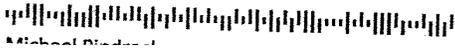




Received 9/17/16

September 15, 2016



2716

**Important Information about  
HealthSpan's 2017 Medicare  
Plan Coverage**

Dear Michael,

After much consideration, HealthSpan Integrated Care has made the difficult decision to cease offering Medicare health plan coverage in Ohio. By this letter, we are notifying you of our planned discontinuation of coverage and that **effective on midnight, December 31, 2016, your HealthSpan Medicare Plus (Cost) plan coverage and benefits will terminate.** Unless your policy provides otherwise, HealthSpan will not be responsible for any medical or pharmacy services after midnight, December 31, 2016. It is important for you to know that your coverage has not been discontinued as a result of your health status.

We have made arrangements to partner with Medical Mutual of Ohio to assume your healthcare coverage after December 31, 2016. If you take no action, **your coverage will automatically change to a Medical Mutual Medicare Advantage HMO plan effective January 1, 2017.** Until then, you will continue to be a HealthSpan member using your same ID card and provider network. Please refer to the attached benefits flier to compare your current 2016 HealthSpan Medicare Plus (Cost) plan to your 2017 Medical Mutual Advantage plan. You will also receive an *Annual Notice of Change and Evidence of Coverage* by September 30, 2016, with more detailed information about your 2017 plan. **Please note: With Medical Mutual's Medicare Advantage HMO plan you must use plan providers for in-network care. If you obtain routine care from out-of-network providers neither Medicare nor Medical Mutual will be responsible for the costs.**

**Your 2017 Medicare Plan Options**

If you take no action you will be automatically enrolled in Medical Mutual Advantage plan effective January 1, 2017, as described above. You also have two other options for 2017 Medicare plan coverage.

**1) Open Enrollment Period for Medicare Advantage – October 15 – December 7, 2016**

You may choose to enroll in a Medicare Advantage plan other than Medical Mutual Medicare Advantage HMO during Medicare's Annual Open Enrollment Period. The plan you enroll in will typically take effect on January 1, 2017. Visit [medicare.gov](http://medicare.gov) to see a list of plans

HealthSpan Integrated Care Membership Administration  
PO Box 5388 Cleveland, OH 44101-9372  
[healthspan.org](http://healthspan.org)

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in your area, or call 1-800-MEDICARE, 24-hours a day, seven days a week. TTY user should call 1-877-486-2048.

**2) Special Enrollment Period – December 8, 2016 – February 28, 2017.**

You also qualify for a Special Enrollment Period because your HealthSpan Medicare Plus (Cost) plan is terminating on December 31, 2016. The Special Enrollment Period runs December 8, 2016, through February 28, 2017. During this time you may:

- disenroll from your current Cost plan into Original Medicare;
- choose to enroll in a different Medicare Advantage or Medicare Advantage Prescription Drug Plan other than the Medical Mutual Medicare Advantage plan selected for you. Visit [medicare.gov](http://medicare.gov) to see a list of plans in your area, or call 1-800-MEDICARE, 24-hours a day, seven days a week. TTY user should call 1-877-486-2048.

**Transition of Care:** If you have a procedure scheduled on or right before December 31, 2016, please call the HealthSpan Customer Service Center at the number listed below.

Please be assured your health is our utmost priority, and we are committed to making this a smooth transition for our Medicare members. If you have any questions, please call the HealthSpan Customer Service Center at 1-800-493-6004 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m.

Sincerely,

Your HealthSpan Team

Encls.