

## ***HMO Basic No Rx (Medicare Advantage HMO) offered by Tufts Associated Health Maintenance Organization (Tufts Health Plan)***

### **Annual Notice of Changes for 2023**

You are currently enrolled as a member of Tufts Medicare Preferred HMO Basic No Rx. Next year, there will be changes to the plan's costs and benefits. ***Please see page 4 for a Summary of Important Costs, including Premium.***

This document tells about the changes to your plan. To get more information about costs, benefits, or rules, please review the *Evidence of Coverage*, which is located on our website at [www.thpmp.org](http://www.thpmp.org). You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

- **You have from October 15 until December 7 to make changes to your Medicare coverage for next year.**

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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.
  - Review the changes to Medical care costs (doctor, hospital)
  - Think about how much you will spend on premiums, deductibles, and cost sharing
- Check to see if your primary care doctors, specialists, hospitals, and other providers will be in our network next year.
- Think about whether you are happy with our plan.

##### **2. COMPARE:** Learn about other plan choices

- Check coverage and costs of plans in your area. Use the Medicare Plan Finder at [www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare) website or review the list in the back of your *Medicare & You 2023* handbook.
- Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan's website.

##### **3. CHOOSE:** Decide whether you want to change your plan

- If you don't join another plan by December 7, 2022, you will stay in Tufts Medicare Preferred HMO Basic No Rx.

- To change to a **different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2023**. This will end your enrollment with Tufts Medicare Preferred HMO Basic No Rx.
- If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can switch plans or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

### **Additional Resources**

- This document is available for free in Spanish.
- Please contact our Member Services number at 1-800-701-9000 for additional information. (TTY users should call 711.) Hours are 8:00 a.m. to 8:00 p.m., 7 days a week from October 1 to March 31 and Monday – Friday from April 1 to September 30.
- This information is available in different formats, including large print.
- **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 Tufts Medicare Preferred HMO Basic No Rx**

- Tufts Health Plan is an HMO/PPO plan with a Medicare contract. Enrollment in Tufts Health Plan depends on contract renewal.
- When this document says “we,” “us,” or “our,” it means Tufts Associated Health Maintenance Organization (Tufts Health Plan). When it says “plan” or “our plan,” it means Tufts Medicare Preferred HMO Basic No Rx.

## ***Annual Notice of Changes for 2023*** **Table of Contents**

<b>Summary of Important Costs for 2023.....</b>	<b>4</b>
<b>SECTION 1 Changes to Benefits and Costs for Next Year.....</b>	<b>5</b>
Section 1.1 – Changes to the Monthly Premium.....	5
Section 1.2 – Changes to Your Maximum Out-of-Pocket Amount.....	5
Section 1.3 – Changes to the Provider Network.....	5
Section 1.4 – Changes to Benefits and Costs for Medical Services.....	6
<b>SECTION 2 Administrative Changes.....</b>	<b>15</b>
<b>SECTION 3 Deciding Which Plan to Choose.....</b>	<b>16</b>
Section 3.1 – If you want to stay in Tufts Medicare Preferred HMO Basic No Rx.....	16
Section 3.2 – If you want to change plans.....	16
<b>SECTION 4 Deadline for Changing Plans.....</b>	<b>17</b>
<b>SECTION 5 Programs That Offer Free Counseling about Medicare.....</b>	<b>17</b>
<b>SECTION 6 Programs That Help Pay for Prescription Drugs.....</b>	<b>17</b>
<b>SECTION 7 Questions?.....</b>	<b>18</b>
Section 7.1 – Getting Help from Tufts Medicare Preferred HMO Basic No Rx.....	18
Section 7.2 – Getting Help from Medicare.....	19

## Summary of Important Costs for 2023

The table below compares the 2022 costs and 2023 costs for Tufts Medicare Preferred HMO Basic No Rx in several important areas. **Please note this is only a summary of changes.**

