

**Mercy Care Advantage**  
4500 E. Cotton Center Blvd.  
Phoenix, AZ 85040



<LtrDate>

<MEM\_FULL\_NAME>  
<MEMBER\_ADD1>  
<MEMBER\_ADD2>  
<MEMBER\_ADD3>

Dear <MEM\_FULL\_NAME >,

<MEMBER\_NO>

We'd like to thank you for your membership in Mercy Care. We are writing to let you know about important upcoming changes to your health care coverage.

You are getting this letter because Arizona Health Care Cost Containment System (AHCCCS) has informed us that you may be eligible for Medicare soon. Because you are a current Mercy Care member, we will be enrolling you into our companion plan, Mercy Care Advantage (HMO SNP) beginning **<effective date>**.

We think you will benefit from getting your Medicare-covered services and prescription drugs from this plan. You do not have to do anything - Mercy Care Advantage will automatically enroll you based on your Medicare eligibility, unless you tell us prior to this effective date that you do not want to join this plan.

Mercy Care Advantage is specially designed for members who have both Medicare and Medicaid. Mercy Care Advantage includes medical, prescription drug coverage, plus other supplemental benefits such as dental and vision care. Mercy Care Advantage will work with Mercy Care to coordinate your Medicare and Medicaid services and benefits. If you want to get your Medicare and Medicaid services from us, you do not have to do anything. If we are able to verify you are eligible for both Medicare Part A and Part B, we will send your enrollment to the Centers for Medicare and Medicaid Services (CMS) about 60 days prior to your Medicare effective date. If you are not eligible for Medicare, we will let you know that you will not be eligible to enroll in Mercy Care Advantage.

After you have enrolled in Medicare, AHCCCS (Medicaid) will not pay for most prescription drugs. AHCCCS (Medicaid) will still pay for your other health care costs not covered by Medicare and may pay for some drugs that Medicare won't pay for. This means you will no longer get prescription drug coverage from Mercy Care; instead, prescription drugs will be covered by Mercy Care Advantage. Also, as long as you are eligible for Medicaid, AHCCCS (Medicaid) will pay for your Medicare Part B premium. You will be eligible for Mercy Care Advantage as long as you are eligible for both Medicare and AHCCCS (Medicaid), and continue to live within the approved plan service area.

**[www.MercyCareAZ.org](http://www.MercyCareAZ.org)**  
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### **What are my costs?**

You will not have to pay a separate monthly plan premium for this plan. As long as you are eligible for AHCCCS (Medicaid), you qualify for extra help with your prescription drug costs. You will pay no more than:

A monthly premium of \$0

- \$0 for your yearly prescription drug plan deductible
- \$0, \$1.35, \$3.95 copayment when you fill a generic/preferred multi-source drugs
- \$0, \$4.00, \$9.85 copayment when you fill a prescription for all other drugs

If you believe this is incorrect and you have proof that the extra help amounts should be different, please contact Mercy Care Advantage at the phone numbers provided at the end of this letter.

Enclosed is a Summary of Benefits that highlights the benefits that will be available to you as a Mercy Care Advantage member. Mercy Care Advantage will cover your Medicare services, prescription drugs and supplemental benefits that are not available with Original Medicare. Mercy Care Advantage has a robust network of doctors, specialists, hospitals, and pharmacies. As of **<effective date>** you must use Mercy Care Advantage network providers except in an emergency or for urgently needed care, or out-of-area dialysis services outside of the service area. In most cases, these are the same providers you may currently use under your Mercy Care coverage. Without authorization, neither Medicare nor Mercy Care Advantage will pay for services.

If you would like to learn more about Mercy Care Advantage, please review the enclosed Summary of Benefits or call us at **602-586-1730** or **1-877-436-5288**. TTY users should call **711**. Our hours of operation are 8:00 a.m. – 8:00 p.m., 7 days a week.

**To get your Medicare coverage through Mercy Care Advantage, you do not have to do anything.**

**You are not required to enroll in Mercy Care Advantage.** If you do not want to get your Medicare benefits from Mercy Care Advantage, please call us at **602-586-1730** or **1-877-436-5288**, **our hours of operation are 8:00 a.m. – 8:00 p.m., 7 days a week. TTY users should call 711.** You can also complete and return the enclosed opt-out form to the address below before **<effective date>**.

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If you decide that you do not want to enroll in Mercy Care Advantage for your Medicare and prescription drug coverage, Mercy Care will still pay for your other health care costs not covered by Medicare. You will then have three options for your Medicare coverage:

1. You can enroll in Original Medicare for your medical coverage, and join a Medicare Prescription Drug Plan (PDP);

2. If you fail to join a plan, Medicare will enroll you in a PDP to make sure you do not go without a prescription drug plan; or
3. You can enroll in a Medicare Advantage plan or other Medicare health plan that provides both medical and prescription drug coverage.

Because you are eligible for both Medicare and AHCCCS (Medicaid), you can change your Medicare plan during certain times of the year, known as Special Election Periods. To learn more about Special Election Periods or the Medicare plans available in your area, call 1-800-MEDICARE. Tell them you received a letter saying you have Medicaid and are going to be eligible for Medicare. Say you want help with your Medicare choices. This toll-free help line is available 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

We value your membership with Mercy Care and look forward to continuing to take care of your health care needs through Mercy Care Advantage.

Sincerely,

Mercy Care Advantage  
Enrollment Department

This plan is a dual eligible special needs plan (D-SNP). Your ability to enroll will be based on verification that you are entitled to both Medicare and medical assistance from a state plan under Medicaid.

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## Opt-out Form

**To get your Medicare services through Mercy Care Advantage (HMO SNP), you do not have to do anything.**

You will be automatically enrolled in Mercy Care Advantage on **<effective date>**.

**If you DO NOT want to get your Medicare benefits through Mercy Care Advantage you must take action before the effective date above.** You may complete and return this form to us or you can call Member Services at **602-586-1730 or 1-877-436-5288** to tell them you do not want to be enrolled. Our hours of operation are 8:00 a.m. – 8:00 p.m., 7 days a week. TTY users should call **711**.

To mail this form back, please use the address shown at the top of this form.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

AHCCCS Membership Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If you are an authorized representative completing this form, please provide the following information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Relationship to Mercy Care Member \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If you have questions, please call us at **602-586-1730 or 1-877-436-5288**. Our hours of operation are 8:00 a.m. – 8:00 p.m., 7 days a week. TTY users should call **711**.