



FROM



## Allwell Medicare Nurture (HMO D-SNP) offered by SUPERIOR HEALTH PLAN, INC.

# Annual Notice of Changes for 2021

You are currently enrolled as a member of Allwell Dual Medicare (HMO D-SNP). Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes.*

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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 2.5 and 2.6 for information about benefit and cost changes for our plan.
- Check the changes in the booklet to our prescription drug coverage to see if they affect you.
  - Will your drugs be covered?
  - Are your drugs in a different tier, with different cost-sharing?
  - Do any of your drugs have new restrictions, such as needing approval from us before you fill your prescription?
  - Can you keep using the same pharmacies? Are there changes to the cost of using this pharmacy?
  - Review the 2021 Drug List and look in Section 2.6 for information about changes to our drug coverage.
  - Your drug costs may have risen since last year. Talk to your doctor about lower cost alternatives that may be available for you; this may save you in annual out-of-pocket costs throughout the year. To get additional information on drug prices visit [go.medicare.gov/drugprices](https://www.go.medicare.gov/drugprices). These dashboards highlight which manufacturers have been increasing their prices and also show other year-to-year drug price information. Keep in mind that your plan benefits will determine exactly how much your own drug costs may change.

- 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 & Pharmacy 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](http://www.medicare.gov/plan-compare) website.
  - Review the list in the back of your Medicare & You handbook.
  - Look in Section 4.2 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 Allwell Medicare Nurture (HMO D-SNP).
- If you want to **change to a different plan** that may better meet your needs, you can switch plans between October 15 and December 7. Look in section 4.2 to learn more about your choices.

**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 Allwell Medicare Nurture (HMO D-SNP).
- If you join another plan between **October 15** and **December 7, 2020**, your new coverage will start on **January 1, 2021**. You will be automatically disenrolled from your current plan.

## **Additional Resources**

- This document is available for free in:
  - Spanish
- Please contact our Member Services number at 1-877-935-8023 for additional information. (TTY users should call 711). Hours are from October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.
- We must provide information in a way that works for you (in languages other than English, in audio, in large print, or other alternate formats, etc.).
- **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](http://www.irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information.

## **About Allwell Medicare Nurture (HMO D-SNP)**

- SUPERIOR HEALTH PLAN, INC. is contracted with Medicare for HMO D-SNP plans and with the state Medicaid program. Enrollment in SUPERIOR HEALTH PLAN, INC. depends on contract renewal.
  - When this booklet says “we,” “us,” or “our,” it means SUPERIOR HEALTH PLAN, INC. When it says “plan” or “our plan,” it means Allwell Medicare Nurture (HMO D-SNP).
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## Summary of Important Costs for 2021

The table below compares the 2020 costs and 2021 costs for Allwell Medicare Nurture (HMO D-SNP) 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 [allwell.superiorhealthplan.com](http://allwell.superiorhealthplan.com). You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

Cost	2020 (this year)	2021 (next year)
<b>Monthly plan premium*</b> * Your premium may be higher or lower than this amount. See Section 2.1 for details.	\$0	\$0
<b>Doctor office visits</b>	Primary care visits: You pay a \$0 copay per visit.  Specialist visits: You pay a \$0 copay per visit.	Primary care visits: You pay a \$0 copay per visit.  Specialist visits: You pay a \$0 copay per visit.
<b>Inpatient hospital stays</b> 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 admissions, per benefit period:  You pay a \$0 copay.	For Medicare-covered admissions, per admission:  You pay a \$0 copay.
<b>Part D prescription drug coverage</b> (See Section 2.6 for details.)	Deductible: \$200 (applies to tiers 2, 3, 4 and 5)  Copayment/Coinsurance during the Initial Coverage Stage:	Deductible: \$445 (applies to tiers 2, 3, 4 and 5)  Copayment/Coinsurance during the Initial Coverage Stage:

Cost	2020 (this year)	2021 (next year)
<p><b>Part D prescription drug coverage (continued)</b></p>	<ul style="list-style-type: none"> <li> <p>• <b>Drug Tier 1 - Preferred Generic Drugs:</b> Standard cost-sharing: You pay a \$0 copay for a one-month (30-day) supply.</p> </li> <li> <p>• <b>Drug Tier 2 - Generic Drugs:</b> Standard cost-sharing: You pay a \$19 copay for a one-month (30-day) supply.</p> </li> <li> <p>• <b>Drug Tier 3 - Preferred Brand Drugs:</b> Standard cost-sharing: You pay a \$47 copay for a one-month (30-day) supply.</p> </li> <li> <p>• <b>Drug Tier 4 - Non-Preferred Drugs:</b> Standard cost-sharing: You pay a \$100 copay for a one-month (30-day) supply.</p> </li> <li> <p>• <b>Drug Tier 5 - Specialty Tier:</b> Standard cost-sharing: You pay 29% of the total cost for a one-month (30-day) supply.</p> </li> </ul>	<ul style="list-style-type: none"> <li> <p>• <b>Drug Tier 1 - Preferred Generic Drugs:</b> Standard cost-sharing: You pay a \$0 copay for a one-month (30-day) supply.</p> </li> <li> <p>• <b>Drug Tier 2 - Generic Drugs:</b> Standard cost-sharing: You pay a \$20 copay for a one-month (30-day) supply.</p> </li> <li> <p>• <b>Drug Tier 3 - Preferred Brand Drugs:</b> Standard cost-sharing: You pay a \$47 copay for a one-month (30-day) supply.</p> </li> <li> <p>• <b>Drug Tier 4 - Non-Preferred Drugs:</b> Standard cost-sharing: You pay 49% of the total cost for a one-month (30-day) supply.</p> </li> <li> <p>• <b>Drug Tier 5 - Specialty Tier:</b> Standard cost-sharing: You pay 25% of the total cost for a one-month (30-day) supply.</p> </li> </ul>

Cost	2020 (this year)	2021 (next year)
<b>Part D prescription drug coverage (continued)</b>	<ul style="list-style-type: none"> <li> <b>Drug Tier 6 - Select Care Drugs:</b>            Standard cost-sharing:            You pay a \$0 copay for a one-month (30-day) supply.         </li> </ul>	
<b>Maximum out-of-pocket amount</b>  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 details.)	\$6,700  You are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.	\$3,450  You are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.

