



By

FIDELIS CARE

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IMPORTANT INFORMATION

Your Medicaid Advantage Plan is closing.

Dear <Member Name>:

This letter is to tell you that your Fidelis Dual Advantage plan will no longer be available after December 31, 2021. If you are eligible, you will be automatically enrolled into Fidelis Medicaid Managed Care and continue to be enrolled in Wellcare Fidelis Dual Access (HMO D-SNP) offered by Wellcare By Fidelis Care, unless you make another choice.

You will be in both plans starting January 1, 2022. If you want to make another choice, you must call New York Medicaid Choice (NYMC), the State's Enrollment Broker by December 20, 2021, for help.

Read on to learn more about **Fidelis Medicaid Managed Care**, as well as other choices available to you. If you have questions about the information in this letter, please contact our Member Services number at 1-800-247-1447 for additional information. (TTY users should call 711). Hours are Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m.

Why is my Medicaid Advantage health plan closing?

Fidelis Dual Advantage plan is closing due to low enrollment. The new health plan will offer many of the same benefits as well as additional services to provide you with more complete coverage.

How will my healthcare coverage change?

You will receive Medicaid coverage through a Medicaid Managed Care plan and Medicare coverage through the same health care organization that provides your Medicare Advantage coverage. This will provide better coordination of your Medicaid and Medicare services through one organization.

What services will be covered?

You will be covered for many of the same Medicare and Medicaid benefits you get now, including:

- Prescription drugs covered by Medicare Part D and Medicaid.
- Hospital care, doctor visits, lab tests, outpatient care, mental health services, emergency services, and other medical services.

- Services you get now or that you might need, such as help with your personal care or with taking medications. This includes home care if you are living at home or nursing home care if you reside in a nursing facility.
- If you require more long-term care services, there are other options described in the attachment to this letter.

How will this change affect me?

- You will not pay a plan premium, deductible, or copayment when you get services from a provider or pharmacy in your health plan's provider network.
- Every health plan has a network of providers like doctors, dentists, hospitals, and personal care providers who provide your health care services. If your providers are not in the plan's network, they can join it. You may need to see a different provider if your provider does not join your health plan's network.
- If you are currently receiving services from a provider not in the network, your plan will continue to cover that provider until March 1, 2022 until you can be transferred to a new provider in network.

What do I need to do to join Fidelis Medicaid Managed Care plan?

You do not have to do anything. You will be automatically transferred to the Medicaid managed care plan and will remain in your Wellcare Fidelis Dual Access plan. Your new coverage will start January 1, 2022.

You will receive a new identification card prior to your coverage start date. You will receive a notice to confirm your enrollment in the new plan. If you need to make another plan choice, New York Medicaid Choice can help you learn more about other options for coverage.

What if I have more questions?

If you have any questions about this letter, please contact our Member Services number at 1-800-247-1447 for additional information. (TTY users should call 711). Hours are Between October 1 and March 31, representatives are available Monday-Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday-Friday, 8 a.m. to 8 p.m.

You may also call New York Medicaid Choice for assistance at 1-800-505-5678. TTY users can call 1-888-329-1541. You can call Monday to Friday, from 8:30am to 8:00pm and Saturday, from 10 AM to 6 PM.

You can also call the Independent Consumer Advocacy Network (ICAN) for free, independent advice on coverage, complaints, and appeals. They can help you with an appeal. To learn more, call ICAN at **1-844-614-8800** (TTY Relay Service: 711). You can also email ican@cssny.org or visit ICAN online at www.icannys.org.

We look forward to serving you as a member of Fidelis Medicaid Managed Care Plan and Wellcare Fidelis Dual Access beginning January 1, 2022.

Thank you

Frequently Asked Questions:

1) What are my other options?

You can call New York Medicaid Choice (NYMC) at 1-800-505-5678 to find out more about other Medicaid and Medicare options. These options are available to dual eligible enrollees who are receiving or may need long term care services.

- **Join a Medicaid Advantage Plus (MAP) Plan.** If you need or you are currently receiving long term care services and supports, you may be eligible to join a MAP. You will get your Medicare and Medicaid services from two partner plans offered by the same company.
- **Join the Program of All Inclusive Care for the Elderly (PACE).** If you need long term care services and supports, you may be eligible to join a PACE. You will get your Medicaid and Medicare services from the PACE program. In PACE, you go to a single center to receive all of your care.
- **Join a Medicaid Managed Long Term Care Plan** (also known as an MLTC Plan). If you need long term care services and supports, you may join an MLTC plan. With this type of plan, you can go back to using Original Medicare (red–white–and blue card), or you could also join a separate Medicare Advantage Plan.

If you do not wish to be transferred into Fidelis Medicaid Managed Care plan or do not want to join any of the options named above, you may choose to disenroll from managed care and return to regular fee-for-service Medicaid. Refer to your 2022 Evidence of Coverage, Chapter 2 for instructions on disenrolling from Wellcare Fidelis Dual Access, or contact Member Services at 1-800-247-1447.

2) Can I make another health plan choice after December 2021?

Yes. If you want to make a change to your health plan for 2022, please contact New York Medicaid Choice for more information. You may also contact 1-800-MEDICARE (1-800-633-4227) for help with your Medicare choices.

3) Will I be able to see the same doctors?

You can contact the plan's Member Services Department found in this letter to get more information about the doctors you are seeing and if there will be any provider network changes.

4) Who can I talk to about my Medicare Advantage benefits?

If you have questions about your Medicare coverage, you can contact your health plan's Member Services Department. You may also call the following for more information and help with your Medicare choices:

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

Medicare Rights Center: 1-800-333-4114 and (TTY #711) is available Monday – Friday, 10:00am – 3:00pm. The website is available at www.medicarerights.org.

5) If I have a home care aide, can I still get home care services?

If you are currently receiving home care services, you must join a Managed Long Term Care plan to continue receiving your services. The plan you choose will make sure you get the services that you need.