

[Manifest Keyline]
 To the addressee or guardian of:
[DRS] <hohName>
[VER] <addressLine2>
[LTR] <addressLine1>
 <city>, <state> <zipCode> - <zipCodeExt>

[IMB Postal Barcode]

<dateOfLetter>
Medicaid EDG:
 <caseID>

Subject: Deciding Whether to Join STAR+PLUS Medicare-Medicaid

Dear <hohName>:

You have a choice for how you get your Medicare and Medicaid services.

Right now you get medical services through one medical plan for Medicare and another plan for Medicaid.

Soon, you can get all your services under one STAR+PLUS Medicare-Medicaid Plan.

This one plan will provide you with all medical services you get from both Medicare and STAR+PLUS Medicaid. Your Medicare and Medicaid benefits will work together to meet your health-care needs.

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.
- "Value-added" or extra services that are listed under your plan in the blue chart that came with this letter.

What you need to do:

1. **If you want to keep getting services the way you do now:** You don't need to do anything. You will keep getting your Medicare and STAR+PLUS Medicaid services as you do now.

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2. **If you want to join a STAR+PLUS Medicare-Medicaid Plan:** You can pick one of the medical plans listed on the blue chart we sent with this letter. You can use the chart to compare the medical plans. Call us at 1-877-782-6440 (toll-free) to let us know which STAR+PLUS Medicare-Medicaid plan you picked.

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

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

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

Call **1-800-633-4227 (1-800-MEDICARE)**, 24 hours a day, 7 days a week. If you have a speech or hearing disability, call **1-877-486-2048** 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 **1-800-252-9240**. You can call Monday to Friday, 8 a.m. to 5 p.m. Central Time.

You can get this document in Spanish or speak with someone about this information in other languages for free. Call 1-877-782-6440. 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 1-877-782-6440.

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

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