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## **SECTION 1 Unless You Choose Another Plan, You Will Be Automatically Enrolled in Allwell Medicare Nurture (HMO D-SNP) in 2021**

On January 1, 2021, SUPERIOR HEALTH PLAN, INC. will be combining Allwell Dual Medicare (HMO D-SNP) with one of our plans, Allwell Medicare Nurture (HMO D-SNP).

**If you do nothing to change your Medicare coverage in 2020, we will automatically enroll you in our Allwell Medicare Nurture (HMO D-SNP).** This means starting January 1, 2021, you will be getting your medical and prescription drug coverage through Allwell Medicare Nurture (HMO D-SNP). If you want to, you can change to a different Medicare health plan. You can also switch to Original Medicare and get your prescription drug coverage through a Prescription Drug Plan. If you want to change plans, you can do so between October 15 and December 7. The change will take effect on January 1, 2021.

The information in this document tells you about the differences between your current benefits in Allwell Dual Medicare (HMO D-SNP) and the benefits you will have on January 1, 2021 as a member of Allwell Medicare Nurture (HMO D-SNP).

## **SECTION 2 Changes to Benefits and Costs for Next Year**

### **Section 2.1 – Changes to the Monthly Premium**

<b>Cost</b>	<b>2020 (this year)</b>	<b>2021 (next year)</b>
<b>Monthly premium</b> (You must also continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.)	\$0  Your premium is based on your Low Income Subsidy status.	\$0  Your premium is based on your Low Income Subsidy status.

### **Section 2.2 – 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><b>Maximum out-of-pocket amount</b></p> <p><b>Because our members also get assistance from Medicaid, very few members ever reach this out-of-pocket maximum.</b> You are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.</p> <p>Your costs for covered medical services (such as copays and deductibles) count toward your maximum out-of-pocket amount. Your costs for prescription drugs do not count toward your maximum out-of-pocket amount.</p>	<p>\$6,700</p>	<p style="text-align: center;">\$3,450</p> <p>Once you have paid \$3,450 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 2.3 – Changes to the Provider Network

Our network has changed more than usual for 2021. An updated Provider & Pharmacy Directory is located on our website at [allwell.superiorhealthplan.com](http://allwell.superiorhealthplan.com). You may also call Member Services for updated provider information or to ask us to mail you a Provider & Pharmacy Directory. **We strongly suggest that you review our current Provider & Pharmacy Directory to see if your providers (primary care provider, specialists, hospitals, etc.) are still 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 and to manage your care.

## Section 2.4 – Changes to the Pharmacy Network

Amounts you pay for your prescription drugs may depend on which pharmacy you use. Medicare drug plans have a network of pharmacies. In most cases, your prescriptions are covered *only* if they are filled at one of our network pharmacies.

There are changes to our network of pharmacies for next year. An updated Provider & Pharmacy Directory is located on our website at [allwell.superiorhealthplan.com](http://allwell.superiorhealthplan.com). You may also call Member Services for updated provider information or to ask us to mail you a Provider & Pharmacy Directory. **Please review the 2021 Provider & Pharmacy Directory to see which pharmacies are in our network.**

## Section 2.5 – Changes to Benefits and Costs for Medical Services

Please note that the *Annual Notice of Changes* tells you about changes to your Medicare benefits and costs.

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, *Benefits Chart (what is covered and what you pay)*, in your *2021 Evidence of Coverage*. A copy of the *Evidence of Coverage* is located on our website at [allwell.superiorhealthplan.com](http://allwell.superiorhealthplan.com). You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

Cost	2020 (this year)	2021 (next year)
<b>Additional medical nutritional therapy</b>	Additional medical nutritional therapy is <u>not</u> covered.	You pay a \$0 copay for additional medical nutrition therapy services.  Please refer to the Evidence of Coverage for benefit details.
<b>Additional services that are covered for the chronically ill</b>	The additional services for the chronically ill listed in the 2021 benefit are <u>not</u> covered for 2020.	<b><u>Nutritional Shakes</u></b> If you have been diagnosed with diabetes, end-stage renal disease, or cancer, or if you require wound care, you may

Cost	2020 (this year)	2021 (next year)
<p><b>Additional services that are covered for the chronically ill (continued)</b></p>		<p>be eligible for supplemental nutritional shakes formulated to target both situational conditions, and chronic conditions like yours. Upon care management authorization and referral, you will receive 24 shakes per month, shipped directly to your home, for up to 3 months.</p> <p>Care management participation is required.</p> <p>You pay a \$0 copay for medically-necessary nutritional shakes.</p>
<p><b>Additional telehealth services</b></p>	<p>Additional telehealth services are <u>not</u> covered benefits.</p>	<p>Certain additional telehealth services, including those for: primary care, specialist and other health care professional services, and outpatient mental health specialty services, including psychiatric care are covered.</p> <p>Cost-shares for covered additional telehealth services are the same as the standard cost-sharing for those services in an office setting. See the Physician/Practitioner services and the Outpatient Mental Health sections in Chapter 4 of your Evidence of Coverage for more information about cost-sharing.</p>
<p><b>Dental services</b></p>	<p><b><u>Medicare-covered services</u></b></p>	<p><b><u>Medicare-covered services</u></b></p>

