

# 2020 Annual Notice of Changes

## Increased Benefits Plan (HMO)

**New York City, Nassau, Orange and Sullivan Counties**

January 1, 2020–December 31, 2020

# Healthfirst Increased Benefits Plan (HMO) offered by Healthfirst Health Plan, Inc.

## Annual Notice of Changes for 2020

You are currently enrolled as a member of Healthfirst Increased Benefits Plan. Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes.*

- **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.

- 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 Section 1 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?
- 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 2020 Drug List and look in Section 1.6 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 <https://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.

## Healthfirst Increased Benefits Plan Annual Notice of Changes for 2020

- 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 1.3 for information about our Provider Directory.
- Think about your overall healthcare 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 <https://www.medicare.gov> website. Click “Find health & drug plans.”
  - Review the list in the back of your Medicare & You handbook.
  - Look in Section 3.2 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 want to **keep** Healthfirst Increased Benefits Plan, you don’t need to do anything. You will stay in Healthfirst Increased Benefits Plan.
- To change to a **different plan** that may better meet your needs, you can switch plans between October 15 and December 7.

### 4. **ENROLL:** To change plans, join a plan between **October 15** and **December 7, 2019**

- If you don’t join another plan by **December 7, 2019**, you will stay in Healthfirst Increased Benefits Plan.
- If you join another plan by **December 7, 2019**, your new coverage will start on **January 1, 2020**.

## Additional Resources

- This document is available for free in Spanish and Chinese.
- Please contact our Member Services number at 1-888-260-1010 for additional information. (TTY users should call 1- 888-542-3821). Hours are 7 days a week, 8am–8pm.
- Este documento está disponible de forma gratuita en español, y chino.
- Por favor, comuníquese con nuestro número de Servicios a los Miembros al 1-888-260-1010 para información adicional. Los usuarios de TTY deben llamar al 1-888-867-4132. Horario de atención los 7 días de la semana, de 8:00 a.m. a 8:00 p.m.
- 本文件有西班牙文及中文版本供免費索取。
- 如需更多資訊，請聯絡我們的會員服務部，電話號碼是 1-888-260-1010。聽力語言殘障服務用戶請致電 TTY 1-888-542- 3821)。服務時間每週七天，每天上午 8 時至晚上 8 時。
- This information is available in a different format, including Braille and large print. Please call Member Services at the number listed above if you need plan information in another format or language.
- **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 <https://www.irs.gov/Affordable-Care-Act/Individuals-and-Families> for more information.

## About Healthfirst Increased Benefits Plan

- Healthfirst Health Plan, Inc. offers HMO plans that contract with the Federal Government. Enrollment in Healthfirst Medicare Plan depends on contract renewal.
- When this booklet says “we,” “us,” or “our,” it means Healthfirst Medicare Plan. When it says “plan” or “our plan,” it means Healthfirst Increased Benefits Plan.

## Summary of Important Costs for 2020

The table below compares the 2019 costs and 2020 costs for Healthfirst Increased Benefits Plan 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 [www.HFMedicareMaterials.org](http://www.HFMedicareMaterials.org). You may also call Member Services to ask us to mail you an Evidence of Coverage.

Cost	2019 (this year)	2020 (next year)
<p><b>Monthly plan premium*</b></p> <p>*Your premium may be higher or lower than this amount. (See Section 1.1 for details.)</p>	\$39.30	\$36.60
<p><b>Maximum out-of-pocket amount</b></p> <p>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.)</p>	\$6,700	\$6,700
<p><b>Doctor office visits</b></p>	<p>Primary care visits: \$0 per visit</p> <p>Specialist visits: \$40 per visit</p>	<p>Primary care visits: \$0 per visit</p> <p>Specialist visits: \$40 per visit</p>
<p><b>Inpatient hospital stays</b></p> <p>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.</p>	<p>\$372 each day for days 1–5</p> <p>\$0 each day for day 6 and beyond</p> <p>\$0 for additional unlimited days as medically necessary</p>	<p>\$393 each day for days 1–5</p> <p>\$0 each day for day 6 and beyond</p> <p>\$0 for additional unlimited days as medically necessary</p>

