



# Allwell Dual Medicare (HMO SNP) offered by Superior Health Plan, Inc.

## Annual Notice of Changes for 2019

You are currently enrolled as a member of Allwell Dual Medicare (HMO SNP). Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes.*

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### What to do now

#### 1. ASK: Which changes apply to you

- Check the changes to our benefits and costs to see if they affect you.
  - It's important to review your coverage now to make sure it will meet your needs next year.
  - Do the changes affect the services you use?
  - Look in Sections 1.5 and 1.6 for information about benefit and cost changes for our plan.
- Check the changes in the booklet to our prescription drug coverage to see if they affect you.
  - Will your drugs be covered?
  - Are your drugs in a different tier, with different cost sharing?
  - Do any of your drugs have new restrictions, such as needing approval from us before you fill your prescription?
  - Can you keep using the same pharmacies? Are there changes to the cost of using this pharmacy?
  - Review the 2019 Drug List and look in Section 1.6 for information about changes to our drug coverage.
  - Your drug costs may have risen since last year. Talk to your doctor about lower cost alternatives that may be available for you; this may save you in annual out-of-pocket costs throughout the year. To get additional information on drug prices visit <https://go.medicare.gov/drugprices>. These dashboards highlight which manufacturers have been increasing their prices and also show other year-to-year drug price information. Keep in mind that your plan benefits will determine exactly how much your own drug costs may change.

- Check to see if your doctors and other providers will be in our network next year.
  - Are your doctors in our network?
  - What about the hospitals or other providers you use?
  - Look in Section 1.3 for information about our Provider & Pharmacy Directory.
- Think about your overall health care costs.
  - How much will you spend out-of-pocket for the services and prescription drugs you use regularly?
  - How much will you spend on your premium and deductibles?
  - How do your total plan costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.

## 2. **COMPARE:** Learn about other plan choices

- Check coverage and costs of plans in your area.
  - Use the personalized search feature on the Medicare Plan Finder at <https://www.medicare.gov> website. Click “Find health & drug plans.”
  - Review the list in the back of your Medicare & You handbook.
  - Look in Section 3.2 to learn more about your choices.
- Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan’s website.

## 3. **CHOOSE:** Decide whether you want to change your plan

- If you want to **keep** Allwell Dual Medicare (HMO SNP), you don’t need to do anything. You will stay in Allwell Dual Medicare (HMO SNP).
- If you want to **change to a different plan** that may better meet your needs, you can switch plans between now and December 31. Look in Section 3.2, page 15 to learn more about your choices.

## 4. **ENROLL:** To change plans, join a plan between **now** and **December 31, 2018**

- If you **don’t join another plan by December 31, 2018**, you will stay in Allwell Dual Medicare (HMO SNP).
- If you **join another plan by December 31, 2018**, your new coverage will start the first day of the following month.
- Starting in 2019, there are new limits on how often you can change plans. Look in Section 4, page 16 to learn more.

## **Additional Resources**

- This document is available for free in Spanish.
- Please contact our Member Services number at 1-877-935-8023 for additional information. (TTY users should call 711). Hours are from October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.
- We must provide information in a way that works for you (in languages other than English, in audio, in large print, or other alternate formats, etc.).
- **Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at <https://www.irs.gov/Affordable-Care-Act/Individuals-and-Families> for more information.

## **About Allwell Dual Medicare (HMO SNP)**

- Allwell is contracted with Medicare for HMO, HMO SNP, and PPO plans, and with some state Medicaid programs. Enrollment in Allwell depends on contract renewal.
  - When this booklet says “we,” “us,” or “our,” it means Superior Health Plan, Inc. When it says “plan” or “our plan,” it means Allwell Dual Medicare (HMO SNP).
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## Summary of Important Costs for 2019

The table below compares the 2018 costs and 2019 costs for Allwell Dual Medicare (HMO SNP) in several important areas. **Please note this is only a summary of changes. It is important to read the rest of this *Annual Notice of Changes* and review the *Evidence of Coverage* to see if other benefit or cost changes affect you.**

