

## **Tufts Health Plan Senior Care Options (HMO SNP) offered by Tufts Health Plan**

### **Annual Notice of Changes for 2021**

You are currently enrolled as a member of Tufts Health Plan Senior Care Options. 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 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?
  - 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 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 [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. Because you get assistance from MassHealth (Medicaid), your drug cost is \$0.

- 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 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 2.2 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 Tufts Health Plan Senior Care Options.
  - 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 2.2, page 18 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 Tufts Health Plan Senior Care Options.
  - 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 Customer Relations number at 1-855-670-5934 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 Health Plan Senior Care Options

- Tufts Health Plan Senior Care Options is an HMO-SNP plan with a Medicare contract and a contract with the Commonwealth of Massachusetts MassHealth (Medicaid) program. Enrollment in Tufts Health Plan Senior Care Options depends on contract renewal. The plan also has a written agreement with the Massachusetts Medicaid program to coordinate your Medicaid benefits.
  - When this booklet says “we,” “us,” or “our,” it means Tufts Health Plan. When it says “plan” or “our plan,” it means Tufts Health Plan Senior Care Options.
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## Summary of Important Costs for 2021

The table below compares the 2020 costs and 2021 costs for Tufts Health Plan Senior Care Options 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.thpmp.org/sco](http://www.thpmp.org/sco). You may also call Customer Relations to ask us to mail you an *Evidence of Coverage*.

Cost	2020 (this year)	2021 (next year)
<b>Monthly plan premium</b>	\$0	\$0
<b>Doctor office visits</b>	Primary care visits: \$0 per visit  Specialist visits: \$0 per visit	Primary care visits: \$0 per visit  Specialist visits: \$0 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.	You pay \$0 for covered services.	You pay \$0 for covered services.

Cost	2020 (this year)	2021 (next year)
<p><b>Part D prescription drug coverage</b></p> <p>(See Section 1.6 for details.)</p>	<p>Deductible: \$0</p> <p>Copayment during the Initial Coverage Stage:</p> <p><b>Drug Tier 1:</b> \$0 per prescription at a retail or mail order pharmacy for a 30-day, 60-day, or 90-day supply.</p> <p><b>Drug Tier 2:</b> \$0 per prescription at a retail or mail order pharmacy for a 30-day, 60-day, or 90-day supply.</p> <p><b>Drug Tier 3:</b> \$0 per prescription at a retail or mail order pharmacy for a 30-day, 60-day, or 90-day supply.</p> <p><b>Drug Tier 4:</b> \$0 per prescription at a retail or mail order pharmacy for a 30-day, 60-day, or 90-day supply.</p>	<p>Deductible: \$0</p> <p>Copayment during the Initial Coverage Stage:</p> <p><b>Drug Tier 1:</b> \$0 per prescription at a retail or mail order pharmacy for a 30-day, 60-day, or 90-day supply.</p> <p><b>Drug Tier 2:</b> \$0 per prescription at a retail or mail order pharmacy for a 30-day, 60-day, or 90-day supply.</p> <p><b>Drug Tier 3:</b> \$0 per prescription at a retail or mail order pharmacy for a 30-day, 60-day, or 90-day supply.</p> <p><b>Drug Tier 4:</b> \$0 per prescription at a retail or mail order pharmacy for a 30-day, 60-day, or 90-day supply.</p>

Cost	2020 (this year)	2021 (next year)
	<p><b>Drug Tier 5:</b> \$0 per prescription at a retail or mail order pharmacy for a 30-day supply.</p> <p>60-day and 90-day supplies are not covered for drugs on Tier 5.</p> <p><b>Drug Tier 6:</b> \$0 per Tier 6 vaccination</p>	<p><b>Drug Tier 5:</b> \$0 per prescription at a retail or mail order pharmacy for a 30-day supply.</p> <p>60-day and 90-day supplies are not covered for drugs on Tier 5.</p> <p><b>Drug Tier 6:</b> \$0 per Tier 6 vaccination</p>
<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>	<p>\$0</p> <p>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>\$0</p> <p>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>

## ***Annual Notice of Changes for 2021***

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**SECTION 1 Changes to Benefits and Costs for Next Year****Section 1.1 – Changes to the Monthly Premium**

Cost	2020 (this year)	2021 (next year)
<b>Monthly premium</b>  If you have Medicare coverage, you must also continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.	\$0	\$0

