

## **HealthSun HealthAdvantage Plus (HMO) offered by HealthSun Health Plans**

# **Annual Notice of Changes for 2023**

You are currently enrolled as a member of HealthSun HealthAdvantage Plus (HMO). Next year, there will be changes to the plan's costs and benefits. *Please see page 4 for a Summary of Important Costs, including Premium.*

This document tells about the changes to your plan. To get more information about costs, benefits, or rules please review the *Evidence of Coverage*, which is located on our website at [www.healthsun.com](http://www.healthsun.com). You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

- **You have from October 15 until December 7 to make changes to your Medicare coverage for next year.**
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### **What to do now**

#### **1. ASK:** Which changes apply to you

- Check the changes to our benefits and costs to see if they affect you.
  - Review the changes to Medical care costs (doctor, hospital)
  - Review the changes to our drug coverage, including authorization requirements and costs
  - Think about how much you will spend on premiums, deductibles, and cost sharing
- Check the changes in the 2023 Drug List to make sure the drugs you currently take are still covered.
- Check to see if your primary care doctors, specialists, hospitals and other providers, including pharmacies will be in our network next year.
- Think about whether you are happy with our plan.

#### **2. COMPARE:** Learn about other plan choices

- Check coverage and costs of plans in your area. Use the Medicare Plan Finder at [www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare) website or review the list in the back of your *Medicare & You 2023* handbook.
- Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan's website.

### 3. CHOOSE: Decide whether you want to change your plan

- If you don't join another plan by December 7, 2022, you will stay in HealthSun HealthAdvantage Plus (HMO).
- To change to a **different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2023**. This will end your enrollment with HealthSun HealthAdvantage Plus (HMO).
- If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can switch plans or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

### Additional Resources

- This document is available for free in Spanish. Este documento está disponible en español. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-336-2069 (TTY: 1-877-206-0500).
- Please contact our Member Services number at 1-877-336-2069 for additional information. (TTY users should call 1-877-206-0500.) Hours are 8am to 8pm. During October 1<sup>st</sup> through March 31<sup>st</sup> we are open seven days a week from 8am to 8pm. From April 1<sup>st</sup> through September 30th we are available Monday through Friday from 8am to 8pm.
- This document is available in other formats such as Braille, large print or other alternate formats.
- **Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at [www.irs.gov/Affordable-Care-Act/Individuals-and-Families](http://www.irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information.

### About HealthSun HealthAdvantage Plus (HMO)

- HealthSun Health Plans is an HMO plan with a Medicare contract. Enrollment in HealthSun Health Plans depends on contract renewal.
- When this document says "we," "us," or "our," it means HealthSun Health Plans. When it says "plan" or "our plan," it means HealthSun HealthAdvantage Plus (HMO) (Plan/Part D Sponsor).

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***Annual Notice of Changes for 2023***  
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## Summary of Important Costs for 2023

The table below compares the 2022 costs and 2023 costs for HealthSun HealthAdvantage Plus (HMO) in several important areas. **Please note this is only a summary of costs.**

