

## Martin's Point Generations Advantage Focus DC (HMO SNP) offered by Martin's Point Generations Advantage, Inc.

### Annual Notice of Changes for 2020

You are currently enrolled as a member of Martin's Point Generations Advantage Focus DC. 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.**
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#### What to do now

##### 1. ASK: Which changes apply to you

- Check the changes to our benefits and costs to see if they affect you.
  - It's important to review your coverage now to make sure it will meet your needs next year.
  - Do the changes affect the services you use?
  - Look in Sections 1.1 and 1.5 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 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.
- 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 and Pharmacy Directory.

- Think about your overall health care costs.
  - How much will you spend out-of-pocket for the services and prescription drugs you use regularly?
  - How much will you spend on your premium and deductibles?
  - How do your total plan costs compare to other Medicare coverage options?

Think about whether you are happy with our plan.

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

- Check coverage and costs of plans in your area.
  - Use the personalized search feature on the Medicare Plan Finder at <https://www.medicare.gov> website. Click “Find health & drug plans.”
  - 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 want to **keep** Martin's Point Generations Advantage Focus DC, you don’t need to do anything. You will stay in Martin's Point Generations Advantage Focus DC.
- 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 Martin's Point Generations Advantage Focus DC.
- If you join another plan by **December 7, 2019**, your new coverage will start on **January 1, 2020**.

### **Additional Resources**

- Please contact our Member Services number at 1-866-544-7504 for additional information. (TTY users should call 711.) Hours are 8 am-8 pm, seven days a week from October 1 to March 31; and Monday through Friday the rest of the year.
- This information may be available in other formats such as large print and Braille. For more information call Generations Advantage.
- **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 Martin's Point Generations Advantage Focus DC**

- When this booklet says “we,” “us,” or “our,” it means Martin’s Point Generations Advantage, Inc.. When it says “plan” or “our plan,” it means Martin's Point Generations Advantage Focus DC.

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**Summary of Important Costs for 2020**

The table below compares the 2019 costs and 2020 costs for Martin's Point Generations Advantage Focus DC 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.MartinsPoint.org/Medicare**. Review the enclosed instructions for accessing the Evidence of Coverage to see if other benefit or cost changes affect you. 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>	\$0	\$0
<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 including inpatient hospital acute, worldwide emergency, eye exams, and hearing exams. (See Section 1.2 for details.)</p>	\$5,500	\$5,500

Cost	2019 (this year)	2020 (next year)
<p><b>Doctor office visits</b></p>	<p><b>In network:</b> You pay:</p> <p><b>Primary care visits:</b></p> <ul style="list-style-type: none"> <li>• \$0 for each Primary Care Physician (PCP) office visit for Medicare-covered services.</li> </ul> <p><b>Specialist visits:</b></p> <ul style="list-style-type: none"> <li>• \$40 for each specialist office visit for Medicare-covered services.</li> <li>• \$0 for endocrinology, podiatry, and mental health/substance use disorder.</li> </ul>	<p><b>In network:</b> You pay:</p> <p><b>Primary care visits:</b></p> <ul style="list-style-type: none"> <li>• \$0 for each Primary Care Physician (PCP) office visit for Medicare-covered services.</li> </ul> <p><b>Specialist visits:</b></p> <ul style="list-style-type: none"> <li>• \$40 for each specialist office visit for Medicare-covered services.</li> <li>• \$0 for endocrinology, podiatry, and mental health/substance use disorder.</li> </ul>
<p><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.</p>	<p><b>In-network:</b> You pay per admission:</p> <ul style="list-style-type: none"> <li>• \$325 per day for days 1-5;</li> <li>• \$0 per day for days 6 and beyond</li> </ul>	<p><b>In-network:</b> You pay per admission:</p> <ul style="list-style-type: none"> <li>• \$325 per day for days 1-5;</li> <li>• \$0 per day for days 6 and beyond</li> </ul>
<p><b>Part D prescription drug coverage</b> (See Section 1.6 for details.)</p>	<p>One-month Copayment/Coinsurance during the Initial Coverage Stage:</p> <p><b>Cost-Sharing Tier 1:</b> <i>Standard cost sharing:</i> You pay \$4 per prescription.</p>	<p>One-month Copayment/Coinsurance during the Initial Coverage Stage:</p> <p><b>Cost-Sharing Tier 1:</b> <i>Standard cost sharing:</i> You pay \$4 per prescription.</p>

