



SMOOTH
ROAD
AHEAD

SeniorCare Cost is Transitioning

to Medicare Advantage Plans
in Central Texas for 2019

What is Changing for SeniorCare Cost Patients?

1. SeniorCare patients have been part of a Medicare Cost plan. The federal government is phasing out all Medicare Cost plans, effective January 1, 2019. **The Cost plan will be replaced with Medicare Advantage plans** for most Central Texas counties.
2. **Most patients will have several Medicare Advantage plan options** through Scott and White Health Plan.

What do SeniorCare Cost Patients Need to Do?

1. **No action is required until Annual Enrollment Period.** There is nothing for you or your SeniorCare Cost patient(s) to do until the Annual Enrollment Period, starting October 15, 2018.
2. **Patients will receive information from the health plan about the transition in May, July, and September of this year.** Federal regulations limit the amount of information that can be shared until closer to the Annual Enrollment Period, but the health plan will share as much as possible along the way.
3. **When the annual enrollment period opens in October, members will be transitioned to a Medicare Advantage plan that is similar to their Cost plan.**
 - Some patients who do not have prescription drug coverage with the health plan will need to make some additional choices. The health plan will walk patients through this process.
 - Most patients will not have to take additional action, but they will have choices if they prefer a different plan option.

What Can Providers Do to Support SeniorCare Cost Patients Through the Transition?

1. Let patients know that SeniorCare Advantage is the only Medicare plan that gives them access to all BSWH providers
2. Reassure patients that Scott and White Health Plan will have options for patients in most counties (see FAQs for list of counties)
3. Refer patients to the health plan for answers to their questions:
 - Call 866-334-3141 or
 - Go to medicare.swhp.org or MySWHPGuide.com

FAQs: When Patients Ask about Changes to SeniorCare Cost

How can patients get answers to questions about SeniorCare Cost changes?

- Call 866-334-3141 or
- Go to medicare.swhp.org or MySWHPGuide.com

Can patients keep their SeniorCare Cost plan for the remainder of 2018?

- Yes. SeniorCare is still here for patients in 2018. It will change in 2019.

In 2019, will current SeniorCare Cost members have options for a Medicare plan?

Patients will have Medicare Advantage plan options through SWHP in 2019

if they live in these counties: Bell, Blanco, Bosque, Brazos, Burleson, Burnet, Coryell, Falls, Fayette, Freestone, Grimes, Hamilton, Hill, Lampasas, Lee, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell, Washington, Williamson.

If members live in other counties, they will receive information on or before October 1 on how to find other Medicare plans for 2019. There are no Medicare products available with Scott and White Health Plan other than in the 27 counties listed above.

How does SeniorCare Cost compare with the new Medicare Advantage plans for 2019?

Current SeniorCare Cost members will transition to SeniorCare Advantage, a Medicare Advantage plan, that:

- Has a similar benefit structure
- Has a network based primarily on the Baylor Scott & White Health system
- Offers options with and without prescription drug coverage (Part D)

Do's and Don'ts when patients ask about Medicare insurance options in general:



- Refer them to the member representative
- Refer them to brochures in the clinic
- Invite them to find more information
 - Call 866-334-3141 or
 - Go to medicare.swhp.org or MySWHPGuide.com



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