



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

Your Medicaid coverage won't change. You will still get your Medicaid coverage through the way you do today.

### What do you need to do?

You need to choose how you want to get your health and prescription drug coverage. Here are your options for Medicare coverage:

**Option 1: You can join another plan that combines your Medicare and Medicaid coverage under one plan.**

These are a special kind of Medicare health plan called Medicare-Medicaid Alignment Initiative (MMAI) Plans. These plans are offered by private companies that contract with Medicare and with Medicaid. These plans cover all services that Original Medicare covers and prescription drugs. Some plans offer extra coverage such as vision, hearing or dental.

**Option 2: You can join another Medicare health 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.

**Option 3: You can change to Original Medicare.** Original Medicare is coverage managed by the Federal government. If you choose Original Medicare, you should also pick a Medicare prescription drug plan. If you don't pick a prescription drug plan yourself, Medicare will enroll you in one and send you a letter telling you the name of your new drug plan.

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

## Important Information:

**Because you have Medicaid**, you can join a Medicare health or prescription 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.

**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-Friday 8:00 am – 4:45 pm. 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 health plan. Keep a copy of this letter as proof of your right to join a new Medicare health plan.

## Get Help Comparing Your Options

It's important to make a choice that works for you and 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 your choices if you:

- **Call or visit your State Illinois Home & Community Ombudsman Program at 1-800-252-8966 Monday through Friday from 8:30 a.m. to 5:00 p.m. or 1-217-524-6911.** Representatives 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 Illinois Client Enrollment Services at 1-877-912-8880 Monday through Friday, 8:00am – 7:00pm.** Representative can help you find out which MMAI Plans are in your area, or enroll you in another MMAI Plan. The calls are free. TTY users should call 1-866-565-8576.
- **Call the Illinois Senior Health Insurance Program (SHIP) at 1-866-252-8966, Monday through Friday from 8:30 a.m. to 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**. 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.

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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

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-668-3813 (TTY 711), 8:00AM – 8:00PM Monday – Friday and 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). 注意：如果您使用繁體/中文，您可以免費獲得語言援助服務 請致電1-800-668- 3813 (TTY 711). Cigna-HealthSpring complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Cigna-HealthSpring cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Cigna-HealthSpring is contracted with Medicare for PDP plans, HMO and PPO and in select states, and with select State Medicaid programs. Enrollment in Cigna- HealthSpring depends on contract renewal.

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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

<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>
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