[REMOVE PRIOR TO SENDING: Tab C - MODEL NOTICE TO ENROLLEES IN SNPS THAT EXCLUSIVELY ENROLL DUALS AND ARE NON-RENEWING OR REDUCING THEIR SERVICE AREAS

(Do not include Medigap attachment)]

<Insert Date>

**IMPORTANT NOTICE: Your Medicare plan won’t be   
offered in 2021.**

<Insert Date>

<Member Name>  
<Member Address>  
<Address>

Dear <member name>,

<Plan Name> won’t offer your Medicare plan in 2021. This means your coverage through <Plan name> will end December 31, 2020. You need to choose how you want to get your health and prescription drug coverage. Whichever choice you make, you will still have Medicare and <state-specific name for Medicaid> benefits, including prescription drug coverage. If you don’t choose another prescription drug plan by December 31, 2020, Medicare will choose a new drug plan for you, and you’ll have health coverage through Original Medicare starting January 1, 2021.

Even if Medicare places you in Original Medicare and/or chooses a drug plan for you*,* you still have other opportunities to join a Medicare health or drug plan. Because your plan will no longer be available to you, and to provide you additional time to evaluate your options, you have a special opportunity to join a new plan any time until February 28, 2021.

Because you have <state-specific name for Medicaid>, you may have other opportunities to join a Medicare health or drug plan. If you join a new Medicare plan AFTER December 31, your coverage in the new plan won’t start until the month after you join.

**What do you need to do?**

You need to choose how you want to get your health and prescription drug coverage. Review your options for Medicare coverage and choose which is best for you:

**Option 1: You can join another Medicare health plan.** Call 1-800-MEDICARE(1-800-633-4227) 24 hours a day, 7 days a week or visit Medicare.gov to choose a new plan.A Medicare health plan is offered by a private company that contracts with Medicare to provide benefits. Medicare health plans cover all services that Original Medicare covers and may offer extra coverage such as vision, hearing, or dental. Some health plans are designed specifically for people who have both Medicare and Medicaid. These are called Dual Eligible Special Needs Plans.

**Option 2: You can change to Original Medicare.** Original Medicare is fee-for-service coverage managed by the Federal government. If you choose Original Medicare, and don’t choose a prescription drug plan by December 31, Medicare will enroll you in a separate prescription drug plan. You’ll get a blue letter in November telling you the name of your new drug plan. You will only be enrolled into the separate prescription drug plan if you do not make another selection by December 31.

**Important Information:**

**For questions about <state-specific name for Medicaid>**, contact <State Medicaid phone, TTY, and hours of operation>. Ask how joining another plan or returning to Original Medicare affects your <state-specific name for Medicaid> coverage.

**If you have an employer or union group health plan**, **VA benefits, or TRICARE for Life,** contact your insurer or benefits administrator. Ask how joining another plan or returning to Original Medicare affects your coverage.

**If you have End-Stage Renal Disease (ESRD),** you have a one-time right to join a new Medicare Advantage plan. Keep a copy of this letter as proof of your right to join a new Medicare Advantage plan.

**Get Help Comparing Your Options**

It’s important to find a plan that covers your doctor visits and prescription drugs.

Visit [Medicare.gov](http://www.medicare.gov) or refer to your Medicare & You Handbook for a list of Medicare health and prescription drug plans in your area. <*plans opting to notify enrollees of alternative enrollment options through written description should include the following language:* You may also refer to the attached list of Medicare health and prescription drug plans in your area.> If you want to join one of these plans, call the plan to get information about their costs, rules, and coverage.

You can also get help comparing plans if you:

<*plans opting to notify enrollees of alternative enrollment options through outbound calls should include the following language instead of the previous sentence:* <Plan Name> will call you to explain how you can get help comparing plans. You can also:>

* **Call <Name of SHIP> at <SHIP phone>.** Counselors are available to answer your questions, discuss your needs, and give you information about your options. All counseling is **free**. TTY users should call <SHIP TTY>.
* **Call 1-800-MEDICARE (1-800-633-4227).** Tell them you got a letter saying your plan isn’t going to be offered next year and you want help choosing a new plan. This toll-free help line is available 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
* **Visit** [**Medicare.gov**](http://www.medicare.gov)**.** Medicare’s official web site has tools that can help you compare plans and answer your questions. **Click** the “Sign Up/Change Plans” tab and then select “Find health & drug plans” to compare the plans in your area.

**Note:** Medicare isn’t part of the Health Insurance Marketplace. Following the instructions in this letter will ensure that you are reviewing Medicare plans and not Marketplace options.

Disregard any 2021 plan materials you received before October 1, 2020.

If you need more information, please call us at <phone, TTY, hours of operation>. Tell the customer service representative you got this letter.

<Plans may include language thanking the enrollee for their membership and/or apologizing for any inconvenience.>

Sincerely,

<Signature>

You can get this information for free in other formats, such as large print, braille, or audio. Call <toll free number>. The call is free.

“ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-XXX-XXX-XXXX (TTY: 1-XXX-XXX-XXXX).”

[Material ID]