

We recently made updates to our Hoosier Care Connect member handbook. Please read the below information.

If you have any questions contact UnitedHealthcare Member Services at 1-800-832-4643. TTY users may dial 711. We are open Monday through Friday, 8 a.m. to 8 p.m. EST.

### **Member Complaints and Grievances (page 59)**

If you have a problem or complaint about UnitedHealthcare Community Plan, talk to your Care Manager or Member Services. If they are able to help you, your complaint will be considered resolved. In that case, you will not get any other notice.

If you are not happy with the response from your Care Manager or Member Services, you may file a grievance. You may file a complaint or grievance against the health plan or a provider. You may file your grievance **at any time**.

### **Medicare Eligibility**

Around your 65th birthday (or 25th disability check), you will have a 7-month window of time to sign up for Medicare. This is called your Initial Enrollment Period — or IEP for short. Your IEP includes:

- 3 months before your 65<sup>th</sup> birthday,
- Your birthday month, and
- the 3 months after your 65<sup>th</sup> birthday.

### **Am I automatically enrolled in Medicare at 65?**

If you currently receive Social Security or Railroad Retirement Board benefits, you may be automatically enrolled. You will receive your Medicare card in the mail before your 65th birthday. You will still have an IEP, during which you may make Medicare coverage decisions.

If you are not currently receiving Social Security or Railroad Retirement Board benefits when you turn 65, you will have to sign up for Medicare. Medicare may not notify you about your eligibility. Know your IEP dates and put them in your calendar.