



Medica Advantage Solution® H8889-009 (PPO) offered by Medica Health Plans

Annual Notice of Changes for 2023

You are currently enrolled as a member of Medica Advantage Solution H8889-009. Next year, there will be changes to the plan's costs and benefits. ***Please see page 8 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 [Medica.com/MyPlanDocs](https://www.Medica.com/MyPlanDocs). You may also call Medica 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.**

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 your overall health care costs.
 - ☐ 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 www.medicare.gov/plan-compare website or review the list in the back of your *Medicare & You 2023* 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, 2022, you will stay in our 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, 2023**. This will end your enrollment with our 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 Medica Customer Service number at 1 (866) 269-6804 (toll-free) for additional information (TTY users should call 711). Hours are from Oct. 1 – March 31, 8 a.m. – 9 p.m. CT, 7 days a week and April 1 – Sept. 30 from 8 a.m. – 9 p.m. CT, Monday – Friday.
- This information is available in braille, large print, or other alternate formats. Please call Medica Customer Service if you need plan information in another format (phone numbers are in Section 6.1 of this document).
- **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 www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information.

About our plan

- Medica is a PPO plan with a Medicare contract. Enrollment in Medica depends on contract renewal.
 - When this document says “we,” “us,” or “our”, it means Medica Health Plans. When it says “plan” or “our plan,” it means Medica Advantage Solution H8889-009 (PPO).
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MULTI-LANGUAGE INSERT

Multi-Language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1 (866) 745-9919**. Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1 (866) 745-9919**. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费~~的~~翻译服务，帮助您解答关于健康或药物~~的~~保险的任何疑问。如果您需要此翻译服务，请致电 **1 (866) 745-9919**。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 **1 (866) 745-9919**。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa **1 (866) 745-9919**. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au **1 (866) 745-9919**. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi **1 (866) 745-9919** sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter **1 (866) 745-9919**. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 **1 (866) 745-9919** 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону **1 (866) 745-9919**. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم بمساعدتك. هذه خدمة مجانية فوري، ليس عليك سوى الاتصال بنا على **1 (866) 745-9919**. سيقوم شخص ما يتحدث العربية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें **1 (866) 745-9919** पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero **1 (866) 745-9919**. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Português: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número **1 (866) 745-9919**. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan **1 (866) 745-9919**. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer **1 (866) 745-9919**. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、**1 (866) 745-9919** にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。

Discrimination is Against the Law

Medica complies with applicable Federal civil rights laws and will not discriminate against any person based on his or her race, color, creed, religion, national origin, sex, gender, gender identity, health status including mental and physical medical conditions, marital status, familial status, status with regard to public assistance, disability, sexual orientation, age, political beliefs, membership or activity in a local commission, or any other classification protected by law. Medica:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
TTYcommunication
- Written information in other formats (large print, audio, other formats)
- Provides free language services to people whose primary language is not English, such as:
Qualified interpreters and information written in other languages

If you need these services, contact the number on the back of your identification card. If you believe that Medica has failed to provide these services or discriminated in another way on the basis of your race, color, creed, religion, national origin, sex, gender, gender identity, health status including mental and physical medical conditions, marital status, familial status, status with regard to public assistance, disability, sexual orientation, age, political beliefs, membership or activity in a local commission, or any other classification protected by law, you can file a grievance with: Civil Rights Coordinator, Mail Route CP250, PO Box 9310, Minneapolis, MN 55443-9310, 952-992-3422, TTY: 711, civilrightscordinator@medica.com.