Cost	2020 (this year)	2021 (next year)
<b>Dental services (continued)</b>	You pay a \$0 copay for each Medicare-covered dental service.	You pay a \$0 copay for each Medicare-covered dental service.
	<p><b><u>Additional services</u></b>            There is a \$1,500 benefit maximum for comprehensive dental services.</p> <p>Preventive dental services include:</p> <p>Exams - You pay a \$0 copay for each oral exam, up to 2 every calendar year.</p> <p>Cleanings - You pay a \$0 copay for each cleaning, up to 2 every calendar year.</p> <p>Fluoride - is <u>not</u> covered.</p> <p>Dental x-rays - You pay a \$0 copay for dental x-rays, up to 1 set every calendar year.</p> <p>Comprehensive dental services include:</p> <ul style="list-style-type: none"> <li>• Non-Routine Services – is <u>not</u> covered</li> <li>• Diagnostic services- You pay a \$0 copay per service.</li> <li>• Restorative service - You pay a \$0 copay per service.</li> <li>• Endodontics - You pay a \$0 copay per service.</li> </ul>	<p><b><u>Additional services</u></b>            There is a \$4,000 benefit maximum for comprehensive dental services.</p> <p>Preventive dental services include:</p> <p>Exams - You pay a \$0 copay for each oral exam, up to 2 every calendar year.</p> <p>Cleanings - You pay a \$0 copay for each cleaning, up to 2 every calendar year.</p> <p>Fluoride - You pay a \$0 copay for each fluoride treatment, up to 1 every calendar year.</p> <p>Dental x-rays - You pay a \$0 copay for dental x-rays, up to 1 set every calendar year.</p> <p>Comprehensive dental services include:</p> <ul style="list-style-type: none"> <li>• Non-Routine Services – You pay a \$0 copay per service</li> <li>• Diagnostic services- You pay a \$0 copay per service.</li> <li>• Restorative service - You pay a \$0 copay per service.</li> <li>• Endodontics - You pay a \$0 copay per service.</li> </ul>

Cost	2020 (this year)	2021 (next year)
<b>Dental services (continued)</b>	<ul style="list-style-type: none"> <li>• Periodontics – You pay a \$0 copay per service.</li> <li>• Extractions- You pay a \$0 copay per service.</li> <li>• Prosthodontics, including dentures, other oral/maxillofacial surgery, and other services - You pay a \$0 copay per service.</li> </ul> <p>Please refer to the Evidence of Coverage for benefit details.</p>	<ul style="list-style-type: none"> <li>• Periodontics – You pay a \$0 copay per service.</li> <li>• Extractions- You pay a \$0 copay per service.</li> <li>• Prosthodontics, including dentures, other oral/maxillofacial surgery, and other services - You pay a \$0 copay per service.</li> </ul> <p>Please refer to the Evidence of Coverage for benefit details.</p>
<b>Enhanced disease management</b>	Enhanced disease management is <u>not</u> covered.	<p>You pay a \$0 copay for Enhanced disease management services with a qualifying condition.</p> <p>Please refer to the Evidence of Coverage for benefit details.</p>
<b>Health and wellness education programs</b>	<p><b><u>Fall prevention kit</u></b> A fall prevention kit is <u>not</u> covered.</p> <p>PERS is <u>not</u> covered.</p>	<p><b><u>Fall prevention kit</u></b> We cover 1 fall prevention kit each calendar year. The fall prevention kit contains items that may reduce your risk of falling in your home. It includes literature, a rubber bath mat, night lights, anti-slip socks, and tub and stair safety treads.</p> <p>You pay a \$0 copay for a fall prevention kit benefit.</p> <p><b><u>Personal emergency response services (PERS)</u></b> PERS is offered as part of your plan. You receive the following PERS benefits at no cost to you:</p>

Cost	2020 (this year)	2021 (next year)
<p><b>Health and wellness education programs (continued)</b></p>	<p><b><u>Fitness benefit</u></b> Fitness benefit is offered as part of your plan.</p> <p>You pay a \$0 copay for the fitness benefit.</p> <p>You have the following choices available at no cost to you:</p> <ul style="list-style-type: none"> <li>• Fitness Center Membership: You can visit a participating fitness center near you that takes part in the program; or</li> <li>• Home Fitness Kits: You can choose from a variety of home fitness kits. You can receive 1 kit each benefit year.</li> </ul> <p>Please refer to the Evidence of Coverage for benefit details.</p>	<p>• A Personal Emergency Response Device and related monthly fee. Limited to 1 per lifetime.</p> <p><b><u>Fitness benefit</u></b> Fitness benefit is offered as part of your plan.</p> <p>You pay a \$0 copay for the fitness benefit.</p> <p>You have the following choices available at no cost to you:</p> <ul style="list-style-type: none"> <li>• Fitness Center Membership: You can visit a participating fitness center near you that takes part in the program; or</li> <li>• Home Fitness Kits: You can choose from a variety of home fitness kits. You can receive up to 2 kits each benefit year.</li> </ul> <p>Please refer to the Evidence of Coverage for benefit details.</p>
<p><b>Inpatient hospital care</b></p>	<p>For Medicare-covered admissions, per benefit period:</p> <p>You pay a \$0 copay.</p>	<p>For Medicare-covered admissions, per admission:</p> <p>You pay a \$0 copay.</p>
<p><b>Inpatient mental healthcare</b></p>	<p>For Medicare-covered admissions, per benefit period:</p> <p>You pay a \$0 copay.</p>	<p>For Medicare-covered admissions, per admission:</p> <p>You pay a \$0 copay.</p>

