



<date>  
<member id>

## IMPORTANT NOTICE: Your Medicare plan won't be offered in 2018.

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

Dear <customer first name> <customer last name>,

Cigna-HealthSpring TotalCare (HMO SNP) won't offer your Medicare plan in 2018. This means your coverage through Cigna-HealthSpring TotalCare (HMO SNP) will end December 31, 2017. You need to make some decisions about how you want to get your health and prescription drug coverage. Whichever choice you make, you will still have Medicare and Illinois Department of Healthcare and Family Service benefits, including prescription drug coverage. If you don't choose another plan by December 31, Medicare will enroll you in a new drug plan and you'll have health coverage through Original Medicare starting January 1, 2018.

Because you have Medicaid, you can join a Medicare health or drug plan at any time. If you join a new Medicare plan AFTER December 31, your coverage in the new plan won't start until the month after you join.

### What do you need to do?

You need to choose how you want to get your health and prescription drug coverage. Review your options for Medicare coverage and choose which is best for you:

**Option 1: You can join another Medicare health plan.** Call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week or visit Medicare.gov to choose a new plan. A Medicare health plan is offered by a private company that contracts with Medicare to provide benefits. Medicare health plans cover all services that Original Medicare covers and may offer extra coverage such as vision, hearing, or dental.

Keep this letter. It's proof that you have a special right to join a Medicare plan.

**Option 2: You can change to Original Medicare.** Original Medicare is fee-for-service coverage managed by the Federal government. If you choose Original Medicare, Medicare will enroll you in a separate prescription drug plan. You'll get a blue letter in November telling you the name of your new drug plan. You will only be enrolled into the separate prescription drug plan if you do not make another selection by December 31.

## Important Information:

**For questions about Medicaid, contact the Illinois Department of Healthcare and Family Service Health Benefits Hotline, 1-800-226-0768** (TTY users: 1-877-204-1012), Monday through Friday, 8:00 a.m. – 4:45 p.m. Ask how joining another plan or returning to Original Medicare affects how you get your Medicaid coverage.

**If you have an employer or union group health plan, VA benefits, or TRICARE for Life,** contact your insurer or benefits administrator. Ask how joining another plan or returning to Original Medicare affects your coverage.

**If you have End-Stage Renal Disease (ESRD),** you have a one-time right to join a new Medicare Advantage plan. Keep a copy of this letter as proof of your right to join a new Medicare Advantage plan.

## Get Help Comparing Your Options

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

Please visit [Medicare.gov](https://www.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 the Senior Health Insurance Program (SHIP) at 1-866-252-8966.** Counselors are available to answer your questions, discuss your needs, and give you information about your options. All counseling is **free**. TTY users should call 1-888-206-1327.
- **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](https://www.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.

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If you need more information, please call us at 1-800-668-3813 (TTY 711), 8:00 am - 8:00 pm local time, Monday Through Friday. Messaging service used weekends, after hours, Thanksgiving and Christmas. Tell the customer service representative you got this letter.

We apologize for any inconvenience this may cause.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shawn Morris', with a long horizontal line extending to the right.

Shawn Morris  
President, Cigna-HealthSpring

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**H1415-005 Replacement Plans**