You can file a grievance in person or by mail, fax, or email. You may also contact the Civil Rights Coordinator if you need assistance with filing a complaint. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201 800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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Summary of Important Costs for 2023

The table below compares the 2022 costs and 2023 costs for our plan in several important areas. **Please note this is only a summary of costs.**

Cost	2022 (this year)	2023 (next year)
Maximum out-of-pocket amounts This is the <u>most</u> you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	From network providers: \$5,500 From network and out-of-network providers combined: \$7,500	From network providers: \$4,900 From network and out-of-network providers combined: \$7,500
Doctor office visits	Primary care visits: In-Network: \$0 copay per visit Out-of-Network: 30% of the total cost per visit Specialist visits: In-Network: \$30 copay per visit Out-of-Network: 30% of the total cost per visit	Primary care visits: In-Network: \$0 copay per visit Out-of-Network: 30% of the total cost per visit Specialist visits: In-Network: \$30 copay per visit Out-of-Network: 30% of the total cost per visit
Inpatient hospital stays	In-Network: \$195 copay each day for days 1 through 6 and \$0 copay for days 7 through 90 for Medicare-covered hospital care. \$0 copay for additional Medicare-covered days. Out-of-Network: 30% of the total cost per stay	In-Network: \$195 copay each day for days 1 through 6 and \$0 copay for days 7 through 90 for Medicare-covered hospital care. \$0 copay for additional Medicare-covered days. Out-of-Network: 30% of the total cost per stay

SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 – Changes to the Monthly Premium

Cost	2022 (this year)	2023 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	\$0	\$0
Monthly Medicare Part B premium reduction	\$25	\$30

Section 1.2 – Changes to Your Maximum Out-of-Pocket Amounts

Medicare requires all health plans to limit how much you pay “out-of-pocket” for the year. These limits are called the “maximum out-of-pocket amounts.” Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2022 (this year)	2023 (next year)
In-network maximum out-of-pocket amount Your costs for covered medical services (such as copays) from network providers count toward your in-network maximum out-of-pocket amount.	\$5,500	\$4,900 Once you have paid \$4,900 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services from network providers for the rest of the calendar year.
Combined maximum out-of-pocket amount Your costs for covered medical services (such as copays) from in-network and out-of-network providers count toward your combined maximum out-of-pocket amount.	\$7,500	\$7,500 Once you have paid \$7,500 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services from network or

Cost	2022 (this year)	2023 (next year)
Combined maximum out-of-pocket amount (Continued)		out-of-network providers for the rest of the calendar year.

Section 1.3 – Changes to the Provider Network

An updated *Provider Directory* is located on our website at [Medica.com/MyPlanDocs](https://www.Medica.com/MyPlanDocs). You may also call Medica Customer Service for updated provider information or to ask us to mail you a *Provider Directory*. **Please review the 2023 *Provider Directory* to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

There are changes to our network of providers for next year. **Please review the 2023 *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 Medica Customer Service so we may assist.

Section 1.4 – Changes to Benefits and Costs for Medical Services

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

Cost	2022 (this year)	2023 (next year)
Dental services	Our plan provides up to \$750 reimbursement for non-Medicare-covered dental services every calendar year.	Our plan provides up to \$1,000 reimbursement for non-Medicare-covered dental services every calendar year.
Diabetic supplies	In-Network \$0 copay for diabetic testing supplies from LifeScan™ (OneTouch®) and Roche (Accu-Chek®). You pay 20% of the total cost for diabetic testing supplies from non-preferred manufacturers.	In-Network \$0 copay for diabetic testing supplies from LifeScan™ (OneTouch®) and Roche (Accu-Chek®). Diabetic testing supplies are limited to LifeScan (OneTouch) and Roche (Accu-Chek).

