Clover Health

Tennessee
Clover Health Choice Value (PPO) (034)

Your Annual Notice of Change:
All the Details of Your
2021 Tennessee Clover Health Choice Value (PPO) (034)

Clover Health

Clover Health Choice Value (PPO) offered by Clover Health

Annual Notice of Changes for 2021

You are currently enrolled as a member of Clover Health Choice Value (PPO). 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 Section 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 2021 Drug List and look in Section 1.6 for information about changes to our drug coverage.

OMB Approval 0938-1051 (Expires: December 31, 2021)

- 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. 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 yedicare 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 yedicare Plan Finder at www.medicare.gov/plan-compare.
- Review the list in the back of your yedicare & You 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, 2020, you will be enrolled in Clover Health Choice Value (PPO).
- 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, 2020**

- If you don't join another plan by **December 7, 2020**, you will be enrolled in Clover Health Choice Value (PPO).
- If you join another plan by **December 7, 2020,** your new coverage will start on **January 1, 2021.** You will be automatically disenrolled from your current plan.

Additional Resources

- Please contact our Member Services number at 1 -888-778-1478 for additional information. (TTY users should call 711.) Hours are 8 am–8 pm, local time, 7 days a week. From April 1 through September 30, alternate technologies (for example, voicemail) will be used on weekends and holidays.
- **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 Clover Health Choice Value (PPO)

- Clover Health is a Preferred Provider Organization (PPO) with a Medicare contract. Enrollment in Clover Health depends on contract renewal.
- When this booklet says "we," "us," or "our," it means Clover Health. When it says "plan" or "our plan," it means Clover Health Choice Value (PPO).

Summary of Important Costs for 2021

The table below compares the 2020 costs and 2021 costs for Clover Health Choice Value (PPO) 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.cloverhealth.com. You can also review the separately mailed *Evidence of Coverage* to see if other benefit or cost changes affect you. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

Cost	2020 (this year)	2021 (next year)
Monthly plan premium* * Your premium may be higher or lower than this amount. See Section 1.1 for details.	$28.70	$30.20
Maximum out-of-pocket amounts 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.)	From network providers: $6,700 From network and out-of-network providers combined: $6,700	From network providers: $7,550 From network and out-of-network providers combined: $7,550
Doctor office visits	**In-Network** Primary care visits: $0 copay per visit Specialist visits: $20 copay per visit **Out-of-Network** Primary care visits: 35% coinsurance per visit Specialist visits: 35% coinsurance per visit	**In-Network** Primary care visits: $0 copay per visit Specialist visits: $0 copay per visit **Out-of-Network** Primary care visits: $5 copay per visit Specialist visits: $20 copay per visit

Cost	2020 (this year)	2021 (next year)
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.	**In-Network** $275 copay per day for days 1-6 and $0 copay per day for days 7-365 for each Medicare-covered hospital stay. **Out-of-Network** 25% coinsurance for each Medicare-covered hospital stay.	**In-Network** $275 copay per day for days 1-5 and $0 copay per day for days 6-365 for each Medicare-covered hospital stay. **Out-of-Network** $320 copay per day for days 1-5 and $0 copay per day for days 6-365 for each Medicare-covered hospital stay.
Part D prescription drug coverage (See Section 1.6 for details.)	Deductible: $0 Copayment/Coinsurance during the Initial Coverage Stage for Standard/Preferred: • Drug Tier 1: $5 copay/$0 copay • Drug Tier 2: $15 copay/$10 copay • Drug Tier 3: $47 copay/$37 copay • Drug Tier 4: $100 copay/$90copay • Drug Tier 5: 33% coinsurance/ 33% coinsurance	Deductible: $0 Copayment/Coinsurance during the Initial Coverage Stage for Standard/Preferred: • Drug Tier 1: $7 copay/$0 copay • Drug Tier 2: $15 copay/$10 copay • Drug Tier 3: $47 copay/$40 copay • Drug Tier 4: $100 copay/$95copay • Drug Tier 5: 33% coinsurance/ 33% coinsurance

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SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 – Changes to the Monthly Premium

Cost	2020 (this year)	2021 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	$28.70	$30.20

- 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 6 regarding "Extra Help" from Medicare.

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

To protect you, Medicare requires all health plans to limit how much you pay "out-of-pocket" during the year. These limits are called the "maximum out-of-pocket amounts." Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2020 (this year)	2021 (next year)
In-network maximum out-of-pocket amount Your costs for covered medical services (such as copays) from network providers count toward your in-network maximum out-of-pocket amount. Your plan premium and your costs for prescription drugs do not count toward your maximum out-of-pocket amount.	$6,700	$7,550 Once you have paid $7,550 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services from network providers for the rest of the calendar year.

