



**Blue Medicare Rx Enhanced<sup>SM</sup> (PDP) (S5540-004)  
offered by Blue Cross and Blue Shield of North Carolina  
(Blue Cross NC)**

## **Annual Notice of Changes for 2025**

You are currently enrolled as a member of Blue Medicare Rx Enhanced. 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 <https://www.bluecrossnc.com/members/medicare>. You may also call Customer Service 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 our drug coverage, including coverage restrictions and cost sharing.
- Think about how much you will spend on premiums, deductibles, and cost sharing.
- Check the changes in the 2025 "Drug List" to make sure the drugs you currently take are still covered.
- Compare the 2024 and 2025 plan information to see if any of the drugs you take move to a different cost-sharing tier or will be subject to different restrictions, such as prior authorization, step therapy, or a quantity limit for 2025.

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- Check if you qualify for help paying for prescription drugs. People with limited incomes may qualify for “Extra Help” from Medicare.
- 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 the [www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare) website or review the list in the back of your *Medicare & You 2025* handbook. For additional support, contact your State Health Insurance Assistance Program (SHIP) to speak with a trained counselor.
- 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, 2024, you will stay in Blue Medicare Rx Enhanced.
- To change to a **different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2025**. This will end your enrollment with Blue Medicare Rx Enhanced.

### **Additional Resources**

- Please contact our Customer Service number at 1-888-247-4142 for additional information. (TTY users should call 711.) Hours are 8 am to 8 pm daily. This call is free.
- This document is available in languages other than English, in braille, in large print, or other alternate formats. Please call Customer Service for additional information.

### **About Blue Medicare Rx Enhanced**

- Blue Cross and Blue Shield of North Carolina is a PDP plan with a Medicare contract. Enrollment in Blue Cross and Blue Shield of North Carolina depends on contract renewal.
- When this document says “we,” “us,” or “our,” it means Blue Cross and Blue Shield of North Carolina (Blue Cross NC). When it says “plan” or “our plan,” it means Blue Medicare Rx Enhanced.

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**Summary of Important Costs for 2025**

The table below compares the 2024 costs and 2025 costs for Blue Medicare Rx Enhanced in several important areas. **Please note this is only a summary of costs.**

Cost	2024 (this year)	2025 (next year)
<p><b>Monthly plan premium*</b></p> <p>* Your premium may be higher or lower than this amount. See Section 1.1 for details.</p>	<p>\$131.30</p>	<p>\$113.20</p>
<p><b>Part D prescription drug coverage</b> (See Section 1.3 for details.)</p>	<p>Copayment/Coinsurance during the Initial Coverage Stage:</p> <ul style="list-style-type: none"> <li>• Drug Tier 1: \$3 per prescription for a 30-day supply at preferred retail pharmacy or preferred mail-order pharmacy</li> <li>• Drug Tier 1: \$15 per prescription for a 30-day supply at standard retail pharmacy, standard mail-order pharmacy, or out-of-network pharmacy</li> <li>• Drug Tier 2: \$6 per prescription for a 30-day supply at preferred retail pharmacy or preferred mail-order pharmacy</li> </ul>	<p>Copayment/Coinsurance during the Initial Coverage Stage:</p> <ul style="list-style-type: none"> <li>• Drug Tier 1: \$3 per prescription for a 30-day supply at preferred retail pharmacy or preferred mail-order pharmacy</li> <li>• Drug Tier 1: \$15 per prescription for a 30-day supply at standard retail pharmacy, standard mail-order pharmacy, or out-of-network pharmacy</li> <li>• Drug Tier 2: \$6 per prescription for a 30-day supply at preferred retail pharmacy or preferred mail-order pharmacy</li> </ul>

