

Wellcare Dual Align 129 (HMO D-SNP) offered by Health Net of California, Inc.

## ***Annual Notice of Changes for 2023***

### **Introduction**

You are currently enrolled as a member of our plan. Next year, there will be some changes to our benefits, coverage, rules, and costs. This *Annual Notice of Changes* 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 <https://wellcare.healthnetcalifornia.com>. Key terms and their definitions appear in alphabetical order in the last chapter of your *Member Handbook*.

### **Table of Contents**

A. Disclaimers.....	3
B. Reviewing your Medicare and Medi-Cal coverage for next year .....	3
B1. Additional resources.....	4
B2. Information about our plan .....	6
B3. Important things to do .....	8
C. Changes to our plan name .....	9
D. Changes to our network providers and pharmacies.....	9
E. Changes to benefits and costs for next year.....	9
E1. Changes to benefits and costs for medical services .....	9
E2. Changes to prescription drug coverage.....	18
F. Administrative changes .....	21
G. Choosing a plan .....	22
G1. Staying in our plan.....	22

---

**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.



G2. Changing plans.....	22
H. Getting help.....	26
H1. Our plan.....	26
H2. Health Insurance Counseling and Advocacy Program (HICAP) .....	26
H3. Ombuds Program.....	26
H4. Medicare .....	27
H5. California Department of Managed Health Care.....	27



---

**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

## A. Disclaimers

- ❖ This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Wellcare Dual Align 129 (HMO D-SNP) *Member Handbook*.
- ❖ Wellcare is the Medicare brand for Centene Corporation, an HMO, PPO, PFFS, PDP plan with a Medicare contract and is an approved Part D Sponsor. Our D-SNP plans have a contract with the state Medicaid program. Enrollment in our plans depends on contract renewal.
- ❖ Benefits mentioned may be a part of Special Supplemental Benefits for the Chronically Ill. Not all members will qualify.

---

## B. Reviewing your Medicare and Medi-Cal coverage for next year

When this *Annual Notice of Changes* says “we,” “us,” “our,” or “our plan,” it means the Medicare Medi-Cal Coordination Plan.

It is 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 E** for more information.

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 will still be in the Medicare and Medi-Cal programs as long as you are eligible.

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

- Medicare options in the table in **Section G2**.
- Medi-Cal services in **Section G2**.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