**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	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></p> <p>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) count toward your maximum out-of-pocket amount. Since you do not pay a plan premium or costs for prescription drugs, these amounts do not count toward your maximum out-of-pocket amount.</p>	\$0	<p>\$0</p> <p>Because you get assistance from MassHealth (Medicaid), you do not have “out-of-pocket” costs for covered services. You pay nothing for medical services covered by Tufts Health Plan Senior Care Options.</p>

### Section 1.3 – Changes to the Provider Network

There are changes to our network of providers for next year. An updated *Provider Directory* is located on our website at [www.thpmp.org/sco](http://www.thpmp.org/sco). You may also call Customer Relations for updated provider information or to ask us to mail you a *Provider Directory*. **Please review the 2021 *Provider 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 to manage 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 Directory* is located on our website at [www.thpmp.org/sco](http://www.thpmp.org/sco). You may also call Customer Relations for updated provider information or to ask us to mail you a *Provider Directory*. **Please review the 2021 *Provider Directory* to see which pharmacies are still in our network.**

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

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Please note that the *Annual Notice of Changes* tells you about changes to your Medicare and Medicaid 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)*, in your 2021 *Evidence of Coverage*. A copy of the *Evidence of Coverage* is located on our website at [www.thpmp.org/sco](http://www.thpmp.org/sco). You can also review the separately mailed *Evidence of Coverage* to see if other benefit or cost changes affect you. You may also call Customer Relations to ask us to mail you an *Evidence of Coverage*.

Cost	2020 (this year)	2021 (next year)
<b>Acupuncture - Visits with a licensed acupuncturist</b>	<p>\$0</p> <p>Covered under Medicaid benefit.</p>	<p>\$0</p> <p>Covered under Medicare and Medicaid benefits.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more Information.</p>
<b>Adult Day Health</b>	<p>\$0</p>	<p>\$0</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>
<b>Behavioral Health - Diversionary Services</b>	<p>\$0</p> <p>This benefit is covered by the plan under the MassHealth (Medicaid) benefit</p>	<p>\$0</p> <p>Except in emergency, prior authorization may be required for additional days following day of admission.</p> <p>This benefit is covered by the plan under the Medicare and MassHealth (Medicaid) benefit</p> <p>Please refer to your <i>Evidence of Coverage</i> for more Information.</p>

Cost	2020 (this year)	2021 (next year)
<b>Behavioral Health - Emergency Services - Specialing Services</b>	\$0	\$0  Except in emergency, prior authorization may be required for this service.  Please refer to your <i>Evidence of Coverage</i> for more Information.
<b>Behavioral Health - Inpatient Services</b>	\$0	\$0  Except in emergency, prior authorization may be required for additional days following day of admission.  Please refer to your <i>Evidence of Coverage</i> for more Information.
<b>Behavioral Health - Outpatient Services - Acupuncture Treatment</b>	\$0  Maximum of six treatments per week for the first two weeks, and then a maximum of three treatments per week for following weeks.  A referral is required for this service.	\$0  There is no limit to the number of treatments you may receive in a week.  A referral is required for this service  Please refer to your <i>Evidence of Coverage</i> for more Information.

Cost	2020 (this year)	2021 (next year)
<b>Dental (embedded dental) - Implants</b>	<p>Covered for 5 implants per year</p> <p>No limitation per arch</p>	<p>Covered for 4 implants per year</p> <p>One per tooth per member every 5 years</p>
<b>Inpatient mental health care</b>	\$0	<p>\$0</p> <p>Except in emergency, prior authorization may be required for additional days following day of admission.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more Information.</p>
<b>Over-the-Counter (OTC) Items - Instant Savings Allowance</b>	<p>You receive an allowance of \$105 per calendar quarter to use toward Medicare-approved over-the-counter (OTC) items.</p>	<p>You receive an allowance of \$112 per calendar quarter to use toward Medicare-approved over-the-counter (OTC) items.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more information.</p>

Cost	2020 (this year)	2021 (next year)
<p><b>Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</b></p>	<p>\$0</p> <p>Covered under Medicare benefit.</p>	<p>\$0</p> <p>Covered under Medicare and Medicaid benefits.</p> <p>Covers face-to-face individual and group tobacco cessation counseling and pharmacotherapy treatment, including nicotine replacement therapy (NRT). This is in addition to any services that are covered by Medicare.</p> <p>Please refer to your <i>Evidence of Coverage</i> for more Information.</p>

