



Blue MedicareRx (PDP)

Connecticut | Massachusetts | Rhode Island | Vermont

P.O. Box 30011, Pittsburgh, PA 15222-0330

*Blue MedicareRx<sup>SM</sup> Value Plus (PDP) offered by  
ANTHEM INSURANCE CO. & BCBSMA & BCBSRI  
& BCBSVT/Blue MedicareRx<sup>SM</sup> (PDP)*

## Annual Notice of Changes for 2020

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You are currently enrolled as a member of Blue MedicareRx Value Plus. Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes.*

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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 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 2020 Drug List and look in Section 1.3 for information about changes to our drug coverage.

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 <https://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.

**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 Medicare 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 Medicare Plan Finder at <https://www.medicare.gov> website. Click “Find health & drug plans.”

Review the list in the back of your *Medicare & You 2020* handbook.

Look in Section 2.2 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 want to **keep** Blue MedicareRx Value Plus, you don’t need to do anything. You will stay in Blue MedicareRx Value Plus.

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, 2019**

If you **don’t join another plan by December 7, 2019**, you will stay in Blue MedicareRx Value Plus.

If you join another plan by December 7, 2019, your new coverage will start on January 1, 2020.

## **Additional Resources**

Please contact our Customer Care number listed at the back of this booklet for additional information. (TTY users should call 711.) Hours are 24 hours a day, 7 days a week.

This information is available in Braille and large print. Please call Customer Care at the number printed in Section 6.1 of this booklet if you need plan information in these formats.

## **About Blue MedicareRx Value Plus**

Blue MedicareRx (PDP) is a Prescription Drug Plan with a Medicare Contract. Blue MedicareRx Value Plus (PDP) and Blue MedicareRx Premier (PDP) are two Medicare Prescription Drug Plans available to service residents of Connecticut, Massachusetts, Rhode Island, and Vermont.

Coverage is available to residents of the service area or members of an employer or union group and separately issued by one of the following plans: Anthem Blue Cross® and Blue Shield® of Connecticut, Blue Cross Blue Shield of Massachusetts, Blue Cross and Blue Shield of Rhode Island, and Blue Cross and Blue Shield of Vermont.

Anthem Insurance Companies, Inc., Blue Cross and Blue Shield of Massachusetts, Inc., Blue Cross & Blue Shield of Rhode Island, and Blue Cross and Blue Shield of Vermont are the legal entities which have contracted as a joint enterprise with the Centers for Medicare & Medicaid Services (CMS) and are the risk-bearing entities for Blue MedicareRx (PDP) plans. The joint enterprise is a Medicare-approved Part D Sponsor. Enrollment in Blue MedicareRx (PDP) depends on contract renewal.

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When this booklet says “we,” “us,” or “our,” it means Blue MedicareRx. When it says “plan” or “our plan,” it means Blue MedicareRx Value Plus.

## Summary of Important Costs for 2020

The table below compares the 2019 costs and 2020 costs for Blue MedicareRx Value Plus 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.RxMedicarePlans.com](http://www.RxMedicarePlans.com). You may also call Customer Care to ask us to mail you an *Evidence of Coverage*.

Cost	2019 (this year)	2020 (next year)
<b>Monthly plan premium*</b>	\$37.80	\$42.50
* Your premium may be higher or lower than this amount. See Section 1.1 for details.		
<b>Part D prescription drug coverage</b> (See Section 1.3 for details.)	Deductible: \$350 Copayment/Coinsurance during the Initial Coverage Stage:  Drug Tier 1: \$7 30-day supply standard retail cost-sharing \$2 30-day supply preferred retail cost-sharing  Drug Tier 2: \$19 30-day supply standard retail cost-sharing \$8 30-day supply preferred retail cost-sharing  Drug Tier 3: \$45 30-day supply standard retail cost-sharing \$35 30-day supply preferred retail cost-sharing  Drug Tier 4: 50% 30-day supply standard retail cost-sharing 40% 30-day supply preferred retail cost-sharing  Drug Tier 5: 26% 30-day supply standard retail cost-sharing 26% 30-day supply preferred retail cost-sharing	Deductible: \$435 Copayment/Coinsurance during the Initial Coverage Stage:  Drug Tier 1: \$7 30-day supply standard retail cost-sharing \$2 30-day supply preferred retail cost-sharing  Drug Tier 2: \$19 30-day supply standard retail cost-sharing \$8 30-day supply preferred retail cost-sharing  Drug Tier 3: \$47 30-day supply standard retail cost-sharing \$37 30-day supply preferred retail cost-sharing  Drug Tier 4: 50% 30-day supply standard retail cost-sharing 40% 30-day supply preferred retail cost-sharing  Drug Tier 5: 25% 30-day supply standard retail cost-sharing 25% 30-day supply preferred retail cost-sharing

