**Exhibit 5a: MMP Welcome Letter for Passively Enrolled Individuals**

Referenced in §30.4.1 of the MMP Enrollment and Disenrollment Guidance

<Date>

**<Member # >**

**<RxID>**

**<RxGroup>**

**<RxBin>**

**<RxPCN>**

<Name>

<Address>

<City>, <State> <ZIP>

**IMPORTANT: YOU HAVE BEEN ENROLLED INTO A NEW PLAN FOR YOUR**

**MEDICARE AND MEDI-CAL SERVICES.**

<Name>:

**Welcome to <plan name>!**

Starting <effective date>, you will have a Cal MediConnect health plan designed to give you seamless, high quality care at no extra cost to you. <Plan name> is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Your new coverage includes:

* + - Your Medicare benefits, including prescription drugs.
    - Your Medi-Cal benefits, including long-term services and supports (LTSS) that help you with on-going personal care needs. LTSS includes In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), and Community-Based Adult Services (CBAS), which are services that can help you stay in your home as long as possible. It also includes nursing home care if you need it.
    - Your choice of doctors and other providers within our network who work together to give you the care you need.
    - [*If applicable insert:* Extra benefits and services such as vision care, transportation services and a care coordinator [*plans may insert:* and other covered services such as dental, vision, etc.].]

You may begin using <plan name> 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>, you may be able to continue seeing the doctors you go to now for a period of up to six (6) months for Medicare services and a period of up to twelve (12) months for Medi-Cal services from the effective date of your enrollment in <plan name>. Contact <plan name> <Member Services> at <phone number> for information on how to do this.

You will also have access to at least one [*must be at least 30*]-day supply of prescription drugs you currently take during your first [*must be at least 90*]days in <plan name> if you are taking a drug that is not on our List of Covered Drugs, if health plan rules do not let you get the amount ordered by your doctor, or if the drug requires prior approval.

**This letter is proof of your new coverage. [***Plans that do not include the member card in the welcome mailing should insert*: **Please bring this letter with you to the pharmacy or office visit until you receive your member ID card from us.**][*Plans may insert the following if they elect to not include the new member kit with the welcome mailing:* You will receive a new member packet separately.]

**The new member kit includes:**

* Summary of Benefits
* List of Covered Drugs (Formulary)
* Provider and Pharmacy Directory [*Plans may delete and replace with the following sentence if they elect not to send the provider and pharmacy directory to enrollees*: Instructions for getting more information about the providers and pharmacies in our network]
* [*Plans may insert the following if they elect to include the ID card with the welcome mailing*: Membership Identification Card]
* [*Plans may insert the following if they elect to include the Member Handbook with the welcome mailing*: Member Handbook (Evidence of Coverage)]

[*If the plan elects to send the ID card and Member Handbook separately from the welcome mailing, the plan must insert the following*: Before your enrollment date, we will send you [a Membership ID card] [and] [a Member Handbook (Evidence of Coverage)].]

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

You will not have to pay a plan premium, deductible, or copayments when receiving health services through a <plan name> provider.

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

When you pick up your prescription drugs at our network pharmacy, you’ll pay no more than <$\_\_> each time you receive a generic drug that’s covered by <plan name>, and no more than <$\_\_> each time you receive a brand name drug that is covered by <plan name>. [*Plans may delete the following sentence if they have $0 copayments for all formulary drugs*:] Copayments for prescription drugs may vary based on the level of Extra Help you receive. Please contact <plan name> for more details.

**How can I choose a primary care provider?**

[*Insert information instructing member in simple terms on how to select a primary care provider/site, how to obtain services, explain which services do not 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 the benefits administrator of this other health/drug coverage if you have questions about your coverage.

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

You will be enrolled in <plan name> unless you cancel your enrollment before <enrollment effective date>. To cancel your enrollment, you must call Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 am to5:00 pm. TTY users should call 1-800-430-7077. You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY users should call 1-877-486-2048). Tell the representative that you do not want to enroll in <plan name>.

**Can I leave <plan name> after <effective date>?**

Yes. You may leave <plan name> **at any time** by calling Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 am to5:00 pm. TTY users should call 1-800-430-7077. You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY users should call 1-877-486-2048). If you choose to leave <plan name>, your coverage will end the last day of the month after you tell us you want to leave.

**What if I want to join a different Cal Medi-Connect plan?**

If you want to keep getting your Medicare and Medi-Cal benefits together from a single plan, you can join a different Cal MediConnect plan. To enroll in a different Cal MediConnect plan, call Heath Care Options at 1-844-580-7272, Monday through Friday from 8:00 am to 5:00 pm. TTY users should call 1-800-430-7077. Tell them you want to leave your current Cal MediConnect plan and join a different Cal MediConnect plan. If you are not sure what plan you want to join, they can tell you about other plans in your area.

**What happens to my Medicare 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. To join a Medicare plan, call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY users should call 1-877-486-2048).

**What happens to my Medi-Cal if I leave <plan name>?**

You must have a Medi-Cal health plan in order to continue to receive your Medi-Cal services, including long-term services and supports (LTSS) that help you with on-going personal care needs. If you leave your Cal Mediconnect plan, you will continue to get your Medi-Cal services through <plan sponsor name> unless you select a different plan for your Medi-Cal services. You will receive information on Medi-Cal health plans in the mail. To join a Medi-Cal health plan, call Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 am to 5:00 pm. TTY users should call 1-800-430-7077.

**Who should I call if I have questions about <plan name>’s coverage or providers?**

If you have questions, call <plan name> <Member Services> at <toll-free phone number> <days and hours of operation>. TTY users should call <toll-free number>. You can also visit <web address>.

**For help or more information**

If you want to talk to a health insurance counselor about these changes and your choices, call the California Health Insurance Counseling & Advocacy Program (HICAP) at 1-800-434-0222.

If you have questions about Medicare, call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. You can also visit http://www.Medicare.gov.

If you need help enrolling in a Cal MediConnect or Medi-Cal plan, please call Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 am to 5:00 pm. TTY users should call 1-800-430-7077.

If you are in a Cal MediConnect plan and need further help, call the Cal MediConnect Ombudsman at 1-855-501-3077. [*Delete the following sentence in versions of this letter released after April 1, 2014:*] This number will be operational starting April 1, 2014.

[*The next sentence must be in English and all non-English languages that meet the Medicare or State thresholds for translation, as specified for each plan in the HPMS Marketing Module. The non-English disclaimer must be placed below the English version and in the same font size as the English version.*] You can get this information for free in other languages. Call <toll-free number>. The call is free.

If you need this letter in another language or alternate format, like large print, audio, or Braille, or if you need help understanding this letter, please call Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 am to 5:00 pm. TTY users should call 1-800-430-7077.