



A nonprofit independent licensee of the Blue Cross Blue Shield Association

## Medicare BlueSalute (PPO) offered by Excellus BlueCross BlueShield

# Annual Notice of Changes for 2024

You are currently enrolled as a member of Medicare BlueSalute (PPO). Next year, there will be changes to the plan's costs and benefits. Please see page 1 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 [www.ExcellusMedicare.com](http://www.ExcellusMedicare.com). You may also call Customer Care 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.**

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### 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 Medicare care costs (doctor, hospital).
  - Think about how much you will spend on premiums, deductibles, and cost sharing.
- Check to see if your primary care doctors, specialists, hospitals, and other providers will be in our network next year.
- 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 [www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare) website or review the list in the back of your Medicare & You 2024 handbook.

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- 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 Medicare BlueSalute (PPO).
- To change to a **different plan**, you can switch plans between October 15 and December 7. Your new coverage will start January 1, 2024. This will end your enrollment with Medicare BlueSalute (PPO).
- If you recently moved into, currently live in, or just moved out of 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.

### **Additional Resources**

- Please contact our Customer Care number at 1-877-883-9577 for additional information. (TTY users should call 1-800-662-1220.) Hours are Monday - Friday, 8:00 a.m. - 8:00 p.m. Representatives are also available 8:00 a.m. - 8:00 p.m., Monday - Sunday, from October 1 - March 31. This call is free.
- This information may be available in a different format, including large print, audio, and braille.
- 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 [www.irs.gov/Affordable-Care-Act/Individuals-and-Families](http://www.irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information.

### **About Medicare BlueSalute (PPO)**

- Excellus BlueCross BlueShield is an PPO plan with a Medicare contract. Enrollment in Excellus BlueCross BlueShield depends on contract renewal.
- When this document says "we", "us", or "our", it means Excellus BlueCross BlueShield. When it says "plan" or "our plan," it means Medicare BlueSalute (PPO).

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**Summary of Important Costs for 2024**

The table below compares the 2023 costs and 2024 costs in several important areas. **Please note this is only a summary of costs.**

Cost	2023 (this year)	2024 (next year)
<p><b>Monthly plan premium*</b></p> <p>* Your premium may be higher or lower than this amount. (See Section 1.1 for details.)</p>	<p>\$0</p>	<p>\$0</p>
<p><b>Part B Premium Reduction</b></p>	<p>We will reduce the Part B premium that you pay to the Social Security Administration by \$35.</p>	<p>We will reduce the Part B premium that you pay to the Social Security Administration by \$35.</p>
<p><b>Maximum out-of-pocket amount</b></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>	<p>From network providers: \$4,500 From network and out-of-network providers combined: \$7,800</p>	<p>From network providers: \$4,500 From network and out-of-network providers combined: \$7,800</p>
<p><b>Doctor office visits</b></p>	<p><b>Primary care visits:</b> You pay a \$5 copayment in-network per visit. You pay a 30% coinsurance out-of-network per visit. <b>Specialist visits:</b> You pay a \$35 copayment in-network per visit. You pay a 30% coinsurance out-of-network per visit.</p>	<p><b>Primary care visits:</b> You pay a \$5 copayment in-network per visit. You pay a 30% coinsurance out-of-network per visit. <b>Specialist visits:</b> You pay a \$35 copayment in-network per visit. You pay a 30% coinsurance out-of-network per visit.</p>

<b>Cost</b>	<b>2023 (this year)</b>	<b>2024 (next year)</b>
<b>Inpatient hospital stays</b>	<p><b>In-network:</b>                      You pay a \$325 copayment per day for days 1 through 5 for covered hospital care. Thereafter, you pay a \$0 copayment for additional Medicare-covered days during your hospital admission.</p> <p><b>Out-of-network:</b>                      You pay 30% coinsurance</p>	<p><b>In-network:</b>                      You pay a \$325 copayment per day for days 1 through 5 for covered hospital care. Thereafter, you pay a \$0 copayment for additional Medicare-covered days during your hospital admission.</p> <p><b>Out-of-network:</b>                      You pay 30% coinsurance</p>
<b>Inpatient mental health and chemical dependency admission</b>	<p><b>In-network:</b>                      You pay a \$324 copayment per day for days 1 through 5 for covered hospital care. Thereafter, you pay a \$0 copayment for additional Medicare-covered days during your hospital admission.</p> <p><b>Out-of-network:</b>                      You pay 30% coinsurance</p>	<p><b>In-network:</b>                      You pay a \$324 copayment per day for days 1 through 5 for covered hospital care. Thereafter, you pay a \$0 copayment for additional Medicare-covered days during your hospital admission.</p> <p><b>Out-of-network:</b>                      You pay 30% coinsurance</p>

