



## ***Clear Spring Health Essential Plus (HMO) offered by Clear Spring Health of Illinois, Inc.***

# **Annual Notice of Changes for 2020**

You are currently enrolled as a member of *Clear Spring Health Essential Plus (HMO)*. 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 2.5 and 2.6 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 2.4 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 2.3 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 <https://www.medicare.gov> website. Click “Find health & drug plans.”
  - Review the list in the back of your Medicare & You handbook.
  - Look in Section 3.2 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** *Clear Spring Health Essential Plus (HMO)*, you don’t need to do anything. You will stay in *Clear Spring Health Essential Plus (HMO)*.
- 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 *Clear Spring Health Essential Plus (HMO)*.
- If you join another plan by **December 7, 2019**, your new coverage will start on **January 1, 2020**.

### **Additional Resources**

- This document is available for free in Spanish.

- Please contact our Member Services number at *1-877-384-1241* for additional information. (TTY users should call *711*.) Hours are from October 1 – March 31, 8:00 a.m. - 8:00 p.m., seven days a week and from April 1 - September 30, 8:00 a.m. - 8:00 p.m., Monday through Friday.
- **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 *Clear Spring Health Essential Plus (HMO)***

- *Clear Spring Health Essential Plus (HMO)* is an HMO with a Medicare contract. Enrollment in *Clear Spring Health Essential Plus (HMO)* depends on contract renewal.
- When this booklet says “we,” “us,” or “our,” it means *Clear Spring Health of Illinois, Inc.* When it says “plan” or “our plan,” it means *Clear Spring Health Essential Plus (HMO)*.

## Summary of Important Costs for 2020

The table below compares the 2019 costs and 2020 costs for *Clear Spring Health Essential Plus (HMO)* 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.ClearSpringHealthCare.com](http://www.ClearSpringHealthCare.com). You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

Cost	2019 (this year)	2020 (next year)
<b>Monthly plan premium</b> (See Section 2.1 for details.)	\$47	\$49
<b>Deductible</b>	\$0	\$0
<b>Maximum out-of-pocket amount</b> This is the <u>most</u> you will pay out-of-pocket for your covered Part A and Part B services. (See Section 2.2 for details.)	\$3,400	\$2,900
<b>Doctor office visits</b>	Primary care visits: \$0 per visit  Specialist visits: \$15 per visit	Primary care visits: \$0 per visit  Specialist visits: \$15 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.	<i>\$175 copayment each day for days 1 through 5.</i>  <i>\$0 copayment for each day for days 6 through 90.</i>	<i>\$175 copayment each day for days 1 through 5.</i>  <i>\$0 copayment for each day for days 6 through 90.</i>

Cost	2019 (this year)	2020 (next year)
<b>Part D prescription drug coverage</b> (See Section 2.6 for details.)	Deductible: \$0  <i>Copayment/Coinsurance during the Initial Coverage Stage:</i> <ul style="list-style-type: none"> <li>• Drug Tier 1: \$3 copay</li> <li>• Drug Tier 2: \$6 copay</li> <li>• Drug Tier 3: \$35 copay</li> <li>• Drug Tier 4: \$185 copay</li> <li>• Drug Tier 5: 33% coinsurance</li> </ul>	Deductible: \$0.  <i>Copayment/Coinsurance during the Initial Coverage Stage:</i> <ul style="list-style-type: none"> <li>• Drug Tier 1: \$0 copay</li> <li>• Drug Tier 2: \$6 copay</li> <li>• Drug Tier 3: \$35 copay</li> <li>• Drug Tier 4: \$85 copay</li> <li>• Drug Tier 5: 33% coinsurance</li> </ul>

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## SECTION 1 Unless You Choose Another Plan, You Will Be Automatically Enrolled in *Clear Spring Health Essential Plus (HMO)* in 2020

If you do nothing to change your Medicare coverage by December 7, 2019, we will automatically enroll you in our *Clear Spring Health Essential Plus (HMO)*. This means starting January 1, 2020, you will be getting your medical coverage through *Clear Spring Health Essential Plus (HMO)*. If you want to, you can change to a different Medicare health plan. You can also switch to Original Medicare. If you want to change, you must do so between October 15 and December 7. If you are eligible for Extra Help, you may be able to change plans during other times.

The information in this document tells you about the differences between your current benefits in *Clear Spring Health Essential Plus (HMO)* and the benefits you will have on January 1, 2020 as a member of *Clear Spring Health Essential Plus (HMO)*.

## SECTION 2 Changes to Benefits and Costs for Next Year

### Section 2.1 – 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.)	\$47	\$49

- 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 2.2 – 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	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 plan premium does not count toward your maximum out-of-pocket amount.	\$3,400	\$2,900
		Once you have paid \$2,900 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services for the rest of the calendar year.

## Section 2.3 – 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.ClearSpringHealthCare.com](http://www.ClearSpringHealthCare.com). You may also call Member Services for updated provider information or to ask us to mail you a Provider Directory. **Please review the 2020 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. 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.

## Section 2.4 – Changes to the Pharmacy Network

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.

## Section 2.5 – Changes to Benefits and Costs for Medical Services

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.

