

AvMed Medicare Access MA-PD (HMO-POS) Miami-Dade County offered by AvMed, Inc.

Annual Notice of Changes for 2025

You are currently enrolled as a member of **AvMed Medicare Access**. Next year, there will be changes to the plan's costs and benefits. ***Please see page 4 for a Summary of Important Costs, including Premium.***

This document tells about the changes to your plan. To get more information about costs, benefits, or rules please review the *Evidence of Coverage*, which is located on our website at www.avmed.org. You may also call AvMed's Member Engagement Center to ask us to mail you an *Evidence of Coverage*.

- **You have from October 15 until December 7 to make changes to your Medicare coverage for next year.**

What to do now

1. ASK: Which changes apply to you

- Check the changes to our benefits and costs to see if they affect you.
 - Review the changes to medical care costs (doctor, hospital).
 - Review the changes to our drug coverage, including coverage restrictions and cost sharing.
 - Think about how much you will spend on premiums, deductibles, and cost sharing.
 - Check the changes in the 2025 “Drug List” to make sure the drugs you currently take are still covered.
 - Compare the 2024 and 2025 plan information to see if any of these drugs are moving to a different cost-sharing tier or will be subject to different restrictions, such as prior authorization, step therapy, or a quantity limit, for 2025.
- Check to see if your primary care doctors, specialists, hospitals, and other providers, including pharmacies, will be in our network next year.
- Check if you qualify for help paying for prescription drugs. People with limited incomes may qualify for “Extra Help” from Medicare.
- Think about whether you are happy with our plan.

2. COMPARE: Learn about other plan choices

- Check coverage and costs of plans in your area. Use the Medicare Plan Finder at the www.medicare.gov/plan-compare website or review the list in the back of your *Medicare & You 2025* handbook. For additional support, contact your State Health Insurance Assistance Program (SHIP) to speak with a trained counselor.
- Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan's website.

3. CHOOSE: Decide whether you want to change your plan

- If you don't join another plan by December 7, 2024, you will stay in AvMed Medicare Access.
- To change to a **different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2025**. This will end your enrollment with AvMed Medicare Access (HMO-POS).
- If you recently moved into or currently live in an institution (like a skilled nursing facility or long-term care hospital), you can switch plans or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time. If you recently moved out of an institution, you have an opportunity to switch plans or switch to Original Medicare for two full months after the month you move out.

Additional Resources

- This document is available for free in Spanish.
- Please contact our Member Engagement Center number at 1-800-782-8633 for additional information. (TTY users should call 711.) Hours are October 1-March 31, 8 am-8pm, 7 days a week; April 1-September 30, 8 am-8pm, Monday-Friday, 9 am-1 pm, Saturday. This call is free.
- This document may be available in other formats such as braille, large print or other alternate formats.
- **Coverage under this plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information.

About AvMed Medicare Access

- AvMed Medicare is an HMO plan with a Medicare contract. Enrollment in AvMed Medicare Access depends on contract renewal.
- When this document says "we," "us," or "our," it means AvMed, Inc. When it says "plan" or "our plan," it means AvMed Medicare Access.

Annual Notice of Changes for 2025

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Summary of Important Costs for 2025

The table below compares the 2024 costs and 2025 costs for AvMed Medicare Access in several important areas. **Please note this is only a summary of costs.**

Cost	2024 (this year)	2025 (next year)
<p>Monthly plan premium*</p> <p>* Your premium may be higher than this amount. See Section 1.1 for details.</p>	\$0	\$0
<p>Deductible</p>	\$0	\$0
<p>Maximum out-of-pocket amount</p> <p>This is the <u>most</u> you will pay out of pocket for your covered Part A and Part B services. (See Section 1.2 for details.)</p>	\$3,400	\$3,400
<p>Doctor office visits</p>	<p>In-Network: Primary care visits: \$0 Copay per visit Specialist visits: \$10 Copay per visit Out-of-Network: Primary care visits: \$0 Copay per visit Specialist visits: \$10 Copay per visit</p>	<p>In-Network: Primary care visits: \$0 Copay per visit Specialist visits: \$15 Copay per visit Out-of-Network: Primary care visits: \$0 Copay per visit Specialist visits: \$15 Copay per visit</p>

