

SAMPLE NOTICE

<MEMBER NAME>

<ADDRESS LINE 1> <ADDRESS LINE 2>

<CITY> <STATE> <ZIP>

<DATE>

Dear <MEMBER NAME>,

As we told you in an earlier letter, WellCare Health Plans, the company that owns Harmony Health Plan of Illinois, has purchased Meridian Health Plan of Illinois. Your coverage with Harmony will stay the same through December 31, 2018. Please keep any appointments you have with plan doctors.

Unless you change to a different health plan, Meridian will work with you and your family to get you the healthcare services you need beginning January 1, 2019. Meridian will make every effort to keep you with the same Primary Care Provider (PCP). If you want to change your PCP, you may do so at any time. Just call Meridian Member Services at 866-606-3700 (TTY: 711) after December 31, 2018.

What this means for you

You and your family members listed below are enrolled in Meridian beginning January 1, 2019.

Member:

[ENROLLEEn]

ID #: [ENn_RIN]

[ENROLLEEn]

ID #: [ENn_RIN]

You can stay with Meridian or you can choose a new health plan.

If you want to keep Meridian

To stay in Meridian, you do not have to do anything at all! You will work with Meridian to find providers, make appointments, get transportation and get answers to your questions.

You will get a welcome packet in the mail from Meridian. This welcome packet will include a Member Handbook so you can learn more about the health plan. You will also receive a Meridian Member ID Card. You will use your new ID card starting January 1, 2019, when you need services. Some services may require prior approval. Meridian will work with you to make sure you get all of the care you need, when you need it.

Be sure to read your Meridian Member Handbook and keep it handy. Your handbook is full of important information about your health care and Meridian.

If you don't want Meridian and want to change your health plan before January 1, 2019

You can change the HealthChoice Illinois plan for anyone listed above. If you don't want to be enrolled in Meridian on January 1, 2019, you must change your health plan by December 18, 2018. If you don't choose a new health plan before December 18, 2018, you will be enrolled in Meridian beginning January 1, 2019.

After January 1, 2019, you will have 90 days to change health plans. If you want to change health plans, you must change by **March 31, 2019**. If you do not choose a new health plan by this date, you will stay in Meridian. The next time you can change plans will be during your open enrollment period next year. We will send you a letter at that time.

You can choose the same health plan for everyone in your family, or you can choose different plans. You can choose from these health plans:

<u>HealthChoice Illinois health plans</u>	<u>Toll-free number</u>
• Blue Cross Community Health Plan	1-877-860-2837
• CountyCare Health Plan (Cook County only)	1-855-444-1661
• IlliniCare Health	1-866-329-4701
• Molina Healthcare	1-855-687-7861
• NextLevel Health Partners (Cook County only)	1-833-275-6547

To learn more about a specific health plan, call the health plans' toll-free number listed above. All calls are free.

There are two ways to change your health plan

- Go to www.EnrollHFS.Illinois.gov and click "Enroll," or
- Call Client Enrollment Services at **1-877-912-8880 (TTY: 1-866-565-8576)**, Monday to Friday, 8 a.m. to 7 p.m. The call is free.

The health plans you can choose from may have changed since this letter was mailed. To see an updated list of your plan choices and learn more about the **HealthChoice Illinois** health plans, go to: www.EnrollHFS.Illinois.gov. Click on "Compare Plans." Then choose your county and scroll down. Before you decide, you should ask your doctors which health plans they will be part of starting January 1, 2019. Your doctors may not accept all of the health plans.

If you choose a new HealthChoice Illinois plan, your new plan will send you a welcome packet in the mail. The packet will have your new member ID card and member handbook. You will use your new member ID card to get healthcare services beginning on the start date of your new plan. The member handbook has helpful information on extra benefits and more. If you have questions or need help getting health care, call the health plan's Member Services number. It is on your member ID card and in your member handbook. You will stay in your new health plan until your next yearly open enrollment period.

Transition of Care when changing health plans

If you change health plans, it is important to let your new plan know about any appointments already scheduled and any prescriptions you are currently taking. Contact the new health plan's member services department right away to discuss.

Changing a Primary Care Provider (PCP) with your health plan

Once you are in a health plan, you can change your PCP at any time. To change your PCP, call your health plan's member services number on your member ID card. You should always call your PCP first if you are sick or need health services.

If you have any questions, call Harmony Member Services at xxx-xxx-xxxx (TTY: 711).

Thank you,

Harmony Health Plan

SAMPLE