

**Blue MedicareRx
Essential (PDP)**

offered by
Blue Cross Blue Shield of Arizona

**2021
Annual
Notice of
Changes**



An Independent Licensee of the Blue Cross Blue Shield Association

Annual Notice of Changes for 2021

You are currently enrolled as a member of Blue MedicareRx Essential. Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes.*

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.**
 - It's important to review your coverage now to make sure it will meet your needs next year.
 - Do the changes affect the services you use?
 - Look in Sections 1.1, 1.2 and 1.3 for information about benefit and cost changes for our plan.
- Check the changes in the booklet to our prescription drug coverage to see if they affect you.**
 - Will your drugs be covered?
 - Are your drugs in a different tier, with different cost sharing?
 - Do any of your drugs have new restrictions, such as needing approval from us before you fill your prescription?
 - Can you keep using the same pharmacies? Are there changes to the cost of using this pharmacy?
 - Review the 2021 Drug List and look in Section 1.3 for information about changes to our drug coverage.
 - Your drug costs may have risen since last year. Talk to your doctor about lower cost alternatives that may be available for you; this may save you in annual out-of-pocket costs throughout the year. To get additional information on drug prices visit [go.medicare.gov/drugprices](https://www.go.medicare.gov/drugprices). These dashboards highlight which manufacturers have been increasing their prices and also show other year-to-year drug price information. Keep in mind that your plan benefits will determine exactly how much your own drug costs may change.
- Think about your overall health care costs.**
 - How much will you spend out-of-pocket for the services and prescription drugs you use regularly?
 - How much will you spend on your premium and deductibles?
 - How do your total plan costs compare to other Medicare coverage options?
- 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 personalized search feature on the Medicare Plan Finder at the www.medicare.gov/plan-compare website.
 - Review the list in the back of your *Medicare & You* handbook.
 - Look in Section 3.2 to learn more about your choices.
- 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, 2020, you will be enrolled in Blue MedicareRx Enhanced.
- To change to a **different plan** that may better meet your needs, you can switch plans between October 15 and December 7.

4. ENROLL: To change plans, join a plan between October 15 and December 7, 2020

- If you don't join another plan by **December 7, 2020**, you will stay in Blue MedicareRx Essential.
- If you join another plan by **December 7, 2020**, your new coverage will start on **January 1, 2021**. You will be automatically disenrolled from your current plan.

Additional Resources

- This document is available for free in Spanish. Este documento está disponible gratis en español.
- Please contact our Member Services number at **1-833-229-3593** for additional information. (TTY users should call **711**.) Hours are seven days a week from 8 a.m. to 8 p.m., daily, local time.
- This information is available electronically or in large print.

About Blue MedicareRx Essential

- Blue Cross[®] Blue Shield[®] of Arizona (BCBSAZ) is contracted with Medicare to offer HMO and PPO Medicare Advantage plans and PDP plans. Enrollment in BCBSAZ plans depends on contract renewal.
- When this booklet says "we," "us," or "our," it means Blue Cross Blue Shield of Arizona. When it says "plan" or "our plan," it means Blue MedicareRx Essential.

Summary of Important Costs for 2021

The table below compares the 2020 costs and 2021 costs for Blue MedicareRx Essential in several important areas. **Please note this is only a summary of changes.** A copy of the *Evidence of Coverage* is located on our website at www.YourAZMedicareSolutions.com. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

| Cost | 2020 (this year) | 2021 (next year) |
|---|--|---|
| Monthly plan premium* *Your premium may be higher or lower than this amount. See Section 1.1 for details. | \$27.90 | \$39.50 |
| Part D prescription drug coverage (See Section 1.3 for details.) | Deductible: \$435 During this stage, you pay \$0 (preferred) or \$10 (standard) cost sharing for drugs on Tier 1 and \$1 (preferred) or \$15 (standard) cost sharing for drugs on Tier 2 and the full cost of drugs on Tiers 3, 4 and 5 until you have reached the yearly deductible. Copayment/Coinsurance during the Initial Coverage Stage: Drug Tier 1 <i>Standard retail cost sharing:</i> You pay \$10 per prescription. <i>Preferred retail cost sharing:</i> You pay \$0 per prescription. | Deductible: \$180 During this stage, you pay \$0 cost sharing for drugs on Tier 1 and \$4 cost sharing for drugs on Tier 2 and the full cost of drugs on Tiers 3, 4 and 5 until you have reached the yearly deductible. Copayment/Coinsurance during the Initial Coverage Stage: Drug Tier 1 You pay \$0 retail cost sharing per prescription. |
| | Drug Tier 2 <i>Standard retail cost sharing:</i> You pay \$15 per prescription. <i>Preferred retail cost sharing:</i> You pay \$1 per prescription. | Drug Tier 2 You pay \$4 retail cost sharing per prescription. |

