

EXHIBIT A.

Example of a cover page

The example in this exhibit is designed to illustrate the overall look and one of the variations in model language for the cover page of the draft revised Model Part D Explanation of Benefits (EOB). This example is for a Part D EOB for September, 2009, for a fictional plan called “Birchwood Medicare Plus.” It has placeholders for the member’s name, address, and identification numbers as well as for the plan’s mailing address.

The model language for the cover page of the Part D EOB calls for inserting phone numbers or other information for use by plan members with limited English. To show how this instruction might be implemented in an actual Part D EOB, this cover page example shows phone numbers for use by those members who need information in Spanish, Russian, or Vietnamese.

To minimize burden on the readers and keep a consistent layout, the draft revised Model Part D EOB maintains a landscape orientation for all pages. To keep line lengths short enough to be easy to read, the document uses two columns. In different sections of the document, the two-column format is adjusted to accommodate the amount and type of text on a page.

For example, for this cover page, the two columns are of unequal size. The column on the left that contains information for reference is narrow. The column on the right is the main focus of the cover and it is wider. It has the title, table of contents, and a prominent part that gives contact information for the plan’s Member Services. The cover includes a gray vertical bar to divide the two columns and help focus the reader’s main attention on the right side.

(As shown in other exhibits in the Appendix:

- Sections 1 (list of prescriptions) and 2 (payment stages) are not formatted as two columns because they consist of page-wide charts.
- Section 3 has the amounts and definitions of out-of-pocket costs and total drug costs. Since explaining out-of-pocket costs requires more space than explaining total drug costs, the columns are of unequal size in this section.
- The remaining sections 4 through 6 have columns of equal size. These sections cover changes to the formulary and reference information on various topics.)



{insert date}
 {insert member name}
 {insert member street address}
 {insert member city, state zip code}

{insert member ID numbers and/or other
 reference}

For languages other than English:

Español 1-800-331-2345 (Spanish)

Русский 1-800-331-5678 (Russian)

tiếng Việt 1-800-331-7777 (Vietnamese)

Do you need large print or another format?

To get this material in other formats,
 including large type, Braille, and translation
 into other languages, call Birchwood
 Member Services at the number shown on
 this page.

Birchwood Health Corporation
 {insert full mailing address}

Your Monthly Prescription Drug Summary For September, 2009

This summary is your “Explanation of Benefits” (EOB) for your Medicare
 prescription drug coverage (Part D). Please review this summary and keep it for
 your records. (This is *not* a bill.)

Here are the sections in this summary:

SECTION 1. Your prescriptions during the past month

SECTION 2. Which “drug payment stage” are you in?

SECTION 3. Your “out-of-pocket costs” and “total drug costs” (amounts and definitions)

SECTION 4. Updates to the plan’s Drug List that will affect drugs you take

SECTION 5. If you see mistakes on this summary or have questions, what should you
 do?

SECTION 6. Important things to know about your drug coverage and your rights

Birchwood Member Services

If you have questions or need help, call us. We are available Monday through Friday
 from 8 am to 5 pm. Calls to these numbers are free.

1-800-222-3333

1-888-444-5555 for TTY / TDD only

1-800-111-7788 fax

Or visit our website: <http://www.birchwood.com>