### B1. Additional resources

- انتباه: إذا كنت تتحدث اللغة العربية أو الأرمينية أو الكمبودية أو الصينية أو الفارسية أو الكورية أو الروسية أو الإسبانية أو التاجالوجية أو الفيتنامية، فنحن نوفر لك خدمات مساعدة لغوية مجانية. اتصل على الرقم 1-800-431-9007 (TTY: 711). في الفترة الممتدة بين 1 أكتوبر و31 مارس، الممثلون متاحون من الاثنين إلى الأحد، من الساعة 8 صباحًا لغاية الساعة 8 مساءً. وفي الفترة الممتدة بين 1 أبريل و30 سبتمبر، الممثلون متاحون من الاثنين إلى الجمعة، من الساعة 8 صباحًا لغاية الساعة 8 مساءً. والاتصال مجاني.
- ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե խոսում եք արաբերեն, հայերեն, կամբոջերեն, չինարեն, պարսկերեն, կորեերեն, ռուսերեն, իսպաներեն, թաճալոգ կամ վիետնամերեն լեզուներով, ապա Ձեզ կտրամադրվի անվճար լեզվական աջակցության ծառայություններ: Չանգահարեք 1-800-431-9007 (TTY՝ 711): Հոկտեմբերի 1-ից մարտի 31-ն ընկած ժամանակահատվածում ներկայացուցիչները հասանելի են երկուշաբթիից կիրակի, ժամը՝ 8 a.m. - 8 p.m.: Ապրիլի 1-ից սեպտեմբերի 30-ն ընկած ժամանակահատվածում ներկայացուցիչները հասանելի են երկուշաբթիից ուրբաթ օրերին, ժամը՝ 8 a.m. - 8 p.m.: Չանվճար է:
- ចំណាំ: ប្រសិនអ្នកនិយាយភាសា អាវ៉ាប់ អាមេនី ខ្មែរ ចិន ហ្វីលីពីន កូរ៉េ រុស្ស៊ី អេស្ប៉ាញ តាកាឡុក ឬវៀតណាម សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ហៅទៅកាន់លេខ 1-800-431-9007 (TTY: 711)។ រវាងថ្ងៃទី 1 ខែតុលានិងថ្ងៃទី 31 ខែមីនា អ្នកតំណាងអាចរកបានពីថ្ងៃចន្ទដល់ថ្ងៃអាទិត្យ ពីម៉ោង 8 ព្រឹកដល់ម៉ោង 8 យប់។ រវាងថ្ងៃទី 1 ខែមេសានិងថ្ងៃទី 30 ខែកញ្ញា អ្នកតំណាងអាចរកបានពីថ្ងៃចន្ទដល់ថ្ងៃសុក្រ ពីម៉ោង 8 ព្រឹកដល់ម៉ោង 8 យប់។ ការហៅទូរសព្ទនេះ គឺឥតគិតថ្លៃ។
- 請注意：我們還提供免費的語言協助服務：阿拉伯語、亞美尼亞語、柬埔寨語、中文、波斯語、韓語、俄語、西班牙語、菲律賓語或越南語。請致電 1-800-431-9007 (TTY : 711)。在 10 月 1 日至 3 月 31 日之間，代表的服務時間為週一至週日，上午 8 點至晚上 8 點。在 4 月 1 日至 9 月 30 日之間，代表的服務時間為週一至週五，上午 8 點至晚上 8 點。此為免付費專線。
- توجه: اگر به زبان عربی، ارمنی، کامبوجی، چینی، فارسی، کره ای، روسی، اسپانیایی، تاکالوگ یا ویتنامی صحبت می کنید، خدمات کمک زبان به صورت رایگان در اختیار شما قرار می گیرد. با 9007-1 ( تماس بگیرد. بین 1 اکتبر و 31 مارس، نمایندگان از دوشنبه تا یکشنبه، 8 TTY 711 1-800-431 ) صبح تا 8 بعد از ظهر در دسترس هستند. بین 1 آوریل و 30 سپتامبر، نمایندگان از دوشنبه تا جمعه، 8 صبح تا 8 بعد از ظهر در دسترس هستند. تماس رایگان است.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

- 주의: 아랍어, 아르메니아어, 캄보디아어, 중국어, 페르시아어, 한국어, 러시아어, 스페인어, 타갈로그어 또는 베트남어를 구사하시면, 언어 보조 서비스를 무료로 이용하실 수 있습니다. 1-800-431-9007(TTY: 711)번으로 연락해 주십시오. 상담원과는 10월 1일부터 3월 31일까지는 월요일~일요일, 오전 8시~오후 8시에 통화하실 수 있습니다. 4월 1일부터 9월 30일까지는 월요일~금요일, 오전 8시~오후 8시에 통화하실 수 있습니다. 통화는 무료입니다.
- ВНИМАНИЕ: Если вы говорите на арабском, армянском, камбоджийском, китайском, корейском, русском, испанском, тагальском или вьетнамском языках либо фарси, вам доступны бесплатные услуги переводчика. Позвоните по номеру 1-800-431-9007 (TTY: 711). С 1 октября по 31 марта представители доступны с понедельника по воскресенье с 8 а.м. до 8 р.м. С 1 апреля по 30 сентября представители доступны с понедельника по пятницу с 8 а.м. до 8 р.м. Звонок бесплатный.
- ATENCIÓN: Si habla Árabe, Armenio, Camboyano, Chino, Persa, Coreano, Ruso, Español, Tagalo o Vietnamita, disponemos de servicios de asistencia lingüística sin costo alguno para usted. Llame al 1-800-431-9007 (TTY: 711). Entre el 1 de Octubre y el 31 de Marzo, los representantes están disponibles de Lunes a Domingo, de 8 a.m. a 8 p.m. Entre el 1 de Abril y el 30 de Septiembre, los representantes están disponibles de Lunes a Viernes, de 8 a.m. a 8 p.m. La llamada es gratuita.
- ATENSYON: Kung nagsasalita kayo ng Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, o Vietnamese, mayroon kayong magagamit na mga libreng serbisyo ng tulong sa wika. Tumawag sa 1-800-431-9007 (TTY: 711). Mula Oktubre 1 hanggang Marso 31, available ang mga kinatawan mula Lunes–Linggo, 8 a.m. hanggang 8 p.m. Mula Abril 1 hanggang Setyembre 30, available ang mga kinatawan mula Lunes–Biyernes, 8 a.m. hanggang 8 p.m. Libre ang tawag.
- LƯU Ý: Nếu quý vị nói tiếng Ả Rập, tiếng Armenia, tiếng Campuchia, tiếng Trung Quốc, tiếng Ba Tư, tiếng Hàn, tiếng Nga, tiếng Tây Ban Nha, tiếng Tagalog hoặc tiếng Việt, chúng tôi có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi đến số 1 800 431 9007 (TTY: 711). Từ ngày 1 tháng 10 đến 31 tháng 3, nhân viên đại diện sẽ làm việc từ Thứ Hai Chủ Nhật, 8 a.m. đến 8 p.m. Từ ngày 1 tháng 4 đến 30 tháng 9, nhân viên đại