Cost	2020 (this year)	2021 (next year)
<b>Meals benefit</b>	You pay a \$0 copay for up to 2 home delivered meals per day up to 14 days, when medically necessary, following discharge from an inpatient hospital or skilled nursing facility.	You pay a \$0 copay for up to 3 home delivered meals per day up to 14 days, when medically necessary, following discharge from an inpatient hospital or skilled nursing facility.
<b>Nutritional/Dietary counseling benefit</b>	Nutritional/dietary counseling benefit is <u>not</u> covered.	<p>You pay a \$0 copay for each nutritional/dietary counseling visit.</p> <p>Please refer to the Evidence of Coverage for benefit details.</p>
<b>Outpatient mental health care</b>	<p><b><u>Additional counseling services</u></b> Additional counseling services are <u>not</u> covered.</p>	<p><b><u>Additional counseling services</u></b> You pay a \$0 copay for each counseling visit with a Teladoc™ provider.</p> <p>You pay a \$0 copay for each counseling visit with a Medicare-qualified mental health provider.</p> <p>Please refer to the Evidence of Coverage for benefit details.</p>
<b>Over-the-counter (OTC) items</b>	You pay a \$0 copay for covered OTC items available through our retail and mail order services. The plan covers up to \$250 per calendar quarter. Limited to one order per benefit period. You can order up to 15 of the same item per calendar quarter. Additional limits may apply to some items.	You pay a \$0 copay for covered OTC items available through our retail and mail order services. The plan covers up to \$335 per calendar quarter. Limited to one order per benefit period. You can order up to 9 of the same item per calendar quarter. Additional limits may apply to some items.

Cost	2020 (this year)	2021 (next year)
<b>Over-the-counter (OTC) items (continued)</b>	Unused balances at the end of each benefit period will not carry forward.	Unused balances at the end of each benefit period will not carry forward.
<b>Podiatry services</b>	<p><b><u>Additional services</u></b> Routine podiatry services are <u>not</u> covered.</p>	<p><b><u>Additional services</u></b> You pay a \$0 copay for each routine visit.</p> <p>There is no visit limit for this benefit.</p> <p>Please refer to the Evidence of Coverage for benefit details.</p>
<b>Special supplemental benefits for the chronically ill</b>	The special supplemental benefits for the chronically ill are <u>not</u> covered.	<p>You pay nothing for the following plan benefits if you meet eligibility guidelines. For some benefits, participation in a care management program with our plan may be required.</p> <p><b><u>Non-Medical Transportation</u></b></p> <p>The plan covers up to 20 one-way trips to plan - approved non-medical locations including grocery shopping, banking, fitness, community centers, and other social events.</p> <p>Additional limits may apply. Refer to your Evidence of Coverage for eligibility guidelines and for more information.</p>
<b>Transportation services</b>	You pay a \$0 copay for each one-way trip, up to 30 trips to plan-approved locations.	You pay a \$0 copay for each one-way trip to plan-approved locations. There is no ride limit



Cost	2020 (this year)	2021 (next year)
<b>Transportation services (continued)</b>	Please refer to the Evidence of Coverage for benefit details.	for this benefit.  Please refer to the Evidence of Coverage for benefit details.
<b>Vision care</b>	<p><b><u>Additional services</u></b> You have a \$100 allowance for eyeglasses (lenses and/or frames) or contact lenses every calendar year.</p> <p>Please refer to the Evidence of Coverage for benefit details.</p>	<p><b><u>Additional services</u></b> You have a \$550 allowance for eyeglasses (lenses and/or frames) or contact lenses every calendar year.</p> <p>Please refer to the Evidence of Coverage for benefit details.</p>
<b>Prior Authorization</b>	<p>The following will require prior authorization:</p> <ul style="list-style-type: none"> <li>• Ambulatory surgical center (ASC) services</li> <li>• Ambulance services for fixed wing aircraft and non-emergency services</li> <li>• Durable medical equipment</li> <li>• Home health services</li> <li>• Inpatient hospital care</li> <li>• Inpatient mental health care</li> <li>• Meals benefit</li> <li>• Medicare Part B prescription drugs</li> <li>• Outpatient diagnostic and therapeutic radiological services</li> <li>• Outpatient diagnostic tests and lab services</li> <li>• Outpatient hospital observation</li> <li>• Outpatient hospital services, including surgery</li> </ul>	<p>The following required prior authorization:</p> <ul style="list-style-type: none"> <li>• Ambulatory surgical center (ASC) services</li> <li>• Ambulance services – for fixed wing aircraft and non-emergency services</li> <li>• Diabetic services and supplies</li> <li>• Durable medical equipment</li> <li>• Home health services</li> <li>• Inpatient hospital care</li> <li>• Inpatient mental health care</li> <li>• Medicare Part B prescription drugs</li> <li>• Non-medical transportation</li> <li>• Outpatient diagnostic and therapeutic radiological services</li> <li>• Outpatient diagnostic tests and lab services</li> <li>• Outpatient hospital observation</li> <li>• Outpatient hospital services, including surgery</li> </ul>

Cost	2020 (this year)	2021 (next year)
<b>Prior Authorization (continued)</b>	<ul style="list-style-type: none"> <li>• Outpatient rehabilitation services – physical and speech therapy</li> <li>• Outpatient rehabilitation service – occupational therapy</li> <li>• Outpatient substance abuse</li> <li>• Partial hospitalization services</li> <li>• Prosthetic devices and related supplies</li> <li>• Skilled Nursing Facility (SNF) care</li> <li>• Transportation services</li> </ul>	<ul style="list-style-type: none"> <li>• Outpatient rehabilitation services – physical and speech therapy</li> <li>• Outpatient rehabilitation service – occupational therapy</li> <li>• Outpatient substance abuse</li> <li>• Partial hospitalization services</li> <li>• Prosthetic devices and related supplies</li> <li>• Skilled Nursing Facility</li> </ul>

## Section 2.6 – Changes to Part D Prescription Drug Coverage

### Changes to Our Drug List

Our list of covered drugs is called a Formulary or “Drug List.” A copy of our Drug List is provided electronically.

