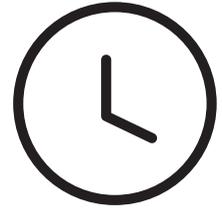


2020 ANNUAL NOTICE OF CHANGES



Important changes to your plan

UnitedHealthcare Dual Complete® ONE (HMO D-SNP)



Toll-free **1-800-690-1606**, TTY **711**
8am-8pm: 7 Days Oct-Mar; M-F Apr-Sept



www.UHCCommunityPlan.com

Do we have the right address for you?

If not, please let us know so we can keep you informed about your plan.



Annual Notice of Changes for 2020



You are currently enrolled as a member of UnitedHealthcare Dual Complete® ONE (HMO SNP).

Next year, there will be some changes to the plan's costs and benefits. **This booklet tells about the changes.**

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 Section 2 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?
 - 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?
 - Review the 2020 Drug List and look in Section 2.6 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, including specialists you see regularly, in our network?
- What about the hospitals or other providers you use?
- Look in Section 2.3 for information about our Provider Directory.

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** UnitedHealthcare Dual Complete® ONE (HMO SNP), you don’t need to do anything. You will stay in UnitedHealthcare Dual Complete® ONE (HMO SNP).
- If you want to change to a **different plan** that may better meet your needs, you can switch plans between October 15 and December 7. Look in Section 3 to learn more about your choices.

4. ENROLL: To change plans, join a plan between **October 15** and **December 7, 2019**

- If you **don’t join another plan by December 7, 2019**, you will stay in UnitedHealthcare Dual Complete® ONE (HMO SNP).
- If you **join another plan between October 15 and December 7, 2019**, your new coverage will start on January 1, 2020.

Additional Resources

- This document is available for free in other languages.
- Please contact our Customer Service number at 1-800-690-1606 for additional information (TTY users should call 711). Hours are 8am-8pm: 7 Days Oct-Mar; M-F Apr-Sept.
- Este documento está disponible sin costo en otros idiomas.
- Comuníquese con nuestro Servicio al Cliente al número 1-800-690-1606 para obtener información adicional (los usuarios de TTY deben llamar al 711). El horario es 8 a.m. a 8 p.m., los 7 días de la semana, de octubre a marzo; de lunes a viernes, de abril a septiembre.
- This document may be available in an alternate format such as Braille, larger print or audio. Please contact our Customer Service number at 1-800-690-1606, TTY: 711, 8am-8pm: 7 Days Oct-Mar; M-F Apr-Sept, for additional information.
- **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 UnitedHealthcare Dual Complete® ONE (HMO D-SNP)

- Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a contract with the State Medicaid Program. Enrollment in the plan depends on the plan's contract renewal with Medicare.
- The plan also has a written agreement with the Tennessee Medicaid program to coordinate your Medicaid benefits.
- When this booklet says "we," "us," or "our," it means UnitedHealthcare Insurance Company or one of its affiliates. When it says "plan" or "our plan," it means UnitedHealthcare Dual Complete® ONE (HMO D-SNP).
- Notice: TennCare is not responsible for payment for these benefits, except for appropriate cost sharing amounts. TennCare is not responsible for guaranteeing the availability or quality of these benefits. Any additional Medicare benefit mentioned in this communication above Original Medicare is applicable to the Medicare benefit only and does not indicate increased Medicaid benefits.

Summary of Important Costs for 2020

The table below compares the 2019 costs and 2020 costs for UnitedHealthcare Dual Complete® ONE (HMO D-SNP) in several important areas. **Please note this is only a summary of changes.** A copy of the Evidence of Coverage is located on our website at www.UHCCommunityPlan.com. You may also call Customer Service to ask us to mail you an Evidence of Coverage. If you are eligible for Medicare cost-sharing assistance under Medicaid, you pay \$0 for your deductible, doctor office visits, and inpatient hospital stays.