Cost	2019 (this year)	2020 (next year)
<p><b>Part D prescription drug coverage</b> (See Section 1.6 for details.)</p>	<p>Deductible: \$415</p> <p>Coinsurance during the Initial Coverage Stage:</p> <p>Generic and Brand Name Drugs: 25% coinsurance</p>	<p>Deductible: \$435</p> <p>Coinsurance during the Initial Coverage Stage</p> <p>Generic and Brand Name Drugs: 25% coinsurance</p>

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**SECTION 1 Changes to Benefits and Costs for Next Year**

**Section 1.1 – Changes to the Monthly Premium**

Cost	2019 (this year)	2020 (next year)
<b>Monthly premium</b> (You must also continue to pay your Medicare Part B premium.)	\$39.30	\$36.60

- Your monthly plan premium will be *more* if you are required to pay a lifetime Part D late enrollment penalty for going without other drug coverage that is at least as good as Medicare drug coverage (also referred to as “creditable coverage”) for 63 days or more.
- If you have a higher income, you may have to pay an additional amount each month directly to the government for your Medicare prescription drug coverage.
- Your monthly premium will be *less* if you are receiving “Extra Help” with your prescription drug costs.

**Section 1.2 – 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	2019 (this year)	2020 (next year)
<b>Maximum out-of-pocket amount</b> Your costs for covered medical services (such as copays) count toward your maximum out-of-pocket amount. Your plan premium and your costs for prescription drugs do not count toward your maximum out-of-pocket amount.	\$6,700	There is no change for the upcoming benefit year.

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### Section 1.3 – Changes to the Provider Network

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There are changes to our network of providers for next year. An updated Provider/Pharmacy Directory is located on our website at [www.HFMedicareMaterials.org](http://www.HFMedicareMaterials.org). You may also call Member Services for updated provider information or to ask us to mail you a Provider/Pharmacy Directory. **Please review the 2020 Provider/Pharmacy 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. 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 healthcare 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 managing your care.

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### Section 1.4 – Changes to the Pharmacy Network

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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 [www.HFMedicareMaterials.org](http://www.HFMedicareMaterials.org). You may also call Member Services for updated provider information or to ask us to mail you a Provider/Pharmacy Directory. **Please review the 2020 Provider/Pharmacy Directory to see which pharmacies are in our network.**

**Section 1.5 – Changes to Benefits and Costs for Medical Services**

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, Medical Benefits Chart (what is covered and what you pay), in your *2020 Evidence of Coverage*.

<b>Cost</b>	<b>2019 (this year)</b>	<b>2020 (next year)</b>
<p><b>Inpatient Hospital</b></p>	<p><b>(Per admission)</b>  <b>Days 1-5</b>                      You pay a \$372 copay per day</p> <p><b>Days 6 and beyond:</b>                      You pay a \$0 copay per day</p> <p>You pay \$0 copayment for additional unlimited days as medically necessary</p>	<p><b>(Per admission)</b>  <b>Days 1-5:</b>                      You pay a \$393 copay per day</p> <p><b>Days 6 and beyond:</b>                      You pay a \$0 copay per day</p> <p>You pay \$0 copayment for additional unlimited days as medically necessary</p>
<p><b>Inpatient Psychiatric Hospital</b></p>	<p><b>(Per admission)</b>  <b>Days 1-6:</b>                      You pay a \$276 copay per day</p> <p><b>Days 7-90:</b>                      You pay a \$0 copay per day</p>	<p><b>(Per admission)</b>  <b>Days 1-6:</b>                      You pay a \$293 copay per day</p> <p><b>Days 7 -90:</b>                      You pay a \$0 copay per day</p>

