Wellcare Complete Dual Access (HMO D-SNP) offered by Centene Venture Company Michigan

Annual Notice of Changes for 2024

3. CHOOSE: Decide whether you want to change your plan

You are currently enrolled as a member of Ascension Complete Michigan DSNP (HMO D-SNP). Next year, there will be changes to the plan's costs and benefits. *Please see page 4 for a Summary of Important Costs, including Premium.*

This document tells about the changes to your plan. To get more information about costs, benefits, or rules please review the *Evidence of Coverage*, which is located on our website at www.wellcarecomplete.com. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

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.
	• Review the changes to Medical care costs (doctor, hospital).
	• Review the changes to our drug coverage, including authorization requirements and costs.
	• Think about how much you will spend on premiums, deductibles, and cost sharing.
	Check the changes in the 2024 "Drug List" to make sure the drugs you currently take are still covered.
	Check to see if your primary care doctors, specialists, hospitals and other providers, including pharmacies will be in our network next year.
	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 Medicare Plan Finder at www.medicare.gov/plan-compare website or review the list in the back of your Medicare & You 2024 handbook.
	Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan's website.

- If you don't join another plan by December 7, 2023, you will stay in Wellcare Complete Dual Access (HMO D-SNP).
- To **change to a different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2024**. This will end your enrollment with Ascension Complete Michigan DSNP (HMO D-SNP).
- Look in Section 4, page 22 to learn more about your choices.
- If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can switch plans or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

Additional Resources

- Please contact our Member Services number at 1-844-796-6811 for additional information. (TTY users should call 711.) Hours are: Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.. This call is free.
- We must provide information in a way that works for you (in languages other than English, in braille, in audio, in large print, or other alternate formats, etc.). Please call Member Services if you need plan information in another format.
- 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 for more information.

About Wellcare Complete Dual Access (HMO D-SNP)

- Wellcare is the Medicare brand for Centene Corporation, an HMO, PPO, PFFS, PDP plan with a
 Medicare contract and is an approved Part D Sponsor. Our D-SNP plans have a contract with the
 state Medicaid program. Enrollment in our plans depends on contract renewal.
- When this document says "we," "us," or "our," it means Centene Venture Company Michigan. When it says "plan" or "our plan," it means Wellcare Complete Dual Access (HMO D-SNP).

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Annual Notice of Changes for 2024 Table of Contents

Summary of In	nportant Costs for 2024	4
SECTION 1	We Are Changing the Plan's Name	8
SECTION 2	Changes to Benefits and Costs for Next Year	8
Section 2.1 –	Changes to the Monthly Premium	8
Section 2.2 –	Changes to Your Maximum Out-of-Pocket Amount	8
Section 2.3 –	Changes to the Provider and Pharmacy Networks	9
Section 2.4 –	Changes to Benefits and Costs for Medical Services	9
Section 2.5 –	Changes to Part D Prescription Drug Coverage	17
SECTION 3	Administrative Changes	21
SECTION 4	Deciding Which Plan to Choose	22
Section 4.1 –	If you want to stay in Wellcare Complete Dual Access (HMO D-SNP)	22
Section 4.2 –	If you want to change plans	23
SECTION 5	Changing Plans	23
SECTION 6	Programs That Offer Free Counseling about Medicare and Medi	caid24
SECTION 7	Programs That Help Pay for Prescription Drugs	24
SECTION 8	Questions?	25
Section 8.1 –	Getting Help from Wellcare Complete Dual Access (HMO D-SNP)	25
Section 8.2 –	Getting Help from Medicare	26
Section 8.3 –	Getting Help from Medicaid	26

Summary of Important Costs for 2024

The table below compares the 2023 costs and 2024 costs for Wellcare Complete Dual Access (HMO D-SNP) in several important areas. **Please note this is only a summary of costs**.

Cost	2023 (this year)	2024 (next year)
Monthly plan premium*	\$0	\$0
* Your premium may be higher than this amount. See Section 2.1 for details.		
Doctor office visits	Primary care visits: \$0 copay per visit	Primary care visits: \$0 copay per visit
	Specialist visits: \$0 copay per visit	Specialist visits: \$0 copay per visit
Inpatient hospital stays	For covered admissions, per admission:	For covered admissions, per admission:
	\$0 copay for each covered hospital stay.	\$0 copay for each covered hospital stay.
Part D prescription drug coverage (See Section 2.5 for details.)	If you do not qualify for "Extra Help" from	Deductible: \$0
	Medicare, you will pay the following for your prescription drugs costs:	Copayment during the Initial Coverage Stage:
		You pay a \$0 copay for all covered Part D drugs.
	Deductible: \$490 except for covered insulin products	
	and most adult Part D vaccines.	Catastrophic Coverage: During this payment stage, the plan pays the full cost for your covered Part D
	Copayment/Coinsurance	drugs. You pay nothing.
	during the Initial Coverage	
	Stage: • Drug Tier 1 - Preferred	
	Generic Drugs:	
	Standard cost sharing:	

