



Atlanta, GA 30374-0376

<Member Full Name>  
<Member Address 1>  
<Member Address 2>  
<Member Address 3>  
<Member City State Zip>

## Questions?

We're here to help.

Toll-Free 1-800-514-4912

TTY 711

24 hours a day, 7 days a week

<Date>

UnitedHealthcare Dual Advantage Plan

[Member ID: <Membership ID>]

### **Re: Important information – your Medicaid Advantage Plan is closing**

Dear <Member First Name>,

This letter is to tell you that your UnitedHealthcare Dual Advantage Plan, a Medicaid Advantage plan, will no longer be available after December 31, 2021. If you are eligible, you will be automatically enrolled into UnitedHealthcare Community Plan offered by UnitedHealthcare of New York, Inc and continue to be enrolled in UnitedHealthcare Dual Complete<sup>®</sup> Plan 1(HMO DSNP) for your Medicare coverage, unless you make another choice.

### **What does this mean for me?**

You will be in both plans starting January 1, 2022. We will send you 2 member ID cards, 1 for your Medicaid coverage and 1 for your Medicare coverage. If you want to make another choice, you must call New York Medicaid Choice (NYMC), the State's Enrollment Broker by December 20, 2021, for help.

Read on to learn more about UnitedHealthcare Community Plan, as well as other choices available to you. If you have questions about the information in this letter, call us at 1-800-514-4912, 711, 24 hours a day, 7 days a week.

### **Why is my Medicaid Advantage health plan closing?**

The UnitedHealthcare Dual Advantage Plan is closing due to low enrollment. The new health plan will offer many of the same benefits as well as additional services to provide you with more complete coverage.

## How will my healthcare coverage change?

You will receive Medicaid coverage through a Medicaid managed care plan and Medicare coverage through the same healthcare organization that provides your Medicare Advantage coverage. This will provide better coordination of your Medicaid and Medicare services through one organization.

## What services will be covered?

You will be covered for many of the same Medicare and Medicaid benefits you get now, including:

- Prescription drugs covered by Medicare Part D and Medicaid.
- Hospital care, doctor visits, lab tests, outpatient care, mental health services, emergency services and other medical services.
- Services you get now or that you might need, such as help with your personal care or with taking medications. This includes home care if you are living at home or nursing home care if you reside in a nursing facility.
- If you require more long-term care services, there are other options described in the attachment to this letter.

## How will this change affect me?

- You will not pay a plan premium, deductible or copayment when you get services from a provider or pharmacy in your health plan's provider network.
- Every health plan has a network of providers like doctors, dentists, hospitals and personal care providers who provide your health care services. If your providers are not in the plan's network, they can join it. You may need to see a different provider if your provider does not join your health plan's network.
- If you are currently receiving services from a provider not in the network, your plan will continue to cover that provider until March 1, 2022 until you can be transferred to a new provider in network.

## What do I need to do to join UnitedHealthcare Community Plan?

You do not have to do anything. You will be automatically transferred to the Medicaid managed care plan and remain in your UnitedHealthcare Dual Complete<sup>®</sup> Plan 1(HMO DSNP). Your new coverage will start January 1, 2022.

You will receive a notice to confirm your enrollment in the new plan. If you need to make another plan choice, New York Medicaid Choice can help you learn more about other options for coverage.

## What if I have more questions?

If you have any questions about this letter, please call Member Services at 1-800-514-4912, 711, 24 hours a day, 7 days a week.

You may also call New York Medicaid Choice for assistance at 1-800-505-5678, TTY 1-888-329-1541, 8:30 a.m. – 8 p.m., Monday – Friday, and 10 a.m. – 6 p.m. on Saturday.

You can also call the Independent Consumer Advocacy Network (ICAN) for free, independent advice on coverage, complaints, and appeals. They can help you with an appeal. To learn more, call ICAN at 1-844-614-8800, TTY Relay Service 711. You can also email [ican@cssny.org](mailto:ican@cssny.org) or visit ICAN online at [www.icannys.org](http://www.icannys.org).

We look forward to serving you as a member of UnitedHealthcare Community Plan beginning January 1, 2022.

Sincerely,

UnitedHealthcare Community Plan

## Frequently Asked Questions

### What are my other options?

You can call New York Medicaid Choice (NYMC) at 1-800-505-5678 to find out more about other Medicaid and Medicare options. These options are available to dual eligible enrollees who are receiving or may need long term care services.

- Join a Medicaid Advantage Plus (MAP) Plan. If you need or you are currently receiving long term care services and supports, you may be eligible to join a MAP. You will get your Medicare and Medicaid services from 2 partner plans offered by the same company.
- Join the Program of All Inclusive Care for the Elderly (PACE). If you need long term care services and supports, you may be eligible to join a PACE. You will get your Medicaid and Medicare services from the PACE program. In PACE, you go to a single center to receive all of your care.
- Join a Medicaid Managed Long Term Care Plan (also known as an MLTC Plan). If you need long term care services and supports, you may join an MLTC plan. With this type of plan, you can go back to using Original Medicare (red–white–and blue card), or you could also join a separate Medicare Advantage Plan.

If you do not wish to be transferred into UnitedHealthcare Community Plan or do not want to join any of the options named above, you may choose to disenroll from managed care and return to regular fee-for-service Medicaid and Original Medicare at any time.

### Can I make another health plan choice after December 2021?

Yes. If you want to make a change to your health plan for 2022, please contact New York Medicaid Choice for more information. You may also contact 1-800-MEDICARE (1-800-633-4227) for help with your Medicare choices.

### Will I be able to see the same doctors?

You can contact the plan's Member Services Department found in this letter to get more information about the doctors you are seeing and if there will be any provider network changes.

### Who can I talk to about my Medicare Advantage benefits?

If you have questions about your Medicare coverage, you can contact your health plan's Member Services Department. You may also call the following for more information and help with your Medicare choices:

- 1-800-MEDICARE (1-800-633-4227), TTY 1-877-486-2048, 24 hours a day, 7 days a week
- Medicare Rights Center at 1-800-333-4114, TTY 711, 10 a.m. – 3 p.m., Monday – Friday.  
The website is available at [www.medicarerights.org](http://www.medicarerights.org).

### If I have a home care aide, can I still get home care services?

If you are currently receiving home care services, you must join a Managed Long Term Care plan to continue receiving your services. The plan you choose will make sure you get the services that you need.

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