Cost	2019 (this year)	2020 (next year)
<p>Monthly Plan Premium *</p> <p>*Your premium may be higher or lower than this amount. (See Section 2.1 for details.)</p>	\$0	\$0
<p>Maximum out-of-pocket amount</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 2.2 for details.)</p>	<p>\$0</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>\$0</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>Doctor Office Visits</p>	<p>Primary care visits: You pay a \$0 copayment per visit.</p> <p>Specialist visits: You pay a \$0 copayment per visit.</p>	<p>Primary care visits: You pay a \$0 copayment per visit.</p> <p>Specialist visits: You pay a \$0 copayment per visit.</p>
<p>Inpatient Hospital Stays</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>You pay a \$0 copayment for each Medicare-covered hospital stay for unlimited days.</p>	<p>You pay a \$0 copayment for each Medicare-covered hospital stay for unlimited days.</p>

Cost	2019 (this year)	2020 (next year)
<p>Part D prescription drug coverage (See Section 2.6 for details.)</p>	<p>If you are enrolled in Medicare A and B and receive full Division of TennCare (Medicaid) benefits, and depending on your income and institutional status, you pay one of the following amounts:</p> <p>Deductible:</p> <ul style="list-style-type: none"> • \$0 or • \$85 <p>For generic drugs (including brand drugs treated as generic):</p> <ul style="list-style-type: none"> • \$0 copayment or • \$1.25 copayment or • \$3.40 copayment or • 15% of the total cost <p>If the total amount you pay for copayments and coinsurance reaches \$5,100, your cost sharing amounts will be:</p> <ul style="list-style-type: none"> • \$0 copayment or • \$3.40 copayment <p>For all other covered drugs:</p> <ul style="list-style-type: none"> • \$0 copayment or • \$3.80 copayment or • \$8.50 copayment or • 15% of the total cost 	<p>If you are enrolled in Medicare A and B and receive full Division of TennCare (Medicaid) benefits, and depending on your income and institutional status, you pay one of the following amounts:</p> <p>Deductible:</p> <ul style="list-style-type: none"> • \$0 or • \$89 <p>For generic drugs (including brand drugs treated as generic):</p> <ul style="list-style-type: none"> • \$0 copayment or • \$1.30 copayment or • \$3.60 copayment or • 15% of the total cost <p>If the total amount you pay for copayments and coinsurance reaches \$6,350, your cost sharing amounts will be:</p> <ul style="list-style-type: none"> • \$0 copayment or • \$3.60 copayment <p>For all other covered drugs:</p> <ul style="list-style-type: none"> • \$0 copayment or • \$3.90 copayment or • \$8.95 copayment or • 15% of the total cost

Cost	2019 (this year)	2020 (next year)
	<p>If the total amount you pay for copayments and coinsurance reaches \$5,100, your cost sharing amounts will be:</p> <ul style="list-style-type: none"> • \$0 copayment or • \$8.50 copayment 	<p>If the total amount you pay for copayments and coinsurance reaches \$6,350, your cost sharing amounts will be:</p> <ul style="list-style-type: none"> • \$0 copayment or • \$8.95 copayment
	<p>If you do not qualify for “Extra Help” from Medicare to help pay for your prescription drug costs</p>	
	<p>Deductible: \$415 You pay 25% of the total cost.</p>	<p>Deductible: \$435 You pay 25% of the total cost.</p>

Annual Notice of Changes for 2020

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Section 1: We Are Changing the Plan's Name

On January 1, 2020, our plan name will change from UnitedHealthcare Dual Complete® ONE (HMO SNP) to UnitedHealthcare Dual Complete® ONE (HMO D-SNP).

We will mail you a new member ID card. If you have questions, or if your member ID card is damaged, lost, or stolen, call Customer Service at 1-800-690-1606 (TTY users should call 711) right away and we will send you a new card.

You will see the new plan name reflected on future communications where the plan name is referenced.