Cost	2024 (this year)	2025 (next year)
	<ul style="list-style-type: none"> <li>• Drug Tier 2: \$20 per prescription for a 30-day supply at standard retail pharmacy, standard mail-order pharmacy, or out-of-network pharmacy</li> <li>• Drug Tier 3: \$45 per prescription for a 30-day supply at preferred retail pharmacy or preferred mail-order pharmacy</li> <li>• Drug Tier 3: \$47 per prescription for a 30-day supply at standard retail pharmacy, standard mail-order pharmacy, or out-of-network pharmacy</li> </ul> <p>You pay \$35 per month supply of each covered insulin product on this tier.</p> <ul style="list-style-type: none"> <li>• Drug Tier 4: 40% of the total cost for a 30-day supply at preferred retail pharmacy or preferred mail-order pharmacy</li> <li>• Drug Tier 4: 41% of the total cost for a 30-day supply at standard retail pharmacy, standard mail-order pharmacy, or out-of-network pharmacy</li> </ul>	<ul style="list-style-type: none"> <li>• Drug Tier 2: \$20 per prescription for a 30-day supply at standard retail pharmacy, standard mail-order pharmacy, or out-of-network pharmacy</li> <li>• Drug Tier 3: \$45 per prescription for a 30-day supply at preferred retail pharmacy or preferred mail-order pharmacy</li> <li>• Drug Tier 3: \$47 per prescription for a 30-day supply at standard retail pharmacy, standard mail-order pharmacy, or out-of-network pharmacy</li> </ul> <p>You pay \$35 per month supply of each covered insulin product on this tier.</p> <ul style="list-style-type: none"> <li>• Drug Tier 4: 50% of the total cost for a 30-day supply at preferred retail pharmacy or preferred mail-order pharmacy</li> <li>• Drug Tier 4: 50% of the total cost for a 30-day supply at standard retail pharmacy, standard mail-order pharmacy, or out-of-network pharmacy</li> </ul>

Cost	2024 (this year)	2025 (next year)
	<p>You pay \$35 per month supply of each covered insulin product on this tier.</p> <ul style="list-style-type: none"> <li>• Drug Tier 5: 33% of the total cost for a 30-day supply at preferred retail pharmacy or preferred mail-order pharmacy</li> <li>• Drug Tier 5: 33% of the total cost for a 30-day supply at standard retail pharmacy, standard mail-order pharmacy, or out-of-network pharmacy</li> </ul> <p>Catastrophic Coverage:</p> <ul style="list-style-type: none"> <li>• During this payment stage, the plan pays the full cost for your covered Part D drugs. You pay nothing.</li> </ul>	<p>You pay \$35 per month supply of each covered insulin product on this tier.</p> <ul style="list-style-type: none"> <li>• Drug Tier 5: 33% of the total cost for a 30-day supply at preferred retail pharmacy or preferred mail-order pharmacy</li> <li>• Drug Tier 5: 33% of the total cost for a 30-day supply at standard retail pharmacy, standard mail-order pharmacy, or out-of-network pharmacy</li> </ul> <p>Catastrophic Coverage:</p> <ul style="list-style-type: none"> <li>• During this payment stage, you pay nothing for your covered Part D drugs.</li> </ul>

## SECTION 1 Changes to Benefits and Costs for Next Year

### Section 1.1 – Changes to the Monthly Premium

Cost	2024 (this year)	2025 (next year)
<b>Monthly premium</b> (You must also continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.)	\$131.30	\$113.20

- 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.
- Your monthly premium will be *less* if you are receiving “Extra Help” with your prescription drug costs. Please see Section 6 regarding “Extra Help” from Medicare.

### Section 1.2 – Changes to the Pharmacy Network

Amounts you pay for your prescription drugs may depend on which pharmacy you use. Medicare drug plans have a network of pharmacies. In most cases, your prescriptions are covered *only* if they are filled at one of our network pharmacies. Our network includes pharmacies with preferred cost sharing, which may offer you lower cost sharing than the standard cost sharing offered by other network pharmacies for some drugs.

There are changes to our network of pharmacies for next year. An updated *Pharmacy Directory* is located on our website at <https://www.bluecrossnc.com/members/find-care>. You may also call Customer Service for updated provider information or to ask us to mail you a *Pharmacy Directory*. **Please review the 2025 Pharmacy Directory at <https://www.bluecrossnc.com/members/find-care> to see which pharmacies are in our network.**

It is important that you know that we may make changes to the pharmacies that are part of your plan during the year. If a mid-year change in our pharmacies affects you, please contact Customer Service so we may assist.

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## Section 1.3 – Changes to Part D Prescription Drug Coverage

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### 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.

We made changes to our Drug List, which could include removing or adding drugs, changing the restrictions that apply to our coverage for certain drugs or moving them to a different cost-sharing tier. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions, or if your drug has been moved to a different cost-sharing tier.**

Most of the changes in the Drug List are new for the beginning of each year. However, we might make other changes that are allowed by Medicare rules that will affect you during the plan year. We update our online Drug List at least monthly to provide the most up-to-date list of drugs. If we make a change that will affect your access to a drug you are taking, we will send you a notice about the change.

