

# ***STAR+PLUS Medicaid/Medicare Health Plan***

## **What is STAR+PLUS Medicaid/Medicare Health Plan?**

STAR+PLUS Medicaid/Medicare Health Plan is one plan that will give you the full set of health-care services given by both STAR+PLUS Medicaid and Medicare. It allows your Medicaid and Medicare benefits to work together to better meet your health-care needs.

## **How do you know if STAR+PLUS Medicaid/Medicare Health Plan is right for you?**

- Do you have trouble finding the right doctors?
- Do you wish you had one person you could call to coordinate your care and services?
- Do you have physical or mental health needs that you can't get the right help with?
- Do you wish you could get help so you can live more independently?
- Do you wish you had better communication with your doctors and other caregivers?
- Do you feel that the services you get now just aren't enough or aren't the right services?

If you answered yes to **any** of these questions, STAR+PLUS Medicaid/Medicare Health Plan may be right for you.

## **Need help? Have questions?**

Call our STAR+PLUS help line at 1-877-782-6440 (toll-free). You can call Monday to Friday, 8 a.m. to 8 p.m. Central Time. If you have a speech or hearing disability, call 7-1-1 or 1-800-735-2989.

If you want: (1) help understanding this letter, or (2) free advice about your health insurance coverage, call the State Health Insurance Assistance Program at **<SHIP number>**.

If you have questions about Medicare or need help with your Medicare services: Call 1-800-MEDICARE (1-800-633-4227). If you have a speech or hearing disability, call 1-877-486-2048.

LOGO

<dateOfLetter>  
**Medicaid EDG:** <caseID>

Dear <hohName>:

To the person named or guardian of:

<hohName>  
<addressLine2>  
<addressLine1>  
<city>, <state> <zipCode>-<zipCodeExt>

Dear <hohName>:

## **Coming soon: A simpler way to get your STAR+PLUS Medicaid and Medicare services**

In <March> 2015, STAR+PLUS Medicaid and Medicare will join together to give you one plan. This new plan will give you the full set of health-care services given by both STAR+PLUS Medicaid and Medicare. It's **one health plan instead of two.**

### **How one plan can help you**

Your STAR+PLUS Medicaid / Medicare health plan will work with you, your family, and your doctors to make sure you get all the services you need. It's a simpler way to get your care. You'll keep the same services you already receive, such as:

- Basic medical care like doctor visits, hospital visits and medicines ordered by your doctor.
- Long-term services and supports.
- A nurse, social worker, or other professional (a service coordinator) who will help you get all the care that you need.

We sent a checklist with this letter, which includes a list of questions that will help you determine if this program is better for you.

### **Watch your mailbox for more about this**

Next month, look in the mail for another letter from us. We'll tell you more about the new STAR+PLUS Medicaid / Medicare plan. The letter also will tell you more about the benefits and choices you'll have with this plan.

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Call our STAR+PLUS help line at 1-877-782-6440 (toll-free). You can call Monday to Friday, 8 a.m. to 8 p.m. Central Time. If you have a speech or hearing disability, call 7-1-1 or 1-800-735-2989.

**If you want: (1) help understanding this letter, or (2) free advice about your health insurance coverage,** call the State Health Insurance Assistance Program at <SHIP number>

**If you have questions about Medicare or need help with your Medicare services:**  
Call 1-800-MEDICARE (1-800-633-4227). If you have a speech or hearing disability, call 1-877-486-2048.

DRAFT

&lt;dateOfLetter&gt;

Medicaid EDG: &lt;caseID&gt;

**[Manifest Keyline]**

To the person named or guardian of:

**[DRS]** <hohName>**[VER]** <addressLine2>**[LTR]** <addressLine1>

&lt;city&gt;, &lt;state&gt; &lt;zipCode&gt;-&lt;zipCodeExt&gt;

**[IMB Postal Barcode]**

Subject: Your new Medicaid / Medicare Health Plan

Dear &lt;hohName&gt;:

**We're making it simpler for you to get services from Medicare and Medicaid:**

STAR+PLUS and Medicare are joining together to give you one Medicaid / Medicare plan. You no longer will need to work with one health plan for Medicaid and another plan for Medicare.

**You'll have one plan instead of two.** This one plan will give you all health-care services given by both STAR+PLUS and Medicare. Your Medicaid and Medicare benefits can work together and better meet your health-care needs.

We have looked at the health-care services you've used in the past. Based on that, we've placed you in the STAR+PLUS Medicaid / Medicare plan named below. This new plan includes the services you're getting now through STAR+PLUS and Medicare, and prescription drug benefits, all in one place.

**Your STAR+PLUS Medicaid / Medicare plan:**

&lt;Plan Name&gt; &lt;Plan phone number&gt;

You'll start getting your health-care services through this plan starting <April 1>, unless you make another choice. You can see your choices listed on the blue chart we sent with this letter. It shows the "value-added" or extra services each plan offers. You can use the chart to compare the plans.

To find out more about your new plan, call <plan phone number>. You can: (1) find out what benefits your new plan covers, and (2) see if the doctors you see now are in the plan.

**What you will get with your STAR+PLUS Medicaid / Medicare plan:**

- All the long-term services and basic medical care you get now like doctor visits, hospital visits, and medicines ordered by your doctor.
- A service coordinator. This is someone who will work with you, your family, and your doctors to make sure you get the Medicaid and Medicare services you need.

