



Advantage Care by Ultimate (HMO C-SNP) offered by Ultimate Health Plans

Annual Notice of Change for 2026

You're enrolled as a member of Advantage Care by Ultimate (HMO C-SNP).

This material describes changes to our plan's costs and benefits next year.

- **You have from October 15 – December 7 to make changes to your Medicare coverage for next year.** If you don't join another plan by December 7, 2025, you'll stay in Advantage Care by Ultimate (HMO C-SNP).
- To change to a **different plan**, visit www.Medicare.gov or review the list in the back of your *Medicare & You* 2026 handbook.
- Note this is only a summary of changes. More information about costs, benefits, and rules is in the *Evidence of Coverage*. Get a copy at www.ChooseUltimate.com/Member/DocumentsandForms or call Member Services at 888-657-4170 (TTY users call 711) to get a copy by mail.

More Resources

- This material is available for free in Spanish.
- Our plan provides language assistance services and appropriate auxiliary aids and services free of charge. Our plan provides the notice in English and at least the 15 languages most commonly spoken by people with limited English proficiency in our plan's service area and provides the notice in alternate formats for people with disabilities who require auxiliary aids and services to ensure effective communication.
- Call Member Services at 888-657-4170 (TTY users call 711) for more information. Hours are 8:00 am to 8:00 pm, Monday through Friday. Between October 1 and March 31, we are available Monday through Sunday from 8:00 am to 8:00 pm. This call is free.
- This information is available in braille, large print, audio.

About Advantage Care by Ultimate (HMO C-SNP)

- Ultimate Health Plans is an HMO with a Medicare contract and is contracted with the Florida State Medicaid program for Dual Special Needs Plans. Enrollment in Ultimate Health Plans depends on contract renewal.

- When this material says “we,” “us,” or “our,” it means Ultimate Health Plans. When it says “plan” or “our plan,” it means Advantage Care by Ultimate (HMO C-SNP).
- **If you do nothing by December 7, 2025, you’ll automatically be enrolled in** Advantage Care by Ultimate (HMO C-SNP). Starting January 1, 2026, you’ll get your medical and drug coverage through Advantage Care by Ultimate (HMO C-SNP). Go to Section 3 for more information about how to change plans and deadlines for making a change.

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Summary of Important Costs for 2026

	2025 (this year)	2026 (next year)
Monthly plan premium* * Your premium can be higher than this amount. Go to Section 1.1 for details.	\$0	\$0
Maximum out-of-pocket amount This is the <u>most</u> you'll pay out of pocket for covered services. (Go to Section 1.2 for details.)	\$3,200	\$3,200
Primary care office visits	\$0 copay per visit	\$0 copay per visit
Specialist office visits	\$15 copay per visit	\$3 copay per visit
Inpatient hospital stays Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you're formally admitted to the hospital with a doctor's order. The day before you're discharged is your last inpatient day.	\$160 copay per day for days 1 through 5 \$0 copay per day for days 6 through 90	\$160 copay per day for days 1 through 5 \$0 copay per day for days 6 through 90
Part D drug coverage deductible (Go to Section 1.7 for details.)	\$0	\$0

	2025 (this year)	2026 (next year)
Part D drug coverage (Go to Sections 1.6 and 1.7 for details, including Yearly Deductible, Initial Coverage, and Catastrophic Coverage Stages.)	Copayment/Coinsurance during the Initial Coverage Stage:	Copayment/Coinsurance during the Initial Coverage Stage:
	• Drug Tier 1: \$0 copay	• Drug Tier 1: \$0 copay
	• Drug Tier 2: \$0 copay	• Drug Tier 2: \$0 copay
	• Drug Tier 3: \$30 copay	• Drug Tier 3: \$30 copay You pay the lesser of 25% coinsurance or \$30 copay per month supply of each covered insulin product on this tier.
	• Drug Tier 4: \$60 copay	• Drug Tier 4: 35% of the total cost
	• Drug Tier 5: 33% coinsurance You pay \$35 copay per month supply of each covered insulin product on this tier.	• Drug Tier 5: 33% of the total cost You pay the lesser of 25% coinsurance or \$35 copay per month supply of each covered insulin product on this tier.
	• Drug Tier 6: \$10 copay	• Drug Tier 6: \$10 copay You pay the lesser of 25% coinsurance or \$10 copay per month supply of each covered insulin product on this tier.

