

# Frequently Asked Questions



## HOW DOES THIS CHANGE AFFECT ME?

In 2018, WellCare Health Plans acquired Aetna's standalone Medicare Part D Prescription Drug Plans (PDP). **In 2019, your Prescription Drug Plan benefits remain unchanged** and you can continue to access your benefits at in-network pharmacies with your current Aetna member ID card. You will become a WellCare member on **Jan. 1, 2020**, unless you choose a different prescription drug plan.



## DOES THIS MEAN I WILL BECOME A WELLCARE MEMBER IN 2020?

Yes. Effective Jan. 1, 2020, you will be enrolled in a WellCare Prescription Drug Plan unless you choose a different prescription drug plan during the Annual Enrollment Period. For a Jan. 1, 2020 effective date, the 2020 Medicare Annual Enrollment Period is Oct. 15, 2019, through Dec. 7, 2019.



## WILL MY PHARMACY CHANGE IN 2020?

We are committed to maintaining a strong pharmacy network in 2020. If there are changes to our pharmacy network that may impact you, we'll send a letter in November outlining what you can expect for the next coverage year. You will also receive information on how to have a copy of our Pharmacy Directory mailed to your home. Beginning Oct. 1, you can view this information at [www.wellcare.com/pdp](http://www.wellcare.com/pdp).



## HOW WILL I KNOW ABOUT ANY CHANGES TO MY BENEFITS?

We will send your Annual Notice of Change in September. It will explain how your benefits may change in 2020.

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## **WHO SHOULD I CALL IF I HAVE A QUESTION OR A PROBLEM ABOUT MY 2019 DRUG COVERAGE?**

For any questions or concerns about your 2019 benefits, please call the phone number on the back of your ID card.



## **HOW CAN I FIND OUT IF MY MEDICATIONS WILL BE COVERED BY WELLCARE IN 2020?**

You should check the formulary for your 2020 plan to make sure your medications are covered. This information will be available after October 1<sup>st</sup>. You can find a copy of the formulary on our website or we can mail you one.



## **WILL THE CHANGE AFFECT MY PLAN BENEFITS OR COST-SHARING?**

Benefits and cost-sharing can change annually. You should review the Annual Notice of Change we will mail you in September to understand how your benefits may change. We will also send you a personalized letter with any changes to your drug and pharmacy network coverage.



## **WILL MY PREMIUM CHANGE?**

Your premium may change annually. To learn about any premium changes, please review the Annual Notice of Change we will mail you in September. We will also send you information about your options to pay your premium moving forward.



## **WHERE SHOULD I SEND MY 2019 PREMIUM PAYMENTS?**

For premium payments that need to be applied to your 2019 plan, you should continue to send Aetna all payments. In November, you will receive a letter letting you know where to send 2020 premium payments which will also include a list of options on how to pay your premium.



## **WILL I GET A NEW ID CARD?**

Yes, you will get a new WellCare ID card for 2020, before your Jan. 1, 2020 effective date.