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

diện sẽ làm việc từ Thứ Hai Thứ Sáu, 8 a.m. đến 8 p.m. Cuộc gọi này được miễn phí.

- You can get this *Annual Notice of Changes* for free in other formats, such as large print, braille, or audio. Call 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free.
- Wellcare Dual Align 129 (HMO D-SNP) wants to make sure you understand your health plan information. We can send materials to you in another language or alternate format if you ask for it this way. This is called a “standing request.” We will document your choice.

Please call us if:

- You want to get your materials in Arabic, Armenian, Cambodian (Khmer), Chinese (traditional characters), Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese or in an alternate format. You can ask for one of these languages in an alternate format.

or

- You want to change the language or format that we send you materials.

If you need help understanding your plan materials, please contact Wellcare Dual Align 129 (HMO D-SNP) Member Services at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m.

## **B2. Information about our plan**

- Wellcare by Health Net is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to members.
- Coverage under Wellcare Dual Align 129 (HMO D-SNP) is qualifying health coverage called “minimum essential coverage.” It satisfies the Patient Protection and Affordable Care Act’s (ACA) individual shared responsibility requirement. Visit the Internal Revenue Service (IRS) website at



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

[www.irs.gov/Affordable-Care-Act/Individuals-and-Families](https://www.irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information on the individual shared responsibility requirement.



---

**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

### B3. Important things to do

- **Check if there are any changes to our benefits and costs that may affect you.**
  - Are there any changes that affect the services you use?
  - Review benefit and cost changes to make sure they will work for you next year.
  - Refer to **Section E1** for information about benefit and cost changes for our plan.
- **Check if there are any changes to our prescription drug coverage that may affect you.**
  - Will your drugs be covered? Are they in a different tier? Can you use the same pharmacies?
  - Review changes to make sure our drug coverage will work for you next year.
  - Refer to **Section E2** 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 D** for information about our *Provider and Pharmacy Directory*.
- **Think about your overall costs in the plan.**
  - How much will you spend out-of-pocket for the services and prescription drugs you use regularly?
  - How do the total costs compare to other coverage options?
- **Think about whether you are happy with our plan.**



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.



**If you decide to stay with Wellcare Dual Align 129 (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 Wellcare Dual Align 129 (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 G2** 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 plan name

On January 1, 2023, our plan name changes from Health Net Cal MediConnect Plan (Medicare-Medicaid Plan) to Wellcare Dual Align 129 (HMO D-SNP).

Wellcare Dual Align 129 (HMO D-SNP) will send you a new Member ID Card by mail. You may also receive more mailings with the new plan name.