Cost	2019 (this year)	2020 (next year)
	<p><i>Preferred cost sharing:</i> You pay \$0 per prescription.</p>	<p><i>Preferred cost sharing:</i> You pay \$0 per prescription.</p>
	<p><b>Cost-Sharing Tier 2:</b> <i>Standard cost sharing:</i> You pay \$18 per prescription.</p> <p><i>Preferred cost sharing:</i> You pay \$10 per prescription.</p>	<p><b>Cost-Sharing Tier 2:</b> <i>Standard cost sharing:</i> You pay \$18 per prescription.</p> <p><i>Preferred cost sharing:</i> You pay \$10 per prescription.</p>
	<p><b>Cost-Sharing Tier 3:</b> <i>Standard cost sharing:</i> You pay \$47 per prescription.</p> <p><i>Preferred cost sharing:</i> You pay \$40 per prescription.</p>	<p><b>Cost-Sharing Tier 3:</b> <i>Standard cost sharing:</i> You pay \$47 per prescription.</p> <p><i>Preferred cost sharing:</i> You pay \$40 per prescription.</p>
	<p><b>Cost-Sharing Tier 4:</b> <i>Standard cost sharing:</i> You pay \$100 per prescription.</p> <p><i>Preferred cost sharing:</i> You pay \$95 per prescription.</p>	<p><b>Cost-Sharing Tier 4:</b> <i>Standard cost sharing:</i> You pay \$100 per prescription.</p> <p><i>Preferred cost sharing:</i> You pay \$95 per prescription.</p>
	<p><b>Cost-Sharing Tier 5:</b> <i>Standard cost sharing:</i> You pay 33% of the total cost.</p> <p><i>Preferred cost sharing:</i> You pay 33% of the total cost.</p>	<p><b>Cost-Sharing Tier 5:</b> <i>Standard cost sharing:</i> You pay 33% of the total cost.</p> <p><i>Preferred cost sharing:</i> You pay 33% of the total cost.</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.)	\$0	\$0

- 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, including inpatient hospital acute, worldwide emergency, eye exams, and hearing exams 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 costs for prescription drugs do not count toward your maximum out-of-pocket amount.	\$5,500	\$5,500  Once you have paid \$5,500 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services (including the services listed in the section above) for the rest of the calendar 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 and Pharmacy Directory is located on our website at [www.MartinsPoint.org/Medicare](http://www.MartinsPoint.org/Medicare). You may also call Member Services for updated provider information or to ask us to mail you a Provider and Pharmacy Directory. **Please review the 2020 Provider and 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 health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and 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. Our network includes pharmacies with preferred cost-sharing, which may offer you lower cost-sharing than the standard cost-sharing offered by other network pharmacies for some drugs.

There are changes to our network of pharmacies for next year. An updated Provider and Pharmacy Directory is located on our website at [www.MartinsPoint.org/Medicare](http://www.MartinsPoint.org/Medicare). You may also call Member Services for updated provider information or to ask us to mail you a Provider and Pharmacy Directory. **Please review the 2020 Provider and Pharmacy Directory to see which pharmacies are in our network.**

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

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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.

Some services listed may require prior authorization (approval in advance from the plan). You can look in Chapter 4 of the Evidence of Coverage for information about which services require prior authorization.

