

Annual Notice of Change 2027

UHC Senior Care Options MA-Y001 (HMO D-SNP)
UHC Senior Care Options MA-YL (HMO D-SNP)



Download the **UnitedHealthcare** app



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Call toll-free **1-888-867-5511**, TTY **711**
8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept



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More information will be available online after October 15, 2026

This Annual Notice of Change (ANOC) provides important highlights about changes to your plan for next year, but it may not include all the updates.

To see the complete and most up-to-date details for your plan, review 2027 plan materials at myuhc.com/CommunityPlan after October 15, 2026.



Provider Directory

Confirm that your providers (primary care provider, specialists, hospitals, etc.) will be in the network next year.



Pharmacy Directory

See which pharmacies are in our network next year.



Drug List (Formulary)

Review the 2027 Drug List for new restrictions and to make sure the drugs you take will be covered next year. The Drug List is a full list of drugs covered by your plan.



Member Handbook

Review your 2027 **Member Handbook** for details about what your plan covers and other details. The **Member Handbook** 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. It also has information about the quality program, how medical coverage decisions are made and your rights and responsibilities as a member.

We know some members prefer having paper copies of their plan materials. Call or chat with our Member Services if you'd like printed 2027 plan materials. We're happy to send them to you at no cost.

Your enrollment will continue automatically

If this is still the right plan for you, you don't need to take any action to stay enrolled in the plan for next year. Your enrollment will continue automatically.

Annual Notice of Change for 2027

Introduction



You're currently enrolled as a member of our plan.

Next year, there will be some changes to our benefits, coverage and rules. This **Annual Notice of Change** tells you about the changes and where to find more information about them. To get more information about costs, benefits, or rules please review the **Member Handbook**, which is located on our website at **myuhc.com/CommunityPlan**.

Key terms and their definitions appear in alphabetical order in the last chapter of your **Member Handbook**.

Additional resources

- This document is available for free in Spanish and other languages.
- You can get this **Annual Notice of Change** for free in other formats, such as large print, braille, or audio. Call Member Services Toll-free **1-888-867-5511**, TTY **711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free.
- Our members can request their preferred language other than English and/or alternate format by calling the number at the bottom of this page. Members' information will be noted as a standing request for future mailings and communications, so members do not need to make a separate request each time.
- To change a standing request for preferred language and/or format, contact Member Services to have your preference updated for future communications.

OMB Approval 0938-1051 (Expires: July 31, 2029)



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511**, TTY **711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit **myuhc.com/CommunityPlan**.

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If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit **myuhc.com/CommunityPlan**.

A. Disclaimers

UHC Senior Care Options is a Dual Special Needs Plan (D-SNP) with a Medicare contract and a contract with the Commonwealth of Massachusetts Medicaid program. Enrollment in the plan depends on the plan's contract renewal with Medicare.

Estate Recovery Awareness: MassHealth is required by federal law to recover money from the estates of certain MassHealth members who are age 55 years or older, and who are any age and are receiving long-term care in a nursing home or other medical institution. For more information about MassHealth estate recovery, please visit www.mass.gov/estaterecovery.

B. Reviewing your Medicare and MassHealth (Medicaid) coverage for next year

It's important to review your coverage now to make sure it will still meet your needs next year. If it doesn't meet your needs, you may be able to leave our plan. Refer to **Section D** for more information on changes to your benefits for next year.

If you choose to leave our plan, your membership will end on the last day of the month in which your request was made. You'll still be in the Medicare and MassHealth (Medicaid) programs as long as you're eligible.

If you leave our plan, you can get information about your:

- Medicare options in the table in **Section F2**.
- MassHealth (Medicaid) options and services in **Section F2**.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit myuhc.com/CommunityPlan.

B1. Information about UHC Senior Care Options (HMO D-SNP)

- UHC Senior Care Options (HMO D-SNP) is a health plan that contracts with both Medicare and MassHealth (Medicaid) to provide benefits of both programs to members.
- When this **Annual Notice of Change** says “we,” “us,” “our,” or “our plan,” it means UHC Senior Care Options (HMO D-SNP).

