

What happens if Medicare plans from UnitedHealthcare leave the Medicare Program or leave the Service Area where you live?

If we leave the Medicare program or discontinue Medicare plans from UnitedHealthcare in your Service Area, we will notify you in writing. **If either of these situations occurs, you will be allowed to change the way you receive Medicare coverage.** Your choices will always include Original Medicare, and they may also include joining another Medicare Advantage plan, if such plans are available in your area and are accepting new Members.

We have a contract with CMS. At the end of each year, the contract is reviewed, and either we or CMS may decide to terminate the contract. It is also possible our contract may terminate at some other time. If the contract is going to terminate, we will generally notify you at least ninety (90) days in advance. Your advance notice may be as little as thirty (30) days, or even fewer days if CMS terminates our contract in the middle of the year. Until we notify you in writing that you must disenroll from Medicare plans from UnitedHealthcare and indicate the date when your membership ends, you will continue as a Member of Medicare plans from UnitedHealthcare, and you must continue to receive all covered services from contracted medical providers until the date your disenrollment is effective. All covered services and rules described in this document will continue until your membership ends.

Once we have notified you in writing we are leaving the Medicare program or the area where you live, you may switch to another way of getting your Medicare benefits at any time. If you decide to switch from Medicare plans from UnitedHealthcare to Original Medicare, you will have the right to buy a Medigap policy regardless of your health. This is called “guaranteed issue rights.” Locate your state below to find the local agency to contact about how and when to buy a Medigap policy if you need one.

<p>Alabama Alabama Department of Senior Services 201 Monroe St, Ste 350 Montgomery, AL 36104 1-800-243-5463 TTY: 711</p>	<p>Alaska Senior and Disabilities Services 240 Main St, Ste 601 Juneau, AK 99811-0680 1-866-465-3165 TTY: 1-907-465-5430</p>	<p>American Samoa Pago Pago Social Security Office Centennial Bldg, Ste 302, Fl 3 Utulei, AS 96799 1-684-622-3001 TTY: 711</p>
<p>Arizona Arizona Department of Economic Security Division of Aging and Adult Services 1789 West Jefferson St, ATTN: SHIP 950A Phoenix, AZ 85007 1-800-432-4040 TTY: 711</p>	<p>Arkansas Senior Health Insurance Information Program 1200 West Third St Little Rock, AR 72201-1904 1-800-224-6330 TTY: 711</p>	<p>California California’s Health Insurance Counseling and Advocacy Program (HICAP) 1300 National Drive, Ste 200 Sacramento, CA 95834-1992 1-800-434-0222 TTY: 1-800-735-2929</p>