| Cost | 2020 (this year) | 2021 (next year) |
|--|---|---|
| Part D prescription drug coverage (See Section 1.3 for details.) | Drug Tier 3 <i>Standard retail cost sharing:</i> You pay \$45 per prescription. <i>Preferred retail cost sharing:</i> You pay \$30 per prescription. | Drug Tier 3 You pay 18% of total retail cost. |
| | Drug Tier 4 <i>Standard retail cost sharing:</i> You pay 44% of the total cost. <i>Preferred retail cost sharing:</i> You pay 30% of the total cost. | Drug Tier 4 You pay 40% of total retail cost. |
| | Drug Tier 5 <i>Standard retail cost sharing:</i> You pay 25% of the total cost. <i>Preferred retail cost sharing:</i> You pay 25% of the total cost. | Drug Tier 5 You pay 26% of total retail cost. |

Annual Notice of Changes for 2021

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SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 – Changes to the Monthly Premium

| Cost | 2020 (this year) | 2021 (next year) |
|---|---------------------|---------------------|
| Monthly premium (You must also continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.) | \$27.90 | \$39.50 |

- 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.
- Your monthly premium will be *less* if you are receiving “Extra Help” with your prescription drug costs. Please see Section 7 regarding “Extra Help” from Medicare.

Section 1.2 – Changes to the Pharmacy Network

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.

There are changes to our network of pharmacies for next year. An updated *Pharmacy Directory* is located on our website at www.YourAZMedicareSolutions.com. You may also call Member Services for updated provider information or to ask us to mail you a *Pharmacy Directory*. **Please review the 2021 Pharmacy Directory to see which pharmacies are in our network.**

Section 1.3 – Changes to Part D Prescription Drug Coverage

Changes to Our Drug List

Our list of covered drugs is called a formulary or “Drug List.” A copy of our Drug List is provided electronically at www.YourAZMedicareSolutions.com.

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 see if there will be any restrictions.**

If you are affected by a change in drug coverage, you can:

- **Work with your doctor (or other prescriber) and ask the plan to make an exception** to cover the drug. **We encourage current members** to ask for an exception before next year.
 - To learn what you must do to ask for an exception, see Chapter 7 of your *Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints))* or call Member Services.
- **Work with your doctor (or other prescriber) to find a different drug** that we cover. You can call Member Services to ask for a list of covered drugs that treat the same medical condition.

In some situations, we are required to cover a temporary supply of a non-formulary drug in the first 90 days of the plan year or the first 90 days of membership to avoid a gap in therapy. (To learn more about when you can get a temporary supply and how to ask for one, see Chapter 3, Section 5.2 of the *Evidence of Coverage*.) During the time when you are getting a temporary supply of a drug, you should talk with your doctor to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug.

Meanwhile, you and your doctor will need to decide what to do before your temporary supply of the drug runs out.

- Perhaps you can find a different drug covered by the plan that might work just as well for you. You can call Member Services for assistance with alternative medications that treat the same medical condition(s). This list can help your doctor or other prescriber to find a covered drug that might work for you.
- You and your doctor can ask the plan to make an exception for you and cover the drug. You can ask for an exception in advance for next year and we will give you an answer to your request before the change takes effect. To learn what you must do to ask for an exception, see Chapter 7 of the separately mailed *Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints))*.
- If you are a current member and a drug you are taking will be removed from the formulary or restricted in some way for next year, we will allow you to request a formulary exception in advance for next year. We will tell you about any change in the coverage for your drug for the following year. You can submit a formulary exception request asking that the drug be covered in 2021 beginning November 1, 2020, and we will notify you of the decision within 72 hours from the time we receive the request.
- Current formulary exceptions may still be covered, depending on the circumstance. You can call Member Services to confirm coverage duration.

Most of the changes in the Drug List are new for the beginning of each year. However, during the year, we might make other changes that are allowed by Medicare rules.

When we make these changes to the Drug List during the year, you can still work with your doctor (or other prescriber) and ask us to make an exception to cover the drug. We will also continue to update our online Drug List as scheduled and provide other required information to reflect drug changes. (To learn more about changes we may make to the Drug List, see Chapter 3, Section 6 of the *Evidence of Coverage*.)

Changes to Prescription Drug 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 Member Services and ask for the “LIS Rider.”

There are four “drug payment stages.” How much you pay for a Part D drug depends on which drug payment stage you are in. (You can look in

Chapter 4, Section 2 of your *Evidence of Coverage* for more information about the stages.)

The following information shows the changes for next year to the first two stages – the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages – the Coverage Gap Stage or the Catastrophic Coverage Stage. To get information about your costs in these stages, look at Chapter 4, Sections 6 and 7, in the *Evidence of Coverage* which is located on our website at www.YourAZMedicareSolutions.com. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.)