B2. Important things to do

- **Check if there are any changes to our benefits that may affect you.**
 - Are there any changes that affect the services you use?
 - Review benefit changes to make sure they’ll work for you next year.
 - Refer to **Section D1** for information about benefit changes for our plan.
- **Check if there are any changes to our drug coverage that may affect you.**
 - Will your drugs be covered? Can you use the same pharmacies? Will there be any changes such as prior authorization, step therapy, or quantity limits?
 - Review changes to make sure our drug coverage will work for you next year.
 - Refer to **Section D2** for information about changes to our drug coverage.
- **Check if your providers and pharmacies will be in our network next year.**
 - Are your doctors, including your specialists, in our network? What about your pharmacy? What about the hospitals or other providers you use?
 - Refer to **Section C** for information about our **Provider and Pharmacy Directory**.
- **Think about your overall costs in the plan.**
 - How do the total costs compare to other coverage options?
- **Think about whether you’re happy with our plan.**



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit **myuhc.com/CommunityPlan**.

If you decide to stay with UHC Senior Care Options (HMO D-SNP):

If you want to stay with us next year, it's easy—you don't need to do anything. If you don't make a change, you automatically stay enrolled in UHC Senior Care Options (HMO D-SNP).

If you decide to change plans:

If you decide other coverage will better meet your needs, you may be able to switch plans (refer to **Section F2** for more information). If you enroll in a new plan, or change to Original Medicare, your new coverage will begin on the first day of the following month.

C. Changes to our network providers and pharmacies

Our provider and pharmacy networks have changed for 2027.

Please review the 2027 Provider and Pharmacy Directory to find out if your providers (primary care provider, specialists, hospitals, etc.) or pharmacy are in our network. An updated **Provider and Pharmacy Directory** is located on our website at myuhc.com/CommunityPlan. You may also call Member Services at the numbers at the bottom of the page for updated provider information or to ask us to mail you a **Provider and Pharmacy Directory**.

It's important that you know that we may also make changes to our network during the year. If your provider leaves our plan, you have certain rights and protections. For more information, refer to **Chapter 3** of your **Member Handbook** or call Member Services at the number at the bottom of the page for help.

D. Changes to benefits for next year

D1. Changes to benefits for medical services

We're changing our coverage for certain medical services next year. The table below describes these changes. SCO Members have \$0 costs.

	2026 (this year)	2027 (next year)
Emergency care – worldwide	Covered	Emergency care, including emergency ambulance services, outside of the United States and its territories is not covered by Original Medicare or the Plan.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit myuhc.com/CommunityPlan.

	2026 (this year)	2027 (next year)
		If you are travelling outside of the United States, you may wish to consider purchasing a separate Travel Medical Insurance policy.
Fitness program	You have access to a fitness program for body and mind to help you stay active, focused and connected either at a gym or from home. You pay a \$0 copayment. There are no fees for standard membership services when you use network providers.	You have access to a fitness program to help you stay active at a gym. You pay a \$0 copayment. There are no fees for standard membership services when you use network providers. Digital fitness, memory fitness and mail-order kits are no longer covered. View your Member Handbook for more information.
Referral	Some network services—like visits to specialists, physical therapy, speech therapy, and occupational therapy—will require a referral from your primary care provider (PCP) in order to be covered. The PCP you choose will impact which specialists and hospitals you'll be able to see. Review your Member Handbook for more details.	Physical therapy, speech therapy, and occupational therapy no longer require referrals. Only visits to specialists will require a referral from your primary care provider (PCP) in order to be covered. The PCP you choose can impact which specialists and hospitals you'll be able to see. For more information, view Chapter 3 Section



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit myuhc.com/CommunityPlan.

	2026 (this year)	2027 (next year)
		2.2 of the Member Handbook.
Urgently needed services – worldwide	Covered	Urgently Needed Services outside of the United States and its territories are not covered by Original Medicare or the Plan. If you are traveling outside of the United States, you may wish to consider purchasing a separate Travel Medical Insurance policy.

D2. Changes to drug coverage

Changes to our Drug List

Our **List of Covered Drugs** is also called the **Formulary** or **Drug List**. A copy of our **Drug List** is posted online at myuhc.com/CommunityPlan.

You can get the complete **Drug List** by calling Member Services at the number at the bottom of the page or visiting our website at myuhc.com/CommunityPlan.