---

## D. Changes to our network providers and pharmacies

Our provider and pharmacy networks have changed for 2023.

We strongly encourage you to **review our current *Provider and Pharmacy Directory*** to find out if your providers or pharmacy are still in our network. An updated *Provider and Pharmacy Directory* is located on our website at <https://wellcare.healthnetcalifornia.com>. 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*.

---

## E. Changes to benefits and costs for next year

### E1. Changes to benefits and costs for medical services

We're changing our coverage for certain medical services and what you pay for these covered medical services next year. The table below describes these changes.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

	2022 (this year)	2023 (next year)
<b>Acupuncture Services - Routine acupuncture</b>	You pay a <b>\$0 copay</b> per visit, for up to 2 visits every month (or more often if they are medically necessary) for routine acupuncture services.  Referrals are <b>not</b> required.  Prior authorization is <b>not</b> required.	You pay a <b>\$0 copay</b> per visit, for up to 24 visits every year for routine acupuncture services.  Referrals may be required.  Prior Authorization may be required.
<b>Annual physical exam</b>	Annual physical exam is <b>not</b> covered.	You pay a <b>\$0 copay</b> for one Annual physical exam each year.
<b>Cardiac rehabilitation services</b>	Prior Authorization may be required.	Prior Authorization is <b>not</b> required.
<b>Chiropractic services - Routine chiropractic</b>	Routine chiropractic services are <b>not</b> covered.	You pay a <b>\$0 copay</b> per visit, for up to 24 visits every year for routine chiropractic services.
<b>Dental services</b>	Referrals may be required.	Referrals are <b>not</b> required.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

	2022 (this year)	2023 (next year)
<b>Dental Services - routine dental</b>	Your dental coverage was through Medi-cal Denti-Cal and not part of your Cal MediConnect plan.	In addition to your Medi-Cal covered dental benefits, our Medicare plan covers additional dental services and procedures. These services may include, but are not limited to, the following: <ul style="list-style-type: none"> <li>- Crowns – noble metals</li> <li>- Prosthodontics (dentures)</li> <li>- Bridges</li> </ul> Limitations and exclusions apply.
<b>Diabetes self-management training</b>	Telehealth for this service is <b>not</b> covered.	Telehealth for this service is covered.
<b>Diabetic Supplies</b>	Diabetic glucometer and supplies are limited to Accu-Chek and OneTouch when obtained at a Pharmacy. Other brands are not covered unless pre-authorized.	Diabetic glucometer and supplies are limited to OneTouch when obtained at a Pharmacy. Other brands and continuous glucose monitoring systems are not covered unless pre-authorized.  Quantity limits may apply.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

	2022 (this year)	2023 (next year)
<b>Fitness Benefit</b>	<p>You pay a <b>\$0 copay</b> for the fitness benefit.</p> <p>You have the following choices available at no cost to you:</p> <ul style="list-style-type: none"> <li>• Fitness center membership: You can visit a participating fitness center near you that takes part in the program; and</li> <li>• Home fitness kits: You can choose from a variety of home fitness kits. You can receive up to 2 kits each benefit year.</li> </ul> <p>Prior Authorization may be required.</p>	<p>You pay a <b>\$0 copay</b> in network. Peerfit Move is a flexible fitness benefit with monthly credits to use on a variety of larger gyms or local fitness studios. Members will have 32 credits each month to utilize on their choice of fitness experiences. Credits can be used for a monthly gym membership with unlimited visits and access to all amenities and classes and/or fitness studio classes, FitKits which include at-home fitness boxes. Members also have access to unlimited fitness videos at <b>\$0 copay</b> which utilize zero credits.</p> <p>Any unused credits from the monthly allotment do not carry over to the next month but will be refreshed on the first of each month. Members will have the option of purchasing additional credits.</p> <p>Prior Authorization is <b>not</b> required.</p>