If you are affected by a change in drug coverage at the beginning of the year or during the year, please review Chapter 7 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 Customer Service for more information.

We currently can immediately remove a brand name drug on our Drug List if we replace it with a new generic drug version on the same or lower cost-sharing tier and with the same or fewer restrictions as the brand name drug it replaces. Also, when adding a new generic, we may also decide to keep the brand name drug on our Drug List, but immediately move it to a different cost-sharing tier or add new restrictions or both.

Starting in 2025, we can immediately replace original biological products with certain biosimilars. This means, for instance, if you are taking an original biological product that is being replaced by a biosimilar, you may not get notice of the change 30 days before we make it or get a month's supply of your original biological product at a network pharmacy. If you are taking the original biological product at the time we make the change, you will still get information on the specific change we made, but it may arrive after we make the change.

Some of these drug types may be new to you. For definitions of drug types, please see Chapter 10 of your *Evidence of Coverage*. The Food and Drug Administration (FDA) also provides consumer information on drugs. See FDA website:

<https://www.fda.gov/drugs/biosimilars/multimedia-education-materials-biosimilars#For%20Patients>. You may also contact Customer Service or ask your health care provider, prescriber, or pharmacist for more information.



**Changes to Prescription Drug Benefits and 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 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 you haven’t received this insert by September 30, 2024, please call Customer Service and ask for the LIS Rider.

Beginning in 2025, there are three **drug payment stages:** the Yearly Deductible Stage, the Initial Coverage Stage, and the Catastrophic Coverage Stage. The Coverage Gap Stage and the Coverage Gap Discount Program will no longer exist in the Part D benefit.

The Coverage Gap Discount Program will also be replaced by the Manufacturer Discount Program. Under the Manufacturer Discount Program, drug manufacturers pay a portion of the plan’s full cost for covered Part D brand name drugs and biologics during the Initial Coverage Stage and the Catastrophic Coverage Stage. Discounts paid by manufacturers under the Manufacturer Discount Program do not count toward out-of-pocket costs.

**Changes to the Deductible Stage**

Stage	2024 (this year)	2025 (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**

Stage	2024 (this year)	2025 (next year)
<b>Stage 2: Initial Coverage Stage</b>	Your cost for a one-month supply is:	Your cost for a one-month supply is:
During this stage, the plan pays its share of the cost of your drugs, and <b>you pay your share of the cost.</b>	<b>Tier 1 - Preferred Generic:</b> <i>Standard cost sharing:</i> You pay \$15 per prescription.	<b>Tier 1 - Preferred Generic:</b> <i>Standard cost sharing:</i> You pay \$15 per prescription.
We changed the tier for some of the drugs on our Drug	<i>Preferred cost sharing:</i>	<i>Preferred cost sharing:</i>

List. To see if your drugs will be in a different tier, look them up on the Drug List.	You pay \$3 per prescription.	You pay \$3 per prescription.
Most adult Part D vaccines are covered at no cost to you.	<b><i>Tier 2 - Generic:</i></b>	<b><i>Tier 2 - Generic:</i></b>
	<i>Standard cost sharing:</i>	<i>Standard cost sharing:</i>
	You pay \$20 per prescription.	You pay \$20 per prescription.
	<i>Preferred cost sharing:</i>	<i>Preferred cost sharing:</i>
	You pay \$6 per prescription.	You pay \$6 per prescription.
	<b><i>Tier 3 - Preferred Brand:</i></b>	<b><i>Tier 3 - Preferred Brand:</i></b>
	<i>Standard cost sharing:</i>	<i>Standard cost sharing:</i>
	You pay \$47 per prescription.	You pay \$47 per prescription.
	<i>Preferred cost sharing:</i>	<i>Preferred cost sharing:</i>
	You pay \$45 per prescription.	You pay \$45 per prescription.
	<b><i>Tier 4 - Non-Preferred Drug:</i></b>	<b><i>Tier 4 - Non-Preferred Drug:</i></b>
	<i>Standard cost sharing:</i>	<i>Standard cost sharing:</i>
	You pay 41% of the total cost.	You pay 50% of the total cost.
	Your cost for a one-month mail-order prescription is 41% of the total cost.	Your cost for a one-month mail-order prescription is 50% of the total cost.
	<i>Preferred cost sharing:</i>	<i>Preferred cost sharing:</i>
	You pay 40% of the total cost.	You pay 50% of the total cost.
	Your cost for a one-month mail-order prescription is 40% of the total cost.	Your cost for a one-month mail-order prescription is 50% of the total cost.
	<b><i>Tier 5 - Specialty Tier:</i></b>	<b><i>Tier 5 - Specialty Tier:</i></b>
	<i>Standard cost sharing:</i>	<i>Standard cost sharing:</i>
	You pay 33% of the total cost.	You pay 33% of the total cost.
	<i>Preferred cost sharing:</i>	<i>Preferred cost sharing:</i>
	You pay 33% of the total cost.	You pay 33% of the total cost.
	Tier 5 is limited to a 30-day supply per fill.	Tier 5 is limited to a 30-day supply per fill.

