

**** NOTICE TO STATE SHIP OFFICES ****

September 11, 2015

Monica Hutt
Department of Disabilities, Aging and Independent Living
103 South Main ST, Weeks Building
Waterbury, VT 05671-1601

Re: Plan Closures

Serving nearly one in five Medicare beneficiaries, UnitedHealthcare is the nation's largest company dedicated to the health and well-being needs of seniors and other Medicare beneficiaries. We're committed to providing quality, affordable health care coverage to the millions of members who have chosen to enroll in our plans.

Our goal is to offer stable health plans and to operate our business in a sustainable way. Each year, we evaluate the resources available to operate our Medicare Advantage plans as well as market factors and regulatory changes that can affect the sustainability of our offerings. Based on the findings of this year's evaluation, we are closing some of our Medicare Advantage plans and reducing the service area of others. **This will impact Medicare Advantage members in Vermont.**

You can find more information about the changes to our plans in Vermont on the following pages.

We know that our members' coverage is important to them, and we are committed to providing them with the information they need to understand their options for 2016 health care coverage. To ensure that our members who will be impacted by service area reductions or plan closures have ample opportunity to select a new plan, we will be reaching out to notify them of the changes to their plan and their options for finding a new plan for 2016. Most members will be contacted throughout the fall to educate them on other options available in their area through UnitedHealthcare.

Given that your organization is a trusted advocate for seniors and other Medicare beneficiaries in Vermont, we understand that your office may receive questions from our members about the changes to their plan. I hope this email provides the information you need to respond to those questions.

If you need additional information, please don't hesitate to contact me by email or phone.

Sincerely,
Steven F King
Health Plan CEO in Vermont
UnitedHealthcare Medicare & Retirement
Steve_king@uhc.com

MEDICARE ADVANTAGE PLAN CLOSURES OR SERVICE AREA REDUCTIONS

In Vermont, approximately 550 Medicare Advantage members are impacted.

- Approximately 485 of these members will be offered an alternative UnitedHealthcare Medicare Advantage plan in 2016.
- The remaining members can consider enrolling in our AARP Medicare Supplement and Part D prescription drug plans.

MEMBER NOTIFICATIONS

We will notify our impacted members of the changes to their plan in the following manner:

- Members will receive an official CMS-required non-renewal letter no later than October 2. The letter includes a list of all of the Medicare Advantage Organizations and Part D Prescription Drug Sponsors available in their county in 2016. For most members, the letter also explains their Medigap rights. Please note that members enrolled in Dual Special Needs Plans are not eligible for Medigap rights. ***Please see the attached example of a non-renewal letter.***
- In some cases, we will follow up with our impacted members after October 15 with letters and calls to help them understand their options to remain enrolled in an alternative UnitedHealthcare plan in 2016, if we have a plan available in their service area that fits their needs.

MEMBER CALL TO ACTION

Impacted members who do not want to be enrolled in Original Medicare will need to select a new Medicare Advantage plan before December 31, 2015. These members may do one of the following:

- Choose another UnitedHealthcare plan in their county (if available).
- Select another Medicare Advantage or Medicare Advantage-Part D plan from another health care organization (if available).

If members do not enroll in another Medicare Advantage plan by December 31, they will automatically return to Original Medicare effective January 1, 2016. This is also true of members who choose to enroll in a Medicare supplement plan for 2016.

EFFECTIVE DATE FOR PLAN CLOSURES

Service area reductions and plan closures will take effect on January 1, 2016. All impacted members will continue to be enrolled in their current plan through December 31, 2015.

If members affected by these changes would like to enroll into another Medicare Advantage plan, they may enroll between October 15, 2015, and December 31, 2015, for a January 1, 2016, effective date by

completing a new enrollment form. If they do not do so, they will automatically return to Original Medicare on January 1, 2016.

Beneficiaries enrolled in standard Medicare Advantage plans (i.e. not a Special Needs Plan) impacted by service area reductions or plan closures also have the option to enroll in a Medicare Advantage plan between January 1, 2016, and February 29, 2016, due to a special election period (SEP) that CMS grants them.

- Beneficiaries who enroll between January 1 and January 31, 2016, will have a February 1, 2016, effective date for their new plan.
- Those who enroll in the month of February will have a March 1, 2016, effective date for their new plan.
- Beneficiaries who are eligible for both Medicare and Medicaid and whose Dual Special Needs Plan is closing have a continuous year-long SEP and can enroll in a new plan throughout the year.