Cost	2018 (this year)	2019 (next year)
<p><b>Monthly plan premium*</b></p> <p>* Your premium may be higher or lower than this amount. See Section 1.1 for details.</p>	\$0	\$0
<p><b>Doctor office visits</b></p>	<p>Primary care visits: You pay a \$0 copay per visit.</p> <p>Specialist visits: You pay a \$0 copay per visit.</p>	<p>Primary care visits: You pay a \$0 copay per visit.</p> <p>Specialist visits: You pay a \$0 copay per visit.</p>
<p><b>Inpatient hospital stays</b></p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p>	<p>For each Medicare-covered admission, you pay:</p> <p>Days 1-90: You pay a \$0 copay for each medically necessary inpatient stay.</p> <p>Lifetime reserve days 1-60: You pay a \$0 copay per day.</p> <p>Beyond lifetime reserve days: You are responsible for all costs.</p>	<p>For each Medicare-covered benefit period, you pay:</p> <p>Days 1-90: You pay a \$0 copay for each medically necessary inpatient stay.</p> <p>Lifetime reserve days 1-60: You pay a \$0 copay per day.</p> <p>Beyond lifetime reserve days: You are responsible for all costs.</p>
<p><b>Part D prescription drug coverage</b></p> <p>(See Section 1.6 for details.)</p>	<p>Deductible: \$50</p> <p>(applies to drugs in Tiers 2, 3, 4 and 5)</p> <p>Copayment/Coinsurance as applicable during the Initial</p>	<p>Deductible: \$100</p> <p>(applies to drugs in Tiers 2, 3, 4 and 5)</p> <p>Copayment/Coinsurance as applicable during the Initial</p>

Cost	2018 (this year)	2019 (next year)
	<p>Coverage Stage:</p> <ul style="list-style-type: none"> <li>• <b>Drug Tier 1–Preferred generic drugs:</b> Standard cost-sharing: You pay a \$0 copay for a one-month (30-day) supply</li> <li>• <b>Drug Tier 2 – Generic drugs:</b> Standard cost-sharing: You pay a \$19 copay for a one-month (30-day) supply</li> <li>• <b>Drug Tier 3 – Preferred brand drugs:</b> Standard cost-sharing: You pay a \$47 copay for a one-month (30-day) supply</li> <li>• <b>Drug Tier 4 – Non-preferred drugs:</b> Standard cost-sharing: You pay a \$100 copay for a one-month (30-day) supply</li> <li>• <b>Drug Tier 5 – Specialty Tier:</b> Standard cost-sharing: You pay 32% of the total cost for a one-month (30-day) supply</li> </ul>	<p>Coverage Stage:</p> <ul style="list-style-type: none"> <li>• <b>Drug Tier 1–Preferred generic drugs:</b> Standard cost-sharing: You pay a \$1 copay for a one-month (30-day) supply</li> <li>• <b>Drug Tier 2 - Generic drugs:</b> Standard cost-sharing: You pay a \$19 copay for a one-month (30-day) supply</li> <li>• <b>Drug Tier 3 – Preferred brand drugs:</b> Standard cost-sharing: You pay a \$47 copay for a one-month (30-day) supply</li> <li>• <b>Drug Tier 4 – Non-preferred drugs:</b> Standard cost-sharing: You pay a \$100 copay for a one-month (30-day) supply</li> <li>• <b>Drug Tier 5 – Specialty Tier:</b> Standard cost-sharing: You pay 31% of the total cost for a one-month (30-day) supply</li> </ul>

Cost	2018 (this year)	2019 (next year)
	<ul style="list-style-type: none"> <li>• <b>Drug Tier 6 – Select care drugs:</b> Standard cost-sharing: You pay a \$0 copay for a one-month (30-day) supply</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Drug Tier 6 – Select care drugs:</b> Standard cost-sharing: You pay a \$0 copay for a one-month (30-day) supply</li> </ul>
<p><b>Maximum out-of-pocket amount</b></p> <p>This is the <u>most</u> you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)</p>	<p style="text-align: center;">\$6,700</p> <p>You are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.</p>	<p style="text-align: center;">\$6,700</p> <p>You are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.</p>

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## SECTION 1 Changes to Medicare Benefits and Costs for Next Year

### Section 1.1 – Changes to the Monthly Premium

Cost	2018 (this year)	2019 (next year)
<b>Monthly premium</b>	\$0	\$0
(You must also continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.)	Your premium is based on your Low Income Subsidy status.	Your premium is based on your Low Income Subsidy status.

