



<First> <Last>
<Address1>
<Address 2>
<City>, <ST> <ZIP>

September 15, 2019

Dear <First> <Last>:

I'm writing to share the exciting news that, starting January 1, 2020, Kaiser Permanente will be introducing a new Medicare Advantage plan in the area where you live, Kaiser Permanente Medicare Advantage (HMO).

The new Kaiser Permanente Medicare Advantage plan will replace the Kaiser Permanente Medicare Plus (Cost) plan you currently have with us. **Your new Kaiser Permanente Medicare Advantage plan will still be sponsored by your former employer.**

There's nothing you need to do. Kaiser Permanente will automatically transfer your membership from your current plan to the new Medicare Advantage plan. Your membership in the new plan will start on January 1, 2020. You will receive a new Kaiser Permanente Medicare Advantage member ID card before the end of December.

You will soon receive an official notice letting you know you will be enrolled in the new Kaiser Permanente Medicare Advantage plan effective January 1, 2020. Kaiser Permanente will follow-up that letter with details about your new Medicare Advantage plan.

What is changing:

Changing to a Medicare Advantage plan means you will no longer be able to use your red, white and blue original Medicare card to seek services from Medicare providers outside of Kaiser Permanente and pay the applicable Medicare deductible and coinsurance for those services.

Of course, Kaiser Permanente will continue to cover you for out of network providers when the plan refers you to them as medically necessary, and for emergency care or urgently needed care while outside of the service area. To find out which doctors are in the Kaiser Permanente Medicare Advantage plan network, review the provider directory at kp.org/doctor or request a directory from Member Services.

What to expect before the change to Medicare Advantage

1. Receive this notice from Kaiser Permanente telling you that your plan is changing.
2. Receive detailed information about your employer sponsored Medicare Advantage plan benefits and copays.
3. Receive a confirmation of enrollment letter.
4. If you have questions about your new plan, register for a **Town Hall** meeting by going to this website: kp.org/magroup2020
You can also call Member Services at **1-888-777-9909 (TTY 711)**.
5. Receive a Kaiser Permanente Medicare Advantage member ID card and Evidence of Coverage (EOC).

Keep this letter for reference.

As is currently the case, you must continue to be enrolled in Medicare Parts A & B and reside permanently within the Kaiser Permanente approved Medicare service area to remain enrolled in the Kaiser Medicare Advantage plan.

Please refer to your Evidence of Coverage, which you will receive in the coming months, for details about how the Medicare Advantage plan from your former employer will work for you. You can also attend a **Town Hall** meeting to learn about your new plan.

What is not changing:

This plan change does not affect your group benefits and copayments. Please refer to your employer's open enrollment material about your employer-sponsored retiree benefits.

- You will keep your current Kaiser Permanente physician(s)
- Your Kaiser Permanente Medical record number will stay the same
- Your prescription refills will remain in place
- You can continue to log in to kp.org to manage your health care
- If you are in the middle of treatment with Kaiser Permanente doctors, your care will continue as scheduled, as well as any open referrals

What's next for you?

No need to take any action now: Your current 2019 Kaiser Permanente Medicare Plus (Cost) plan covers you through December 31, 2019 as long as you continue to pay your plan premiums (if required by your employer) as well as any Medicare premiums that you pay to Social Security. You must permanently reside in the Kaiser Permanente Medicare Advantage service area to be a member. We will transfer your membership, and your new Kaiser Permanente Medicare Advantage plan coverage will be effective January 1, 2020.

Where to get more information: You'll be able to get your questions answered online, at Town Hall meetings, and through Member Services.

Please visit our special website, at kp.org/magroup2020, and look for the section for employer group members. You will find information about the new plan, the Town Hall schedule and registration, plus a video. You can reach Member Services by calling **1-888-777-9909 (TTY 711), 7:30 a.m. to 9 p.m. EST, Monday through Friday.**

Kaiser Permanente is committed to offering top-quality Medicare plans to you and other Medicare beneficiaries in the Mid-Atlantic States region. We are proud to be your partner in health and thank you for your membership.

Sincerely,

Tanya Robinson
Executive Director,
Kaiser Permanente Medicare Line of Business

In the District of Columbia, Kaiser Permanente is an HMO plan with a Medicare contract. In Maryland and Virginia, Kaiser Permanente is an HMO plan and a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. For accommodations of persons with special needs at meetings call 1-888-777-9909 (TTY 711).