



NOW THAT I AM A VIVA MEDICARE MEMBER,

WHAT SHOULD I DO NEXT?



Your VIVA MEDICARE agent has completed the applications for Low Income Subsidy (LIS) and for the Medicare Savings Programs (MSP).

*If you are approved for Low Income Subsidy, you will get extra help with your VIVA MEDICARE prescription benefits at the pharmacy.

*If you are approved for the Medicare Savings Program, you can move from your current VIVA MEDICARE plan to a VIVA MEDICARE *Extra Value* (HMO-SNP). This plan has lower copayments on many services. This plan also has extra benefits such as dental and eyewear allowances plus transportation services.

On the back of this page you will find a list of mailings you should get over the next 60 days. These should come in the order in which they are listed.



BE EXPECTING

1. In 7-10 business days you will get a letter from VIVA MEDICARE to let you know you are in a VIVA MEDICARE plan. This letter will give your member identification number and start date. This letter will tell you how to use your VIVA MEDICARE plan until you get your ID cards. Please keep this letter for your records.
2. You will get your VIVA MEDICARE ID Card. Call the number on the card to confirm receipt and find out other exciting info. The ID card has your primary care doctor's name and your member ID number. Start using this card in place of your Medicare card on your effective date.
3. You will get a letter from Social Security within 30-60 days that will say if you have been approved or denied for Low Income Subsidy (prescription assistance). If approved, you will stay on your current VIVA MEDICARE plan, but the cost of your medicine should go down.
4. You will get a letter from the Alabama Medicaid Agency within 30-60 days. It will say if you have been approved or denied for the Medicare Savings Program. If approved, you will automatically get the Low Income Subsidy (prescriptions assistance). You will also be able to join the VIVA MEDICARE *Extra Value* plan.
 - a. If approved – please call VIVA Medicare Member Services at (800) 633-1542. They will assist you with switching from your current VIVA MEDICARE plan to the VIVA MEDICARE *Extra Value* Plan. This plan gives you extra benefits and additional services.
 - b. If not eligible – no further action is needed. You will stay with your current VIVA MEDICARE plan.

If you have any questions, please feel free to call your agent directly or you can call VIVA Member Services at 1-800-633-1542 TTY Users: 711. Member Services is available 8 am to 8 pm CST, Monday – Friday. From October 1 – February 14, 8 am to 8 pm CST, 7 Days a week.



VISIT US AT A

You can visit your local VIVA HEALTH Café for in person assistance. For more about cafe hours and locations visit www.vivmedicarecafes.com or call Member Services at (205) 918-2067 or 1-800-633-1542.

VivaMedicareMember.com



The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, premium, and/or co-payments/co-insurance may change on January 1 of each year.

VIVA MEDICARE is an HMO plan with a Medicare contract and a contract with the Alabama Medicaid Agency. Enrollment in VIVA MEDICARE depends on contract renewal. H0154_mcdoc1689A CMS Accepted 06/05/2016