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.**

If you are affected by a change in drug coverage, you can:

- **Work with your doctor (or other prescriber) and ask the plan to make an exception** to cover the drug.
  - To learn what you must do to ask for an exception, see Chapter 9 of your *Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints))* or call Member Services.
- **Work with your doctor (or prescriber) to find a different drug** that we cover. You can call Member Services to ask for a list of covered drugs that treat the same medical condition.

In some situations, we are required to cover a temporary supply of a non-formulary drug in the first 90 days of the plan year or the first 90 days of membership to avoid a gap in therapy. (To

learn more about when you can get a temporary supply and how to ask for one, see Chapter 5, Section 5.2 of the *Evidence of Coverage*.) During the time when you are getting a temporary supply of a drug, you should talk with your doctor to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug.

Your current formulary exception will continue to be covered through the date included in the approval letter you previously received. You do not need to submit a new exception request until your current approval ends.

Most of the changes in the Drug List are new for the beginning of each year. However, during the year, we might make other changes that are allowed by Medicare rules.

When we make these changes to the Drug List during the year, you can still work with your doctor (or other prescriber) and ask us to make an exception to cover the drug. We will also continue to update our online Drug List as scheduled and provide other required information to reflect drug changes. (To learn more about changes we may make to the Drug List, see Chapter 5, Section 6 of the *Evidence of Coverage*.)

### Changes to Prescription Drug Costs

*Note:* If you are in a program that helps pay for your drugs (“Extra Help”), **the information about costs for Part D prescription drugs may not apply to you.** We sent you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also called the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug costs. Because you receive “Extra Help” and haven’t received this insert by September 30, 2020, please call Member Services and ask for the “LIS Rider.” Phone numbers for Member Services are in Section 8.1 of this booklet.

There are four “drug payment stages.” How much you pay for a Part D drug depends on which drug payment stage you are in. (You can look in Chapter 6, Section 2 of your *Evidence of Coverage* for more information about the stages.)

The information below shows the changes for next year to the first two stages – the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages – the Coverage Gap Stage or the Catastrophic Coverage Stage. To get information about your costs in these stages, look in your *Summary of Benefits* or at Chapter 6, Sections 6 and 7, in the *Evidence of Coverage*.)

### Changes to the Deductible Stage

Stage	2020 (this year)	2021 (next year)
<b>Stage 1: Yearly Deductible Stage</b>	The deductible is \$200.	The deductible is \$445.

Stage	2020 (this year)	2021 (next year)
<p><b>Stage 1: Yearly Deductible Stage (continued)</b></p> <p>During this stage, <b>you pay the full cost</b> of your Tier 2 – Generic, Tier 3 – Preferred Brand, Tier 4 – Non-Preferred Drug and Tier 5 – Specialty Tier drugs until you have reached the yearly deductible.</p>	<p>During this stage, you pay a \$0 cost-sharing for drugs on Tier 1 - Preferred Generic and \$0 cost-sharing for drugs on Tier 6 - Select Care Drugs and the full cost of drugs on Tier 2 – Generic, Tier 3 – Preferred Brand, Tier 4 – Non-Preferred Drug and Tier 5 – Specialty Tier until you have reached the yearly deductible.</p>	<p>During this stage, you pay a \$0 cost-sharing for drugs on Tier 1 - Preferred Generic and the full cost of drugs on Tier 2 – Generic, Tier 3 – Preferred Brand, Tier 4 – Non-Preferred Drug and Tier 5 – Specialty Tier until you have reached the yearly deductible.</p>

### Changes to Your Cost Sharing in the Initial Coverage Stage

For drugs on Tier 4 (Non-Preferred Drug), your cost-sharing in the initial coverage stage is changing from copayment to coinsurance. Please see the following chart for the changes from 2020 to 2021.

To learn how copayments and coinsurance work, look at Chapter 6, Section 1.2, *Types of out-of-pocket costs you may pay for covered drugs* in your *Evidence of Coverage*.

Stage	2020 (this year)	2021 (next year)
<p><b>Stage 2: Initial Coverage Stage</b></p> <p>Once you pay the yearly deductible, you move to the Initial Coverage Stage. During this stage, the plan pays its share of the cost of your drugs and <b>you pay your share of the cost</b>. For 2020 you paid a \$100 copay for drugs on Tier 4 (Non-Preferred Drug). For 2021 you will pay 49% of the total cost for drugs on this tier.</p> <p>The costs in this row are for a one-month (30-day) supply when you fill your prescription at a network pharmacy that provides</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost-sharing:</p> <p><b>Drug Tier 1 – Preferred Generic Drugs:</b></p> <p>You pay a \$0 copay per prescription.</p> <p><b>Drug Tier 2 – Generic Drugs:</b></p> <p>You pay a \$19 copay per prescription.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost-sharing:</p> <p><b>Drug Tier 1 – Preferred Generic Drugs:</b></p> <p>You pay a \$0 copay per prescription.</p> <p><b>Drug Tier 2 – Generic Drugs:</b></p> <p>You pay a \$20 copay per prescription.</p>