Cost	2019 (this year)	2020 (next year)
<b>Ambulance transport</b>	<b>In- and out-of-network:</b> You pay \$250 for each Medicare-covered emergency ambulance service (one-way).	<b>In- and out-of-network:</b> You pay \$295 for each Medicare-covered emergency ambulance service (one-way).
<b>Dental--Preventive and Comprehensive</b>	<p><b>In network:</b></p> <ul style="list-style-type: none"> <li>• <b>Category A: Diagnostic/Preventive</b> (You pay \$40 per visit for the enhanced preventive and basic dental services)                             <ul style="list-style-type: none"> <li>○ Oral exam and routine cleaning once in a 12 month period</li> <li>○ Problem-focused exams as needed</li> <li>○ Bitewing x-rays every 24 months and panoramic x-rays once in a 60 month period</li> <li>○ X-rays of individual teeth as needed</li> </ul> </li> <li>• <b>Category B: Basic Restorative</b> (You pay \$40 per visit for the enhanced preventive and basic dental services)                             <ul style="list-style-type: none"> <li>○ Surgical and routine extractions (Anesthesia not included)</li> <li>○ Emergency relief of pain</li> </ul> </li> </ul>	<p><b>In network:</b></p> <ul style="list-style-type: none"> <li>• \$1,000 benefit maximum</li> <li>• <b>Category A: Diagnostic/Preventive</b> (You pay: \$50 office visit copay, no cost sharing for individual services)                             <ul style="list-style-type: none"> <li>○ Oral exam and routine cleaning once in a calendar year</li> <li>○ Problem-focused exams as needed</li> <li>○ Bitewing x-rays once every calendar year and panoramic x-rays once in a 5 calendar year period</li> <li>○ X-rays of individual teeth as needed</li> </ul> </li> <li>• <b>Category B: Basic Restorative</b> (You pay: \$50 office visit copay, 50% coinsurance for individual services; \$50 deductible applies)                             <ul style="list-style-type: none"> <li>○ Fillings</li> <li>○ Surgical and routine extractions</li> <li>○ Root canals</li> <li>○ Treatment of gum disease (periodontics, including periodontal maintenance cleanings)</li> <li>○ Denture repair</li> <li>○ Emergency relief of pain</li> </ul> </li> </ul>

Cost	2019 (this year)	2020 (next year)
		<ul style="list-style-type: none"> <li>○ Brush biopsy</li> <li>• <b>Category C:</b> <b>Major Restorative</b> (You pay: \$50 office visit copay, 50% coinsurance for individual services; \$50 deductible applies)               <ul style="list-style-type: none"> <li>○ Dentures</li> <li>○ Crowns</li> <li>○ Implants</li> </ul> </li> </ul>
<b>Emergency care</b>	<b>In- and out-of-network:</b> You pay \$90 for each Medicare-covered emergency room visit.	<b>In- and out-of-network:</b> You pay \$90 for each Medicare-covered emergency room visit.
<b>Hearing services</b>	<b>In network:</b> You pay \$40 per visit for Medicare-covered hearing services.	<b>In network:</b> You pay \$40 per visit for Medicare-covered hearing services.
<b>Hearing Aids</b>	<p><b>In network:</b> You pay \$595, \$695, or \$895 copay per ear, depending on Tier selected.</p> <p><i>Services must be received from an Amplifon provider</i></p>	<p><b>In network:</b> You pay \$595, \$695, or \$895 copay per ear, depending on Tier selected.</p> <p><i>Services must be received from an Amplifon provider</i></p>
<b>Hearing aid fittings and evaluations</b>	<p>You pay \$0 for 1 year of hearing aid fittings and ongoing hearing aid evaluations when used in conjunction with your hearing aid benefit.</p> <p><i>Services must be received from an Amplifon provider.</i></p>	<p>You pay \$0 for 1 year of hearing aid fittings and ongoing hearing aid evaluations when used in conjunction with your hearing aid benefit.</p> <p><i>Services must be received from an Amplifon provider.</i></p>