<p>Colorado Dora - Division of Insurance - State of Colorado 1560 Broadway, Ste 850 Denver, CO 80202 1-800-930-3745 TTY: 711</p>	<p>Connecticut State Department on Aging - CHOICES 55 Farmington Ave, Fl 12 Hartford, CT 06105-3730 1-800-994-9422 TTY: 711</p>	<p>Delaware Delaware Medicare Assistance Bureau (DMAB) 841 Silver Lk Blvd Dover, DE 19904 1-800-336-9500 TTY: 711</p>
<p>District of Columbia Health Insurance Counseling Project (HICP) 650 20th St, NW Washington, DC 20052 1-202-994-6272 TTY: 711</p>	<p>Florida SHINE Program Department of Elder Affairs 4040 Esplanade Way, Ste 270 Tallahassee, FL 32399-7000 1-800-963-5337 TTY: 1-800-955-8770</p>	<p>Georgia DHS Division of Aging Services - GeorgiaCares Program 2 Peachtree St NW, Fl 33 Atlanta, GA 30303 1-866-552-4464 TTY: 711</p>
<p>Guam Division of Senior Citizens Guam 130 University Drive, Ste 8, University Castle Mall Mangilao, GU 96913 1-671-735-7421 TTY: 1-671-735-7415</p>	<p>Hawaii HAWAII SHIP State Health Insurance Assistance Program No. 1 Capitol District 250 South Hotel St, Ste 406 Honolulu, HI 96813-2831 1-888-875-9229 TTY: 1-866-810-4379</p>	<p>Idaho Idaho Senior Health Insurance Benefits Advisors (SHIBA) 700 West State St PO Box 83720 Boise, ID 83720-0043 1-800-247-4422 TTY: 711</p>
<p>Illinois Senior Health Insurance Program One Natural Resources Way, Ste 100 Springfield, IL 62702-1271 1-800-252-8966 TTY: 1-888-206-1327</p>	<p>Indiana Indiana Department of Insurance - State Health Insurance Program 311 W Washington St, Ste 300 Indianapolis, IN 46204-2787 1-800-452-4800 TTY: 1-866-846-0139</p>	<p>Iowa Senior Health Insurance Information Program 601 Locust St, Fl 4 Des Moines, IA 50309-3738 1-800-351-4664 TTY: 1-800-735-2942</p>
<p>Kansas Kansas Department for Aging and Disability Services New England Bldg 503 S Kansas Ave Topeka, KS 66603-3404 1-800-860-5260 TTY: 1-785-291-3167</p>	<p>Kentucky Kentucky State Health Insurance Assistance Program (SHIP) 275 E Main St Frankfort, KY 40621 1-877-293-7447 TTY: 1-800-627-4702</p>	<p>Louisiana Louisiana Department of Insurance, Senior Health Insurance Information Program PO Box 94214 Baton Rouge, LA 70802 1-800-259-5300 TTY: 711</p>
<p>Maine Maine Department of Health and Human Services 11 State House Station 41 Anthony Ave Augusta, ME 04333 1-800-262-2232 TTY: 711</p>	<p>Mariana Islands Commonwealth of The Northern Mariana Islands SHIP Program PO Box 5795 CHRB Saipan, MP 96950 1-670-664-3000 TTY: 711</p>	<p>Maryland The Maryland Department of Aging 301 W Preston St, Ste 1007 Baltimore, MD 21201 1-800-243-3425 TTY: 711</p>

<p>Massachusetts Executive Office of Elder Affairs / SHINE One Ashburton Place, Rm 517 Boston, MA 02108 1-800-243-4636 TTY: 711</p>	<p>Michigan Michigan Medicare Assistance Program (MMAP) 5303 S Cedar St Lansing, MI 48917 1-800-803-7174 TTY: 711</p>	<p>Minnesota Minnesota Board on Aging - Senior LinkAge Line PO Box 64976 St. Paul, MN 55164-0976 1-800-333-2433 TTY: 1-800-627-3529</p>
<p>Mississippi Mississippi Department of Human Services, MS State Health Insurance Assistance Program (SHIP) 750 N State St Jackson, MS 39202 1-800-948-3090 TTY: 711</p>	<p>Missouri Missouri CLAIM 200 N Keene St, Ste 101 Columbia, MO 65201 1-800-390-3330 TTY: 711</p>	<p>Montana Montana State Health Insurance Assistance Program (SHIP) 2030 11th Ave Helena, MT 59601 1-800-551-3191 TTY: 711</p>
<p>Nebraska Nebraska Senior Health Insurance Information Program (SHIIP) 941 O St PO Box 82089 Lincoln, NE 68501-2089 1-800-234-7119 TTY: 711</p>	<p>Nevada Nevada State Health Insurance Assistance Program 3416 Goni Rd, Ste D-132 Carson City, NV 89706 1-800-307-4444 TTY: 711</p>	<p>New Hampshire NH SHIP - ServiceLink Aging and Disability Resource Center 2 Industrial Park Drive PO Box 1016 Concord, NH 03302-1016 1-866-634-9412 TTY: 1-800-735-2964</p>
<p>New Jersey Division of Aging and Community Services Department of Health (SHIP) PO Box 715 Trenton, NJ 08625-0715 1-800-792-8820 TTY: 711</p>	<p>New Mexico New Mexico Aging & Long-Term Services (ADRC) PO Box 27118 Santa Fe, NM 87502-7118 1-800-432-2080 TTY: 711</p>	<p>New York Health Insurance Information Counseling and Assistance Program (HIICAP) 2 Empire State Plaza Albany, NY 12223-1251 1-800-701-0501 TTY: 711</p>
<p>North Carolina Seniors' Health Insurance Information Program (SHIIP) 1201 Mail Service Ctr Raleigh, NC 27699-1201 1-855-408-1212 TTY: 711</p>	<p>North Dakota State Health Insurance Counseling Program (SHIC) 600 E Blvd Ave Bismarck, ND 58505-0320 1-888-575-6611 TTY: 1-800-366-6888</p>	<p>Ohio Ohio Department of Insurance 50 W Town St, Ste 300, Fl 3 Columbus, OH 43215 1-800-686-1578 TTY: 1-614-644-3745</p>