Section 2: Changes to Benefits and Costs for Next Year

SECTION 2.1: Changes to the Monthly Premium

Cost	2019 (this year)	2020 (next year)
Monthly Premium (You must also continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.)	\$0	\$0

SECTION 2.2: 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	2019 (this year)	2020 (next year)
Maximum out-of-pocket amount Because our members also get assistance from Division of TennCare	\$0 You are not responsible for paying any out-of-	\$0 You are not responsible for paying any out-of-

Cost	2019 (this year)	2020 (next year)
<p>(Medicaid), very few members ever reach this out-of-pocket maximum.</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. Your costs for covered medical services (such as copays and deductibles) count toward your maximum out-of-pocket amount. Your plan premium and your costs for prescription drugs do not count toward your maximum out-of-pocket amount.</p>	<p>pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.</p>	<p>pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.</p>

SECTION 2.3: Changes to the Provider Network

There are changes to our network of providers for next year. An updated Provider Directory is located on our website at www.UHCCommunityPlan.com. You may also call Customer Service for updated provider information or to ask us to mail you a Provider Directory. **Please review the 2020 Provider 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, we must 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.

SECTION 2.4: Changes to the Pharmacy Network

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 Pharmacy Directory is located on our website at www.UHCCommunityPlan.com. You may also call Customer Service for updated pharmacy information or to ask us to mail you a Pharmacy Directory. **Please review the 2020 Pharmacy Directory to see which pharmacies are in our network.**

SECTION 2.5: 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 for these services, see Chapter 4, **Medical Benefits Chart (what is covered)**, in your **2020 Evidence of Coverage**. A copy of the Evidence of Coverage is located on our website at www.UHCCommunityPlan.com. You may also call Customer Service to ask us to mail you an Evidence of Coverage.

If you are eligible for Medicare cost-sharing assistance under Medicaid, you pay a \$0 copayment amount.

Cost	2019 (this year)	2020 (next year)
Annual Routine Physical Exam	Available service at no additional cost through a network provider as part of your care plan.	Now a plan benefit at no additional cost.
Authorization	Prior Authorization not required.	Your provider must obtain Prior Authorization for some services. Please see Chapter 4 of your Evidence of Coverage for details.

Cost	2019 (this year)	2020 (next year)
<p>Chiropractic (additional routine) and Acupuncture Services</p>	<p>You pay a \$0 copayment for a combination of 20 chiropractic and acupuncture visits.</p>	<p>You pay a \$0 copayment for 20 chiropractic visits.</p> <p>Acupuncture is <u>not</u> covered.</p>
<p>Dental Services Comprehensive and Preventive Dental</p>	<p>You pay a \$0 copayment for covered preventive and diagnostic services.</p> <p>You pay a \$0 copayment for covered comprehensive dental services.</p> <p>You are covered for up to \$3,500 per year.</p>	<p>You pay a \$0 copayment for covered preventive and diagnostic services, including exams, cleanings, x-rays, and fluoride.</p> <p>You pay a \$0 copayment for covered comprehensive dental services.</p> <p>You are covered for up to \$3,500 per year.</p> <p>The list of services covered by your plan has changed, please see your Evidence of Coverage for a full list of covered services.</p>
<p>Diabetes Self-Management Training, Diabetic Services and Supplies</p>	<p>You pay a \$0 copayment. We only cover ACCU-CHEK® and OneTouch® brands. Covered glucose monitors include: OneTouch Verio®, OneTouch Verio® IQ, OneTouch Verio® Flex, ACCU-CHEK® Guide, ACCU-CHEK® Aviva, and ACCU-CHEK® Nano SmartView. Test strips: OneTouch Verio®, ACCU-</p>	<p>You pay a \$0 copayment. We only cover Accu-Chek® and OneTouch® brands. Covered glucose monitors include: OneTouch Verio® Flex , Accu-Chek® Guide Me , Accu-Chek® Guide, and Accu-Chek® Aviva Plus. Test strips: OneTouch Verio®, OneTouch Ultra®, Accu-Chek® Guide, Accu-Chek® Aviva Plus, Accu-</p>