We made changes to our **Drug List**, which could include removing or adding drugs, changing 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 find out if there are any restrictions.

Most of the changes in the **Drug List** are new for the beginning of each year. However, we might make other changes that are allowed by Medicare and/or the state that will affect you during the calendar year. We update our online **Drug List** at least monthly to provide the most up-to-date list of drugs. If we make a change that will affect a drug you're taking, we'll send you a notice about the change.

If you're affected by a change in drug coverage, we encourage you to:

- Work with your doctor (or other prescriber) to find a different drug that we cover.
- You can call Member Services at the numbers at the bottom of the page or contact your care coordinator to ask for a **List of Covered Drugs** that treat the same condition.
- This list can help your provider find a covered drug that might work for you.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit myuhc.com/CommunityPlan.

- Work with your doctor (or other prescriber) and ask us to make an exception to cover the drug.
- You can ask for an exception before next year, and we'll give you an answer within 72 hours after we get your request (or your prescriber's supporting statement).
- To learn what you must do to ask for an exception, refer to **Chapter 9** of your **Member Handbook** or call Member Services at the numbers at the bottom of the page.
- If you need help asking for an exception, contact Member Services or your care coordinator. Refer to **Chapters 2 and 3** of your **Member Handbook** to learn more about how to contact your care coordinator.
- Ask us to cover a temporary supply of the drug.
- In some situations, we cover a **temporary** supply of the drug during the first 90 days of the calendar year.
- This temporary supply is for up to 30 days. (To learn more about when you can get a temporary supply and how to ask for one, refer to **Chapter 5** of your **Member Handbook**).
- When you get a temporary supply of a drug, talk with your doctor about what to do when your temporary supply runs out. You can either switch to a different drug our plan covers or ask us to make an exception for you and cover your current drug.

	2026 (this year)	2027 (next year)
For all covered drugs	\$0 copayment ¹	\$0 copayment ¹

¹ In 2026 and 2027, you pay no more than \$0 for each 1-month supply of Part D covered insulin drugs.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit **myuhc.com/CommunityPlan**.

E. Administrative changes

The table below describes administrative changes to your plan, including updates to your UCard and member ID card, and explains how these changes may affect you.

	2026 (this year)	2027 (next year)
UnitedHealthcare UCard and member ID card	The UCard serves as your member ID card and more – use it to spend your OTC credits on eligible items.	You'll get 2 cards in separate mailings - a member ID card and a UCard. Use your new member ID card when visiting a provider or filling a prescription. Use your UCard as payment in-store or online to spend your OTC credits on eligible items. UCards expire after 3 years, which means you won't get a new UCard every year. You can destroy your current card Jan. 1, 2027. To check your balance, find participating stores and eligible items, visit the UCard Hub on the UnitedHealthcare app or your member site.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit myuhc.com/CommunityPlan.

F. Choosing a plan

F1. Staying in our plan

We hope to keep you as a plan member. You don't have to do anything to stay in our plan. Unless you sign up for a different Medicare plan or change to Original Medicare, you'll automatically stay enrolled as a member of our plan for 2027.

F2. Changing plans

Because you have Medicare and MassHealth (Medicaid), you can leave our plan by enrolling in another plan that covers all of your benefits, called a Dual Eligible Special Needs Plan (D-SNP). You can enroll in another D-SNP at any time during the year. When you enroll in another D-SNP, your membership in our plan will end automatically. You don't need to call to disenroll.

If you want to switch to a different type of coverage you can end your membership in our plan during the following times each year:

- The **Open Enrollment Period**, which lasts from October 15 to December 7. If you choose a new plan during this period, your membership in our plan ends on December 31 and your membership in the new plan starts on January 1.
- The **Medicare Advantage (MA) Open Enrollment Period**, which lasts from January 1 to March 31. If you choose a new plan during this period, your membership in the new plan starts the first day of the next month.

There may be other situations when you're eligible to make a change to your enrollment. For example, when:

- you moved out of our service area,
- your eligibility for MassHealth (Medicaid) or Extra Help changed, **or**
- you recently moved into or are currently getting care in an institution (like a skilled nursing facility or a long-term care hospital). If you recently moved out of an institution, you can change plans or change to Original Medicare for two full months after the month you move out.

