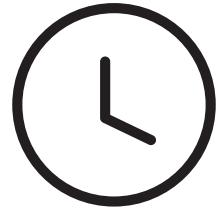


# 2020 ANNUAL NOTICE OF CHANGES



## Important changes to your plan

Peoples Health Secure Health (HMO D-SNP)



Toll-free **1-800-222-8600**, TTY **711**  
8 a.m. - 8 p.m. local time, 7 days a week



**[www.peopleshealth.com](http://www.peopleshealth.com)**

Do we have the right address for you?

Please let us know so we can keep you informed about your plan.

**PEOPLES HEALTH**

Your **Medicare Health** Team

# Peoples Health Secure Health (HMO D-SNP) offered by Peoples Health

## Annual Notice of Changes for 2020



**You are currently enrolled as a member of Peoples Health Secure Health.**

Next year, there will be some changes to the plan's costs and benefits.

**This booklet tells about the changes.**

### What to do now

#### 1. **ASK:** Which changes apply to you

- Check the changes to our benefits and costs to see if they affect you.
  - It's important to review your coverage now to make sure it will meet your needs next year.
  - Do the changes affect the services you use?
  - Look in Sections 2.1 and 2.5 for information about benefit and cost changes for our plan.
- Check the changes in the booklet to our prescription drug coverage to see if they affect you.
  - Will your drugs be covered?
  - Are your drugs in a different tier, with different cost-sharing?
  - Do any of your drugs have new restrictions, such as needing approval from us before you fill your prescription?
  - Can you keep using the same pharmacies? Are there changes to the cost of using this pharmacy?
  - Review the **2020 Drug List** and look in Section 2.6 for information about changes to our drug coverage.
  - Your drug costs may have risen since last year. Talk to your doctor about lower cost alternatives that may be available for you; this may save you in annual out-of-pocket costs throughout the year. To get additional information on drug prices visit <https://go.medicare.gov/drugprices>. These dashboards highlight which manufacturers have been increasing their prices and also show other year-to-year drug price information. Keep in mind that your plan benefits will determine exactly how much your own drug costs may change.
- Check to see if your doctors and other providers will be in our network next year.
  - Are your doctors, including specialists you see regularly, in our network?
  - What about the hospitals or other providers you use?
  - Look in Section 2.3 for information about our **Provider Directory**.

- Think about your overall health care costs.
  - How much will you spend out-of-pocket for the services and prescription drugs you use regularly?
  - How much will you spend on your premium and deductibles?
  - How do your total plan costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.

**2. COMPARE:** Learn about other plan choices

- Check coverage and costs of plans in your area.
  - Use the personalized search feature on the Medicare Plan Finder at <https://www.medicare.gov> website. Click “Find health & drug plans.”
  - Review the list in the back of your **Medicare & You** handbook.
  - Look in Section 3.2 to learn more about your choices.
- Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan’s website.

**3. CHOOSE:** Decide whether you want to change your plan

- If you want to **keep** Peoples Health Secure Health, you don’t need to do anything. You will stay in Peoples Health Secure Health.
- If you want to **change to a different plan** that may better meet your needs, you can switch plans between October 15 and December 7. Look in Section 3.2, page 18 to learn more about your choices.

**4. ENROLL:** To change plans, join a plan between **October 15** and **December 7, 2019**

- If you don’t join another plan by **December 7, 2019**, you will stay in Peoples Health Secure Health.
- If you join another plan between **October 15** and **December 7, 2019**, your new coverage will start on **January 1, 2020**.

## **Additional Resources**

- This document may be made available in alternate formats.
- **Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at <https://www.irs.gov/Affordable-Care-Act/Individuals-and-Families> for more information.

## **About Peoples Health Secure Health**

- Peoples Health is a Medicare Advantage organization with a Medicare contract to offer HMO plans and a contract with the state Medicaid program. Enrollment depends on annual Medicare contract renewal.
- When this booklet says “we,” “us,” or “our,” it means Peoples Health. When it says “plan” or “our plan,” it means Peoples Health Secure Health.