<b>Cost</b>	<b>2022 (this year)</b>	<b>2023 (next year)</b>
<b>Monthly plan premium*</b> * Your premium may be higher than this amount. See Section 1.1 for details.	\$0	\$0
<b>Maximum out-of-pocket amount</b> This is the <u>most</u> you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	\$3,450	\$3,450
<b>Doctor office visits</b>	<b>Primary care visits:</b> \$0 per visit <b>Specialist visits:</b> \$0 or \$15 per visit, depending on the provider location.	<b>Primary care visits:</b> \$0 per visit <b>Specialist visits:</b> \$0 or \$15 per visit, depending on the provider location.
<b>Inpatient hospital stays</b>	<b>Acute care:</b> <b>Days 1 – 5:</b> \$150 copay per day <b>Days 6 – 90:</b> \$0 per stay  <b>Psychiatric care:</b> \$0 per stay	<b>Acute care:</b> <b>Days 1 – 5:</b> \$150 copay per day <b>Days 6 – 90:</b> \$0 per stay  <b>Psychiatric care:</b> \$0 per stay
<b>Part D prescription drug coverage</b> (See Section 1.5 for details.)	Deductible: \$0  Copayment/Coinsurance during the Initial Coverage Stage: Preferred Retail Pharmacy <ul style="list-style-type: none"> <li>• Drug Tier 1: \$0</li> <li>• Drug Tier 2: \$0</li> <li>• Drug Tier 3: \$42</li> <li>• Drug Tier 4: \$95</li> <li>• Drug Tier 5: 33%</li> <li>• Drug Tier 6: \$0</li> </ul> Standard Retail Pharmacy <ul style="list-style-type: none"> <li>• Drug Tier 1: \$0</li> <li>• Drug Tier 2: \$0</li> <li>• Drug Tier 3: \$47</li> <li>• Drug Tier 4: \$100</li> <li>• Drug Tier 5: 33%</li> <li>• Drug Tier 6: \$0</li> </ul>	Deductible: \$0  Copayment/Coinsurance during the Initial Coverage Stage: Preferred Retail Pharmacy <ul style="list-style-type: none"> <li>• Drug Tier 1: \$0</li> <li>• Drug Tier 2: \$0</li> <li>• Drug Tier 3: \$42</li> <li>• Drug Tier 4: \$95</li> <li>• Drug Tier 5: 33%</li> <li>• Drug Tier 6: \$0</li> </ul> Standard Retail Pharmacy <ul style="list-style-type: none"> <li>• Drug Tier 1: \$0</li> <li>• Drug Tier 2: \$0</li> <li>• Drug Tier 3: \$47</li> <li>• Drug Tier 4: \$100</li> <li>• Drug Tier 5: 33%</li> <li>• Drug Tier 6: \$0</li> </ul>

## SECTION 1 Changes to Benefit and Cost for Next Year

### Section 1.1 – Changes to the Monthly Premium

Cost	2022 (this year)	2023 (next year)
<b>Monthly premium</b> (You must also continue to pay your Medicare Part B premium.)	\$0	\$0
<b>Medicare Part B Premium Rebate</b>	<b>\$131 monthly</b>	<b>\$145 monthly</b>

- Your monthly plan premium will be *more* if you are required to pay a lifetime Part D late enrollment penalty for going without other drug coverage that is at least as good as Medicare drug coverage (also referred to as “creditable coverage”) for 63 days or more.
- If you have a higher income, you may have to pay an additional amount each month directly to the government for your Medicare prescription 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 reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2022 (this year)	2023 (next year)
<b>Maximum out-of-pocket amount</b> Your costs for covered medical services (such as copays) count toward your maximum out-of-pocket amount. Your costs for prescription drugs do not count toward your maximum out-of-pocket amount.	\$3,450	\$3,450 Once you have paid \$3,450 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services for the rest of the calendar year.

### Section 1.3 – Changes to the Provider and Pharmacy Networks

Updated directories are also located on our website at [www.healthsun.com](http://www.healthsun.com). You may also call Member Services for updated provider and/or pharmacy information or to ask us to mail you a *directory*.

There are changes to our network of providers for next year. **Please review the 2023 Provider Directory to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

There are changes to our network of pharmacies for next year. **Please review the 2023 Pharmacy Directory to see which pharmacies are in our network.**

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers) and pharmacies that are part of your plan during the year. If a mid-year change in our providers affects you, please contact Member Services so we may assist.

## Section 1.4 – Changes to Benefits and Costs for Medical Services

We are making changes to costs and benefits for certain medical services next year. The information below describes these changes.

