ANNUAL NOTICE OF CHANGES FOR 2018

You are currently enrolled as a member of Cigna-HealthSpring Preferred (HMO). Next year, there will be some changes to the plan’s costs and benefits. This booklet tells about the changes.

- 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 Sections 1.1 and 1.5 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 2018 Drug List and look in Section 1.6 for information about changes to our drug coverage.

   ☐ Check to see if your doctors and other providers will be in our network next year.
   - Are your doctors in our network?
   - What about the hospitals or other providers you use?
   - Look in Section 1.3 for information about our Provider and Pharmacy Directory.

   ☐ 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.
  - Review the list in the back of your Medicare & You handbook.
  - Look in Section 3.2 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** Cigna-HealthSpring Preferred (HMO), you don’t need to do anything. You will stay in Cigna-HealthSpring Preferred (HMO).
- 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, 2017**

- If you **don’t join by December 7, 2017**, you will stay in Cigna-HealthSpring Preferred (HMO).
- If you **join by December 7, 2017**, your new coverage will start on January 1, 2018.

**Additional Resources**

- To get information from us in a way that works for you, please call Customer Service (phone numbers are in Section 7.1 of this booklet). We can give you information in Braille, in large print, and other alternate formats if you need it.

- **Coverage under this Plan qualifies as minimum essential coverage (MEC)** and satisfies the Patient Protection and Affordable Care Act’s (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at [https://www.irs.gov/Affordable-Care-Act/Individuals-and-Families](https://www.irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information.

**About Cigna-HealthSpring Preferred (HMO)**

- Cigna-HealthSpring is contracted with Medicare for PDP plans, HMO and PPO plans in select states, and with select State Medicaid programs. Enrollment in Cigna-HealthSpring depends on contract renewal.
- When this booklet says “we,” “us,” or “our,” it means Cigna-HealthSpring. When it says “plan” or “our plan,” it means Cigna-HealthSpring Preferred (HMO).
## Summary of Important Costs for 2018

The table below compares the 2017 costs and 2018 costs for Cigna-HealthSpring Preferred (HMO) in several important areas. **Please note this is only a summary of changes. It is important to read the rest of this Annual Notice of Changes and review the enclosed Evidence of Coverage to see if other benefit or cost changes affect you.**

<table>
<thead>
<tr>
<th>Cost</th>
<th>2017 (this year)</th>
<th>2018 (next year)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monthly plan premium</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><em>Your premium may be higher or lower than this amount. See Section 1.1 for details.</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Maximum out-of-pocket amount</strong></td>
<td>$6,700</td>
<td>$6,700</td>
</tr>
<tr>
<td>This is the most you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Doctor office visits</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary care visits: $0 copayment per visit</td>
<td></td>
<td>Primary care visits: $0 copayment per visit</td>
</tr>
<tr>
<td>Specialist visits: $40 copayment per visit</td>
<td></td>
<td>Specialist visits: $40 copayment per visit</td>
</tr>
<tr>
<td><strong>Inpatient hospital stays</strong></td>
<td>Days 1-5: $300 copayment per day</td>
<td>Days 1-5: $300 copayment per day</td>
</tr>
<tr>
<td>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor’s order. The day before you are discharged is your last inpatient day.</td>
<td>Days 6-90: $0 copayment per day</td>
<td>Days 6-90: $0 copayment per day</td>
</tr>
</tbody>
</table>
### Part D prescription drug coverage

(See Section 1.6 for details.)