## Summary of Important Costs for 2020

The table below compares the 2019 costs and 2020 costs for Peoples Health Secure Health in several important areas. **Please note this is only a summary of changes.** A copy of the **Evidence of Coverage** is located on our website at <http://www.peopleshealth.com>. You may also call Member Services to ask us to mail you an **Evidence of Coverage**.

Cost	2019 (this year)	2020 (next year)
<b>Monthly plan premium*</b> *Your premium may be higher or lower than this amount. See Section 2.1 for details.	\$33.10	\$32.20
<b>Doctor office visits</b>	Primary care visits: \$0 per visit  Specialist visits: \$0 per visit	Primary care visits: \$0 per visit  Specialist visits: \$0 or \$20 per visit
<b>Inpatient hospital stays</b> Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	\$0 or \$60 per day for days 1–8; \$0 per day for days 9 and beyond	\$0 or \$75 per day for days 1–10; \$0 per day for days 11 and beyond

<b>Cost</b>	<b>2019 (this year)</b>	<b>2020 (next year)</b>
<p><b>Part D prescription drug coverage</b> (See Section 2.6 for details.)</p>	<p>Deductible: \$415</p> <p>Copayments during the Initial Coverage Stage:</p> <ul style="list-style-type: none"> <li>• Generic drugs: \$0, \$1.25, \$3.40 or 15% coinsurance per prescription for a 30-day supply or a 90-day supply</li> <li>• Brand drugs: \$0, \$3.80, or \$8.50 per prescription for a 30-day supply or a 90-day supply</li> </ul>	<p>Deductible: \$435</p> <p>Copayments during the Initial Coverage Stage:</p> <ul style="list-style-type: none"> <li>• Generic drugs: \$0, \$1.30, \$3.60 or 15% coinsurance per prescription for a 30-day supply or a 90-day supply</li> <li>• Brand drugs: \$0, \$3.90, or \$8.95 per prescription for a 30-day supply or a 90-day supply</li> </ul>
<p><b>Maximum out-of-pocket amount</b> This is the <u>most</u> you will pay out-of-pocket for your covered Part A and Part B services. (See Section 2.2 for details.)</p>	<p>\$6,700</p> <p>If you are eligible for Medicare cost-sharing assistance under Louisiana Medicaid, you are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.</p>	<p>\$6,700</p> <p>If you are eligible for Medicare cost-sharing assistance under Louisiana Medicaid, you are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.</p>

# Annual Notice of Changes for 2020

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## SECTION 1: We Are Changing the Plan's Name

On January 1, 2020, our plan name will change from Peoples Health Secure Health (HMO SNP) to Peoples Health Secure Health (HMO D-SNP).

We will send you a new plan ID card that reflects your new name. This plan name will be used in future communications from us.

## SECTION 2: Changes to Benefits and Costs for Next Year

### Section 2.1 Changes to the Monthly Premium

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Cost	2019 (this year)	2020 (next year)
<b>Monthly premium</b> (You must also continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.)	\$33.10	\$32.20



## Section 2.2 Changes to Your Maximum Out-of-Pocket Amount

To protect you, Medicare requires all health plans to limit how much you pay “out-of-pocket” during the year. This limit is called the “maximum out-of-pocket amount.” Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2019 (this year)	2020 (next year)
<p><b>Maximum out-of-pocket amount</b></p> <p><b>Because our members also get assistance from Louisiana Medicaid, very few members ever reach this out-of-pocket maximum.</b> If you are eligible for Louisiana Medicaid assistance with Part A and Part B copayments, you are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.</p> <p>Your costs for covered medical services (such as copayments) count toward your maximum out-of-pocket amount. Your plan premium and your costs for prescription drugs do not count toward your maximum out-of-pocket amount.</p>	\$6,700	<p>\$6,700</p> <p>Once you have paid \$6,700 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services for the rest of the calendar year.</p>

## Section 2.3 Changes to the Provider Network

There are changes to our network of providers for next year. An updated **Provider Directory** is located on our website at <http://www.peopleshealth.com/searchtools>. You may also call Member Services for updated provider information or to ask us to mail you a **Provider Directory**. **Please review the 2020 Provider Directory to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

It is important that you know that we may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, we must furnish you with uninterrupted access to qualified doctors and specialists.
- We will make a good faith effort to provide you with at least 30 days’ notice that your provider is leaving our plan so that you have time to select a new provider.

- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

## Section 2.4 Changes to the Pharmacy Network

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Amounts you pay for your prescription drugs may depend on which pharmacy you use. Medicare drug plans have a network of pharmacies. In most cases, your prescriptions are covered **only** if they are filled at one of our network pharmacies.

There are changes to our network of pharmacies for next year. An updated **Provider Directory** is located on our website at <http://www.peopleshealth.com/searchtools>. You may also call Member Services for updated provider information or to ask us to mail you a **Provider Directory**. **Please review the 2020 Provider Directory to see which pharmacies are in our network.**

## Section 2.5 Changes to Benefits and Costs for Medical Services

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Please note that the **Annual Notice of Changes** tells you about changes to your Medicare benefits and costs.

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, **Benefits Chart (what is covered and what you pay)**, in your **2020 Evidence of Coverage**. A copy of the **Evidence of Coverage** is located on our website at <http://www.peopleshealth.com>. You may also call Member Services to ask us to mail you an **Evidence of Coverage**.

Cost	2019 (this year)	2020 (next year)
Annual routine physical exam	Available service at no additional cost through a network provider as part of your care plan.	Now a plan benefit at no additional cost.

Cost	2019 (this year)	2020 (next year)
<b>Health and wellness products (over-the-counter items)</b>	<p>\$200 credit quarterly. Your credit amount expires at the end of the quarter.</p> <p>Nicotine replacement therapy items are <b>not</b> covered.</p>	<p>\$125 credit quarterly. Place your order online through Walmart at <a href="http://www.HealthyBenefitsPlus.com/HWP">www.HealthyBenefitsPlus.com/HWP</a>, over the phone, or send an order form by mail. Credit amounts expire at the end of the quarter.</p> <p>Nicotine replacement therapy items are covered.</p>
<b>Inpatient hospital care</b>	<p>For days 1–8 for each inpatient admission to a network hospital or other network facility (including a long-term acute care facility or an inpatient rehabilitation facility) for Medicare-covered services:</p> <p>If you <u>are</u> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$0 copayment amount each day.</p> <p>If you <u>are not</u> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$60 copayment amount each day.</p> <p>You pay a \$0 copayment amount for days 9 and beyond.</p> <p>Out-of-pocket costs are limited to \$480 for each inpatient admission.</p>	<p>For days 1–10 for each inpatient admission to a network hospital or other network facility (including a long-term acute care facility or an inpatient rehabilitation facility) for Medicare-covered services:</p> <p>If you <u>are</u> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$0 copayment amount each day.</p> <p>If you <u>are not</u> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$75 copayment amount each day.</p> <p>You pay a \$0 copayment amount for days 11 and beyond.</p> <p>Out-of-pocket costs are limited to \$750 for each inpatient admission.</p>

Cost	2019 (this year)	2020 (next year)
<b>Inpatient mental health care</b>	<p>For days 1-8 for each inpatient admission to a network hospital or network psychiatric facility for Medicare-covered services:</p> <p>If you <u>are</u> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$0 copayment amount each day.</p> <p>If you <u>are not</u> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$60 copayment amount each day.</p> <p>You pay a \$0 copayment amount for days 9–90.</p> <p>Out-of-pocket costs are limited to \$480 for each inpatient admission.</p>	<p>For days 1-10 for each inpatient admission to a network hospital or network psychiatric facility for Medicare-covered services:</p> <p>If you <u>are</u> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$0 copayment amount each day.</p> <p>If you <u>are not</u> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$75 copayment amount each day.</p> <p>You pay a \$0 copayment amount for days 11–90.</p> <p>Out-of-pocket costs are limited to \$750 for each inpatient admission.</p>

