

## **Community Health Plan of Washington (CHPW) Medicare Advantage (MA) Freedom Plan (HMO) offered by Community Health Plan of Washington**

### **Annual Notice of Changes for 2024**

You are currently enrolled as a member of *CHPW MA Freedom Plan*. Next year, there will be changes to the plan's costs and benefits. ***Please see page 4 for a Summary of Important Costs, including Premium.***

This document tells about the changes to your plan. To get more information about costs, benefits, or rules please review the *Evidence of Coverage*, which is located on our website at *medicare.chpw.org*. You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.

- **You have from October 15 until December 7 to make changes to your Medicare coverage for next year.**
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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.
  - Review the changes to Medical care costs (doctor, hospital).
  - Think about how much you will spend on premiums, deductibles, and cost sharing.
- Check to see if your primary care doctors, specialists, hospitals and other providers will be in our network next year.
- 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 Medicare Plan Finder at [medicare.gov/plan-compare](https://www.medicare.gov/plan-compare) website or review the list in the back of your *Medicare & You 2024* handbook.
- 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 don't join another plan by December 7, 2023, you will stay in *CHPW MA Freedom Plan*.
- To change to a **different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2024**. This will end your enrollment with *CHPW MA Freedom Plan*.
- If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can switch plans or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

**Additional Resources**

- Please contact our Customer Service number at 1-800-942-0247 for additional information. (TTY users should call 711.) Hours are 8:00 a.m. to 8:00 p.m., 7 days a week. This call is free.
- Customer Service has free language interpreter services available for non-English speakers.
- You can ask for this information in alternative formats such as Braille and large print.
- **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 [irs.gov/Affordable-Care-Act/Individuals-and-Families](https://irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information.

**About *CHPW MA Freedom Plan***

- Community Health Plan of Washington is an HMO plan with a Medicare contract. Enrollment in Community Health Plan of Washington depends on contract renewal.
- When this document says "we," "us," or "our," it means *Community Health Plan of Washington*. When it says "plan" or "our plan," it means *CHPW MA Freedom Plan*.

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**Annual Notice of Changes for 2024  
Table of Contents**

**Summary of Important Costs for 2024 ..... 4**

**SECTION 1        Changes to Benefits and Costs for Next Year ..... 5**

    Section 1.1 – Changes to the Monthly Premium ..... 5

    Section 1.2 – Changes to Your Maximum Out-of-Pocket Amount ..... 6

    Section 1.3 – Changes to the Provider Network..... 7

    Section 1.4 – Changes to Benefits and Costs for Medical Services ..... 8

**SECTION 2        Deciding Which Plan to Choose ..... 11**

    Section 2.1 – If you want to stay in *CHPW MA Freedom Plan* ..... 11

    Section 2.2 – If you want to change plans ..... 11

**SECTION 3        Deadline for Changing Plans ..... 12**

**SECTION 4        Programs That Offer Free Counseling about Medicare ..... 12**

**SECTION 5        Programs That Help Pay for Prescription Drugs ..... 12**

**SECTION 6        Questions? ..... 13**

    Section 6.1 – Getting Help from *CHPW MA Freedom Plan* ..... 13

    Section 6.2 – Getting Help from Medicare ..... 14

**Summary of Important Costs for 2024**

The table below compares the 2023 costs and 2024 costs for *CHPW MA Freedom Plan* in several important areas. **Please note this is only a summary of costs.**

Cost	2023 (this year)	2024 (next year)
<p><b>Monthly plan premium</b> (See Section 1.1 for details.)</p>	\$0	No change
<p><b>Maximum out-of-pocket amount</b> This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)</p>	\$7,900	\$8,850
<p><b>Doctor office visits</b></p>	<p>Primary care visits: \$0 per visit</p> <p>Specialist visits: \$40 per visit</p>	<p>Primary care visits: No change</p> <p>Specialist visits: No change</p>
<p><b>Inpatient hospital stays</b></p>	<p>For Medicare-covered hospital stays:</p> <ul style="list-style-type: none"> <li>• \$450 copay per day, days 1-4</li> <li>• \$0 copay per day, days 5-90</li> </ul>	<p>For Medicare-covered hospital stays:</p> <ul style="list-style-type: none"> <li>• \$500 copay per day, days 1-4</li> <li>• \$0 copay per day, days 5-90</li> </ul>

