

eternalHealth Harmony (HMO) offered by eternalHealth

Annual Notice of Change for 2027

You're enrolled as a member of eternalHealth Harmony (HMO).

This material describes changes to our plan's costs and benefits next year.

- **You have from October 15 – December 7 to make changes to your Medicare coverage for next year.** If you don't join another plan by December 7, 2026, you'll stay in eternalHealth Harmony (HMO).
- To change to a **different plan**, visit [Medicare.gov](https://www.Medicare.gov) or review the list in the back of your *Medicare & You 2027* handbook.
- Note this is only a summary of changes. More information about costs, benefits, and rules is in the *Evidence of Coverage*. Get a copy at www.eternalhealth.com or call Member Services at 1-800-680-4568 (TTY users call 711) to get a copy by mail. Hours of Operation are 8:00 a.m. to 8:00 p.m. local time seven days a week from October 1st to March 31st. From April 1st to September 30th the hours of operations are 8:00 a.m. to 8:00 p.m. local time from Monday through Friday. You can also contact Member Services to ask us to separately mail you an *Evidence of Coverage* to see if other benefit or cost changes affect you.

More Resources

- This material is available for free in Spanish.
- Call Member Services at 1-800-680-4568 (TTY users call 711) for more information. Hours are 8:00 a.m. to 8:00 p.m. local time seven days a week from October 1st to March 31st. From April 1st to September 30th the hours of operations are 8:00 a.m. to 8:00 p.m. local time from Monday through Friday. This call is free.
- If you need information in a different language or format (such as braille, audio, or large print) – or you need any help at all – call us at 1-800-680-4568 (TTY 711).

About eternalHealth Harmony (HMO)

- eternalHealth is an HMO/HMO-POS and PPO organization with a Medicare contract. Enrollment in eternalHealth depends on contract renewal.

- When this material says “we,” “us,” or “our,” it means eternalHealth. When it says “plan” or “our plan,” it means eternalHealth Harmony (HMO).
- On January 1, 2027, our plan name will change from eternalHealth + Fry’s Medicare Advantage (HMO) to eternalHealth Harmony (HMO).
- **If you do nothing by December 7, 2026, you’ll automatically be enrolled in eternalHealth Harmony (HMO).** Starting January 1, 2027, you’ll get your medical and drug coverage through *eternalHealth Harmony (HMO)*. Go to Section 3 for more information about how to change plans and deadlines for making a change.

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Summary of Important Costs for 2027

	2026 (this year)	2027 (next year)
Monthly plan premium* * Your premium can be higher than this amount. Go to Section 1 for details.	\$0	\$0
Maximum out-of-pocket amount This is the <u>most</u> you'll pay out of pocket for covered Part A and Part B services. (Go to Section 1 for details.)	\$4,350	\$4,000
Primary care office visits	\$0 copayment per visit	\$0 copayment per visit
Specialist office visits	\$0 copayment per visit	\$0 copayment per visit
Inpatient hospital stays Includes various inpatient hospital stays such as acute care, rehabilitation and long-term care. An inpatient hospital stay starts the day you're formally admitted with a doctor's order and ends the day before you're discharged.	You pay \$200 copayment per day for days 1-7. You pay \$0 copayment per day for days 8-90. You pay \$0 copayment per day for days 91+.	You pay \$225 copayment per day for days 1-7. You pay \$0 copayment per day for days 8-90. You pay \$0 copayment per day for days 91+.

	2026 (this year)	2027 (next year)
Part D drug coverage (Go to Section 1 for details, including Yearly Deductible, Initial Coverage, and Catastrophic Coverage Stages.)	Part D drug coverage deductible \$250, for tiers 4 and 5 except for covered insulin products and most adult Part D vaccines. Copayment/Coinsurance during the Initial Coverage Stage: Drug Tier 1: \$0 copayment. Drug Tier 2: \$5 copayment. Drug Tier 3: \$47 copayment. You pay no more than \$35 or 25% per month supply of each covered insulin product on this tier. Drug Tier 4: 35% coinsurance. You pay no more than \$35 or 25% per month supply of each covered insulin product on this tier. Drug Tier 5: 30% coinsurance. You pay no more than \$35 or 25% per month supply of each covered insulin product on this tier. Catastrophic Coverage Stage:	Part D drug coverage deductible \$250, for tiers 3, 4 and 5 except for covered insulin products and most adult Part D vaccines. Copayment/Coinsurance during the Initial Coverage Stage: Drug Tier 1: \$0 copayment. Drug Tier 2: \$5 copayment. Drug Tier 3: 25% of the total cost coinsurance. You pay no more than \$35 or 25% per month supply of each covered insulin product on this tier. Drug Tier 4: 35% coinsurance. You pay no more than \$35 or 25% per month supply of each covered insulin product on this tier. Drug Tier 5: 30% coinsurance. You pay no more than \$35 or 25% per month supply of each covered insulin product on this tier. Catastrophic Coverage Stage:

	2026 (this year)	2027 (next year)
	During this payment stage, you pay nothing for your covered Part D drugs.	During this payment stage, you pay nothing for your covered Part D drugs.

SECTION 1 Changes to Benefits & Costs for Next Year

Section 1.1 Changes to the Monthly Plan Premium

	2026 (this year)	2027 (next year)
Monthly plan premium (You must also continue to pay your Medicare Part B premium.)	\$0	\$0 There is no change to the monthly plan premium.

