<Date>

<Name>

<Address>

<City>, <State> <ZIP>

<Name>:

**You won’t be enrolled in <plan name> for your Medicare services.**

Your request to cancel your Medicare enrollment in <plan name> was received and is being processed by Medicare. It may take up to 45 days for your Medicare records to be updated.

**What do I need to do?**

* **Tell your providers** that if they need to submit claims for your health services and prescription drugs, there may be a slight delay in updating your records. You will keep getting your Medicaid services from <plan name>.
* **Contact your previous plan** to confirm your enrollment if you don’t get an acknowledgement letter from them within two weeks. If you were enrolled in another Medicare health or prescription drug plan before you enrolled in <plan name>, you should automatically be enrolled back into that plan.
* **Keep this letter** because your previous plan may ask for a copy of it for their records.

**What if I leave <plan name> and I don’t want to join a different MyCare Ohio plan for my Medicare services and prescription drugs?**

If you don’t want to get Medicare services and Medicare Prescription Drug coverage through <plan name>, call <state/enrollment broker> at <toll-free number>, <days and hours of operation>. Call <toll-free number> if you use TTY.

If you choose not to get Medicare services from <plan name> and you don’t join a Medicare health or prescription drug plan on your own, you’ll be covered under Original Medicare and Medicare may enroll you in a Medicare Prescription Drug Plan.

**What if I have questions?**

* For questions about **<plan name> or this notice**, call Member Services at <toll-free phone and TTY/TDD numbers>, <days and hours of operation> or visit <web address>.
* For questions about **Medicare**, call 1-800-MEDICARE (1-800-633-4227) (TTY: 1-877-486-2048), 24 hours a day, 7 days a week, or visit the Medicare home page at http://www.medicare.gov.
* For questions about **the MyCare Ohio program**, call the Ohio Medicaid Consumer Hotline at 1-800-324-8680, Monday through Friday from 7:00 am to 8:00 pm and Saturday from 8:00 am to 5:00 pm. Call Ohio Relay at 7-1-1 if you use TTY or visit http://www.ohiomh.com.
* For questions or concerns about **any aspect of care available through the MyCareOhio program**, call the Office of the State Long-Term Care Ombudsman (1-800-282-1206) (TTY Ohio Relay Service: 1-800-750-0750), Monday through Friday from 8:00 am to 5:00 pm or email MyCareOmbudsman@age.ohio.gov. The Office of the State Long-Term Care Ombudsman is a consumer advocacy program.

If you have a problem reading or understanding this information, please contact <plan name> <Member Services> for help, at no cost to you. We can explain this information in English or in your primary language. We may have this information printed in some other languages. If you are visually or hearing-impaired, special help can be provided.

<Plan’s legal or marketing name> is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

[*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.*]

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>. The call is free.