Your Medicare services

You have three options for getting your Medicare services listed below any month of the year. You have an additional option listed below during certain times of the year including the **Open Enrollment Period** and the **Medicare Advantage Open Enrollment Period** or other situations described in **Section F2**. By choosing one of these options, you automatically end your membership in our plan.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit myuhc.com/CommunityPlan.

1. You can change to:

Another plan that provides your Medicare and most or all of your MassHealth (Medicaid) benefits and services in one plan, also known as an integrated dual-eligible special needs plan (D-SNP) or a Program of All-Inclusive Care for the Elderly (PACE) plan, if you qualify.

Here is what to do:

Call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048 to enroll in a new integrated D-SNP.

For Program of All-inclusive Care for the Elderly (PACE) inquiries, call 1-855-921-PACE (7223).

If you need help or more information:

- Call the SHINE Program (Serving Health Insurance Needs of Everyone) at 1-800-243-4636. TTY users may call 1-800-439-2370. For more information or to find a local SHINE office in your area, please visit their website at www.mass.gov/health-insurance-counseling.

OR

Enroll directly with a new integrated D-SNP.

You'll automatically be disenrolled from our plan when your new plan's coverage begins.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit **myuhc.com/CommunityPlan**.

2. You can change to:**Original Medicare with a separate Medicare drug plan****Here is what to do:**

Call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048 to enroll in Original Medicare with a separate Medicare drug plan.

If you need help or more information:

- Call the SHINE Program (Serving Health Insurance Needs of Everyone) at 1-800-243-4636. TTY users may call 1-800-439-2370. For more information or to find a local SHINE office in your area, please visit their website at www.mass.gov/health-insurance-counseling.

OR

Enroll in a Medicare drug plan.

You'll automatically be disenrolled from our plan when your Original Medicare coverage begins.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit **myuhc.com/CommunityPlan**.

3. You can change to:**Original Medicare without a separate Medicare drug plan if you have a valid disenrollment reason**

NOTE: If you switch to Original Medicare and don't enroll in a separate Medicare drug plan, Medicare may enroll you in a drug plan, unless you tell Medicare you don't want to join.

You should only drop drug coverage if you have drug coverage from another source, such as an employer or union. If you have questions about whether you need drug coverage, call the SHINE Program at 1-800-243-4636 Monday through Friday from 8 a.m. to 5 p.m. TTY users should call 1-800-439-2370. For more information or to find a local SHINE office in your area, please visit www.mass.gov/health-insurance-counseling.

Here is what to do:

Call Medicare at 1-800-MEDICARE (1-800-633-4227), TTY users should call 1-877-486-2048 to enroll in Original Medicare.

If you need help or more information:

- Call the SHINE Program (Serving Health Insurance Needs of Everyone) at 1-800-243-4636. TTY users should call 1-800-439-2370.

You'll automatically be disenrolled from our plan when your Original Medicare coverage begins.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit myuhc.com/CommunityPlan.

4. You can change to:

Any Medicare health plan during certain times of the year including the **Open Enrollment Period** and the **Medicare Advantage Open Enrollment Period** or other situations described in **Section G2**.

Here is what to do:

Call Medicare at 1-800-MEDICARE (1-800-633-4227) TTY users should call 1-877-486-2048 to enroll in a new Medicare plan.

For Program of All-Inclusive Care for the Elderly (PACE) inquiries, call 1-800-841-2900.

If you need help or more information:

- Call the SHINE Program (Serving Health Insurance Needs of Everyone) at 1-800-243-4636. TTY users should call 1-800-439-2370.

OR

Enroll in a new Medicare plan.

You'll automatically be disenrolled from our Medicare plan when your new plan's coverage begins.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit **myuhc.com/CommunityPlan**.

Your MassHealth (Medicaid) services

For questions about how to get your MassHealth (Medicaid) services after you leave our plan, contact the MassHealth Customer Service at 1-800-841-2900. TTY: 711 (for people who are deaf, hard of hearing, or speech disabled). You can call Monday through Friday, 8 a.m. to 5 p.m. Ask how joining another plan or returning to Original Medicare affects how you get your MassHealth (Medicaid) coverage.

G. Getting help

G1. Our plan

We're here to help if you have any questions. Call Member Services at the numbers at the bottom of the page during the days and hours of operation listed. These calls are toll-free.