Cost	2023 (this year)	2024 (next year)
	You pay a \$19 copay	
	for a one-month	
	(30-day) supply.	
	Preferred cost sharing:	
	You pay a \$0 copay for	
	a one-month (30-day)	
	supply.	
	 Drug Tier 2 - Generic 	
	Drugs:	
	Standard cost sharing:	
	You pay a \$20 copay	
	for a one-month	
	(30-day) supply.	
	Preferred cost sharing:	
	You pay a \$20 copay	
	for a one-month	
	(30-day) supply.	
	• Drug Tier 3 - Preferred	
	Brand Drugs:	
	Standard cost sharing:	
	You pay a \$47 copay	
	for a one-month	
	(30-day) supply.	
	You pay \$35 per month	
	supply of each covered	
	insulin product on this	
	tier.	
	Preferred cost sharing:	
	You pay a \$47 copay	
	for a one-month	
	(30-day) supply.	
	You pay \$35 per month	
	supply of each covered	
	insulin product on this	
	tier.	
	• Drug Tier 4 -	
	Non-Preferred Drugs:	
	Standard cost sharing:	
	You pay 39% of the	
	total cost for a	
	iolai cost ioi a	

Cost	2023 (this year)	2024 (next year)
	one-month (30-day) supply. You pay \$35 per month supply of each covered insulin product on this tier. Preferred cost sharing: You pay 39% of the total cost for a one-month (30-day) supply. You pay \$35 per month supply of each covered insulin product on this tier. • Drug Tier 5 - Specialty Tier: Standard cost sharing: You pay 25% of the total cost for a one-month (30-day) supply. You pay \$35 per month supply of each covered insulin product on this tier. Preferred cost sharing: You pay \$35 per month supply of each covered insulin product on this tier. Preferred cost sharing: You pay 25% of the total cost for a one-month (30-day) supply. You pay \$35 per month supply of each covered insulin product on this tier.	
	 Drug Tier 6 - Select Care Drugs: Standard cost sharing: You pay a \$0 copay for a one-month (30-day) supply. 	

Cost	2023 (this year)	2024 (next year)
	Preferred cost sharing: You pay a \$0 copay for a one-month (30-day) supply. Catastrophic Coverage:	
	 During this payment stage, the plan pays most of the cost for your covered drugs. 	
	• For each prescription, you pay whichever of these is larger: a payment equal to 5% of the cost of the drug (this is called coinsurance), or a copayment (\$4.15 for a generic drug or a drug that is treated like a generic, and \$10.35 for all other drugs.)	
Maximum out-of-pocket amount	\$8,300	\$8,850
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.)	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.	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.

SECTION 1 We Are Changing the Plan's Name

On January 1, 2024, our plan name will change from Ascension Complete Michigan DSNP (HMO D-SNP) to Wellcare Complete Dual Access (HMO D-SNP).

You will receive a new ID Card in the mail that displays the new plan name on or before December 31, 2023. Going forward, all other communications regarding your 2024 plan and benefits will also reflect the new name.

SECTION 2 Changes to Benefits and Costs for Next Year

Section 2.1 - Changes to the Monthly Premium

Cost	2023 (this year)	2024 (next year)
Monthly premium	\$0	\$0
(You must also continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.)		

Section 2.2 - Changes to Your Maximum Out-of-Pocket Amount

Medicare requires all health plans to limit how much you pay out-of-pocket for 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	2023 (this year)	2024 (next year)
Maximum out-of-pocket amount Because our members also get assistance from Medicaid, very few members ever reach this out-of-pocket maximum. 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.	\$8,300	\$8,850 Once you have paid \$8,850 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.
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.		

Section 2.3 - Changes to the Provider and Pharmacy Networks

Updated directories are located on our website at www.wellcarecomplete.com. You may also call Member Services for updated provider and/or pharmacy information or to ask us to mail you a directory, which we will mail within three business days.

There are changes to our network of providers for next year. Please review the 2024 Provider & Pharmacy Directory to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.

There are changes to our network of pharmacies for next year. Please review the 2024 Provider & Pharmacy Directory to see which pharmacies are in our network.

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers), and pharmacies that are a part of your plan during the year. If a mid-year change in our providers affects you, please contact Member Services so we may assist.

Section 2.4 - Changes to Benefits and Costs for Medical Services

Please note that the *Annual Notice of Changes* tells you about changes to your Medicare benefits and costs.

We are making changes to costs and benefits for certain medical services next year. The information below describes these changes.

