



CAPITAL HEALTH PLAN  
**ADVANTAGE PLUS (HMO)**

**2023 Annual Notice of Changes**

# Capital Health Plan Advantage Plus (HMO) offered by Capital Health Plan

## Annual Notice of Changes for 2023

You are currently enrolled as a member of Capital Health Plan Advantage Plus. Next year, there will be some changes to the plan's costs and benefits. *Please see page 1 for a Summary of Important Costs, including Premium.*

This document tells about the changes to your plan. To get more information about costs, benefits, or rules please review the *Evidence of Coverage*, which is located on our website at [www.capitalhealth.com/medicare](http://www.capitalhealth.com/medicare). You can also review the attached OR separately mailed Evidence of Coverage to see if other benefits or cost changes affect you. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

- **You have from October 15 until December 7 to make changes to your Medicare coverage for next year.**
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### 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.
  - Review the changes to Medical care costs (doctor, hospital)
  - Review the changes to our drug coverage, including authorization requirements and costs
  - Think about how much you will spend on premiums, deductibles, and cost sharing
- Check the changes in the 2023 drug list to make sure the drugs you currently take are still covered.
- Check to see if your primary care doctors, specialist, hospitals and other providers including pharmacies will be in our network next year.
- 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 Medicare Plan Finder at <https://www.medicare.gov/plan-compare> website or review the list in the back of your Medicare and You 2023 handbook.
- 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, 2022 you will be enrolled in Capital Health Plan Advantage Plus.
- To change to a **different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2023**. This will end your enrollment with Capital Health Plan Advantage Plus.
- If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can switch plans or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

### **Additional Resources**

- Please contact our Member Services number at 850-523-7441 or 1-877-247-6512 for additional information. (TTY users should call 850-383-3534 or 1-877-870-8943) Hours are 8:00 a.m. to 8:00 p.m., seven days a week between October 1 and March 31 and 8:00 a.m. to 8:00 p.m., Monday through Friday, between April 1 and September 30.
- This document may be available in other formats such as braille and large print. If you need plan information in another format please contact Member Services at the numbers above.
- Member Services has free language interpreter services available for non-English speakers (phone numbers are printed on the back cover of this booklet).
- **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 Capital Health Plan Advantage Plus**

Capital Health Plan is a Medicare Advantage (HMO) plan with a Medicare contract. Enrollment in Capital Health Plan Advantage Plus (HMO) depends on contract renewal.

- When this booklet says "we," "us," or "our," it means Capital Health Plan. When it says "plan" or "our plan," it means Capital Health Plan Advantage Plus.

**Annual Notice of Changes for 2023**  
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## Summary of Important Costs for 2023

The table below compares the 2022 costs and 2023 costs for Capital Health Plan Advantage Plus in several important areas. **Please note this is only a summary of cost changes.** A copy of the *Evidence of Coverage* is located on our website at [www.capitalhealth.com/Medicare](http://www.capitalhealth.com/Medicare). You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

Benefit	2022 (this year)	2023 (next year)
<p><b>Monthly plan premium*</b> See Section 2.1 for details.</p>	\$31.00	\$29.00
<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 1.2 for details.)</p>	\$3,400	\$3,650
<p><b>Doctor office visits</b></p>	<p>Primary care visits: \$10 per visit</p> <p>Specialist visits: \$40 per visit</p>	<p>Primary care visits: \$10 per visit</p> <p>Specialist visits: \$40 per visit</p>
<p><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.</p>	<p>You pay \$250 per day for days 1 through 5</p> <p>You pay nothing per day for days 6 and beyond</p> <p>\$1,250 out-of-pocket limit every stay.</p>	<p>You pay \$250 per day for days 1 through 5</p> <p>You pay nothing per day for days 6 and beyond</p> <p>\$1,250 out-of-pocket limit every stay.</p>