Cost	2022 (this year)	2023 (next year)
<b>Hearing Aids</b>	We cover two Hearing Aids <b>every two years.</b>  \$1,500 is the maximum plan benefit covered <b>every two years</b> for Hearing Aids.	We cover two Hearing Aids <b>every year.</b>  \$2,000 is the maximum plan benefit covered <b>every year</b> for prescribed Hearing Aids.
<b>Meals: Post Discharge</b>	Prior Authorization/Referral is required.	Prior Authorization/Referral is <b>not</b> required.  Refer to the <i>2023 Evidence of Coverage</i> for more details.
<b>Over the Counter (OTC) Items</b>	<b>\$25 every month</b> for plan-approved OTC items.	<b>\$35 every month</b> for plan-approved OTC items.
<b>Special Supplemental Benefits for the Chronically Ill (SSBCI): Personal Hygiene Care</b>	<b>Personal Hygiene Care</b> Eligible members will be covered up to <b>\$25 every month</b> for routine maintenance of scalp and hair care (washing/cutting), and hands and feet (treatment of nails).  Required to meet the Special Supplemental Benefits for the Chronically Ill criteria outlined in Chapter 4 of the Evidence of Coverage.	<b>Personal Hygiene Care</b> Eligible members will be covered up to <b>\$40 every month</b> for routine maintenance of scalp and hair care (washing/cutting), and hands and feet (treatment of nails).  Required to meet the Special Supplemental Benefits for the Chronically Ill criteria outlined in Chapter 4 of the Evidence of Coverage.

## Section 1.5 – Changes to Part D Prescription 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. **You can get the *complete* Drug List** by calling Member Services (see the back cover) or visiting our website ([www.healthsun.com](http://www.healthsun.com)).

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.**

Most of the changes in the Drug List are new for the beginning of each year. However, during the year, we might make other changes that are allowed by Medicare rules. For instance, we can immediately remove drugs considered unsafe by the FDA or withdrawn from the market by a product manufacturer. We update our online Drug List to provide the most up to date list of drugs.

If you are affected by a change in drug coverage at the beginning of the year or during the year, please review Chapter 9 of your Evidence of Coverage and talk to your doctor to find out your options, such as asking for a temporary supply, applying for an exception and/or working to find a new drug. You can also contact Member Services for more information.

### **Changes to Prescription Drug Costs**

**Note:** If you are in a program that helps pay for your drugs (“Extra Help”), **the information about costs for Part D prescription drugs may not apply to you.** We have sent you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also called the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug costs. If you receive “Extra Help” and didn’t receive this insert with this packet, please call Member Services and ask for the “LIS Rider.”

There are four “drug payment stages.”

The information below shows the changes to the first two stages – the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages – the Coverage Gap Stage or the Catastrophic Coverage Stage.)

### **Changes to the Deductible Stage**

Stage	2022 (this year)	2023 (next year)
<b>Stage 1: Yearly Deductible Stage</b>	Because we have no deductible, this payment stage does not apply to you.	Because we have no deductible, this payment stage does not apply to you.