# Annual Notice of Changes for 2020

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## ***SECTION 1 Changes to Benefits and Costs for Next Year***

### **Section 1.1 – Changes to the Monthly Premium**

Cost	2019 (this year)	2020 (next year)
Monthly premium	\$37.80	\$42.50
(You must also continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.)		

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.

### **Section 1.2 – 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 pharmacies for some drugs.

There are changes to our network of pharmacies for next year. We included a copy of our Pharmacy Directory in the envelope with this booklet. An updated Pharmacy Directory is located on our website at [www.RxMedicarePlans.com](http://www.RxMedicarePlans.com). You may also call Customer Care for updated provider information or to ask us to mail you a Pharmacy Directory. **Please review the 2020 Pharmacy Directory to see which pharmacies are in our network.**

### **Section 1.3 – 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 7 of your *Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints))* or call Customer Care.

**Work with your doctor (or other prescriber) to find a different drug that we cover. You can call Customer Care 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 3, 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 previously received a prior authorization (PA) or formulary exception for a drug that is being removed from the formulary in 2020, that drug will no longer be covered even if your authorization extends into 2020 or beyond. Please review your copy of the 2020 formulary to determine which drugs are covered in 2020. A copy of the formulary is available online at [www.RxMedicarePlans.com](http://www.RxMedicarePlans.com).

If you are currently taking a drug for which you have received a formulary exception, please refer to the letter sent to you which granted the exception to see whether the exception continues beyond the 2019 plan year. If it states your formulary exception will expire in or at the end of 2019, you will need to submit a new exception request for the drug for 2020 if its formulary status has not changed. You may review the 2020 comprehensive formulary on our website at [www.RxMedicarePlans.com](http://www.RxMedicarePlans.com) to see whether the changes to it impact your drug.

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 the changes we may make to the Drug List, see Chapter 3, 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 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 Care and ask for the “LIS Rider.” Phone numbers for Customer Care are in Section 6.1 of this booklet.

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 4, 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 4, Sections 6 and 7, in the *Evidence of Coverage*, which is located on our website at [www.RxMedicarePlans.com](http://www.RxMedicarePlans.com). You may also call Customer Care to ask us to mail you an *Evidence of Coverage*.)

### Changes to the Deductible Stage

Stage	2019 (this year)	2020 (next year)
<p><b>Stage 1: Yearly Deductible Stage</b></p> <p>During this stage, you pay the full cost of your Tier 3, Tier 4, and Tier 5 drugs until you have reached the yearly deductible.</p>	<p>The deductible is \$350.</p> <p>During this stage, you pay the plan's cost-sharing amount for drugs on:</p> <p><b>Tier 1:</b>  <i>Standard cost-sharing:</i>            You pay \$7 per prescription.  <i>Preferred cost-sharing:</i>            You pay \$2 per prescription.</p> <p><b>Tier 2:</b>  <i>Standard cost-sharing:</i>            You pay \$19 per prescription.  <i>Preferred cost-sharing:</i>            You pay \$8 per prescription.</p> <p>You pay the full cost of drugs on Tier 3, Tier 4 and Tier 5 until you have reached the yearly deductible.</p>	<p>The deductible is \$435.</p> <p>During this stage, you pay the plan's cost-sharing amount for drugs on:</p> <p><b>Tier 1:</b>  <i>Standard cost-sharing:</i>            You pay \$7 per prescription.  <i>Preferred cost-sharing:</i>            You pay \$2 per prescription.</p> <p><b>Tier 2:</b>  <i>Standard cost-sharing:</i>            You pay \$19 per prescription.  <i>Preferred cost-sharing:</i>            You pay \$8 per prescription.</p> <p>You pay the full cost of drugs on Tier 3, Tier 4 and Tier 5 until you have reached the yearly deductible.</p>



## Changes to Your Cost-sharing in the Initial Coverage Stage

To learn how copayments and coinsurance work, look at Chapter 4, Section 1.2, *Types of out-of-pocket costs you may pay for covered drugs* in your *Evidence of Coverage*.