Read your Member Handbook

Your **Member Handbook** is a legal, detailed description of our plan's benefits. It has details about benefits for 2027. It explains your rights and the rules to follow to get services and drugs we cover.

The **Member Handbook** for 2027 will be available by October 15. An up-to-date copy of the **Member Handbook** is available on our website at **MyUHC.com/CommunityPlan**. You may also call Member Services at the numbers at the bottom of the page to ask us to mail you a **Member Handbook** for 2027.

Our website

You can visit our website at **myuhc.com/CommunityPlan**. As a reminder, our website has the most up-to-date information about our provider and pharmacy network (**Provider and Pharmacy Directory**) and our **Drug List (List of Covered Drugs)**.

G2. SHINE Program (Serving Health Insurance Needs of Everyone)

You can also call the state health insurance assistance program (SHIP). In Massachusetts the SHIP is called the SHINE (Massachusetts Serving the Health Insurance Needs of Everyone). SHINE can help you understand your plan choices and answer questions about switching plans. SHINE isn't connected with us or with any insurance company or health plan. SHINE has trained counselors in every county and services are free. The SHINE phone number is 1-800-243-4636. TTY (for people who are deaf, hard of hearing, or speech disabled): 1-800-439-2370 (Massachusetts only). For more information or to find a local SHINE office in your area, please visit www.mass.gov/health-insurance-counseling.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit **myuhc.com/CommunityPlan**.

G3. My Ombudsman

The Ombudsman Program can help you if you have a problem with our plan. The ombudsperson's services are free and available in all languages. The Ombudsman Program:

- works as an advocate on your behalf. They can answer questions if you have a problem or complaint and can help you understand what to do.
- makes sure you have information related to your rights and protections and how you can get your concerns resolved.
- isn't connected with us or with any insurance company or health plan. The phone number for the Ombudsperson Program is 1-855-781-9898, Monday through Friday from 9 a.m. to 4 p.m.
 - Use 7-1-1 to call 1-855-781-9898. This number is for people who are deaf, hard of hearing, or speech disabled.
 - Use Videophone (VP) 339-224-6831. This number is for people who are deaf or hard of hearing.
- Email info@myombudsman.org or contact My Ombudsman through its website at www.myombudsman.org.
- Write to or visit the My Ombudsman office at 25 Kingston Street, 4th floor, Boston, MA 02111.
 - Please refer to the My Ombudsman website or contact them directly for updated information about location, setting up an appointment, and walk-in hours.

G4. Medicare

To get information directly from Medicare:

- call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048
- chat live at www.Medicare.gov/talk-to-someone
- write to Medicare at PO Box 1270, Lawrence, KS 66044

Medicare's Website

You can visit the Medicare website (medicare.gov). If you choose to disenroll from our plan and enroll in another Medicare plan, the Medicare website has information about costs, coverage, and quality ratings to help you compare plans.

You can find information about Medicare plans available in your area by using Medicare Plan Finder on Medicare's website. (For information about plans, refer to www.medicare.gov and click on "Find plans.")



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit myuhc.com/CommunityPlan.

Medicare & You 2027

You can read the **Medicare & You 2027** 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. This handbook is also available in Spanish, Chinese, and Vietnamese.

If you don't have a copy of this booklet, you can get it at the Medicare website ([medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf](https://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf)) or by calling 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

G5. MassHealth (Medicaid)

MassHealth (Medicaid) Customer Service can answer questions you may have about our plan and your other options for getting your services. You can call MassHealth (Medicaid) Customer Service at 1-800-841-2900. TTY: 711 (for people who are deaf, hard of hearing, or speech disabled). You can call Monday through Friday, 8:00 A.M. to 5:00 P.M.

G6. Deemed Continued Eligibility

If you are within our plan's 60 day period of deemed continued eligibility, we will continue to provide all Medicare Advantage plan-covered Medicare benefits. However, your MassHealth (Medicaid) coverage may end sooner than your Medicare coverage with us. When your MassHealth (Medicaid) coverage ends, we will not pay for your MassHealth (Medicaid) benefits including the Medicare cost sharing. Medicare cost-sharing amounts for Medicare basic and supplemental benefits do not change during this period.