## Changes to Your Cost Sharing in the Initial Coverage Stage

	2022 (this year)	2023 (next year)
<p><b>Stage 2: Initial Coverage Stage</b> During this stage, the plan pays its share of the cost of your drugs and <b>you pay your share of the cost.</b></p> <p>The costs in this row are for a one-month supply (30-day) when you fill your prescription at a network pharmacy. For information about the costs for a long-term supply or for mail-order prescriptions, look in Chapter 6, Section 5 of your <i>Evidence of Coverage</i>.</p> <p>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.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:</p> <p><b>Tier 1 Preferred Generic:</b> <i>Standard cost sharing:</i> You pay <b>\$0</b> per prescription. <i>Preferred cost sharing:</i> You pay <b>\$0</b> per prescription.</p> <p><b>Tier 2 Generic:</b> <i>Standard cost sharing:</i> You pay <b>\$0</b> per prescription. <i>Preferred cost sharing:</i> You pay <b>\$0</b> per prescription.</p> <p><b>Tier 3 Preferred Brand:</b> <i>Standard cost sharing:</i> You pay <b>\$47</b> per prescription. <i>Preferred cost sharing:</i> You pay <b>\$42</b> per prescription.</p> <p><b>Tier 4 Non-Preferred Brand:</b> <i>Standard cost sharing:</i> You pay <b>\$100</b> per prescription. <i>Preferred cost sharing:</i> You pay <b>\$95</b> per prescription.</p> <p><b>Tier 5 Specialty Tier:</b> <i>Standard cost sharing:</i> You pay <b>33%</b> of the total cost. <i>Preferred cost sharing:</i> You pay <b>33%</b> of the total cost.</p> <p><b>Tier 6 Supplemental Drugs:</b> <i>Standard cost sharing:</i> You pay <b>\$0</b> per prescription. <i>Preferred cost sharing:</i> You pay <b>\$0</b> per prescription.</p> <p>Once your total drug costs have reached <b>\$4,430</b>, you will move to the next stage (the Coverage Gap Stage).</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:</p> <p><b>Tier 1 Preferred Generic:</b> <i>Standard cost sharing:</i> You pay <b>\$0</b> per prescription. <i>Preferred cost sharing:</i> You pay <b>\$0</b> per prescription.</p> <p><b>Tier 2 Generic:</b> <i>Standard cost sharing:</i> You pay <b>\$0</b> per prescription. <i>Preferred cost sharing:</i> You pay <b>\$0</b> per prescription.</p> <p><b>Tier 3 Preferred Brand:</b> <i>Standard cost sharing:</i> You pay <b>\$47</b> per prescription. <i>Preferred cost sharing:</i> You pay <b>\$42</b> per prescription.</p> <p><b>Tier 4 Non-Preferred Brand:</b> <i>Standard cost sharing:</i> You pay <b>\$100</b> per prescription. <i>Preferred cost sharing:</i> You pay <b>\$95</b> per prescription.</p> <p><b>Tier 5 Specialty Tier:</b> <i>Standard cost sharing:</i> You pay <b>33%</b> of the total cost. <i>Preferred cost sharing:</i> You pay <b>33%</b> of the total cost.</p> <p><b>Tier 6 Supplemental Drugs:</b> <i>Standard cost sharing:</i> You pay <b>\$0</b> per prescription. <i>Preferred cost sharing:</i> You pay <b>\$0</b> per prescription.</p> <p>Once your total drug costs have reached <b>\$4,660</b>, you will move to the next stage (the Coverage Gap Stage).</p>

**Important Message About What You Pay for Vaccines** - Our plan covers most Part D vaccines at no cost to you. Call Member Services for more information.

**Important Message About What You Pay for Insulin** - You won't pay more than \$35 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it's on.

## SECTION 2 Administrative Changes

Description	2022 (this year)	2023 (next year)
<b>Pharmacy Benefit Manager (PBM)</b>	Your pharmacy benefit manager name is IngenioRx.	Your pharmacy benefit manager name is CarelonRx. This name change will not impact your benefits or how you fill your prescriptions.

## SECTION 3 Deciding Which Plan to Choose

### Section 3.1 – If you want to stay in HealthSun HealthAdvantage Plus (HMO)

**To stay in our plan you don't need to do anything.** If you do not sign up for a different plan or change to Original Medicare by December 7, you will automatically be enrolled in our HealthSun HealthAdvantage Plus (HMO).

### Section 3.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change for 2023 follow these steps:

#### Step 1: Learn about and compare your choices

- You can join a different Medicare health plan,
- OR-- You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan. If you do not enroll in a Medicare drug plan, please see Section 1.1 regarding a potential Part D late enrollment penalty.

To learn more about Original Medicare and the different types of Medicare plans, use the Medicare Plan Finder ([www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare)), read the *Medicare & You 2023* handbook, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

#### Step 2: Change your coverage

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from HealthSun HealthAdvantage Plus (HMO).

- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from HealthSun HealthAdvantage Plus (HMO).
- To **change to Original Medicare without a prescription drug plan**, you must either:
  - Send us a written request to disenroll. Contact Member Services if you need more information on how to do so.
  - – or – Contact **Medicare**, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

## SECTION 4 Deadline for Changing Plans

If you want to change to a different plan or to Original Medicare for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2023.

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

In certain situations, changes are also allowed at other times of the year. Examples include people with Medicaid, those who get “Extra Help” paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area.

If you enrolled in a Medicare Advantage plan for January 1, 2023, and don’t like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage) between January 1 and March 31, 2023.

If you recently moved into, currently live in, or just moved out of 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 (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

## SECTION 5 Programs That Offer 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 SHINE (Serving Health Insurance Needs of Elders).