Cost	2022 (this year)	2023 (next year)
<p><b>Monthly plan premium</b></p> <p>(See Section 1.1 for details.)</p>	\$20	\$20
<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 services. (See Section 1.2 for details.)</p>	\$3,450	\$3,650
<p><b>Doctor office visits</b></p>	<p>Primary care visits: \$10 per visit</p> <p>Specialist visits: \$40 per visit</p>	<p>Primary care visits: \$10 per visit</p> <p>Specialist visits: \$40 per visit</p>
<p><b>Inpatient hospital stays</b></p>	<p>You pay \$275 per day for days 1-5 and \$0 after day 5 for Medicare-covered services received in a general acute care, psychiatric, rehabilitation, or long-term acute care hospital.</p>	<p>You pay \$275 per day for days 1-5 and \$0 after day 5 for Medicare-covered services received in a general acute care, psychiatric, rehabilitation, or long-term acute care hospital.</p>

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

### Section 1.1 – Changes to the Monthly Premium

Cost	2022 (this year)	2023 (next year)
<p><b>Monthly premium</b></p> <p>There is no change to the plan premium for the upcoming benefit year.</p> <p>(You must also continue to pay your Medicare Part B premium.)</p>	\$20	\$20
<p><b>Optional Supplemental Benefit: Tufts Medicare Preferred Dental Option</b></p>	\$18.50	\$19.50

### Section 1.2 – Changes to Your Maximum Out-of-Pocket Amount

Medicare requires all health plans to limit how much you pay “out-of-pocket” for the year. This limit is called the “maximum out-of-pocket amount.” Once you reach this amount, you generally pay nothing for covered services for the rest of the year.

Cost	2022 (this year)	2023 (next year)
<p><b>Maximum out-of-pocket amount</b></p> <p>Your costs for covered medical services (such as copays) count toward your maximum out-of-pocket amount. Your plan premium does not count toward your maximum out-of-pocket amount.</p>	\$3,450	<p>\$3,650</p> <p>Once you have paid \$3,650 out-of-pocket for covered services, you will pay nothing for your covered services for the rest of the calendar year.</p>

### Section 1.3 – Changes to the Provider Network

An updated *Provider Directory* is located on our website at [www.thpmp.org](http://www.thpmp.org). You may also call Member Services for updated provider information or to ask us to mail you a *Provider Directory*.

**Please review the 2023 *Provider Directory* to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers) that are part of your plan during the year. If a mid-year change in our providers affects you, please contact Member Services so we may assist.

### **Section 1.4 – Changes to Benefits and Costs for Medical Services**

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

<b>Cost</b>	<b>2022 (this year)</b>	<b>2023 (next year)</b>
<b>Tufts Medicare Preferred Dental Option</b>	\$1,000 benefit limit	\$1,000 benefit limit
	\$0 Copay class 1 services	\$0 Copay class 1 services
	20% Coinsurance class 2 services	20% Coinsurance class 2 services
	50% Coinsurance class 3 services	50% Coinsurance class 3 services
	\$18.50 monthly premium	\$19.50 monthly premium
	No waiting period	No waiting period
	Services are covered with providers in the Dominion PPO Network only.	Services are covered with providers in the Dominion PPO Network only.
		Please refer to your <i>Evidence of Coverage</i> for more information.

Cost	2022 (this year)	2023 (next year)
<p><b>Diabetes self-management training, diabetic services and supplies</b></p>	<p>Covered therapeutic Continuous Glucose Monitors (CGMs) include Dexcom and FreeStyle Libre products.</p>	<p>Covered therapeutic Continuous Glucose Monitors (CGMs) include FreeStyle Libre products.</p>
<p><b>Hearing - Routine Hearing Exam</b></p>	<p>You pay \$40 for an annual routine hearing test.</p> <p>No referral is required for an annual routine hearing test, but you must use a plan provider.</p>	<p>You pay \$0 for an annual routine hearing test.</p> <p>No referral is required for an annual routine hearing test, but you must use a plan provider.</p>
<p><b>Medicare Part B non-chemo prescription drugs</b></p>	<p>You pay 20% coinsurance for Medicare Part B non-chemotherapy prescription drugs.</p> <p>Prior authorization may be required for this service.</p>	<p>You pay \$35 per month for covered insulin when used in an insulin pump.</p> <p>You pay 20% coinsurance for all other Medicare Part B non-chemotherapy prescription drugs.</p> <p>Prior authorization may be required for this service.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>