	2025 (this year)	2026 (next year)
	Catastrophic Coverage Stage: During this payment stage, you pay nothing for your covered Part D drugs and for excluded drugs that are covered under our enhanced benefit.	Catastrophic Coverage Stage: During this payment stage, you pay nothing for your covered Part D drugs and for excluded drugs that are covered under our enhanced benefit.

SECTION 1 Changes to Benefits & Costs for Next Year

Section 1.1 Changes to the Monthly Plan Premium

	2025 (this year)	2026 (next year)
Monthly plan premium (You must also continue to pay your Medicare Part B premium.)	\$0	\$0 There is no change for the upcoming benefit year.
Part B premium reduction This amount will be deducted from your Part B premium. This means you'll pay less for Part B.	\$170.00	\$185.00

Factors that could change your Part D Premium Amount

- Late Enrollment Penalty - Your monthly plan premium will be *more* if you're required to pay a lifetime Part D late enrollment penalty for going without other drug coverage that's at least as good as Medicare drug coverage (also referred to as creditable coverage) for 63 days or more.
- Higher Income Surcharge - If you have a higher income, you may have to pay an additional amount each month directly to the government for Medicare drug coverage.

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've paid this amount, you generally pay nothing for covered services for the rest of the calendar year.

	2025 (this year)	2026 (next year)
Maximum out-of-pocket amount Your costs for covered medical services (such as copayments) count toward your maximum out-of-pocket amount. Your costs for prescription drugs don't count toward your maximum out-of-pocket amount.	\$3,200	\$3,200 Once you've paid \$3,200 out of pocket for covered services, you'll pay nothing for your covered services for the rest of the calendar year.

Section 1.3 Changes to the Provider Network

Our network of providers has changed for next year. Review the 2026 *Provider Directory* www.ChooseUltimate.com/Home/FindDoctor to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network. Here's how to get an updated *Provider Directory*:

- Visit our website at www.ChooseUltimate.com/Home/FindDoctor.
- Call Member Services at 888-657-4170 (TTY users call 711) to get current provider information or to ask us to mail you a *Provider Directory*.

We can make changes to the hospitals, doctors, and specialists (providers) that are part of our plan during the year. If a mid-year change in our providers affects you, call Member Services at 888-657-4170 (TTY users call 711) for help. For more information on your rights when a network provider leaves our plan, go to Chapter 3, Section 2.3 of your *Evidence of Coverage*.

Section 1.4 Changes to the Pharmacy Network

Amounts you pay for your prescription drugs can 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.

Our network of pharmacies has changed for next year. Review the 2026 *Pharmacy Directory* www.ChooseUltimate.com/Home/FindDoctor to see which pharmacies are in our network. Here's how to get an updated *Pharmacy Directory*:

- Visit our website at www.ChooseUltimate.com/Home/FindDoctor.
- Call Member Services at 888-657-4170 (TTY users call 711) to get current pharmacy information or to ask us to mail you a *Pharmacy Directory*.

We can make changes to the pharmacies that are part of our plan during the year. If a mid-year change in our pharmacies affects you, call Member Services at 888-657-4170 (TTY users call 711) for help.

Section 1.5 Changes to Benefits & Costs for Medical Services

	2025 (this year)	2026 (next year)
Acupuncture	<u>In-Network</u> \$15 copay for each Medicare-covered visit.	<u>In-Network</u> \$3 copay for each Medicare-covered visit.
Ambulance Services	<u>In-Network</u> \$150 copay for each one-way Medicare-covered ground ambulance service.	<u>In-Network</u> \$200 copay for each one-way Medicare-covered ground ambulance service.
Cardiac Rehabilitation Services	<u>In-Network</u> \$20 copay for each Medicare-covered cardiac rehabilitation services visit. \$20 copay for each Medicare-covered intensive-cardiac rehabilitation services visit.	<u>In-Network</u> \$5 copay for each Medicare-covered cardiac rehabilitation services visit. \$5 copay for each Medicare-covered intensive-cardiac rehabilitation services visit.
Chiropractic Services	<u>In-Network</u> \$15 copay for each Medicare-covered chiropractic services visit.	<u>In-Network</u> \$3 copay for each Medicare-covered chiropractic services visit.