Cost	2019 (this year)	2020 (next year)
<p><b>Skilled Nursing Facility (SNF)</b></p>	<p><b>(Per admission)</b>  <b>Days 1-20:</b>                      You pay a \$0 copay per day   <b>Days 21-100:</b>                      You pay a \$172 copay per day                       3-day prior hospital stay  <u>NOT</u> required</p>	<p><b>(Per admission)</b>  <b>Days 1-20:</b>                      You pay a \$0 copay per day   <b>Days 21-100:</b>                      You pay a \$178 copay per day                       3-day prior hospital stay  <u>NOT</u> required</p>
<p><b>Diabetic Self-Management Training, Diabetic Services and Supplies</b></p>	<p>No quantity limitations</p>	<p>If you use insulin, you may be able to get up to 300 test strips and 300 lancets every 3 months. If you don't use insulin, you may be able to get 100 test strips and 100 lancets every 3 months.</p>
<p><b>Fitness Benefit (SilverSneakers)</b></p>	<p>Fitness Benefit is <u>not</u> covered</p>	<p>You pay a \$0 copay for access to SilverSneakers® network of fitness facilities, group exercise classes, classes held at parks and community locations and at home kits.</p>
<p><b>Post Discharge Meals</b></p>	<p>You pay a \$0 copay for up to 42 meals delivered to your home for duration of up to 14 days after a discharge from hospital to home with a hospital stay greater than 2 days.</p>	<p>You pay a \$0 copay for up to 84 meals delivered to your home for duration of up to 28 days after a discharge from hospital to home or skilled nursing facility to home with a stay greater than 2 days.</p>

Cost	2019 (this year)	2020 (next year)
<b>Opioid Treatment Services</b>	Opioid Treatment Services is <u>not</u> covered.	You pay a \$40 copay
<b>Routine Eyewear Upgrade</b>	<p>You pay the following for routine eyewear upgrades:</p> <ul style="list-style-type: none"> <li>• Designer Frames: \$20 copay</li> <li>• Premier Frames: \$45 copay</li> </ul>	<p>You pay the following for routine eyewear upgrades:</p> <ul style="list-style-type: none"> <li>• Designer Frames: \$0 copay</li> <li>• Premier Frames: \$30 copay</li> </ul>
<b>Routine Eyewear Plan Limit</b>	The plan pays up to \$100 allowance every year for Non-Davis frames.	The plan pays up to \$150 allowance every year for Non-Davis frames.
<b>Routine Hearing Exam</b>	You pay a \$40 copay for up to 1 routine hearing exam every year.	You pay a \$0 copay for up to 1 routine hearing exam every year.
<b>Hearing Aid Fitting/Evaluation</b>	Hearing Aid Fitting/Evaluation is <u>not</u> covered.	You pay a \$0 copay for up to 1 Hearing Aid Fitting/Evaluation every year.

<b>Cost</b>	<b>2019 (this year)</b>	<b>2020 (next year)</b>
<b>Hearing Aids</b>	<p>You pay a \$0 copay</p> <p>Plan covers up to \$2,000 towards the purchase of hearing aids every 3 years for both ears combined.</p>	<p>You pay a \$0 copay</p> <p>You are covered in full for an entry technology level hearing aid per ear, every three years (after the \$500 maximum plan benefit coverage amount per ear, every three years is applied).</p> <p>For more information about your Hearing Aid benefit, please refer to Chapter 4 of your Evidence of Coverage.</p>

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## Section 1.6 – Changes to Part D Prescription Drug Coverage

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### 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. **You can get the *complete Drug List*** by calling Member Services (see the back cover) or visiting our website [www.HFMedicareMaterials.org](http://www.HFMedicareMaterials.org).

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. **We encourage current members** to ask for an exception before next year.
  - 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 another 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.

If you were approved for a formulary exception in 2019, the exception will end on the coverage end date indicated in the Coverage Determination Approval letter.

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. If you receive “Extra Help” and haven’t received this insert by September 30, 2019, please call Member Services and ask for the “LIS Rider.” Phone numbers for Member Services are in Section 7.1 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 at Chapter 6, Sections 6 and 7, in the Evidence of Coverage, which is located on our website at [www.HFMedicareMaterials.org](http://www.HFMedicareMaterials.org). You may also call Member Services to ask us to mail you an Evidence of Coverage.

### Changes to the Deductible Stage

Stage	2019 (this year)	2020 (next year)
<b>Stage 1: Yearly Deductible Stage</b> During this stage, <b>you pay the full cost</b> of your <b>Part D</b> drugs until you have reached the yearly deductible.	The deductible is \$415.	The deductible is \$435.