Cost	2023 (this year)	2024 (next year)	
Prior Authorizations	_	The following in-network benefits have a change in prior authorization requirements.	
	 Outpatient hospital observation may require prior authorization. 	• Outpatient hospital observation do(es) <u>not</u> require prior authorization.	
Referrals	9	nefits have a change in referral ements.	
	 Hearing aids may require a referral. Hearing exams may require a referral. Eyewear may require a referral. Eye exams may require a referral. 	 Hearing aids do(es) not require a referral. Hearing exams do(es) not require a referral. Eyewear do(es) not require a referral. Eye exams do(es) not require require a referral. 	
Dental services - Comprehensive dental services - Endodontics	Limited to 1 endodontic service(s) per tooth.	Once per tooth or once per tooth per lifetime depending on type of service.	
Dental services - Comprehensive dental services - Periodontics	1 scaling and root planing per quadrant every 24 months, limit of 2 quadrants per date of service 8 antimicrobial site applications every 24 months billed at least 10 days after scaling and root planing Every 6 to 36 months for other periodontics, depending on type of service	1 scaling and root planing per quadrant every 24 months. 1 removal of non-resorbable barrier per quadrant or site per consecutive 36 months. 1 guided tissue regeneration – resorbable barrier per quadrant or site per consecutive 36 months. 8 antimicrobial site applications every 24 months billed at least 10 days after scaling and root planing. Every 6 to 36 months for other periodontics, depending on type of service.	
Emergency care - Worldwide emergency coverage	You pay a \$95 copay for each covered service.	You pay a \$100 copay for each covered service.	
	Copayment is <u>not</u> waived if admitted to the hospital.	Copayment is <u>not</u> waived if admitted to the hospital.	

Cost	2023 (this year)	2024 (next year)
Flex Card	You receive \$1,000 on your Flex Card. The debit card is prepaid by the plan for covered dental, vision, or hearing services. Up to \$250 may be used for vision-related services only. Your remaining benefit dollars may be spent between dental and hearing as you see fit. Please refer to your Evidence of Coverage for more information.	The debit Flex Card is now covered under Wellcare Spendables TM . Please see the Wellcare Spendables TM section in this chart for more information.
On Demand Spiritual Care	You pay a \$0 copay for Ascension On Demand Spiritual Care.	Ascension On Demand Spiritual Care is <u>not</u> covered.
Outpatient mental health care - Non-psychiatric services - Group sessions	You pay a \$0 copay for each Medicare-covered Group Session. Counseling services for grief, marriage and relationships, conflict resolution and coping with life changes are <u>not</u> covered.	You pay a \$0 copay for each Medicare-covered Group Session. Counseling services for grief, marriage and relationships, conflict resolution and coping with life changes are covered.
Outpatient mental health care - Non-psychiatric services - Individual sessions	You pay a \$0 copay for each Medicare-covered Individual Session. Counseling services for grief, marriage and relationships, conflict resolution and coping with life changes are <u>not</u> covered.	You pay a \$0 copay for each Medicare-covered Individual Session. Counseling services for grief, marriage and relationships, conflict resolution and coping with life changes are covered.

Cost	2023 (this year)	2024 (next year)
Over-the-counter benefit	You pay a \$0 copay. You receive a benefit of \$375 every quarter to spend on eligible over-the-counter (OTC) products via mail order or at participating retailers. This benefit does not carry over to the next period.	Over-the-counter items are now covered under Wellcare Spendables TM . Please see the Wellcare Spendables TM section in this chart for more information.
Special Supplemental Benefits for Chronically III (SSBCI) - Helper Bees Care Concierge Benefits mentioned may be a part of Special Supplemental Benefits for the Chronically III. Not all members will qualify. You must meet eligibility guidelines for the following plan benefits.	Helper Bees Care Concierge: You pay a \$0 copay. If eligible, your plan provides a monthly allowance of 100 credits for plan-approved services through the plan's contracted vendor. Any unused credits will expire at the end of each month.Benefit includes food delivery as a plan-approved service.	Helper Bees Care Concierge: You pay a \$0 copay. If eligible, your plan provides a quarterly allowance of 200 credits for plan-approved services through the plan's contracted vendor. Any unused credits will expire at the end of each quarter.Benefit does not include food delivery as a plan-approved service. Please see the Wellcare Spendables section for information on healthy foods.
Special Supplemental Benefits for Chronically III (SSBCI) - Non-Medical Transportation Benefits mentioned may be a part of Special Supplemental Benefits for the Chronically III. Not all members will qualify. You must meet eligibility guidelines for the following plan benefits.	Non-Medical Transportation: You pay a \$0 copay. If eligible, you may receive up to unlimited non-medical one-way trips every year to plan approved locations. Please note you must use the plan's contracted vendor in order for this service to be covered.	The stand-alone non-medical transportation benefit is <u>not</u> covered; however, if you qualify for SSBCI, non-medical transportation is available as part of the Care Concierge benefit. Your plan provides a quarterly allowance of 200 credits for plan-approved services through the plan's contracted vendor. Any unused credits will expire at the end of each quarter.