Cost	2019 (this year)	2020 (next year)
<p><b>Outpatient Diagnostic Labs</b></p>	<p><b>In network:</b></p> <ul style="list-style-type: none"> <li>• 0% - 20% (genetic) for lab services.</li> </ul>	<p><b>In network:</b></p> <ul style="list-style-type: none"> <li>• You pay \$0 for preventive lab services (for example: testing for high cholesterol and cardiovascular diseases)</li> <li>• You pay \$0 for designated labs that support ongoing therapy or treatment (for example: A1c testing and other diabetes related testing, and liver &amp; kidney function testing while taking certain medications)</li> <li>• You pay 20% for genetic labs.</li> <li>• You pay \$5 for all other lab services (for example: labs to diagnose certain conditions and infections, such as cancers, Lyme disease, strep throat, and measles)</li> </ul>
<p><b>Over-the-Counter</b></p>	<p>The plan will cover up to \$25 monthly for members to purchase select CVS brand over-the-counter (OTC) products.</p>	<p>The plan will cover up to \$50 per quarter for members to purchase select CVS brand over-the-counter (OTC) products.</p>
<p><b>Wellness Wallet</b> (Fitness, Naturopathic Services, Acupuncture, Nutrition/Dietary Education, Weight Management Programs, Eyewear)</p>	<p>The plan will reimburse up to \$450 each year in total for Fitness Benefit, Naturopathic Services, Acupuncture, Nutrition/Dietary Education, and Weight Management Programs (Eyewear not a covered benefit).</p>	<p>The plan will reimburse up to \$450 each year in total for Fitness Benefit, Naturopathic Services, Acupuncture, Nutrition/Dietary Education, Weight Management Programs, and Eyewear.</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.

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 other 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.

Approved formulary exceptions will be covered into the next plan year if the end date of the exception continues into the next year. After the exception ends, you or your doctor must request a new formulary exception in order for us to continue to cover this drug.

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 have included 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 30th, please call Member Services and ask for the “LIS Rider.” Phone numbers for Member Services are in Section 6.1 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.MartinsPoint.org/Medicare](http://www.MartinsPoint.org/Medicare). You can also review the Evidence of Coverage to see if other benefit or cost changes affect you. 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>	Because we have no deductible, this payment stage does not apply to you.	Because we have no deductible, this payment stage does not apply to you.

### 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>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>Your cost for a one-month supply filled at a network pharmacy:</p> <p><b>Cost-Sharing Tier 1:</b>  <i>Standard cost sharing:</i> You pay \$4 per prescription.  <i>Preferred cost sharing:</i> You pay \$0 per prescription.</p> <p><b>Cost-Sharing Tier 2:</b>  <i>Standard cost sharing:</i> You pay \$18 per prescription.  <i>Preferred cost sharing:</i> You pay \$10 per prescription.</p> <p><b>Cost-Sharing Tier 3:</b>  <i>Standard cost sharing:</i> You pay \$47 per prescription.  <i>Preferred cost sharing:</i> You pay \$40 per prescription.</p>	<p>Your cost for a one-month supply filled at a network pharmacy:</p> <p><b>Cost-Sharing Tier 1:</b>  <i>Standard cost sharing:</i> You pay \$4 per prescription.  <i>Preferred cost sharing:</i> You pay \$0 per prescription.</p> <p><b>Cost-Sharing Tier 2:</b>  <i>Standard cost sharing:</i> You pay \$18 per prescription.  <i>Preferred cost sharing:</i> You pay \$10 per prescription.</p> <p><b>Cost-Sharing Tier 3:</b>  <i>Standard cost sharing:</i> You pay \$47 per prescription.  <i>Preferred cost sharing:</i> You pay \$40 per prescription.</p>

Stage	2019 (this year)	2020 (next year)
	<p><b>Cost-Sharing Tier 4:</b>  <i>Standard cost sharing:</i> You pay \$100 per prescription.  <i>Preferred cost sharing:</i> You pay \$95 per prescription.</p> <p><b>Cost-Sharing Tier 5:</b>  <i>Standard cost sharing:</i> You pay 33% of the total cost.  <i>Preferred cost sharing:</i> You pay 33% of the total cost.</p>	<p><b>Cost-Sharing Tier 4:</b>  <i>Standard cost sharing:</i> You pay \$100 per prescription.  <i>Preferred cost sharing:</i> You pay \$95 per prescription.</p> <p><b>Cost-Sharing Tier 5:</b>  <i>Standard cost sharing:</i> You pay 33% of the total cost.  <i>Preferred cost sharing:</i> You pay 33% of the total cost.</p>
<p><b>Stage 2: Initial Coverage Stage (continued)</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; at a network pharmacy that offers preferred cost-sharing; or for mail-order prescriptions, look in Chapter 6, Section 5 of your Evidence of Coverage.</p> <p><b>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.</b></p>	<p>Once your total drug costs have reached \$3,820, you will move to the next stage (the Coverage Gap Stage).</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 Deciding Which Plan to Choose

### Section 2.1 – If you want to stay in Martin's Point Generations Advantage Focus DC

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**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 2.2 – If you want to change plans

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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 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 <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, Martin's Point Generations Advantage, 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 Martin's Point Generations Advantage Focus DC.
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Martin's Point Generations Advantage Focus DC.
- 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 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.

