



PO Box 31370
Tampa, FL 33631-3370

<Date of Letter>
<Barcode> <Letter Code>
<Name>
<Address>
<City>, <State>, <Zip>

IMPORTANT INFORMATION

Your Medicaid Advantage Plan is closing.

Dear <Member Name>:

This letter is to tell you that your WellCare Liberty (HMO D-SNP) Medicaid Advantage plan will no longer be available after December 31, 2021. Wellcare will no longer provide coverage for your Medicaid services. You will be automatically enrolled into Medicaid regular fee-for-service (FFS), unless you make another choice.

You will continue to be enrolled in Wellcare Dual Access (HMO D-SNP) for your Medicare coverage.

You will be in both Medicaid FFS and Wellcare Dual Access (HMO D-SNP) starting January 1, 2022, unless you make another choice. To make another choice for your Medicaid coverage, 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 other choices available to you to get healthcare coverage. If you have questions about the information in this letter, call us at 1-833-444-9089, TTY 711, Monday-Friday, 8 am to 8 pm. From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends and on federal holidays.

Why is my Medicaid Advantage plan closing?

The WellCare Liberty is closing due to low enrollment. Wellcare will continue to provide coverage for your Medicare services. However, your Medicaid services will no longer be covered by Wellcare. You will be transferred to Medicaid FFS coverage.



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What services will be covered by the Wellcare Medicare Advantage Plan and Medicaid FFS?

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 receive your Medicaid services from regular fee-for-service (FFS) Medicaid beginning January 1, 2022. You will continue to receive your Medicare benefits from your current Wellcare Medicare Advantage plan.

What do I need to do?

You do not have to do anything. You will be automatically transferred to regular FFS Medicaid and will stay in the Wellcare Dual Access (HMO D-SNP). Your new Medicaid coverage will start January 1, 2022.

If you need to make another plan choice, New York Medicaid Choice can help you learn more about other options for getting your Medicaid and Medicare coverage.

What if I have more questions?

If you have any questions about this letter, please contact our Member Services Department at: 1-833-444-9089, TTY 711, Monday-Friday, 8 am to 8 pm. From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends and on federal holidays.

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 8:30 a.m. to 8:00 p.m. and Saturday, from 10:00 a.m. to 6 p.m.



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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@csny.org or visit ICAN online at www.icannys.org.

We look forward to serving you as a member of Wellcare Dual Access (HMO D-SNP) beginning January 1, 2022.

Thank you,

Enrollment Services

Frequently Asked Questions:

1) What are my other options?

You can call New York Medicaid Choice to find out more about your other Medicaid and Medicare options. These are:

- **Join a Mainstream or HARP Medicaid managed care plan with the Integrated Benefits for Dually Eligible Enrollees Plan (IB-Dual) program.** The IB-Dual program allows you to receive Medicaid coverage through a Medicaid managed care plan and Medicare coverage through the same healthcare organization that offers Medicare Advantage for dually eligible individuals. This new program is especially for those who do not need long term care services and supports.
- If you don't receive long term care services and supports, you may also choose to disenroll from managed care and get your care from both FFS Medicaid and Original Medicare at any time.
- **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 be eligible to join. With this type of plan, you go back to using Original Medicare (red-white-and blue card). You could also join a separate Medicare Advantage Plan.



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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)** available 24 hours a day, 7 days a week, for help with your Medicare choices. **TTY users should call 1-877-486-2048.**

3) What if my doctor does not take fee-for-service (FFS) Medicaid insurance?

If your doctor does not take your fee-for-service Medicaid insurance you can call New York State Department of Health for help finding a new doctor.

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

If you have questions about your Medicare coverage, you can contact Wellcare Member Services. 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, 10:00 a.m. – 3:00 p.m. 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.

Wellcare is the Medicare brand for Centene Corporation, an HMO, PPO, PFFS, PDP plan with a Medicare contract and is an approved Part D Sponsor. Our D-SNP plans have a contract with the state Medicaid program. Enrollment in our plans depends on contract renewal.

Please contact your plan for details.