Cost	2023 (this year)	2024 (next year)
Special Supplemental Benefits for Chronically Ill (SSBCI) - Qualifying Conditions Benefits mentioned may be a part of Special Supplemental Benefits for the Chronically Ill. Not all members will qualify. You must meet eligibility guidelines for the following plan benefits.	Congestive Heart Failure and Chronic Obstructive Pulmonary Disease (COPD) are not qualifying conditions.	If you have been diagnosed with Congestive Heart Failure and/or Chronic Obstructive Pulmonary Disease (COPD) you may qualify for SSBCI benefits. Please see your Evidence of Coverage (EOC) for more information.
Special Supplemental Benefits for Chronically III (SSBCI) - Utility Assistance Benefits mentioned may be a part of Special Supplemental Benefits for the Chronically III. Not all members will qualify. You must meet eligibility guidelines for the following plan benefits.	Utility Assistance: You pay a \$0 copay. If eligible, the plan offers a prepaid Visa debit card with a limit of \$125 per month to help cover the cost of utilities for your home. Any unused Utility Assistance benefit dollars will expire at the end of each month. The approved utility services for this benefit include: - Electric, gas, sanitary, and water utilities - Landline telephone service - Cable TV service - Certain petroleum expenses	Utility Assistance is <u>not</u> covered under SSBCI. Because our plan participates in the Value Based Insurance Design Program (VBID), Utility Assistance is now covered under Wellcare Spendables TM . Please see the Wellcare Spendables TM section in this chart for more information. Benefit does not require member to meet eligibility and participation guidelines.

Cost	2023 (this year)	2024 (next year)
Non-Emergency Medical Transportation	You pay a \$0 copay for unlimited non-emergency trips within our service area every year.	You pay a \$0 copay for unlimited non-emergency trips within our service area every year.
	Rides (also called "trips") are limited to 100 miles one-way. For routine care, call up to 1 month and at least 3 days in advance. Same day rides are subject to availability. A trip is considered one-way transportation by taxi, van, or rideshare services to a healthcare location.	Rides (also called "trips") are limited to 75 miles one-way and up to 4 one-way trips per day. For routine care, call up to 1 month and at least 3 days in advance. Same day rides are subject to availability. A trip is considered one-way transportation by taxi, van, or rideshare services to a healthcare location.
Urgently needed services - Worldwide urgent care coverage	You pay a \$95 copay for each covered service.	You pay a \$100 copay for each covered service.
	Copayment is <u>not</u> waived if you are admitted to a hospital.	Copayment is <u>not</u> waived if you are admitted to a hospital.
Wellcare Spendables [™]	The Wellcare Spendables TM card is <u>not</u> covered.	You pay a \$0 copay. You receive a \$180 monthly allowance to be used towards any of the benefits described below. The allowance will be automatically loaded onto your Wellcare Spendables™ card at the beginning of each month. Any unused allowance amount will roll over into the next month and will expire at the end of every year. The maximum benefit is \$2,160 every year.
		You can use the amount on this card for any of the following as you best see fit for your needs if it does not exceed the maximum balance on the card.

Cost	2023 (this year)	2024 (next year)
		Pental, Vision and Hearing You can use your Wellcare Spendables™ card allowance to reduce your out-of-pocket expenses for any dental, vision, and/or hearing services covered by the plan. Over-the-Counter items (OTC) You can use your Wellcare Spendables™ card on plan-approved over-the-counter items. Your card can be used at participating retail locations, online or via mobile app for home delivery. Medicare approved Wellcare to provide the following benefits as part of the Value-Based Insurance Design program. This program lets Medicare try new ways to improve Medicare Advantage plans.
		Because your plan participates in the Value-Based Insurance Design Program, you can also use your Wellcare Spendables TM allowance towards any of the benefits below: Gas (pay at the pump) You can use your Wellcare Spendables TM card to pay for gas directly at the pump. The card cannot be used to pay in-person at the cash register. Your card can only be used to
		pump gas up to the available allowance amount.

Cost	2023 (this year)	2024 (next year)
		Healthy Food You can use your Wellcare Spendables TM card to help pay for approved healthy and nutritious foods and produce at participating retailers. Prepared meals are available for order via the online portal. The allowance cannot be used to buy tobacco or alcohol. Approved items include: • Meat and poultry
		• Fruits and vegetables
		Nutritional drinks
		• And more
		 Utility Assistance You can use your Wellcare Spendables™ card to help pay for plan-approved utilities for your home including: Electric, gas, sanitary/trash, and water utilities services
		 Landline and cell phone service
		• Internet Service
		 Cable TV (excluding streaming services)
		 Certain petroleum expenses, such as home heating oil
		Rent Assistance You can use your Wellcare Spendables TM card to help with the cost of rent for your home.

Section 2.5 - 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," which could include removing or adding drugs, changing the restrictions that apply to our coverage for certain drugs or moving them to a different cost-sharing tier. Review the "Drug List" to make sure your drugs will be covered next year and to see if there will be any restrictions, or if your drug has been moved to a different cost-sharing tier.

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. For instance, we can immediately remove drugs considered unsafe by the FDA or withdrawn from the market by a product manufacturer. We update our online "Drug List" to provide the most up to date list of drugs.

If you are affected by a change in drug coverage at the beginning of the year or during the year, please review Chapter 9 of your Evidence of Coverage and talk to your doctor to find out your options, such as asking for a temporary supply, applying for an exception and/or working to find a new drug. You can also contact Member Services for more information.