Cost	2019 (this year)	2020 (next year)
<b>Skilled Nursing Facility (SNF)</b>	You pay a \$0 copay per day for days 1 through 20.  You pay a \$172 copay per day for days 21 through 100.	You pay a \$20 copay per day for days 1 through 20.  You pay a \$178 copay per day for days 21 through 100.
<b>Worldwide Emergency Coverage</b>	<i>You pay \$120 per event.</i>  <i>No maximum benefit coverage.</i>	<i>You pay \$120 per event.</i>  <i>Annual maximum benefit coverage of \$50,000.</i>
<b>Telehealth</b>	<i>No coverage.</i>	<i>You pay \$0 copay for <b>Primary Care Physician Services</b> received through telehealth.</i>
<b>Opioid Treatment</b>	<i>No coverage.</i>	<i>You pay 20% of the total cost for Medicare approved amounts.</i>  <i>Prior authorization required.</i>

<b>Cost</b>	<b>2019 (this year)</b>	<b>2020 (next year)</b>
<b><i>Outpatient Diagnostic Radiology</i></b>	You pay a \$20 copay for ultrasounds.  You pay a \$65 copay for CAT Scan, MRI and PET Scan).	You pay a \$20 copay for some diagnostic ultrasounds and diagnostic bone density imaging.  You pay a \$175 copay for all other diagnostic radiological services (e.g.CAT Scan, MRI)
<b><i>Outpatient Hospital Services</i></b>	You pay a \$100 copay per visit.	You pay a \$100 copay per visit.  You pay a \$15 copay for some skin tag removal at dermatologist office.
<b><i>Ambulatory Surgical Centers (ASC)</i></b>	You pay a \$75 copay per visit.	You pay a \$75 copay per visit.  You pay a \$15 copay for some skin tag removal at dermatologist office.
<b><i>Durable Medical Equipment (DME)</i></b>	Authorization is required.	Authorization is required for items in excess of \$500.
<b><i>Diabetic Supplies and Services</i></b>	Authorization is required.	Authorization is required after 1 pair of diabetic shoes and 3 inserts.

Cost	2019 (this year)	2020 (next year)
<b>Dental</b>	<p>You may use up to \$500 per year for preventive services.</p> <p>No authorization is required for preventive services.</p> <p>You may use up to \$1,000 per year for comprehensive dental services.</p> <p>Authorization is required for Comprehensive dental services.</p>	<p>You may use up to \$2,000 per year for preventive and comprehensive dental care.</p> <p>No authorization is required for preventive services.</p> <p>Authorization is required for Comprehensive dental services</p>
<b>Hearing Aids</b>	You may use up to \$1,000 every year.	You may receive 1 set of hearing aids every three years.

## Section 2.6 – 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.
  - 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.

- 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 you have a formulary or tier exception during the current contract year, you will not be required to request the exception process for those drugs for the next year if the exception is still effective. Clear Spring Health will allow you to obtain the drugs under the exception process for a complete calendar year, beginning on the day your exception was approved.*

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.**

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.ClearSpringHealthCare.co](http://www.ClearSpringHealthCare.co). 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>	The deductible is \$0	The deductible is \$0.

**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 with standard cost-sharing:</p> <p><b><i>Tier 1: Preferred Generic drugs</i></b>  You pay \$0 per prescription</p> <p><b><i>Tier 2: Generic drugs</i></b>  You pay \$6 per prescription</p> <p><b><i>Tier 3: Preferred Brand drugs</i></b>  You pay \$35 per prescription</p> <p><b><i>Tier 4: Non-Preferred Brand drugs</i></b>  You pay \$185 per prescription</p> <p><b><i>Tier 5: Specialty drugs</i></b>  You pay 33% of the total cost</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost-sharing:</p> <p><b><i>Tier 1: Preferred Generic drugs</i></b>  You pay \$0 per prescription</p> <p><b><i>Tier 2: Generic drugs</i></b>  You pay \$6 per prescription</p> <p><b><i>Tier 3: Preferred Brand drugs</i></b>  You pay \$35 per prescription</p> <p><b><i>Tier 4: Non-Preferred Brand drugs</i></b>  You pay \$85 per prescription</p> <p><b><i>Tier 5: Specialty drugs</i></b>  You pay 33% of the total cost</p>

Stage	2019 (this year)	2020 (next year)
<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 <i>Evidence of Coverage</i>.</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>

	2019 (this year)	2020 (next year)
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### 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 3 Deciding Which Plan to Choose

### Section 3.1 – If you want to stay in *Clear Spring Health Essential Plus (HMO)*

**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 3.2 – If you want to change plans

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 6), or call Medicare (see Section 7.2).

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, *Clear Spring Health* offers other Medicare health plans *AND/OR* 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 *Clear Spring Health Essential Plus (HMO)*.
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from *Clear Spring Health Essential Plus (HMO)*.
- 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 7.1 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 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, 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 5 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 *Illinois*, the SHIP is called Illinois Senior Health Insurance Program.

Illinois Senior Health Insurance 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. Illinois Senior Health Insurance 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 Illinois Senior Health Insurance Program at (800) 252-8966. You can learn more about *Illinois Senior Health Insurance Program* by visiting their website (*AGING.SHIP@illinois.gov*).

## 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. 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.** *Illinois* has a program called *Illinois State Pharmaceutical Assistance Program* 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 5 of this booklet).
- **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

*Illinois Department of Public Health AIDS Drug Assistance Program.* 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.

Illinois Department of Public Health  
535 W. Jefferson St  
Springfield, IL 62761  
Phone number: (217) 782-4977  
TTY users: (800) 547-0466  
Fax number: (217) 782-3987

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call (217) 782-4977.

## **SECTION 7 Questions?**

### **Section 7.1 – Getting Help from *Clear Spring Health Essential Plus (HMO)***

Questions? We're here to help. Please call Member Services at 1-877-384-1241. (TTY only, call 711.) We are available for phone calls October 1 – March 31, 8:00 a.m. - 8:00 p.m., seven days a week and from April 1 - September 30, 8:00 a.m. - 8:00 p.m., Monday through Friday. 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 *Clear Spring Health Essential Plus (HMO)*. 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.ClearSpringHealthCare.com](http://www.ClearSpringHealthCare.com). 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.ClearSpringHealthCare.com](http://www.ClearSpringHealthCare.com). 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 8.2 – 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.