### Changes to Your Cost-sharing in the Initial Coverage Stage

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	2019 (this year)	2020 (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></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 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 Evidence of Coverage.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost-sharing:</p> <p><b>Generic and Brand Name Drugs:</b></p> <p>You pay 25% of the total cost.</p> <p>Once your total drug costs have reached \$3,820, you will move to the next stage (the Coverage Gap Stage).</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost-sharing:</p> <p><b>Generic and Brand Name Drugs:</b></p> <p>You pay 25% of the total cost.</p> <p>Once your total drug costs have reached \$4,020, you will move to the next stage (the Coverage Gap Stage).</p>

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

The other two drug coverage stages – the Coverage Gap Stage and the Catastrophic Coverage Stage – are for people with high drug costs. **Most members do not reach the Coverage Gap Stage or the Catastrophic Coverage Stage.** For information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in your Evidence of Coverage.

**SECTION 2 Administrative Changes**

Yearly routine hearing exams and purchase of hearing aids will only be covered if accessed through Healthfirst hearing aid vendor NationsHearing.

	2019 (this year)	2020 (next year)
<b>Hearing Benefit</b>	Routine hearing exam and purchase of a hearing aid must be obtained from Healthfirst Participating Provider	Routine hearing exam and purchase of a hearing aid must be obtained from Healthfirst’s hearing aid vendor NationsHearing.

**SECTION 3 Deciding Which Plan to Choose**

**Section 3.1 – If you want to stay in Healthfirst Increased Benefits 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 stay enrolled as a member of our plan for 2020.

**Section 3.2 – If you want to change plans**

We hope to keep you as a member next year, but if you want to change for 2020 follow these steps:

**Step 1: Learn about and compare your choices**

- You can join a different Medicare health plan timely,
- *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, please see Section 2.1 regarding a potential Part D late enrollment penalty.

To learn more about Original Medicare and the different types of Medicare plans, read *Medicare & You 2020*, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <https://www.medicare.gov> and click “Find health & drug plans.” **Here, you can find information about costs, coverage, and quality ratings for Medicare plans.**

As a reminder, Healthfirst Health Plan, Inc. 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 Healthfirst Increased Benefits Plan.
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Healthfirst Increased Benefits Plan.
- **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 7.1 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.

## **SECTION 4 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, 2020.

### **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. For more information, see Chapter 10, Section 2.3, of the Evidence of Coverage.

If you enrolled in a Medicare Advantage plan for January 1, 2020, 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, 2020. For more information, see Chapter 10, Section 2.2, of the Evidence of Coverage.

## SECTION 5 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In New York, the SHIP is called The Health Insurance Information, Counseling, and Assistance Program, or HIICAP.

HIICAP 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. HIICAP 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 HIICAP at 1-800-701-0501. You can learn more about HIICAP by visiting their website ([www.aging.ny.gov/healthbenefits](http://www.aging.ny.gov/healthbenefits)).

## SECTION 6 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.** 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. Many people are eligible and don’t even know it. 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 7am and 7pm, 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.** New York has a program called Elderly Pharmaceutical Insurance Coverage Program (EPIC) 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 5 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/underinsured status. Medicare Part D

prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the HIV Uninsured Care Program, ADAP. Please call HIV Uninsured Care Programs, ADAP at 1-800-542-2437, TTY 1-518-459-0121, Monday to Friday from 8 am to 5 pm.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call 1-800-542-2437.

## **SECTION 7 Questions?**

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### **Section 7.1 – Getting Help from Healthfirst Increased Benefits Plan**

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Questions? We're here to help. Please call Member Services at 1-888-260-1010. (TTY only, call 1-888-542-3821). We are available for phone calls 7 days a week, from 8am to 8pm. Calls to these numbers are free.

#### **Read your 2020 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 2020. For details, look in the 2020 Evidence of Coverage for Healthfirst Increased Benefits 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 [www.HFMedicareMaterials.org](http://www.HFMedicareMaterials.org). 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 [www.HFMedicareMaterials.org](http://www.HFMedicareMaterials.org). 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 7.2 – 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 (<https://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 <https://www.medicare.gov> and click on “Find health & drug plans.”)

**Read Medicare & You 2020**

You can read the Medicare & You 2020 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 (<https://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.



**Healthfirst Medicare Plan**  
P.O. Box 5165  
New York, NY 10274

**1-888-260-1010**  
TTY 1-888-542-3821  
(for the hearing or speech impaired)  
7 days a week, 8am–8pm