Changes to Prescription Drug Costs

There are four **drug payment stages.** The information below shows the changes 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.)

Changes to the Deductible Stage

Stage	2023 (this year)	2024 (next year)
Stage 1: Yearly Deductible Stage	The deductible is \$490. During this stage, you pay either \$19 or \$0 cost sharing for drugs on Tier 1: Preferred Generic Drugs and \$0 cost sharing for drugs on Tier 6: Select Care Drugs and the full cost of drugs on Tier 2: Generic Drugs, Tier 3: Preferred Brand Drugs, Tier 4: Non-Preferred Drugs, and Tier 5: Specialty Tier until you have reached the yearly deductible. Your deductible amount is either \$0 or \$104, depending on the level of "Extra Help" you receive. (Look at the separate insert, the "LIS Rider," for your deductible amount.)	Because we have no deductible, this payment stage does not apply to you.

Changes to Your Cost Sharing in the Initial Coverage Stage

Stage	2023 (this year)	2024 (next year)
Stage 2: Initial Coverage Stage During this stage, the plan pays its share of the cost of your drugs, and you pay your share of the cost.	Your cost for a one-month supply at a network pharmacy:	Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:

Stage	2023 (this year)	2024 (next year)
Stage 2: Initial Coverage Stage (continued)		
	Drug Tier 1 - Preferred Generic Drugs: Standard cost sharing: You pay a \$19 copay per prescription. Preferred cost sharing: You pay a \$0 copay per prescription.	You pay a \$0 copay per prescription for all covered Part D drugs.
	Drug Tier 2 - Generic Drugs: Standard cost sharing: You pay a \$20 copay per prescription. Preferred cost sharing: You pay a \$20 copay per prescription.	
	Drug Tier 3 - Preferred Brand Drugs: Standard cost sharing: You pay a \$47 copay per prescription. You pay \$35 per month supply of each covered insulin product on this tier. Preferred cost sharing: You pay a \$47 copay per prescription. You pay \$35 per month supply of each covered insulin product on this tier.	

Stage	2023 (this year)	2024 (next year)
tage 2: Initial Coverag	ge Stage	
	Drug Tier 4 - Non-Preferred	
	Drugs:	
	Standard cost sharing:	
	You pay 39% of the total cost.	
	You pay \$35 per month supply	
	of each covered insulin	
	product on this tier.	
	Preferred cost sharing:	
	You pay 39% of the total cost.	
	You pay \$35 per month supply	
	of each covered insulin	
	product on this tier.	
	Drug Tier 5 - Specialty Tier:	
	Standard cost sharing:	
	You pay 25% of the total cost.	
	You pay \$35 per month supply	
	of each covered insulin	
	product on this tier.	
	Preferred cost sharing:	
	You pay 25% of the total cost.	
	You pay \$35 per month supply	
	of each covered insulin	
	product on this tier.	
	Drug Tier 6 - Select Care	
	Drugs:	
	Standard cost sharing:	
	You pay a \$0 copay per	
	prescription.	
	Preferred cost sharing:	
	You pay a \$0 copay per	
	prescription.	

Stage	2023 (this year)	2024 (next year)
Stage 2: Initial Coverage Stage (continued)		
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 or for mail-order prescriptions, look in Chapter 6 of your Evidence of Coverage.	Once your total drug costs have reached \$4,660, you will move to the next stage (the Coverage Gap Stage).	Once your total drug costs have reached \$5,030, you will move to the next stage (the Coverage Gap Stage).
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.		
Most adult Part D vaccines are covered at no cost to you.		

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.**

Beginning in 2024, if you reach the Catastrophic Coverage Stage, you pay nothing for covered Part D drugs.

For specific information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in your *Evidence of Coverage*.

SECTION 3 Administrative Changes

The information in the Administrative Changes grid below reflects year over year changes to your plan that do not directly impact benefits or cost-shares.

Description	2023 (this year)	2024 (next year)
Pharmacy Benefit Manager (PBM) Change	CVS Caremark	Express Scripts®
Wellcare partners with a Pharmacy Benefit Manager (PBM) to administer our pharmacy benefit. Our PBM partner for the 2024 plan year is changing to Express Scripts®. You will receive an updated Wellcare ID card. Please begin using your updated ID card on 1/1/24.		
To ensure your pharmacy has your most up to date information, please show your new Wellcare ID card when you fill a prescription for the first time on or after 1/1/24.		
If you don't have your new ID card with you when you fill your prescription, ask the pharmacy to call the plan to obtain the necessary information.		
If the pharmacy is not able to obtain the necessary information, you may have to pay the full cost of the prescription when you pick it up and then submit for reimbursement.		

SECTION 4 Deciding Which Plan to Choose

Section 4.1 - If you want to stay in Wellcare Complete Dual Access (HMO D-SNP)

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 Wellcare Complete Dual Access (HMO D-SNP).

