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**To get started or for more information,
call today!**

1-800-794-5907 (TTY: 711)

From October 1 - March 31, we are open 7 days a week, 8 a.m. to 8 p.m. From April 1 - September 30, we are open Monday - Friday, 8 a.m. to 8 p.m. You may always leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within one business day.

Additional information or assistance is available by contacting the Serving Health Insurance Needs of Elders (SHINE) program offered by the Florida Department of Elder Affairs and the local Area Agency on Aging at 1-800-963-5337, from 8 a.m. to 5 p.m. Monday-Friday; TTY 711, or 1-800-MEDICARE (1-800-633-4227); 24 hours per day, 7 days per week; TTY 1-877-486-2048; www.Medicare.gov.

You may also contact the Social Security Administration at 1-800-772-1213; TTY 1-800-325-0778, from 7 a.m. to 7 p.m., Monday through Friday.



If you are interested in learning more about the Social Services Program available to CarePlus members, please return the attached card, visit our website, or call:

CarePlus Health Plans, Inc.

**PO Box 14741
Lexington, KY 40512**

1-800-794-5907; TTY: 711

CarePlusHealthPlans.com

CarePlus proudly serves the community as a Department of Children and Families ACCESS Florida Partner. You may apply, report any changes, or complete an updated review for Public Assistance Benefits with us:

- Medicaid**
- Food Stamps**
- Temporary Cash Assistance**
- Long Term Care Community Diversion Program Referral**

www.MyFlorida.com/accessflorida

1-866-76-ACCESS or 1-866-762-2237; from 8 a.m. to 5 p.m., Monday through Friday For Telecommunications Relay Services (TRS) dial 711, or continue to use TTY: 1-800-955-8770 or 1-800-955-8771.



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CarePlus
HEALTH PLANS®

Medicare beneficiaries with limited income and assets may be eligible for assistance from state and federal programs to pay for all or part of their monthly premiums, annual deductibles and coinsurance. **Many beneficiaries are eligible for these savings and don't even know it.**

Members receiving assistance from Medicare for help with prescription drug costs through the Extra Help program; and members who are dual eligible through Medicare and Medicaid are also allowed to take advantage of Special Election Periods (SEP) that may not be available to other Medicare Advantage members.



CarePlus is committed to helping members maximize health benefits through our Social Services Outreach Program

We take great pride in our ability to serve our members. Participation is entirely voluntary and does not affect your enrollment as a member of CarePlus in any way. Members are not obligated to provide any personal information and any information provided will only be shared with the state and federal agencies directly responsible for determining eligibility. However, information regarding Medicaid status may be needed to confirm dual eligibility. CarePlus is only providing an initial eligibility screening and only the appropriate state agency can make a final eligibility determination. If you do not agree with our initial screening, you can apply directly at a state or federal office.



Do I qualify?

How can I get Extra Help?

The CarePlus Social Services department assists members to apply for public assistance through a variety of state and federal programs. This assistance and guidance are offered at no additional cost to you.

All you need to do is call a Member Services representative and request a Social Services referral. One of our specially-trained Social Services associates will then contact you and guide you through the application process.

Extra Help:

To be eligible for Extra Help with Medicare Prescription Drug Plan costs, you must:

- Have a monthly gross income of less than \$1,956 for an individual or less than \$2,644 for a couple*
- Have assets valued below \$17,600 for an individual or \$35,130 for a couple living together*
- Reside in the United States

The help you receive regularly from someone else to pay your household expenses does not count as income. Assets include bank accounts or stocks and bonds, but do not include your home, car, personal possessions or life insurance policies.

Medicaid:

To be eligible for Medicaid benefits through the Medicare Savings Programs, which are part of the State Medicaid Program (Dual Eligibility status**), you must:

- Be entitled to Medicare Part A
- Be a Florida resident
- Be a U.S. citizen or qualified resident
- Have a monthly gross income of less than \$1,781 for an individual or less than \$2,400 for a couple**†
- Have assets valued below \$9,660 for an individual or \$14,470 for a couple living together**

*Eligibility requirements and benefit amounts vary by state and federal program, and are subject to change. Resource and income levels for Extra Help are published by the Centers for Medicare & Medicaid Services (CMS) annually. Eligibility determination is made by the Social Security Administration and not by CarePlus.

**The Florida Department of Children and Families remains the designated state agency to determine eligibility for program services/benefits.

†A \$20 general income exclusion is included in the income amounts.



If you would like to receive more information from the CarePlus Social Services department, please complete, detach and return this form.

No postage necessary.

Name
Address
City/State/Zip Code
Telephone Number
Email Address (Optional. By providing your email you authorize CarePlus to send you information.)