Stage	2020 (this year)	2021 (next year)
<p><b>Stage 2: Initial Coverage Stage (continued)</b></p> <p>standard cost-sharing. For information about the costs for a long-term supply or for mail-order prescriptions, look in Chapter 6, Section 5 of your <i>Evidence of Coverage</i>.</p> <p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p>	<p><b>Drug Tier 3 – Preferred Brand Drugs:</b></p> <p>You pay a \$47 copay per prescription.</p> <p><b>Drug Tier 4 – Non-Preferred Drugs:</b></p> <p>You pay a \$100 copay per prescription.</p> <p><b>Drug Tier 5 – Specialty Tier:</b></p> <p>You pay 29% of the total cost.</p> <p><b>Drug Tier 6 – Select Care Drugs:</b></p> <p>You pay a \$0 copay per prescription.</p> <hr/> <p>Once your total drug costs have reached \$4,020, you will move to the next stage (the Coverage Gap Stage).</p>	<p><b>Drug Tier 3 – Preferred Brand Drugs:</b></p> <p>You pay a \$47 copay per prescription.</p> <p><b>Drug Tier 4 – Non-Preferred Drugs:</b></p> <p>You pay 49% of the total cost.</p> <p><b>Drug Tier 5 – Specialty Tier:</b></p> <p>You pay 25% of the total cost.</p> <hr/> <p>Once your total drug costs have reached \$4,130, you will move to the next stage (the Coverage Gap Stage).</p>

### Changes to the Coverage Gap and Catastrophic Coverage Stages

The Coverage Gap Stage and the Catastrophic Coverage Stage are two other drug coverage stages for people with high drug costs. **Most members do not reach either stage.**

For Gap Coverage Stage, for drugs on Tiers #4 – Non-Preferred Drugs, your cost-sharing is changing from a copayment to coinsurance. For information about your costs in these stages, look at your *Summary of Benefits* or at Chapter 6, Sections 6 and 7, in your *Evidence of Coverage*.

## SECTION 3 Administrative Changes

Description	2020 (this year)	2021 (next year)
<b>Mail Order Pharmacy</b>	<p>There are two mail order pharmacies:</p> <ul style="list-style-type: none"> <li>• CVS Caremark Mail Service Pharmacy</li> <li>• Homescrpts Mail Order Pharmacy</li> </ul>	<p>There is one mail order pharmacy:</p> <ul style="list-style-type: none"> <li>• CVS Caremark Mail Service Pharmacy</li> </ul>
<b>Maximum out-of-pocket amount changes (MOOP)</b>	<p>The following benefits and services apply to your maximum out-of-pocket:</p> <p>All in-network Medicare-covered benefits.</p> <p>All non-Medicare-covered services covered by your plan.</p>	<p>The following benefits and services apply to your maximum out-of-pocket:</p> <p>All in-network Medicare-covered benefits.</p>
<b>Medicare plan ID change</b>	Your Medicare plan ID was H5294-002-003.	Your Medicare plan ID is H5294-010.
<b>Service area changes</b>	<p>Our service area includes:</p> <p>Collin (TX)  Dallas (TX)  Denton (TX)  Rockwall (TX)  Tarrant (TX)</p>	<p>Our service area includes:</p> <p>Aransas (TX),  Armstrong (TX)  Atascosa (TX)  Bailey (TX)  Bandera (TX)  Bee (TX)  Bexar (TX)  Borden (TX)  Bosque (TX)  Briscoe (TX)  Brooks (TX)  Calhoun (TX)  Cameron (TX)</p>

Description	2020 (this year)	2021 (next year)
<b>Service area changes (continued)</b>		Castro (TX) Cochran (TX) Coke (TX) Collin (TX), Colorado (TX) Comal (TX) Crosby (TX) Dallas (TX) DeWitt (TX) Denton (TX) Dickens (TX) Dimmit (TX) Donley (TX) Duval (TX) El Paso (TX) Erath (TX) Fayette (TX) Fisher (TX) Floyd (TX) Garza (TX) Gillespie (TX) Glasscock (TX) Goliad (TX) Gonzales (TX) Grimes (TX) Guadalupe (TX) Hale (TX) Hamilton (TX) Hidalgo (TX) Hill (TX) Hockley (TX) Hunt (TX) Irion (TX) Jack (TX) Jim Hogg (TX) Jim Wells (TX) Karnes (TX) Kendall (TX) Kenedy (TX) Kent (TX) Kimble (TX) Kleberg (TX) La Salle (TX)

Description	2020 (this year)	2021 (next year)
<b>Service area changes (continued)</b>		Lamb (TX) Leon (TX) Limestone (TX) Lubbock (TX) Lynn (TX) Martin (TX) Mason (TX) Maverick (TX) McCulloch (TX) McMullen (TX) Medina (TX) Mills (TX) Mitchell (TX) Navarro (TX) Nolan (TX) Nueces (TX) Palo Pinto (TX) Real (TX) Refugio (TX) Rockwall (TX) San Saba (TX) Shackelford (TX) Somervell (TX) Starr (TX) Sterling (TX) Swisher (TX) Tarrant (TX) Terry (TX) Throckmorton (TX) Uvalde (TX) Willacy (TX) Wilson (TX) Zapata (TX) Zavala (TX)



## SECTION 4 Deciding Which Plan to Choose

### Section 4.1 – If you want to stay in Allwell Medicare Nurture (HMO D-SNP)

**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 Allwell Medicare Nurture (HMO D-SNP).

### Section 4.2 – 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,
- -- 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.

To learn more about Original Medicare and the different types of Medicare plans, read *Medicare & You 2021*, call your State Health Insurance Assistance Program (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](http://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 Allwell Medicare Nurture (HMO D-SNP).
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Allwell Medicare Nurture (HMO D-SNP).
- To **change to Original Medicare without a prescription drug plan**, you must either:
  - Send us a written request to disenroll. Contact Member Services 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.

If you switch to Original Medicare and do **not** enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan unless you have opted out of automatic enrollment.

## SECTION 5 Changing Plans

If you want to change to a different plan or Original Medicare for next year, you can do it from October 15 to 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.

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 10, Section 2.3 of the *Evidence of Coverage*.

## SECTION 6 Programs That Offer Free Counseling about Medicare and Medicaid

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Texas, the SHIP is called Health Information, Counseling and Advocacy Program (HICAP).