Cost	2020 (this year)	2021 (next year)
<p><b>Telehealth Services</b></p>	<p>\$0</p> <p>Medicare-covered services only.</p> <p>A referral is required before you receive telehealth services from a specialist.</p>	<p>Medicare-covered services plus additional telehealth services covered under your Medicaid benefit, including:</p> <ul style="list-style-type: none"> <li>• Primary Care Physician Services</li> <li>• Physician Specialist Services</li> <li>• Individual Sessions for Mental Health Specialty Services</li> <li>• Individual Sessions for Psychiatric Services</li> <li>• Opioid Treatment Program Services</li> <li>• Observation Services</li> <li>• Individual Sessions for Outpatient Substance Abuse</li> </ul> <p>A referral is required for all additional telehealth services, except Primary Care Physician, Opioid Treatment Program Services, and Observation Services.</p>

Cost	2020 (this year)	2021 (next year)
		Please refer to your <i>Evidence of Coverage</i> for more information.

## Section 1.6 – 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. **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 8 of your *Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints))* or call Customer Relations.
- **Work with your doctor (or prescriber) to find a different drug** that we cover. You can call Customer Relations 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 we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.



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

There are four “drug payment stages.” How much you pay for a Part D drug depends on which drug payment stage you are in.

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 Your Cost-sharing in the Initial Coverage Stage

Stage	2020 (this year)	2021 (next year)
<p><b>Stage 2: Initial Coverage Stage</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.</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>Your cost for a one-month supply filled at a network pharmacy:</p> <p><b>Tier 1:</b> You pay \$0 per prescription.</p> <p><b>Tier 2:</b> You pay \$0 per prescription.</p> <p><b>Tier 3:</b> You pay \$0 per prescription.</p> <p><b>Tier 4:</b> You pay \$0 per prescription.</p>	<p>Your cost for a one-month supply filled at a network pharmacy:</p> <p><b>Tier 1:</b> You pay \$0 per prescription.</p> <p><b>Tier 2:</b> You pay \$0 per prescription.</p> <p><b>Tier 3:</b> You pay \$0 per prescription.</p> <p><b>Tier 4:</b> You pay \$0 per prescription.</p>

Stage	2020 (this year)	2021 (next year)
	<p><b>Tier 5:</b> You pay \$0 per prescription.</p> <p><b>Tier 6:</b> You pay \$0 for all Tier 6 vaccinations.</p>	<p><b>Tier 5:</b> You pay \$0 per prescription.</p> <p><b>Tier 6:</b> You pay \$0 for all Tier 6 vaccinations.</p>

## SECTION 2 Deciding Which Plan to Choose

### Section 2.1 – If you want to stay in Tufts Health Plan Senior Care Options

**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 Health Plan Senior Care Options plan.

### Section 2.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change 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 4), or call Medicare (see Section 6.2).

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 Tufts Health Plan Senior Care Options.
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Tufts Health Plan Senior Care Options.
- To **change to Original Medicare without a prescription drug plan**, you must either:
  - Send us a written request to disenroll. Contact Customer Relations if you need more information on how to do this (phone numbers are in Section 6.1 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 3 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 9, Section 2.3 of the *Evidence of Coverage*.

## SECTION 4 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 Massachusetts, the SHIP is called SHINE (Serving the Health Insurance Needs of Everyone).

SHINE 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. 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 (1-800-AGE-INFO) (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)).

For questions about your MassHealth (Medicaid) benefits, contact the Massachusetts MassHealth program at 1-800-841-2900. TTY users should call 1-800-497-4648, Monday – Friday, 8:00 AM – 5:00 PM. Ask how joining another plan or returning to Original Medicare affects how you get your MassHealth (Medicaid) coverage.

## SECTION 5 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.** 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 (the name and phone numbers for this organization are in Section 4 of this booklet).

## SECTION 6 Questions?

### Section 6.1 – Getting Help from Tufts Health Plan Senior Care Options

Questions? We're here to help. Please call Customer Relations at 1-855-670-5934. (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.

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 Tufts Health Plan Senior Care Options. 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.thpmp.org/sco](http://www.thpmp.org/sco). You can also review the separately mailed *Evidence of Coverage* to see if other benefit or cost changes affect you. You may also call Customer Relations to ask us to mail you an *Evidence of Coverage*.

#### Visit our Website

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

### Section 6.2 – Getting Help from Medicare

To get information directly from Medicare:

#### Call 1-800-MEDICARE (1-800-633-4227)

You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

#### Visit the Medicare Website

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)).

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**Read *Medicare & You 2021***

You can read the *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 6.3 – Getting Help from Medicaid**

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To get information from MassHealth Standard (Medicaid), you can call the Massachusetts MassHealth program at 1-800-841-2900. TTY users should call 1-800-497-4648.