



00003 00003
JANE Q. PUBLIC
123 MAIN STREET
ANYTOWN, IL 60601-0001



January 1, 2021

Dear Jane Q. Public:

Important: You are being enrolled in the Medicare-Medicaid Alignment Initiative (MMAI)!

To help your Medicare and Illinois Medicaid benefits work better for you, we are enrolling you in an MMAI health plan. With MMAI, you get all your Medicare and Medicaid benefits in one plan.

Your new coverage starts April 1, 2021.

Your MMAI plan will cover your Medicare, Medicaid and prescription drug benefits, including Medicare Part D. Your plan will also coordinate all your healthcare and long term services and supports. These include primary care, mental health care, hospital care and specialty care. Most MMAI plans also offer extra benefits, such as more dental care and lower prescription co-pays.

Your new plan and PCP will be:

Health plan	PCP	PCP location
Plan A XXX-XXX-XXXX	James Williams XXX-XXX-XXXX	321 Park Road Anytown, IL 60601

If you don't want the health plan and PCP we choose for you, you can choose a different plan and PCP. You can also choose to keep your Medicare and Medicaid the way it is now. It is better if you choose, because you know your healthcare needs best. For help choosing a health plan and PCP, read *Tips to Help You Choose* and *Your Health Plan Choices* that came with this letter.

More on the back »

Questions? Visit EnrollHFS.Illinois.gov or call **1-877-912-8880**
(TTY: 1-866-565-8576). The call is free!

You can get this information in other languages or formats, such as large print or audio.

If you want a different MMAI plan, you must choose by March 15, 2021.

These are the health plans you can choose from:

- Plan A
- Plan B
- Plan C
- Plan D
- Plan E

What happens next:

You will keep getting your prescription drug benefits from your current Part D or Medicare Advantage plan until your new coverage through Plan A starts. You will not lose your prescription drug benefits at any time. You will get a letter from your current Part D or Medicare Advantage plan. It will tell you that your prescription drug benefits through their plan will be ending right before your new coverage starts.

After your new coverage starts, you must get your care through providers who work with your MMAI plan. Your MMAI plan will send you an enrollment packet and a new member identification card. Your new ID card will replace the cards you use now.

If you need help getting services or prescriptions after your new coverage starts, call your MMAI plan. Your MMAI plan has care coordinators to help you manage all of your healthcare needs.

What to do now:

- If you want to enroll in **Plan A** with **James Williams**, you don't need to do anything. We will automatically enroll you.
- If you want to choose a different MMAI plan or keep your care the way it is now, call Client Enrollment Services at **1-877-912-8880** (TTY: 1-866-565-8576), Monday to Friday 8 a.m. to 6 p.m. The call is free.
- If you have questions about Medicare, call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. The call is free.

Remember, you will have the right to opt out of MMAI and return to original Medicare at any time. Call Client Enrollment Services at **1-877-912-8880** (TTY: 1-866-565-8576), Monday to Friday 8 a.m. to 6 p.m. The call is free.

Note: You can leave your MMAI plan at any time and choose another plan. Once you leave your MMAI plan, there are limits for when you can join or leave other types of Medicare plans.

Continue to Page 3 »

If you get long term care or home and community based waiver services:

You will be required to enroll in a health plan for these Medicaid benefits if you are not enrolled in an MMAI plan. If you do not choose a Medicaid Managed Long Term Services and Supports plan, we will choose **Plan A** for your long term care or waiver benefits.

If you want to keep your care the way it is now, you must cancel the MMAI plan before March 15, 2021.

Once enrolled, you can opt out of the MMAI program at any time. You will go back to getting your healthcare and drug coverage services from Medicaid and original Medicare with prescription drug coverage.

Questions?

For questions about your healthcare rights or help with health plan complaints, you can talk to a Home Care Ombudsman. Also, for questions about your Medicare choices, call your State Health Insurance Program (SHIP). To talk to an Ombudsman or SHIP, call the Senior HelpLine at **1-800-252-8966** (TTY: 1-888-206-1327), Monday through Friday from 8:30 a.m. to 5 p.m.

Thank you,

Illinois Client Enrollment Services

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