**SECTION 1 Changes to Benefits and Costs for Next Year**

**Section 1.1 – Changes to the Monthly Premium**

Cost	2023 (this year)	2024 (next year)
<p><b>Monthly premium</b>                      (You must also continue to pay your Medicare Part B premium.)</p>	\$0	No change

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

Medicare requires all health plans to limit how much you pay out-of-pocket for 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	2023 (this year)	2024 (next year)
<p><b>Maximum out-of-pocket amount</b></p> <p>Your costs for covered medical services (such as copays) count toward your maximum out-of-pocket amount.</p>	<p>\$7,900</p>	<p>\$8,850</p> <p>Once you have paid \$8,850 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.</p>

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### Section 1.3 – Changes to the Provider Network

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Updated directories are located on our website at [medicare.chpw.org/member-center/member-resources/provider-directory/](https://medicare.chpw.org/member-center/member-resources/provider-directory/). You may also call Customer Service for updated provider information or to ask us to mail you a directory, which we will mail within three business days.

There are changes to our network of providers for next year. **Please review the 2024 *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. If a mid-year change in our providers affects you, please contact Customer Service so we may assist.

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**Section 1.4 – Changes to Benefits and Costs for Medical Services**

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We are making changes to costs and benefits for certain medical services next year. The information below describes these changes.

Cost	2023 (this year)	2024 (next year)
<b>Chiropractic Services</b>	\$20 copay for each Medicare-covered visit (manual manipulation of the spine to correct subluxation.)	\$15 copay for each Medicare-covered visit (manual manipulation of the spine to correct subluxation.)



Cost	2023 (this year)	2024 (next year)
<b>Dental Services (Supplemental)</b>	<p>You pay nothing for supplemental preventive and comprehensive services.</p> <p>There is no limit for supplemental preventive dental services.</p> <p>Supplemental comprehensive dental services are limited to \$500 per year. You pay for any costs over the plan benefit limit.</p>	<p>You pay nothing for supplemental preventive and comprehensive services.</p> <p>There is no limit for supplemental preventive dental services.</p> <p>Supplemental comprehensive dental services are limited to \$500 per year. You pay for any costs over the plan benefit limit.</p> <p>Covered supplemental dental services are provided through Delta Dental of Washington and are only covered when provided by a Delta Dental network dentist. To find the most current listing of Delta Dental PPO Plus Premier network dentists, visit <a href="http://DeltaDentalWA.com">DeltaDentalWA.com</a>. Delta Dental Network Providers must submit claims for these dental services to Delta Dental of Washington. You will be responsible for all, or most, services provided by out of network dentists.</p> <p>For questions about this benefit, please call Customer Service.</p> <p>Prior authorization rules may apply.</p>
<b>Emergency Care</b>	<p>\$95 copay applies for each separate Medicare-covered emergency room visit.</p>	<p>\$100 copay applies for each separate Medicare-covered emergency room visit.</p>

Cost	2023 (this year)	2024 (next year)
<b>Inpatient hospital care</b>	<p>For Medicare-covered hospital stays:</p> <ul style="list-style-type: none"> <li>• \$450 copay per day for days 1 through 4.</li> <li>• \$0 copay per day for days 5 through 90.</li> </ul> <p>Each new inpatient stay begins with a new day 1.</p> <p>Cost sharing applies beginning on the day of admission.</p>	<p>For Medicare-covered hospital stays:</p> <ul style="list-style-type: none"> <li>• \$500 copay per day for days 1 through 4.</li> <li>• \$0 copay per day for days 5 through 90.</li> </ul> <p>Each new inpatient stay begins with a new day 1.</p> <p>Cost sharing applies beginning on the day of admission.</p>
<b>Inpatient services in a psychiatric hospital</b>	<p>For Medicare-covered inpatient psychiatric hospital stays:</p> <ul style="list-style-type: none"> <li>• \$155 copay per day for days 1 through 10.</li> <li>• \$0 copay per day for days 11 through 90.</li> </ul> <p>Each new inpatient stay begins with a new day 1. Cost sharing applies beginning on the day of admission.</p>	<p>For Medicare-covered inpatient psychiatric hospital stays:</p> <ul style="list-style-type: none"> <li>• \$175 copay per day for days 1 through 10.</li> <li>• \$0 copay per day for days 11 through 90.</li> </ul> <p>Each new inpatient stay begins with a new day 1. Cost sharing applies beginning on the day of admission.</p>
<b>Skilled nursing facility (SNF) care</b>	<p>\$0 copay per day for days 1 through 20. \$160 copay per day for days 21 through 100.</p> <p>Cost sharing applies beginning on the day of admission.</p>	<p>\$0 copay per day for days 1 through 20. \$200 copay per day for days 21 through 100.</p> <p>Cost sharing applies beginning on the day of admission.</p>

