<Date>

<Name>

<Address>

<City>, <State> <ZIP>

**Member ID: <Member #>**

**Rx ID: <RxID>**

**Rx GRP: <RxGRP>**

**Rx BIN: <RxBIN>**

**Rx PCN: <RxPCN>**

**Important: You have been enrolled in a new plan for your Medicare and Illinois Medicaid services. Keep this letter as proof of your coverage.**

<Name>:

**Welcome to <plan name> (Medicare-Medicaid Plan)!**

Starting <**effective date**>, you’ll have a health plan designed to give you seamless, high quality care at a low cost or zero cost to you. <Insert Federal-State contracting disclaimer from State-specific Marketing Guidance>. Your new coverage includes:

* Your choice of doctors, pharmacies and other providers within the plan’s network who work together to give you the care you need
* Prescription drugs
* Long-term services and supports to help you with an ongoing medical condition (Long-term services and supports are often provided in your home or a community setting so you don’t have to go to a nursing home or hospital.)
* Extra benefits and services, including a care coordinator to help you manage your health care and long term services and supports [*Plan may insert as applicable:* and other covered services such as dental, vision, etc*.*]
* Durable Medical Equipment, like [*Plan must insert two or three examples of covered items, such as crutches, walkers, wheelchairs, oxygen equipment, hospital beds, speech generating devices, nebulizers, intravenous (IV) infusion pumps.*]

**This letter is proof of your new coverage. [***Plan that does not include the Member ID Card in the welcome mailing should insert:* **Please bring this letter with you to the pharmacy or office visit until you get your Member ID Card from us.**] If you have questions, call <plan name> Member Services. Contact information is in the List of Resources at the end of this notice.

**What happens now?**

You may begin using <plan name> network primary care providers and pharmacies for all of your health care services and prescription drugs as of <**effective date**>. If you need emergency or urgently needed care,or out-of-area dialysis services, you can use providers outside of <plan name>’s network.

* To help with the transition to <plan name>, if you’re under a current course of treatment you can keep seeing the providers you go to now for 180 days [*plan can change this to 90 days if the enrollee is coming from another health plan*].
* You’ll also have access to a [insert supply limit (*must be* the number of days in plan’s one-month supply)]-day supply of the Part D drugs you currently take during your first [*must be at least 90*] days in the plan and you’ll have access to the Medicaid-covered drugs you currently take during your first 180 days [*plan can change this to 90 days if the enrollee is coming from another health plan*] in the plan if:
* you’re taking a drug that isn’t on our *List of Covered Drugs*,
* health plan rules don’t let you get the amount ordered by your doctor, or
* the drug requires prior approval by <plan name>.

[*Plan may insert the following if it elects not to include the new member kit with the welcome mailing:* You’ll get new member kit information separately*.*]

**The new member kit includes:**

* Summary of Benefits
* *List of Covered Drugs* (Formulary) [*Plan may delete and replace with the following if it elects not to send List of Covered Drugs to enrollees:* Instructions for getting more information about the drugs on our *List of Covered Drugs*]
* *Provider and Pharmacy Directory* [*Plan may delete and replace with the following sentence if it elects not to send the Provider and Pharmacy Directory to enrollees*: Instructions for getting more information about the providers and pharmacies in our network]
* [*Plan may insert the following if it elects to include the Member ID Card with the welcome mailing*: Member ID Card]
* [*Plan may insert the following if it elects to include the Member Handbook with the welcome mailing*: *Member Handbook* (Evidence of Coverage)]

[*If the plan elects to send the Member ID Card separately from the welcome mailing, the plan must insert the following*: Before <**enrollment effective date**>, we will send you a Member ID Card.]

[*Plan may insert the following if it sends the Member Handbook separately from the welcome mailing:* Before <**enrollment effective date**>, we will send you a *Member Handbook* (Evidence of Coverage).]

[*If plan elects not to send the Member Handbook to enrollees, insert:*An up-to-date copy of the *Member Handbook* (Evidence of Coverage) is always available on our website at <web address>. You may also call Member Services at <toll-free number> to ask us to mail you a *Member Handbook*.]

**How much will I have to pay for <plan name>?**

You won’t have to pay a plan premium, deductible, or copays when getting health services through a <plan name> provider.

