

Print rules: This letter contains variable text based on values for the <hpCode> and/or <dpCode> elements. Refer to the Plan Code Table.]

<dateOfLetter>
Medicaid EDG: <caseID>

[Manifest Keyline]

To the person named or guardian of:

[DRS] <hohName>
[VER] <addressLine2>
[LTR] <addressLine1>
<city>, <state> <zipCode> - <zipCodeExt>

[IMB Postal Barcode]

Subject: Your new STAR+PLUS Medicare-Medicaid Plan

Dear
<hohName>:

Important reminder:

You're being enrolled in a new health & prescription drug plan <<nmStartDate>>

Medicare and STAR+PLUS Medicaid are joining to give you one STAR+PLUS Medicare-Medicaid Plan. This plan covers all the benefits you get through Medicare and STAR+PLUS Medicaid, including prescription drug coverage. You no longer need to work with one medical plan for Medicare and another plan for Medicaid.

You'll have one medical plan instead of two. Your Medicare and Medicaid benefits can work together and better meet your health-care needs.

You will get a letter from your Medicare Part D Prescription Drug Plan or Medicare Advantage organization telling you your coverage will end. You will continue to get your prescription drug benefits from your current plan until your new prescription drug coverage from <Plan name> starts.

We have looked at the medical services you've used in the past. Based on that, we will enroll you in the STAR+PLUS Medicare-Medicaid Plan listed below. This one plan will provide all your Medicare and STAR+PLUS Medicaid benefits, including prescription drug coverage benefits.

Your STAR+PLUS Medicare-Medicaid Plan:

Medical Plan: [*planName*] Phone Number: [*planNumber*]

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[MODE1]

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<Plan name> will send you a new health and drug card to use. This new card will replace the cards you use now. You'll start getting your medical services and prescription drugs through this plan <nmStartDate>, unless you choose another option. You can see your other options below in this letter. Enrollment in <Plan name> means that you can only see providers and use pharmacies that are in the <Plan name> network.

To find out more about [*planName*], your new STAR+PLUS Medicare-Medicaid Plan, call [*planNumber*]. You can find out what benefits your new plan covers and see if the doctors you see now are in the plan.

If you want to talk with someone about the other STAR+PLUS Medicare-Medicaid Plan options available to you, or, if you want to keep your current Medicare, Medicaid and prescription drug coverage the way it is now, call our STAR+PLUS help line at **877-782-6440** (toll-free). You can also call Medicare at **800-633-4227 (800-MEDICARE)**, 24 hours a day, 7 days a week. TTY users should call **877-486-2048**.

What you will get with your STAR+PLUS Medicare-Medicaid Plan:

- Basic medical care you get now like doctor visits, hospital visits and prescription drug benefits.
- All the long-term services you get now like attendant services.
- A service coordinator. This is someone who will work with you, your family and your doctors to make sure you get the Medicare and Medicaid services you need.
- Extra services that are listed under your plan in the blue chart that came with this letter.

You have other choices:

1. If you want us to enroll you in [*planName*] on <nmStartDate>:

You don't need to do anything. From looking at the type of care you get, it seems to be the best fit. Your new plan will send you a new health and drug ID card. This new card will replace the health plan cards you use now. After your new coverage begins <nmStartDate>, you can call [*planName*] at [*planNumber*] if you need services or have questions about your providers.

2. If you want to enroll in the new STAR+PLUS Medicare-Medicaid Plan before <nmStartDate>:

Call the STAR+PLUS help line at **877-782-6440** (toll-free). We'll tell you if we can sign you up now. You can call 8 a.m. to 6 p.m. Central Time, Monday through Friday. If you have a speech or hearing disability, call **7-1-1** or **800-735-2989**.

3. If you want to enroll in a different STAR+PLUS Medicare-Medicaid Plan:

First – Pick a different medical plan

You can pick any one of the other plans listed on the blue chart we sent with this

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letter by [12th day of the month prior to <nmStartDate>]. It shows the extra services each plan offers. You can use the chart to compare the services.

Next – Let us know which medical plan you picked

You must let us know by [12th day of the month prior to <nmStartDate>] which medical plan you picked. Call **877-782-6440** (toll-free) to let us know.

