

MA MEMBER ANNOUNCEMENT

FAQs

Bright Health Group is focusing its business on delivering value-driven healthcare to aging and underserved populations. This means that Bright HealthCare will no longer offer Individual and Family Plan (“IFP”) products and will not offer Medicare Advantage (“MA”) products outside of California for 2023.

It is a priority for Bright HealthCare to continue to provide the best service and experience to the members, providers, brokers, and other partners in discontinued markets, and to ensure that all impacted members are able to move to new plans with no interruption in coverage.

Below are some important FAQs to assist you in making this transition for 2023.

MA Member-Specific Questions:

1. Can they make an exception for me?

Unfortunately, we cannot make any exceptions.

2. When will my coverage end?

Bright HealthCare insurance coverage ended on December 31, 2022 for members enrolled in Bright HealthCare MA products in Arizona, Colorado, Florida, Illinois, and New York.

3. When can I enroll in new MA coverage for 2023?

The Medicare annual enrollment period (AEP) started on October 15 and ran until December 7, 2022 to ensure a January 1, 2023 effective date. If you didn’t take action before December 31, you are only covered by Original Medicare starting January 1, 2023.

Even if Medicare places you in Original Medicare, you still have other opportunities to join a Medicare health or drug plan. Because your Bright HealthCare plan will no longer be available to you, and to provide you additional time to evaluate your options, you have a special opportunity to join a new plan any time until February 28, 2023. If you join a new MA plan AFTER December 31, 2022, your coverage in the new plan won’t start until the month after you join.

4. What will happen to my prescription drug coverage?

If you don’t join a plan with prescription drug coverage or a stand-alone Prescription Drug Plan with Original Medicare by February 28, 2023, you won’t have prescription drug coverage in 2023 and you may have to pay a lifetime Part D late-enrollment penalty if you join a Medicare prescription drug plan later.

5. How do I ensure my prescriptions are transferred to the new plan?

Please remember to update your pharmacy with your new insurance information. It’s always a good idea to refill or update prescriptions to ensure you have enough supply as you transition plans.

6. How do I go about finding a new MA plan?

You can work directly with your broker or trusted adviser, who can provide a more personalized level of service. You can also call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week. In addition, there are many helpful tools and resources at [Medicare.gov](https://www.Medicare.gov) to assist you in choosing a new plan.

7. Is there a way for me to tell if my current providers are covered on the new plan?

The tools on [Medicare.gov](https://www.Medicare.gov) also can help you find an alternate plan or direct you to local resources to help with your search.

8. How can I ensure that all of my information rolls over to the new plan?

Your new plan will help you transition your current care plans and prescriptions to your new benefit in 2023. You should call your new plan at the beginning of the year to make sure they have all your relevant information.

9. Who can I call at Bright HealthCare for more information?

Members can call Member Services at 844-926-4521 for more information. Spanish speaking members can call 844-926-4520.