

<UHCCP Logo>
<Plan Correspondence Address 1>

<First Name> <Last Name>
<DB_ADDLINE1>
[<DB_ADDLINE2>]
<DB_CITY, DB_STATE DB_ZIP4>

Questions?

We're here to help.

Toll-Free <PHONE_NUMBER>
TTY <TTY_NUMBER>[,]
<OPERATING_HOURS>
<OPERATING_HOURS>

<Date> [<Plan Name>]
Member ID: <Membership ID>

Dear <First Name [Last Name]>,

Thank you for being a member in Medicaid <Commonwealth Coordinated Care Plus (CCC Plus)>.

Our records show that you will become eligible for Medicare within the next **60** days. This makes you dually eligible for Medicaid and Medicare. For coordination of your Medicaid and Medicare coverage, we will enroll you in Medicare <UnitedHealthcare Dual Complete® (HMO D-SNP)> starting <insert MCO D-SNP effective date>, the same day your Medicare benefits start. Your Managed Care Organization (MCO) Medicaid benefits will continue.

Medicare <UnitedHealthcare Dual Complete® (HMO D-SNP)> is a Dual Special Needs Medicare Advantage plan that includes hospital, doctor, and prescription drug coverage.

How to enroll

You will be automatically enrolled and will get your Medicare services through <UnitedHealthcare Dual Complete® (HMO D-SNP)>. You do not have to do anything, unless you decide you do not want <UnitedHealthcare Dual Complete® (HMO D-SNP)> to provide your Medicare benefits. (See **What if you do not want to join <UnitedHealthcare Dual Complete® (HMO D-SNP)>** below.)

Shortly, you will receive a new <UnitedHealthcare Dual Complete® (HMO D-SNP)> member ID card in the mail. Please show all of your insurance cards, including this card, every time you get health care services or fill a prescription at a network pharmacy beginning <insert MCO D-SNP effective date>.

What happens to your Medicaid plan

You still have your Medicaid <CCC Plus> coverage and your benefits have not changed. <UnitedHealthcare Dual Complete® (HMO D-SNP)> will work with Medicaid <CCC Plus> to give you both the Medicare and Medicaid benefits you qualify for. If you lose your Medicaid coverage, you will no longer qualify for <UnitedHealthcare Dual Complete® (HMO D-SNP)>. It is important to keep your Medicaid coverage current.

What if you do not want to join Medicare <UnitedHealthcare Dual Complete® (HMO D-SNP)>?

You do not have to keep <UnitedHealthcare Dual Complete® (HMO D-SNP)>. Before <insert MCO D-SNP effective date>, please call us at <1-844-368-7151, TTY 711, 8 a.m. – 8 p.m. local time, 7 days a week> or write to us at <UnitedHealthcare Enrollment Department, P.O. Box 30769, Salt Lake City, UT 84130-0769>.

You will still be a member of Medicaid <CCC Plus>.

You can enroll in a different Medicare Advantage plan or in original Medicare.

The costs associated with <UnitedHealthcare Dual Complete® (HMO D-SNP)>

You will get extra help with your prescription drug costs as long as you qualify for Medicaid. Like with <CCC Plus>, you won't have any monthly premium in <UnitedHealthcare Dual Complete® (HMO D-SNP)>. Your costs will vary based on your level of Medicaid eligibility, but you will pay no more than:

- <\$0> monthly premium
- <\$0> yearly deductible
- <Insert appropriate LIS copay amount> copay when you fill a prescription covered by the plan – this is the same as you pay now under <CCC Plus>
- <\$0> for doctor visits – this is the same as you pay now under <CCC Plus>
- <\$0> for hospital stays – this is the same as you pay now under <CCC Plus>
- Like with <CCC Plus>, you won't have any costs for doctor or hospital visits with <UnitedHealthcare Dual Complete® (HMO D-SNP)>.