Changes to the Deductible Stage

| Stage | 2020 (this year) | 2021 (next year) |
|--|---|---|
| <p>Stage 1: Yearly Deductible Stage</p> <p>During this stage, you pay the full cost of your Part D drugs until you have reached the yearly deductible.</p> | <p>The deductible is \$435.</p> <p>During this stage, you pay \$0 (preferred) or \$10 (standard) cost sharing for drugs on Tier 1 and \$1 (preferred) or \$15 (standard) cost sharing for drugs on Tier 2 and the full cost of drugs on Tiers 3, 4 and 5 until you have reached the yearly deductible.</p> | <p>The deductible is \$180.</p> <p>During this stage, you pay \$0 cost sharing for drugs on Tier 1 and \$4 cost sharing for drugs on Tier 2 and the full cost of drugs on Tiers 3, 4 and 5 until you have reached the yearly deductible.</p> |

Changes to Your Cost Sharing in the Initial Coverage Stage

For drugs on Tier 3 Brand, your cost sharing in the initial coverage stage is changing from copayment to coinsurance. Please see the following chart for the changes from 2020 to 2021.

To learn how copayments and coinsurance work, look at Chapter 4, Section 1.2, *Types of out-of-pocket costs you may pay for covered drugs* in your *Evidence of Coverage*.

| Stage | 2020 (this year) | 2021 (next year) |
|--|---|--|
| <p>Stage 2: Initial Coverage Stage</p> <p>Once you pay the yearly deductible, you move to the Initial Coverage Stage. During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost. For 2020 you paid a \$45 copayment for drugs on Tier 3. For 2021 you will pay 18% coinsurance for drugs on this tier.</p> <p>The costs in this row are for a one-month (30-day) supply when you fill your prescription at a network pharmacy.</p> <p>For information about the costs for a long-term supply, or for mail-order prescriptions, look in Chapter 4, Section 5 of your <i>Evidence of Coverage</i>.</p> <p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p> | Your cost for a one-month supply filled at a network pharmacy: | Your cost for a one-month supply filled at a network pharmacy: |
| | <p>Tier 1 Preferred Generic drugs</p> <p><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 1 Preferred Generic drugs</p> <p>You pay \$0 per prescription.</p> |
| | <p>Tier 2 Generic drugs</p> <p><i>Standard cost sharing:</i> You pay \$15 per prescription.</p> <p><i>Preferred cost sharing:</i> You pay \$1 per prescription.</p> | <p>Tier 2 Generic drugs</p> <p>You pay \$4 per prescription.</p> |
| | <p>Tier 3 Preferred Brand drugs</p> <p><i>Standard cost sharing:</i> You pay \$45 per prescription.</p> <p><i>Preferred cost sharing:</i> You pay \$30 per prescription.</p> | <p>Tier 3 Preferred Brand drugs</p> <p>You pay 18% of the total cost.</p> |
| | <p>Tier 4 Non-Preferred Brand drugs</p> <p><i>Standard cost sharing:</i> You pay 44% of the total cost.</p> <p><i>Preferred cost sharing:</i> You pay 30% of the total cost.</p> | <p>Tier 4 Non-Preferred Brand drugs</p> <p>You pay 40% of the total cost.</p> |
| | <p>Tier 5 Specialty drugs</p> <p><i>Standard cost sharing:</i> You pay 25% of the total cost.</p> <p><i>Preferred cost sharing:</i> You pay 25% of the total cost.</p> | <p>Tier 5 Specialty drugs</p> <p>You pay 26% of the total cost.</p> |
| | Once your total drug costs have reached \$4,020, you will move to the next stage (the Coverage Gap Stage). | Once your total drug costs have reached \$4,130, you will move to the next stage (the Coverage Gap Stage). |
| <p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p> | | |

Changes to the Coverage Gap and Catastrophic Coverage Stages

The other two drug coverage stages – the Coverage Gap Stage and the Catastrophic Coverage Stage – are for people with high drug costs. **Most members do not reach the Coverage Gap Stage or the Catastrophic Coverage Stage.**

For information about your costs in these stages, look at Chapter 4, Sections 6 and 7, in your *Evidence of Coverage*.

SECTION 2 Administrative Changes

| Process | 2020 (this year) | 2021 (next year) |
|--|----------------------------------|------------------------|
| Our plan's mail-order service provider has changed for 2021. For certain kinds of drugs, you can use the plan's network mail-order services. Refer to Chapter 3, Section 2.3, in the <i>Evidence of Coverage</i> (EOC) for more information. | CVS Caremark Mail Order Pharmacy | MedImpact Direct Mail® |

SECTION 3 Deciding Which Plan to Choose

Section 3.1 – If You Want to Stay in Blue MedicareRx Essential

To stay in our plan, you don't need to do anything. If you do not sign up for a different plan by December 7, you will automatically be enrolled in our Blue MedicareRx Essential.