<table>
<thead>
<tr>
<th>Cost</th>
<th>2017 (this year)</th>
<th>2018 (next year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deductible: $0</td>
<td></td>
<td>Deductible: $300</td>
</tr>
<tr>
<td>Copayments or Coinsurance during the Initial Coverage Stage:</td>
<td></td>
<td>Copayments or Coinsurance during the Initial Coverage Stage:</td>
</tr>
<tr>
<td>• Drug Tier 1: Standard cost-sharing:</td>
<td>Standard cost-sharing:</td>
<td>Standard cost-sharing:</td>
</tr>
<tr>
<td>$8 copayment</td>
<td>$10 copayment</td>
<td>$10 copayment</td>
</tr>
<tr>
<td>Preferred cost-sharing:</td>
<td>Preferred cost-sharing:</td>
<td>Preferred cost-sharing:</td>
</tr>
<tr>
<td>$3 copayment</td>
<td>$3 copayment</td>
<td>$3 copayment</td>
</tr>
<tr>
<td>• Drug Tier 2: Standard cost-sharing:</td>
<td>Standard cost-sharing:</td>
<td>Standard cost-sharing:</td>
</tr>
<tr>
<td>$17 copayment</td>
<td>$20 copayment</td>
<td>$20 copayment</td>
</tr>
<tr>
<td>Preferred cost-sharing:</td>
<td>Preferred cost-sharing:</td>
<td>Preferred cost-sharing:</td>
</tr>
<tr>
<td>$12 copayment</td>
<td>$12 copayment</td>
<td>$12 copayment</td>
</tr>
<tr>
<td>• Drug Tier 3: Standard cost-sharing:</td>
<td>Standard cost-sharing:</td>
<td>Standard cost-sharing:</td>
</tr>
<tr>
<td>$47 copayment</td>
<td>$47 copayment</td>
<td>$47 copayment</td>
</tr>
<tr>
<td>Preferred cost-sharing:</td>
<td>Preferred cost-sharing:</td>
<td>Preferred cost-sharing:</td>
</tr>
<tr>
<td>$42 copayment</td>
<td>$42 copayment</td>
<td>$42 copayment</td>
</tr>
<tr>
<td>• Drug Tier 4: Standard cost-sharing:</td>
<td>Standard cost-sharing:</td>
<td>Standard cost-sharing:</td>
</tr>
<tr>
<td>$100 copayment</td>
<td>$50% coinsurance</td>
<td>$50% coinsurance</td>
</tr>
<tr>
<td>Preferred cost-sharing:</td>
<td>Preferred cost-sharing:</td>
<td>Preferred cost-sharing:</td>
</tr>
<tr>
<td>$95 copayment</td>
<td>$50% coinsurance</td>
<td>$50% coinsurance</td>
</tr>
<tr>
<td>• Drug Tier 5: Standard cost-sharing:</td>
<td>Standard cost-sharing:</td>
<td>Standard cost-sharing:</td>
</tr>
<tr>
<td>33% coinsurance</td>
<td>27% coinsurance</td>
<td>27% coinsurance</td>
</tr>
<tr>
<td>Preferred cost-sharing:</td>
<td>Preferred cost-sharing:</td>
<td>Preferred cost-sharing:</td>
</tr>
<tr>
<td>33% coinsurance</td>
<td>27% coinsurance</td>
<td>27% coinsurance</td>
</tr>
</tbody>
</table>
Annual Notice of Changes for 2018

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SECTION 1  Changes to Benefits and Costs for Next Year

Section 1.1  Changes to the Monthly Premium

<table>
<thead>
<tr>
<th>Cost</th>
<th>2017 (this year)</th>
<th>2018 (next year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly premium</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>(You must also continue to pay your</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicare Part B premium.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Optional Supplemental Benefits</td>
<td>$20.20 or $55.90</td>
<td>$30.30</td>
</tr>
<tr>
<td>Monthly Premium</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- 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 enroll in Medicare prescription drug coverage in the future.
- 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 Your Maximum Out-of-Pocket Amount

To protect you, Medicare requires all health plans to limit how much you pay “out-of-pocket” during the year. This limit is called the “maximum out-of-pocket amount.” Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

<table>
<thead>
<tr>
<th>Cost</th>
<th>2017 (this year)</th>
<th>2018 (next year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum out-of-pocket amount</td>
<td>$6,700</td>
<td>$6,700</td>
</tr>
<tr>
<td>Your costs for covered medical services (such as copays) count toward your maximum out-of-pocket amount. Your costs for prescription drugs do not count toward your maximum out-of-pocket amount.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Section 1.3  Changes to the Provider Network

There are changes to our network of providers for next year. An updated Provider and Pharmacy Directory is located on our website at www.cignahealthspring.com. You may also call Customer Service for updated provider information or to ask us to mail you a Provider and Pharmacy Directory. Please review the 2018 Provider and Pharmacy Directory to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- We will make a good faith effort to provide you with at least 30 days’ notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider and managing your care.

**Section 1.4 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 network pharmacies for some drugs.

There are changes to our network of pharmacies for next year. An updated Provider and Pharmacy Directory is located on our website at www.cignahealthspring.com. You may also call Customer Service for updated provider information or to ask us to mail you a Provider and Pharmacy Directory. Please review the 2018 Provider and Pharmacy Directory to see which pharmacies are in our network.

**Section 1.5 Changes to Benefits and Costs for Medical Services**

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see Chapter 4, Medical Benefits Chart (what is covered and what you pay), in your 2018 Evidence of Coverage.