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

	2022 (this year)	2023 (next year)
<p><b>Healthy Foods Card</b></p> <p>Medicare approved Wellcare by Health Net to provide these benefits as part of the Value-Based Insurance Design program. This program lets Medicare try new ways to improve Medicare Advantage plans.</p>	<p>The Healthy Foods Card is <b>not</b> covered.</p>	<p>You receive an allowance of <b>\$50</b> every month to spend on eligible grocery products at participating retailers.</p> <p>This allowance does not carry over to the next month.</p>
<p><b>Hearing services - Hearing exams</b></p>	<p>Prior authorization is <b>not</b> required.</p>	<p>Prior authorization may be required.</p>
<p><b>Hearing services - Routine hearing</b></p>	<p>Routine hearing exams and Fitting/Evaluation for Hearing Aid are <b>not</b> covered</p> <p>Plan covers up to <b>\$1,510</b> per fiscal year for hearing aids</p>	<p>You pay a <b>\$0 copay</b> for 1 routine hearing exam every year.</p> <p>You pay a <b>\$0 copay</b> for 1 Fitting/Evaluation for Hearing Aids every year.</p> <p>Plan covers up to <b>\$1,000</b> per ear every year for Hearing Aids every year.</p>
<p><b>Home health agency care</b></p>	<p>Telehealth for this service is <b>not</b> covered.</p>	<p>Telehealth for this service is covered.</p>



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

	2022 (this year)	2023 (next year)
<b>In-Home support services</b>	Your Cal MediConnect plan does not offer In-Home support services in addition to what is offer through Medi-Cal.	Your plan offers the following In-Home support services, by a contracted vendor, in addition to those offered through Medi-Cal:  You pay a <b>\$0 copay</b> for 12 visits every year.  Services include cleaning, household chores and meal preparation as well as provide assistance with activities of daily living. Limitations and restrictions apply.
<b>Meals - Chronic (limitations and exclusions apply)</b>	Chronic meals are <b>not</b> covered.	You pay a <b>\$0 copay</b> for chronic meals.  There is a maximum of 3 meals per day for up to 28 days, for a maximum of 84 meals per month. The benefit may be received for up to 3 months.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

	2022 (this year)	2023 (next year)
<b>Meals - Post-Acute (limitations and exclusions apply)</b>	Post-acute meals are <b>not</b> covered.	You pay a <b>\$0 copay</b> for post-acute meals.  There is a maximum of 3 meals per day for 14-days for a total of 42 meals.  Prior authorization is <b>not</b> required.  Referrals may be required.
<b>Medicare-covered zero-dollar preventive services</b>	Prior Authorization may be required.  Referrals may be required.	Prior Authorization is <b>not</b> required.  Referrals are <b>not</b> required.
<b>Nurse advice line</b>	Prior Authorization may be required.	Prior Authorization is <b>not</b> required.
<b>Outpatient blood services</b>	Prior Authorization may be required.	Prior Authorization is <b>not</b> required.
<b>Over-the-counter (OTC) items</b>	Over-the-counter items are <b>not</b> covered.	You pay a <b>\$0 copay</b> . You receive a benefit of <b>\$260</b> every quarter to spend on eligible over-the-counter (OTC) products via mail order or at participating retailers.  This benefit does not carry over to the next period.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

	2022 (this year)	2023 (next year)
<b>Personal Emergency Response System (Medical Alert)</b>	Personal Emergency Response System is <b>not</b> covered.	You pay a <b>\$0 copay</b> .
<b>Physical therapy and speech-language pathology</b>	Telehealth for this service is <b>not</b> covered.	Telehealth for this service is covered.
<b>Podiatry Services</b>	Prior Authorization is <b>not</b> required.	Prior Authorization may be required.
<b>Podiatry Services – Routine podiatry</b>	Routine podiatry is <b>not</b> covered.	You pay a <b>\$0 copay</b> per visit, for up to 12 visits every year for routine podiatry services.
<b>Pulmonary rehabilitation services</b>	Prior Authorization may be required.	Prior Authorization is <b>not</b> required.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.