### Section 1.2 – Changes to Your Maximum Out-of-Pocket Amount

To protect you, Medicare requires all health plans to limit how much you pay “out-of-pocket” during the year. This limit is called the “maximum out-of-pocket amount.” Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2018 (this year)	2019 (next year)
<b>Maximum out-of-pocket amount</b>	\$6,700	\$6,700
<b>Because our members also get assistance from Medicaid, very few members ever reach this out-of-pocket maximum.</b> You are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services. Your costs for covered medical services (such as copays) count toward your maximum out-of-pocket amount. Your costs for prescription drugs do not count toward your maximum out-of-pocket amount.		Once you have paid \$6,700 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services for the rest of the calendar year.



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## Section 1.3 – Changes to the Provider Network

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There are changes to our network of providers for next year. An updated Provider & Pharmacy Directory is located on our website at [allwell.superiorhealthplan.com](http://allwell.superiorhealthplan.com). You may also call Member Services for updated provider information or to ask us to mail you a Provider & Pharmacy Directory. **Please review the 2019 Provider & Pharmacy Directory to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- We will make a good faith effort to provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

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## Section 1.4 – Changes to the Pharmacy Network

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Amounts you pay for your prescription drugs may depend on which pharmacy you use. Medicare drug plans have a network of pharmacies. In most cases, your prescriptions are covered *only* if they are filled at one of our network pharmacies.

There are changes to our network of pharmacies for next year. An updated Provider & Pharmacy Directory is located on our website at [allwell.superiorhealthplan.com](http://allwell.superiorhealthplan.com). You may also call Member Services for updated provider information or to ask us to mail you a Provider & Pharmacy Directory. **Please review the 2019 Provider & Pharmacy Directory to see which pharmacies are in our network.**

## Section 1.5 – Changes to Benefits and Costs for Medical Services

Please note that the *Annual Notice of Changes* only tells you about changes to your Medicare benefits and costs.

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, *Benefits Chart (what is covered and what you pay)*, in your *2019 Evidence of Coverage*.

Cost	2018 (this year)	2019 (next year)
<b>Worldwide Emergency/Urgent Coverage</b>	Worldwide Emergency Coverage is not covered.	You pay a \$0 copay for worldwide emergency/urgent care services received outside of the United States.  There is an annual limit of \$50,000 for worldwide emergency/urgent coverage.
<b>Outpatient hospital services, including surgery.</b>	Outpatient hospital facility: You pay a \$0 copay for each Medicare-covered visit to an outpatient hospital facility (including observation services).	Outpatient hospital facility: You pay a \$0 copay for each Medicare-covered visit to an outpatient hospital facility.  Outpatient observation: You pay a \$0 copay for each Medicare-covered visit.
<b>Ambulance Services</b>	You pay a \$0 copay for Medicare-covered ambulance services per one-way trip.	You pay a \$0 copay for Medicare-covered air ambulance services per one-way trip.  You pay a \$0 copay for Medicare-covered ground ambulance services per one-way trip.

Cost	2018 (this year)	2019 (next year)
<b>Over-the-counter (OTC) Items</b>	<p>You pay \$0 copay for covered OTC items available through our mail order service.</p> <p>OTC limit: \$110 per calendar quarter (limited to one order, through our mail order services).</p> <p>Unused balances at the end of each quarter will be forfeited.</p>	<p>You pay \$0 copay for covered OTC items available through our mail order service.</p> <p>OTC limit: \$325 per calendar quarter (limited to one order, through our mail order services).</p> <p>Unused balances at the end of each quarter will be forfeited. You can order up to 15 of the same item per quarter. There is no limit on the number of total items in your order.</p>
<b>Virtual Visit</b>	Virtual visits are <u>not</u> covered.	<p>You pay a \$0 copay per visit with a Teladoc provider. Virtual visits through Teladoc are available 24/7, 365 days a year and can be accessed by phone, smart phone app, or online.</p>
<b>Smoking and tobacco use cessation (counseling to stop smoking or tobacco use) – additional smoking cessation visits.</b>	Additional smoking cessation counseling sessions are <u>not</u> covered.	<p>You pay a \$0 copay per additional smoking cessation visit.</p> <p>Up to 5 additional smoking cessation counseling sessions are covered through Teladoc per year. See your 2019 Evidence of Coverage for details.</p>

