

Community Health Plan of Washington (CHPW) Medicare Advantage (MA) No Rx Plan (HMO) offered by Community Health Plan of Washington

Annual Notice of Changes for 2021

You are currently enrolled as a member of *CHPW MA No Rx Plan*. Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes.*

- **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.
 - 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 2.1 and 2.5 for information about benefit and cost changes for our plan.
- 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 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 www.medicare.gov/plan-compare website.
 - 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 don't join another plan by December 7, 2020, you will be enrolled in *CHPW MA No Rx Plan*.
- To change to a **different plan** that may better meet your needs, you can switch plans between October 15 and December 7.

4. ENROLL: To change plans, join a plan between **October 15** and **December 7, 2020**

- If you don't join another plan by **December 7, 2020**, you will be enrolled in *CHPW MA No Rx Plan*.
- If you join another plan by **December 7, 2020**, your new coverage will start on **January 1, 2021**. You will be automatically disenrolled from your current plan.

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.
- Customer Service has free language interpreter services available for non-English speakers (phone numbers are in Section 6.1 of this booklet).
- This information is also available for free in alternative formats such as braille, large print, or audio.
- **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 *CHPW MA No Rx 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 booklet says “we,” “us,” or “our,” it means *Community Health Plan of Washington*. When it says “plan” or “our plan,” it means *CHPW MA No Rx Plan*.

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Summary of Important Costs for 2021

The table below compares the 2020 costs and 2021 costs for *CHPW MA No Rx Plan* 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 <https://medicare.chpw.org/>. You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.

Cost	2020 (this year)	2021 (next year)
Monthly plan premium	\$0	No change
Maximum out-of-pocket amount 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.)	\$6,700	No change
Doctor office visits	Primary care visits: \$0 per visit Specialist visits: \$40 per visit	No change
Inpatient hospital stays 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.	For Medicare-covered hospital stays: <ul style="list-style-type: none"> • \$450 copay per day, days 1-4 • \$0 copay per day, days 5-90 	No change

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SECTION 1 We Are Changing the Plan’s Name

On January 1, 2021, our plan name will change from *CHPW MA Plan* to *CHPW MA No Rx Plan*. You will receive a new ID card in the mail automatically, and we will use the new plan name when we communicate with you.

SECTION 2 Changes to Benefits and Costs for Next Year

Section 2.1 – 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	2020 (this year)	2021 (next year)
<p>Maximum out-of-pocket amount Your costs for covered medical services (such as copays) count toward your maximum out-of-pocket amount..</p>	<p>\$6,700</p>	<p>No change. 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.</p>

Section 2.2 – 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 <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 Provider Directory. **Please review the 2021 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 to manage your care.

Section 2.3 – Changes to Benefits and Costs for Medical Services

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,

Cost	2020 (this year)	2021 (next year)
Additional Telehealth Services	Additional Telehealth Services is <u>not</u> covered.	<p>Additional Telehealth Services is covered for the below provider types and services:</p> <p>Urgently Needed Services: \$0 copay</p> <p>Primary Care Physician Services: \$0 copay</p> <p>Physician Specialist Services: \$40 copay</p> <p>Individual and Group Sessions for Mental Health Specialty Services: \$30 copay</p> <p>Individual and Group Sessions for Psychiatric Services: \$30 copay</p> <p>Individual and Group Sessions for Outpatient Substance Abuse: 20% coinsurance</p> <p>What you pay for Additional Telehealth Services is the same amount if you were to be seen in-person.</p>