Cost	2022 (this year)	2023 (next year)
<p><b>Medicare Part B Step Therapy Drug Categories</b></p>	<p>Part B Step Therapy Drug Categories</p> <ul style="list-style-type: none"> <li>• Atypical hemolytic uremic syndrome</li> <li>• Autoimmune</li> <li>• Iron preparations, Parenteral</li> <li>• Leucovorin</li> <li>• Lysosomal storage disorders</li> <li>• Neutropenia</li> <li>• Oncology</li> <li>• Paroxysmal nocturnal hemoglobinuria</li> <li>• Retinal Disorders</li> <li>• Triamcinolone Acetonide Injection</li> <li>• Viscosupplements</li> </ul>	<p>Part B Step Therapy Drug Categories</p> <ul style="list-style-type: none"> <li>• Rare Diseases</li> <li>• Autoimmune</li> <li>• Iron preparations, Parenteral</li> <li>• Oncology</li> <li>• Oncology, Supportive</li> <li>• Retinal Disorders</li> <li>• Triamcinolone Acetonide Injection</li> <li>• Viscosupplements</li> </ul> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>



Cost	2022 (this year)	2023 (next year)
<p><b>Office visit services</b></p>	<p>You pay the applicable PCP or Specialist copay for each covered visit or consultation in an outpatient location.</p> <p>You pay \$0 for surgery services furnished in the physician’s office.</p> <p>Before you receive services from a specialist you must first obtain a referral from your PCP.</p>	<p>You pay the applicable PCP or Specialist copay for each covered visit or consultation in an outpatient location.</p> <p>You pay the applicable PCP or Specialist copay for surgery services furnished in the physician’s office.</p> <p>Before you receive services from a specialist you must first obtain a referral from your PCP.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>

Cost	2022 (this year)	2023 (next year)
<p><b>Outpatient diagnostic labs</b></p>	<p>You pay \$0 for a Medicare-covered FIT test.</p> <p>You pay \$10 per day for Medicare-covered lab services that are not FIT tests.</p> <p>There is no copay if lab services are performed and billed as part of an office visit.</p> <p>Prior authorization may be required for this service.</p>	<p>You pay \$0 for a Medicare-covered FIT test.</p> <p>You pay \$0 for Medicare-covered lab services that are not FIT tests.</p> <p>There is no copay if lab services are performed and billed as part of an office visit or urgent care visit.</p> <p>Prior authorization may be required for this service.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>

Cost	2022 (this year)	2023 (next year)
<p><b>Outpatient diagnostic tests</b></p>	<p>You pay \$10 per day for Medicare-covered outpatient diagnostic tests.</p> <p>There is no copay if diagnostic test services are performed and billed as part of an office visit.</p> <p>Prior authorization may be required for this service.</p>	<p>You pay \$20 per day for Medicare-covered outpatient diagnostic tests.</p> <p>There is no copay if diagnostic test services are performed and billed as part of an office visit or urgent care visit.</p> <p>Prior authorization may be required for this service.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>
<p><b>Outpatient diagnostic X-rays</b></p>	<p>You pay \$10 per day for Medicare-covered X-rays.</p> <p>There is no copay if diagnostic X-ray services are performed and billed as part of an office visit.</p> <p>Prior authorization may be required for this service.</p>	<p>You pay \$20 per day for Medicare-covered X-rays.</p> <p>There is no copay if diagnostic X-ray services are performed and billed as part of an office visit or urgent care visit.</p> <p>Prior authorization may be required for this service.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>

Cost	2022 (this year)	2023 (next year)
<p><b>Outpatient hospital services</b></p>	<p>See the following sections in this chart for applicable details and changes:</p> <p><b>Outpatient surgery,</b> see “Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers” in this chart.</p> <p><b>Laboratory tests,</b> see “Outpatient diagnostic labs” in this chart.</p> <p><b>Diagnostic tests,</b> see “Outpatient diagnostic tests” in this chart.</p> <p><b>X-rays,</b> see “Outpatient diagnostic X-rays” in this chart.</p> <p><b>Mental health care,</b> see “Outpatient mental health care” in this chart.</p> <p><b>Chemical dependency care,</b> see “Outpatient substance abuse services” in this chart.</p>	<p>See the following sections in this chart for applicable details and changes:</p> <p><b>Outpatient surgery,</b> see “Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers” in this chart.</p> <p><b>Laboratory tests,</b> see “Outpatient diagnostic labs” in this chart.</p> <p><b>Diagnostic tests,</b> see “Outpatient diagnostic tests” in this chart.</p> <p><b>X-rays,</b> see “Outpatient diagnostic X-rays” in this chart.</p> <p><b>Mental health care,</b> see “Outpatient mental health care” in this chart.</p> <p><b>Chemical dependency care,</b> see “Outpatient substance abuse services” in this chart.</p>

