



QUALIFYING MEMBERS WITHIN ILLINOIS TO BE ENROLLED IN A COMBINED HEALTH & DRUG PLAN

The state of Illinois will soon be enrolling some members who are enrolled in WellCare Medicare plans in a Medicare-Medicaid Alignment Initiative (MMAI). It is a program that combines Medicare and Medicaid. Members have the option of keeping MMAI. It can replace a current WellCare (Medicare only) health plan.

The state has identified those members who qualify for both Medicare and Medicaid programs.

What is MMAI?

MMAI is a healthcare plan that covers Medicare, Medicaid, and prescription drug benefits. Our MMAI plan is called MeridianComplete. It is one of the MMAI plans offered in Illinois. MeridianComplete and WellCare are both part of Centene Corporation. That means the plan will change, but members will keep the same insurance group.

Do members enrolled have to stay with the MMAI/MeridianComplete plan?

There are options available to meet members' healthcare needs. Keeping a current WellCare (Medicare-only) plan is one of the options. To change health plans, please call Client Enrollment Services at 1-877-912-8880 (TTY: 1-866-565-8576), Monday to Friday 8 a.m. to 6 p.m.

Will there be a gap in members' coverage?

No. There will be no gap in members' coverage.

Can members keep their current provider with MeridianComplete?

Yes. Members can keep seeing their current provider for up to 180 days once enrolled in MMAI. This includes if a provider is out of network. This is to prevent a disruption in treatment. After 180 days, they will need a "prior authorization" to see that provider. This means they first need approval from MeridianComplete.

What if members need to see a provider that is out of network?

They must get prior authorization from MeridianComplete before they can:

- Get a specific service
- Get a specific drug
- See an out-of-network provider

Members can use providers outside of the MeridianComplete/MMAI network, without prior authorization if:

- They have an emergency
- Urgently need care
- Need out-of-area dialysis services

What if members need to see a specialist?

They will need a referral from their primary care provider to see a specialist. They will **not** need a referral to see:

- Dermatologists
- Podiatrists
- Chiropractors
- Audiologists (for routine hearing exams)
- Optometrists (for routine vision exams)

What about member prescriptions?

MeridianComplete's pharmacies will provide all prescription drugs. Members must use a MeridianComplete pharmacy to get their prescriptions. To check if a pharmacy is in MeridianComplete's network, call Members Services at 1-855-580-1689 (TTY: 711) or go online to mmp.ilmeridian.com.

Can members keep taking current medications with MeridianComplete?

Yes. They will have access to a 30-day supply of any Part D drugs they are currently taking during their first 90 days in the plan. They have access to the Medicaid-covered drugs they take during their first 90 days in the plan if:

- They are taking a drug that is not on our List of Covered Drugs
- Health plan rules don't let them get the amount ordered by their doctor
- The drug requires prior approval by MeridianComplete

Do members have to pay for MeridianComplete?

No. If they are using a MeridianComplete provider, they will not have to pay a:

- Plan premium
- Deductible
- Copay

To ask if a current provider is in the MeridianComplete network, please call 1-855-580-1689 (TTY: 711) or go online to findaprovider.ilmeridian.com/location.

What does the MeridianComplete/MMAI plan cover?

Members will continue to get the same great care. The plan still covers:

- Doctor visits
- Prescriptions
- Hospital services
- 27/7 Nurse Line
- Transportation
- Medical supplies
- Hearing services
- Eye care services
- Dental services
- Therapy
- Hospice care
- Home health care
- Lab tests and X-rays

- Behavioral health services

What do you need to do?

Nothing. Illinois Department of Healthcare & Family Services will enroll qualifying members into the MMAI plan.

Who can you contact to talk about options?

- **MeridianComplete Member Services**
1-855-580-1689 (TTY: 711)
Monday to Friday, 8 a.m. to 8 p.m. CST
mmp.ilmeridian.com
- **Illinois Client Enrollment Services**
1-877-912-8880
Call 1-866-565-8576 if you use TTY
Monday to Friday, 8 a.m. to 7 p.m.
EnrollHFS.Illinois.gov

What happens next?

Qualifying members will receive a MeridianComplete Welcome Kit and member ID card. They only need one ID card for access to all MMAI services. This includes Medicare, Medicaid, and pharmacy.