Cost	2022 (this year)	2023 (next year)
Diabetic supplies (continued)	<p>Out-of-Network \$0 copay for diabetic testing supplies from LifeScan (OneTouch) and Roche (Accu-Chek). You pay 20% of the total cost for diabetic testing supplies from non-preferred manufacturers.</p>	<p>Out-of-Network \$0 copay for diabetic testing supplies from LifeScan (OneTouch) and Roche (Accu-Chek). Diabetic testing supplies are limited to LifeScan (OneTouch) and Roche (Accu-Chek).</p>
Hearing services	<p>You pay a \$549 copay per aid for Basic level hearing aid.</p> <p>You pay a \$799 copay per aid for Reserve level hearing aid.</p> <p>Hearing aid fitting-evaluation: Up to 3 hearing aid fittings-evaluations are available with the purchase of private label Basic or Reserve level hearing aids. You must see an EPIC Hearing provider to use this benefit.</p> <p>\$0 copay per fitting-evaluation for Reserve level hearing aid.</p> <p>You pay a \$50 copay per fitting-evaluation for Basic level hearing aid.</p>	<p>You pay a \$549 copay for each Silver level hearing aid.</p> <p>You pay a \$799 copay for each Gold level hearing aid.</p> <p>Hearing aid fitting-evaluation: 1 hearing aid fitting-evaluation is available with the purchase of private label Silver level hearing aids. Up to 3 hearing aid fittings-evaluations are available with the purchase of private label Gold level hearing aids. You must see an EPIC Hearing provider to use this benefit.</p> <p>\$0 copay per fitting-evaluation for each Silver level hearing aid.</p> <p>\$0 copay per fitting-evaluation for each Gold level hearing aid.</p>
Outpatient diagnostic tests and therapeutic services and supplies - sleep studies	<p>In-Network You pay 20% of the total cost for each Medicare-covered</p>	<p>In-Network \$0 copay for Medicare-covered home-based sleep studies.</p>

Cost	2022 (this year)	2023 (next year)
Outpatient diagnostic tests and therapeutic services and supplies - sleep studies (continued)	home-based and facility-based sleep study. \$150 out-of-pocket maximum per day.	You pay 20% of the total cost for each Medicare-covered facility-based sleep study. \$150 out-of-pocket maximum per day.
Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers – ambulatory surgical centers	In-Network You pay a \$250 copay for each Medicare-covered service at an ambulatory surgical center.	In-Network You pay a \$175 copay for each Medicare-covered service at an ambulatory surgical center.
Over-the-counter (OTC) drugs and supplies	You are eligible for a \$50 credit every quarter to be used toward the purchase of over-the-counter (OTC) health and wellness products available through our mail-order service.	You are eligible for a \$75 credit every quarter to be used toward the purchase of over-the-counter (OTC) health and wellness products available through our mail-order service.
Physician/Practitioner services, including doctor's office visits – Certain telehealth services	In-Network Additional telehealth for Medicare-covered cardiac rehabilitation services is <u>not</u> covered.	In-Network You pay a \$30 copay for additional telehealth for Medicare-covered cardiac rehabilitation services.
Pulmonary rehabilitation services	In-Network You pay a \$30 copay for each Medicare-covered service.	In-Network You pay a \$20 copay for each Medicare-covered service.
Skilled nursing facility (SNF) care	In-Network You pay a \$0 copay for days 1 through 20 and a \$184 copay each day for days 21 through 100 for Medicare-covered skilled nursing facility care.	In-Network You pay a \$0 copay for days 1 through 20, a \$196 copay each day for days 21 through 45, and a \$0 copay for days 46 through 100 for Medicare-covered skilled nursing facility care.

Cost	2022 (this year)	2023 (next year)
<p>Special supplemental benefits for the chronically ill</p> <p>The benefits mentioned are part of a special supplemental program for the chronically ill. Not all members qualify.</p>	<p>Bathroom and home safety devices</p> <p>Bathroom and home safety devices are <u>not</u> covered.</p> <p>Meal Benefit</p> <p>Meals are <u>not</u> covered.</p> <p>Transportation</p> <p>Transportation services are <u>not</u> covered.</p>	<p>Bathroom and home safety devices</p> <p>You may receive non-Medicare-covered bathroom and home safety devices from an approved list up to \$400 every calendar year.</p> <p>Meal Benefit</p> <p>You may receive 2 meals per day for up to 14 days or 1 meal per day for up to 28 days (28 meals total) at no cost to you immediately following surgery or inpatient hospitalization, for a chronic illness, for a medical condition or potential medical condition that requires the enrollee to remain at home for a period of time, or for reasons beyond limited basis described above. Twenty-eight nutritious meals will be delivered to your home.</p> <p>Meal program limited to 4 times per calendar year.</p> <p>Transportation</p> <p>You may receive up to 48 one-way, non-emergency trips per calendar year at no cost to you for medical care, pharmacy, grocery store, fitness facility, or facility discharge within the plan service area. Your case manager will approve the number of trips. Trips are scheduled</p>