We will assist your efforts to regain your MassHealth (Medicaid) eligibility. If your MassHealth (Medicaid) eligibility is restored while you are still enrolled with us for your Medicare coverage, we will resume paying for your MassHealth (Medicaid) benefits and your enrollment with us will continue. If you regain MassHealth (Medicaid) eligibility after we disenroll you from our Medicare coverage you will need to reach out to reenroll with us.



If you have questions, please call UHC Senior Care Options (HMO D-SNP) at **1-888-867-5511, TTY 711**, 8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept. The call is free. For more information, visit myuhc.com/CommunityPlan.

Notice of availability of language assistance services and alternate formats

ATTENTION: Free language assistance services and free communications in other formats, such as large print, are available to you. Call member services at 1-888-867-5511, TTY 711.

ATENCIÓN: Si habla **español (Spanish)**, tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación de miembro. Llame a Servicios para Miembros al 1-888-867-5511, TTY 711.

참고: 한국어(Korean)를 사용하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예: 큰 활자체로 된 정보)을 이용하실 수 있습니다 가입자 신분증에 있는 무료 전화번호로 전화 주세요. 1-888-867-5511, TTY 711로 가입자 서비스에 전화 주세요.

ATTENTION : Si vous parlez **français (French)**, des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Composez le numéro gratuit figurant sur votre carte de membre. Veuillez appeler le département des services aux membres au 1-888-867-5511, TTY 711.

تنبيه: إذا كنت تتحدث اللغة العربية **(Arabic)** ، فإن خدمات المساعدة اللغوية المجانية والرسائل المجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة، تتوافر لك. يُرجى الاتصال على الرقم المجاني الموجود على بطاقة هوية العضوية. اتصل بخدمات الأعضاء على الرقم 1-888-867-5511، الهاتف النصي 711.

ધ્યાન આપો: જો તમે ગુજરાતી (Gujarati) બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ અને મોટા પ્રિન્ટ જેવા અન્ય ફોર્મેટમાં નિ:શુલ્ક સંદેશાવ્યવહાર તમારા માટે ઉપલબ્ધ છે. તમારા સભ્ય ઓળખ કાર્ડ પરના ટોલ-ફ્રી નંબર પર કોલ કરો. સભ્ય સેવાઓને 1-888-867-5511, TTY711.

请注意: 如果您说中文 **(Chinese)**，我们将为您提供免费的语言协助服务，以及其他格式（如大字体）的免费沟通交流服务。请拨打会员身份证上的免费电话号码。致电会员服务中心：**1-888-867-5511**，听障专线 (TTY)：711。

សម្គាល់: ប្រសិនបើអ្នកនិយាយ **ភាសាខ្មែរ (Cambodian)**, សេវាជំនួយភាសាដោយឥតគិតថ្លៃ និងការប្រាស្រ័យ ទាក់ទងដោយឥតគិតថ្លៃ ជាទម្រង់ផ្សេងទៀត ដូចជា ការសរសេរអក្សរធំៗ គឺមានផ្តល់ជូនដល់អ្នក។ ទូរសព្ទទៅលេខ ឥតគិតថ្លៃនៅលើកាតសម្គាល់សមាជិករបស់អ្នក។ ទូរសព្ទទៅផ្នែកសេវាសមាជិកតាមលេខ 1-888-867-5511, TTY 711.

ATANSYON: Si w pale **Kreyòl Ayisyen (Haitian Creole)**, gen sèvis èd aladispozisyon w gratis pou lang ou pale a, ansanm ak kominikasyon gratis nan lòt fòm, tèlke gwo karaktè. Rele nimewo gratis ki sou kat idantifikasyon manm ou a. Rele sèvis pou manm yo nan 1-888-867-5511, TTY 711.

ध्यान: यदि आप **हिंदी (Hindi)** बोलते हैं, तो आपको मुफ्त भाषा सहायता सेवाएँ और अन्य प्रारूपों में मुफ्त संचार, जैसे कि बड़े प्रिंट, उपलब्ध हैं। अपने सदस्य पहचान पत्र पर दिए गए टोल-फ्री नंबर पर कॉल करें। सदस्य सेवाओं को 1-888-867-5511, TTY 711.

