Renew Active® program is voluntary. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine. Renew Active includes standard fitness membership and other offerings. Fitness membership, equipment, classes, personalized fitness plans, caregiver access and events may vary by location. Certain services, classes, events and online fitness offerings are provided by affiliates of UnitedHealthcare Insurance Company or other third parties not affiliated with UnitedHealthcare. Participation in these third-party services are subject to your acceptance of their respective terms and policies. AARP® Staying Sharp is the registered trademark of AARP. UnitedHealthcare is not responsible for the services or information provided by third parties. The information provided through these services is for informational purposes only and is not a substitute for the advice of a doctor. The Renew Active program varies by plan/area. Access to gym and fitness location network may vary by location and plan.

The Nurseline service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Access to this service is subject to terms of use.