Cost	2022 (this year)	2023 (next year)
Special supplemental benefits for the chronically ill (continued)		<p>with Medica Customer Service toll free at 1 (866) 269-6804 (TTY: 711). There is a maximum distance of 60 miles per one-way trip. Arrangements must be made 72 hours in advance. For more information on your transportation benefits, please visit Medica.com/Ride.</p> <p>You must consent to participate in case management to receive special supplemental benefits of bathroom and home safety devices, meal benefit or transportation.</p>
Supervised exercise therapy (SET)	<p>In-Network You pay a \$30 copay for each Medicare-covered service.</p>	<p>In-Network You pay a \$25 copay for each Medicare-covered service.</p>
Vision care	<p>Our plan provides up to \$150 reimbursement every calendar year for non-Medicare-covered eyewear.</p>	<p>Our plan provides up to \$200 reimbursement every calendar year for non-Medicare-covered eyewear.</p>
Visitor/Travel benefit	<p>You may receive all plan covered services at in-network cost sharing when temporarily and continuously absent from Minnesota for at least 1 month, but no more than 6 consecutive months. Please contact your plan to activate this benefit and</p>	<p>You may receive all plan covered services at in-network cost sharing when temporarily and continuously absent from Minnesota for no more than 6 consecutive months. Please contact your plan to activate this benefit and provide the</p>

Cost	2022 (this year)	2023 (next year)
Visitor/Travel benefit (continued)	provide the travel dates that you intend to be outside Minnesota.	travel dates that you intend to be outside Minnesota.

SECTION 2 Deciding Which Plan to Choose

Section 2.1 – If you want to stay in our 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 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 2023 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 (www.medicare.gov/plan-compare), read the *Medicare & You 2023* handbook, call your State Health Insurance Assistance Program (see Section 4), or call Medicare (see Section 6.2).

As a reminder, Medica Health Plans 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 our plan.
 - To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from our plan.
- To **change to Original Medicare without a prescription drug plan**, you must either:
 - Send us a written request to disenroll. Contact Medica 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, 2023.

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, 2023, 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, 2023.

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 Minnesota, the SHIP is called Minnesota Board on Aging/Senior LinkAge Line®.

It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. Minnesota Board on Aging/Senior LinkAge Line 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 Minnesota Board on Aging/Senior LinkAge Line at 1 (800) 333-2433 (toll-free). You can learn more about Minnesota Board on Aging/Senior LinkAge Line by visiting their website (www.mn.gov/board-on-aging).

SECTION 5 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs.

- **“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).
- **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 Minnesota ADAP at 1 (651) 431-2414 or 1 (800) 657-3761 (toll-free). **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. Call the Minnesota ADAP at (651) 431-2414 or 1 (800) 657-3761 (toll-free).

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the Minnesota ADAP at (651) 431-2414 or 1 (800) 657-3761 (toll-free).

SECTION 6 Questions?

Section 6.1 – Getting Help from our plan

Questions? We’re here to help. Please call Medica Customer Service at 1 (866) 269-6804 (TTY only, call 711). We are available for phone calls from Oct. 1 – March 31, 8 a.m. – 9 p.m. CT, 7 days a week and April 1 – Sept. 30 from 8 a.m. – 9 p.m. CT, Monday – Friday. Calls to these numbers are free.

Read your 2023 *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 2023. For details, look in the 2023 *Evidence of Coverage* for our 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 [Medica.com/MyPlanDocs](https://www.Medica.com/MyPlanDocs). You may also call Medica Customer Service to ask us to mail you an *Evidence of Coverage*.

Visit our Website

You can also visit our website at [Medica.com/Members](https://www.Medica.com/Members). As a reminder, our website has the most up-to-date information about our provider network (*Provider Directory*).

Section 6.2 – 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

Visit the Medicare website (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 www.medicare.gov/plan-compare.

Read *Medicare & You 2023*

Read the *Medicare & You 2023* handbook. Every 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 document, you can get it at the Medicare website (<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.

Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our customer service number or see your *Evidence of Coverage* for more information, including the cost-sharing that applies to out-of-network services.

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