<b>Benefit</b>	<b>2022 (this year)</b>	<b>2023 (next year)</b>
<p><b>Part D prescription drug coverage</b> (See Section 2.6 for details.)</p>	<p>Deductible: There is no deductible</p> <p>Copayment/Coinsurance during the Initial Coverage Stage:</p> <ul style="list-style-type: none"> <li>• Drug Tier 1: \$3 for a one month (30-day) supply</li> <li>• Drug Tier 2: \$7 for a one month (30-day) supply</li> <li>• Drug Tier 3: \$45 for a one month (30-day) supply</li> <li>• Drug Tier 4: \$95 for a one month (30-day) supply</li> <li>• Drug Tier 5: 33% coinsurance for a one-month (30- day) supply</li> <li>• Select Care Drugs \$0</li> </ul>	<p>Deductible: There is no deductible</p> <p>Copayment/Coinsurance during the Initial Coverage Stage:</p> <ul style="list-style-type: none"> <li>• Drug Tier 1: \$0 for a one month (30-day) supply</li> <li>• Drug Tier 2: \$7 for a one month (30-day) supply</li> <li>• Drug Tier 3: \$45 for a one month (30-day) supply</li> <li>• Drug Tier 4: \$95 for a one month (30-day) supply</li> <li>• Drug Tier 5: 33% coinsurance for a one-month (30- day) supply</li> <li>• Select Care Drugs \$0</li> </ul>

## SECTION 1 Unless You Choose Another Plan, You Will Be Automatically Enrolled in Advantage Plus in 2023

If you do nothing to change your Medicare coverage by December 7, 2022 we will automatically enroll you in our Capital Health Plan Advantage Plus plan. This means starting January 1, 2023, you will be getting your medical and prescription drug coverage through Capital Health Plan Advantage Plus plan. If you want to change plans or switch to Original Medicare you must do so between October 15 and December 7. If you are eligible for Extra Help, you may be able to change plans during other times.

The information in this document tells you about the differences between your current benefits in Capital Health Plan Advantage Plus and the benefits you will have on January 1, 2023 as a member of Capital Health Plan Advantage Plus.

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

### Section 2.1 – Changes to the Monthly Premium

<u>Cost</u>	2022 (this year)	2023 (next year)
<b>Monthly premium</b> (You must also continue to pay your Medicare Part B premium.)	\$31.00	\$29.00

- Your monthly plan premium will be more if you are required to pay a lifetime Part D late enrollment penalty for going without other drug coverage that is at least as good as Medicare drug coverage (also referred to as “creditable coverage”) for 63 days or more.
- If you have a higher income, you may have to pay an additional amount each month directly to the government for your Medicare prescription drug coverage.
- Your monthly premium will be less if you are receiving “Extra Help” with your prescription drug costs. Please see Section 7 regarding “Extra Help” from Medicare.

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

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.

	2022 (this year)	2023 (next year)
<p><b>Maximum out-of-pocket amount</b> Your costs for covered medical services (such as copays) 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>	\$3,400	<p>\$3,650</p> <p>Once you have paid \$3,650 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 [www.capitalhealth.com/Medicare](http://www.capitalhealth.com/Medicare). You may also call Member Services for updated provider information or to ask us to mail you a Provider Directory. **Please review the 2023 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) and pharmacies that are part of your plan during the year. If a mid-year change in our providers affects you, please contact Member Services so we may assist. 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

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 Pharmacy Directory is located on our website at [www.capitalhealth.com/Medicare](http://www.capitalhealth.com/Medicare). You may also call Member Services for updated provider information or to ask us to mail you a Pharmacy Directory. **Please review the 2023 Pharmacy Directory to see which pharmacies are in our network.**

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

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, *Medical Benefits Chart (what is covered and what you pay)*, in your *2023 Evidence of Coverage*.

Medical Benefit	2022 (this year)	2023 (next year)
Occupational Therapy Physical Therapy Speech Therapy	\$40	\$20
Part B Drug	Starting April 1st, your share of the cost for Medicare Part B drugs will not exceed the Medicare allowed amounts. July 1st, you will pay no more than \$35 for Part B covered insulins.	

## Section 2.6 – Changes to Part D Prescription Drug Coverage

**Changes to Our Drug List- Important Message About What You Pay for Vaccines –** Our plan covers most Part D vaccines at no cost to you. Call Member Services for more information.

Our list of covered drugs is called a Formulary or “Drug List.” You may request a copy of our Drug list or visit our website [www.capitalhealth.com/Medicare](http://www.capitalhealth.com/Medicare). **You can get a complete Drug List** by calling Member Services (see the back cover).

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.**

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. For instance, we can immediately remove drugs considered unsafe by the FDS or withdrawn from the market by a product manufacturer. We update our online Drug List to provide the most up to date list of drugs.