	2022 (this year)	2023 (next year)
<b>Special Supplemental Benefits for Chronically Ill (SSBCI)</b>	Special Supplemental Benefits for Chronically Ill is <b>not</b> covered.	<p>Prior Authorization may be required. You must meet eligibility guidelines for the following plan benefits.</p> <p>You pay a <b>\$0 copay</b>. If eligible, the plan offers a prepaid Visa debit card with a limit of <b>\$75</b> per month to help cover the cost of utilities for your home. Any unused Utility Flex Card benefit dollars will expire at the end of each month. The approved utility services for this benefit include:</p> <ul style="list-style-type: none"> <li>-Electric, gas, sanitary, and water utilities</li> <li>-Landline telephone service</li> <li>-Cable TV service</li> <li>-Certain petroleum expenses</li> </ul>
<b>Urgently needed services</b>	Telehealth for this service is <b>not</b> covered.	Telehealth for this service is covered.
<b>Virtual Visits</b>	Virtual visits via Teladoc are <b>not</b> covered.	You pay <b>\$0 copay</b> per call. Your telehealth services from Teladoc include additional smoking cessation counseling and nutritional counseling.
<b>Vision services - Eye exams</b>	Referrals are <b>not</b> required.	Referrals may be required.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

	2022 (this year)	2023 (next year)
<b>Vision services - Eyewear</b>	Prior authorization is <b>not</b> required.  Referrals are <b>not</b> required.	Prior Authorization may be required.  Referrals may be required.
<b>Vision services - Routine vision</b>	Plan covers up to <b>\$100</b> every two years for contact lenses and eyeglass (lenses and frames).  Upgrades are <b>not</b> covered.	Plan covers up to <b>\$400</b> every year for contact lenses and eyeglass (lenses and frames), eyeglass lenses, eyeglass frames, and upgrades.  Upgrades are covered.
<b>Worldwide emergency coverage</b>	Worldwide emergency coverage is <b>not</b> covered.	You pay a <b>\$95 copay</b> for each covered service.  You are covered for up to <b>\$50,000</b> every year for emergency and urgently needed services outside the United States.
<b>Worldwide urgent care coverage</b>	Worldwide urgent care coverage is <b>not</b> covered.	You pay a <b>\$95 copay</b> for each covered service.  You are covered for up to <b>\$50,000</b> every year for emergency and urgently needed services outside the United States.

## E2. Changes to prescription drug coverage

### Changes to our Drug List

An updated *List of Covered Drugs* is located on our website at <https://wellcare.healthnetcalifornia.com>. You may also call Member Services at the numbers at



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

the bottom of the page for updated drug information or to ask us to mail you a *List of Covered Drugs*.

The *List of Covered Drugs* is also called the “Drug List.”

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 find out if there are any restrictions.

If you are 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 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.
- 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 of medication at a retail pharmacy and at a long-term care pharmacy, up to 31 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. To learn what you must do to ask for an exception, refer to Chapter 9, section F of the 2023 Member Handbook or call Member Services.
    - If you have been in the plan for more than 90 days and live in a long-term care facility, we will cover a one-time 31-day supply, or less if your prescription is written for fewer days. This is in addition to the long-term care transition supply.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

- If you are moving from a long-term care facility or a hospital stay to home, we will cover one 30-day supply, or less if your prescription is written for fewer days (in which case we will allow multiple fills to provide up to a total of a 30-day supply of medication).
- If you are moving from home or a hospital stay to a long-term care facility, we will cover one 31-day supply, or less if your prescription is written for fewer days (in which case we will allow multiple fills to provide up to a total of a 31-day supply of medication). You must fill the prescription at a network pharmacy.
- Some Drug List exceptions will still be covered next year. Refer to the approval letter you received. The approval letter includes information about your specific drug approval limits and the date the drug coverage will end. If we decide to not renew your approval, we will send you a new letter at least 60 days prior to the end of the year. This letter will include when the specific drug exception approval will end and how to ask for an exception. To learn what you must do to ask for an exception, refer to Chapter 9, section F of the 2023 Member Handbook or call Member Services.

### Changes to prescription drug costs

**We moved some of the drugs on the Drug List to a lower or higher drug tier.** If your drugs move from tier to tier, this could affect your copay. To find out if your drugs are in a different tier, look them up in the Drug List.

