

**IMPORTANT: YOUR MEDICARE PLAN WON'T BE OFFERED IN  
2018.  
YOU'RE BEING ENROLLED IN A NEW HEALTH & DRUG PLAN**

<customer first name> <customer last name>  
<Address 1>  
<Address 2>  
<City>, <State> <Zip>

<customer first name <customer last name>:

Your Medicare plan won't be offered in 2018. This means your health and prescription drug coverage through Cigna-HealthSpring TotalCare (DSNP) will end December 31, 2017. If you don't take action by December 31, the Illinois Department of Healthcare and Family Services will offer you health and drug coverage through the Medicare-Medicaid Alignment Initiative (MMAI) program instead of Cigna-HealthSpring TotalCare (DSNP) starting January 1, 2018. MMAI is a health care program that will cover all of your Medicare and Medicaid benefits through one health care plan. You will get a notice about your enrollment in an MMAI plan from the Illinois Department of Healthcare and Family Services.

**There will be no gap in your coverage.** The Illinois Department of Healthcare and Family Services will automatically enroll you in an MMAI plan, so you don't have to do anything. Watch your mail for an enrollment notice from Illinois Client Enrollment Services telling you the name of the MMAI plan to which you are being assigned. If you don't make a different choice by December 31, your new coverage with the MMAI plan will start on January 1, 2018. See below for your other options.

The MMAI plan's network primary care providers and pharmacies will provide all of your health care services and prescription drugs as of January 1, 2018. If you need emergency or urgently needed care, or out-of-area dialysis services, you can use providers outside of the MMAI plan's network.

In a few weeks the MMAI plan will send you a new member kit.

### **For questions about the Medicare-Medicaid Alignment Initiative**

- Call Illinois Client Enrollment Services at **1-877-912-8880**, Monday to Friday from 8 a.m. to 7 p.m.
- Call **1-866-565-8576** if you use TTY
- Visit [www.EnrollHFS.Illinois.gov](http://www.EnrollHFS.Illinois.gov)

## Do I have other options?

Yes. Here are your options for Medicare coverage:

1. **You can join another MMAI plan**

If you choose to enroll in another health plan that participates in MMAI, it will cover your Medicare and Medicaid benefits, including prescription drugs. An MMAI plan also covers additional services such as behavioral health, community-based services, and care coordination.

To find out which MMAI plans are in your area, or to enroll in another MMAI plan, call 1-877-912-8880 (TTY: 1-866-565-8576), Monday to Friday from 8 a.m. to 7 p.m. The call is free!

2. **Original Medicare and a Medicare Prescription Drug Plan**

You can get your Medicare services, such as doctor visits, through Original Medicare. If you choose Original Medicare, you need to join a separate Medicare prescription drug plan, also known as a “Part D plan” to get prescription drug coverage. If you don’t choose a drug plan on your own, Medicare will enroll you in a Part D prescription drug plan.

3. **Medicare Advantage**

You can enroll in a Medicare Advantage health plan to get your Medicare services. A Medicare Advantage plan is offered by a private company that works with Medicare to provide benefits. Medicare Advantage plans cover all services that Original Medicare covers and may offer extra coverage such as vision, hearing, or dental. Most include prescription drug coverage as well.

If you choose a Medicare Advantage plan, check with your current providers to see if they are part of the new plan. You should also ask the new plan to see if your current medications will be covered. You can call the new plan or look at the plan’s provider directory and prescription drug list online.

To get more information about Original Medicare, Medicare Advantage and Medicare Part D plans in your county, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Your Medicaid coverage will continue. To get more information about Medicaid call the Illinois Department of Healthcare and Family Services Health Benefits Hotline at 1-800-226-0768. TTY users should call 1-877-204-1012. Ask how returning to Original Medicare or a Medicare prescription drug plan or Medicare Advantage affects your Medicaid program coverage.

**If you do not pick one of the options listed above by December 31, 2017, you will be automatically enrolled in an MMAI plan as of January 1, 2018.**

Review the choices above to select the option that is best for you. Talk about your choices with someone who knows about your health care needs, like your family or call Illinois Senior Health Insurance Program for free counseling at 1-800-252-8966. TTY users should call 888-206-1327.

## Get Help Comparing Your Options

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

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

You can also get help comparing plans if you:

- **Call Senior Health Insurance Program (SHIP) at 1-800-252-8966, or 1-888-206-1327 (TTY) Monday through Friday between 8:30 a.m. and 5:00 p.m.** Counselors are available to answer your questions, discuss your needs, and give you information about your options. All counseling is **free**. **Call 1-800-MEDICARE (1-800-633-4227)**. Tell them you got a letter saying your plan isn't going to be offered next year and you want help choosing a new plan. This toll-free help line is available 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. **Visit [Medicare.gov](http://Medicare.gov)**. Medicare's official web site has tools that can help you compare plans and answer your questions.
  - **Click "Find health & drug plans"** to compare the plans in your area. Please disregard any 2018 plan materials you received before October 1, 2017.

## What if I have questions about Medicaid benefits?

If you have questions about Medicaid, call the Illinois Department of Healthcare and Family Services Health Benefits Hotline, 1-800-226-0768 (TTY users: 1-877-204-1012), Monday-Friday 8:00 am – 4:45 pm. The call and the help are free.

We apologize for any inconvenience this may cause.

Sincerely,



Shawn Morris  
President, Cigna-HealthSpring

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8:00AM – 6:00PM on Saturday. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-668-3813 (TTY 711).

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