



September 2018

Dear Member:

Thank you for your membership in Care Wisconsin Medicare Dual Advantage. We are providing important information about the Medicare and Medicaid health care, long-term care services and prescription drug coverage we will offer next year. Please review this information to help you decide what coverage to choose for 2019.

Here are three documents with important information for you.

1. Please start by reading the **Annual Notice of Changes for 2019**. It gives you a summary of changes to your Medicare and Medicaid benefits for next year. These changes will take effect on January 1, 2019.
 - **Please review this notice within a few days of receiving it** to see how the changes might affect you.
 - **If you decide to stay with Care Wisconsin Medicare Dual Advantage (HMO SNP) for 2019**, you do not have to tell us or fill out any paperwork. You will automatically stay enrolled as a member of Care Wisconsin Medicare Dual Advantage.
 - **If you decide to leave Care Wisconsin Medicare Dual Advantage**, you can switch to a different Medicare health plan or to Original Medicare between now and December 31. The Annual Notice of Changes tells you more about how to do this. To learn more about your health plan options, you can visit www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
2. We're including a notice of how to find Care Wisconsin Medicare Dual Advantage's **Evidence of Coverage** for 2019. It explains how to get coverage for the health care services and prescription drugs you need for 2019 if you stay enrolled as a member of Care Wisconsin Medicare Dual Advantage.
3. We're also including a notice of how to find the Care Wisconsin Medicare Dual Advantage plan's **List of Covered Drugs (Formulary)**, effective January 1, 2019. The Drug List tells you what Part D prescription drugs are covered by the plan. It also lets you know if there are any rules that restrict coverage for a drug.

If you have questions, we're here to help. Please call Customer Service at 1-800-963-0035 (TTY only, call Wisconsin Relay System 711), 8 a.m. – 8 p.m., 7 days a week (office hours: Monday-Friday, 8 a.m. to 4:30 p.m. CT). Calls to these numbers are free. Customer Service also has free language interpreter services available for non-English speakers. You can also visit www.carewisc.org/medicare-dual-advantage.

We value your membership and hope to continue to serve you next year.

Sincerely,

Care Wisconsin Medicare Dual Advantage Customer Service

Care Wisconsin Medicare Dual Advantage is a HMO SNP (Special Needs Plan) with a Medicare contract and a contract with the Wisconsin Department of Health Services for the Medicaid Program. Enrollment in Medicare Dual Advantage depends on contract renewal.

Care Wisconsin Health Plan, Inc. complies with applicable Federal Civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Care Wisconsin Health Plan, Inc. cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Care Wisconsin Health Plan, Inc. ua raws cov kev cailij choj yuam siv ntawm Tsom Fwv Nrub Nrab Teb Chaw hais txog pej xeeb cov cai (Federal civil rights laws) thiab tsis ciav-cais leejtwg vim nws hom neeg, nqaij tawv, lub tebchaws tuaj, hnuv nyoog, kev tsis taus, los yog poj niam txiv.

This information is available for free in other languages or in an alternate format. Please call our customer service number from 8:00 a.m. to 8:00 p.m. CT / 7 days a week at 1-800-963-0035. TTY users should call Wisconsin Relay System 711.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-963-0035 (TTY users should call Wisconsin Relay System 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-963-0035 (TTY: 711).

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-963-0035 (TTY: 711).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-963-0035 (телетайп: 711).

Care Wisconsin:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - 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
 - Information written in other languages

If you need these services, contact Customer Service at 1-800-963-0035.