Cost	2024 (this year)	2025 (next year)
<p>Inpatient hospital stays</p>	<p>Days 1 - 5: \$0 Copay per day Days 6 - 20: \$40 Copay per day Days 21 - 90: \$0 Copay per day</p>	<p>Days 1 - 5: \$0 Copay per day Days 6 - 20: \$40 Copay per day Days 21 - 90: \$0 Copay per day</p>
<p>Part D prescription drug coverage (See Section 1.5 for details.) To find out which drugs are select insulins, review the most recent “Drug List” we provide electronically. If you have questions about the “Drug List”, you can also call AvMed’s Member Engagement Center (Phone numbers for AvMed’s Member Engagement Center are printed on the last page of this booklet).</p>	<p>Deductible: \$0 Copayment or Coinsurance during the Initial Coverage Stage:</p> <ul style="list-style-type: none"> • Drug Tier 1: <i>Standard cost sharing:</i> You pay \$0 per prescription <i>Preferred cost sharing:</i> You pay \$0 per prescription • Drug Tier 2: <i>Standard cost sharing:</i> You pay \$10 per prescription <i>Preferred cost sharing:</i> You pay \$0 per prescription • Drug Tier 3: <i>Standard cost sharing:</i> You pay \$40 per prescription <i>Preferred cost sharing:</i> You pay \$30 per prescription 	<p>Deductible: \$0 Copayment or Coinsurance during the Initial Coverage Stage:</p> <ul style="list-style-type: none"> • Drug Tier 1: <i>Standard cost sharing:</i> You pay \$0 per prescription <i>Preferred cost sharing:</i> You pay \$0 per prescription • Drug Tier 2: <i>Standard cost sharing:</i> You pay \$15 per prescription <i>Preferred cost sharing:</i> You pay \$0 per prescription • Drug Tier 3: <i>Standard cost sharing:</i> You pay \$47 per prescription <i>Preferred cost sharing:</i> You pay \$30 per prescription

Cost	2024 (this year)	2025 (next year)
	<p><i>Standard cost sharing:</i> You pay \$35 per month supply of each covered insulin product on this tier.</p> <p><i>Preferred cost sharing:</i> You pay \$30 per month supply of each covered insulin product on this tier.</p> <p>• Drug Tier 4: <i>Standard cost sharing:</i> You pay \$100 per prescription <i>Preferred cost sharing:</i> You pay \$75 per prescription</p> <p>• Drug Tier 5: <i>Standard cost sharing:</i> You pay 33% of the total cost <i>Preferred cost sharing:</i> You pay 33% of the total cost</p>	<p><i>Standard cost sharing:</i> You pay \$35 per month supply of each covered insulin product on this tier.</p> <p><i>Preferred cost sharing:</i> You pay \$30 per month supply of each covered insulin product on this tier.</p> <p>• Drug Tier 4: <i>Standard cost sharing:</i> You pay \$100 per prescription <i>Preferred cost sharing:</i> You pay \$75 per prescription <i>Standard cost sharing:</i> You pay \$35 per month supply of each covered insulin product on this tier. <i>Preferred cost sharing:</i> You pay \$35 per month supply of each covered insulin product on this tier.</p> <p>• Drug Tier 5: <i>Standard cost sharing:</i> You pay 33% of the total cost <i>Preferred cost sharing:</i> You pay 33% of the total cost</p> <p>• Drug Tier 6: <i>Standard cost sharing:</i> \$0 per prescription <i>Preferred cost sharing:</i> \$0 per prescription</p>

Cost	2024 (this year)	2025 (next year)
	<p>Catastrophic Coverage:</p> <ul style="list-style-type: none"> • During this payment stage, the plan pays the full cost for your covered Part D drugs and for excluded drugs that are covered under our enhanced benefit. You pay nothing. 	<p>Catastrophic Coverage:</p> <ul style="list-style-type: none"> • During this payment stage, you pay nothing for your covered Part D drugs and for excluded drugs that are covered under our enhanced benefit.

SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 – Changes to the Monthly Premium

Cost	2024 (this year)	2025 (next year)
Monthly premium (You must also continue to pay your Medicare Part B premium.)	\$0	\$0 No change from 2024.

- Your monthly plan premium will be *more* if you are required to pay a lifetime Part D late enrollment penalty for going without other drug coverage that is at least as good as Medicare drug coverage (also referred to as creditable coverage) for 63 days or more.
- If you have a higher income, you may have to pay an additional amount each month directly to the government for your Medicare prescription drug coverage.