**SECTION 1 Changes to Benefits and Costs for Next Year**

**Section 1.1 – Changes to the Monthly Premium**

Cost	2023 (this year)	2024 (next year)
<b>Part B Premium Reduction</b>	We will reduce the Part B premium that you pay to the Social Security Administration by \$35.	We will reduce the Part B premium that you pay to the Social Security Administration by \$35.
<b>Monthly premium</b> (You must continue to pay your Medicare Part B premium.)	\$0	\$0

**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	2023 (this year)	2024 (next year)
<b>Maximum out-of-pocket amount</b> 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.	\$4,500	\$4,500 Once you have paid \$4,500 out-of-pocket for Part A and Part B covered services, you will pay nothing for your Part A and Part B covered services for the rest of the calendar year.
<b>Combined maximum out-of-pocket amount</b> Your costs for covered medical services (such as copays) from in network and out-of-network providers count toward your combined maximum out-of-pocket	\$7,800	\$7,800 Once you have paid \$7,800 out-of-pocket for Part A and Part B covered services, you will pay nothing for your Part A and Part B covered

Cost	2023 (this year)	2024 (next year)
amount. Your costs for outpatient prescription drugs do not count toward your maximum out-of-pocket amount for medical services.		services from network or out-of-network providers for the rest of the calendar year.

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**Section 1.3 – Changes to the Provider Network**

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Updated directories are located on our website at [www.ExcellusMedicare.com](http://www.ExcellusMedicare.com). You may also call Customer Care for updated provider and 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. **Please review the 2024 Provider Directory to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

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

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**Section 1.4 – Changes to Benefits and Costs for Medical Services**

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

Cost	2023 (this year)	2024 (next year)
<b>Emergency Room (Worldwide)</b>	\$95 copayment	\$100 copayment

Cost	2023 (this year)	2024 (next year)
<p><b>Enhanced Disease Management Program</b></p>	<p>Not Available</p>	<p>\$0 copayment                      This benefit is for members who have a muscular skeleton disease. If you qualify for this program we will reach out to you. The member will be evaluated by an orthopedic focused physician for appropriateness for the program and will be assigned a care management team which will perform physical therapy/ coaching/physician reviews/ dietary visits through a digital tool on a smart device or web-based platform, as well as having access to exercises, care plan goals, and asynchronous text messaging with caregivers. The management program is designed to limit pain and member frustration, eliminate unnecessary opioid usage, unnecessary procedures and surgeries, re-operations, and surgical complications by using a whole person, personalized care approach.</p>



<b>Cost</b>	<b>2023 (this year)</b>	<b>2024 (next year)</b>
<b>Health Education Program</b>	Not Available	<p>\$0 copayment</p> <p>This benefit is for members who have stage 4 or 5 chronic kidney disease. If you qualify for this program we will reach out to you. Once you enter the program, you will be assigned a multi-disciplinary care team who will focus on evidence-based, guideline-driven patient education, patient engagement, self-management, management of comorbidities, coordination of care, as well as behavior change counseling and patient navigation services. The goal of the education program is to prolong kidney function, decrease the progression of chronic kidney disease and enable engaged members requiring and selecting renal replacement therapy to experience an optimal transition. The program is offered virtually and in-person.</p>

Cost	2023 (this year)	2024 (next year)
<p><b>Medicare Part B Prescription Drugs (not self administered) Chemotherapy Drugs, Part B Injectable Drugs / J codes (not self administered)</b></p>	<p>Note: changed mid year 2023 as a result of the Inflation Reduction Act. Baseline is 20% with 0-20% range for drugs impacted by the Inflation Rebate Program. Drugs and percentage can change quarterly.</p>	<p>Baseline is 20% with 0-20% range for drugs impacted by the Inflation Rebate Program. Drugs and percentage can change quarterly.</p>
<p><b>Over-the-counter (OTC) Items (Supplemental)</b></p>	<p>Over-the-counter health related items like vitamins, sunscreen, pain relievers, cough and cold medicine, and bandages are covered. OTC items are purchased through a catalog, once per quarter, and are not available through retail stores. You do not need a prescription. More information will be sent to you in the mail.</p>	<p>Over-the-counter health related items like vitamins, sunscreen, pain relievers, cough and cold medicine, bandages, and Covid-19 testing kits (new for 2024) are covered. OTC items are purchased through a catalog, once per quarter, and are not available through retail stores. You do not need a prescription. More information will be sent to you in the mail. New for 2024, you will be allowed to self-pay for anything above your allowance. Only 1 purchase per quarter.</p>
<p><b>Part B Insulin used in a traditional insulin pump</b></p>	<p>Note: changed mid year 2023 as a result of the Inflation Reduction Act. \$35 copayment for a 30-day supply, in network</p>	<p>\$35 copayment for a 30-day supply, in network</p>
<p><b>Pulmonary Rehabilitation</b></p>	<p>\$20 copayment, in network</p>	<p>\$15 copayment, in network</p>
<p><b>Skilled Nursing Facility Days 21-100</b></p>	<p>\$196 copayment per day, in network</p>	<p>\$203 copayment per day, in network</p>
<p><b>Supervised Exercise Therapy (SET)</b></p>	<p>\$20 copayment, in network</p>	<p>\$15 copayment, in network</p>