	2025 (this year)	2026 (next year)
Chronic pain management and treatment services	<u>In-Network</u> Chronic pain management and treatment services benefit is <u>not</u> covered.	<u>In-Network</u> Medicare-covered chronic pain management and treatment services benefit is covered.
Colorectal Cancer Screening (Barium Enemas)	<u>In-Network</u> \$0 copay for each Medicare-covered barium enema.	<u>In-Network</u> Barium enema benefit is <u>not</u> covered.
Emergency Care	<u>In- and Out-of-Network</u> \$75 copay for each visit for Medicare-covered emergency care services.	<u>In- and Out-of-Network</u> \$120 copay for each visit for Medicare-covered emergency care services.
Flex Allowance (Hearing, Dental, Vision)	<u>In-Network</u> You will receive a \$200 yearly allowance loaded to your Ultimate Benefit Card to cover costs for hearing, dental, and vision services that exceed the plan-allowed benefits.	<u>In-Network</u> You will receive a \$500 yearly allowance loaded to your Ultimate Benefit Card to cover costs for hearing, dental, and vision services that exceed the plan-allowed benefits.
Outpatient Mental Health Care	<u>In-Network</u> \$15 copay for each Medicare-covered individual therapy visit with a mental health care professional (non-psychiatrist). \$10 copay for each Medicare-covered group therapy visit with a mental health care professional (non-psychiatrist).	<u>In-Network</u> \$3 copay for each Medicare-covered individual therapy visit with a mental health care professional (non-psychiatrist). \$3 copay for each Medicare-covered group therapy visit with a mental health care professional (non-psychiatrist).

	2025 (this year)	2026 (next year)
Outpatient Mental Health Care (continued)	\$15 copay for each Medicare-covered individual therapy visit with a psychiatrist. \$10 copay for each Medicare-covered group therapy visit with a psychiatrist.	\$3 copay for each Medicare-covered individual therapy visit with a psychiatrist. \$3 copay for each Medicare-covered group therapy visit with a psychiatrist.
Outpatient Rehabilitation Services	<u>In-Network</u> \$20 copay for each Medicare-covered occupational therapy visit. \$20 copay for each Medicare-covered physical therapy or speech therapy visit.	<u>In-Network</u> \$3 copay for each Medicare-covered occupational therapy visit. \$3 copay for each Medicare-covered physical therapy or speech therapy visit.
Over-the-Counter Items	<u>In-Network</u> OTC items benefit is <u>not</u> covered. Nicotine Replacement Therapy (NRT) is <u>not</u> covered.	<u>In-Network</u> \$0 copay for OTC items. Nicotine Replacement Therapy (NRT) is covered. \$110 maximum plan coverage amount every month for OTC items. Unused portion does not carry over to the next period.

	2025 (this year)	2026 (next year)
Partial Hospitalization and Intensive Outpatient Program Services	<u>In-Network</u> Prior authorization is required for intensive outpatient services. Referral is required for intensive outpatient services.	<u>In-Network</u> No prior authorization required for intensive outpatient services. No referral required for intensive outpatient services.
Physician/Practitioner Services, Including Doctor's Office Visits	<u>In-Network</u> \$15 copay for each Medicare-covered specialist visit. For each Medicare-covered visit with other health care professionals (such as nurse practitioners and physician assistants), \$0 to \$15 copay.	<u>In-Network</u> \$3 copay for each Medicare-covered specialist visit. For each Medicare-covered visit with other health care professionals (such as nurse practitioners and physician assistants), \$3 copay.
Podiatry Services	<u>In-Network</u> \$15 copay for each Medicare-covered podiatry services visit.	<u>In-Network</u> \$3 copay for each Medicare-covered podiatry services visit.
Pre-exposure prophylaxis (PrEP) for HIV prevention	<u>In-Network</u> Pre-exposure prophylaxis (PrEP) for HIV prevention benefit is not covered.	<u>In-Network</u> There is no coinsurance, copayment, or deductible for the Medicare-covered PrEP benefit.
Pulmonary Rehabilitation Services	<u>In-Network</u> \$20 copay for each Medicare-covered pulmonary rehabilitation services visit.	<u>In-Network</u> \$5 copay for each Medicare-covered pulmonary rehabilitation services visit.