If you are affected by a change in drug coverage at the beginning of the year or during the year, please review Chapter 9 of your Evidence of Coverage and talk to your doctor to find out your options, such as asking for a temporary supply, applying for an exception and/or working to find a new drug. You can also contact Member Services for more information.

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.

### Changes to Prescription Drug Costs

**Important message about what you pay for insulin** – You won't pay more than \$35 for a one month supply of each insulin product covered by our plan, no matter what cost sharing tier it's on.

**Getting Help from Medicare - If you chose this plan because you were looking for insulin coverage at \$35 a month or less, it is important to know that you may have other options available to you for 2023 at even lower costs because of changes to the Medicare Part D program. Contact Medicare, at 1-800-MEDICARE (1800-633-4227), 24 hours a day, 7 days a week for help comparing your options. TTY users should call 1-877-486-2048.**

**Additional Resources to Help** - Please contact our Member Services number at 850-523-7441 or 1-877-247-6512 (TTY 850-383-3534 or 1-877-870-8943) 8:00a.m. - 8:00p.m., seven days a week, October 1- March 31; 8:00a.m. - 8:00p.m. Monday - Friday, April 1 - September 30. State of Florida members call 1-877-392-1532, 7:00a.m. - 7:00p.m.

*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, 2022, please call Member Services and ask for the "LIS Rider." Phone numbers for Member Services are in Section 8.1 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 more information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in your *Evidence of Coverage*, which is located on our website at [www.capitalhealth.com/Medicare](http://www.capitalhealth.com/Medicare). You may also call Member Services to ask us to mail you an Evidence of Coverage.)

### Changes to the Deductible Stage

	2022 (this year)	2023 (next year)
<b>Stage 1: Yearly Deductible Stage</b>	Because we have no deductible, this payment stage does not apply to you.	Because we have no deductible, this payment stage does not apply to you.

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

For drugs on Tier 1, your cost sharing in the initial coverage stage is changing from \$3 to \$0. Please see the following chart for changes from 2022 to 2023.

	2022 (this year)	2023 (next year)
<p><b>Stage 2: Initial Coverage Stage</b> 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 more 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><b>Tier 1:</b> You pay \$3 per prescription</p> <p><b>Tier 2:</b> You pay \$7 per prescription</p> <p><b>Tier 3:</b> You pay \$45 per prescription</p> <p><b>Tier 4:</b> You pay \$95 per prescription</p> <p><b>Tier 5:</b> You pay 33% of the total cost</p> <p><b>Select Care Drugs \$0</b></p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost-sharing:</p> <p><b>Tier 1:</b> You pay \$0 per prescription</p> <p><b>Tier 2:</b> You pay \$7 per prescription</p> <p><b>Tier 3:</b> You pay \$45 per prescription</p> <p><b>Tier 4:</b> You pay \$95 per prescription</p> <p><b>Tier 5:</b> You pay 33% of the total cost</p> <p><b>Select Care Drugs \$0</b></p>

<p><b>Mail Order-</b> 90 Day supply when you fill your prescriptions using a mail order pharmacy.</p> <p><b>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</b></p>	<p><b>Tier 1:</b> You pay \$0</p> <p><b>Tier 2:</b> You pay \$17.50</p> <p><b>Tier 3:</b> You pay \$112.50</p> <p><b>Tier 4:</b> You pay \$237.50</p> <p><b>Tier 5:</b> Not available</p> <p><b>Select Care Drugs</b></p> <p><b>100 Day Supply \$0</b></p> <p>Once your total drug costs have reached \$4,430, you will move to the next stage (the Coverage Gap Stage).</p>	<p><b>Tier 1:</b> You pay \$0</p> <p><b>Tier 2:</b> You pay \$17.50</p> <p><b>Tier 3:</b> You pay \$112.50</p> <p><b>Tier 4:</b> You pay \$237.50</p> <p><b>Tier 5:</b> Not available</p> <p><b>Select Care Drugs</b></p> <p><b>100 Day Supply \$0</b></p> <p>Once your total drug costs have reached \$4,660, you will move to the next stage (the Coverage Gap Stage).</p>
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## Changes to the Coverage Gap and Catastrophic Coverage Stages

