**MED D - Retroactive Loss of Low-Income Subsidy (LIS) – NEJE/Health Plans**

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**Description:** CMS sent a notice on the week of April 8, 2024, informing certain beneficiaries that their LIS period will end on **April 30, 2024**.

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| Process |

Follow the steps below:

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| **Step** | **Action** |
| **1** | Explain the options provided in the letter to the beneficiary:   * Counsel the beneficiary about changes to their plan benefits (as specified on the letter).   + Provide the current cost sharing information and costs for 2024.   + Answer any additional questions related to these costs and provide examples as requested. |
| **2** | Advise the beneficiary they should reapply for Extra Help to SSA or contact their State Medical Assistance (Medicaid) office for more information about assistance with their prescription drug costs.  We encourage you to contact the Social Security Administration to reapply for Extra Help at this time or for any additional questions you may have.  **Social Security Administration**  **1-800-772-1213, 8 a.m. to 7 p.m. Local Time, Monday-Friday**  TTY users call:  **1-800-325-0778**  To reapply for Extra Help, refer to <https://www.ssa.gov/medicare/part-d-extra-help> |

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| FAQs |

Refer to the following frequently asked questions:

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| **#** | **Question** | **Answer** |
|  | **Why did I receive this letter?** | You received a letter from Medicare to inform you that your Low-Income Subsidy or Extra Help period has been extended until April 30, 2024. |
|  | **When should I reapply for Extra Help?** | You should reapply for Extra Help now to determine if you still will qualify after April 30, 2024. |
|  | **How do I apply for Extra Help?** | We recommend you contact the Social Security Administration or your State Medical Assistance (Medicaid) office as soon as possible to see if you will qualify for Extra Help.  **Social Security Administration**  **1-800-772-1213, 8 a.m. to 7 p.m. Local Time, Monday-Friday**  TTY users call:  **1-800-325-0778**  To reapply for Extra Help, refer to <https://www.ssa.gov/medicare/part-d-extra-help> |
|  | **Will I be billed for premiums?** | You will continue to receive premium invoices (if applicable). |
|  | **I would like to make a premium payment or set up autopay.** | Refer to the **Payment Options** section of [MED D – Blue MedicareRx (NEJE) – Premium Billing General Information, Processes, & Document Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e817117-fbc9-4c46-8739-d6457cf8db95). |
|  | **I would like to set up a payment plan.** | Refer to [MED D – Blue MedicareRx (NEJE) – Premium Billing Payment Plans](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e04f87d5-2a87-47d9-9c18-5b275aeff420). |
|  | **Will I be disenrolled if I do not make my premium payment?** | Yes, you may be disenrolled if you do not pay premiums owed. |

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| Log Activity |

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| Related Documents |

[MED D - Low Income Subsidy (LIS) Informational Overview](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=39c4d667-eb19-4bde-9ec0-bdcda34aa0dd)

[MED D - When to Refer to Social Security (SSA) and Medicare (CMS)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c9e294cd-93c4-466f-a6d8-e850070eda25)

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