Cost	2020 (this year)	2021 (next year)
Combined maximum out-of-pocket amount Your costs for covered medical services (such as copays) from in-network and out-of-network providers count toward your combined maximum out-of-pocket amount.Your plan premium does not count toward your maximum out-of-pocket amount.	$6,700	$7,550 Once you have paid $7,550 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services from network or out-of-network providers 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.cloverhealth.com/en/members/find-provider. You may also call Member Services for updated provider information or to ask us to mail you a Provider Directory. **Please review the 2021 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. Our network includes pharmacies with preferred cost sharing, which may offer you lower cost sharing than the standard cost sharing offered by other network pharmacies for some drugs.

There are changes to our network of pharmacies for next year. An updated Pharmacy Directory is located on our website at www.cloverhealth.com/en/members/find-provider. You may also call Member Services for updated provider information or to ask us to mail you a Pharmacy Directory. **Please review the 2021 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 *2021 Evidence of Coverage.*

Cost	2020 (this year)	2021 (next year)
Inpatient Hospital Stay	**In-Network** $275 copay per day for days 1-6 and $0 copay per day for days 7-365 for each Medicare-covered hospital stay. **Out-of-Network** 25% coinsurance for each Medicare-covered hospital stay.	**In-Network** $275 copay per day for days 1-5 and $0 copay per day for days 6-365 for each Medicare-covered hospital stay. **Out-of-Network** $320 copay per day for days 1-5 and $0 copay per day for days 6-365 for each Medicare-covered hospital stay.

Cost	2020 (this year)	2021 (next year)
Inpatient Mental Health Stay	**In-Network** $225 copay per day for days 1-6 and $0 copay per day for days 7-90. **Out-of-Network** 25% coinsurance for each Medicare-covered hospital stay.	**In-Network** $275 copay per day for days 1-5 and $0 copay per day for days 6-90. **Out-of-Network** $320 copay per day for days 1-5 and $0 copay per day for days 6-90.
Urgently Needed Services	**In-Network** You pay a $40 copay **Out-of-Network** You pay a $40 copay	**In-Network** You pay a $25 copay **Out-of-Network** You pay a $25 copay
Partial Hospitalization	**In-Network** You pay a $20 copay **Out-of-Network** You pay a 35% coinsurance	**In-Network** You pay a $0 copay **Out-of-Network** You pay a $20 copay
Primary Care Physician	**Out-of-Network** You pay 35% coinsurance	**Out-of-Network** You pay a $5 copay
Physician Specialist Service	**In-Network** You pay a $20 copay **Out-of-Network** You pay a 35% coinsurance	**In-Network** You pay a $0 copay **Out-of-Network** You pay a $20 copay

Cost	2020 (this year)	2021 (next year)
Mental Health Specialty Services	**In-Network** You pay a $20 copay **Out-of-Network** You pay a 35% coinsurance	**In-Network** You pay a $0 copay **Out-of-Network** You pay a $20 copay
Podiatry Services	**In-Network** You pay a $20 copay **Out-of-Network** You pay a 35% coinsurance	**In-Network** You pay a $0 copay **Out-of-Network** You pay a $20 copay
Other Healthcare Professional	**In-Network** You pay a $0-20 copay **Out-of-Network** You pay a 35% coinsurance	**In-Network** You pay a $0 copay **Out-of-Network** You pay a $5-20 copay
Outpatient Hospital Services	**In-Network** You pay a $300 copay **Out-of-Network** You pay a 35% coinsurance	**In-Network** You pay a $275 copay **Out-of-Network** You pay a $350 copay
Ambulatory Surgical Center Services	**In-Network** You pay a $275 copay	**In-Network** You pay a $250 copay
Psychiatric Services	**In-Network**	**In-Network**