The following table shows your costs for all covered Part D drugs.



---

**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

	2022 (this year)	2023 (next year)
<p><b>All Covered Part D Drugs</b></p> <p>Cost for a one-month supply of a covered Part D drug that is filled at a network pharmacy</p> <p>Medicare approved Wellcare by Health Net to provide lower copayments/co-insurance as part of the Value-Based Insurance Design program. This program lets Medicare try new ways to improve Medicare Advantage plans.</p>	<p>Tier 1 Drugs:</p> <p>Your copay for a one-month (30-day) supply is <b>\$0 - \$3.95 per prescription.</b></p> <p>Tier 2 Drugs:</p> <p>Your copay for a one-month (30-day) supply is <b>\$0 - \$9.85 per prescription.</b></p> <p>Tier 3 Drugs:</p> <p>Your copay for a one-month (30-day) supply is <b>\$0 per prescription.</b></p>	<p>Your copay for a one-month (30-day) supply is <b>\$0 per prescription.</b></p>

## F. Administrative changes

	2022 (this year)	2023 (next year)
<p><b>Your plan is changing</b></p>	<p>You are a member of Health Net Cal MediConnect Plan (Medicare-Medicaid Plan).</p>	<p>You are a member of Wellcare Dual Align 129 (HMO D-SNP) and the Health Net Medi-Cal Plans.</p>



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

## G. Choosing a plan

### G1. Staying in our plan

We hope to keep you as a plan member. You do not have to do anything to stay in our plan. If you do **not** change to another Medicare plan or change to Original Medicare, you automatically stay enrolled as a member of our plan for 2023.

### G2. Changing plans

Most people with Medicare can end their membership during certain times of the year. Because you have Medi-Cal, you may be able to end your membership in our plan or switch to a different plan one time during each of the following **Special Enrollment Periods**:

- January to March
- April to June
- July to September

In addition to these three Special Enrollment periods, you may end your membership in our plan during the following periods:

- The **Annual 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 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 are eligible to make a change to your enrollment. For example:

- You moved out of our service area,
- Your eligibility for Medi-Cal or Extra Help changed, **or**
- If you recently moved into, currently are getting care in, or just moved out of a nursing home or a long-term care hospital.

### Your Medicare services

You have three options for getting your Medicare services. By choosing one of these options, you automatically end your membership in our plan.



---

**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

<p><b>1. You can change to:</b></p> <p><b>Another Medicare health plan</b></p>	<p><b>Here is what to do:</b></p> <p>Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.</p> <p>For PACE inquiries, call 1-855-921-PACE (7223).</p> <p>If you need help or more information:</p> <ul style="list-style-type: none"><li>• Call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8:00 a.m. to 5:00 p.m. For more information or to find a local HICAP office in your area, please visit <a href="http://www.aging.ca.gov/Programs_and_Services/Medicare_Counseling/">www.aging.ca.gov/Programs_and_Services/Medicare_Counseling/</a>.</li></ul> <p><b>OR</b></p> <p>Enroll in a new Medicare plan.</p> <p>You will automatically be disenrolled from our Medicare plan when your new plan's coverage begins.</p> <p>Your Medi-Cal plan may change.</p>
--	--



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

<p><b>2. You can change to:</b></p> <p><b>Original Medicare with a separate Medicare prescription drug plan</b></p>	<p><b>Here is what to do:</b></p> <p>Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.</p> <p>If you need help or more information:</p> <ul style="list-style-type: none"><li>• Call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8:00 a.m. to 5:00 p.m. For more information or to find a local HICAP office in your area, please visit <a href="http://www.aging.ca.gov/Programs_and_Services/Medicare_Counseling/">www.aging.ca.gov/Programs_and_Services/Medicare_Counseling/</a>.</li></ul> <p><b>OR</b></p> <p>Enroll in a new Medicare prescription drug plan.</p> <p>You will automatically be disenrolled from our plan when your Original Medicare coverage begins.</p> <p>Your Medi-Cal plan will not change.</p>
---	--



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.