Cost	2020 (this year)	2021 (next year)
Help with Certain Chronic Conditions	<p>To be eligible for any of the no-cost items below, members must be engaged in care management.</p> <p>For members with congestive heart failure (CHF): \$0 copay for 1 weight scale per year.</p> <p>For members with refractory hypertension: \$0 copay for 1 blood pressure monitoring device per year.</p> <p>For members with frailty: \$0 copay for 1 Personal Emergency Response System (PERS) per year.</p>	<p>To be eligible for any of the no-cost items below, members must be engaged in care management.</p> <p>For members with CHF; morbid obesity; or obesity with co-occurring disorders: \$0 copay for 1 weight scale per year.</p> <p>For members with refractory hypertension or hypertension with at least one other chronic condition: \$0 copay for 1 blood pressure monitoring device per year.</p> <p>For members with frailty; osteoporosis; history of acute myocardial infarction; angina; Parkinson’s; stroke; dementia; COPD; or CHF: \$0 copay for 1 Personal Emergency Response System (PERS) per year.</p>

Cost	2020 (this year)	2021 (next year)
Meals Benefit	Meals Benefit is not covered.	<p>You pay nothing for covered meals up to the maximum benefit.</p> <p>After your inpatient stay in either the hospital or a skilled nursing facility, you are eligible to receive 2 meals per day for 14 days at no extra cost to you. Meal program limited to 6 times per calendar year.</p> <p>For questions about this benefit, please call Customer Service at 1-800-942-0247. (TTY only, call 711.) We are available for phone calls 8:00am to 8:00pm, 7 days a week.</p>
Outpatient Hospital Observation	You pay 20% of the cost for Medicare-covered outpatient hospital observation services.	You pay a \$250 copay for Medicare-covered outpatient hospital observation services.
Outpatient hospital services	You pay 20% of the cost for Medicare-covered outpatient hospital surgery and other services.	You pay a \$250 copay for Medicare-covered outpatient hospital surgery and other services.
Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers	<p>20% of the cost for professional fees, and each Medicare-covered hospital facility visit.</p> <p>\$250 copay for each ambulatory surgical center visit.</p>	<p>\$250 copay for each Medicare-covered outpatient hospital visit.</p> <p>No change to ambulatory surgical center cost share.</p>
Outpatient x-rays	You pay 20% of the cost for Medicare-covered outpatient x-rays.	You pay a \$15 copay per x-ray for Medicare-covered outpatient x-rays.

SECTION 3 Deciding Which Plan to Choose

Section 3.1 – If you want to stay in *CHPW MA No Rx 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 No Rx Plan*.

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 2021 follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan timely,
- -- 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, read *Medicare & You 2021*, call your State Health Insurance Assistance Program (SHIP) (see Section 6), or call Medicare (see Section 8.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to www.medicare.gov/plan-compare. **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 *CHPW MA No Rx 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 No Rx 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 this (phone numbers are in Section 8.1 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.

SECTION 4 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, 2021.

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. For more information, see Chapter 8, Section 2.3 of the *Evidence of Coverage*.

If you enrolled in a Medicare Advantage plan for January 1, 2021, 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, 2021. For more information, see Chapter 8, Section 2.2 of the *Evidence of Coverage*.

SECTION 5 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Washington, the SHIP is called Statewide Health Insurance Benefits Advisors (SHIBA).

SHIBA 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. 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 (<http://www.insurance.wa.gov/shiba>).

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.** 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. Many people are eligible and don’t even know it. 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 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.** 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 (the name and phone numbers for this organization are in Section 6 of this booklet).
 - **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 the EIP at 1-877-376-9316 or email Ask.EIP@doh.wa.gov.

SECTION 7 Questions?

Section 7.1 – Getting Help from *CHPW MA No Rx Plan*

Questions? We’re here to help. Please call Customer Service at 1-800-942-0247 Customer Service. (TTY only, dial 711.) We are available for phone calls 7 days a week, from 8:00 a.m. to 8:00 p.m. 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 2021. For details, look in the *2021 Evidence of Coverage for CHPW MA No Rx 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 <https://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 <https://medicare.chpw.org/>. As a reminder, our website has the most up-to-date information about our provider network (Provider Directory).

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 (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 www.medicare.gov/plan-compare).

Read Medicare & You 2021

You can read *Medicare & You 2021* 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 (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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