Health Information, Counseling and Advocacy Program (HICAP) 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. Health Information, Counseling and Advocacy Program (HICAP) 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 Health Information, Counseling and Advocacy Program (HICAP) at 1-800-252-9240 (TTY 711). You can learn more about Health Information, Counseling and Advocacy Program (HICAP) by visiting their website (<https://hhs.texas.gov/services/health/medicare>).

For questions about your Texas Medicaid benefits, contact Texas Medicaid at 1-800-335-8957 (TTY 711) from Monday-Friday: 7 a.m. - 7 p.m. Central Time. Ask how joining another plan or returning to Original Medicare affects how you get your Texas Medicaid coverage.

## SECTION 7 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.** Because you have Medicaid, you are already enrolled in ‘Extra Help,’ also called the Low Income Subsidy. Extra Help pays some of your prescription drug premiums, annual deductibles and coinsurance. Because you qualify, you do not have a coverage gap or late enrollment penalty. If you have questions about Extra Help, 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.** TX has a program called Texas HIV Medication Program (THMP) 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).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. 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. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the Texas HIV Medication Program (THMP). For information on eligibility criteria, covered drugs, or how to enroll in the program, please call 1-800-255-1090 (TTY 711) from Monday - Friday: 8 a.m. - 5 p.m.

## SECTION 8 Questions?

### Section 8.1 – Getting Help from Allwell Medicare Nurture (HMO D-SNP)

Questions? We’re here to help. Please call Member Services at 1-877-935-8023. (TTY only, call 711). We are available for phone calls from October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays. Calls to these numbers are free.

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**Read your 2021 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 Allwell Medicare Nurture (HMO D-SNP). 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 [allwell.superiorhealthplan.com](http://allwell.superiorhealthplan.com). You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

**Visit our Website**

You can also visit our website at [allwell.superiorhealthplan.com](http://allwell.superiorhealthplan.com). As a reminder, our website has the most up-to-date information about our provider network (Provider & Pharmacy Directory) and our list of covered drugs (Formulary/Drug List).

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**Section 8.2 – 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**

You can visit the Medicare website ([www.medicare.gov](http://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](http://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](http://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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## **Section 8.3 – Getting Help from Medicaid**

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To get information from Medicaid you can call Texas Medicaid at 1-800-335-8957 (TTY users should call 711) from Monday-Friday: 7 a.m.- 7 p.m.

Section 1557 Non-Discrimination Language  
Notice of Non-Discrimination

Allwell complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Allwell does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Allwell:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, 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 Allwell's Member Services telephone number listed for your state on the Member Services Telephone Numbers by State Chart. From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

If you believe that Allwell has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by calling the number in the chart below and telling them you need help filing a grievance; Allwell's Member Services is available to help you.

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, DC 20201, 1-800-368-1019 (TTY: 1-800-537-7697).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Member Services Telephone Numbers by State Chart

State	Telephone Number
Arizona	1-800-977-7522 (HMO and HMO SNP) (TTY: 711)
Arkansas	1-855-565-9518 (TTY: 711)
Florida	1-877-935-8022 (TTY: 711)
Georgia	1-844-890-2326 (HMO); 1-877-725-7748 (HMO SNP) (TTY: 711)
Indiana	1-855-766-1541 (HMO and PPO); 1-833-202-4704 (HMO SNP) (TTY: 711)
Kansas	1-855-565-9519 (HMO and PPO); 1-833-402-6707 (HMO SNP) (TTY: 711)
Louisiana	1-855-766-1572 (HMO); 1-833-541-0767 (HMO SNP) (TTY: 711)
Mississippi	1-844-786-7711 (HMO); 1-833-260-4124 (HMO SNP) (TTY: 711)
Missouri	1-855-766-1452 (HMO); 1-833-298-3361 (HMO SNP) (TTY: 711)
Nevada	1-833-854-4766 (HMO); 1-833-717-0806 (HMO SNP) (TTY: 711)
New Mexico	1-833-543-0246 (HMO); 1-844-810-7965 (HMO SNP) (TTY: 711)
Ohio	1-855-766-1851 (HMO); 1-866-389-7690 (HMO SNP) (TTY: 711)
Pennsylvania	1-855-766-1456 (HMO); 1-866-330-9368 (HMO SNP) (TTY: 711)
South Carolina	1-855-766-1497 (TTY: 711)
Texas	1-844-796-6811 (H0062-001, 002, 003, 009; H5294-011, 012, 013, 014, 017, 018); 1-877-935-8023 (H5294-010, 015) (TTY: 711)
Wisconsin	1-877-935-8024 (TTY: 711)

Section 1557 Non-Discrimination Language  
Multi-Language Interpreter Services

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**ENGLISH: ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call the Member Services number listed for your state in the Member Services Telephone Number Chart.

**SPANISH: ATENCIÓN:** Si habla español, hay servicios de asistencia de idiomas disponibles para usted sin cargo. Llame al número del Departamento de Servicios al Afiliado que se enumera para su estado en la Ficha de Números de Teléfono del Departamento de Servicios al Afiliado.

**CHINESE: 請注意:** 如果您使用中文，您可以免費獲得語言援助服務。請撥會員服務部電話號碼表所列的您所在州的會員服務部號碼。

**VIETNAMESE: LƯU Ý:** Nếu quý vị nói tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Xin vui lòng gọi số điện thoại phục vụ hội viên dành cho tiểu bang của quý vị trong Bảng số điện thoại dịch vụ hội viên.

**FRENCH CREOLE (HAITIAN CREOLE): ATANSYON:** Si w pale kreyòl ayisyen, ou ka resevwa sèvis gratis ki la pou ede w nan lang pa w. Rele nimewo sèvis manm pou eta kote w rete a. W ap jwenn li nan tablo nimewo telefòn sèvis manm yo.