4. If you don't want to enroll in a STAR+PLUS Medicare-Medicaid Plan and you want to keep your Medicare the way it is now:

You must call us at **877-782-6440** (toll-free) by [<nmStartDate> - 1] to tell us you do not want to be enrolled in this new STAR+PLUS Medicare-Medicaid Plan. You can also call Medicare at **800-633-4227 (800-MEDICARE)** 24 hours a day, 7 days a week. TTY users should call **877-486-2048**. This plan can provide you with both Medicare and Medicaid services, and extra benefits you can not get now, such as:

Transportation to acute care services
Vision services
Dental services

Note: You can leave your STAR+PLUS Medicare-Medicaid plan at any time and choose another plan. But, once you leave your STAR+PLUS Medicare-Medicaid plan, there are limits for when you can join or leave other types of Medicare plans. For more information, please call our STAR+PLUS help line at **877-782-6440**. You can call 8 a.m. to 6 p.m. Central Time, Monday through Friday. If you have a speech or hearing disability, call **7-1-1** or **800-735-2989**. For Medicare, call **800-633-4227 (800-MEDICARE)** 24 hours a day, 7 days a week. TTY users should call **877-486-2048**.

What should I do now?

Before making any decisions about your health care coverage, review all of your choices carefully. To talk about your choices, call the STAR+PLUS help line at **877-782-6440**. When you decide which option is best for you:

- **To enroll in <Plan name >**, you don't have to do anything.
- **To choose another option** (listed under "You have other choices" above), call the STAR+PLUS help line at **877-782-6440**.

Important: If you don't call and choose another health care option by <date>, you'll be automatically enrolled in <Plan name >.

Need help? Have questions? Call us toll-free.

Call the STAR+PLUS help line at **877-782-6440**. You can call 8 a.m. to 6 p.m. Central Time, Monday through Friday. If you still have questions or want to file a complaint, you can contact the Ombudsman Managed Care Assistance Team by calling **866-566-8989**, 8 a.m. to 5 p.m. Monday through Friday. If you have a speech or hearing disability, call **7-1-1** or **800-735-2989**.

Have questions about Medicare or need help with your Medicare services?

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Call **800-633-4227 (800-MEDICARE)**, 24 hours a day, 7 days a week. If you have a speech or hearing disability, call **877-486-2048** for TTY service. You can also visit www.medicare.gov.

If you want free advice about your health insurance coverage, call the State Health Insurance Assistance Program at **800-252-9240**. You can call 8 a.m. to 5 p.m. Central Time Monday through Friday.

You can get this document in Spanish or speak with someone about this information in other languages for free. Call 877-782-6440. The call is free.

This information is available for free in other languages and formats, like large print, Braille, and audio.

Puede obtener esta carta en español o hablar gratis con alguien sobre esta información en otros idiomas. Llame gratis al 877-782-6440.

Esta información está disponible gratis en otros idiomas y formatos, cómo letra grande, Braille, y audio.

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STAR+PLUS Medicare-Medicaid and Medicare Part D

When you join a STAR+PLUS Medicare-Medicaid Plan, you will continue to get health care and prescription drugs from your new plan starting **<nmStartDate>**. Your current Medicare Part D prescription drug plan will send you a letter telling you that beginning **<nmStartDate>**, your prescription drug plan won't cover your prescription drugs.

Here is some important information about changes to your drug coverage when you join a STAR+PLUS Medicare-Medicaid Plan.

- Beginning **<nmStartDate>**, you will receive all of your STAR+PLUS Medicaid and Medicare benefits, **including Medicare Part D**, from the STAR+PLUS Medicare-Medicaid Plan.
- Your STAR+PLUS Medicare-Medicaid Plan will become your new Medicare Part D plan, which means your last day of coverage in your current prescription drug plan will be **[<nmStartDate> - 1]**. You can't keep your current Part D plan and be in a STAR+PLUS Medicare-Medicaid Plan at the same time.
- Expect to get a notice from your Medicare Part D Prescription Drug Plan or Medicare Advantage organization saying your coverage will be ending. You will continue to get your prescription drug benefits from your current plan through **[<nmStartDate> - 1]**. Your new prescription coverage from the STAR+PLUS Medicare-Medicaid Plan will start on **<nmStartDate>**. There will be no gap in your prescription drug coverage.
- If you don't want to be in a STAR+PLUS Medicare-Medicaid Plan, you can stay in your current prescription drug plan. You just need to let STAR+PLUS helpline know your decision before **[<nmStartDate> - 1]**.

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