<table>
<thead>
<tr>
<th>Cost</th>
<th>2017 (this year)</th>
<th>2018 (next year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance services</td>
<td>You pay a copayment of $195 for each one-way Medicare-covered ambulance trip.</td>
<td>You pay a copayment of $225 for each one-way Medicare-covered ambulance trip.</td>
</tr>
<tr>
<td>Cardiac rehabilitation services</td>
<td>Authorization rules may apply. Referral from your Primary Care Physician (PCP) is not required. You pay a copayment of: $25 for each Medicare-covered cardiac rehabilitative therapy visit. $25 for each Medicare-covered intensive cardiac rehabilitative therapy visit.</td>
<td>Authorization rules do not apply. Referral from your Primary Care Physician (PCP) is required. You pay a copayment of: $30 for each Medicare-covered cardiac rehabilitative therapy visit. $30 for each Medicare-covered intensive cardiac rehabilitative therapy visit.</td>
</tr>
<tr>
<td>Dental services</td>
<td>Preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are not covered.</td>
<td>Preventive dental services (such as cleaning, routine dental exams, and dental X-rays) are covered. You pay a copayment of $0 for: – 1 exam every 6 months – 1 bitewing X-ray every calendar year – 1 full mouth or panoramic X-ray every 36 months – 1 cleaning every 6 months</td>
</tr>
<tr>
<td>Emergency care</td>
<td>You pay a copayment of: $75 for Medicare-covered emergency room visits. $75 for worldwide emergency room visits and worldwide emergency transportation.</td>
<td>You pay a copayment of: $80 for Medicare-covered emergency room visits. $80 for worldwide emergency room visits and worldwide emergency transportation.</td>
</tr>
<tr>
<td>Cost</td>
<td>2017 (this year)</td>
<td>2018 (next year)</td>
</tr>
<tr>
<td>------</td>
<td>----------------</td>
<td>-----------------</td>
</tr>
</tbody>
</table>
| **Hearing services** | Supplemental routine hearing exams and hearing aids are not covered. | Supplemental routine hearing exams and hearing aids are covered. You pay a copayment of $0 for:  
– 1 routine hearing exam every year  
– fitting evaluations on hearing aids  
– hearing aid(s) up to the plan allowance  
$700 allowance per hearing aid device per ear every three years. |
| **Inpatient mental health care** | You pay a copayment of:  
– Days 1-7: $215 per day  
– Days 8-90: $0 per day  
For each Medicare-covered Inpatient mental hospital stay. | You pay a copayment of:  
– Days 1-5: $300 per day  
– Days 6-90: $0 per day  
For each Medicare-covered Inpatient mental hospital stay. |
| **Medicare Diabetes Prevention Program (MDPP)** | Not offered by Medicare in 2017. | There is no coinsurance, copayment, or deductible for the MDPP benefit. MDPP services will be covered for eligible Medicare beneficiaries under all Medicare health plans. MDPP is a structured health behavior change intervention that provides practical training in longterm dietary change, increased physical activity, and problem solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle. |
| **Outpatient rehabilitation services** | You pay a copayment of:  
$25 for Medicare-covered Occupational Therapy visits.  
$25 for Medicare-covered Physical Therapy and/or Speech and Language Pathology visits. | You pay a copayment of:  
$40 for Medicare-covered Occupational Therapy visits.  
$40 for Medicare-covered Physical Therapy and/or Speech and Language Pathology visits. |
| **Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers** | You pay a copayment of $0 or $250 for each Medicare-covered ambulatory surgical center visit. $0 for any surgical procedures (i.e. polyp removal) during a colorectal screening. $250 for all other Ambulatory Surgical Center (ASC) services. | You pay a copayment of $0 or $240 for each Medicare-covered ambulatory surgical center visit. $0 for any surgical procedures (i.e. polyp removal) during a colorectal screening. $240 for all other Ambulatory Surgical Center (ASC) services. |
| **Pulmonary rehabilitation services** | Authorization rules may apply.  
Referral from your Primary Care Physician (PCP) is not required.  
You pay a copayment of $25 for each Medicare-covered pulmonary rehabilitative therapy visit. | Authorization rules do not apply.  
Referral from your Primary Care Physician (PCP) is required.  
You pay a copayment of $30 for each Medicare-covered pulmonary rehabilitative therapy visit. |
<table>
<thead>
<tr>
<th>Cost</th>
<th>2017 (this year)</th>
<th>2018 (next year)</th>
</tr>
</thead>
</table>
| Skilled nursing facility (SNF) care | You pay a copayment of:  
  – Days 1-20: $0 per day  
  – Days 21-100: $150 per day  
  For each Medicare-covered SNF stay.                                                                                                           | You pay a copayment of:  
  – Days 1-20: $0 per day  
  – Days 21-100: $167 per day  
  For each Medicare-covered SNF stay.                                                                                                           |
| Urgently needed services         | You pay a copayment of $75 for worldwide emergency/urgent care and worldwide emergency transportation.                                                                                            | You pay a copayment of $80 for worldwide emergency/urgent care and worldwide emergency transportation.                                                                                                        |
| Vision care                      | $150 plan coverage limit for supplemental eyewear every year. Supplemental annual eyewear allowance applies to the retail value only. Applicable taxes are not covered.        | $250 plan coverage limit for supplemental eyewear every year. Supplemental annual eyewear allowance applies to the retail value only. Applicable taxes are not covered.                                                |
| Optional Supplemental Dental Package #1 | Optional Supplemental Benefits are available for an additional premium (see Section 1.1).  
  You pay a copayment of $0 for the following preventive dental benefits:  
  – 1 exam every 6 months  
  – 1 bitewing X-ray every calendar year  
  – 1 full mouth or panoramic X-ray every 36 months  
  – 1 cleaning every 6 months                                                                                                                   | Your plan now includes Preventive dental benefits. Please see “Dental services” above.  
  Optional Supplemental Benefits are available for an additional premium (see Section 1.1).  
  You pay a copayment of:  
  $10-$195 for Restorative services  
  $10-$55 for Periodontics  
  $35-$75 for Extractions  
  $25-$195 for Prosthodontics and Oral Surgery  
  The plan has a max coverage amount of $1,000 per year for comprehensive dental services. Unused amounts do not carry forward to future benefit years. |
| Optional Supplemental Dental Package #2 | You pay a copayment of $0 for the following preventive dental benefits:  
  – 1 exam every 6 months  
  – 1 bitewing X-ray every calendar year  
  – 1 full mouth or panoramic X-ray every 36 months  
  – 1 cleaning every 6 months  
  You pay a copayment of:  
  $10-$195 for Restorative services  
  $10-$55 for Periodontics  
  $35-$75 for Extractions  
  $25-$195 for Prosthodontics and Oral Surgery  
  The plan has a max coverage amount of $1,000 per year for comprehensive dental services. Unused amounts do not carry forward to future benefit years. | Optional Supplemental Dental Package #2 is not offered in 2018.                                                                                     |
Section 1.6  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 in this envelope. The Drug List we included in this envelope includes many – but not all – of the drugs that we will cover next year. If you don’t see your drug on this list, it might still be covered. You can get the complete Drug List by calling Customer Service (see the back cover) or visiting our website (www.cignahealthspring.com).

