



«FirstName» «LastName»
«Address»
«CITY», «STATE» «Zip»

Select

Keep this letter. It's proof that you have a special right to join a Medicare plan.



IMPORTANT NOTICE: Your Medicare plan won't be offered in 2017.

October 2, 2016

«FirstName» «LastName»
«Address»
«CITY», «STATE» «Zip»

Dear «FirstName» «LastName»,

FirstCare Health Plans won't offer your Medicare plan in 2017. This means your coverage through FirstCare Health Plans will end December 31, 2016. You need to make some decisions about how you want to get your health and prescription drug coverage. Whichever choice you make, you will still have Medicare and Texas Medicaid Program benefits, including prescription drug coverage. If you don't choose another plan by December 31, Medicare will enroll you in a new drug plan and you'll have health coverage through Original Medicare starting January 1, 2017.

Because you have Medicaid, you can join a Medicare health or drug plan at any time. If you join a new Medicare plan AFTER December 31, your coverage in the new plan won't start until the month after you join.

What do you need to do?

You need to choose how you want to get your health and prescription drug coverage. Review your options for Medicare coverage and choose which is best for you:

Option 1: You can join another Medicare health plan. Call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week or visit Medicare.gov to choose a new plan. A Medicare health plan is offered by a private company that contracts with Medicare to provide benefits. Medicare health plans cover all services that Original Medicare covers and may offer extra coverage such as vision, hearing, or dental. Some health plans are designed specifically for people who have both Medicare and Medicaid. These are called Dual Eligible Special Needs Plans.

Option 2: You can change to Original Medicare. Original Medicare is fee-for-service coverage managed by the Federal government. If you choose Original Medicare, Medicare will enroll you in a separate prescription drug plan. You'll get a blue letter in November telling you the name of your new drug plan. You will only be enrolled into the separate prescription drug plan if you do not make another selection by December 31.

Important Information:

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For questions about the Texas Medicaid Program, contact 1-800-458-9858, TTY/TDD 1-888-425-6889. Hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Ask how joining another plan or returning to Original Medicare affects your Texas Medicaid Program coverage.

If you have an employer or union group health plan, VA benefits, or TRICARE for Life, contact your insurer or benefits administrator. Ask how joining another plan or returning to Original Medicare affects your coverage.

If you have End-Stage Renal Disease (ESRD), you have a one-time right to join a new Medicare Advantage plan. Keep a copy of this letter as proof of your right to join a new Medicare Advantage plan.

Get Help Comparing Your Options

It's important to find a plan that covers your doctor visits and prescription drugs.

Please visit [Medicare.gov](https://www.Medicare.gov) or refer to your Medicare & You Handbook for a list of all Medicare health and prescription drug plans in your area. If you want to join one of these plans, call the plan to get information about their costs, rules, and coverage. Please note Medicare isn't part of the Health Insurance Marketplace. Following the instructions in this letter will ensure that you are reviewing Medicare plans and not Marketplace options.

You can also get help comparing plans if you:

- **Abilene Region** (*Jones and Taylor counties*) –
 - Call West Central Texas Council of Governments (Area Agency on Aging)
1-325-672-8544
- **Amarillo Region** (*Carson, Castro, Deaf Smith, Hutchinson, Potter, Randall, and Swisher counties*)
 - Call Area Agency on Aging of the Panhandle (Area Agency on Aging)
1-806-372-3381
- **Lubbock Region** (*Bailey, Cochran, Crosby, Dickens, Floyd, Garza, Hale, Hockley, Lamb, Lubbock, Lynn, and Terry counties*)
 - Call South Plains Association of Governments (Area Agency on Aging)
1-806-687-0940
- **Midland/Odessa Region** (*Ector, Martin, and Midland counties*)
 - Call Area Agency on Aging of the Permian Basin (Area Agency on Aging)
1-432-563-1061
- **San Angelo Region** (*Tom Green county*)
 - Call Area Agency on Aging of the Concho Valley (Area Agency on Aging)
1-325-223-5704

Counselors are available to answer your questions, discuss your needs, and give you information about your options. All counseling is **free**.

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- **Call 1-800-MEDICARE (1-800-633-4227).** Tell them you got a letter saying your plan isn't going to be offered next year and you want help choosing a new plan. This toll-free help line is available 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
- **Visit Medicare.gov.** Medicare's official web site has tools that can help you compare plans and answer your questions.
 - **Click** "Find health & drug plans" to compare the plans in your area.

Please disregard any 2017 plan materials you received before October 1, 2016.

If you need more information, please call us at 1-866-229-4969, TTY 1-800-562-5259, October 1 to March 1, 8 a.m. to 8 p.m. daily. Tell the customer service representative you got this letter.

At FirstCare, our goal is to offer quality health plans at costs our members can afford. Our decision to stop offering Medicare Advantage plans was very difficult. We have sincerely appreciated serving you.

Sincerely,

FirstCare Health Plans

FirstCare Advantage (HMO) is a Health Plan with a Medicare Contract. Enrollment in FirstCare Advantage (HMO) depends on contract renewal.

This information is available for free in other languages. Please call our customer service number at 1-866-229-4969 and TTY at 1-800-562-5259. From October 1 to March 1, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. Central time. From March 2 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. Central time.

Esta información es disponible en otras lenguas. Por favor llame al Servicio al Cliente si necesita información en otro idioma o formato al 1-866-229-4969 del 1 de octubre al 1 de marzo de 8 a.m. a 8 p.m. diariamente; del 2 de marzo al 30 de septiembre de 8 a.m. a 8 p.m. de lunes a viernes. (Usuarios de TTY/TDD 1-800-562-5259).

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