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

Stage 3: Coverage Gap Stage	2022 (this year)	2023 (next year)
During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost.	Tier 1: You pay \$3 Tier 2: You pay \$7 <b>Select Care Drugs \$0</b>  You pay 25% of the cost of all other generic and brand name drugs  Once your total drug costs have reached \$7,050, you will move to the next stage (the Catastrophic Stage)	Tier 1: You pay \$0 Tier 2: You pay \$7 <b>Select Care Drugs \$0</b>  You pay 25% of the cost of all other generic and brand name drugs  Once your total drug costs have reached \$7,400, you will move to the next stage (the Catastrophic Stage)

## SECTION 3 Administrative Changes

Services	2022 (this year)	2023 (next year)
Medicare Premium billing payments	Payments are allowed in person at the CHP Metropolitan Blvd Administrative services location.	Payment for Medicare premiums will not be allowed in person via check or cash. All payments will need to be made by Social Security deduction, automatic draft or through direct billing.  *Call member services if you have any questions or visit us at the Metropolitan Blvd location

## SECTION 4 Deciding Which Plan to Choose

### Section 4.1 – If you want to stay in Capital Health Plan Advantage Plus

**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 stay enrolled as a member of our plan for 2023.

### Section 4.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change for 2023 follow these steps:

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

- You can join a different Medicare health plan timely,
- --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 do not enroll in a Medicare drug plan, there may be a potential Part D late enrollment penalty.

To learn more about Original Medicare use the Medicare Plan Finder on the Medicare website. Go to <https://www.medicare.gov/plan-compare>, read the Medicare & You 2023 handbook, call your State Health Insurance Assistance Program or call Medicare.

As a reminder, Capital Health Plan offers other Medicare health plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

#### Step 2: Change your coverage

- To change **to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from Capital Health Plan Advantage Plus.
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Capital Health Plan Advantage Plus.
- 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.

## SECTION 5 Deadline for Changing Plans

If you want to change to a different plan or to Original Medicare for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2023.

## 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 are allowed to make a change at other times of the year. For more information, see Chapter 10, Section 2.3 of the *Evidence of Coverage*.

If you enrolled in a Medicare Advantage plan for January 1, 2023, 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, 2023. For more information, see Chapter 10, Section 2.2 of the *Evidence of Coverage*.

If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can change your Medicare coverage **at any time**. You can change to any other Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

## SECTION 6 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Florida, the SHIP is called SHINE (Serving Health Insurance Needs of Elders). SHINE 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. SHINE 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 SHINE at 1-800-963-5337 (TTY 1-800-955- 8770). You can learn more about SHINE by visiting their website ([www.floridashine.org](http://www.floridashine.org)).

## SECTION 7 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.** People with limited incomes may qualify for “Extra Help” to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don’t even know it. To see if you qualify, 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).

- **Prescription Cost-sharing assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps 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 local County Health Department. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call your local County Health Department and speak with an ADAP staff member or call the Florida HIV/AIDS Hotline at 1-800-352-2437 (TTY 1-888-503-7118).

## SECTION 8 Questions?

### Section 8.1 – Getting Help from Capital Health Plan Advantage Plus

- Questions? We're here to help. Please call Member Services at 850-523-7441 or 1-877-247-6512. (TTY only, call 850-383-3534 or 1-877-870-8943). We are available for phone calls 8:00 a.m. to 8:00 p.m., seven days a week between October 1 and March 31 and 8:00 a.m. to 8:00 p.m., Monday through Friday, between April 1 and September 30.

### Read your 2023 *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 2023. For details, look in the 2023 *Evidence of Coverage* for Capital Health Plan Advantage Plus. 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 [www.capitalhealth.com/Medicare](http://www.capitalhealth.com/Medicare). 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 [www.capitalhealth.com/Medicare](http://www.capitalhealth.com/Medicare). 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 8.2 – 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 (<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 2023***

You can read the *Medicare & You 2023* 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.

## Multi-language Interpreter Services

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-877-247-6512. Someone who speaks English/Language can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-877-247-6512. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电1-877-247-6512。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-877-247-6512。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggagamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-877-247-6512. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-877-247-6512. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-877-247-6512 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-877-247-6512. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-877-247-6512 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-877-247-6512. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:**

إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم بمساعدتك. هذه خدمة فوري، ليس عليك سوى الاتصال بنا على 1-877-247-6512. سيقوم شخص ما يتحدث العربية مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-877-247-6512 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-877-247-6512. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portugués:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-877-247-6512. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-877-247-6512. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-877-247-6512. Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-877-247-6512にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。