CoxHealth Medicare Advantage (HMO) offered by Cox HealthPlans.

Annual Notice of Changes for 2024

You are currently enrolled as a member of CoxHealth Medicare Advantage. Next year, there will be changes to the plan's costs and benefits. **Please see page 4 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 CoxHealthMedicareAdvantage.com. You may also call Customer 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.**

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 2024 "Drug List" to make sure the drugs you currently take are still covered.

☐ Check to see if your primary care doctors, specialists, 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 www.medicare.gov/plan-compare website or review the list in the back of your *Medicare & You 2024* 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, 2023, you will stay in CoxHealth Medicare Advantage.
- To change to a **different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2024.** This will end your enrollment with CoxHealth Medicare Advantage.
- 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 Customer Services number at 1(855)752-3796 for additional information. (TTY users should call 711.) Hours are 8am to 8pm 7 days a week from October 1 through March 31, and 8am to 8pm Monday through Friday April 1 through September 30. This call is free.
- Alternate formats (e.g., braille, large print, audio) are available upon request.
- **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 CoxHealth Medicare Advantage

- CoxHealth Medicare Advantage is an HMO plan with a Medicare contract. Enrollment in CoxHealth Medicare Advantage depends on contract renewal.
- When this document says "we," "us," or "our", it means Cox HealthPlans. When it says "plan" or "our plan," it means CoxHealth Medicare Advantage.

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Annual Notice of Changes for 2024
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Summary of Important Costs for 2024

The table below compares the 2023 costs and 2024 costs for CoxHealth Medicare Advantage in several important areas. **Please note this is only a summary of costs**.

Cost	2023 (this year)	2024 (next year)
Monthly plan premium* * Your premium may be higher than this amount. See Section 1.1 for details.	$0, no premium charged	$0, no premium charged
Maximum out-of-pocket amount This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	$3,650	$2,950
Doctor office visits	Primary care visits: $0 per visit Specialist visits: $35 per visit (not inclusive, copays for labs, x-rays, tests, other services will apply additional cost share)	Primary care visits: $0 per visit Inclusive Specialist visits: $35 per visit. Part B drugs and injectables received during a specialist office visit are not included in the $35 copay and additional cost share will apply.
Inpatient hospital stays	$295 copayment per day, per stay: days 1-6. $0 copay per day, per stay: Days 7 to 90. Benefit applies to each admission.	$295 copayment per day, per stay: days 1-6. $0 copay per day, per stay: Days 7 to 90. Benefit applies to each admission.
Part D prescription drug coverage (See Section 1.5 for details.)	Deductible: $0 Copayment/Coinsurance during the Initial Coverage Stage: • **Preferred Pharmacy 30-day Supply:**	Deductible: $0 Copayment/Coinsurance during the Initial Coverage Stage: • **Preferred Pharmacy 30-day Supply:**

Cost	2023 (this year)	2024 (next year)
	• Drug Tier 1: $0 copay • Drug Tier 2: $5 copay • Drug Tier 3: $42 copay, you pay $35 per month supply of each covered insulin product on this tier. • Drug Tier 4: $95 copay • Drug Tier 5: 33% coinsurance • Drug Tier 6: $0 copay, you pay $0 per month supply of each covered insulin product on this tier. • **Standard Cost Share Pharmacy 30-day Supply:** • Drug Tier 1: $5 copay • Drug Tier 2: $10 copay • Drug Tier 3: $47 copay, you pay $35 per month supply of each covered insulin product on this tier. • Drug Tier 4: $100 copay • Drug Tier 5: 33% coinsurance • Drug Tier 6: $0 copay, you pay $0 per month supply of each covered	• Drug Tier 1: $0 copay • Drug Tier 2: $5 copay • Drug Tier 3: $42 copay, you pay $35 per month supply of each covered insulin product on this tier. • Drug Tier 4: $95 copay • Drug Tier 5: 33% coinsurance • Drug Tier 6: $0 copay, you pay $0 per month supply of each covered insulin product on this tier. • **Standard Cost Share Pharmacy 30-day Supply:** • Drug Tier 1: $5 copay • Drug Tier 2: $10 copay • Drug Tier 3: $47 copay, you pay $35 per month supply of each covered insulin product on this tier. • Drug Tier 4: $100 copay • Drug Tier 5: 33% coinsurance • Drug Tier 6: $0 copay, you pay $0 per month supply of each covered

Cost	2023 (this year)	2024 (next year)
	insulin product on this tier. **Catastrophic Coverage:** • During this payment stage, the plan pays most of the cost for your covered drugs. • For each prescription, you pay whichever of these is larger: a payment equal to 5% of the cost of the drug (this is called **coinsurance**), or a copayment ($4.15 for a generic drug or a drug that is treated like a generic, and $10.35 for all other drugs.	insulin product on this tier. **Catastrophic Coverage:** • During this payment stage, the plan pays the full cost for your covered Part D drugs. You pay nothing.

SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 – Changes to the Monthly Premium

Cost	2023 (this year)	2024 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	$0	$0

- 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.

Section 1.2 – Changes to Your Maximum Out-of-Pocket Amount

Medicare requires all health plans to limit how much you pay out-of-pocket for 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	2023 (this year)	2024 (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 costs for prescription drugs do not count toward your maximum out-of-pocket amount.	$3,650	$2,950 Once you have paid $2,950 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 and Pharmacy Networks

Updated directories are located on our website at CoxHealthMedicareAdvantage.com. You may also call Customer Services for updated provider and/or pharmacy information or to ask us to mail you a directory, which we will mail within three business days.

There are no changes to our network of providers for next year.

There are no changes to our network of pharmacies for next year.

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 Customer Services so we may assist.

Section 1.4 – Changes to Benefits and Costs for Medical Services

We are making changes to costs and benefits for certain medical services next year. The information below describes these changes.

Cost	2023 (this year)	2024 (next year)
Breast cancer screening (mammograms)	There is no coinsurance, copayment, or deductible for covered screening mammograms.	There is no coinsurance, copayment, or deductible for covered screening and diagnostic mammograms.
Chiropractic services	Prior authorization is required	Prior authorization is not required
Diabetes self-management training, diabetic services and supplies	No prior authorization required for diabetic supplies	Prior authorization may be required for diabetic supplies
Fitness benefit	You have a prepaid $20.00 per calendar month benefit allowance that helps you cover for out-of-pocket expenses on fitness related expenses.	The $20 prepaid $20.00 per calendar month fitness benefit will not be included for 2024. Fitness and wellness benefit through SilverSneakers® is added for 2024 at no additional cost.
Medicare Part B prescription drugs	You pay 0-20% coinsurance for a one-month supply of Part B covered insulin.	You pay $0-$35 copay for a one-month supply of Part B covered insulin.

Cost	2023 (this year)	2024 (next year)
Outpatient diagnostic tests and therapeutic services and supplies	$5 copay for Medicare-covered lab tests.	$0 copay for Medicare-covered lab tests.
Outpatient rehabilitation services	$40 copay for Medicare-covered outpatient rehabilitation visit including physical therapy, occupational therapy, and speech language therapy.	$20 copay for Medicare-covered outpatient rehabilitation visit including physical therapy, occupational therapy, and speech language therapy.
Over-the-Counter (OTC) benefit	You have $90.00 allowance every quarter to spend on plan-approved OTC items, medications and products.	You have $100.00 allowance every quarter to spend on plan-approved OTC items, medications and products.

Cost	2023 (this year)	2024 (next year)
Physician/Practitioner services, including doctor's office visits	$35 Medicare-covered **not** all-inclusive Specialist visits	$35 Medicare-covered all-inclusive Specialist visits. Part B drugs and injectables received during a specialist office visit are not included.
Supplemental dental benefits	$2,000 calendar year maximum amount the plan will pay for covered services.	$3,000 calendar year maximum amount the plan will pay for covered services.
Supplemental hearing benefits	$1,000 allowance for hearing aids per ear, every two calendar years.	$1,150 allowance for hearing aids per ear, every two calendar years.
Supplemental vision benefits	You get a $150 annual benefit for the purchase of eyeglasses and lenses or contact lenses and lens coatings.	You pay $0 for 1 pair of basic uncoated single, bifocal, or trifocal eyeglass lenses. Upgrades to the lenses, additional pairs of lenses, contact lenses, and frames are subject to the $200 annual benefit.

Section 1.5 – 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. **You can get the complete "Drug List"** by calling Customer Services (see the back cover) or visiting our website (CoxHealthMedicareAdvantage.com).

We made changes to our "Drug List," which could include removing or adding drugs, changing the restrictions that apply to our coverage for certain drugs or moving them to a different cost-sharing tier. **Review the "Drug List" to make sure your drugs will be covered next year and to see if there will be any restrictions, or if your drug has been moved to a different cost-sharing tier.**

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 FDA 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 Customer Services for more information.

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.** If applicable, 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 Services and ask for the LIS Rider.

There are four **drug payment stages**. The information below shows the changes 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.)

Changes to the Deductible Stage

Stage	2023 (this year)	2024 (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

Stage	2023 (this year)	2024 (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.** The costs in this row are for a one-month (*30*-day) supply when you fill your prescription at a network pharmacy.	Your cost for a one-month supply at a network pharmacy: ***Preferred Generic*:** *Standard cost sharing:* You pay $5 per prescription. *Preferred cost sharing:* You pay $0 per prescription.	Your cost for a one-month supply at a network pharmacy: ***Preferred Generic*:** *Standard cost sharing:* You pay $5 per prescription. *Preferred cost sharing:* You pay $0 per prescription.