Section 1.2 – Changes to Your Maximum Out of Pocket Amount

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

Cost	2024 (this year)	2025 (next year)
Maximum out-of-pocket amount Your costs for covered medical services (such as copays) count toward your maximum out-of-pocket amount. Your costs for prescription drugs do not count toward your maximum out-of-pocket amount.	\$3,400	\$3,400 Once you have paid \$3,400 out of pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services for the rest of the calendar year. No change from 2024.

Section 1.3 – Changes to the Provider and Pharmacy Networks

Amounts you pay for your prescription drugs may depend on which pharmacy you use. Medicare drug plans have a network of pharmacies. In most cases, your prescriptions are covered *only* if they are filled at one of our network pharmacies. Our network includes pharmacies with

preferred cost sharing, which may offer you lower cost sharing than the standard cost sharing offered by other network pharmacies for some drugs.

Updated directories are also located on our website at www.avmed.org. You may also call AvMed's Member Engagement Center for updated provider and/or pharmacy information or to ask us to mail you a directory, which we will mail within three business days.

There are changes to our network of providers for next year. This includes the addition of hospice providers in Miami-Dade and Broward counties to our provider network. **Please review the 2025 Provider and Pharmacy Directory www.avmed.org to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

There are changes to our network of pharmacies for next year. **Please review the 2025 Provider and Pharmacy Directory www.avmed.org to see which pharmacies are in our network.**

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers), and pharmacies that are part of your plan during the year. If a mid-year change in our providers affects you, please contact AvMed's Member Engagement Center so we may assist.

Section 1.4 – Changes to Benefits and Costs for Medical Services

We are making changes to costs and benefits for certain medical services next year. The information below describes these changes.

Cost	2024 (this year)	2025 (next year)
Dental cleaning	In-Network: You pay \$0 Copay for Dental cleaning.	In-Network: You pay \$0 for 2 cleanings each year. \$45 Copay for additional cleaning.
Flex Card	You receive \$115 every three months.	Not Covered.
Hospice Care	When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your	Hospice services and Part A and Part B services related to your terminal prognosis are paid by Original Medicare.

Cost	2024 (this year)	2025 (next year)
Hospice Care (continued)	<p>terminal prognosis are paid for by AvMed Medicare Choice.</p> <p>There is no copay per prescription for drugs and biologicals furnished by the hospice on an outpatient basis.</p> <p>There is no copay for a respite care day.</p> <p>Transitional Concurrent Care may be included during hospice election but may only be provided by participating providers.</p>	<p>There is a 5% coinsurance of up to \$5 per prescription for drugs and biologicals furnished by the hospice on an outpatient basis.</p> <p>There is a 5% coinsurance of the Medicare-approved amount on an inpatient respite care stay.</p> <p>There is no coverage for Transitional Concurrent Care in 2025.</p>
Meal Benefit	This service is not covered.	You pay \$0 Copay. Benefit provides for 20 meals up to 10 days post-hospitalization.
Medical Supplies	In-Network: You pay nothing for Medical Supplies.	In-Network: You pay 20% Coinsurance for Medical Supplies.
Medicare Covered Dental Services	In-Network: You pay \$10 - \$175 Copay for Medicare Covered Dental Services.	In-Network: You pay \$15 - \$225 Copay for Medicare Covered Dental Services.
Medicare Part B Rx Drugs	In-Network: You pay 0% - 20% Coinsurance for other Medicare Part B Drugs.	In-Network: You pay 20% Coinsurance for Medicare Part B Rx Drugs.

Cost	2024 (this year)	2025 (next year)
		0% - 20% for IRA rebatable drugs.
Outpatient Hospital Services	In-Network: You pay \$175 Copay for Outpatient Hospital Services.	In-Network: You pay \$225 Copay for Outpatient Hospital Services.
Over-The-Counter (OTC) Benefit	You have \$25 allowance every three months.	You have \$50 allowance every three months.
Specialist Visits	You pay \$10 Copay per visit.	You pay \$15 Copay per visit.
Therapeutic Radiological Services	In-Network: You pay \$35 - \$60 Copay for Therapeutic Radiological Services.	In-Network: You pay 20% Coinsurance for Therapeutic Radiological Services.
Transportation	8 one-way trips to plan approved, health-related locations.	12 one-way trips to plan approved, health-related locations.
Urgently Needed Services	In-Network: You pay \$0 Copay per visit. Out-of-Network: You pay \$25 Copay per visit.	In-Network: You pay \$20 Copay per visit. Out-of-Network: You pay \$50 Copay per visit.
Worldwide Urgent Care	In-Network: You pay \$25 Copay for Worldwide Urgent Care.	In-Network: You pay \$50 Copay for Worldwide Urgent Care.