Cost	2019 (this year)	2020 (next year)
	<p>CHEK® Guide, ACCU-CHEK® Aviva Plus, ACCU-CHEK® SmartView, and OneTouch Ultra®. Other brands are not covered by your plan. If you use a brand of supplies that is not covered by your plan, you should speak with your doctor to get a new prescription for a covered brand.</p>	<p>Chek® SmartView, and Accu-Chek® Compact Plus. Other brands are not covered by your plan. If you use a brand of supplies that is not covered by your plan, you should speak with your doctor to get a new prescription for a covered brand.</p>
<p>Fitness Program</p>	<p><u>Not</u> covered.</p>	<p>Renew Active™ is a fitness program for body and mind that includes:</p> <ul style="list-style-type: none"> • Standard membership access to participating fitness locations • Online brain exercises and activities • An in-person fitness orientation <p>There is no visit or use fee for standard membership when you use network service providers.</p>

Cost	2019 (this year)	2020 (next year)
Health & Wellness Products Card	<u>Not</u> Covered.	\$325 credit quarterly. You receive a debit card to use at Walmart stores and other network retail locations, or place your order online at www.HealthyBenefitsPlus.com/HWPCard , over the phone, or send an order form by mail. Credit amounts expire at the end of the year.
Health Products Benefit	Covered.	<u>Not</u> Covered.
Hearing Services Hearing Aids	You receive a \$2,500 credit for hearing aids every 2 years.	You receive a \$2,500 credit for hearing aids through UnitedHealthcare Hearing every 2 years. EPIC Hearing Health Care and hi HealthInnovations® have merged to become UnitedHealthcare Hearing.
Meal Benefit	You pay a \$0 copayment up to 28 meals for 14 days, one time per year.	You pay a \$0 copayment up to 14 meals for 7 days, two times per year.
Opioid Treatment Program Services	<u>Not</u> Covered.	You pay a \$0 copayment. See Chapter 4 of the Evidence of Coverage for details.
Transportation (additional routine)	30 one-way trips plus an additional 25 one-way trips for adult day care, acupuncture/ chiropractor, dental,	\$0 copayment for 30 one way trips to approved locations in addition to 30 trips for hearing, chiropractic, dental, vision, the gym, and adult

Cost	2019 (this year)	2020 (next year)
	hearing, and vision appointments.	day care appointments within the service area per calendar year.
Virtual Medical Visits	<u>Not</u> Covered.	You pay a \$0 copayment. Virtual medical visits are available 24 hours a day, 7 days a week. Visit www.amwell.com to access virtual medical visits.
Virtual Mental Health Visits	Not Covered	You pay a \$0 copayment. Virtual mental health visits are available 24 hours a day, 7 days a week. Visit virtualvisitsmentalhealth.uhc.com to schedule a virtual appointment.

SECTION 2.6: Changes to Part D Prescription Drug Coverage

Changes to Our Drug List

Our list of covered drugs is called a Formulary or “Drug List.” **You can get the complete Drug List** by calling Customer Service (see the back cover) or visiting our website (www.UHCCommunityPlan.com).

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 8 of your **Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints))** or call Customer Service.
- **Work with your doctor (or other prescriber) to find a different drug that we cover.** You can call Customer Service 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 drug that is not on the Drug List (Formulary) or when it is restricted in some way in the first 90 days of the plan year or the first 90 days of membership to avoid a gap in therapy. (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.

If you have obtained approval for a Drug List (Formulary) exception this year, please refer to the approved through date provided on your approval letter to determine when your approval expires. After the date of expiration on your approval letter, you may need to obtain a new approval in order for the plan to continue to cover the drug, if the drug still requires an exception and you and your doctor feel it is needed. To learn what you must do to ask for an exception, see Chapter 8 of your Evidence of Coverage or call Customer Service.

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.

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” you will receive a “LIS Rider” by September 30, 2019. If you don’t receive it, please call Customer Service and ask for the “LIS Rider” to be sent to you. Phone numbers for Customer Service are in Section 7.1 of this booklet.

