

Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP)SM offered by HCSC Insurance Services Company (HISC)

Annual Notice of Changes for 2022

You are currently enrolled as a member of Blue Cross Medicare Advantage Dual Care Plus (HMO SNP)SM. 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 1.1 and 1.5 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 2022 Drug List and look in Section 1.6 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 [go.medicare.gov/drugprices](https://www.go.medicare.gov/drugprices), and click the "dashboards" link in the middle of the second Note toward the bottom of the page. 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 1.3 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 www.medicare.gov/plan-compare website. Click "Find health & drug plans."
 - Review the list in the back of your *Medicare & You 2022* 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 don't join another plan by December 7, 2021, you will be enrolled in Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP).
- 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 16 to learn more about your choices.

4. ENROLL: To change plans, join a plan between **October 15** and **December 7, 2021**

- If you don't join another plan by **December 7, 2021**, you will be enrolled in Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP).
- If you join another plan between **October 15** and **December 7, 2021**, your new coverage will start on **January 1, 2022**. You will be automatically disenrolled from your current plan.

Additional Resources

- This document is available for free in Spanish.

- ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-895-6437 (TTY only, call 711) for more information.
- ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia de lingüística. Llame a Servicio al Cliente al 1-877-895-6437 (TTY: 711) para recibir más información.
- Please contact our Customer Service number at 1-877-895-6437 for additional information. (TTY users should call 711). Hours are 8:00 a.m. – 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on weekends and holidays.
- Para obtener más información por favor póngase en contacto con nuestro número de servicio al cliente en 1-877-688-1813. (Usuarios de TTY deben llamar al 711). El horario es de 8:00 – 20:00, hora de local, 7 días a la semana. Si usted está llamando desde el 1 de abril hasta el 30 de septiembre, tecnologías alternativas (por ejemplo, correo de voz) se utilizarán los fines de semana y festivos.
- Please contact Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP) if you need this information in another language or format (Spanish, braille, large print or 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 www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information.

About Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP)

- HMO Special Needs Plan provided by HCSC Insurance Services Company (HISC), an Independent Licensee of the Blue Cross and Blue Shield Association. HISC is a Medicare Advantage organization with a Medicare contract and a contract with the Texas Medicaid program. Enrollment in HISC's plan depends on contract renewal.

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association.

- When this booklet says "we," "us," or "our," it means HCSC Insurance Services Company (HISC). When it says "plan" or "our plan," it means Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP).
-

Summary of Important Costs for 2022

The table below compares the 2021 costs and 2022 costs for Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP) 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 getbluetx.com/dsnp. You may also call Customer Service to ask us to mail you an *Evidence of Coverage*. If you are eligible for Medicare cost-sharing assistance under Medicaid, you pay \$0 for your deductible, doctor office visits, and inpatient hospital stays.

Cost	2021 (this year)	2022 (next year)
Monthly plan premium* * Your premium may be higher or lower than this amount. See Section 1.1 for details.	\$23.30	\$18.80
Deductible	\$0 or \$203 (depending on your income and institutional status)	\$0 or \$203 (depending on your income and institutional status) These are 2021 cost sharing amounts and may change for 2022. Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP) will provide updated rates as soon as they are released.
Doctor office visits	Primary care visits: 0% or 20% of the total cost per visit Specialist visits: 0% or 20% of the total cost per visit	Primary care visits: 0% or 20% of the total cost per visit Specialist visits: 0% or 20% of the total cost per visit