ATENÇÃO: Se fala **português (Portuguese)**, estão disponíveis para si serviços gratuitos de assistência linguística e comunicações gratuitas noutros formatos, como letras grandes. Ligue para o número gratuito no seu cartão de identificação de membro. Ligue para o serviço de apoio ao membro para o número 1-888-867-5511, TTY 711.

ATTENZIONE: se parla **italiano (Italian)**, sono disponibili servizi gratuiti di assistenza linguistica e comunicazioni gratuite in altri formati, come testi a caratteri ingranditi. Chiami il numero verde riportato sulla Sua tessera identificativa. Chiami il servizio soci al numero 1-888-867-5511, TTY 711.

ΠΡΟΣΟΧΗ: Εάν μιλάτε **ελληνική (Greek)**, διατίθενται για εσάς δωρεάν γλωσσικές υπηρεσίες και δωρεάν επικοινωνίες σε άλλες μορφοποιήσεις, όπως με μεγάλα γράμματα. Καλέστε τον χωρίς χρέωση αριθμό που αναφέρεται στην κάρτα μέλους σας. Καλέστε τις υπηρεσίες μελών στο 1-888-867-5511, TTY 711.

ВНИМАНИЕ! Если Вы говорите **по-русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например, крупным шрифтом. Звоните по бесплатному номеру, указанному на Вашей идентификационной карточке участника. Звоните в отдел обслуживания участников по номеру 1-888-867-5511, TTY 711.

CHÚ Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và nhận các tài liệu truyền thông miễn phí ở các định dạng khác như chữ in lớn. Hãy gọi số điện thoại miễn cước trên thẻ nhận dạng hội viên của quý vị. Hãy gọi dịch vụ hội viên theo số 1-888-867-5511, TTY 711.

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ **ພາສາລາວ (Lao)**, ພວກເຮົາມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາພຣີ ແລະ ມີການສື່ສານພຣີໃນຮູບແບບອື່ນ, ເຊັ່ນ ຕົວໂຕໃຫຍ່, ໃຫ້ທ່ານ. ໂທຫາບໍລິເວນພຣີໃນບັດປະຈຳຕົວສະມາຊິກຂອງທ່ານ. ໂທຫາໝ່ວຍບໍລິການສະມາຊິກທີ່ 1-888-867-5511, TTY 711.

UWAGA: Jeśli mówi Pan/Pani w języku **polskim (Polish)**, dostępne są bezpłatne usługi pomocy językowej i komunikacji w innych formatach, np. duży druk. Proszę zadzwonić pod bezpłatny numer podany na karcie identyfikacyjnej członka. Prosimy zadzwonić do działu obsługi klienta pod numer 1-888-867-5511, TTY 711.

Notice of nondiscrimination

Our Companies comply with applicable civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with 45 CFR § 92.101(a)(2)). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call Member Services at **1-888-867-5511**, TTY **711**, 8 a.m.–8 p.m. local time, 7 days a week.

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130
UHC_Civil_Rights@uhc.com

Optum Civil Rights Coordinator
1 Optum Circle
Eden Prairie, MN 55344
Optum_Civil_Rights@Optum.com

If you need help filing a complaint, call Member Services at **1-888-867-5511**, TTY **711**, 8 a.m.–8 p.m. local time, 7 days a week.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

Phone: **1-800-368-1019, 800-537-7697** (TDD)

Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at: **<http://www.hhs.gov/ocr/office/file/index.html>**.

This notice is available at: **<https://www.uhc.com/nondiscrimination-med>**
<https://www.optum.com/en/language-assistance-nondiscrimination.html>



UHC Senior Care Options (HMO D-SNP) Member Services:



Download the **UnitedHealthcare app**



Visit **myuhc.com/CommunityPlan**



Call **1-888-867-5511**

Calls to this number are free.

8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept.

Member Services also has free language interpreter services available for members who require translation services.

TTY 711

Calls to this number are free.

8 a.m.-8 p.m. local time, 7 Days Oct-Mar, M-F Apr-Sept



Write **UnitedHealthcare Community Plan**

P.O. Box 30770

Salt Lake City, 84130-0770 UT

Do we have the right address for you?

If not, please let us know so we can keep you informed about your plan.

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