	2025 (this year)	2026 (next year)
Screening for Hepatitis C Virus infection	<u>In-Network</u> Screening for Hepatitis C Virus infection benefit is <u>not</u> covered.	<u>In-Network</u> There is no coinsurance, copayment, or deductible for the Medicare-covered screening for the Hepatitis C Virus.
Healthy Food and Utility Allowance	<u>In-Network</u> Supplemental benefit is <u>not</u> covered.	<u>In-Network</u> This plan offers a combined monthly spending allowance of \$100 loaded to your Ultimate Benefits Card. You choose how you want to spend your allowance on any of the following benefits: • Healthy Foods such as vegetables, fruit, bread, rice, and more, purchased at a participating retailer. • Utility Bills for electricity, gas, and water.
Supervised Exercise Therapy (SET)	<u>In-Network</u> \$20 copay for each Medicare-covered SET visit for symptomatic peripheral artery disease (PAD).	<u>In-Network</u> \$5 copay for each Medicare-covered SET visit for symptomatic peripheral artery disease (PAD).

Section 1.6 Changes to Part D 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.

We made changes to our Drug List, which could include removing or adding drugs, changing the restrictions that apply to our coverage for certain drugs, or moving them to a different cost-sharing tier. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions, or if your drug has been moved to a different cost-sharing tier.**

Most of the changes in the Drug List are new for the beginning of each year. However, we might make other changes that are allowed by Medicare rules that will affect you during the calendar year. We update our online Drug List at least monthly to provide the most up-to-date list of drugs. If we make a change that will affect your access to a drug you're taking, we'll send you a notice about the change.

If you're affected by a change in drug coverage at the beginning of the year or during the year, review Chapter 9 of your *Evidence of Coverage* and talk to your prescriber to find out your options, such as asking for a temporary supply, applying for an exception, and/or working to find a new drug. Call Member Services at 888-657-4170 (TTY users call 711) for more information.

Section 1.7 Changes to Prescription Drug Benefits & Costs

Do you get Extra Help to pay for your drug coverage costs?

If you're in a program that helps pay for your drugs (Extra Help), **the information about costs for Part D drugs may not apply to you.** We sent you a separate material, called the *Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs*, which tells you about your drug costs. If you get Extra Help and you don't get this material by September 30th, call Member Services at 888-657-4170 (TTY users call 711) and ask for the *LIS Rider*.

Drug Payment Stages

There are 3 **drug payment stages**: the Yearly Deductible Stage, the Initial Coverage Stage, and the Catastrophic Coverage Stage. The Coverage Gap Stage and the Coverage Gap Discount Program no longer exist in the Part D benefit.

- **Stage 1: Yearly Deductible**

We have no deductible, so this payment stage doesn't apply to you.

- Stage 2: Initial Coverage**

In this stage, our plan pays its share of the cost of your drugs, and you pay your share of the cost. You generally stay in this stage until your year-to-date total Out-of-Pocket costs reach \$2,100.

- Stage 3: Catastrophic Coverage**

This is the third and final drug payment stage. In this stage, you pay nothing for your covered Part D drugs. You stay in this stage for the rest of the calendar year.

The Coverage Gap Discount Program has been replaced by the Manufacturer Discount Program. Under the Manufacturer Discount Program, drug manufacturers pay a portion of our plan’s full cost for covered Part D brand name drugs and biologics during the Initial Coverage Stage and the Catastrophic Coverage Stage. Discounts paid by manufacturers under the Manufacturer Discount Program don’t count toward out-of-pocket costs.

Drug Costs in Stage 1: Yearly Deductible

The table shows your cost per prescription during this stage.

	2025 (this year)	2026 (next year)
Yearly Deductible	Because we have no deductible, this payment stage doesn’t apply to you.	Because we have no deductible, this payment stage doesn’t apply to you.

Drug Costs in Stage 2: Initial Coverage

For drugs on Tier 4 (Non-Preferred Drug), your cost sharing in the Initial Coverage Stage is changing from a copayment to coinsurance. Go to the following table for the changes from 2025 to 2026.