Stage	2019 (this year)	2020 (next year)
<p><b>Stage 2: Initial Coverage Stage</b></p> <p>Once you pay the yearly deductible, you move to the Initial Coverage Stage. During this stage, the plan pays its share of the cost of your drugs and you <b>pay your share of the cost</b>.</p> <p>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 4, Section 5 of your <i>Evidence of Coverage</i>.</p> <p>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.</p>	<p>Your cost for a one-month supply at a network pharmacy:</p> <p><b>Tier 1 (Preferred Generic):</b> <i>Standard cost-sharing:</i> You pay \$7 per prescription. <i>Preferred cost-sharing:</i> You pay \$2 per prescription.</p> <p><b>Tier 2 (Generic):</b> <i>Standard cost-sharing:</i> You pay \$19 per prescription. <i>Preferred cost-sharing:</i> You pay \$8 per prescription.</p> <p><b>Tier 3 (Preferred Brand):</b> <i>Standard cost-sharing:</i> You pay \$45 per prescription. <i>Preferred cost-sharing:</i> You pay \$35 per prescription.</p> <p><b>Tier 4 (Non-Preferred Drug):</b> <i>Standard cost-sharing:</i> You pay 50% of the total cost. <i>Preferred cost-sharing:</i> You pay 40% of the total cost.</p> <p><b>Tier 5 (Specialty Tier):</b> <i>Standard cost-sharing:</i> You pay 26% of the total cost. <i>Preferred cost-sharing:</i> You pay 26% of the total cost.</p>	<p>Your cost for a one-month supply at a network pharmacy:</p> <p><b>Tier 1 (Preferred Generic):</b> <i>Standard cost-sharing:</i> You pay \$7 per prescription. <i>Preferred cost-sharing:</i> You pay \$2 per prescription.</p> <p><b>Tier 2 (Generic):</b> <i>Standard cost-sharing:</i> You pay \$19 per prescription. <i>Preferred cost-sharing:</i> You pay \$8 per prescription.</p> <p><b>Tier 3 (Preferred Brand):</b> <i>Standard cost-sharing:</i> You pay \$47 per prescription. <i>Preferred cost-sharing:</i> You pay \$37 per prescription.</p> <p><b>Tier 4 (Non-Preferred Drug):</b> <i>Standard cost-sharing:</i> You pay 50% of the total cost. <i>Preferred cost-sharing:</i> You pay 40% of the total cost.</p> <p><b>Tier 5 (Specialty Tier):</b> <i>Standard cost-sharing:</i> You pay 25% of the total cost. <i>Preferred cost-sharing:</i> You pay 25% of the total cost.</p>
	<p>Once your total drug costs have reached \$3,820, you will move to the next stage (the Coverage Gap Stage).</p>	<p>Once your total drug costs have reached \$4,020, you will move to the next stage (the Coverage Gap Stage).</p>

## 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 4, 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 Blue MedicareRx Value Plus**

To stay in our plan you don't need to do anything. If you do not sign up for a different plan by December 7, you will automatically stay enrolled as a member of our plan for 2020.

### **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 for 2020 follow these steps:

#### **Step 1: Learn about and compare your choices**

You can join a different Medicare prescription drug plan timely,

-- OR-- You can change to a Medicare health plan. Some Medicare health plans also include Part D prescription drug coverage,

-- OR-- You can keep your current Medicare health coverage and drop your Medicare prescription drug coverage.

To learn more about Original Medicare and the different types of Medicare plans, read *Medicare & You 2020*, call your State Health Insurance Assistance Program (see Section 4), or call Medicare (see Section 6.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <https://www.medicare.gov> and click “Find health & drug plans.” **Here, you can find information about costs, coverage, and quality ratings for Medicare plans.**

As a reminder, Blue MedicareRx offers another Medicare prescription drug plan. This other plan may differ in coverage, monthly premium, and cost-sharing amounts.