<p><b>3. You can change to:</b></p> <p><b>Original Medicare without a separate Medicare prescription drug plan</b></p> <p><b>NOTE:</b> If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you tell Medicare you don't want to join.</p> <p>You should only drop prescription 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 California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8:00 a.m. to 5:00 p.m. For more information or to find a local HICAP office in your area, please visit <a href="http://www.aging.ca.gov/Programs_and_Services/Medicare_Counseling/">www.aging.ca.gov/Programs and Service s/Medicare Counseling/</a>.</p>	<p><b>Here is what to do:</b></p> <p>Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.</p> <p>If you need help or more information:</p> <ul style="list-style-type: none"><li>• Call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8:00 a.m. to 5:00 p.m. For more information or to find a local HICAP office in your area, please visit <a href="http://www.aging.ca.gov/Programs_and_Services/Medicare_Counseling/">www.aging.ca.gov/Programs and Ser vices/Medicare Counseling/</a>.</li></ul> <p>You will automatically be disenrolled from our plan when your Original Medicare coverage begins.</p> <p>Your Medi-Cal plan will not change.</p>
--	--

### Your Medi-Cal services

For questions about how to get your Medi-Cal services after you leave our plan, contact Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 a.m. to 6:00 p.m. TTY users should call 1-800-430-7077. Ask how joining another plan or returning to Original Medicare affects how you get your Medi-Cal coverage.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

## H. Getting help

### H1. 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 and costs for 2023. It explains your rights and the rules to follow to get services and prescription drugs we cover.

The *Member Handbook* for 2023 will be available by October 15. An up-to-date copy of the *Member Handbook* is available on our website at <https://wellcare.healthnetcalifornia.com>. 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 2023.

#### **Our website**

You can visit our website at <https://wellcare.healthnetcalifornia.com>. 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*).

### H2. Health Insurance Counseling and Advocacy Program (HICAP)

You can also call the State Health Insurance Assistance Program (SHIP). In California, the SHIP is called the Health Insurance Counseling and Advocacy Program (HICAP). HICAP counselors can help you understand your plan choices and answer questions about switching plans. HICAP is not connected with us or with any insurance company or health plan. HICAP has trained counselors in every county, and services are free. HICAP's phone number is 1-800-434-0222. For more information or to find a local HICAP office in your area, please visit [www.aging.ca.gov/Programs\\_and\\_Services/Medicare\\_Counseling/](http://www.aging.ca.gov/Programs_and_Services/Medicare_Counseling/).

### H3. Ombuds Program

The Health Consumer Alliance Ombuds Program can help you if you have a problem with our plan. The ombudsman's services are free and available in all languages. The Health Consumer Alliance Ombuds 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.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

- Makes sure you have information related to your rights and protections and how you can get your concerns resolved.
- Is not connected with us or with any insurance company or health plan. The phone number for the Health Consumer Alliance Ombuds Program is 1-888-804-3536.

#### **H4. 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.

##### **Medicare's Website**

You can visit the Medicare website ([www.medicare.gov](http://www.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](http://www.medicare.gov) and click on "Find plans.")

##### ***Medicare & You 2023***

You can read the *Medicare & You 2023* 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. The 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 ([www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf](http://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf)) 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.

#### **H5. California Department of Managed Health Care**

The California Department of Managed Health Care is responsible for regulating health care service plans. The DMHC Help Center can help you with appeals and complaints about Medi-Cal services. If you have a grievance against your health plan, you should first telephone your health plan at 1-800-431-9007 (TTY: 711) and use your health plan's grievance process before contacting the department. Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a



---

**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.

grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-466-2219)** and a TDD line **(1-877-688-9891)** for the hearing and speech impaired. The department's internet website [www.dmhc.ca.gov](http://www.dmhc.ca.gov) has complaint forms, IMR application forms and instructions online.



**If you have questions**, please call Wellcare Dual Align 129 (HMO D-SNP) at 1-800-431-9007 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. **For more information**, visit <https://wellcare.healthnetcalifornia.com>.