**How much do I have to pay for prescription drugs?**

[*If plan has any Part D cost sharing, insert the following paragraph and include LIS cost sharing information specific to the enrollee’s LIS level:* When you pick up your prescription drugs at our network pharmacy, you’ll pay no more than <**$\_\_\_**> each time you get a generic drug that’s covered by <plan name> and no more than <**$\_\_\_**> each time you get a brand name drug that’s covered by <plan name>. Copays for prescription drugs may vary based on the level of Extra Help you get. Please contact <plan name> for more details.]

[*If plan has no cost sharing for all Part D and/or Medicaid drugs, insert*: You pay **$0** for <all or the rest of> your prescription drugs covered by the plan.]

[*If applicable, insert:*

**How can I switch my primary care provider?**

*Information instructing member in simple terms how to switch primary care provider/site, how to get services, which services don’t need primary care provider’s approval (when applicable), etc.*]

**What if I have other health or prescription drug coverage?**

If you have other health or drug coverage, such as from an employer or union, you or your dependents could lose your other health or drug coverage completely and not get it back if you join <plan name>. Other types of health and drug coverage include TRICARE, the Department of Veterans Affairs, or a Medigap (Medicare Supplement Insurance) policy. Contact your benefits administrator if you have questions about your coverage.

**What if I don’t want to join <plan name>?**

You’ll be enrolled in <plan name> unless you cancel the enrollment before <**enrollment effective date**>. You can call Illinois Client Enrollment Services to cancel your enrollment with <plan name>. Contact information is in the List of Resources at the end of this notice.

**What if I want to join a different Medicare-Medicaid Plan?**

Call Illinois Client Enrollment Services to join another Medicare-Medicaid Plan. Contact information is in the List of Resources at the end of this notice.

**Can I leave <plan name> or join a different plan after <effective date>?**

[*Plans in states that continue to implement a continuous Special Enrollment Period for dual eligible beneficiaries (duals SEP) insert:* **Yes.** You may leave <plan name> or choose a new Medicare-Medicaid plan **at any time during the year** by calling Illinois Client Enrollment Services. Contact information is in the List of Resources at the end of this notice.]

[*Plans in states that implement the new duals SEP effective 2019, insert:* **Yes.** You may leave <plan name> or choose a new Medicare-Medicaid Plan before <**effective date of enrollment**>. You’ll also have from <**effective date of enrollment**> through <**three months after effective date of enrollment**> to change to another Medicare health plan.

If you don’t make a change during this time, you’ll be able to change plans during certain times of the year or in certain situations. Because you have Medicaid, you may be able to end your membership in our plan or switch to a different plan one time during each of the following **Special Enrollment Periods**:

* January to March
* April to June
* July to September

In addition to these three Special Enrollment periods, you may end your membership in our plan during the following periods:

* The **Annual Enrollment Period,** which lasts from October 15 to December 7. If you choose a new plan during this period, your membership in <plan name> will end on December 31 and your membership in the new plan will start on January 1.
* The **Medicare Advantage Open Enrollment Period**, which lasts from January 1 to March 31. If you choose a new plan during this period, your membership in the new plan will start the first day of the next month.

There may be other situations when you are eligible to make a change to your enrollment. If you want to make a change, call <state/enrollment broker number>, <days and hours of operation>.]

If you leave <plan name> and don’t want to enroll in another Medicare-Medicaid Plan, your coverage will end the last day of the month after you tell us. If you leave <plan name> and don’t join a Medicare health or prescription drug plan, you’ll be covered under Original Medicare and Medicare will enroll you in a Medicare prescription drug plan.

**How will I get my Medicaid services if I leave <plan name>?**

[**If MLTSS** **is not** **an option** in the beneficiary’s county, plans must include the following language: If you leave the Medicare-Medicaid Plan, you will get your Medicaid services through fee-for-service.]

[**If MLTSS** **is an option** in the beneficiary’s county, plans must include the following language: If you leave the Medicare-Medicaid Plan, you will either get your Medicaid services through fee-for-service *or* be required to enroll in the HealthChoice Illinois Managed Long-Term Services and Supports (MLTSS) program to get your Medicaid services.

If you are not in a nursing facility or enrolled in a Home and Community Based Services (HCBS) Waiver, you will get your Medicaid services through fee-for-service. You can see any provider that accepts Medicaid and new patients.

If you are in a nursing facility or are enrolled in an HCBS Waiver, you will be required to enroll in the HealthChoice Illinois MLTSS program to get your Medicaid services.

To choose a HealthChoice Illinois MLTSS health plan, you can call Illinois Client Enrollment Services. Contact information is in the List of Resources at the end of this notice. Tell them you want to leave <plan name> and join a HealthChoice Illinois MLTSS health plan.]