Stage	2024 (this year)	2025 (next year)
	<p>Once your total drug costs have reached \$5,030, you will move to the next stage (the Coverage Gap Stage).</p>	<p>Once you have paid \$2,000 out of pocket for Part D drugs, you will move to the next stage (the Catastrophic Coverage Stage).</p>

**Changes to the Catastrophic Coverage Stage**

The Catastrophic Coverage Stage is the third and final stage. Beginning in 2025, drug manufacturers pay a portion of the plan’s full cost for covered Part D brand name drugs and biologics during the Catastrophic Coverage Stage. Discounts paid by manufacturers under the Manufacturer Discount Program do not count toward out-of-pocket costs.

For specific information about your costs in the Catastrophic Coverage Stage, look at Chapter 4, Section 6, in your Evidence of Coverage.

**SECTION 2 Administrative Changes**

Description	2024 (this year)	2025 (next year)
<p><b>Medicare Prescription Payment Plan</b></p>	<p>Medicare Prescription Payment Plan was not available in 2024.</p>	<p>The Medicare Prescription Payment Plan is a new payment option that works with your current drug coverage, and it can help you manage your drug costs by spreading them across <b>monthly payments that vary throughout the year</b> (January - December). To learn more about this payment option, please contact us at 1-888-310-4110 or visit Medicare.gov.</p>

**SECTION 3 Deciding Which Plan to Choose**

**Section 3.1 – If You Want to Stay in Blue Medicare Rx Enhanced**

**To stay in our plan, you don’t need to do anything.** If you do not sign up for a different plan by December 7, you will automatically be enrolled in our Blue Medicare Rx Enhanced.

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## Section 3.2 – If You Want to Change Plans

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We hope to keep you as a member next year but if you want to change plans for 2025 follow these steps:

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

- You can join a different Medicare prescription drug plan,
- –OR– You can change to a Medicare health plan. Some Medicare health plans also include Part D prescription drug coverage,
- –OR– You can keep your current Medicare health coverage and drop your Medicare prescription drug coverage.

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 2025* handbook, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

As a reminder, Blue Cross NC offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost sharing amounts.

### **Step 2: Change your coverage**

- To **change to a different Medicare prescription drug plan**, enroll in the new plan. You will automatically be disenrolled from Blue Medicare Rx Enhanced.
- To **change to a Medicare health plan**, enroll in the new plan. Depending on which type of plan you choose, you may automatically be disenrolled from Blue Medicare Rx Enhanced.
  - You will automatically be disenrolled from Blue Medicare Rx Enhanced if you enroll in any Medicare health plan that includes Part D prescription drug coverage. You will also automatically be disenrolled if you join a Medicare Health Maintenance Organization (HMO) or Medicare Preferred Provider Organization (PPO), even if that plan does not include prescription drug coverage.
  - If you choose a Private Fee-For-Service plan without Part D drug coverage, a Medicare Medical Savings Account plan, or a Medicare Cost Plan, you can enroll in that new plan and keep Blue Medicare Rx Enhanced for your drug coverage. Enrolling in one of these plan types will not automatically disenroll you from Blue Medicare Rx Enhanced. If you are enrolling in this plan type and want to leave our plan, you must ask to be disenrolled from Blue Medicare Rx Enhanced. To ask to be disenrolled, you must send us a written request or contact Medicare at 1-800-

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MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY users should call 1-877-486-2048).

