

Changes to the
 Mercy Care Advantage
 2024
 Evidence of Coverage

November 20, 2023

This is important information on changes in your Mercy Care Advantage coverage.

We previously sent you a notice explaining how you could access an electronic copy or request a hard copy of the 2024 Evidence of Coverage (EOC) which provides information about your coverage as an enrollee in our plan. This notice is to let you know there was an error in your EOC. Below you will find information describing and correcting the errors. Please keep this information for your reference. The correct EOC can be found on our website at www.MercyCareAZ.org.

Changes to your EOC

Where you can find the error in your 2024 EOC	Original Information	Corrected Information	What does this mean for you?
On page 122, within Section 5.5 title.	You stay in the Initial Coverage Stage until out-of-pocket costs for the year reach \$8,850.	You stay in the Initial Coverage Stage until out-of-pocket costs for the year reach \$8,000.	You must pay \$8,000 out-of-pocket for Part D drugs, then you will move to the next stage (the Catastrophic Coverage Stage) in 2024.
On page 122, Section 5.5, You stay in the Initial Coverage Stage until out-of-pocket costs for the year reach \$8,850.	You stay in the Initial Coverage Stage until your total out-of-pocket costs reach \$8,850. You then move on to the Catastrophic Coverage Stage. The Part D EOB that you receive will help you keep track of how much you, the plan, and any third parties have spent on your behalf during the year. Many people do not reach the \$8,850 limit in a year.	You stay in the Initial Coverage Stage until your total out-of-pocket costs reach \$8,000. You then move on to the Catastrophic Coverage Stage. The Part D EOB that you receive will help you keep track of how much you, the plan, and any third parties have spent on your behalf during the year. Many people do not reach the \$8,000 limit in a year.	You must pay \$8,000 out-of-pocket for Part D drugs, then you will move to the next stage (the Catastrophic Coverage Stage) in 2024.
On page 123, Section 7, During the Catastrophic Coverage Stage, the plan pays the full cost for your covered Part D drugs.	You enter the Catastrophic Coverage Stage when your out-of-pocket costs have reached the \$8,850 limit for the calendar year.	You enter the Catastrophic Coverage Stage when your out-of-pocket costs have reached the \$8,000 limit for the calendar year.	You must pay \$8,000 out-of-pocket for Part D drugs, then you will move to the next stage (the Catastrophic Coverage Stage) in 2024.

You are not required to take any action in response to this document, but we recommend you keep this information for future reference. If you have any questions, please contact **Member Services at 602-586-1730 or 1-877-436-5288. (TTY users should call 711). Hours are 8:00 a.m. – 8:00 p.m., 7 days a week.**

Mercy Care Advantage is an HMO SNP with a Medicare contract and a contract with the Arizona Medicaid Program. Enrollment in Mercy Care Advantage depends on contract renewal.

This document is available for free in Spanish. This document may be available in other formats such as large print or other alternate formats. For additional information, call Member Services at the phone numbers listed above.