Cost	2019 (this year)	2020 (next year)
<b>Medicare Part B prescription drugs</b>	<p>Part B drugs may be subject to step therapy requirements.</p> <p>You pay 0% of the total cost for Medicare-covered home infusion therapy from a home infusion network provider.</p> <p>If you <b>are</b> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay 0% of the total cost for all other Medicare-covered infusion therapy from a network provider.</p> <p>If you <b>are not</b> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay 20% of the total cost for all other Medicare-covered infusion therapy from a network provider.</p>	<p>Part B drugs are <b>not</b> subject to step therapy requirements.</p> <p>If you <b>are</b> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay 0% of the total cost for all Medicare-covered infusion services, including home infusion, from a network provider.</p> <p>If you <b>are not</b> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay 20% of the total cost for all Medicare-covered infusion services, including home infusion, from a network provider.</p>
<b>Opioid treatment program services</b>	<b>Not</b> Covered	You pay a \$0 copayment amount at a network provider – See your <b>Evidence of Coverage</b> to learn more

Cost	2019 (this year)	2020 (next year)
<p><b>Outpatient diagnostic tests and therapeutic radiology services</b></p>	<p>If you <b>are</b> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$0 copayment amount for Medicare-covered diagnostic mammography from a network provider.</p> <p>If you <b>are not</b> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$75 copayment amount for Medicare-covered diagnostic mammography from a network provider.</p>	<p>You pay a \$0 copayment amount for Medicare-covered diagnostic mammography from a network provider.</p>
<p><b>Services by Specialists</b></p>	<p>You pay a \$0 copayment for Medicare-covered services from a network provider.</p>	<p>If you <b>are</b> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$0 copayment for Medicare-covered services from a network provider.</p> <p>If you <b>are not</b> eligible for Medicare cost-sharing assistance under Louisiana Medicaid: You pay a \$20 copayment for Medicare-covered services from a network provider.</p>

Cost	2019 (this year)	2020 (next year)
Virtual medical visits	<u>Not</u> Covered	You pay a \$0 copayment. Virtual medical visits are available 24 hours a day, 7 days a week. Visit <a href="http://www.amwell.com">www.amwell.com</a> to access virtual medical visits.
Worldwide emergency transportation services	<u>Not</u> Covered	You pay a \$0 copayment – See your <b>Evidence of Coverage</b> to learn more

## Section 2.6 Changes to Part D Prescription Drug Coverage

### Changes to Our Drug List

Our list of covered drugs is called a **Formulary** or “**Drug List**.” A copy of our **Drug List** is provided electronically.

We made changes to our **Drug List**, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.**

If you are affected by a change in drug coverage, you can:

- **Work with your doctor (or other prescriber) and ask the plan to make an exception** to cover the drug. **We encourage current members** to ask for an exception before next year.
  - To learn what you must do to ask for an exception, see Chapter 9 of your **Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints))** or call Member Services.
- **Work with your doctor (or prescriber) to find a different drug** that we cover. You can call Member Services to ask for a list of covered drugs that treat the same medical condition.

In some situations, we are required to cover a temporary supply of a non-formulary drug in the first 90 days of the plan year or the first 90 days of membership to avoid a gap in therapy.

Starting in 2020, we may immediately remove a brand name drug on our Drug List if, at the same time, we replace it with a new generic drug on the same or lower cost-sharing tier and with the same or fewer restrictions. Also, when adding the new generic drug, we may decide to keep the brand name drug on our Drug List, but immediately move it to a different cost-sharing tier or add new restrictions. This means, for instance, if you are taking a brand name drug that is being replaced or moved to a higher cost-sharing tier, you will no longer always get notice of the change 30 days before we make it or get a month’s supply of your brand name drug at a network pharmacy. If you are taking the brand name drug, you will still get information on the specific change we made, but it may arrive after the change is made.

If you have obtained approval for a formulary exception this year, please refer to the approved through date provided on your approval letter to determine when your approval expires. If your approval expires on December 31, 2019, you may need to obtain a new approval in order to continue to receive your drug in 2020, if the drug is still non-formulary and you and your doctor feel it is needed. Any exception you received in 2019 is not guaranteed for 2020.