Cost	2022 (this year)	2023 (next year)
	<p><b>Drugs and biologicals that you can't give yourself,</b> see "Medicare Part B Step Therapy Drug Categories" and "Medicare Part B non-chemo prescription drugs" in this chart.</p>	<p><b>Drugs and biologicals that you can't give yourself,</b> see "Medicare Part B Step Therapy Drug Categories" and "Medicare Part B non-chemo prescription drugs" in this chart.</p>
<p><b>Outpatient mental health care</b></p>	<p>You pay \$25 per visit for Medicare-covered services.</p> <p>A referral is required before you receive these services.</p>	<p>You pay \$25 per visit for Medicare-covered services.</p> <p>A referral is required before you receive services from a psychiatrist.</p> <p>A referral is not required for all other Outpatient Mental Health Care services.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>
<p><b>Outpatient substance abuse services</b></p>	<p>You pay \$25 per visit for Medicare-covered services.</p> <p>A referral is required before you receive these services.</p>	<p>You pay \$25 per visit for Medicare-covered services.</p> <p>A referral is not required before you receive these services.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>

Cost	2022 (this year)	2023 (next year)
<p><b>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers</b></p>	<p>You pay \$0 for Medicare-covered colonoscopies.</p> <p>You pay \$250 per day for other outpatient procedures and services, including, but not limited to, diagnostic and therapeutic endoscopy, and outpatient surgery performed in an ambulatory surgical center.</p> <p>You pay \$250 per day for other outpatient procedures and services, including, but not limited to, diagnostic and therapeutic endoscopy, and outpatient surgery performed in an outpatient hospital.</p> <p>Before you receive services from a specialist you must first obtain a referral from your PCP.</p>	<p>You pay \$0 for Medicare-covered colonoscopies.</p> <p>You pay \$170 per day for other outpatient procedures and services, including, but not limited to, diagnostic and therapeutic endoscopy, and outpatient surgery performed in an ambulatory surgical center.</p> <p>You pay \$270 per day for other outpatient procedures and services, including, but not limited to, diagnostic and therapeutic endoscopy, and outpatient surgery performed in an outpatient hospital.</p> <p>Before you receive services from a specialist you must first obtain a referral from your PCP.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>

Cost	2022 (this year)	2023 (next year)
<p><b>Skilled nursing facility (SNF) care</b></p>	<p>For each admission you pay \$20 per day for days 1-20 of a benefit period, and \$160 per day for days 21-44 of a benefit period, and \$0 per day for days 45-100 of a benefit period.</p> <p>Prior Authorization is not required for this service.</p>	<p>For each admission you pay \$20 per day for days 1-20 of a benefit period, and \$160 per day for days 21-44 of a benefit period, and \$0 per day for days 45-100 of a benefit period.</p> <p>Prior Authorization may be required for this service.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>

**SECTION 2 Administrative Changes**

Description	2022 (this year)	2023 (next year)
<p><b>Pharmacy Benefits Manager (PBM) Change</b></p> <p>Tufts Health Plan partners with a Pharmacy Benefit Manager to administer our pharmacy benefit. Our PBM, among other things, facilitates the processing of claims at the pharmacy. Our PBM partner for the 2023 plan year is OptumRx. You will receive an updated Tufts Medicare Preferred ID card. Make sure to show your pharmacy your new ID card so they know how to bill your pharmacy claims.</p>	<p>CVS/Health</p>	<p>OptumRx</p>

## SECTION 3 Deciding Which Plan to Choose

### Section 3.1 – If you want to stay in Tufts Medicare Preferred HMO Basic No Rx

**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 Tufts Medicare Preferred HMO Basic No Rx plan.

### 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 plans for 2023 follow these steps:

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

- You can join a different Medicare health plan,
- --OR-- You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan. If you do not enroll in a Medicare drug plan, there may be a potential Part D late enrollment penalty.

To learn more about Original Medicare and the different types of Medicare plans, use the Medicare Plan Finder ([www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare)), read the *Medicare & You 2023* handbook, call your State Health Insurance Assistance Program (SHIP) (see Section 5), or call Medicare (see Section 7.2).