**KOREAN: 알림사항:** 귀하가 한국어를 사용하시는 경우, 무료 언어 지원 서비스를 받으실 수 있습니다. 가입자 서비스 전화번호 표에 있는 귀하의 주 가입자 서비스 안내번호로 전화하십시오.

**FRENCH: ATTENTION :** Si vous parlez français, un service d'aide linguistique vous est proposé gratuitement. Veuillez appeler le numéro de téléphone du Service aux membres spécifique à votre État qui se trouve dans le tableau de numéros de téléphone du Service aux membres.

**ARABIC:**

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. اتصل برقم خدمات الأعضاء المدرج في لائحة رقم هاتف خدمات الأعضاء الخاص بالولاية المقيم فيها.

**POLISH: UWAGA:** Jeśli mówisz po polsku, możesz skorzystać z bezpłatnych usług tłumaczeniowych. Zadzwoń pod numer działu obsługi klienta odpowiedni dla twojego stanu, dostępny w Wypisie numerów telefonu działu obsługi klienta.

**RUSSIAN: ВНИМАНИЕ!** Если Вы говорите на русском языке, мы можем предложить Вам бесплатные услуги переводчика. Позвоните в Отдел обслуживания участников по указанному для Вашего штата номеру в телефонном справочнике Отдела обслуживания участников

**GERMAN: ACHTUNG:** Falls Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie bitte die für Ihren Bundesstaat zuständige Rufnummer des Mitgliederkundendienstes an, die im Telefonverzeichnis des Mitgliederkundendienstes angegeben ist.

**TAGALOG: PAUNAWA:** Kung nagsasalita ka ng Tagalog, may makukuha ka na mga libreng serbisyong pantulong sa wika. Tawagan ang numero ng Mga Serbisyong ng Miyembro na nakalista para sa iyong estado sa Tsart ng Numero ng mga Serbisyong ng Miyembro.

**GUJARATI: સાવધાન:** જો તમે ગુજરાતી બોલતા હો તો, ભાષા સહાય સેવાઓ, નિઃશુલ્ક, તમારા માટે ઉપલબ્ધ છે. સભ્ય સેવા ટેલેફોન નંબર ચાર્ટમાં તમારા રાજ્ય માટે સૂચવિદ્ધ સભ્ય સેવાઓ નંબર પર કોલ કરો.

**PORTUGUESE: ATENÇÃO:** Se falar português, estão disponíveis, gratuitamente, serviços de assistência linguística. Ligue para o número dos Serviços aos Membros indicado para o seu estado na Tabela de números de telefone destes serviços.

**ITALIAN: ATTENZIONE:** se parla italiano, sono disponibili per Lei servizi di assistenza linguistica gratuiti. Consulti la Tabella dei Numeri Telefonici dei Servizi per i Membri e chiami il numero dei Servizi per i Membri del Suo stato.

**PENNSYLVANIAN DUTCH: Geb Acht:** Wann du Deitsch schwetze kannscht, un Hilf in dei eegni Schprooch brauchst, kannscht du es Koschdefrei griege. Ruf die Glieder Nummer von dei Staat, ass iss uff die Lisch an die Glieder Hilf Telefon Nummer Kaart.

**हिंदी (Hindi):** भाषा सहायता सेवाएं, सहायक उपकरण और सेवाएं, और अयि वैकल्पिकआवाजके लए निःशुल्क उलपबध हैं। इहिंप्राप्त करेकेके,कृपया उपरोक्त नंबर पर कॉल करें

**Diné Bizaad (Navajo):** Diné k'ehjí saad bee shíká a'doowoł nínízingo bee ná haz'á, t'áá haada yit' éego kodóó naaltsoos da nich'í ál'íigo éi doodago t'áá ha'át'ihída Diné k'ehjí bee shíká a'doowoł nínízingo bee ná ahóót'i'. Á kót' éego shíká a'doowoł nínízingo hódahgo béésh bee hane'í biká'íji' hodíílnih.

**Ntawv Hmoob (Hmong):** Muaj kev pab txhais lus, khoom pab mloog txhais lus thiab lwm yam kev pab pub dawb rau koj. Xav tau tej no, thov hu rau tus nab npawb saum toj saud.

**ລາວ (Lao):** ບັນດາບໍລິການໃຫ້ຄູ່ມືຊ່ວຍ ຜູ້ເຮັດ ຈົນພາສາ, ບັນດາບໍລິການ ແລະ ຄວາມຊ່ວຍ ຜູ້ເຮັດ ຕ່າງໆ, ແລະ ຮບແບບທາງເລືອກອື່ນໆ ມີໃຫ້ ເຈົ້າ ພົ. ຫາກ ຕ້ອງການ ສູ່ ຊັ້ນ ກະ ລຸນາ ໄທ ບໍ່ ທຳ ຫາຍ ເລກ ຂັ້ນ ທາງ.

**မြန်မာ (Burmese) -** ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများ၊ အရန်အထောက်အပံ့များနှင့် ဝန်ဆောင်မှုများ၊ အချားပုံစံများရှိ ရေဒီယိုစာများကို သင့်အခမဲ့ရရှိပါသည်။ ၎င်းတို့ကို ရယူရန် အထက်ပါနံပါတ်ကို ဖုန်းဆက်ပါ။

**(Shqip) (Albanian):** Shërbimet e asistencës gjuhësore, ndihma dhe shërbimet shtesë plotësuese si dhe forma të tjera alternative ofrohen pa pagesë për ju. Për ta përfituar këtë, lutem merrni në telefon numrin e treguar më sipër.

**Somali (Somali):** Adeegyada caawinta luuqadaha, qalabka caawinta iyo adeegyo kale, iyo qaabab kale aya kuu diyaar ah si lacag la'aan ah. Si aad u hesho adeegyadan fadlan wac nambarka xaga sare ku xusan.