

Hot Springs, AR 71903-3367

LOUISE SAMPLE
000 SAMPLE AVE
SAMPLE, NC 28805-1171

Questions?

We're here to help.

Toll-Free **1-800-643-4845**

TTY **711**

8 a.m. - 8 p.m. local time

7 days a week

RxGroup: COS

RxBin: 610097

RxPCN: 9999

September 29, 2020

Dear LOUISE,

Thank you for choosing AARP Medicare Advantage (HMO-POS). You've chosen more than just a Medicare plan. You've chosen to be part of a team dedicated to helping you live a happier, healthier life.

Medicare is currently reviewing your enrollment request.

Here's what you can expect from us once your enrollment request is approved:

- **Quick Start Guide** - This will include your member ID card, benefit highlights, and information that tells you where you can go online to find your Evidence of Coverage and a provider or pharmacy near you.
- **Health Assessment** - We'll ask you to complete this after your coverage begins.

It's important to us that your new plan fits your needs. This letter includes important information about your plan. We may also give you a call to welcome you to the plan and answer any questions you may have.

Are my drugs covered?

You have 2 ways to find out:

- Check the complete Drug List (Formulary) at **www.myAARPMedicare.com**.
- Call the Customer Service number at the end of this letter.

Where can I get my prescriptions filled?

You'll need to get your prescriptions filled from a pharmacy in the network. We have many network pharmacies to choose from.

To find a network pharmacy in your area:

- Visit www.myAARPMedicare.com.
- Call the Customer Service number at the end of this letter.

The plan may not pay for prescriptions filled at out-of-network pharmacies, except in an emergency.

How much will I pay for my prescription drugs?

The plan has a Drug List (Formulary) of covered drugs. What you pay for a covered drug depends on:

- The drug coverage stage you're in
- The drug's tier
- Which pharmacy you use
- Whether you qualify for Extra Help or have Medicaid

What is Extra Help?

If you have a limited income, you may qualify for Extra Help from Medicare to pay for your prescription drug costs. Many people qualify and don't even know it.

If you'd like to apply or want more information, contact your local Social Security office or call toll-free at 1-800-772-1213, TTY users should call 1-800-325-0778. You can also visit socialsecurity.gov/prescriptionhelp.

Which doctors can I see?

- **Your plan has a network of doctors and hospitals.** Generally, you'll pay the lowest cost when you get care from providers in the network. . In some cases, you may get covered services from out-of-network providers, but it may cost more. This is how Point of Service (POS) plans work. If you do see a doctor outside of the network, you'll want to make sure that doctor accepts Medicare. If not, you may have to pay the full cost of your care yourself.
Note: Some POS plans may limit the services you can get from an out-of-network provider to dental-only. Please call the Customer Service number at the end of this letter if you have questions about your plan.
- **It's important to choose a primary care provider (PCP).** Your PCP is the main health care professional who will help manage your care. Depending on your plan, your PCP may need to refer you to see any specialist.
- **Providers in the network can change at any time.** For the most up-to-date information on network providers, visit www.myAARPMedicare.com or call the Customer Service number at the end of this letter.

When should I use my member ID card?

Once your enrollment request is approved, you'll receive your member ID card in the mail. You can begin using it August 1, 2021. Be sure to use your member ID card whenever you get care or prescription drugs. You don't need to use your red, white and blue Medicare card when you're a member of this plan.

Once you receive your member ID card you can register online at www.myAARPMedicare.com. After you register, you can find providers or pharmacies, view plan documents, and view your Drug List (Formulary), set up automatic payments, and

get the latest on healthier living with Renew, our member-only Health & Wellness Experience.

Can I cancel my enrollment in this plan?

Yes, the deadline for cancelling your enrollment is whichever of these comes later:

- 7 calendar days from the date of this letter
- The last calendar day of whatever month comes before your enrollment effective date (for example, May 31 if your enrollment date is June 1)

Call Customer Service at the number below and let them know if you want to **cancel** your enrollment in AARP Medicare Advantage (HMO-POS).

We're here to help.

We know there's a lot to learn as a new member. But we'll be with you every step of the way. If you have any questions, call Customer Service toll-free at **1-800-643-4845**, TTY **711**, 8 a.m. – 8 p.m. local time, 7 days a week.

Sincerely,

The UnitedHealthcare Team

Do we have the right address for you?

If not, please let us know so we can keep you informed about your plan.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in the plan depends on the plan's contract renewal with Medicare.

The Drug List, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the member toll-free phone number listed on your ID card.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文(Chinese)，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。