Section 1.5 – Changes to Part D Prescription Drug Coverage

<h3>Changes to Our Drug List</h3>

Our list of covered drugs is called a Formulary or Drug List. A copy of our Drug List is provided electronically on our website www.avmed.org.

We made changes to our “Drug List,” which could include removing or adding drugs, changing the restrictions that apply to our coverage for certain drugs, or moving them to a different cost-sharing tier. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions, or if your drug has been moved to a different cost-sharing tier.**

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 rules that will affect you during the plan 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 your access to a drug you are taking, we will send you a notice about the change.

If you are affected by a change in drug coverage at the beginning of the year or during the year, please review Chapter 9 of your *Evidence of Coverage* and talk to your doctor to find out your options, such as asking for a temporary supply, applying for an exception, and/or working to find a new drug. You can also contact AvMed's Member Engagement Center for more information.

Starting in 2025, we may immediately remove brand name drugs or original biological products on our Drug List if we replace them with new generics or certain biosimilar versions of the brand name drug or original biological product on the same or lower cost-sharing tier and with the same or fewer restrictions. Also, when adding a new version, we may decide to keep the brand name drug or original biological product on our Drug List, but immediately move it to a different cost-sharing tier or add new restrictions or both.

This means, for instance, if you are taking a brand name drug or biological product that is being replaced by a generic or biosimilar version, you may not get notice of the change 30 days before we make it or get a month's supply of your brand name drug or biological product at a network pharmacy. If you are taking the brand name drug or biological product at the time we make the change, you will still get information on the specific change we made, but it may arrive after we make the change.

Some of these drug types may be new to you. For definitions of the drug types that are discussed throughout this chapter, please see Chapter 12 of your *Evidence of Coverage*. The Food and Drug Administration (FDA) also provides consumer information on drugs. See FDA website: <https://www.fda.gov/drugs/biosimilars/multimedia-education-materials-biosimilars#For%20Patients>. You may also contact Member Services or ask your health care provider, prescriber, or pharmacist for more information.

Changes to Prescription Drug Benefits and Costs

Note: If you are in a program that helps pay for your drugs (“Extra Help”), **the information about costs for Part D prescription drugs may not apply to you.** We have included a separate insert, called the *Evidence of Coverage Rider for People Who Get “Extra Help” Paying for Prescription Drugs* (also called the *Low-Income Subsidy Rider or the LIS Rider*), which tells you about your drug costs. If you receive “Extra Help” and didn’t receive this insert with this packet, please call AvMed’s Member Engagement Center and ask for the *LIS Rider*. Phone numbers for AvMed’s Member Engagement Center are in Section 7.1 of this booklet.

Beginning in 2025, there are three **drug payment stages:** the Yearly Deductible Stage, the Initial Coverage Stage, and the Catastrophic Coverage Stage. The Coverage Gap Stage and the Coverage Gap Discount Program will no longer exist in the Part D benefit.

The Coverage Gap Discount Program will also be replaced by the Manufacturer Discount Program. Under the Manufacturer Discount Program, drug manufacturers pay a portion of the plan’s full cost for covered Part D brand name drugs and biologics during the Initial Coverage Stage and the Catastrophic Coverage Stage. Discounts paid by manufacturers under the Manufacturer Discount Program do not count toward out-of-pocket costs.

Changes to the Deductible Stage

Stage	2024 (this year)	2025 (next year)
Stage 1: Yearly Deductible Stage	Because we have no deductible, this payment stage does not apply to you.	Because we have no deductible, this payment stage does not apply to you.
	There is no deductible for AvMed Medicare Access for select insulins. You pay \$30 - \$35 for select insulins.	There is no deductible for AvMed Medicare Access for select insulins. You pay \$30 - \$35 for select insulins.