Section 4.2 - If you want to change plans

We hope to keep you as a member next year but if you want to change plans for 2024 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, use the Medicare Plan Finder (www.medicare.gov/plan-compare), read the *Medicare & You 2024* handbook, call your State Health Insurance Assistance Program (see Section 6), or call Medicare (see Section 8.2).

Step 2: Change your coverage

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from Wellcare Complete Dual Access (HMO D-SNP).
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Wellcare Complete Dual Access (HMO D-SNP).
- 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 so.
 - \circ 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 5 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, 2024.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. Examples include 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.

Because you have Michigan Medicaid, you may be able to end your membership in our plan or switch to a different plan one time during each of the following **Special Enrollment Periods:**

• January to March

- April to June
- July to September

If you enrolled in a Medicare Advantage plan for January 1, 2024, 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, 2024.

If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can change your Medicare coverage **at any time**. You can change to any other Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

SECTION 6 Programs That Offer Free Counseling about Medicare and Medicaid

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. In Michigan, the SHIP is called Michigan Medicare/Medicaid Assistance Program (MMAP), Inc.

It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. Michigan Medicare/Medicaid Assistance Program (MMAP), Inc. 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 Michigan Medicare/Medicaid Assistance Program (MMAP), Inc. at 1-800-803-7174 (TTY users should call 711). You can learn more about Michigan Medicare/Medicaid Assistance Program (MMAP), Inc. by visiting their website (http://mmapinc.org/).

For questions about your Michigan Medicaid benefits, contact Michigan Medicaid at 1-800-642-3195 (TTY 1-800-649-3777) 8 a.m. - 5 p.m. ET, Monday - Friday. Ask how joining another plan or returning to Original Medicare affects how you get your Michigan Medicaid coverage.

SECTION 7 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 8 am and 7 pm, Monday through Friday for a representative. Automated messages are available 24 hours a day. TTY users should call, 1-800-325-0778; or
- Your State Medicaid Office (applications).
- Help from your state's pharmaceutical assistance program. Michigan has a program called The Michigan Drug Assistance Program (MIDAP) 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.
- 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 Michigan Drug Assistance Program (MIDAP). For information on eligibility criteria, covered drugs, or how to enroll in the program, please call The Michigan Drug Assistance Program (MIDAP), 1-888-826-6565 (TTY 711) from 9 a.m. 5 p.m. local time, Monday Friday.

SECTION 8 Questions?

Section 8.1 - Getting Help from Wellcare Complete Dual Access (HMO D-SNP)

Questions? We're here to help. Please call Member Services at 1-844-796-6811. (TTY only, call 711). We are available for phone calls. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. Calls to these numbers are free.

Read your 2024 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 2024. For details, look in the *2024 Evidence of Coverage* for Wellcare Complete Dual Access (HMO D-SNP). 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.wellcarecomplete.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 <u>www.wellcarecomplete.com</u>. As a reminder, our website has the most up-to-date information about our provider network (*Provider & Pharmacy Directory*) and our *List of Covered Drugs (Formulary/"Drug List"*).

Section 8.2 - 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

Visit the Medicare website (<u>www.medicare.gov</u>). It has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area. To view the information about plans, go to www.medicare.gov/plan-compare.

Read Medicare & You 2024

Read the *Medicare & You 2024* handbook. Every fall, this document 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 document, you can get it at the Medicare website (https://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf) 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.

Section 8.3 - Getting Help from Medicaid

To get information from Medicaid you can call Michigan Medicaid at 1-800-642-3195. TTY users should call 1-800-649-3777 from 8 a.m. - 5 p.m. ET, Monday - Friday.

Multi-Language Insert Multi-language Interpreter Services

Form Approved OMB# 0938-1421

NA4WCMINS29343M_CMPB

Updated: 06/01/2023

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at the plan numbers on the following pages. Someone who speaks English/Language can help you. This is a free service.

Spanish: Contamos con los servicios gratuitos de un intérprete para responder las preguntas que tenga sobre nuestro plan de salud o de medicamentos. Para solicitar un intérprete, simplemente llámenos a los números del plan que figuran en las siguientes páginas. Alguien que habla español puede ayudarle. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的口译服务,可解答您对我们的健康或药物计划的有关疑问。如需译员,请拨打以下页面上的计划号码联系我们。您将获得讲汉语普通话的译员的帮助。这是一项免费服务。

Chinese Cantonese: 我們提供免費的口譯服務,可解答您對我們的健康或藥物計劃可能有的任何疑問。如需口譯員服務,請致電下頁的計劃電話號碼。會說廣東話的人員可以幫助您。此為免費服務。

Tagalog: May mga libre kaming serbisyo ng interpreter para sagutin ang anumang posible ninyong tanong tungkol sa aming planong pangkalusugan o plano sa gamot. Para kumuha ng interpreter, tawagan lang kami sa mga numero ng plano na nasa mga sumusunod na pahina. May makakatulong sa inyo na nagsasalita ng Tagalog. Isa itong libreng serbisyo.