Cost	2021 (this year)	2022 (next year)
<p>Inpatient hospital stays</p> <p>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.</p>	<p>\$0 or \$1,484 deductible for each benefit period; \$0 copay per day for days 1-60; \$0 or \$371 copay per day for days 61-90</p>	<p>\$0 or \$1,484 deductible for each benefit period; \$0 copay per day for days 1-60; \$0 or \$371 copay per day for days 61-90</p> <p>These are 2021 cost sharing amounts and may change for 2022. Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP) will provide updated rates as soon as they are released.</p>
<p>Part D prescription drug coverage</p> <p>(See Section 1.6 for details.)</p>	<p>Deductible: \$445 (depending on your income and institutional status)</p> <p>Copayment during the Initial Coverage Stage:</p> <ul style="list-style-type: none"> • Drug Tier 1: Generic Drugs (including brand drugs treated as generic): \$0 copay; or \$1.30 copay; or \$3.70 copay; or 15% of the total cost • All Other Drugs: \$0 copay; or \$4.00 copay; or \$9.20 copay; or 15% of the total cost 	<p>Deductible: \$0 to \$480 (depending on your income and institutional status)</p> <p>Copayment during the Initial Coverage Stage:</p> <ul style="list-style-type: none"> • Drug Tier 1: Generic Drugs (including brand drugs treated as generic): \$0 copay; or \$1.35 copay; or \$3.95 copay; or 15% of the total cost • All Other Drugs: \$0 copay; or \$4.00 copay; or \$9.85 copay; or 15% of the total cost

Cost	2021 (this year)	2022 (next year)
<p>Maximum out-of-pocket amount</p> <p>This is the <u>most</u> you will pay out-of-pocket for your covered services. (See Section 1.2 for details.)</p>	<p>\$7,550</p> <p>If you are eligible for Medicare cost-sharing assistance under 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>\$7,550</p> <p>If you are eligible for Medicare cost-sharing assistance under 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 2022 **Table of Contents**

Summary of Important Costs for 2022	1
SECTION 1 Changes to Benefits and Costs for Next Year	5
Section 1.1 – Changes to the Monthly Premium	5
Section 1.2 – Changes to Your Maximum Out-of-Pocket Amount	5
Section 1.3 – Changes to the Provider Network	6
Section 1.4 – Changes to the Pharmacy Network	7
Section 1.5 – Changes to Benefits and Costs for Medical Services	7
Section 1.6 – Changes to Part D Prescription Drug Coverage	11
SECTION 2 Administrative Changes	14
SECTION 3 Deciding Which Plan to Choose	15
Section 3.1 – If you want to stay in Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP)	15
Section 3.2 – If you want to change plans	16
SECTION 4 Changing Plans	17
SECTION 5 Programs That Offer Free Counseling about Medicare and Medicaid	17
SECTION 6 Programs That Help Pay for Prescription Drugs	18
SECTION 7 Questions?	18
Section 7.1 – Getting Help from Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP)	18
Section 7.2 – Getting Help from Medicare	19
Section 7.3 – Getting Help from Medicaid	20

SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 – Changes to the Monthly Premium

Cost	2021 (this year)	2022 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.)	\$23.30	\$18.80

Section 1.2 – 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 services for the rest of the year.

Cost	2021 (this year)	2022 (next year)
Maximum out-of-pocket amount Because our members also get assistance from Medicaid, very few members ever reach this out-of-pocket maximum. If you are eligible for Medicaid assistance with Part A and Part B	\$7,550	\$7,550 Once you have paid \$7,550 out-of-pocket for covered services, you will pay nothing for your covered

Cost	2021 (this year)	2022 (next year)
<p>copays and deductibles, 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 copays and deductibles) 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>		<p>services for the rest of the calendar year.</p>

Section 1.3 – 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 getbluetx.com/dsnp/providers. You may also call Customer Service for updated provider information or to ask us to mail you a *Provider Directory*. **Please review the 2022 *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 to manage your care.

Section 1.4 – Changes to the Pharmacy Network

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. Our network includes pharmacies with preferred cost sharing, which may offer you lower cost sharing than the standard cost sharing offered by other network pharmacies for some drugs

There are changes to our network of pharmacies for next year. An updated *Pharmacy Directory* is located on our website at getbluetx.com/dsnp/pharmacies. You may also call Customer Service for updated provider information or to ask us to mail you a *Pharmacy Directory*. **Please review the 2022 Pharmacy Directory to see which pharmacies are in our network.**

Section 1.5 – Changes to Benefits and Costs for Medical Services

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 2022 *Evidence of Coverage*. A copy of the *Evidence of Coverage* is located on our website at getbluetx.com/dsnp. You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.

Opioid treatment program services

Members of our plan with opioid use disorder (OUD) can receive coverage of services to treat OUD through an Opioid Treatment Program (OTP) which includes the following services:

U.S. Food and Drug Administration (FDA)-approved opioid agonist and antagonist medication-assisted treatment (MAT) medications.