Changes to Your Cost Sharing in the Initial Coverage Stage

Stage	2024 (this year)	2025 (next year)
Stage 2: Initial Coverage Stage	Your cost for a one-month supply filled at a network pharmacy:	Your cost for a one-month supply filled at a network pharmacy:
We changed the tier for some of the drugs on our “Drug List.” To see if	Tier 1:	Tier 1:

<p>your drugs will be in a different tier, look them up on the “Drug List.”</p> <p>Most adult Part D vaccines are covered at no cost to you.</p>	<p><i>Standard cost sharing:</i> You pay \$0 per prescription</p> <p><i>Preferred cost sharing:</i> You pay \$0 per prescription</p> <p>Tier 2: <i>Standard cost sharing:</i> You pay \$10 per prescription</p> <p><i>Preferred cost sharing:</i> You pay \$0 per prescription</p> <p>Tier 3: <i>Standard cost sharing:</i> You pay \$40 per prescription You pay \$35 per month supply of each covered insulin product on this tier.</p> <p><i>Preferred cost sharing:</i> You pay \$30 per prescription You pay \$30 per month supply of each covered insulin product on this tier.</p> <p>Tier 4: <i>Standard cost sharing:</i> You pay \$100 per prescription</p> <p><i>Preferred cost sharing:</i> You pay \$75 per prescription</p>	<p><i>Standard cost sharing:</i> You pay \$0 per prescription</p> <p><i>Preferred cost sharing:</i> You pay \$0 per prescription</p> <p>Tier 2: <i>Standard cost sharing:</i> You pay \$15 per prescription</p> <p><i>Preferred cost sharing:</i> You pay \$0 per prescription</p> <p>Tier 3: <i>Standard cost sharing:</i> You pay \$47 per prescription You pay \$35 per month supply of each covered insulin product on this tier.</p> <p><i>Preferred cost sharing:</i> You pay \$30 per prescription You pay \$30 per month supply of each covered insulin product on this tier.</p> <p>Tier 4: <i>Standard cost sharing:</i> You pay \$100 per prescription You pay \$35 per month supply of each covered insulin product on this tier.</p> <p><i>Preferred cost sharing:</i> You pay \$75 per prescription You pay \$35 per month supply of each covered insulin product on this tier.</p>
	<p>Tier 5:</p>	<p>Tier 5:</p>

Stage	2024 (this year)	2025 (next year)
	<p><i>Standard cost sharing:</i> You pay 33% of the total cost</p> <p><i>Preferred cost sharing:</i> You pay 33% of the total cost</p> <hr/> <p>Once your total drug costs have reached \$5,030, you will move to the next stage (the Coverage Gap Stage).</p>	<p><i>Standard cost sharing:</i> You pay 33% of the total cost</p> <p><i>Preferred cost sharing:</i> You pay 33% of the total cost</p> <p>Tier 6: <i>Standard cost sharing:</i> You pay \$0 per prescription <i>Preferred cost sharing:</i> You pay \$0 per prescription</p> <hr/> <p>Once you have paid \$2,000 out of pocket for Part D drugs, you will move to the next stage (the Catastrophic Coverage Stage).</p>

Changes to the Catastrophic Coverage Stage

The Catastrophic Coverage Stage is the third and final stage. Beginning in 2025, drug manufacturers pay a portion of the plan’s full cost for covered Part D brand name drugs and biologics during the Catastrophic Coverage Stage. Discounts paid by manufacturers under the Manufacturer Discount Program do not count toward out-of-pocket costs.

If you reach the Catastrophic Coverage Stage, you pay nothing for your covered Part D drugs. You may have cost sharing for excluded drugs that are covered under our enhanced benefit.

For specific information about your costs in the Catastrophic Coverage Stage, look at Chapter 6, Section 6 in your *Evidence of Coverage*.

SECTION 2 Administrative Changes

Description	2024 (this year)	2025 (next year)
<p>Medicare Prescription Payment Plan Not applicable</p>		<p>The Medicare Prescription Payment Plan is a new payment option that works with your current drug coverage, and it can help you manage your drug costs by spreading them across monthly payments that vary throughout the year (January – December).</p> <p>To learn more about this payment option, please contact us at 1-866-845-1803 or visit Medicare.gov.</p>

SECTION 3 Deciding Which Plan to Choose

Section 3.1 – If you want to stay in AvMed Medicare Access

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

Section 3.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change plans for 2025 follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan,
- – *OR* – You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan. If you do not enroll in a

Medicare drug plan, please see Section 2.1 regarding a potential Part D late enrollment penalty.

To learn more about Original Medicare and the different types of Medicare plans, use the Medicare Plan Finder (www.medicare.gov/plan-compare), read the *Medicare & You 2025* handbook, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

Step 2: Change your coverage

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from AvMed Medicare Access.
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from AvMed Medicare Access.
- To **change to Original Medicare without a prescription drug plan**, you must either:
 - Send us a written request to disenroll. Contact AvMed’s Member Engagement Center if you need more information on how to do so.
 - – *OR* – Contact **Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

SECTION 4 Deadline for Changing Plans

If you want to change to a different plan or to Original Medicare for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2025.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. Examples include people with Medicaid, those who get “Extra Help” paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area.

