

CareFirst[®]  

Medicare Advantage

2022

Annual Notice of Changes

CareFirst BlueCross BlueShield Advantage Enhanced (HMO)

January 1, 2022 - December 31, 2022

CareFirst BlueCross BlueShield Advantage Enhanced (HMO) offered by CareFirst Advantage, Inc (d/b/a CareFirst BlueCross BlueShield Medicare Advantage)

Annual Notice of Changes for 2022

You are currently enrolled as a member of CareFirst BlueCross BlueShield Advantage Enhanced. Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes.*

- **You have from October 15 until December 7 to make changes to your Medicare coverage for next year.**

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 1.2 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.
 - 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 CareFirst BlueCross BlueShield Advantage Enhanced.
 - To change to a **different plan** that may better meet your needs, you can switch plans between October 15 and December 7.
- 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 CareFirst BlueCross BlueShield Advantage Enhanced.

- If you join another plan by **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.
- Please contact our Member Services number at 855-290-5744 for additional information. (TTY users should call 711.) Hours are 8am-8pm EST, 7 days a week October 1 - March 31, and 8am-8pm EST Monday - Friday, April 1 - September 30.
- To get information from us in a way that works for you, please call Member Services. We can give you information in braille, large print, or other alternate formats if you need it.
- **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 CareFirst BlueCross BlueShield Advantage Enhanced

- CareFirst BlueCross BlueShield Medicare Advantage is an HMO with a Medicare contract. Enrollment in CareFirst BlueCross BlueShield Medicare Advantage depends on contract renewal.
- When this booklet says “we,” “us,” or “our,” it means CareFirst Advantage, Inc. When it says “plan” or “our plan,” it means CareFirst BlueCross BlueShield Advantage Enhanced.

Summary of Important Costs for 2022

The table below compares the 2021 costs and 2022 costs for CareFirst BlueCross BlueShield Advantage Enhanced 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 www.carefirst.com/medicareadvantage. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

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.	\$95	\$95
Maximum out-of-pocket amount 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.)	\$6,550	\$6,550
Doctor office visits	Primary care visits: \$0 copay per visit Specialist visits: \$30 copay per visit	Primary care visits: \$0 copay per visit Specialist visits: \$30 copay per visit
Inpatient hospital stays 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.	Days 1 to 5: \$275 copay per day Days 6 to 90: \$0 copay per day	Days 1 to 5: \$275 copay per day Days 6 to 90: \$0 copay per day
Part D prescription drug coverage (See Section 1.6 for details.)	Deductible: \$0 Copayment/Coinsurance during the Initial Coverage Stage (up to a 30-day supply):	Deductible: \$0 Copayment/Coinsurance during the Initial Coverage Stage (up to a 30-day supply):

Cost	2021 (this year)	2022 (next year)
	<ul style="list-style-type: none">• Drug Tier 1: \$5Drug Tier 2: \$15Drug Tier 3: \$47Drug Tier 4: \$100Drug Tier 5: 33% of the total cost	<ul style="list-style-type: none">• Drug Tier 1: \$5Drug Tier 2: \$15Drug Tier 3: \$47Drug Tier 4: \$100Drug Tier 5: 33% of the total cost

Annual Notice of Changes for 2022

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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.)	\$95	\$95

- 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 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 Part A and Part B services for the rest of the year.

Cost	2021 (this year)	2022 (next year)
Maximum out-of-pocket amount 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.	\$6,550	\$6,550 Once you have paid \$6,550 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.

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 www.carefirst.com/medicareadvantage. You may also call Member

Services 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.

