

VA's Passive Enrollment Letter 60-day notice

COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services



<Date>

<Name>

<Address>

<City>, <State> <ZIP>

<12 digit Medicaid ID number>

Dear <Name>:

Welcome to Commonwealth Coordinated Care!

We are writing to let you know you will soon be enrolled in Commonwealth Coordinated Care, a new health care program designed to give you seamless, high quality care at a low cost or zero cost to you.

Commonwealth Coordinated Care is a program under which your Medicare and Medicaid coverage is combined. Commonwealth Coordinated Care includes all the benefits you currently receive under Medicare and Medicaid, **PLUS** other additional benefits. Commonwealth Coordinated Care has one ID card and one phone number to call for assistance.

When does my coverage begin?

Effective July 1, 2014, you will no longer have separate Medicare and Medicaid coverage, unless you make another choice by <date>. Your new health plan under Commonwealth Coordinated Care will be <PLAN NAME>. It provides coverage that includes:

- Your choice of doctors and other providers within the health plan's network who work together to give you the care you need;
- Prescription drugs;
- Person-centered care coordination; and,
- 24-hour/7 days a week phone number for assistance.

<Plan> may also offer additional benefits for you. To learn more, please call 1-855-889-5243 (TTY: 1-800-817-6608), Monday-Friday 8:30 am to 6:00 pm. By calling this number, you can

also inquire about other plan options available to you. If you do not want to be enrolled in this new plan, we can assist you in keeping your current Medicare and Medicaid coverage.

Why enroll in Commonwealth Coordinated Care?

Currently, you carry at least three ID cards – Medicare, Medicaid and Medicare Part D Prescription coverage. You might not be certain what each plan covers or who pays for what. With Commonwealth Coordinated Care, you will have one plan with one ID card that covers all your health care and prescription drug needs.

What are my choices?

You have choices to consider and decide which choice is the best one for you:

- 1) You may accept the Commonwealth Coordinated Care plan to which you have been assigned. If you choose this option, do nothing and more information will be mailed to you.
- 2) You may choose another plan within the Commonwealth Coordinated Care program by calling 1-855-889-5243 by <DATE> –and telling our staff that you want to consider another plan option.
- 3) If you choose not to enroll in Commonwealth Coordinated Care, you may want to explore the option of the Program of All- Inclusive Care for the Elderly (PACE) if one is available in your area. If you are 55 or older and need a higher level of care in order to live at home, you may be able to join PACE if you meet criteria. PACE provides all Medicare and Medicaid benefits plus some extra services to help seniors who have chronic conditions live at home. Additional information on PACE is available at www.pace4you.org. This website offers information about PACE as well as a “PACE Finder” tool which will help you find out if a PACE site is available in your area.
- 4) You may choose to opt out of or decline the Commonwealth Coordinated Care program. If you want to stay with your current Medicare and Medicaid programs, call 1-855-889-5243 (TTY: 1-800-817-6608), Monday-Friday 8:30 am to 6:00 pm, before July 1, 2014, and tell our staff you do not want to participate in Commonwealth Coordinated Care.

If you want to switch to another Commonwealth Coordinated Care plan or opt out of the program completely, you can do so at any time. Changes usually take effect the month after you make the request.

We are here to help. Call 1-855-889-5243 (TTY: 1-800-817-6608), Monday-Friday 8:30 am to 6:00 pm, and we will talk with you about Commonwealth Coordinated Care and how it can help you to get better quality health care that is designed especially for you. If you have a supplemental or comprehensive insurance plan you should review the changes that would happen if you chose to enroll in Commonwealth Coordinated Care.

This information is available for free in other languages and formats like Braille or audio CD.

If you need help understanding information you get from plans or for free, personalized health insurance counseling, call your Virginia Insurance Counseling Assistance Program (VICAP) at 1-800-552-3402.

If you have questions about Medicare or need help with your Medicare options, call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week or visit www.medicare.gov. TTY users should call 1-877-486-2048.