



Member FAQs

1. When will I receive my ID card?
If you enrolled during the Annual Election Period, you will receive your ID card in December. If you enrolled during your Initial Coverage Election Period (ICEP), you will receive your ID card prior to your effective date.
2. What plan materials can I expect to receive?
Along with letters that Medicare requires us to send, you will receive other materials such as a Lasso Healthcare MSA ID card, Optum Bank debit card and a Member Welcome Guide. All plan materials are available for you to view and download from the Documents section of this website, and you may also call us to request these materials (including in alternate formats).
3. When can I enroll or dis-enroll?
Annual Election Period (AEP) and Initial Coverage Election Period (ICEP) are the only two times you can enroll into an MSA plan. Except for rare cases, the AEP is the only time you can disenroll from an MSA plan. If you permanently leave the plan's service area, you will be disenrolled and required to repay the unearned portion of the current year's deposit. You can also be disenrolled if you no longer meet the qualifications of an MSA plan (for example, gaining Medicaid eligibility).
4. Does Lasso MSA cover Prescription Drugs?
No, this applies to ALL Medicare MSAs, including Lasso Healthcare's MSA. You are able to enroll in any stand-alone Medicare Prescription Drug Plan (PDP) offered in your service area.
5. Does Lasso have any contracted providers in my area?
There are no contracted providers with an MSA. You can visit any Medicare participating provider.
6. How can I find out if a health care provider is a Medicare participating provider?
You can search for Medicare participating providers on the Medicare Physician Compare Page located at <https://www.medicare.gov/physiciancompare/>.
7. Can a Medicare participating provider decide whether or not to treat an MSA plan member?
Any Medicare participating provider accepting new patients is required to see you. Providers can view the provider guide which is available in our Documents section. Providers may also call the Lasso Healthcare Provider Service number at 800-579-0254.
8. Can I earn extra money for taking control of my health?
Lasso Healthcare encourages members to become actively engaged in managing their health and will provide gift card incentives to do the following:
 - Complete an online health survey - \$50 gift card
 - Get a full lab panel - \$75 gift card
 - Perform an Annual Wellness Visit/Welcome to Medicare Visit - \$100 gift card



9. Do excess charges charged by non-participating providers go toward the deductible?
If you see a Medicare non-participating provider, that provider may (where allowed by state law) “balance bill” you up to a “limiting charge.” The limiting charges are not reimbursed by Lasso Healthcare MSA and do not count toward your deductible.
10. What happens if I see a provider who has opted out of Medicare?
You would be 100% responsible for any charges from providers who have opted out of Medicare. None of these charges count toward your deductible, but you can still use your MSA debit card for qualified medical services.
11. Who can I contact to ask questions about the bank account?
MSA bank accounts will be set-up through Optum Bank. Members receive a debit card and other important information. Optum can be contacted at 855-893-2300.
12. When will I get my deposit?
Lasso Healthcare will deposit funds into your Medical Savings Account (MSA) when you become effective on Lasso Healthcare MSA. Keep in mind, if you enroll mid-year, the deposit and deductible amounts will be prorated. Each month not enrolled deducts \$210 from your deposit and deductible amount. For example, if you enroll in July, your deposit amount would be \$1260 (6 months enrolled x \$210/month = \$1260).
13. Can I choose a custodial account other than Optum Bank?
Initially, you must select Optum Bank. However, after the funds are deposited into the Optum Bank account, you are free to move your funds to a custodial account of your choosing. However, any custodial fees, minimum balance amounts and other fees would be your responsibility.
14. Does Optum Bank charge any fees?
Optum Bank does not charge any custodial fees while you hold the account as a Lasso Healthcare MSA plan member.
15. Is the Optum Bank MSA account interest bearing?
While you hold the account as a Lasso Healthcare MSA plan member, the account will be interest bearing. You can also invest funds in excess of \$2,000 in various investment vehicles offered through Optum Bank. For current rates and investment options, visit Optum Bank’s website www.optumbank.com.
16. Does Optum Bank provide online statements or paper statements?
Under the Lasso Healthcare MSA, Optum Bank will have monthly statements available to view online. If you prefer, a paper statement can be mailed out on a quarterly basis.



17. I'm enrolled in Lasso Healthcare MSA and a Part D prescription drug plan (PDP). Can I use my deposit, tax-free, to pay for the Part D deductible, copays, and coinsurance? Would these expenses count toward my Lasso Healthcare plan deductible?

Per IRS rules, you are able to use your MSA funds on a tax-free basis to pay for your Part D deductible, copays, and coinsurance. However, the funds used to pay for these expenses *will not* count toward your Lasso Healthcare plan deductible. Only Medicare Parts A&B covered services count toward your Lasso Healthcare plan deductible. You may not use your MSA funds to pay the Part D premium on a tax-free basis (taxes and penalties would apply).
18. Is the deposit an annual deposit or a one-time deposit?

The deposit is an annual deposit and unused funds can be rolled over from year-to-year. If you continue your membership with Lasso Healthcare MSA, the next year's deposit is added to your MSA account per the terms of that year's benefit design. If you leave the plan at the end of the year, any remaining deposit is yours to keep.
19. Can I contribute to the MSA bank account?

No, you are not allowed to contribute to the MSA bank account, per IRS rules.
20. What happens to the MSA funds upon death of the MSA plan member?

If the member should pass away during the plan year the deposit would go to their beneficiary which could either be their spouse or some other designee. Lasso Healthcare is required to collect any unearned deposit amounts for the current calendar months following the member's death. Any remaining funds would be passed to their named beneficiary. If the beneficiary is the spouse, there would be no tax implications. If the beneficiary is not the spouse, ordinary income taxes would apply, subject to IRS rules.
21. What happens if I use my MSA funds for non-medical expenses, and what is the tax penalty?

See IRS Form-8853, but generally, you will be taxed at your nominal tax rate + a 50% penalty.
22. How does my provider submit a claim?

Lasso Healthcare offers paper and electronic options for providers to submit a claim. For more information, please check out the Providers page of this website.
23. How do I submit a request for reimbursement or for Lasso Healthcare to pay a bill I received from a provider?

Until you reach your deductible, you are responsible for paying your provider once they submit the claim to Lasso Healthcare. Once your deductible is met, Lasso Healthcare will pay your provider for Medicare covered services. If you receive a bill after your deductible is met, you can mail it to Lasso Healthcare (MSA), P.O. Box 261113, Plano, TX 75026.



24. How can I file a grievance?

Member satisfaction is very important to us, and you can reach out to us at any time! If you need to file a complaint, you can contact Member Services at 866-766-2583 8 a.m. to 8 p.m. seven days a week from October 1 through March 31, and Monday – Friday from April 1 through September 30. If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us at Lasso Healthcare (MSA), P.O. Box 261115, Plano, TX 75026. For more information, please refer to Chapter 7 of Lasso Healthcare’s Evidence of Coverage, available on the Documents section of this website.

25. How do I appoint a representative to speak on my behalf?

You may authorize Lasso Healthcare to allow the release of information about your membership with us, such as enrollment, claims, or benefit information, by completing the Authorization to Use/Disclose Protected Health Information form that is available on the Documents section of this website.

You may also name another person to act as your representative to ask for a coverage decision, make an appeal or file a grievance by completing the Appointment of Representative form located on Medicare’s website at: <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf>.