Most of the changes in the **Drug List** are new for the beginning of each year. However, during the year, we might make other changes that are allowed by Medicare rules.

When we make these changes to the **Drug List** during the year, you can still work with your doctor (or other prescriber) and ask us to make an exception to cover the drug. We will also continue to update our online **Drug List** as scheduled and provide other required information to reflect drug changes. (To learn more about changes we may make to the **Drug List**, see Chapter 5, Section 6 of the **Evidence of Coverage**.)

### Changes to Prescription Drug Costs

**Note:** If you are in a program that helps pay for your drugs (“Extra Help”), **the information about costs for Part D prescription drugs may not apply to you.** We sent you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also called the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug costs. If you receive “Extra Help” and haven’t received this insert by September 30, please call Member Services and ask for the “LIS Rider.” Phone numbers for Member Services are in Section 7.1 of this booklet.

There are four “drug payment stages.” How much you pay for a Part D drug depends on which drug payment stage you are in. (You can look in Chapter 6, Section 2 of your **Evidence of Coverage** for more information about the stages.)

The information below shows the changes for next year to the first two stages – the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages – the Coverage Gap Stage or the Catastrophic Coverage Stage. To get information about your costs in these stages, look in your **Summary of Benefits** or at Chapter 6, Sections 6 and 7, in the **Evidence of Coverage**.)

### Changes to the Deductible Stage

	2019 (this year)	2020 (next year)
<b>Stage 1: Yearly Deductible Stage</b> During this stage, <b>you pay the full cost</b> of your Part D drugs until you have reached the yearly deductible.	The deductible is \$415.	The deductible is \$435.



### Changes to Your Cost-sharing in the Initial Coverage Stage

To learn how copayments and coinsurance work, look at Chapter 6, Section 1.2, **Types of out-of-pocket costs you may pay for covered drugs** in your **Evidence of Coverage**.

Cost	2019 (this year)	2020 (next year)
<p><b>Stage 2: Initial Coverage Stage</b></p> <p>Once you pay the yearly deductible, you move to the Initial Coverage Stage. During this stage, the plan pays its share of the cost of your drugs and <b>you pay your share of the cost</b>.</p> <p>The costs in this row are for a one-month (30-day) supply when you fill your prescription at a network pharmacy that provides standard cost-sharing. For information about the costs for a long-term supply or for mail-order prescriptions, look in Chapter 6, Section 5 of the <b>Evidence of Coverage</b>.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost-sharing:</p> <p><b>Generic drugs:</b> You pay \$0, \$1.25, \$3.40 or 15% coinsurance per prescription.</p> <p><b>Brand drugs:</b> You pay \$0, \$3.80 or \$8.50 per prescription.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost-sharing:</p> <p><b>Generic drugs:</b> You pay \$0, \$1.30, \$3.60 or 15% coinsurance per prescription.</p> <p><b>Brand drugs:</b> You pay \$0, \$3.90 or \$8.95 per prescription.</p>
	<p>Once your total drug costs have reached \$3,820, you will move to the next stage (the Coverage Gap Stage).</p>	<p>Once your total drug costs have reached \$4,020, you will move to the next stage (the Coverage Gap Stage).</p>

### Changes to the Coverage Gap and Catastrophic Coverage Stages

The Coverage Gap Stage and the Catastrophic Coverage Stage are two other drug coverage stages for people with high drug costs. **Most members do not reach either stage.** For information about your costs in these stages, look at your **Summary of Benefits** or at Chapter 6, Sections 6 and 7, in your **Evidence of Coverage**.

## SECTION 3: Deciding Which Plan to Choose

### Section 3.1 If you want to stay in Peoples Health Secure Health

**To stay in our plan you don't need to do anything.** If you do not sign up for a different plan or change to Original Medicare, you will automatically stay enrolled as a member of our plan for 2020.

## Section 3.2 If you want to change plans

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We hope to keep you as a member next year but if you want to change for 2020 follow these steps:

### Step 1: Learn about and compare your choices

- You can join a different Medicare health plan
- — **OR** — You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan.