French: Nous proposons des services d'interprètes gratuits pour répondre à toutes vos questions sur notre régime de santé ou de médicaments. Pour obtenir les services d'un interprète, il suffit de nous appeler aux numéros figurant sur les pages suivantes. Quelqu'un parlant français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời bất kỳ câu hỏi nào về chương trình sức khỏe hoặc chương trình thuốc của chúng tôi. Để nhận thông dịch viên, chỉ cần gọi chúng tôi theo số điện thoại chương trình ở các trang sau. Một nhân viên nói tiếng Việt có thể giúp quý vị. Dịch vụ này được miễn phí.

German: Wir bieten Ihnen einen kostenlosen Dolmetschservice, wenn Sie Fragen zu unseren Gesundheits- oder Medikamentenplänen haben. Wenn Sie einen Dolmetscher brauchen, rufen Sie eine der Telefonnummern auf den folgenden Seiten an. Ein deutschsprachiger Mitarbeiter wird Ihnen behilflich sein. Dieser Service ist kostenlos.

Korean: 당사의 건강 또는 의약품 플랜과 관련해서 물어볼 수 있는 모든 질문에 답변하기 위한 무료 통역 서비스가 있습니다. 통역사가 필요한 경우 다음 페이지에 있는 플랜 번호로 연락해 주십시오. 한국어를 구사하는 통역사가 도움을 드릴 수 있습니다. 통역 서비스는 무료로 제공됩니다.

Russian: Если у вас возникли какие-либо вопросы о нашем плане медицинского страхования или плане с покрытием лекарственных препаратов, вам доступны бесплатные услуги переводчика. Если вам нужен переводчик, просто позвоните нам по номерам, представленным на следующих страницах. Вам окажет помощь сотрудник, говорящий на русском языке. Данная услуга бесплатна.

Arabic: نوفّر خدمات ترجمة فورية مجانية للإجابة على أي أسئلة قد تكون لديك حول خطة الصحة أو الدواء الخاصة بنا. للحصول على مترجم فوري، ما عليك سوى الاتصال بنا على أرقام الخطة التي تظهر في الصفحات التالية. يمكن أن يساعدك شخص يتحدث العربية. وتتوفر هذه الخدمة بشكل مجاني.

Hindi: हमारे स्वास्थ्य या ड्रग प्लान के बारे में आपके किसी भी सवाल का जवाब देने के लिए, हम मुफ़्त में दुभाषिया सेवाएं देते हैं। दुभाषिया सेवा पाने के लिए, बस हमें अगले पेज पर दिए गए प्लान नंबर पर कॉल करें। हिन्दी में बात करने वाला सहायक आपकी मदद करेगा। यह एक नि:शुल्क सेवा है।

Italian: Sono disponibili servizi di interpretariato gratuiti per rispondere a qualsiasi domanda possa avere in merito al nostro piano farmacologico o sanitario. Per usufruire di un interprete, è sufficiente contattare i numeri del piano riportati nelle pagine seguenti. Qualcuno la assisterà in lingua italiana. È un servizio gratuito.

Portuguese: Temos serviços de intérprete gratuitos para responder a quaisquer dúvidas que possa ter sobre o nosso plano de saúde ou medicação. Para obter um intérprete, contacte-nos através dos números do plano nas páginas seguintes. Um falante de português poderá ajudá-lo. Este serviço é gratuito.

French Creole: Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou ka genyen sou plan sante oswa plan medikaman nou an. Pou jwenn yon tradiktè nan bouch, annik rele nimewo yo pou plan an ki make sou paj ki annapre yo. Yon moun ki pale Kreyòl Ayisyen ka ede w. Se yon sèvis gratis.

Polish: Oferujemy bezpłatną usługę tłumaczenia ustnego, która pomoże Państwu uzyskać odpowiedzi na ewentualne pytania dotyczące naszego planu leczenia lub planu refundacji leków. Aby skorzystać z usługi tłumaczenia ustnego, wystarczy zadzwonić pod podany na kolejnych stronach numer odnoszący się do planu. Zapewni to Państwu pomoc osoby mówiącej po polsku. Usługa ta jest bezpłatna.

Japanese: 弊社の健康や薬剤計画についてご質問がある場合は、無料の通訳サービスをご利用いただけます。通訳を利用するには、次からのページに記載されている弊社の計画担当の電話番号にお問い合わせください。日本語の通訳担当者が対応します。これは無料のサービスです。

ALABAMA

НМО

1-800-977-7522 (TTY: 711) wellcarecomplete.com

ARIZONA

HMO, HMO C-SNP

1-800-977-7522 (TTY: 711) wellcare.com/allwellAZ

HMO D-SNP

1-844-796-6811 (TTY: 711) wellcare.com/allwellAZ

ARKANSAS

НМО

1-800-977-7522 (TTY: 711) wellcare.com/allwellAR

HMO D-SNP

1-844-796-6811 (TTY: 711) wellcare.com/allwellAR

CALIFORNIA

HMO, HMO C-SNP, PPO

1-800-275-4737 (TTY: 711) wellcare.com/healthnetCA

Wellcare CalViva Health Dual Align (HMO D-SNP)