Stage	2023 (this year)	2024 (next year)
For information about the costs for a long-term supply or for mail-order prescriptions, look in Chapter 6, Section 5 of your *Evidence of Coverage*. 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." Most adult Part D vaccines are covered at no cost to you.	***Generic*:** *Standard cost sharing:* You pay $10 per prescription. *Preferred cost sharing:* You pay $5 per prescription. ***Preferred Brand*:** *Standard cost sharing:* You pay $47 per prescription. *Preferred cost sharing:* You pay $42 per prescription. ***Non-Preferred Drug*:** *Standard cost sharing:* You pay $100 per prescription. *Preferred cost sharing:* You pay $95 per prescription. ***Specialty*:** *Standard cost sharing:* You pay 33% of the total cost. *Preferred cost sharing:* You pay 33% of the total cost. ***Insulins*:** *Standard cost sharing:* You pay $0 per prescription. *Preferred cost sharing:* You pay $0 per prescription. _____ Once your total drug costs have reached $*4,660,* you	***Generic*:** *Standard cost sharing:* You pay $10 per prescription. *Preferred cost sharing:* You pay $5 per prescription. ***Preferred Brand*:** *Standard cost sharing:* You pay $47 per prescription. You pay $35 per month supply of each covered insulin product on this tier. *Preferred cost sharing:* You pay $42 per prescription. You pay $35 per month supply of each covered insulin product on this tier. ***Non-Preferred Drug*:** *Standard cost sharing:* You pay $100 per prescription. *Preferred cost sharing:* You pay $95 per prescription. ***Specialty*:** *Standard cost sharing:* You pay 33% of the total cost. *Preferred cost sharing:* You pay 33% of the total cost. ***Insulins*:** *Standard cost sharing:* You pay $0 per prescription. *Preferred cost sharing:* You pay $0 per prescription. _____ Once your total drug costs have reached $*5,030,* you

Stage	2023 (this year)	2024 (next year)
	will move to the next stage (the Coverage Gap Stage).	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**.

Beginning in 2024, if you reach the Catastrophic Coverage Stage, you pay nothing for covered Part D drugs.

For specific information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in your *Evidence of Coverage*.

SECTION 2 Deciding Which Plan to Choose

Section 2.1 – If you want to stay in CoxHealth Medicare Advantage

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 CoxHealth Medicare Advantage.

Section 2.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change plans for 2024 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. 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, use the Medicare Plan Finder (www.medicare.gov/plan-compare), read the *Medicare & You 2024* handbook, call your State Health Insurance Assistance Program (see Section 4), or call Medicare (see Section 6.2).

Step 2: Change your coverage

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from CoxHealth Medicare Advantage.
- To **change to Original Medicare with a prescription drug plan,** enroll in the new drug plan. You will automatically be disenrolled from CoxHealth Medicare Advantage.
- To **change to Original Medicare without a prescription drug plan**, you must either:
    - Send us a written request to disenroll. Contact Customer Services if you need more information on how to do so.
    - – *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 3 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, 2024.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. Examples include 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.

If you enrolled in a Medicare Advantage plan for January 1, 2024, 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, 2024.

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 4 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. In Missouri, the SHIP is called Community Leaders Assisting the Insured of Missouri (CLAIM).

It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. CLAIM 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 CLAIM at 1(800)390-3330. You can learn more about CLAIM by visiting their website (MissouriClaim.org).

SECTION 5 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs.

- **"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. 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 8 am and 7 pm, Monday through Friday for a representative. Automated messages are available 24 hours a day. TTY users should call, 1-800-325-0778; or
    - Your State Medicaid Office (applications).
- **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 Missouri AIDS Drug Assistance Program. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call (573)751-6437 (TTY: 711).

SECTION 6 Questions?

Section 6.1 – Getting Help from CoxHealth Medicare Advantage

Questions? We're here to help. Please call Customer Services at 1(855)752-3796. (TTY only, call 711). We are available for phone calls 8am to 8pm 7 days a week from October 1 through March 31, and 8am to 8pm Monday through Friday April 1 through September 30. Calls to these numbers are free.

Read your *2024 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 2024. For details, look in the *2024 Evidence of Coverage* for CoxHealth Medicare Advantage. 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 CoxHealthMedicareAdvantage.com. You may also call Customer Services to ask us to mail you an Evidence of Coverage.

Visit our Website

You can also visit our website at CoxHealthMedicareAdvantage.com. 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 6.2 – 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

Visit the Medicare website (www.medicare.gov). It has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area. To view the information about plans, go to www.medicare.gov/plan-compare.

Read *Medicare & You 2024*

Read the *Medicare & You 2024* handbook. Every fall, this document 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 document, you can get it at the Medicare website (https://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf) 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.