



LOCAL HELP FOR PEOPLE WITH MEDICARE

## Message for Medicare Beneficiaries receiving assistance from CHOICES

### Regarding using the Medicare Plan Finder Tool to enroll in a Medicare Part D Plan

Dear Medicare Beneficiary,

As of 10/19/20, we have been notified by the Centers for Medicare and Medicaid Services (CMS) and the Administration for Community Living (ACL) that there is incomplete information in the Medicare Plan Finder tool on Medicare.gov. We understand that CMS, as well as companies that offer these plans, are working to fix these issues.

Specifically:

- Not all plans are displaying full drug costs, including plans offered by Cigna-Healthspring and Express Scripts.
- Not all plans are displaying accurate pharmacy network information
- Beneficiaries entitled to Extra Help/LIS may not be able to view accurate cost-sharing.

Please understand that if you enroll in a plan at this time:

- We cannot guarantee that this plan is the lowest cost option for you.
- We cannot guarantee that you will be able to change plans due to incorrect cost information in the Medicare Plan Finder. However, in the past, beneficiaries who have enrolled in the wrong plan due to inaccurate information on the Plan Finder have been granted a Special Enrollment Period (SEP) to enroll in a new plan after Jan 1.

CHOICES Recommendation:

At this time, the CHOICES Program recommends that you wait until the Medicare Plan Finder issues are resolved and the information is complete before enrolling in a Medicare Part D Plan. However, if you choose to enroll now, CHOICES can assist you with your enrollment. For more information on Medicare Open Enrollment, please visit the state [CHOICES website](#).

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