If you enrolled in a Medicare Advantage plan for January 1, 2025, and don’t like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage) between January 1 and March 31, 2025.

If you recently moved into or currently live in an institution (like a skilled nursing facility or long-term care hospital), you can change your Medicare coverage **at any time**. You can change to any other Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time. If you recently moved out of an institution, you have an opportunity to switch plans or switch to Original Medicare for two full months after the month you move out.

SECTION 5 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. In Florida, the SHIP is called Department of Elder Affairs' "SHINE" (Serving Health Insurance Needs of Elders) program.

It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHINE counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHINE at 1-800-963-5337 (TTY 1-800-955-8770) You can learn more about SHINE by visiting their website (www.floridashine.org).

SECTION 6 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **“Extra Help” from Medicare.** People with limited incomes may qualify for “Extra Help” to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, yearly deductibles, and coinsurance. Additionally, those who qualify will not have a late enrollment penalty. To see if you qualify, call:
 - 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day, 7 days a week;
 - The Social Security Office at 1-800-772-1213 between 8 am and 7 pm, Monday through Friday for a representative. Automated messages are available 24 hours a day. TTY users should call 1-800-325-0778; or
 - Your State Medicaid Office.
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. To be eligible for the ADAP operating in your State, individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the *Florida Department of Health ADAP*. For information on eligibility criteria, covered drugs, how to enroll in the program or if you are currently enrolled how to continue receiving assistance, call 1-850-245-4334. Be sure, when calling, to inform them of your Medicare Part D plan name or policy number.
- **The Medicare Prescription Payment Plan.** The Medicare Prescription Payment Plan is a new payment option to help you manage your out-of-pocket drug costs, starting in

2025. This new payment option works with your current drug coverage, and it can help you manage your drug costs by spreading them across **monthly payments that vary throughout the year** (January – December). **This payment option might help you manage your expenses, but it doesn't save you money or lower your drug costs.**

“Extra Help” from Medicare and help from your SPAP and ADAP, for those who qualify, is more advantageous than participation in the Medicare Prescription Payment Plan. All members are eligible to participate in this payment option, regardless of income level, and all Medicare drug plans and Medicare health plans with drug coverage must offer this payment option. To learn more about this payment option, please contact us at 1-800-782-8633. (TTY only, call 711) or visit Medicare.gov.

SECTION 7 Questions?

Section 7.1 – Getting Help from AvMed Medicare Access

Questions? We're here to help. Please call AvMed's Member Engagement Center at 1-800-782-8633. (TTY only, call 711). We are available for phone calls October 1-March 31, 8 am-8 pm, 7 days a week; April 1-September 30, 8 am-8 pm, Monday-Friday, 9 am-1 pm, Saturday. Calls to these numbers are free.

Read your 2025 Evidence of Coverage (it has details about next year's benefits and costs)

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2025. For details, look in the *2025 Evidence of Coverage* for AvMed Medicare Access. The *Evidence of Coverage* is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the *Evidence of Coverage* is located on our website at www.avmed.org. You may also call AvMed's Member Engagement Center to ask us to mail you an *Evidence of Coverage*.

Visit our Website

You can also visit our website at www.avmed.org. As a reminder, our website has the most up-to-date information about our provider network (*Provider and Pharmacy Directory*) and our *List of Covered Drugs (Formulary/Drug List)*.

Section 7.2 – Getting Help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Visit the Medicare Website

Visit the Medicare website (www.medicare.gov). It has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area. To view the information about plans, go to www.medicare.gov/plan-compare.

Read *Medicare & You 2025*

Read the *Medicare & You 2025* handbook. Every fall, this document is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this document, you can get it at the Medicare website (<https://www.medicare.gov/medicare-and-you>) 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.

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OMB# 0938-1421

Multi-Language Insert

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-882-8633. Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-882-8633. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-800-882-8633。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-800-882-8633。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-882-8633. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-882-8633. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-800-882-8633 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-882-8633. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

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Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-882-8633 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-882-8633. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-800-882-8633. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-800-882-8633 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-882-8633. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-882-8633. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-882-8633. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-882-8633. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-800-882-8633 にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。

Form CMS-10802
(Expires 12/31/25)