If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan.

To learn more about Original Medicare and the different types of Medicare plans, read **Medicare & You 2020**, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <https://www.medicare.gov> and click “Find health & drug plans.” **Here, you can find information about costs, coverage, and quality ratings for Medicare plans.**

### Step 2: Change your coverage

- To change to a different Medicare health plan, enroll in the new plan. You will automatically be disenrolled from Peoples Health Secure Health.
- To change to Original Medicare with a prescription drug plan, enroll in the new drug plan. You will automatically be disenrolled from Peoples Health Secure Health.
- To change to Original Medicare without a prescription drug plan, you must either:
  - Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
  - **or** — Contact **Medicare**, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

If you switch to Original Medicare and do **not** enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan unless you have opted out of automatic enrollment.

## SECTION 4: Changing Plans

If you want to change to a different plan or Original Medicare for next year, you can do it from now until December 7. The change will take effect on January 1, 2020.

### Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. For example, people with Medicaid, those who get “Extra Help” paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area may be allowed to make a change at other times of the year.

If you enrolled in a Medicare Advantage plan for January 1, 2020, and don't like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage) between January 1 and March 31, 2020. For more information, see Chapter 10, Section 2.3 of the **Evidence of Coverage**.

## SECTION 5: Programs That Offer Free Counseling about Medicare and Medicaid

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Louisiana, the SHIP is called Senior Health Insurance Information Program (SHIIP).

SHIIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHIIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIIP at 1-800-259-5300. You can learn more about SHIIP by visiting their website (<http://www.lidi.la.gov/SHIIP>).

For questions about your Louisiana Medicaid benefits, contact Louisiana Medicaid at 1-888-342-6207, Monday through Friday, from 7 a.m. to 6 p.m. TTY users may call 1-800-220-5404. Ask how joining another plan or returning to Original Medicare affects how you get your Louisiana Medicaid coverage.

## SECTION 6: Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **“Extra Help” from Medicare.** Because you have Medicaid, you are already enrolled in ‘Extra Help,’ also called the Low Income Subsidy. Extra Help pays some of your prescription drug premiums, annual deductibles and coinsurance. Because you qualify, you do not have a coverage gap or late enrollment penalty. If you have questions about Extra Help, call:
  - 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day/ 7 days a week;
  - The Social Security Office at 1-800-772-1213 between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call 1-800-325-0778 (applications); or
  - Your State Medicaid Office (applications).

- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the Louisiana Health Access Program. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call 504-568-7474, Monday through Friday, from 8 a.m. to 4:30 p.m.

## SECTION 7: Questions?

### Section 7.1 Getting Help from Peoples Health

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Questions? We're here to help. Please call Member Services at 1-800-222-8600. (TTY only, call 711). We are available for phone calls seven days a week, from 8 a.m. to 8 p.m. If you contact us on a weekend or holiday, we will reach out to you within one business day. Calls to these numbers are free.

#### **Read your 2020 Evidence of Coverage (it has details about next year's benefits and costs)**

This **Annual Notice of Changes** gives you a summary of changes in your benefits and costs for 2020. For details, look in the **2020 Evidence of Coverage** for Peoples Health Secure Health. The **Evidence of Coverage** is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the **Evidence of Coverage** is located on our website at <http://www.peopleshealth.com>. You may also call Member Services to ask us to mail you an **Evidence of Coverage**.

#### **Visit our Website**

You can also visit our website at <http://www.peopleshealth.com>. As a reminder, our website has the most up-to-date information about our provider network (**Provider Directory**) and our list of covered drugs (**Formulary/Drug List**).

### Section 7.2 Getting Help from Medicare

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To get information directly from Medicare:

#### **Call 1-800-MEDICARE (1-800-633-4227)**

You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

#### **Visit the Medicare Website**

You can visit the Medicare website (<https://www.medicare.gov>). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to <https://www.medicare.gov> and click on "Find health & drug plans").

