

Agent Alert

MedicareBlue™ Solutions



September 14, 2018

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- Hurricane Florence: Emergency refills available

2019 Annual Notice of Changes mailing

Annual Notice of Changes (ANOC) documents began mailing September 12 and will continue to mail to individual members through the end of the month. Individual members must receive the ANOC by September 30, per the Centers for Medicare and Medicaid (CMS) guidance.

The mailing drops are staggered to allow enough time to reach members and to not overwhelm the call centers should members call with questions. The distribution of the ANOC is the responsibility of MedicareBlue Rx and agents should not distribute it to members.

The mailing includes:

- **ANOC:** Describes premium and plan changes that take effect January 1, 2019
- **Evidence of Coverage and pharmacy directory insert:** Explains how members can request hard copies of the EOC and pharmacy directory or access this information online
- **2019 Formulary:** Lists drugs covered by the plan
- **Low-income subsidy (LIS) rider:** Explains what members who qualify to receive a low-income subsidy need to do

Members can access the ANOC and EOC online beginning October 1 at **YourMedicareSolutions.com/Documents**.

Hurricane Florence: Emergency refills available

Severe weather advisories and warnings regarding Hurricane Florence have been issued to residents of Georgia, North Carolina, South Carolina, Virginia and Washington D.C. Members who are in areas affected by Hurricane Florence can seek emergency refills on their prescriptions. Several CVS pharmacy locations in areas with mandatory evacuation orders will be closed until it is deemed safe to re-open. Members who need assistance finding a pharmacy can contact customer service (see below) or use the Pharmacy Locator at **YourMedicareSolutions.com**.

If impacted MedicareBlue Rx members need help finding an available network pharmacy or with their coverage during this emergency, please direct them to call customer service at **1-888-832-0075** (TTY: **711**).

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Questions or have an enrollment? Call a broker help desk.

If you have questions, want to enroll an applicant by telephone or help a member make a change, please contact the appropriate agent/broker help line:

- MedicareBlue Rx pre-enrollment toll free at **1-866-464-3919**
- MedicareBlue Rx post-enrollment toll free at **1-866-849-2498**

MedicareBlue Rx coverage is separately issued by one of the following plans: Wellmark Blue Cross and Blue Shield of Iowa,* Blue Cross and Blue Shield of Minnesota,* Blue Cross and Blue Shield of Montana,* Blue Cross and Blue Shield of Nebraska,* Blue Cross Blue Shield of North Dakota,* Wellmark Blue Cross and Blue Shield of South Dakota* and Blue Cross Blue Shield of Wyoming.*

*Independent licensees of the Blue Cross and Blue Shield Association