## SECTION 2 Deciding Which Plan to Choose

### Section 2.1 – If you want to stay in *CHPW MA Freedom Plan*

**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 by December 7, you will automatically be enrolled in our *CHPW MA Freedom Plan*.

### Section 2.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change plans for 2024 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 do not enroll in a Medicare drug plan, there may be a potential Part D late enrollment penalty.

To learn more about Original Medicare and the different types of Medicare plans, use the Medicare Plan Finder ([medicare.gov/plan-compare](https://www.medicare.gov/plan-compare)), read the *Medicare & You 2024* handbook, call your State Health Insurance Assistance Program (SHIP) (see Section 4), or call Medicare (see Section 6.2).

As a reminder, Community Health Plan of Washington offers other Medicare health 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 *CHPW MA Freedom Plan*.
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from *CHPW MA Freedom Plan*.
- 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 so.
  - – 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.

### SECTION 3 Deadline for Changing Plans

If you want to change to a different plan or to Original Medicare for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2024.

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

In certain situations, changes are also allowed at other times of the year. Examples include 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.

If you enrolled in a Medicare Advantage plan for January 1, 2024, 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, 2024.

If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can change your Medicare coverage **at any time**. You can change to any other Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

### SECTION 4 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. In Washington, the SHIP is called Statewide Health Insurance Benefits Advisors (SHIBA). It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHIBA 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 SHIBA at 1-800-562-6900. You can learn more about SHIBA by visiting their website ([insurance.wa.gov/statewide-health-insurance-benefits-advisors-shiba](https://insurance.wa.gov/statewide-health-insurance-benefits-advisors-shiba)).

### SECTION 5 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.** People with limited incomes may qualify for “Extra Help” to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual

deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. To see if you qualify, 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 8 am and 7 pm, Monday through Friday for a representative. Automated messages are available 24 hours a day. TTY users should call, 1-800-325-0778; or
  - Your State Medicaid Office (applications).
- **Help from your state’s pharmaceutical assistance program.** Washington has a program called Washington State Health Insurance Pool (WSHIP) 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.
  - **What if you have coverage from an AIDS Drug Assistance Program (ADAP)?** The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the Washington State Early Intervention Program (EIP). **Note:** To be eligible for the ADAP operating in your State, 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.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call toll free 1-877-376-9316, fax 1-360-664-2216, or email [ask.EIP@doh.wa.gov](mailto:ask.EIP@doh.wa.gov).

## SECTION 6 Questions?

### Section 6.1 – Getting Help from *CHPW MA Freedom Plan*

Questions? We’re here to help. Please call Customer Service at 1-800-942-0247. (TTY only, call 711). We are available for phone calls 7 days a week, from 8:00 a.m. to 8:00 p.m. Calls to this number are free.

**Read your 2024 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 2024. For details, look in the *2024 Evidence of Coverage for CHPW MA Freedom Plan*. 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 [medicare.chpw.org/](https://www.medicare.chpw.org/). 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 [medicare.chpw.org/](https://www.medicare.chpw.org/). As a reminder, our website has the most up-to-date information about our provider network (*Provider Directory*).

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**Section 6.2 – 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**

Visit the Medicare website ([medicare.gov](https://www.medicare.gov)). It has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area. To view the information about plans, go to [medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).

**Read Medicare & You 2024**

Read the *Medicare & You 2024* handbook. Every fall, this document 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 document, you can get it at the Medicare website ([medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf](https://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf)) 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.