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 for 2021, follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare prescription drug plan timely,
- *OR* – You can change to a Medicare health plan. Some Medicare health plans also include Part D prescription drug coverage;
- *OR* – You can keep your current Medicare health coverage and drop your Medicare prescription drug coverage.

To learn more about Original Medicare and the different types of Medicare plans, read *Medicare & You 2021*, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to www.medicare.gov/plan-compare. **Here you can find information about costs, coverage, and quality ratings for Medicare plans.**

As a reminder, Blue Cross Blue Shield of Arizona offers other Medicare health plans and Medicare prescription drug 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 prescription drug plan**, enroll in the new plan. You will automatically be disenrolled from Blue MedicareRx Essential.
- To **change to a Medicare health plan**, enroll in the new plan. Depending on which type of plan you choose, you may automatically be disenrolled from Blue MedicareRx Essential.

- You will automatically be disenrolled from Blue MedicareRx Essential if you enroll in any Medicare health plan that includes Part D prescription drug coverage. You will also automatically be disenrolled if you join a Medicare HMO or Medicare PPO, even if that plan does not include prescription drug coverage.
- If you choose a Private Fee-For-Service plan without Part D drug coverage, a Medicare Medical Savings Account plan, or a Medicare Cost Plan, you can enroll in that new plan and keep Blue MedicareRx Essential for your drug coverage. Enrolling in one of these plan types will not automatically disenroll you from Blue MedicareRx Essential. If you are enrolling in this plan type and want to leave our plan, you must ask to be disenrolled from Blue MedicareRx Essential. To ask to be disenrolled, you must send us a written request or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, seven days a week (TTY users should call **1-877-486-2048**).
- To **change to Original Medicare without a prescription drug plan**, you must either:
 - Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
 - – *OR* – Contact **Medicare**, at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, seven 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 prescription drug plan or to a Medicare health plan for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2021.

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

In certain situations, changes are also allowed at other times of the year. For example, 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 may be allowed to make a change at other times of the year. For more information, see Chapter 8, Section 2.2 of the *Evidence of Coverage*.

SECTION 5 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Arizona, the SHIP is called DES Division of Aging and Adult Services (DAAS).

DAAS is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. DAAS 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 DAAS at **1-800-432-4040**. You can learn more about DAAS by visiting their website (<https://des.az.gov/services/aging-and-adult/state-health-insurance-assistance-program-ship>).

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. Many people are eligible and don’t even know it. 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, seven days a week;
 - The Social Security Office at **1-800-772-1213** between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call **1-800-325-0778** (applications); or
 - Your State Medicaid Office (applications).
- **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. 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 Arizona AIDS Drug Assistance Program. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call **1-800-334-1540** or **(602) 364-3610**.

SECTION 7 Questions?

Section 7.1 – Getting Help from Blue MedicareRx Essential

Questions? We’re here to help. Please call Member Services at **1-833-229-3593**. (TTY only, call **711**.) We are available for phone calls 8 a.m. to 8 p.m., daily, local time. Calls to these numbers are free.

Read your 2021 *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 2021. For details, look in the 2021 *Evidence of Coverage* for Blue MedicareRx Essential. 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.YourAZMedicareSolutions.com**. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

Visit our website

You can also visit our website at **www.YourAZMedicareSolutions.com**. As a reminder, our website has the most up-to-date information about our pharmacy network (*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, seven days a week. TTY users should call **1-877-486-2048**.

Visit the Medicare Website

You can visit the Medicare website (**www.medicare.gov**). It has information about cost, coverage, and quality ratings to help you compare Medicare prescription drug plans. You can find information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to **www.medicare.gov/plan-compare**.)

Read *Medicare & You 2021*

You can read the *Medicare & You 2021* 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. If you don't have a copy of this booklet, you can get it at the Medicare website (www.medicare.gov) or by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, seven days a week. TTY users should call **1-877-486-2048**.

Blue Cross Blue Shield of Arizona (BCBSAZ) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. We provide free aids and services to people with disabilities to communicate effectively with us, such as qualified interpreters and written information in other formats such as large print and accessible electronic formats. We also provide free language services to people whose primary language is not English, such as qualified interpreters and written information in other languages. If you need these services call **1-833-229-3593 (TTY: 711)**.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-229-3593 (TTY: 711).

Navajo: Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, kojí' hódíílnih 1-833-229-3593 (TTY: 711).



Visit www.YourAZMedicareSolutions.com



Call **1-833-229-3593** (TTY: **711**)

8 a.m. to 8 p.m., local time

- October 1–March 31: seven days a week
- April 1–September 30: Monday through Friday



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