If you think this is incorrect, or you have questions, please call us. You can reach Member Services at <1-844-368-7151, TTY 711, 8 a.m. – 8 p.m. local time, 7 days a week>.

Medicare pays for your prescription drugs now

When you qualify for Medicare, Medicare pays for most of your prescription drugs. You must present both your new <UnitedHealthcare Dual Complete® (HMO D-SNP)> member ID card and Medicaid <CCC Plus> member ID card at the pharmacy when you get new prescriptions or refills. Be aware that you may have copays now, even if you did not have copays before.

[either [You can continue to see your current primary care provider (PCP) for your health care needs with <UnitedHealthcare Dual Complete® (HMO D-SNP)>.] or [You will need to choose a new primary care provider (PCP) for your health care needs with <UnitedHealthcare Dual Complete® (HMO D-SNP)>. Your current PCP is not in our network.]

Finding a Primary Care Provider (PCP)

For this plan, you need to see a primary care provider (PCP) who is in the plan network. We will make every effort to ensure that your current doctor can serve as the plan's PCP. For most members this is possible. If not, we will help you find a PCP who may fit your health care needs.

<UnitedHealthcare Dual Complete® (HMO D-SNP)> Benefits

Enrolling in Medicare <UnitedHealthcare Dual Complete® (HMO D-SNP)> will allow us to coordinate all of your Medicare and Medicaid benefits, including your hospital, doctor, and prescription drug needs. You may also get more benefits than with original Medicare. Enclosed with this letter are Benefits Highlights and your Summary of Benefits, which will tell you about your additional benefits.

Beginning on the date your <UnitedHealthcare Dual Complete® (HMO D-SNP)> coverage begins, you must get all of your Medicare health care services from <UnitedHealthcare Dual Complete® (HMO D-SNP)>, with the exception of emergency or urgently needed services or out-of-area dialysis services.

Services authorized by <UnitedHealthcare Dual Complete® (HMO D-SNP)> and other services contained in the Evidence of Coverage document will be covered. If you go to a provider not in <UnitedHealthcare Dual Complete® (HMO D-SNP)> without authorization, neither Medicare nor <UnitedHealthcare Dual Complete® (HMO D-SNP)> will pay for Medicare-covered services.

Once you are a member of <UnitedHealthcare Dual Complete® (HMO D-SNP)>, you have the right to appeal plan decisions about payment or services if you disagree. Read the Evidence of Coverage from <UnitedHealthcare Dual Complete® (HMO D-SNP)> when you get it to know which plan rules you must follow to get coverage with this plan.

<When you first enroll in Medicare you may get help choosing the coverage option that is right for you by calling 1-800-MEDICARE (1-800-633-4227), get personalized counseling from your State Health Insurance Assistance Program (SHIP), or visit the Medicare Plan Finder at [Medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).>

If you would like to learn more about <UnitedHealthcare Dual Complete® (HMO D-SNP)> now, please call Member Services at <1-844-368-7151, TTY 711, 8 a.m. – 8 p.m. local time, 7 days a week>. An Enrollment Specialist will spend time with you on the phone to go over your benefits and tell you if your providers are in their network. You may also visit

uhcommunityplan.com/va to learn more.

Do you need more information on Medicare benefits?

If you would like to speak to someone about Medicare, please call Medicare toll-free at 1-800-633-4227, TTY 1-877-486-2048, 24 hours a day, 7 days a week or use the Medicare Plan Finder on www.medicare.gov. You can also contact the **Virginia Insurance Counseling and Assistance Program (VICAP)** at 1-800-552-3402. VICAP provides free, unbiased, confidential information and assistance with your Medicare choices.

You might want to share this letter with someone you trust who knows your health care needs.

[Sincerely,

The UnitedHealthcare Team]

You can also get this information for free in other formats such as large print, audio or online at cccplusva.com.

[<Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a contract with the State Medicaid Program. Enrollment in the plan depends on the plan's contract renewal with Medicare.>]

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the member toll-free phone number listed on your ID card.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文(Chinese)，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。