- Dispensing and administration of MAT medications (if applicable)
- Substance use counseling
- Individual and group therapy
- Toxicology testing

- Intake activities
- Periodic assessments

Cost	2021 (this year)	2022 (next year)
<p>Inpatient Hospital Acute Stay</p>	<p>You pay a \$0 or \$1,484 deductible for each benefit period; \$0 copay per day for days 1-60; \$0 or \$371 copay per day for days 61-90.</p>	<p>You pay a \$0 or \$1,484 deductible for each benefit period; \$0 copay per day for days 1-60; \$0 or \$371 copay per day for days 61-90. These are 2021 cost sharing amounts and may change for 2022. Blue Cross Medicare Advantage Dual Care Plus (HMO SNP) will provide updated rates as soon as they are released. If you are eligible for Medicare cost-sharing assistance under Medicaid, you pay a \$0 copayment amount.</p>
<p>Inpatient Hospital Acute Stay -Lifetime Reserve Days</p>	<p>You pay a \$0 or \$742 copay per day for each benefit period (up to 60 days over your lifetime).</p>	<p>You pay a \$0 or \$742 copay per day for each benefit period (up to 60 days over your lifetime). These are 2021 cost sharing amounts and may change for 2022. Blue Cross Medicare Advantage Dual Care Plus (HMO SNP) will provide updated rates as soon as they are released. If you are eligible for Medicare cost-sharing assistance under Medicaid, you pay a \$0 copayment amount.</p>

Cost	2021 (this year)	2022 (next year)
Inpatient Hospital Psychiatric Stay	You pay a \$0 or \$1,484 deductible for each benefit period; \$0 copay per day for days 1-60; \$0 or \$371 copay per day for days 61-90.	You pay a \$0 or \$1,484 deductible for each benefit period; \$0 copay per day for days 1-60; \$0 or \$371 copay per day for days 61-90. These are 2021 cost sharing amounts and may change for 2022. Blue Cross Medicare Advantage Dual Care Plus (HMO SNP) will provide updated rates as soon as they are released. If you are eligible for Medicare cost-sharing assistance under Medicaid, you pay a \$0 copayment amount.
Inpatient Hospital Psychiatric Stay -Lifetime Reserve Days	You pay a \$0 or \$742 copay per day for each benefit period (up to 60 days over your lifetime).	You pay a \$0 or \$742 copay per day for each benefit period (up to 60 days over your lifetime). These are 2021 cost sharing amounts and may change for 2022. Blue Cross Medicare Advantage Dual Care Plus (HMO SNP) will provide updated rates as soon as they are released. If you are eligible for Medicare cost-sharing assistance under Medicaid, you pay a \$0 copayment amount.
Meal Benefit	Meal benefit is <u>not</u> covered.	You pay a \$0 copay for 2 meals per day for 28 days.

Cost	2021 (this year)	2022 (next year)
Over-the-Counter Items (OTC)	Over-the-Counter items are <u>not</u> covered.	\$250 plan coverage limit every 3 months for specific over-the counter drugs and other health related products. Unused OTC amounts do not roll over to the next calendar year.
Transportation Services	Non-Medicare-covered Transportation services are <u>not</u> covered.	\$0 copay for up to 120 one-way trips every year to plan-approved locations.
Vision Care (Non-Medicare-covered - Eye Exams)	Non-Medicare covered eye exams are <u>not</u> covered.	<u>In-Network</u> \$0 copay for 1 routine vision exam every year.
Vision Care (Non-Medicare-covered - Eyewear)	Non-Medicare covered eyewear is <u>not</u> covered.	<u>In-Network</u> \$200 maximum plan coverage amount in-network for routine eyewear every year.
Dental Services (Non-Medicare-covered Preventive)	Non-Medicare-covered preventive dental services are <u>not</u> covered.	<u>In- and Out-of-Network</u> You pay a \$0 copay for up to 2 oral exams per year, 2 cleanings per year and 1 bitewing X-ray per year.
Dental Services (Non-Medicare-covered Comprehensive)	Non-Medicare-covered comprehensive dental services are <u>not</u> covered.	<u>In and Out-of-Network</u> \$2,000 maximum plan coverage amount for in-and out-of-network comprehensive dental benefits per year.
Health and Wellness Education Programs	SilverSneakers [®] fitness program is <u>not</u> covered.	SilverSneakers [®] fitness program is covered. You