<b>Contract Number</b>	<b>Organization</b>	<b>State</b>	<b>County</b>	<b>Customer Service Phone</b>	<b>Customer Service Phone TTY</b>	<b>Contract Type</b>
H0281	ILLINICARE HEALTH PLAN	IL	Cook, DuPage, Kane, Will	(877) 941-0482	711	Medicare-Medicaid Plan
H0336	HUMANA HEALTH PLAN, INC.	IL	Cook, DuPage, Kane, Will	(800) 787-3311	711	Medicare-Medicaid Plan
H0927	HEALTH CARE SERVICE	IL	Cook, DuPage, Kane, Will	(877) 723-7702	711	Medicare-
H1343	FRESENIUS HEALTH PLANS OF	IL	Cook	(855) 598-6774	(844) 209-9094	HMO/HMOPOS
H1415	HEALTHSPRING OF TENNESSEE, INC.	IL	Cook, DuPage, Kane, Will	(800) 668-3813	711	HMO/HMOPOS
H1416	HARMONY HEALTH PLAN, INC.	IL	Cook, Kane, Will	(866) 334-6876	(877) 247-6272	HMO/HMOPOS
H2506	AETNA BETTER HEALTH, INC. (IL)	IL	Cook, DuPage, Kane, Will	(866) 600-2139	711	Medicare-
H2802	UNITEDHEALTHCARE OF THE	IL	Cook, DuPage, Kane, Will	(800) 643-4845	711	HMO/HMOPOS
H3071	COMMUNITY CARE ALLIANCE OF ILLINOIS, NFP	IL	Cook, DuPage, Kane, Will	(855) 275-2781	711	HMO/HMOPOS
H3822	HEALTH CARE SERVICE CORPORATION	IL	Cook, DuPage, Kane, Will	(877) 774-8592	711	HMO/HMOPOS
H3931	AETNA HEALTH INC. (PA)	IL	Cook, DuPage	(800) 282-5366	711	HMO/HMOPOS
H5216	HUMANA INSURANCE COMPANY	IL	Cook, DuPage, Kane, Will	(800) 457-4708	711	Local PPO
H5521	AETNA LIFE INSURANCE COMPANY	IL	Cook, DuPage, Kane	(800) 282-5366	711	Local PPO
H5779	MERIDIAN HEALTH PLAN OF ILLINOIS, INC.	IL	Cook, Kane, Will	(877) 902-6784	711	HMO/HMOPOS
H6080	MERIDIAN HEALTH PLAN OF ILLINOIS, INC.	IL	Cook, DuPage, Kane, Will	(855) 580-1689	711	Medicare-Medicaid Plan
H8145	HUMANA INSURANCE COMPANY	IL	Cook, Kane	(800) 457-4708	711	PFFS
H8634	HEALTH CARE SERVICE CORPORATION	IL	Cook, DuPage, Kane, Will	(877) 774-8592	711	Local PPO

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S0522	SYMPHONIX HEALTH INSURANCE, INC.	IL	Cook, DuPage, Kane, Will	(888) 867-5575	711	PDP
S4607	MERIT HEALTH INSURANCE COMPANY	IL	Cook, DuPage, Kane, Will	(800) 424-5870	711	PDP
S4802	WELLCARE PRESCRIPTION INSURANCE, INC.	IL	Cook, DuPage, Kane, Will	(888) 550-5252	(888) 816-5252	PDP
S5601	SILVERSCRIPT INSURANCE COMPANY	IL	Cook, DuPage, Kane, Will	(866) 235-5660	711	PDP
S5617	CIGNA HEALTH AND LIFE INSURANCE COMPANY	IL	Cook, DuPage, Kane, Will	(800) 222-6700	711	PDP
S5660	MEDCO CONTAINMENT LIFE AND MEDCO CONTAINMENT NY	IL	Cook, DuPage, Kane, Will	(800) 758-4574	(800) 716-3231	PDP
S5715	HCSC INSURANCE SERVICES COMPANY	IL	Cook, DuPage, Kane, Will	(888) 285-2249	711	PDP
S5768	FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	IL	Cook, DuPage, Kane, Will	(844) 233-1938	711	PDP
S5810	AETNA LIFE INSURANCE COMPANY	IL	Cook, DuPage, Kane, Will	(877) 238-6211	711	PDP
S5820	UNITEDHEALTHCARE INSURANCE COMPANY	IL	Cook, DuPage, Kane, Will	(888) 867-5575	711	PDP
S5884	HUMANA INSURANCE COMPANY	IL	Cook, DuPage, Kane, Will	(800) 281-6918	711	PDP
S7694	ENVISION INSURANCE COMPANY	IL	Cook, DuPage, Kane, Will	(866) 250-2005	711	PDP