**Read Medicare & You 2020**

You can read the **Medicare & You 2020** Handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (<https://www.medicare.gov>) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

**Section 7.3      Getting Help from Louisiana Medicaid**

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To get information from Louisiana Medicaid, you can call Louisiana Medicaid at 1-888-342-6207, Monday through Friday, from 7 a.m. to 6 p.m. TTY users should call 1-800-220-5404.

**ATENCIÓN:** Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-800-222-8600 (TTY: 711).

**請注意：**如果您說中文，我們免費為您提供語言協助服務。請致電 1-800-222-8600 (TTY: 711)。

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyo ng tulong sa wika. Tumawag sa 1-800-222-8600 (TTY: 711).

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-222-8600 (ATS 711).

**XIN LUU Ý:** Nếu quý vị nói tiếng Việt, quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Hãy gọi 1-800-222-8600 (TTY: 711).

**ACHTUNG:** Falls Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie bitte unter 1-800-222-8600 (TTY: 711) an.

**알림:** 한국어를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-222-8600 (TTY: 711)번으로 전화하십시오.

**ВНИМАНИЕ:** бесплатные услуги перевода доступны для людей, чей родной язык является русским. Звоните по телефону 1-800-222-8600 (TTY: 711).

**تنبيه:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. اتصل على الرقم 1-800-222-8600 (TTY: 711).

**ATENÇÃO:** Se você fala português, contate o serviço de assistência de idiomas gratuito. Ligue para 1-800-222-8600 (TTY: 711).

**注意事項：**日本語を話される場合、無料の言語支援サービスをご利用いただけます。1-800-222-8600 (TTY: 711) まで、お電話にてご連絡ください。

**โปรดทราบ:** หากคุณพูดภาษาไทย มีบริการความช่วยเหลือด้านภาษาให้แก่คุณโดยที่คุณไม่ต้องเสียค่าใช้จ่ายแต่อย่างใด โทรศัพท์ถึงหมายเลข 1-800-222-8600 (สำหรับผู้มีความบกพร่องทางการฟัง: 711)

**ສິ່ງສຳຄັນ:** ຖ້າທ່ານເວົ້າພາສາລາວແມ່ນມີບໍລິການຊ່ວຍເຫຼືອທາງດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ໃຫ້ໂທຫາເບີ 1-800-222-8600 (TTY: 711).

**توجه:** اگر زبان شما فارسی است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. با شماره 1-800-222-8600 (TTY: 711) تماس بگیرید.

**توجه فرمائیں:** اگر آپ اردو زبان بولتے ہیں تو، آپ کے لئے بلا معاوضہ، زبان معاون خدمات، دستیاب ہیں۔ کال کریں 1-800-222-8600 (TTY: 711)

### Notice of Nondiscrimination

Peoples Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Peoples Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Peoples Health provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters; written information in other formats (large print, audio, accessible electronic formats, other formats). Peoples Health also provides free language services to people whose primary language is not English, such as: qualified interpreters; information written in other languages. If you need these services, contact the member services department. If you believe that Peoples Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our civil rights coordinator; Peoples Health, Three Lakeway Center, 3838 N. Causeway Blvd., Suite 2200, Metairie, LA 70002; 504-849-4685, 225-346-5704 or toll-free 1-800-222-8600; TTY: 711; fax: 504-849-6959; email: [civilrightscoordinator@peopleshealth.com](mailto:civilrightscoordinator@peopleshealth.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our civil rights coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



**Peoples Health Secure Health (HMO D-SNP)  
Member Services:**

Call **1-800-222-8600**

Calls to this number are free. We are available seven days a week, from 8 a.m. to 8 p.m. local time.

If you contact us on a weekend or holiday, we will reach out to you within one business day.

Member services also has free language interpreter services available for non-English speakers.

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**TTY 711**

This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.

Calls to this number are free. The TTY relay service operates 24 hours a day, seven days a week.

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**Peoples Health**

Member Services Department  
Three Lakeway Center  
3838 N. Causeway Blvd., Ste. 2200  
Metairie, LA 70002

**[phn.member@peopleshealth.com](mailto:phn.member@peopleshealth.com)**

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Website **<http://www.peopleshealth.com>**