Cost	2021 (this year)	2022 (next year)
		pay a \$0 copay for this wellness program.
Hearing Exams (Non-Medicare-covered)	Non-Medicare-covered hearing exam are <u>not</u> covered.	<u>In-Network</u> \$0 copay for 1 routine hearing exam every year Unlimited provider visits for fitting and adjustments within 12 months of purchase of TruHearing hearing aids.
Hearing Aids (Non-Medicare-covered)	Non-Medicare-covered hearing aids are <u>not</u> covered.	<u>In-Network</u> \$2,000 maximum plan coverage limit for hearing aids (both ears combined) purchased in-network every year.
24/7 Nurse Line Support	24/7 Nurse Line Support is <u>not</u> covered.	\$0 copay for nurse line support.
Telehealth Services	Additional telehealth services are <u>not</u> covered.	<u>In-Network</u> You pay a \$0 copay for urgent care visits through MDLive.

Section 1.6 – 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 Customer Service.
- **Work with your doctor (or prescriber) to find a different drug** that we cover. You can call Customer Service 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. (To learn more about when you can get a temporary supply and how to ask for one, see Chapter 5, Section 5.2 of the *Evidence of Coverage*.) During the time when you are getting a temporary supply of a drug, you should talk with your doctor to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug.

Current formulary exceptions may still be covered, depending on the circumstance. You can call Customer Service to confirm coverage duration.

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 have included 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 didn't receive this insert with this packet, please call Customer Service and ask for the "LIS Rider."

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

Stage	2021 (this year)	2022 (next year)
<p>Stage 1: Yearly Deductible Stage</p> <p>During this stage, you pay the full cost of your Part D drugs until you have reached the yearly deductible.</p>	<p>Your deductible amount is \$445, depending on the level of "Extra Help" you receive. (Look at the separate insert, the "LIS Rider," for your deductible amount.)</p>	<p>Your deductible amount is \$0 to \$480, depending on the level of "Extra Help" you receive. (Look at the separate insert, the "LIS Rider," for your deductible amount.)</p>

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*.

Stage	2021 (this year)	2022 (next year)
<p>Stage 2: Initial Coverage Stage</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 you pay your share of the cost.</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 your <i>Evidence of Coverage</i>.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:</p> <p>Drug Tier 1:</p> <p>Generic Drugs (including brand drugs treated as generic):</p> <p>You pay \$0 copay; or \$1.30 copay; or \$3.70 copay; or 15% of the total cost per prescription.</p> <p>All Other Drugs:</p> <p>You pay \$0 copay; or \$4.00 copay; or \$9.20 copay; or 15% of the total cost per prescription.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:</p> <p>Drug Tier 1:</p> <p>Generic Drugs (including brand drugs treated as generic):</p> <p>You pay \$0 copay; or \$1.35 copay; or \$3.95 copay; or 15% of the total cost per prescription.</p> <p>All Other Drugs:</p> <p>You pay \$0 copay; or \$4.00 copay; or \$9.85 copay; or 15% of the total cost per prescription.</p>

Stage	2021 (this year)	2022 (next year)
	Once your total drug costs have reached \$4,130, you will move to the next stage (the Coverage Gap Stage).	Once your total drug costs have reached \$4,430, you will move to the next stage (the Coverage Gap Stage).

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 2 Administrative Changes

Description	2021 (this year)	2022 (next year)
Mail Order Pharmacy	AllianceRx Walgreens Prime is preferred	AllianceRx Walgreens Prime and Express Scripts [®] Pharmacy are both preferred
Diabetic Testing Supplies	Therapeutic Continuous Glucose Monitoring (CGM) products are covered from Abbott (Freestyle Libre/Libre II) and Dexcom (G5 and G6) – and when obtained through the pharmacy, are subject to prior authorization.	Continuous Glucose Monitoring (CGM) products obtained through the pharmacy are subject to Prior Authorization, Quantity Limit, and coverage is preferred for Dexcom G6 and Abbott Freestyle Libre products.