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 9 of your Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints)) or call Customer Service.
- Work with your doctor (or other prescriber) to find a different drug that we cover. You can call Customer Service to ask for a list of covered drugs that treat the same medical condition.

In some situations, we are required to cover a one-time, 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 5, 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 have received a formulary exception to a medication this year the formulary exception request is approved through the date indicated in the approval letter. A new formulary exception request is only needed if the date indicated on the letter has passed.

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 sent you 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 Service and ask for the “LIS Rider.” Phone numbers for Customer Service are in Section 7.1 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 6, 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 6, Sections 6 and 7, in the enclosed Evidence of Coverage.)

Changes to the Deductible Stage

<table>
<thead>
<tr>
<th>Stage</th>
<th>2017 (this year)</th>
<th>2018 (next year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage 1: Yearly Deductible Stage</td>
<td>Because we have no deductible, this payment stage does not apply to you.</td>
<td>The deductible is $300. During this stage, you pay Stage 2: Initial Coverage Stage (see table below) cost-sharing for drugs on Tier 1 (Preferred Generic), Tier 2 (Generic), and Tier 3 (Preferred Brand) and the full cost of drugs on Tier 4 (Non-Preferred) and Tier 5 (Specialty) until you have reached the yearly deductible.</td>
</tr>
<tr>
<td>Stage 2: Initial Coverage Stage</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Changes to Your Cost-sharing in the Initial Coverage Stage

For drugs on Tier 4 (Non-Preferred), your cost-sharing in the initial coverage stage is changing from a copayment to coinsurance. Please see the following chart for the changes from 2017 to 2018.