Cost	2018 (this year)	2019 (next year)
<b>Hearing Services- Hearing Aid</b>	<p>The benefit maximum is one hearing aid per calendar year for either the right or left ear.</p> <p>You have a maximum allowance of \$1,000 per calendar year.</p> <p>Please refer to your 2018 Evidence of Coverage for plan benefit details.</p>	<p>You pay a \$0 copay for one (1) hearing aid per left or right ear per year, maximum benefit two (2) hearing aids. Selection may be limited to specific types and brands.</p> <p>Please refer to your 2019 Evidence of Coverage for plan benefit details.</p>
<b>Medicare Part B Drugs</b>	<p>For 2018 the plan does not ask you to try other, similarly therapeutic medications first (step-therapy) for Medicare Part B Medications.</p>	<p>For 2019, the plan may ask you to try other, similarly therapeutic medications first (step-therapy) for Medicare Part B Medications.</p>

## Section 1.6 – Changes to Part D Prescription Drug Coverage

### Changes to Our Drug List

Our list of covered drugs is called a Formulary or “Drug List.” A copy of our Drug List is provided electronically.

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.**

If you are affected by a change in drug coverage, you can:

- **Work with your doctor (or other prescriber) and ask the plan to make an exception** to cover the drug.
  - To learn what you must do to ask for an exception, see Chapter 9 of your *Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints))* or call Member Services.
- **Work with your doctor (or prescriber) to find a different drug** that we cover. You can call Member Services to ask for a list of covered drugs that treat the same medical condition.

In some situations, we are required to cover a temporary supply of a non-formulary drug in the first 90 days of the plan year or the first 90 days of membership to avoid a gap in therapy. For 2019, members in long term care (LTC) facilities will now receive a temporary supply that is the same amount of temporary days supply provided in all other cases: 31-days of medication rather than the amount provided in 2018 (98-days of medication). (To learn more about when you can get a temporary supply and how to ask for one, see Chapter 5, Section 5.2 of the *Evidence of Coverage*.) During the time when you are getting a temporary supply of a drug, you should talk with your doctor to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug.

Current formulary exceptions will be covered next year unless otherwise indicated on your decision letter.

Most of the changes in the Drug List are new for the beginning of each year. However, during the year, we might make other changes that are allowed by Medicare rules.

Starting in 2019, we may immediately remove a brand name drug on our Drug List if, at the same time, we replace it with a new generic drug on the same or lower cost sharing tier and with the same or fewer restrictions. Also, when adding the new generic drug, we may decide to keep the brand name drug on our Drug List, but immediately move it to a different cost-sharing tier or add new restrictions. This means if you are taking the brand name drug that is being replaced by the new generic (or the tier or restriction on the brand name drug changes), you will no longer always get notice of the change 60 days before we make it or get a 60-day refill of your brand name drug at a network pharmacy. If you are taking the brand name drug, you will still get information on the specific change we made, but it may arrive after the change is made.

Also, starting in 2019, before we make other changes during the year to our Drug List that require us to provide you with advance notice if you are taking a drug, we will provide you with notice 30, rather than 60, days before we make the change. Or we will give you a 30-day, rather than a 60-day, refill of your brand name drug at a network pharmacy.

When we make these changes to the Drug List during the year, you can still work with your doctor (or other prescriber) and ask us to make an exception to cover the drug. We will also continue to update our online Drug List as scheduled and provide other required information to reflect drug changes. (To learn more about the changes we may make to the Drug List, see Chapter 5, Section 6 of the *Evidence of Coverage*.)

### Changes to Prescription Drug Costs

*Note:* If you are in a program that helps pay for your drugs (“Extra Help”), **the information about costs for Part D prescription drugs may not apply to you.** We sent you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also called the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug costs. Because you receive “Extra Help” and haven’t received this insert by September 30, 2018, please call Member Services and ask for the “LIS Rider.” Phone numbers for Member Services are in Section 7.1 of this booklet.