1-833-236-2366 (TTY: 711) wellcare.com/healthnetCA

Wellcare Dual Liberty (HMO D-SNP)

1-800-431-9007

wellcare.com/healthnetCA

DELAWARE

HMO-POS

1-800-977-7522 (TTY: 711) wellcare.com/DE

HMO-POS D-SNP

1-844-796-6811 (TTY: 711)

wellcare.com/DE

FLORIDA

HMO

1-800-977-7522 (TTY: 711) wellcarecomplete.com

ILLINOIS

НМО

1-800-977-7522 (TTY: 711) wellcarecomplete.com

INDIANA

Wellcare Assist (HMO), Wellcare Low Premium Open (PPO), Wellcare No Premium (HMO), Wellcare No Premium Open (PPO), Wellcare Patriot Giveback Open (PPO)

1-800-977-7522 (TTY: 711) wellcare.com/allwellIN

Wellcare Dual Access (HMO D-SNP), Wellcare Dual Access Open (PPO D-SNP)

1-844-796-6811 (TTY: 711) wellcare.com/allwellIN

Wellcare Complete No Premium (HMO), Wellcare Complete No Premium Open (PPO)

1-800-977-7522 (TTY: 711) wellcarecomplete.com

KANSAS

Wellcare Assist (HMO), Wellcare Giveback (HMO), Wellcare No Premium (HMO), Wellcare No Premium Open (PPO), Wellcare Patriot Giveback Open (PPO)

1-800-977-7522 (TTY: 711) wellcare.com/allwellKS

Wellcare Dual Access (HMO D-SNP), Wellcare Dual Liberty (HMO D-SNP), Wellcare Dual Access Open (PPO D-SNP)

1-844-796-6811 (TTY: 711) wellcare.com/allwellKS

Wellcare Complete - Giveback (HMO), Wellcare Complete No Premium (HMO), Wellcare Complete No Premium Open (PPO)

1-800-977-7522 (TTY: 711) wellcarecomplete.com

MICHIGAN

НМО

1-800-977-7522 (TTY: 711) wellcarecomplete.com

HMO D-SNP

1-844-796-6811 (TTY: 711) wellcarecomplete.com

MISSOURI

HMO

1-800-977-7522 (TTY: 711) wellcare.com/allwellMO

HMO D-SNP

1-844-796-6811 (TTY: 711) wellcare.com/allwellMO

NEBRASKA

HMO, PPO

1-800-977-7522 (TTY: 711) wellcare.com/NE

HMO D-SNP, PPO D-SNP

1-844-796-6811 (TTY: 711)

wellcare.com/NE

NEVADA

HMO, HMO C-SNP, PPO 1-800-977-7522 (TTY: 711)

wellcare.com/allwellNV

HMO D-SNP

1-844-796-6811 (TTY: 711) wellcare.com/allwellNV

NEW MEXICO

HMO, PPO

1-800-977-7522 (TTY: 711) wellcare.com/allwellNM

HMO D-SNP

1-844-796-6811 (TTY: 711) wellcare.com/allwellNM

NEW YORK

HMO, HMO-POS, HMO D-SNP 1-800-247-1447 (TTY: 711) wellcare.com/fidelisNY

OHIO

HMO, PPO

1-800-977-7522 (TTY: 711) wellcare.com/allwellOH

HMO D-SNP, PPO D-SNP

1-844-796-6811 (TTY: 711) wellcare.com/allwellOH

OKLAHOMA

HMO, PPO

1-800-977-7522 (TTY: 711)

wellcare.com/OK

HMO D-SNP, PPO D-SNP

1-844-796-6811 (TTY: 711)

wellcare.com/OK

OREGON

НМО

1-844-582-5177 (TTY: 711) wellcare.com/healthnetOR

HMO D-SNP

1-844-867-1156 (TTY: 711) wellcare.com/trilliumOR

PENNSYLVANIA

HMO, PPO

1-800-977-7522 (TTY: 711) wellcare.com/allwellPA

HMO D-SNP, PPO D-SNP

1-844-796-6811 (TTY: 711) wellcare.com/allwellPA

TEXAS

Wellcare Complement Assist (HMO), Wellcare Giveback (HMO), Wellcare No Premium (HMO), Wellcare Patriot No Premium (HMO)

1-800-977-7522 (TTY: 711) wellcare.com/allwellTX

Wellcare Dual Access Harmony (HMO D-SNP), Wellcare Dual Liberty Nurture (HMO D-SNP)

1-844-796-6811 (TTY: 711) wellcare.com/allwellTX

Wellcare Complete - Giveback (HMO), Wellcare Complete No Premium (HMO), Wellcare Complete No Premium Open (PPO)

1-800-977-7522 (TTY: 711) wellcarecomplete.com

WASHINGTON

PPO

1-844-582-5177 (TTY: 711) www.wellcare.com/healthnetOR

WISCONSIN

HMO D-SNP

1-844-796-6811 (TTY: 711) wellcare.com/allwellWI