

IMPORTANT: Your health care and prescription drug coverage in Fallon Total Care will end on September 30, 2015. You will keep your Medicare and MassHealth benefits.

<Date>

<Member Name>

<Member Address>

<City>, <State> <ZIP>

Dear <Member Name>,

Your Medicare and MassHealth coverage is changing.

We regret to inform you that Fallon Total Care has decided to leave the One Care program. This means that Fallon Total Care will no longer pay for your health care and prescription drugs after **September 30, 2015**. You will be enrolled in fee-for-service MassHealth and the Original Medicare fee-for-service program unless you make a different choice.

You have choices about how to handle this change in your health care and prescription drug coverage. Whichever choice you make, you will still have Medicare and MassHealth benefits, including prescription drug coverage. You will also get a notice from MassHealth and the Centers for Medicare & Medicaid Services (CMS) that will give you more information about your choices.

What do I need to know?

1. Fallon Total Care is closing.

2. You have choices.

These choices include getting your care from the MassHealth and Medicare fee-for-service programs, or enrolling in a Medicare Advantage health plan. You also may be able to join another One Care plan.

3. Your benefits may change.

Some of the additional behavioral health and community-based support services, dental and vision services, and care coordination offered through One Care may not be available through fee-for-service Medicare and MassHealth, or through Medicare Advantage. You may be able to enroll in another One Care plan that provides these services.

- 4. If you have questions about upcoming medical procedures, equipment orders, or other arrangements for services, talk to your Fallon Total Care Navigator.**

What can I do next?

You can choose how you want to get your health care and prescription drug coverage. Medicare and MassHealth will also be sending you information soon about these changes. Here are your choices:

- 1. You can get Original Medicare and MassHealth through fee-for-service.**

You don't need to do anything to get Original Medicare and MassHealth benefits through fee-for-service. This is how most people got their services before enrolling with Fallon Total Care. If you choose to get your Medicare and MassHealth benefits through fee-for-service, you need to pick a prescription drug plan called a Medicare Part D plan for your medications. If you don't pick a Medicare Part D plan, Medicare will enroll you in one unless you tell them not to. You will get a separate letter telling you about your Medicare Part D plan.

To find out which Medicare Part D plans are in your area or to enroll in one, call 1-800-MEDICARE (1-800-633-4227) or TTY: 1-800-486-2048, 24 hours a day, 7 days a week. The calls are free.

- 2. You can enroll in a Medicare Advantage health plan.**

You can join a Medicare Advantage plan. If you enroll in a Medicare Advantage plan, you will get your Medicare services from that plan. That plan may also cover your prescription drugs. To find out which Medicare Advantage plans are in your area, or to enroll in a Medicare Advantage plan, call 1-800-MEDICARE (1-800-633-4227) or TTY: 1-800-486-2048, 24 hours a day, 7 days a week. The calls are free.

If you enroll in a Medicare Advantage plan, you will get your MassHealth benefits through regular fee-for-service MassHealth.

- 3. You may be able to enroll in another One Care plan.**

Other One Care plans may be available in some counties. If you choose to enroll in one of these plans, they will cover your Medicare and MassHealth benefits, including prescription drugs. One Care plans also cover additional behavioral health and community-based services, vision, dental services, and care coordination.

[Type text]

For more information about One Care, to find out which One Care plans are in your county, or to enroll in a One Care plan, call MassHealth Customer Service Monday–Friday 8:00 a.m.–5:00 p.m. at phone: 1-800-841-2900 or TTY: 1-800-497-4648. The calls are free. You can also visit the One Care website at www.mass.gov/masshealth/onecare to learn more about One Care.

Will I be able to keep my current providers and medications?

If you choose MassHealth fee-for-service and Original Medicare, you can call MassHealth Customer Service or 1-800-MEDICARE to make sure your providers are available. MassHealth and Medicare will send you more information about your Medicare Prescription Drug Plan choices. If you choose a new One Care or Medicare Advantage plan, check with your current providers to see if they are part of the new plan. You should also ask the new plan if your current medications will be covered. You can call the new plan directly or check online to view the plan's provider directory and prescription drug list.

What happens if I don't make a choice?

If you don't take action by **September 30, 2015**, you will still have access to all regular Medicare and MassHealth benefits, through fee-for-service, including prescription drugs. You will be enrolled in Original Medicare and MassHealth for your health care coverage through fee-for-service. Medicare will also enroll you in a Part D plan for your prescription drugs. Your new prescription drug coverage will begin on **October 1, 2015**.

Who should I call if I have questions?

- **Call your Fallon Total Care Navigator.** Your Navigator can help you plan for upcoming medical or dental procedures, and for equipment orders in process. Call 1-866-477-1668, 8 a.m.–8 p.m., Monday-Friday. The calls are free.
- **Call Medicare.** Tell them you got a letter saying your plan will no longer be offered as of **October 1, 2015** and you want help choosing a new plan. Call 1-800-MEDICARE (phone: 1-800-633-4227) or TTY: 1-800-486-2048, 24 hours a day, 7 days a week. The calls are free.
- **Call MassHealth Customer Service** Monday–Friday 8:00 a.m.–5:00 p.m. at phone: 1-800-841-2900 or TTY: 1-800-497-4648. The calls are free.
- **Call SHINE** (Serving the Health Insurance Needs of Everyone). SHINE counselors can work with you and your caregivers to help you understand your choices. They are trained to assist people with disabilities who have Medicare and MassHealth.

[Type text]

To schedule an appointment with a SHINE counselor, call phone: 1-800-243-4636 or TTY: 1-800-872-0166. The calls are free.

- **Call the One Care Ombudsman Office (OCO).** If you need help comparing your health care choices, call 1-855-781-9898. The calls are free. The Ombudsman staff are available Monday-Friday 9:00a.m.-4:00p.m.

Thank you for your membership. We recognize the inconvenience this may cause and are committed to making this transition as smooth as possible.

Sincerely,

<Signature>

Fallon Total Care is a health plan that contracts with both Medicare and MassHealth to provide benefits of both programs to enrollees.

You can get this information for free in other formats, such as large print, braille, or audio. Call <toll-free number>. The call is free.

You can get this information in Spanish, or speak with someone about this information in other languages for free. Call <toll-free number>. The call is free. *[This disclaimer must be placed in both English and all non-English languages that meet the Medicare and state thresholds for translation. The non-English disclaimer must be placed below the English version and in the same font size as the English version.]*

H2005_T_2015_XX {HPMS status MMDDYYYY}

{internal part number}