The table shows your cost per prescription for a one-month(30-day) supply filled at a network pharmacy with standard cost sharing.

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. Most adult Part D vaccines are covered at no cost to you. For more information about the costs of vaccines, or information about the costs for a

long-term supply or for mail-order prescriptions, go to Chapter 6 of your Evidence of Coverage.

Once you've paid \$2,100 out of pocket for covered Part D drugs, you'll move to the next stage (the Catastrophic Coverage Stage).

	2025 (this year)	2026 (next year)
Preferred Generic: 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.	\$0 copay	\$0 copay
Generic:	\$0 copay	\$0 copay
Preferred Brand:	\$30 copay	\$30 copay You pay the lesser of 25% coinsurance or \$30 copay per month supply of each covered insulin product on this tier.
Non-Preferred Drug:	\$60 copay	35% of the total cost
Specialty Tier:	33% coinsurance You pay \$35 copay per month supply of each covered insulin product on this tier.	33% of the total cost You pay the lesser of 25% coinsurance or \$35 copay per month supply of each covered insulin product on this tier.
Select Care Drugs:	\$10 copay	\$10 copay You pay the lesser of 25% coinsurance or \$10 copay per month supply of each covered insulin product on this tier.

Changes to the Catastrophic Coverage Stage

If you reach the Catastrophic Coverage Stage, you pay nothing for your covered Part D drugs and for excluded drugs that are covered under our enhanced benefit.

For specific information about your costs in the Catastrophic Coverage Stage, go to Chapter 6, Section 6, in your *Evidence of Coverage*.

SECTION 2 Administrative Changes

	2025 (this year)	2026 (next year)
Medicare Prescription Payment Plan	The Medicare Prescription Payment Plan is a payment option that began this year and can help you manage your out-of-pocket costs for drugs covered by our plan by spreading them across the calendar year (January-December). You may be participating in this payment option.	If you're participating in the Medicare Prescription Payment Plan and stay in the same Part D plan, your participation will be automatically renewed for 2026. To learn more about this payment option, call us at 888-657-4170 (TTY users call 711) or visit www.Medicare.gov .

SECTION 3 How to Change Plans

To stay in Advantage Care by Ultimate (HMO C-SNP), you don't need to do anything.

Unless you sign up for a different plan or change to Original Medicare by December 7, you'll automatically be enrolled in our Advantage Care by Ultimate (HMO C-SNP).

If you want to change plans for 2026, follow these steps:

- **To change to a different Medicare health plan**, enroll in the new plan. You'll be automatically disenrolled from Advantage Care by Ultimate (HMO C-SNP).
- **To change to Original Medicare with Medicare drug coverage**, enroll in the new Medicare drug plan. You'll be automatically disenrolled from Advantage Care by Ultimate (HMO C-SNP).

- **To change to Original Medicare without a drug plan**, you can send us a written request to disenroll. Call Member Services at 888-657-4170 (TTY users call 711) for more information on how to do this. Or call **Medicare** at 1-800-MEDICARE (1-800-633-4227) and ask to be disenrolled. TTY users can call 1-877-486-2048. If you don't enroll in a Medicare drug plan, you may pay a Part D late enrollment penalty (go to Section 4.)
- **To learn more about Original Medicare and the different types of Medicare plans**, visit www.Medicare.gov, check the *Medicare & You 2026* handbook, call your State Health Insurance Assistance Program (go to Section 5), or call 1-800-MEDICARE (1-800-633-4227). As a reminder, Ultimate Health Plans offers other Medicare health plans. These other plans can have different coverage, monthly plan premiums, and cost-sharing amounts.

Section 3.1 Deadlines for Changing Plans

People with Medicare can make changes to their coverage from **October 15 – December 7** each year.

If you enrolled in a Medicare Advantage plan for January 1, 2026, and don't like your plan choice, you can switch to another Medicare health plan (with or without Medicare drug coverage) or switch to Original Medicare (with or without separate Medicare drug coverage) between January 1 – March 31, 2026.

Section 3.2 Are there other times of the year to make a change?