To learn how copayments and coinsurance work, look at Chapter 6, Section 1.2, Types of out-of-pocket costs you may pay for covered drugs in your Evidence of Coverage.

<table>
<thead>
<tr>
<th>Stage</th>
<th>2017 (this year)</th>
<th>2018 (next year)</th>
</tr>
</thead>
</table>

Once your total drug costs have reached $3,700, you will move to the next stage (the Coverage Gap Stage).

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 6, Sections 6 and 7, in your Evidence of Coverage.
SECTION 2 Administrative Changes

Please see the table below for other important changes to your plan.

<table>
<thead>
<tr>
<th>Process</th>
<th>2017 (this year)</th>
<th>2018 (next year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailing Address Change: Customer Service</td>
<td>Cigna-HealthSpring Attn: Customer Service P.O. Box 20002 Nashville, TN 37202</td>
<td>Cigna-HealthSpring Attn: Member Services P.O. Box 2888 Houston, TX 77252</td>
</tr>
<tr>
<td>Mail-Order Prescription Service</td>
<td>Our plan’s mail-order service allows you to order a 30-day or 90-day supply.</td>
<td>Our plan’s mail-order service allows you to order a 30-day, 60-day, or 90-day supply.</td>
</tr>
</tbody>
</table>

SECTION 3 Deciding Which Plan to Choose

Section 3.1 If you want to stay in Cigna-HealthSpring Preferred (HMO)

To stay in our plan you don’t need to do anything. If you do not sign up for a different plan or change to Original Medicare by December 7, you will automatically stay enrolled as a member of our plan for 2018.

Section 3.2 If you want to change plans

We hope to keep you as a member next year but if you want to change for 2018 follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan,
- OR — You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan.

To learn more about Original Medicare and the different types of Medicare plans, read Medicare & You 2018, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

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, Cigna-HealthSpring offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

Step 2: Change your coverage

- To change to a different Medicare health plan, enroll in the new plan. You will automatically be disenrolled from our plan.
- To change to Original Medicare with a prescription drug plan, enroll in the new drug plan. You will automatically be disenrolled from our plan.
- To change to Original Medicare without a prescription drug plan, you must either:
  - Send us a written request to disenroll. Contact Customer Service if you need more information on how to do this (phone numbers are in Section 7.1 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 4 Deadline for Changing Plans

If you want to change to a different plan or to Original Medicare for next year, you can do it from October 15 until December 7. The change will take effect on January 1, 2018.

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
are allowed to make a change at other times of the year. For more information, see Chapter 10, Section 2.3 of the Evidence of Coverage.

If you enrolled in a Medicare Advantage plan for January 1, 2018, and don’t like your plan choice, you can switch to Original Medicare between January 1 and February 14, 2018. For more information, see Chapter 10, Section 2.2 of the Evidence of Coverage.

SECTION 5 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Tennessee, the SHIP is called Tennessee State Health Insurance Assistance Program (SHIP).

Tennessee State Health Insurance Assistance Program (SHIP) is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare. Tennessee State Health Insurance Assistance Program (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 can call Tennessee State Health Insurance Assistance Program (SHIP) at 1-615-741-2056 or 1-877-801-0044.

SECTION 6 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs.

- **“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).

- **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 Tennessee Ryan White Program. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the Tennessee Ryan White Program at 1-615-532-2392.

SECTION 7 Questions?

Section 7.1 Getting Help from Cigna-HealthSpring Preferred (HMO)

Questions? We’re here to help. Please call Customer Service at 1-800-668-3813 (TTY only, call 711). We are available for phone calls October 1 – February 14, 8:00 a.m. – 8:00 p.m. local time, 7 days a week. From February 15 – September 30, Monday – Friday 8:00 a.m. – 8:00 p.m. local time, Saturday 8:00 a.m. – 6:00 p.m. local time. Messaging service used weekends, after hours, and on federal holidays. Calls to these numbers are free.

**Read your 2018 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 2018. For details, look in the 2018 Evidence of Coverage for Cigna-HealthSpring Preferred (HMO). 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 included in this envelope.

Visit our Website

You can also visit our website at www.cignahealthspring.com. As a reminder, our website has the most up-to-date information about our provider network (Provider and Pharmacy Directory) and our list of covered drugs (Formulary/Drug List).
Section 7.2 Getting Help from Medicare

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

**Read Medicare & You 2018**
You can read the *Medicare & You 2018* 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](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.