- To **change to Original Medicare without a prescription drug plan**, you must either:
  - Send us a written request to disenroll. Contact Customer Service 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 prescription drug plan or to a Medicare health plan for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2025.

### 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 recently moved into or, currently live in 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. If you recently moved out of an institution, you have an opportunity to switch plans or switch to Original Medicare for two full months after the month you move out.

## 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 North Carolina, the SHIP is called Seniors' Health Insurance Information Program (SHIIP).

It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHIIP 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 SHIP at 1-919-807-6900 or 1-855-408-1212. You can learn more about SHIP by visiting their website ([www.ncdoi.com/SHIP](http://www.ncdoi.com/SHIP)).

## SECTION 6 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **“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, yearly deductibles, and coinsurance. Additionally, those who qualify will not have a 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.
- **Help from your state’s pharmaceutical assistance program.** North Carolina has a program called Seniors’ Health Insurance Information Program that helps people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about the program, check with your State Health Insurance Assistance Program.
- **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. To be eligible for the ADAP operating in your State, 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 North Carolina HIV Medication Assistance Program (NC HMAP). For information on eligibility criteria, covered drugs, how to enroll in the program or if you are currently enrolled how to continue receiving assistance, call the NC HMAP at 1-877-466-2232 (toll free in NC) or 1-919-733-9161 (out-of-state) or visit their website at <https://epi.dph.ncdhhs.gov/cd/hiv/hmap.html>. Be sure, when calling, to inform them of your Medicare Part D plan name or policy number.
- **The Medicare Prescription Payment Plan.** The Medicare Prescription Payment Plan is a new payment option to help you manage your out-of-pocket drug costs, starting in

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2025. This new payment option works with your current drug coverage, and it can help you manage your drug costs by spreading them across **monthly payments that vary throughout the year** (January – December). **This payment option might help you manage your expenses, but it doesn't save you money or lower your drug costs.**

“Extra Help” from Medicare and help from your SPAP and ADAP, for those who qualify, is more advantageous than participation in the Medicare Prescription Payment Plan. All members are eligible to participate in this payment option, regardless of income level, and all Medicare drug plans and Medicare health plans with drug coverage must offer this payment option. To learn more about this payment option, please contact us at 1-888-310-4110 or visit Medicare.gov.

## SECTION 7 Questions?

### Section 7.1 – Getting Help from Blue Medicare Rx Enhanced

Questions? We're here to help. Please call Customer Service at 1-888-247-4142. (TTY only, call 711). We are available for phone calls 8 am to 8 pm daily. Calls to these numbers are free.

#### **Read your 2025 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 2025. For details, look in the *2025 Evidence of Coverage* for Blue Medicare Rx Enhanced. 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 <https://www.bluecrossnc.com/members/medicare>. You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.

#### **Visit our Website**

You can also visit our website at <https://www.bluecrossnc.com/members/medicare>. As a reminder, our website has the most up-to-date information about our pharmacy network (*Pharmacy 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 prescription drug 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 2025***

Read the *Medicare & You 2025* handbook. Every fall, this document 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.

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## Review other plan materials available as of October 15, 2024.

View online or request a printed copy by calling us at 1-888-247-4142, 8 a.m. to 8 p.m. daily.

### Evidence of Coverage (EOC)

Your EOC provides you with details about your plan benefits.

To view your EOC, visit <https://www.bluecrossnc.com/members/medicare>, click on **Forms Library** and select the **Evidence of Coverage** for your plan. You can also complete and mail the prepaid enclosed postcard to request a printed copy.

### Formulary

Your Formulary is a list of drugs covered by your plan.

To view your formulary, visit <https://www.bluecrossnc.com/members/medicare>, click on **Forms Library** and select your plan under **Formulary Guide**. You can also complete and mail the prepaid enclosed postcard to request a printed copy.

### Pharmacy Directory

To search for providers online, visit <https://www.bluecrossnc.com/members/medicare>, click on **Find care**.

You may also view our **Notice of Privacy Practices** online at [bluecrossnc.com/policies-best-practices/notice-privacy-practices](https://www.bluecrossnc.com/policies-best-practices/notice-privacy-practices)

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the Customer Service number on the back of your ID card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número para servicio al cliente que aparece en el reverso de su tarjeta del seguro para obtener ayuda.