#### **Step 2: Change your coverage**

- To **change to a different Medicare prescription drug plan**, enroll in the new plan. You will automatically be disenrolled from Blue MedicareRx Value Plus.
- To **change to a Medicare health plan**, enroll in the new plan. Depending on which type of plan you choose, you may automatically be disenrolled from Blue MedicareRx Value Plus.
  - You will automatically be disenrolled from Blue MedicareRx Value Plus if you enroll in any Medicare health plan that includes Part D prescription drug coverage. You will also automatically be disenrolled if you join a Medicare

HMO or Medicare PPO, even if that plan does not include prescription drug coverage.

- If you choose a Private Fee-For-Service plan without Part D drug coverage, a Medicare Medical Savings Account plan, or a Medicare Cost Plan, you can enroll in that new plan and keep Blue MedicareRx Value Plus for your drug coverage. Enrolling in one of these plan types will not automatically disenroll you from Blue MedicareRx Value Plus. If you are enrolling in this plan type and want to leave our plan, you must ask to be disenrolled from Blue MedicareRx Value Plus. To ask to be disenrolled, you must send us a written request or contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY users should call 1-877-486-2048).
- **To change to Original Medicare without a prescription drug plan, you must either:**
  - Send us a written request to disenroll. Contact Customer Care if you need more information on how to do this (phone numbers are in Section 6.1 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 3 Deadline for Changing Plans***

If you want to change to a different prescription drug plan or to a Medicare health plan for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2020.

#### **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 8, Section 2.2 of the *Evidence of Coverage*.

### ***SECTION 4 Programs That Offer Free Counseling about Medicare***

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Please see the Appendix at the end of your enclosed *Evidence of Coverage* to find the contact information for the SHIP in your state.

SHIPs are independent (not connected with any insurance company or health plan). They are state programs that get money from the Federal government to give **free** local health insurance counseling to people with Medicare. 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 will find contact information for the SHIP in your state in the Appendix of your *Evidence of Coverage*.

## ***SECTION 5 Programs That Help Pay for Prescription Drugs***

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

**“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 a.m. and 7 p.m., Monday through Friday. TTY users should call 1-800-325-0778 (applications); or
- Your State Medicaid Office (applications).

**Help from your state’s pharmaceutical assistance program.** Many states have programs called State Pharmaceutical Assistance Programs (SPAPs) that help people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program (the names and phone numbers for these organizations are in the Appendix at the end of your enclosed *Evidence of Coverage*).

**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 ADAP in your state. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the ADAP in your state. Contact information for the ADAP in your state is in the Appendix of your *Evidence of Coverage*.

## ***SECTION 6 Questions?***

### **Section 6.1 – Getting Help from Blue MedicareRx Value Plus**

Questions? We’re here to help. Please call Customer Care at:

State of Residence	Customer Care number
Connecticut	1-888-620-1747
Massachusetts	1-888-543-4917
Rhode Island	1-888-620-1748
Vermont	1-888-620-1746

(TTY/TDD only, call 711.) We are available for phone calls 24 hours a day, 7 days a week. Calls to these numbers are free.

**Read your 2020 *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 2020. For details, look in the 2020 *Evidence of Coverage* for Blue MedicareRx Value Plus. 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.RxMedicarePlans.com](http://www.RxMedicarePlans.com). You may also call Customer Care to ask us to mail you an *Evidence of Coverage*.

**Visit our Website**

You can also visit our website at [www.RxMedicarePlans.com](http://www.RxMedicarePlans.com). As a reminder, our website has the most up-to-date information about our pharmacy network (Pharmacy Directory) and our list of covered drugs (Formulary/Drug List).

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## **Section 6.2 – Getting Help from Medicare**

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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 (<https://www.medicare.gov>). It has information about cost, coverage, and quality ratings to help you compare Medicare prescription drug 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 <https://www.medicare.gov> and click on “Find health & drug plans.”)

**Read *Medicare & You 2020***

You can read the *Medicare & You 2020* 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 (<https://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.

This information is not a complete description of benefits. Call:

Connecticut 1-888-620-1747

Massachusetts 1-888-543-4917

Rhode Island 1-888-620-1748

Vermont 1-888-620-1746

(TTY/TDD: 711) for more information.