Cost	2020 (this year)	2021 (next year)
	You pay a $20 copay Prior authorization not currently required. **Out-of-Network** You pay a 35% coinsurance	You pay a $0 copay Prior authorization will be required. **Out-of-Network** You pay a $20 copay
Opioid Treatment Program Services	**In-Network** You pay a $20 copay **Out-of-Network** You pay a 35% coinsurance	**In-Network** You pay a $0 copay **Out-of-Network** You pay a $20 copay
Diagnostic Procedures and Tests	**In-Network** You pay a $110 copay for this benefit in facility. Bone Mass Testing: $0 copay **Out-of-Network** You pay a 35% coinsurance for this benefit an office setting. You pay a 35% coinsurance for this benefit in facility.	**In-Network** You pay a $150 copay for this benefit in a facility. Bone Mass Testing: $40 copay **Out-of-Network** You pay up to a $50 copay for this benefit an office setting. You pay a $175 copay for this benefit in a facility.
Diagnostic Lab Services	**Out-of-Network** You pay a 35% coinsurance.	**Out-of-Network** You pay a $20 copay Lab tests and services for COVID-19: $0 copay
Other Diagnostic Radiological Tests (e.g. MRI's, CT's, PET scans)	**In-Network** You pay a $40 copay for this benefit an office setting.	**In-Network** You pay a $85 copay for this benefit an office setting.

Cost	2020 (this year)	2021 (next year)
	You pay a $160 copay for this benefit in facility. **Out-of-Network** You pay a 35% coinsurance for this benefit an office setting. You pay a 35% coinsurance for this benefit in facility.	You pay a $150 copay for this benefit in a facility. **Out-of-Network** You pay a $100 copay for this benefit an office setting. You pay a $250 copay for this benefit in a facility.
Transportation Services	This benefit is not covered	**In-and-Out-of-Network** $0 copay for up to 24 one-way non-emergent trips within the plan service area to any health-related location. Each one-way trip must not exceed 50 miles.
Over-the-Counter (OTC)	You pay a $0 copay for select OTC items. Plan covers up to $30 every 3 months for select OTC items. Limited to one (1) order every three months. Any unused benefit coverage amount will not carry forward.	You pay a $0 copay for select OTC items. Plan covers up to $150 every 3 months for select OTC items. You are no longer limited to one (1) order every three months. Any unused benefit coverage amount will not carry forward.
Remote Access Technologies	**In-Network** You pay a $0-20 copay for this benefit through Teladoc.	**In-Network** You pay a $0 copay for this benefit through Teladoc.
Kidney Disease Education	**Out-of-Network** You pay a $0 copay	**Out-of-Network** You pay a 20% coinsurance

Cost	2020 (this year)	2021 (next year)
Medicare-covered Eye Exams	**In-Network** You pay a $20 copay **Out-of-Network** You pay a 35% coinsurance	**In-Network** You pay a $0 copay **Out-of-Network** You pay a $20 copay
Vision Services	**In-and-Out-of-Network** Plan will pay up to $100 per calendar year for combined in & out-of-network routine contacts or eyeglasses (lenses and/or frames).	**In-and-Out-of-Network** Plan will pay up to $250 per calendar year for combined in & out-of-network routine contacts or eyeglasses (lenses and/or frames).
Medicare-covered Hearing Exams	**In-Network** You pay a $20 copay **Out-of-Network** You pay a 35% coinsurance	**In-Network** You pay a $0 copay **Out-of-Network** You pay a $20 copay
Medicare-covered Comprehensive Dental Services	**Out-of-Network** You pay a 35% coinsurance	**Out-of-Network** You pay a $20 copay
Comprehensive Dental Services	**In-and-Out-of-Network** Plan covers up to $1000 every calendar year for combined in and out-of-network non-Medicare covered comprehensive dental services after you pay a $20 copay for each service.	**In-and-Out-of-Network** Plan covers up to $2000 every calendar year for combined in and out-of-network non-Medicare covered comprehensive dental services after you pay a $20 copay for each service.

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.

If you are currently taking a drug for which you have received a formulary exception, please refer to the approval letter sent to you to see whether the exception continues beyond the 2020 plan year. If it states your formulary exception will expire in or at the end of 2020, you will need to submit a new exception request for the drug for 2021 if the drug's formulary status has not changed. You may review the 2021 comprehensive formulary on our website at www.cloverhealth.com/en/members/formulary to see whether the changes to the formulary impact your drug or contact us by calling Member Services (phone numbers are printed on the back cover of this booklet).

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 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 30th, 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.cloverhealth.com. You can also review the separately mailed *Evidence of Coverage* to see if other benefit or cost changes affect you. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.)