**SECTION 2 Administrative Changes**

Cost	2023 (this year)	2024 (next year)
<b>Member Card</b>	New member cards will be mailed in mid December. If you don't receive your ID card by 12/31/2022, please contact our Customer Care department. It is important for you to show providers and pharmacists your new card whenever you receive services beginning 1/1/2023.	New member cards will be mailed in mid December. If you don't receive your ID card by 12/31/2023, please contact our Customer Care department. It is important for you to show providers and pharmacists your new card whenever you receive services beginning 1/1/2024.
<b>Opt out of phone calls</b>	Please call Customer Care, if you would like to opt out of receiving phone calls from us.	Please call Customer Care, if you would like to opt out of receiving phone calls from us.

**SECTION 3 Deciding Which Plan to Choose**

**Section 3.1 – If you want to stay in Medicare BlueSalute (PPO)**

**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 Medicare BlueSalute (PPO) for 2024.

**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 2024 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 1.1 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](http://www.medicare.gov/plan-compare)), read the Medicare & You 2024 handbook call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

As a reminder, Excellus BlueCross BlueShield offers other Medicare health plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

**Step 2: Change your coverage**

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from Medicare BlueSalute (PPO).
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Medicare BlueSalute (PPO).
- To **change to Original Medicare without a prescription drug plan**, you must either:
  - Send us a written request to disenroll. Contact Customer Care if you need more information on how to do this.
  - – 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, 2024.

### **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, 2024, 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, 2024.

If you recently moved into, currently live in, or just moved out of 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.

## **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 New York, the SHIP is called Health Insurance Information Counseling and Assistance Program (HIICAP).

It is a state program that gets money from the Federal Government to give **free** local health insurance counseling to people with Medicare. HIICAP 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 HIICAP at 1-800-701-0501. You can learn more about HIICAP by visiting their website ([aging.ny.gov/programs/medicare-and-health-insurance](http://aging.ny.gov/programs/medicare-and-health-insurance)).

## 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, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or 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 a.m. and 7 p.m., 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 (applications);
- **Help from your state’s pharmaceutical assistance program.** New York has a program called Elderly Pharmaceutical Insurance Program (EPIC) that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program.
- **What if you have coverage from an AIDS Drug Assistance Program (ADAP)?** The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the **HIV Uninsured Care Programs.**

**Note:** 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.

- If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure, you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please contact **HIV Uninsured Care Programs:**

- Mail: Empire Station, P.O. Box 2052, Albany, NY 12220-0052.
- Visit: [www.health.ny.gov/diseases/aids/general/resources/adap/](http://www.health.ny.gov/diseases/aids/general/resources/adap/)
- Call: 1-800-542-2437 or 1-844-682-4058 (in-state, toll free); 1-518-459-1641 (out of state); 1-518-459-0121 (TDD) Monday through Friday, 8:00 am - 5:00 pm. or
- Email: [adap@health.ny.gov](mailto:adap@health.ny.gov)

## **SECTION 7 Questions?**

### **Section 7.1 – Getting Help from Medicare BlueSalute (PPO)**

Questions? We're here to help. Please call Customer Care at 1-877-883-9577. (TTY only, call 1-800-662-1220.) We are available for phone calls Monday - Friday, 8:00 a.m. - 8:00 p.m. Representatives are also available 8:00 a.m. - 8:00 p.m., Monday - Sunday, from October 1 - March 31. Calls to these numbers are free.

#### **Read your 2024 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 2024. For details, look in the 2024 Evidence of Coverage for Medicare BlueSalute (PPO). 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.ExcellusMedicare.com](http://www.ExcellusMedicare.com). You may also call Customer Care to ask us to mail you an Evidence of Coverage.

#### **Visit our Website**

You can also visit our website at [www.ExcellusMedicare.com](http://www.ExcellusMedicare.com). As a reminder, our website has the most up-to-date information about our provider network (Provider 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](http://www.medicare.gov)). It has information about cost, coverage, and 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](http://www.medicare.gov/plan-compare).

#### **Read Medicare & You 2024**

Read the Medicare & You 2024 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/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.