There are changes to our network of pharmacies for next year. An updated *Pharmacy Directory* is located on our website at www.carefirst.com/medicareadvantage. You may also call Member Services 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

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 2022 *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)
Preventive Dental	Oral Exams, Dental X-rays, and Fluoride Treatment services twice per year.	<p>Oral Exams:</p> <ul style="list-style-type: none"> • Limited oral evaluation – problem focused (once a day per provider) • Comprehensive oral evaluation – new or established patient (once per three years per provider) • Detailed and extensive oral evaluation – problem focused, by report (once a day per provider) • Comprehensive periodontal evaluation – new or established patient (once per three years per provider) <p>Dental X-rays:</p> <ul style="list-style-type: none"> • Intraoral – complete series radiographic images (once every three years) • Intraoral – periapical first radiographic image (once per provider per day) • Intraoral – periapical each additional radiographic image (up to six a day) • Bitewing – set of single radiographic image, set of two radiographic images, set of

Cost	2021 (this year)	2022 (next year)
		<p>three radiographic images, set of four radiographic images (one bitewing set a year)</p> <ul style="list-style-type: none"> • Vertical bitewings – set of 7 to 8 radiographic images (once every three years) • Panoramic radiographic image (once every three years) <p>Fluoride Treatment:</p> <ul style="list-style-type: none"> • Fluoride – with or without varnish (twice per year)
Onduo Virtual Diabetes Program	Onduo Virtual Diabetes Program is <u>not</u> covered.	Onduo Virtual Diabetes Program is available to members that qualify for additional Diabetes management.
Step Therapy Drugs	Our plan offers step therapy from Part B to Part B only for Medicare Part B drugs.	Our plan offers step therapy from Part B to Part B, Part B to Part D, and Part D to Part B for Medicare Part B drugs.
Spinal Surgery Prior Authorization	Prior authorization is not required for spinal surgeries.	Prior authorization will be required for spinal surgeries.
Medicare Part B Drugs Prior Authorization	<p>You pay 20% of the total cost for Medicare-covered Part B chemotherapy or other drugs. Medicare Part B drugs may be subject to step therapy requirements. Prior authorization may be required.</p>	<p>You pay 20% of the total cost for Medicare-covered Part B chemotherapy or other drugs. Medicare Part B drugs may be subject to step therapy requirements. Prior authorization may be required.</p> <p>Effective January 1, 2022, CareFirst will post updates to the list of Medicare Part B drugs requiring Prior Authorization at www.carefirst.com/medicare-options/compare-medicare-plans/medicare-part-b-prescription-drugs.html</p>

Cost	2021 (this year)	2022 (next year)
Occupational Therapy, Physical Therapy, and Speech Language Therapy	\$20 copay per visit	\$25 copay per visit

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 Member Services.
- **Work with your doctor (or other prescriber) to find a different drug** that we cover. You can call Member Services 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.

You may have previously received a formulary exception for a drug. That exception will not be extended past its initial expiration date. You will need to submit a new request to ask the plan to make an exception to cover the drug.

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 Prescription Drugs” (also called the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug costs. Because you receive “Extra Help” and if you didn’t receive this insert with this packet, please call Member Services 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 at Chapter 6, Sections 6 and 7, in the *Evidence of Coverage*, which is located on our website at www.carefirst.com/medicareadvantage. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.)

Changes to the Deductible Stage

Stage	2021 (this year)	2022 (next year)
Stage 1: Yearly Deductible Stage	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

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)
Stage 2: 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.	Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:	Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:

Stage	2021 (this year)	2022 (next year)
<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>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.</p>	Preferred Generic:	Preferred Generic:
	You pay	You pay
	\$5 per prescription	\$5 per prescription
	Generic:	Generic:
	You pay	You pay
	\$15 per prescription	\$15 per prescription
	Preferred Brand:	Preferred Brand:
	You pay	You pay
	\$47 per prescription	\$47 per prescription
	Non-Preferred Drug:	Non-Preferred Drug:
You pay	You pay	
\$100 per prescription	\$100 per prescription	
Specialty Tier:	Specialty Tier:	
You pay	You pay	
33% of the total cost	33% of the total cost	
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 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*.