Changes to the Deductible Stage

Stage	2020 (this year)	2021 (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	2020 (this year)	2021 (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. 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.	Your cost for a one-month supply at a network pharmacy: **Preferred Generics (Tier 1):** *Standard cost sharing:* You pay $5 per prescription *Preferred cost sharing:* You pay $0 per prescription **Generics (Tier 2):** *Standard costsharing:* You pay $15 per prescription *Preferred cost sharing:* You pay $10 per prescription **Preferred Brand (Tier 3):** *Standard cost sharing:* You pay $47 per prescription *Preferred cost sharing:* You pay $37 per prescription **Non-Preferred Drug (Tier 4):** *Standard cost sharing:* You pay $100 per prescription *Preferred cost sharing:* You pay $90 per prescription **Specialty (Tier 5):** *Standard cost sharing:* You pay 33% of the total cost *Preferred cost sharing:* You pay 33% of the total cost	Your cost for a one-month supply at a network pharmacy: **Preferred Generics (Tier 1):** *Standard cost sharing:* You pay $7 per prescription *Preferred cost sharing:* You pay $0 per prescription **Generics (Tier 2):** *Standard cost sharing:* You pay $15 per prescription *Preferred cost sharing:* You pay $10 per prescription **Preferred Brand (Tier 3):** *Standard cost sharing:* You pay $47 per prescription *Preferred cost sharing:* You pay $40 per prescription **Non-Preferred Drug (Tier 4):** *Standard cost sharing:* You pay $100 per prescription *Preferred cost sharing:* You pay $95 per prescription **Specialty (Tier 5):** *Standard cost sharing:* You pay 33% of the total cost *Preferred cost sharing:* You pay 33% of the total cost

Stage	2020 (this year)	2021 (next year)
	Once your total drug costs have reached $4,020, you will move to the next stage (the Coverage Gap Stage).	Once your total drug costs have reached $4,130, 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	2020 (this year)	2021 (next year)
Step Therapy: A utilization tool that requires you to first try another drug to treat your medical condition before we will cover the drug your physician may have initially prescribed.	This is not offered.	The plan will utilize Step Therapy for Part B drugs. Please refer to the Evidence of Coverage for more details.
Complaints about Medicare Care updated fax, and email	Previously no email had been given. Fax: 866-509-0919	QualityTeam@Cloverhealth.com Fax: 551-227-3962

Description	2020 (this year)	2021 (next year)
Appeals for Medical Care contact information	Clover Health Attention: Appeals Department PO Box 471 Jersey City, NJ 07303	Clover Health Attention: Appeals Department PO Box 2091 Jersey City, NJ 07303
Medical Care Payment Request contact information	Clover Health Attention: Medical Claims PO Box 471 Jersey City, NJ 07303	Clover Health Attention: Medical Claims PO Box 2092 Jersey City, NJ 07303 Claims@cloverhealth.com

SECTION 3 Deciding Which Plan to Choose

Section 3.1 – If you want to stay in Clover Health Choice Value (PPO)

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 Clover Health Choice Value (PPO).

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 2021, 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 1.1 regarding a potential Part D late enrollment penalty.

To learn more about Original Medicare and the different types of Medicare plans, read *Medicare & You 2021*, 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, Clover Health 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 Clover Health Choice Value (PPO).
- To **change to Original Medicare with a prescription drug plan,** enroll in the new drug plan. You will automatically be disenrolled from Clover Health Choice Value (PPO).
- 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, 2021.

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, 2021, 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, 2021. 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 Tennessee, the SHIP is called TN SHIP.

TN SHIP 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. TN SHIP 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 TN SHIP at 1-877-801-0044. You can learn more about TN SHIP by visiting their website (www.tn.gov/aging/our-programs/state-health-insurance-assistance-program--ship-.html).

SECTION 6 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. 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 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 Tennessee AIDS Drug Distribution Program (ADDP). For information on eligibility criteria, covered drugs, or how to enroll in the program, please call 1-800-525-2437.

SECTION 7 Questions?

Section 7.1 – Getting Help from Clover Health Choice Value (PPO)

Questions? We're here to help. Please call Member Services at 1-888-778-1478. (TTY only, call 711.) We are available for phone calls 8 am–8 pm, local time, 7 days a week. From April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays. Calls to these numbers are free.

Read your 2021 *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 2021. For details, look in the 2021 *Evidence of Coverage* for Clover Health Choice Value (PPO). 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.cloverhealth.com. You can also review the separately mailed *Evidence of Coverage* to see if other benefit or cost changes affect you. 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.cloverhealth.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 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 2021*

You can read *Medicare & You 2021* 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.

We're here to help.

Questions? 1-888-778-1478 (TTY 711),
8 am–8 pm local time, 7 days/week*

*Between April 1st and September 30th, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

Clover Health is a Preferred Provider Organization (PPO) plan and a Health Maintenance Organization (HMO) plan with a Medicare contract. Enrollment in Clover Health depends on contract renewal.

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