[All plans with a CY 2019 MLTSS contract must include the following language **if MLTSS is an option** in the beneficiary’s county: If you don’t pick a HealthChoice Illinois Managed Long-Term Services and Supports (MLTSS) health plan, you will be assigned to our company’s HealthChoice Illinois MLTSS health plan.]

[All plans without a CY 2019 MLTSS contract must include the following language **if MLTSS** **is an option** in the beneficiary’s county: If you don’t pick a HealthChoice Illinois Managed Long-Term Services and Supports health plan (MLTSS), you will be assigned to a different company’s HealthChoice Illinois MLTSS health plan. <Plan name> does not have a HealthChoice Illinois MLTSS health plan.]

After you are enrolled in a HealthChoice Illinois MLTSS health plan, you will have 90 days to switch to another HealthChoice Illinois MLTSS.

You will get a new Member ID Card, a new Member Handbook, and [*insert if applicable*: information about how to access the; ***or***a new] Provider and Pharmacy Directory from your HealthChoice Illinois MLTSS health plan.

**How will I get my Medicare services if I leave <plan name>?**

If you leave <plan name> and don’t join a Medicare health or prescription drug plan, you’ll be covered under Original Medicare and Medicare will enroll you in a Medicare prescription drug plan.

**What if I have questions?**

You can get answers and help. Contact information is in the List of Resources at the end of this notice. The calls and the help are free.

[*Plan should include the following paragraph if it intends to conduct early HRS or HRAs:*

**What happens next?**

Someone from our health plan will call you to talk about your health and service needs before your services start on <**enrollment effective date**>. You can choose to wait until your services start before answering these questions. If you choose to wait, we will set a time after your enrollment date to discuss your health and service needs.]

[*Plans are subject to the notice requirements under Section 1557 of the Affordable Care Act. For more information, refer to* [*https://www.hhs.gov/civil-rights/for-individuals/section-1557*](https://www.hhs.gov/civil-rights/for-individuals/section-1557)*.*]

You can get this document for free in other formats, such as large print, braille, or audio. Call <toll-free phone and TTY/TDD numbers>, <days and hours of operation>. The call is free.

**List of Resources**

**The calls and the help are free!**

| For questions about: | Contact: |
| --- | --- |
| **This notice or plan coverage** | <**Plan name**> |
|  | Call: <toll-free phone number> |
|  | TTY users call: <toll-free TTY/TDD number> |
|  | <days and hours of operation> |
|  | Online: <website> |
| **Enrollment** | **Illinois Client Enrollment Services** |
|  | Call: 1-877-912-8880 |
|  | TTY users call: 1-866-565-8576 |
|  | Monday – Friday, 8:00 a.m. – 7:00 p.m. |
|  | Online[: EnrollHFS.Illinois.gov](https://enrollhfs.illinois.gov/) |
| **Medicaid** | **Illinois Health Benefits Hotline** |
|  | Call: 1-800-226-0768 |
|  | TTY users call: 1-877-204-1012 |
|  | Monday – Friday, 8:00 a.m. – 4:45 p.m.  Online: [Illinois.gov/HFS](https://www.illinois.gov/HFS/Pages/default.aspx) |
| **Medicare** | **Medicare** |
|  | Call: 1-800-MEDICARE (1-800-633-4227) |
|  | TTY users call: 1-877-486-2048 |
|  | 24 hours a day, 7 days a week |
|  | Online: [Medicare.gov](https://www.medicare.gov/) |
| **Other enrollment choices:** | **Senior Health Insurance Program (SHIP)** |
|  | Call: 1-800-252-8966 |
|  | TTY users call: 1-888-206-1327 |
|  | Monday – Friday, 8:30 a.m. – 5:00 p.m. |
|  | E-mail: Aging.SHIP@Illinois.gov  Online: [Illinois.gov/Aging/SHIP](https://www2.illinois.gov/aging/ship/Pages/default.aspx) |
| **Coverage decisions, appeals, or complaints:** | **Illinois Home Care Ombudsman** |
|  | Call: 1-800-252-8966 |
|  | TTY users call: 1-888-206-1327 |
|  | Monday – Friday, 8:30 a.m. – 5:00 p.m. |
|  | E-mail: [Aging.HCOProgram@illinois.gov](mailto:Aging.HCOProgram@illinois.gov)  Online: <https://www2.illinois.gov/aging/ProtectionAdvocacy/LTCOmbudsman/Pages/The-Home-Care-Ombudsman-Program.aspx> |