There are four “drug payment stages.” How much you pay for a Part D drug depends on which drug payment stage you are in. (You can look in Chapter 6, Section 2 of your *Evidence of Coverage* for more information about the stages.)

The information below shows the changes for next year to the first two stages – the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages – the Coverage Gap Stage or the Catastrophic Coverage Stage. To get information about your costs in these stages, look in your *Summary of Benefits* or at Chapter 6, Sections 6 and 7, in the *Evidence of Coverage*.)

### Changes to the Deductible Stage

Stage	2018 (this year)	2019 (next year)
<p><b>Stage 1: Yearly Deductible Stage</b></p> <p>During this stage, <b>you pay the full cost</b> of your Tier 2 (Generic), Tier 3 (Preferred Brand), Tier 4 (Non-Preferred) and Tier 5 (Specialty Tier) drugs until you have reached the yearly deductible.</p>	<p>The deductible is \$50.</p> <p>During this stage, you pay \$0 cost-sharing for drugs on Tier 1 (Preferred Generic), \$0 cost-sharing for drugs on Tier 6 (Select Care Drugs) and the full cost of drugs on Tier 2 (Generic), Tier 3 (Preferred brand), Tier 4 (Non-preferred) and Tier 5 (Specialty Tier) until you have reached the yearly deductible.</p> <p>Your deductible amount is either \$0 or \$50, depending on the level of “Extra Help” you receive. (Look at the separate insert, the “LIS Rider,” for your deductible amount.)</p>	<p>The deductible is \$100.</p> <p>During this stage, you pay \$1 cost-sharing for drugs on Tier 1 (Preferred Generic), \$0 cost-sharing for drugs on Tier 6 (Select Care Drugs) and the full cost of drugs on Tier 2 (Generic), Tier 3 (Preferred brand), Tier 4 (Non-preferred) and Tier 5 (Specialty Tier) until you have reached the yearly deductible.</p> <p>Your deductible amount is either \$0 or \$85, depending on the level of “Extra Help” you receive. (Look at the separate insert, the “LIS Rider,” for your deductible amount.)</p>

### Changes to Your Cost-sharing in the Initial Coverage Stage

To learn how copayments and coinsurance work, look at Chapter 6, Section 1.2, *Types of out-of-pocket costs you may pay for covered drugs* in your *Evidence of Coverage*.

Stage	2018 (this year)	2019 (next year)
<p><b>Stage 2: Initial Coverage Stage</b></p> <p>Once you pay the yearly deductible, you move to the Initial Coverage Stage. During this stage, the plan pays its share of the cost of your drugs and <b>you pay your share of the cost.</b></p> <p>The costs in this row are for a one-month (30-day) supply when you fill your prescription at a network pharmacy that provides standard cost-sharing. For information about the costs for a long-term supply; or for mail-order prescriptions, look in Chapter 6, Section 5 of your <i>Evidence of Coverage</i>.</p> <p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost-sharing:</p> <p><b>Drug Tier 1 – Preferred generic drugs:</b> You pay a \$0 copay per prescription.</p> <p><b>Drug Tier 2 – Generic drugs:</b> You pay a \$19 copay per prescription.</p> <p><b>Drug Tier 3 – Preferred brand drugs:</b> You pay a \$47 copay per prescription.</p> <p><b>Drug Tier 4 – Non-preferred drugs:</b> You pay a \$100 copay per prescription.</p> <p><b>Drug Tier 5 – Specialty Tier:</b> You pay 32% of the total cost.</p> <p><b>Drug Tier 6 – Select Care drugs:</b> You pay a \$0 copay per prescription.</p> <hr/> <p>Once your total drug costs have reached \$3,750, you will move to the next stage</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost-sharing:</p> <p><b>Drug Tier 1 – Preferred generic drugs:</b> You pay a \$1 copay per prescription.</p> <p><b>Drug Tier 2 – Generic drugs:</b> You pay a \$19 copay per prescription.</p> <p><b>Drug Tier 3 – Preferred brand drugs:</b> You pay a \$47 copay per prescription.</p> <p><b>Drug Tier 4 – Non-preferred drugs:</b> You pay a \$100 copay per prescription.</p> <p><b>Drug Tier 5 – Specialty Tier:</b> You pay 31% of the total cost.</p> <p><b>Drug Tier 6 – Select Care drugs:</b> You pay a \$0 copay per prescription.</p> <hr/> <p>Once your total drug costs have reached \$3,820, you will move to the next stage</p>

Stage	2018 (this year)	2019 (next year)
	(the Coverage Gap Stage).	(the Coverage Gap Stage).