SECTION 2 Administrative Changes

Description	2021 (this year)	2022 (next year)
CVS Caremark Medicare Part D Claims Processing Address (Paper Claims, Payment Requests, Reimbursement Requests)	P.O. Box 52000 Phoenix, AZ 85072	P.O. Box 52066 Phoenix, AZ 85072-2066
CVS Caremark Coverage Determinations/Exceptions Address (Coverage Decisions, Appeals, Exceptions)	P.O. Box 52066 Phoenix, AZ 85072	P.O. Box 52000 Phoenix, AZ 85072-2000
Coverage Decisions For Medical Care – Mailing Address	CareFirst BlueCross BlueShield Preservice Review Department 1501 S. Clinton Street 8th Floor Cube 18001 Baltimore, MD 21224	CareFirst BlueCross BlueShield Preservice Review Department 10455 Mill Run Circle Owings Mills, MD 21117
Appeals For Medical Care – Mailing Address	CareFirst BlueCross BlueShield Medicare Advantage Clinical Appeals and Analysis P.O. Box 17636 Baltimore, MD 21298-9375	CareFirst BlueCross BlueShield Medicare Advantage Clinical Appeals and Analysis 10455 Mill Run Circle Owings Mills, MD 21117
Plan Website	www.carefirst.com/ medicare	www.carefirst.com/ medicareadvantage
Disenrollment due to non-payment of premiums	In 2021, CareFirst Advantage, Inc., did not disenroll members for	In 2022, CareFirst Advantage, Inc., will disenroll members if we do not receive your

Description	2021 (this year)	2022 (next year)
	non-payment of premiums.	premium within the three-month grace period. Please see Chapter 1, Section 7.1 of your Evidence of Coverage for more information.
COVID-19-related health care services	In 2021, CareFirst Advantage, Inc., waived all cost sharing for treatment for members diagnosed with COVID-19. That included, but was not limited to, copays and coinsurance for inpatient hospital care, Medicare Part B prescription drugs, outpatient hospital care and physician/practitioner services.	In 2022, members will be responsible for cost sharing for treatment when diagnosed with COVID-19. That includes, but is not limited to, copays and coinsurance for inpatient hospital care, Medicare Part B prescription drugs, outpatient hospital care and physician/practitioner services.
Changing Your PCP	If you contact us to change your PCP prior to the 20th of the month, your new PCP will be effective on the first of the month. If you contact us to change your PCP after the 20th of the month, your PCP will be effective on the first of the next month.	If you contact us to change your PCP no later than the 20th of the month, your new PCP will be effective on the first day of the next month. If you contact us to change your PCP after the 20th of the month, your PCP will be effective on the first day of the month following the next month.

SECTION 3 Deciding Which Plan to Choose

Section 3.1 – If you want to stay in CareFirst BlueCross BlueShield Advantage Enhanced

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 CareFirst BlueCross BlueShield Advantage Enhanced.

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 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, please see Section 2.1 regarding a potential Part D late enrollment penalty.

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.**

As a reminder, CareFirst Advantage, Inc 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 CareFirst BlueCross BlueShield Advantage Enhanced.
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from CareFirst BlueCross BlueShield Advantage Enhanced.
- 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 4 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, 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. 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, 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 2.2 of the *Evidence of Coverage*.

SECTION 5 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 Maryland, the SHIP is called State Health Insurance Assistance Program.

State Health Insurance Assistance Program 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. State Health Insurance Assistance Program 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 State Health Insurance Assistance Program at 410-767-1100 or toll free at 800-243-3425. You can learn more about State Health Insurance Assistance Program by visiting their website (<https://aging.maryland.gov/Pages/state-health-insurance-program.aspx>).

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.** 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).
- **Help from your state’s pharmaceutical assistance program.** Maryland has a program called Maryland Senior Prescription Drug Assistance Program 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 Maryland AIDS Drug Assistance Program. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call 410-767-6535 or toll free at 800-205-6308.

SECTION 7 Questions?

Section 7.1 – Getting Help from CareFirst BlueCross BlueShield Advantage Enhanced

Questions? We’re here to help. Please call Member Services at 855-290-5744. (TTY only, call 711). We are available for phone calls 8am-8pm EST, 7 days a week October 1 - March 31, and 8am-8pm EST Monday - Friday, April 1 - September 30. 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 CareFirst BlueCross BlueShield Advantage Enhanced. 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.carefirst.com/medicareadvantage. 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.carefirst.com/medicareadvantage. 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.