

UCare Complete 2010 Program Changes Frequently Asked Questions (FAQ) For Members With Medicare

1. Q: I heard that *UCare Complete* won't be in operation next year. Is that true?

A: No. *UCare Complete* will still be in full operation to serve you next year. However, the program is changing. You will need to enroll in a separate Medicare Part D Plan (PDP) to cover your Part D prescriptions. Your Medicare benefits will need to be covered by Original Medicare or another Medicare plan that you choose.

2. Q: When should I enroll in a new Medicare PDP?

A: If you wish to stay enrolled in *UCare Complete*, do not enroll in a PDP until after **Dec. 1, 2009**. After **Dec. 1, 2009**, you should choose a plan to cover your Medicare Part D prescriptions. You will need to submit the paperwork or finalize your choice online by **Dec. 31, 2009**.

3. Q: Who can help me choose a new Medicare PDP?

A: The Disability Linkage Line can help you choose the best Part D Plan for you. They will compare the plan's formularies (drug lists) with your medication list. They also can help you enroll in a PDP over the phone. When you call the Disability Linkage Line, it's a good idea to have a list of all your medications in front of you. Your AXIS care coordinator can help with this. You can call the Disability Linkage Line at 1-866-333-2466 (toll free).

4. Q: How do I enroll in a new Medicare PDP?

A: You can call the Disability Linkage Line at 1-866-333-2466. A representative will work with you over the phone to help you find the right Medicare PDP. This person will fill out an application for you and submit it. Or you will need to request an application from the Medicare PDP that you want to enroll in. You will need to fill out the application and send it back to the Medicare PDP.

5. Q: What happens if I do nothing?

A: Medicare will automatically assign you to a new Medicare PDP as early as Jan. 1, 2010, or as late as March 1, 2010. If you aren't assigned to a new Medicare PDP until March, this could leave you without proof of prescription coverage if you go to the pharmacy in January and February, and you may not be able to pick up your medications. If you are not happy with the Medicare PDP that you are assigned to, you are free to change it at any time.

6. Q: How will I know if all my medications are covered?

A: Choose a Medicare PDP with a formulary (drug list) that most closely matches your medications. Your AXIS care coordinator and the Disability Linkage Line can help you make that decision. The Disability Linkage Line can be reached at 1-866-333-2466 (toll free).

7. Q: What if I choose a PDP that doesn't cover the medications I take?

A: You may change the Medicare PDP you choose at any time if you are not happy with it. Your coverage will begin on the first day of the next month. Most Medicare PDPs will have an exception process in place to cover your medications if your doctor says you need it. Your care coordinator can help you with this process.

8. Q: Will my medical co-pays change?

A: No. Your medical co-pays will remain the same throughout 2010.

9. Q: Will my Part D co-pays change?

A: You should contact your new Medicare PDP to find out what your Part D co-pays are.

10. Q: How will my pharmacy know who to bill?

A: You should show your new Medicare PDP member card to your pharmacy once you receive it from your new Medicare PDP. Also show your UCare member ID card. It is also a good idea to show your Original Medicare card.

11. Q: Will the drugs I'm getting that are currently paid for by Medical Assistance still be covered by *UCare Complete*?

A: Yes. The drugs you're getting that are paid for by Medical Assistance will still be covered by *UCare Complete*.

12. Q: What is UCare doing to notify my health care providers about the changes?

A: All providers will receive a letter informing them of the changes. In addition, some providers who see a lot of *UCare Complete* members will have the option of an in-person meeting or an Internet-based training. Notices will also be published in *health lines*, UCare's newsletter for health care providers.

13. Q: How will waiver services I'm getting now be affected by the changes?

A: They won't change if you continue to be eligible for all the waiver services you are now receiving.

14. Q: Can I, or should I, cancel my *UCare Complete* plan to get better coverage?

A: *UCare Complete* is a voluntary program and you can change plans at any time. If you change plans and cancel *UCare Complete*, you will lose your care coordinator. If you are on a waiver, you risk losing your waiver services.

15. Q: Will I still have an AXIS care coordinator?

A: Yes. An AXIS care coordinator will still work with you.

16. Q: Will the name of my plan change?

A: No. *UCare Complete* will continue to be called *UCare Complete*.

17. Q: Will there be any changes to the transportation benefit?

A: No. There will be no changes to the transportation benefit. You can still call Health Ride or your coordinator to get rides to and from covered medical appointments.

18. Q: What cards do I have to show when I go to the doctor or pharmacy?

A: You should show all three of your insurance cards. These include your UCare member ID card, your Original Medicare card, and your Medicare PDP card.

19. Q: Who can I call when I have questions about my health?

A: You can call the AXIS Healthcare After Hours Nurse Line between 8:30 a.m. and 5 p.m., Monday through Friday, at 651-556-0887. If you have questions after regular business hours, on weekends, or holidays, call 651-556-0866.

20. Q: Who can I call when I need help with paperwork?

A: You can call your AXIS care coordinator.

21. Q: Who can I call if I have questions about my health care coverage and benefits?

A: You should call UCare at 612-676-3554 or 1-800-707-1711 (toll free).

Attention. If you want free help translating this information, call UCare at 612-676-3200 or toll free at 1-800-203-7225.

ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم الموجود أعلاه.

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Pažnja. Ako vam je potrebna besplatna pomoć za prevod ove informacije, nazovite gornji broj.

Ceeb toom. Yog koj xav tau kev pab txhais cov xov no dawb, thov hu rau tus xov tooj saud.

ໂປດຊາບ. ຖ້າຫາກທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການປະເມີນຄວາມຕ້ອງການນີ້ຟຣີ, ຈົ່ງໂທສາມເລກໂທສທີ່ຢູ່ຂ້າງເທິງນີ້.

Hubaddhu. Yoo akka odeeffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, lakkoofsa armaa olii bilbili.

Внимание. Если вам нужна бесплатная помощь в переводе этой информации, позвоните по указанному выше телефону.

Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjama dda macluumaadkani oo lacag la'aan ah, wac lambarka kore.

Atención. Si desea recibir asistencia gratuita para traducir esta información, llame al número que aparece más arriba.

Chú Ý. Nếu quý vị cần dịch thông tin này miễn phí, xin gọi số nêu trên.

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This information is available in other forms to people with disabilities by calling: 612-676-3200 (voice) or toll free at 1-800-203-7225 (voice); 612-676-6810 (TDD) or toll free at 1-800-688-2534 (TDD) or through the Minnesota Relay at 711 or 1-877-627-3848 (speech to speech relay service).