### Changes to the Coverage Gap and Catastrophic Coverage Stages

The Coverage Gap Stage and the Catastrophic Coverage Stage are two other drug coverage stages for people with high drug costs. **Most members do not reach either stage.**

For information about your costs in these stages, look at your *Summary of Benefits* or at Chapter 6, Sections 6 and 7, in your *Evidence of Coverage*.

## SECTION 2 Administrative Changes

Process	2018 (this year)	2019 (next year)
<b>Maximum Out-of-Pocket (MOOP)</b>	MOOP applies to: <ul style="list-style-type: none"> <li>- All in-network Medicare-covered benefits</li> <li>- Routine Eye Exams</li> <li>- Routine Hearing Exams</li> </ul>	MOOP applies to: <ul style="list-style-type: none"> <li>- All in-network Medicare-covered benefits</li> <li>- Worldwide Emergency and Urgent Care</li> <li>- First Three Pints of Blood</li> </ul>
<b>Prior Authorization</b>	Prior Authorization requirements are listed in your 2018 Evidence of Coverage, Chapter 4 Medical Benefits chart. Your provider is responsible for any prior authorization submissions.	Prior Authorization requirements may have changed for 2019. Your provider is responsible for any prior authorization submissions. See the Medical Benefits chart in Chapter 4 of your 2019 Evidence of Coverage for benefits that require prior authorization.



Process	2018 (this year)	2019 (next year)
<b>Referrals</b>	Referral requirements are listed in your 2018 Evidence of Coverage, Chapter 4 Medical Benefits chart.	Referral requirements may have changed for 2019. See the Medical Benefits chart in Chapter 4 of your 2019 Evidence of Coverage for benefits that require referral.
<b>Service Area</b>	Our service area includes: Dallas and Tarrant	Our service area includes: Dallas, Smith, and Tarrant
<b><u>Preferred Diabetes Test Supplies</u></b> Blood glucose meters, blood glucose test strips and blood glucose-control solutions for checking the accuracy of test strips and monitors.	In 2018, you can obtain blood glucose meters, test strips and solutions from any manufacturer.	In 2019, Accu-Chek and OneTouch supplies can be obtained through an in-network pharmacy. For all other brands you must request an exception.
<b>Mail Order Automatic Refill Program</b>	N/A	In 2019, you have the option to sign up for automated prescription refills from our mail order pharmacies. Your mail order pharmacy will contact you prior to shipping each refill.
<b>Over-the-Counter (OTC) Benefit</b>	In 2018, you do not have an item limit on a specific product per benefit period.	In 2019, you can order up to 15 of the same item per quarter. There is still no limit on the number of total items in your order.

## SECTION 3 Deciding Which Plan to Choose

### Section 3.1 – If you want to stay in Allwell Dual Medicare (HMO SNP)

**To stay in our plan you don't need to do anything.** If you do not sign up for a different plan or change to Original Medicare, you will automatically stay enrolled as a member of our plan for 2019.

### Section 3.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change for 2019 follow these steps:

#### Step 1: Learn about and compare your choices

- You can join a different Medicare health plan,
- -- *OR*-- You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan.

Your new coverage will begin on the first day of the following month. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan.

To learn more about Original Medicare and the different types of Medicare plans, read *Medicare & You 2019*, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <https://www.medicare.gov> and click “Find health & drug plans.” **Here, you can find information about costs, coverage, and quality ratings for Medicare plans.**

#### Step 2: Change your coverage

- To change **to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from Allwell Dual Medicare (HMO SNP).
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Allwell Dual Medicare (HMO SNP).
- To **change to Original Medicare without a prescription drug plan**, you must either:
  - Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
  - – *or* – Contact **Medicare**, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

If you switch to Original Medicare and do **not** enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan unless you have opted out of automatic enrollment.