- "Value-added" or extra services that are listed under your plan in the blue chart we sent.
- You might be able to receive extra benefits that you don't get now through Medicaid or Medicare.

## More choices for you:

### 1. If you want to stay with <Plan Name>:

You don't need to do anything. We already placed you in the plan (this one seems to fit your needs the best based on the services you get). Your new plan will send you a new health ID and drug ID card to use. This new card will replace the health plan cards you use now. After your new coverage begins <April 1>, you can call <Plan Name> at <plan number> if you need services or have questions about your doctors.

### 2. If you want to change your STAR+PLUS Medicaid / Medicare plan:

#### Step 1 – Pick a health plan

You can pick one of the other plans listed on the blue chart we sent with this letter. It shows the "value-added" or extra services each plan offers. You can use the chart to compare the services.

#### Step 2 – Let us know which health plan you picked

You can let us know by calling our STAR+PLUS help line at 1-877-782-6440 (toll-free).

### 3. If you don't want to be placed in a STAR+PLUS Medicaid / Medicare plan:

You don't have to join this plan. But don't forget, this plan (1) gives you both Medicare and Medicaid services, and (2) offers extra benefits you don't get now, such as:

- <list extra benefits>

We sent a checklist with this letter, which includes a list of questions that will help you determine if this program is better for you.

If you ask us to take you out of this new plan, you will keep getting your services under two different plans as you do now. To ask to be removed from this new plan, call us at 1-877-782-6440 (toll-free).

## Need help? Have questions?

Call our STAR+PLUS help line at 1-877-782-6440 (toll-free). You can call Monday to Friday, 8 a.m. to 8 p.m. Central Time. If you have a speech or hearing disability, call 7-1-1 or 1-800-735-2989.

**If you want: (1) help understanding this letter, or (2) free advice about your health insurance coverage,** call the State Health Insurance Assistance Program at <SHIP number>

**If you need help picking a health plan** call your local Area Agency on Aging or <appropriate state contact>.

**If you have questions about Medicare or need help with your Medicare services:**

Call 1-800-MEDICARE (1-800-633-4227). If you have a speech or hearing disability, call 1-877-486-2048.

DRAFT

Logo

<dateOfLetter>  
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To the person named or guardian of:

[DRS] <hohName>  
[VER] <addressLine2>  
[LTR] <addressLine1>  
<city>, <state> <zipCode>-<zipCodeExt>

**Keep this letter for your records.**

[IMB Postal Barcode]

**Subject: Your New Medicaid / Medicare Health Plan**

**Remember: You will soon get your Medicaid and Medicare services through one health plan.**

You recently got a letter from us, which explained that you **will soon be enrolled in STAR+PLUS's <Plan Name>**. This is one plan that will give you both Medicare and Medicaid services. You'll also get new benefits and services that you don't get now.

Your coverage with <Plan Name> will start <April 1>, unless you make another choice. You can see your choices on the blue chart we already sent you.

**What <plan name> offers you:**

This new plan gives all the services you're getting now through STAR+PLUS Medicaid and Medicare, such as:

- All the long-term services and basic medical care you get now like doctor visits, hospital visits, and prescription drug benefits.
- A service coordinator. This is someone who will work with you, your family, and your doctors to make sure you get the Medicaid and Medicare services you need.
- "Value-added" or extra services that are listed under your plan in the blue chart we already sent you.

Call <plan number>, if you want to:

- Learn more about your new plan.
- See all the benefits your new plan covers.
- Find out if the doctors you see now are in your new plan.

30 day reminder notice

## **You have other choices:**

### **1. If you want to stay with <Plan Name>:**

You don't need to do anything. We already placed you in the plan. From looking at the type of care you get, it seems to be the best fit. Your new plan will send you a new health ID and drug ID card to use. These new cards will replace the cards you use now. After your new coverage begins <April 1>, you can call <Plan Name> at <plan number> if you need services or have questions about your doctors.

### **2. If you want to change your Medicaid / Medicare Plan:**

#### **Step 1 – Pick a health plan**

You can pick one of the other plans listed on the blue chart we already sent you. It shows the “value-added” or extra services each plan offers. You can use the chart to compare the services.

You can also view the comparison chart online at <website>.

#### **Step 2 – Let us know which health plan you picked**

You can let us know by calling our STAR+PLUS help line at 1-877-782-6440 (toll-free).

### **3. If you don't want to be placed in a Medicaid / Medicare Plan:**

You don't have to join this plan. But don't forget, this plan: (1) gives you both Medicare and Medicaid services, and (2) offers extra benefits you don't get now such as:

- <list important benefits>.

If you ask us to take you out of this new plan, you will keep getting your services under two different plans as you do now. To ask to be removed from this new plan, call us at 1-877-782-6440 (toll-free).

## **Need help? Have questions?**

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**If you want: (1) help understanding this letter, or (2) free advice about your health insurance coverage,** call the State Health Insurance Assistance Program at <SHIP number>

**If you need help picking a health plan** call your local Area Agency on Aging or <appropriate state contact>.

**If you have questions about Medicare or need help with your Medicare services:**

Call 1-800-MEDICARE (1-800-633-4227). If you have a speech or hearing disability, call 1-877-486-2048.