In certain situations, people may have other chances to change their coverage during the year. Examples include people who:

- Have Medicaid
- Get Extra Help paying for their drugs
- Have or are leaving employer coverage
- Move out of our plan's service area

If you recently moved into, or currently live in, 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 (with or without Medicare drug coverage) or switch to Original Medicare (with or without separate Medicare drug coverage) at any time. If you recently moved out of an institution, you have an opportunity to switch plans or switch to Original Medicare for 2 full months after the month you move out.

SECTION 4 Get Help Paying for Prescription Drugs

You may qualify for help paying for prescription drugs. Different kinds of help are available:

- **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 drug plan premiums, yearly deductibles, and coinsurance. Also, people who qualify won't have a late enrollment penalty. To see if you qualify, call:
 - 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048, 24 hours a day, 7 days a week.
 - Social Security at 1-800-772-1213 between 8 a.m. and 7 p.m., Monday – Friday for a representative. Automated messages are available 24 hours a day. TTY users can call, 1-800-325-0778.
 - Your State Medicaid Office.
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible people living with HIV/AIDS have access to life-saving HIV medications. To be eligible for the ADAP operating in your state, you 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 drugs that are also covered by ADAP qualify for prescription cost-sharing help through the Florida AIDS Drug Assistance Program. For information on eligibility criteria, covered drugs, how to enroll in the program, or, if you're currently enrolled, how to continue getting help, call Florida AIDS Drug Assistance Program at 850-245-4422. Be sure, when calling, to inform them of your Medicare Part D plan name or policy number.
- **The Medicare Prescription Payment Plan.** The Medicare Prescription Payment Plan is a payment option that works with your current drug coverage to help you manage your out-of-pocket costs for drugs covered by our plan by spreading them across the calendar year (January – December). Anyone with a Medicare drug plan or Medicare health plan with drug coverage (like a Medicare Advantage plan with drug coverage) can use this payment option. **This payment option might help you manage your expenses, but it doesn't save you money or lower your drug costs.**

Extra Help from Medicare and help from your SPAP and ADAP, for those who qualify, is more advantageous than participation in the Medicare Prescription Payment Plan. All members are eligible to participate in the Medicare Prescription Payment Plan, regardless of payment option. To learn more about this payment option, call us at 888-657-4170 (TTY users call 711) or visit www.Medicare.gov.

SECTION 5 Questions?

Get Help from Advantage Care by Ultimate (HMO C-SNP)

- **Call Member Services at 888-657-4170. (TTY users call 711.)**

We're available for phone calls 8:00 am to 8:00 pm, Monday through Friday. Between October 1 and March 31, we are available Monday through Sunday from 8:00 am to 8:00 pm. Calls to these numbers are free.

- **Read your 2026 Evidence of Coverage**

This *Annual Notice of Change* gives you a summary of changes in your benefits and costs for 2026. For details, go to the *2026 Evidence of Coverage* for Advantage Care by Ultimate (HMO C-SNP). The *Evidence of Coverage* is the legal, detailed description of our plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. Get the *Evidence of Coverage* on our website at www.ChooseUltimate.com/Member/DocumentsandForms or call Member Services at 888-657-4170 (TTY users call 711) to ask us to mail you a copy.

- **Visit www.ChooseUltimate.com/Member/DocumentsandForms**

Our website has the most up-to-date information about our provider network (*Provider Directory/Pharmacy Directory*) and our *List of Covered Drugs* (formulary/Drug List).

Get Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. In Florida, the SHIP is called Serving Health Insurance Needs of Elders (SHINE).

Call Serving Health Insurance Needs of Elders (SHINE) to get free personalized health insurance counseling. They can help you understand your Medicare plan choices and answer questions about switching plans. Call Serving Health Insurance Needs of Elders (SHINE) at 800-963-5337. Learn more about Serving Health Insurance Needs of Elders (SHINE) by visiting (<https://www.floridashine.org/>).

Get Help 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 can call 1-877-486-2048.

- **Chat live with www.Medicare.gov**

You can chat live at www.Medicare.gov/talk-to-someone.

- **Write to Medicare**

You can write to Medicare at PO Box 1270, Lawrence, KS 66044.

- **Visit www.Medicare.gov**

The official Medicare website has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area.

- **Read *Medicare & You 2026***

The *Medicare & You 2026* handbook is mailed to people with Medicare every fall. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. Get a copy at www.Medicare.gov or by calling 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.