<p>Oklahoma Senior Health Insurance Counseling Program (SHIP) 5 Corporate Plaza 3625 NW 56th St, Ste 100 Oklahoma City, OK 73112-4511 1-800-763-2828 TTY: 711</p>	<p>Oregon Senior Health Insurance Benefits Assistance Program PO Box 14480 Salem, OR 97309-0405 1-800-722-4134 TTY: 711</p>	<p>Pennsylvania Apprise Health Insurance Counseling Program 555 Walnut St, Fl 5 Harrisburg, PA 17101-1919 1-800-783-7067 TTY: 711</p>
<p>Puerto Rico State Health Insurance Assistance Program Ponce de León Ave, PDA 16 EDIF 1064, 3er nivel San Juan, PR 00919-1179 1-787-721-6121 TTY: 711</p>	<p>Rhode Island Rhode Island Department of Human Services, Division of Elderly Affairs 57 Howard Ave Louis Pasteur Bldg, Fl 2 Cranston, RI 02920 1-401-462-3000 TTY: 1-401-462-0740</p>	<p>South Carolina South Carolina Lieutenant Governor's Office on Aging 1301 Gervais St, Ste 350 Columbia, SC 29201 1-800-868-9095 TTY: 711</p>
<p>South Dakota South Dakota Department of Social Services SHIINE 800 E Dakota Ave Pierre, SD 57501 1-877-331-4834 TTY: 711</p>	<p>Tennessee Tennessee Commission on Aging and Disability 502 Deaderick St, Fl 9 Nashville, TN 37243-0860 1-877-801-0044 TTY: 711</p>	<p>Texas Health Information Counseling & Advocacy Program of Texas (HICAP) PO Box 149104 Austin, TX 78714-9104 1-800-252-9240 TTY: 711</p>
<p>Utah Aging Services Administrative Office 195 N 1950 W Salt Lake City, UT 84116 1-800-541-7735 TTY: 711</p>	<p>Vermont Department of Disabilities, Aging and Independent Living 280 State Dr, HC 2 S Waterbury, VT 05671-2070 1-802-241-0294 TTY: 711</p>	<p>Virgin Islands VI SHIP/Medicare Gov. Juan F. Luis Hospital & Medical Ctr 4007 Estate Diamond, Fl 1 St. Croix, VI 00820 1-340-772-7368 TTY: 711</p>
<p>Virginia Virginia Department for the Aging 1610 Forest Ave, Ste 100 Henrico, VA 23229 1-800-552-3402 TTY: 711</p>	<p>Washington Consumer Advocacy/SHIBA PO Box 40255 Olympia, WA 98504-0256 1-800-562-6900 TTY: 1-360-586-0241</p>	<p>West Virginia West Virginia SHIP 1900 Kanawha Blvd East Charleston, WV 25305 1-877-987-4463 TTY: 711</p>

Wisconsin State of Wisconsin - Board on Aging & Long Term Care 1402 Pankratz St, Ste 111 Madison, WI 53704-4001 1-800-242-1060 TTY: 711	Wyoming Wyoming Senior Citizens Inc. 106 W Adams Ave Riverton, WY 82501 1-800-856-4398 TTY: 711	
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