As a reminder, Tufts Medicare Preferred offers other Medicare health plans *AND* Medicare prescription drug 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 Tufts Medicare Preferred HMO Basic No Rx.
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Tufts Medicare Preferred HMO Basic No Rx.
- 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 so.
  - – or – Contact **Medicare**, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.



## SECTION 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, 2023.

### Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. Examples include people with Medicaid, those who get “Extra Help” paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area.

If you enrolled in a Medicare Advantage plan for January 1, 2023, and don’t like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage) between January 1 and March 31, 2023.

If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can change your Medicare coverage **at any time**. You can change to any other Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

## SECTION 5 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. In Massachusetts, the SHIP is called SHINE (Serving the Health Insurance Needs of Everyone).

SHINE is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHINE 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 SHINE at 1-800-243-4636 (TTY: 1-800-439-2370). You can learn more about SHINE by visiting their website ([www.mass.gov/health-insurance-counseling](http://www.mass.gov/health-insurance-counseling)).

## 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. To see if you qualify, call:

- 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day/7 days a week;
- The Social Security Office at 1-800-772-1213 between 8 am and 7 pm, Monday through Friday for a representative. Automated messages are available 24 hours a day. TTY users should call, 1-800-325-0778; or
- Your State Medicaid Office (applications).
- **Help from your state’s pharmaceutical assistance program.** Massachusetts has a program called Prescription Advantage 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.
- **What if you have coverage from an AIDS Drug Assistance Program (ADAP)?** The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the Massachusetts HIV Drug Assistance Program (HDAP) at 1-617-502-1700. **Note:** To be eligible for the ADAP operating in your State, individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. To reach the Massachusetts HDAP, call 1-617-502-1700.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the Massachusetts HDAP at 1-617-502-1700.

## SECTION 7 Questions?

### Section 7.1 – Getting Help from Tufts Medicare Preferred HMO Basic No Rx

Questions? We’re here to help. Please call Member Services at 1-800-701-9000. (TTY only, call 711.) We are available for phone calls from 8:00 a.m. to 8:00 p.m., 7 days a week from October 1 to March 31 and Monday – Friday from April 1 to September 30. Calls to these numbers are free.

#### **Read your 2023 Evidence of Coverage (it has details about next year’s benefits and costs)**

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2023. For details, look in the *2023 Evidence of Coverage* for Tufts Medicare Preferred HMO

Basic No Rx. 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.thmp.org](http://www.thmp.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.thmp.org](http://www.thmp.org). As a reminder, our website has the most up-to-date information about our provider network (*Provider Directory*).

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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**

Visit the Medicare website ([www.medicare.gov](http://www.medicare.gov)). It has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area. To view the information about plans, go to [www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare).

### **Read *Medicare & You 2023***

Read the *Medicare & You 2023* 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 document, you can get it at the Medicare website (<https://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf>) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.



## Multi-language Interpreter Services

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-701-9000 (HMO)/1-866-623-0172 (PPO). Someone who speaks English can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-701-9000 (HMO)/1-866-623-0172 (PPO). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-800-701-9000 (HMO)/1-866-623-0172 (PPO)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-800-701-9000 (HMO)/1-866-623-0172 (PPO)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-701-9000 (HMO)/1-866-623-0172 (PPO). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-701-9000 (HMO)/1-866-623-0172 (PPO). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-800-701-9000 (HMO)/1-866-623-0172 (PPO) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-701-9000 (HMO)/1-866-623-0172 (PPO). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-701-9000 (HMO)/1-866-623-0172 (PPO)번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-701-9000 (HMO)/1-866-623-0172 (PPO). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، سيقوم شخص ما يتحدث العربية **1-800-701-9000 (HMO)/1-866-623-0172 (PPO)** ليس عليك سوى الاتصال بنا على بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-800-701-9000 (HMO)/1-866-623-0172 (PPO) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-701-9000 (HMO)/1-866-623-0172 (PPO). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Português:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-701-9000 (HMO)/1-866-623-0172 (PPO). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-701-9000 (HMO)/1-866-623-0172 (PPO). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-701-9000 (HMO)/1-866-623-0172 (PPO). Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-800-701-9000 (HMO)/1-866-623-0172 (PPO)にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。