Changes to the Deductible Stage

Stage	2019 (this year)	2020 (next year)
<p>Stage 1: Yearly Deductible Stage During this stage, you pay the full cost of your Part D drugs 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.</p>	<p>Your deductible amount is either \$0 or \$89, depending on the level of “Extra Help” you receive.</p>

Stage	2019 (this year)	2020 (next year)
	<p>(Look at the separate insert, the “LIS Rider,” for your deductible amount.)</p> <p>If you do not qualify for “Extra Help” from Medicare to help pay for your prescription drug costs, your deductible is \$415.</p>	<p>(Look at the separate insert, the “LIS Rider,” for your deductible amount.)</p> <p>If you do not qualify for “Extra Help” from Medicare to help pay for your prescription drug costs, your deductible is \$435.</p>

Section 3: Deciding Which Plan to Choose

SECTION 3.1: If You Want to Stay in UnitedHealthcare Dual Complete® ONE (HMO D-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 2020.

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 2020 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.

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 2020**, 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.**

As a reminder, UnitedHealthcare Insurance Company or one of its affiliates offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

Step 2: Change your coverage

- To change **to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from UnitedHealthcare Dual Complete® ONE (HMO D-SNP).
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from UnitedHealthcare Dual Complete® ONE (HMO D-SNP).
- To **change to Original Medicare without a prescription drug plan**, you must either:
 - Send us a written request to disenroll. Contact Customer Service 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 to Original Medicare for next year, you can do it from now until December 7. The change will take effect on January 1, 2020.

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.

If you enrolled in a Medicare Advantage plan for January 1, 2020, 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, 2020. For more information, see Chapter 9, 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 Tennessee, the SHIP is called Tennessee Commission on Aging & Disability - TN SHIP.

Tennessee Commission on Aging & Disability - TN SHIP 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. Tennessee Commission on Aging & Disability - TN SHIP 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 Tennessee Commission on Aging & Disability - TN SHIP at 1-877-801-0044.

For questions about your Division of TennCare benefits, contact Division of TennCare, at 1-800-342-3145, 8 a.m. - 4:30 p.m. CT, Monday - Friday. TTY users should call 711. Ask how joining another plan or returning to Original Medicare affects how you get your Division of TennCare 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).
- **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 ADAP in your State. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the ADAP in your State. You can find your State's ADAP contact information in Chapter 2 of the **Evidence of Coverage**.

Section 7: Questions?

SECTION 7.1: Getting Help from UnitedHealthcare Dual Complete® ONE (HMO D-SNP)

Questions? We're here to help. Please call Customer Service at 1-800-690-1606. (TTY only, call 711.) We are available for phone calls 8am-8pm: 7 Days Oct-Mar; M-F Apr-Sept. Calls to these numbers are free.

Read your 2020 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 2020. For details, look in the 2020 **Evidence of Coverage** for UnitedHealthcare Dual Complete® ONE (HMO D-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. A copy of the Evidence of Coverage is located on our website at www.UHCCommunityPlan.com. You may also call Customer Service to ask us to mail you an Evidence of Coverage.

Visit our Website

You can also visit our website at www.UHCCommunityPlan.com. As a reminder, our website has the most up-to-date information about our provider network (Provider Directory) and our list of covered drugs (Formulary).

SECTION 7.2: Getting Help from Medicare

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 2020

You can read the **Medicare & You 2020** 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.

SECTION 7.3: Getting Help from Medicaid

To get information from Division of TennCare (Medicaid), you can call Division of TennCare (Medicaid) at 1-800-342-3145. TTY users should call 711.



UnitedHealthcare Dual Complete® ONE (HMO D-SNP) Customer Service:

Call **1-800-690-1606**

Calls to this number are free. 8am-8pm: 7 Days Oct-Mar; M-F Apr-Sept. Customer Service also has free language interpreter services available for non-English speakers.

TTY 711

Calls to this number are free. 8am-8pm: 7 Days Oct-Mar; M-F Apr-Sept.

Write P.O. Box 29675
Hot Springs, AR 71903-9675

Website **www.UHCCommunityPlan.com**