## SECTION 4 Changing Plans

If you want to change to a different plan or Original Medicare for next year, you can do it from now until December 31. The change will take effect on January 1, 2019.

### Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get “Extra Help” paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area may be allowed to make a change at other times of the year. Starting in 2019, there are new limits on how often you can change plans. For more information, see Chapter 10, Section 2.1 of the *Evidence of Coverage*.

Note: Effective January 1, 2019, if you’re in a drug management program, you may not be able to change plans.

If you enrolled in a Medicare Advantage plan for January 1, 2019, and don’t like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage) between January 1 and March 31, 2019. For more information, see Chapter 10, Section 2.3 of the *Evidence of Coverage*.

## SECTION 5 Programs That Offer Free Counseling about Medicare and Medicaid

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Texas, the SHIP is called Health Information, Counseling and Advocacy Program (HICAP).

Health Information, Counseling and Advocacy Program (HICAP) is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. Health Information, Counseling and Advocacy Program (HICAP) counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call Health Information, Counseling and Advocacy Program (HICAP) at 1-800-252-9240. TTY users should call 711 (National Relay Service). You can learn more about Health Information, Counseling and Advocacy Program (HICAP) by visiting their website (<https://hhs.texas.gov/services/health/medicare>).

For questions about your Texas Medicaid benefits, contact Texas Medicaid at 1-877-541-7905 or 211 within Texas (TTY dial 711), Monday through Friday 8 a.m. to 6 p.m. Ask how joining

another plan or returning to Original Medicare affects how you get your Texas Medicaid coverage.

## SECTION 6 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **“Extra Help” from Medicare.** Because you have Medicaid, you are already enrolled in ‘Extra Help,’ also called the Low Income Subsidy. Extra Help pays some of your prescription drug premiums, annual deductibles and coinsurance. Because you qualify, you do not have a coverage gap or late enrollment penalty. If you have questions about Extra Help, call:
  - 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day/7 days a week;
  - The Social Security Office at 1-800-772-1213 between 7 am and 7 pm, Monday through Friday. TTY users should call, 1-800-325-0778 (applications); or
  - Your State Medicaid Office (applications).
- **Help from your state’s pharmaceutical assistance program.** Texas has a program called Texas HIV Medication Program (THMP) that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 5 of this booklet).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the Texas HIV Medication Program (THMP). For information on eligibility criteria, covered drugs, or how to enroll in the program, please call 1-800-255-1090 (TTY: 711).

## SECTION 7 Questions?

### Section 7.1 – Getting Help from Allwell Dual Medicare (HMO SNP)

Questions? We’re here to help. Please call Member Services at 1-877-935-8023. (TTY only, call 711.) We are available for phone calls from October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays. Calls to these numbers are free.

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**Read your 2019 Evidence of Coverage (it has details about next year's benefits and costs)**

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2019. For details, look in the 2019 *Evidence of Coverage* for Allwell Dual Medicare (HMO SNP). The *Evidence of Coverage* is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs.

**Visit our Website**

You can also visit our website at [allwell.superiorhealthplan.com](http://allwell.superiorhealthplan.com). As a reminder, our website has the most up-to-date information about our provider network (Provider & Pharmacy Directory) and our list of covered drugs (Formulary/Drug List).

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**Section 7.2 – Getting Help from Medicare**

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To get information directly from Medicare:

**Call 1-800-MEDICARE (1-800-633-4227)**

You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

**Visit the Medicare Website**

You can visit the Medicare website (<https://www.medicare.gov>). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to <https://www.medicare.gov> and click on “Find health & drug plans.”)

**Read Medicare & You 2019**

You can read *Medicare & You 2019* Handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (<https://www.medicare.gov>) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

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### **Section 7.3 – Getting Help from Medicaid**

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To get information from Medicaid you can call Texas Medicaid at 1-877-541-7905 or 211 within Texas. TTY users should call 711 (National Relay Service), Monday through Friday 8 a.m. to 6 p.m.