### **SECTION 3 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 4 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 Maine, the SHIP is called Maine State Health Insurance Assistance Program.

The Maine State Health Insurance Assistance Program 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. Maine State Health Insurance Assistance Program 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 Maine State Health Insurance Assistance Program at 1-877-353-3771. You can learn more about Maine State Health Insurance Assistance Program by visiting their website ([www.maine.gov/dhhs/oads/community-support/ship.html](http://www.maine.gov/dhhs/oads/community-support/ship.html)).

### **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.** 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 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.** Maine has a program called Maine Low Cost Drugs for the Elderly or Disabled Program (DEL) 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).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the Maine AIDS Drug Assistance Program. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the Maine AIDS Drug Assistance Program at (207) 287-3747.

## SECTION 6 Questions?

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### Section 6.1 – Getting Help from Martin's Point Generations Advantage Focus DC

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Questions? We're here to help. Please call Member Services at 1-866-544-7504. (TTY only, call 711). We are available for phone calls 8 am-8 pm, seven days a week from October 1 to March 31; and Monday through Friday the rest of the year. 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 Martin's Point Generations Advantage Focus DC. 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.MartinsPoint.org/Medicare](http://www.MartinsPoint.org/Medicare). 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.MartinsPoint.org/Medicare](http://www.MartinsPoint.org/Medicare). 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).

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## **Section 6.2 – 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.



# MARTIN'S POINT<sup>®</sup>

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## HEALTH CARE

Martin's Point Health Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Martin's Point Health Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Martin's Point Health Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Martin's Point Generations Advantage Grievance Specialist.

If you believe that Martin's Point Health Care has failed to provide these services or discriminated in another way on the basis of

race, color, national origin, age, disability, or sex, you can file a grievance with: Grievance Department, Martin's Point Generations Advantage, PO Box 9746, Portland, ME 04104, 1-866-544-7504, TTY: 711, Fax: 207-828-7847. (We're available 8 am–8 pm, seven days a week from October 1 to March 31; and Monday through Friday the rest of the year.) You can file a grievance in person, by mail, or by fax. If you need help filing a grievance, the Martin's Point Generations Advantage Grievance Specialist is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

U.S. Department of Health and  
Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019 (TDD: 1-800-537-7697)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

<b>English</b>	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-553-7054 (TTY: 711).
<b>Français (French)</b>	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-553-7054 (ATS : 711).
<b>Español (Spanish)</b>	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-553-7054 (TTY: 711).
<b>繁體中文 (Chinese)</b>	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-553-7054 (TTY : 711) 。
<b>Tiếng Việt (Vietnamese)</b>	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-553-7054 (TTY: 711).
<b>नेपाली (Nepali)</b>	ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-877-553-7054 (टिटीवाइ: 711)।
<b>العربية (Arabic)</b>	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-553-7054 (رقم هاتف الصم والبكم: 711).
<b>Oroomiffa (Oromo)</b>	XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-877-553-7054 (TTY: 711).
<b>Português (Portuguese)</b>	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-553-7054 (TTY: 711).
<b>Русский (Russian)</b>	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-553-7054 (телетайп: 711).
<b>한국어 (Korean)</b>	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-553-7054 (TTY: 711)번으로 전화해 주십시오.
<b>λληνικά (Greek)</b>	ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-877-553-7054 (TTY: 711).
<b>Srpsko-hrvatski (Serbo-Croatian)</b>	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-877-553-7054 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).
<b>ខ្មែរ (Cambodian)</b>	ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-877-553-7054 (TTY: 711)។
<b>Bahasa Indonesia (Indonesian)</b>	PERHATIAN: Jika Anda berbicara dalam Bahasa Indonesia, layanan bantuan bahasa akan tersedia secara gratis. Hubungi 1-877-553-7054 (TTY: 711).
<b>Polski (Polish)</b>	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-553-7054 (TTY: 711).