Description	2021 (this year)	2022 (next year)
Network Pharmacy Cost Sharing	Standard cost sharing applied at all network pharmacies.	Standard cost sharing applies at standard pharmacies and preferred cost sharing applies at preferred pharmacies. Please review the 2022 Pharmacy Directory to see if your pharmacy is preferred or standard.

Prime Therapeutics LLC is a pharmacy benefit management company, contracted by Blue Cross and Blue Shield of Texas (BCBSTX) to provide pharmacy benefit management services. BCBSTX, as well as several other independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics.

Prime Therapeutics LLC has an ownership interest in AllianceRx Walgreens Prime, a central specialty pharmacy and home delivery pharmacy. Prime Therapeutics LLC, provides pharmacy benefit management services for Blue Cross and Blue Shield of Texas (BCBSTX) and is owned by 18 Blue Cross and Blue Shield Plans, subsidiaries or affiliates of those plans.

Express Scripts[®] Pharmacy is a pharmacy that is contracted to provide mail pharmacy services to members of Blue Cross and Blue Shield of Texas (BCBSTX).

Express Scripts[®] Pharmacy is a trademark of Express Scripts Strategic Development, Inc.

SECTION 3 Deciding Which Plan to Choose

Section 3.1 – If you want to stay in Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP)

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 by December 7, you will automatically be enrolled in our Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP).

Section 3.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change for 2022 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.

To learn more about Original Medicare and the different types of Medicare plans, read the *Medicare & You 2022* handbook, 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 www.medicare.gov/plan-compare. **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 Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP).
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP).
- To **change to Original Medicare without a prescription drug plan**, you must either:
 - Send us a written request to disenroll. Contact Customer Service 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 October 15 to December 7. The change will take effect on January 1, 2022.

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, 2022, 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, 2022. 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 Texas, the SHIP is called Health Information, Counseling, and Advocacy Program (HICAP).

Health Information, Counseling, and Advocacy Program (HICAP) 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. Health Information, Counseling, and Advocacy Program (HICAP) 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 Health Information, Counseling, and Advocacy Program (HICAP) at 1-800-252-9240. You can learn more about Health Information, Counseling, and Advocacy Program (HICAP) by visiting their website <https://www.tdi.texas.gov/consumer/hicap/>.

For questions about your Texas Health and Human Services benefits, contact Texas Health and Human Services at 1-800-252-8263. Hours are 8:00 a.m. to 5:00 p.m.. You may also visit their website at <https://www.hhs.texas.gov/>. Ask how joining another plan or returning to Original Medicare affects how you get your Texas 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 am and 7 pm, Monday through Friday. TTY users should call, 1-800-325-0778 (applications); or
 - Your State Medicaid Office (applications).
- **Help from your state's pharmaceutical assistance program.** Texas has a program called Kidney Health Care Program (KHC): Texas State Pharmaceutical Assistance Programs (ESRD Assistance only) that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Section 5 of this booklet).
- **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 Texas HIV Medication Program (THMP). For information on eligibility criteria, covered drugs, or how to enroll in the program, please call 1-800-255-1090.

SECTION 7 Questions?

Section 7.1 – Getting Help from Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP)

Questions? We're here to help. Please call Customer Service at 1-877-895-6437. (TTY only, call 711.) We are available for phone calls 8:00 a.m. – 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies

(for example, voicemail) will be used on weekends and holidays. Calls to these numbers are free. Read your 2022 *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 2022. For details, look in the 2022 *Evidence of Coverage* for Blue Cross Medicare Advantage Dual Care Plus (HMO D-SNP). 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 getbluetx.com/dsnp. You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.

Visit our Website

You can also visit our website at getbluetx.com/dsnp. 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

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 (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 www.medicare.gov/plan-compare).

Read *Medicare & You 2022*

You can read the *Medicare & You 2022* 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 (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 Medicaid

To get information from Texas Medicaid you can call the Texas Health and Human Services at 1-800-252-8263. Hours are 8:00 a.m. to 5:00 p.m.. TTY users should call 711.