It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHINE counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call at 1-800-963-5337 (TTY: 1-800-955-8770). You can learn more about SHINE by visiting their website ([www.floridashine.org](http://www.floridashine.org)).

## SECTION 6 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs.

- **“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 prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. To see if you qualify, call:
  - 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day/7 days a week;
  - The Social Security Office at 1-800-772-1213 between 8 am and 7 pm, Monday through Friday for a representative. Automated messages are available 24 hours a day. TTY users should call, 1-800-325-0778; or
  - Your State Medicaid Office (applications).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals 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 prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the Florida AIDS Drug Assistant Program. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the Florida AIDS Drug Assistant Program at 1-800-352-2437 (1-800-FLA-AIDS) English / 1-800-545-7432 (1-800-545-SIDA) Spanish / 1-800-243-7101 (1-800-AIDS-101) Creole. TTY: 1-888-503-7118. You can also visit on the web at <http://www.floridahealth.gov/diseases-and-conditions/aids/adap/>.

## SECTION 7 Questions?

### Section 7.1 – Getting Help from HealthSun HealthAdvantage Plus (HMO).

Questions? We’re here to help. Please call Member Services at 1-877-336-2069. (TTY only, call 1-877-206-0500). We are available for phone calls from 8am to 8pm. During October 1<sup>st</sup> through March 31<sup>st</sup> we are open seven days a week from 8am to 8pm (we are closed on Thanksgiving and Christmas Day). From April 1<sup>st</sup> until September 30<sup>th</sup> we are available Monday through Friday from 8am to 8pm (our office will be closed on federal holidays). Calls to these numbers are free.

### Read your 2023 Evidence of Coverage (it has details about next year's benefits and costs)

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2023. For details, look in the *2023 Evidence of Coverage* for HealthSun HealthAdvantage Plus (HMO). The *Evidence of Coverage* is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs.

A copy of the *Evidence of Coverage* is located on our website at [www.healthsun.com](http://www.healthsun.com). You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

### **Visit our Website**

You can also visit our website at [www.healthsun.com](http://www.healthsun.com). As a reminder, our website has the most up-to-date information about our provider network (*Provider Directory*) and our list of covered drugs (Formulary/Drug List).

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## **Section 7.2 – Getting Help from Medicare**

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To get information directly 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 should call 1-877-486-2048.

### **Visit the Medicare Website**

Visit the Medicare website ([www.medicare.gov](http://www.medicare.gov)). It has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area. To view the information about plans, go to [www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare).

### **Read Medicare & You 2023**

Read the *Medicare & You 2023* handbook. Every fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this document, you can get it at the Medicare website (<https://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf>) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.



# How to Find Important Plan Information

**Provider and Pharmacy Directory • Part D Formulary (List of Covered Drugs) • OTC Formulary • Evidence of Coverage (EOC)**

Please visit our website [www.HealthSun.com](http://www.HealthSun.com) to locate your plan's *Evidence of Coverage*, the *Part D Formulary (list of covered drugs)*, and your *OTC Formulary*. You can also download a copy of the *Provider and Pharmacy Directory* or you can use the online searchable directory on our website to find network providers and network pharmacies near you.

Your plan information for **2023** is available on our website from **October 1, 2022 until December 31, 2023**.

Please call our Member Services Department at 1-877-336-2069 (TTY: 1-877-206-0500) if you would like any one of the documents mentioned in this notice mailed to you or sent electronically. You can also e-mail [MemberServicesInbox@healthsun.com](mailto:MemberServicesInbox@healthsun.com).

Our hours of operations from **April 1st through September 30th** are Monday through Friday from 8am to 8pm (we are closed on Federal Holidays). During **October 1st until March 31st** we are open seven days a week from 8am to 8pm (we are closed on Thanksgiving Day and Christmas Day).

HealthSun Health Plans is a HMO plan with a Medicare contract and a Medicaid contract with the State of Florida Agency for Health Care Administration. Enrollment in HealthSun Health Plan depends on contract renewal. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.