Transitioning into your new HealthSpring℠ Medicare plan

Thank you for choosing HealthSpring for your 2027 Medicare Part D plan. This letter contains important information about your prescription drug coverage. Because the plan may change annually, the drugs we cover may be different year to year.

Drug List changes

For 2027, some drugs have changed. Your HealthSpring plan will cover the most common drugs prescribed for Medicare-eligible individuals. Drugs that have a direct generic option or an alternative drug for the same condition on our Drug List may not be covered. Some drugs might require prior authorization or have other restrictions to being covered. If any of these situations apply to you, please read the information below on how you can switch to a drug we cover.

New and existing customers

If you are a new customer or were in the plan last year, you might currently take medicines that aren't on our 2027 Drug List. If your drug is not covered or is restricted in some way, your plan offers the following two options:

You may be able to get a temporary supply.

Under certain circumstances, the plan can offer a temporary supply of the drug you are currently taking when your drug is not on the Drug List or when it is restricted in some way. Doing this will give you time to talk with your doctor about the change in coverage and change to another drug or to file a request to have your current drug covered.

- **For customers who are new or who were in the plan last year:**

  We will cover a temporary supply of your drug during the first 90 days of your enrollment in our plan or the first 90 days of the calendar year if you were in our plan last year. This temporary supply will be for a maximum of a 30-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 30-day supply of the medication.

- **For customers who have been in the plan for more than 90 days and reside in a long-term care (LTC) facility and need a supply right away:**

  We will cover one 31-day supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above temporary supply situation.

You can ask for an exception.

After your first 30-day supply, we may not continue to pay for your drug under the transition policy. If there are no options that work, you or your doctor can ask for an exception. An exception is a way to ask us to cover a drug not on our list or remove the restrictions on the drug you are currently taking.

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Existing customers

As a continuing customer in the plan, you will get an Annual Notice of Change (ANOC). You may notice that one of your drugs has a different copay or coinsurance. It also might have limits or need doctor-approval, or might not be covered at all. In this case, you can work with your doctor to find another drug on our 2027 Drug List or request an exception before January 1.

If it is approved, we will approve payment prior to January 1 and provide coverage starting January 1.

If you do not receive approval for your Drug List exception request before January 1, 2027 you may still be able to get a temporary supply under the transition policy described previously.

Level of care changes

Our transition policy provides more coverage if your level of care changes due to discharge from a hospital to a nursing facility or to a home. The transition policy would allow coverage for one 30-day supply of a drug.

HealthSpring wants to help make sure you get the medicines you need. If you need help with your drugs, please call Customer Service at **1-888-281-7867 (TTY 711)**, 8:00 am–8:00 pm, local time, 7 days a week. From April 1–September 30, Monday–Friday 8:00 am–8:00 pm, local time, Saturday 8:00 am–5:00 pm, local time. Messaging service used weekends, after hours, and on federal holidays. Customer Service also has free language interpreter services available for non-English speakers.

Thank you for choosing HealthSpring.

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