Factors that could change your Part D Premium Amount

- Late Enrollment Penalty - Your monthly plan premium will be *more* if you're required to pay a lifetime Part D late enrollment penalty for going without Part D or other drug coverage that's at least as good as Medicare drug coverage (also referred to as creditable coverage) for 63 days or more.
- Higher Income Surcharge - If you have a higher income, you may have to pay an additional amount each month directly to the government for Medicare drug coverage.

Section 1.2 Changes to Your Maximum Out-of-Pocket Amount

Medicare requires all health plans to limit how much you pay out of pocket for the year. This limit is called the maximum out-of-pocket amount. Once you've paid this amount, you generally pay nothing for covered Part A and Part B services for the rest of the calendar year.

	2026 (this year)	2027 (next year)
Maximum out-of-pocket amount Your costs for covered medical services (such as copayments) count toward your maximum out-of-pocket amount. Your costs for prescription drugs don't count toward your maximum out-of-pocket amount.	\$4,350	\$4,000 Once you've paid \$4,000 out of pocket for covered Part A and Part B services, you'll pay nothing for your covered Part A and Part B services for the rest of the calendar year.

Section 1.3 Changes to the Provider Network

Our network of providers has changed for next year. Review the 2027 *Provider Directory* www.eternalhealth.com to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network. Here's how to get an updated *Provider Directory*:

- Visit our website at www.eternalhealth.com.
- Call Member Services at 1-800-680-4568 (TTY users call 711) to get current provider information or to ask us to mail you a *Provider Directory*.

We can make changes to the hospitals, doctors, and specialists (providers) that are part of our plan during the year. If a mid-year change in our providers affects you, call Member Services at 1-800-680-4568 (TTY users call 711) for help. You may have a special enrollment period if your provider leaves the plan network. For more information on your rights when a network provider leaves our plan, go to Chapter 3, Section 2.3 of your *Evidence of Coverage*.

Section 1.4 Changes to the Pharmacy Network

Amounts you pay for your prescription drugs can 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 of pharmacies has changed for next year. Review the 2027 *Pharmacy Directory* www.eternalhealth.com to see which pharmacies are in our network. Here's how to get an updated *Pharmacy Directory*:

- Visit our website at www.eternalhealth.com.
- Call Member Services at 1-800-891-6989 (TTY users call 711) to get current pharmacy information or to ask us to mail you a *Pharmacy Directory*.

We can make changes to the pharmacies that are part of our plan during the year. If a mid-year change in our pharmacies affects you, call Member Services at 1-800-891-6989 (TTY users call 711) for help.

Section 1.5 Changes to Benefits & Costs for Medical Services

	2026 (this year)	2027 (next year)
Alternative Therapies - Non-Medicare	There is a \$250 quarterly allowance for non-medicare covered acupuncture, routine chiropractic care, and holistic medicine. This benefit is accessed by using your eternalPlus Benefits card.	There is a \$500 allowance every six months for non-Medicare covered acupuncture, routine chiropractic care, and holistic medicine. This benefit is accessed by using your eternalPlus Benefits card.
Health and Wellness - Fitness	Kaia Health: Kaia is a digital therapy app for pain management you can do anywhere, anytime. With Kaia, you'll have everything you need to start feeling better, including proven exercises, daily routines,	Not covered.

	2026 (this year)	2027 (next year)
	support from our expert care team, and more. Every program includes personalized exercises with real time feedback, relaxation techniques, education content, and 1:1 support from a care team of health coaches and Doctors of Physical Therapy. You must use the plan approved vendor, Kaia Health for this benefit. Please go to startkaia.com/eternalhealth to get started. Customer support is available Monday through Friday from 9:00 a.m. to 5:00 p.m. EST at help.kaiahealth.com.	
Health and Wellness – Fitness	Fitness Flex: Members will receive \$250 on their eternalPlus Benefits card to pay for fitness trackers, home fitness equipment, such as stationary bikes and weights, golf green fees, tennis and pickleball court fees and bowling fees. Excluded from coverage is any kind of apparel, athletic shoes, camping tents, fishing rods, hiking poles, and national and state park fees. Members are welcome to purchase home fitness equipment from any retailer. However, if the equipment is purchased from a non-sporting goods store (e.g.,	Fitness Flex: Members will receive \$150 on their eternalPlus Benefits card to pay for home fitness equipment, such as stationary bikes and weights, golf green fees, tennis and pickleball court fees and bowling fees. Excluded from coverage is any kind of apparel, athletic shoes, fitness trackers, camping tents, fishing rods, hiking poles, and national and state park fees. Members are welcome to purchase home fitness equipment from any retailer. However, if the equipment

	2026 (this year)	2027 (next year)
	Walmart) or through online platforms such as Amazon, the member must pay out of pocket and submit a reimbursement request via the Nations portal at eternalHealth.NationsBenefits.com . Exclusions: Coverage for any kind of apparel, athletic shoes, camping tents, fishing rods, hiking poles, and national and state park fees.	is purchased from a non-sporting goods store (e.g., Walmart) or through online platforms such as Amazon, the member must pay out of pocket and submit a reimbursement request via the Nations portal at eternalHealth.NationsBenefits.com.
Inpatient Hospital – Psychiatric	For each admission to a psychiatric unit in a general hospital, you pay a \$200 copayment per day for days 1-7. You pay a \$0 copayment per day for days 8 to 90. You pay \$0 copayment per day for days 91+. For each admission in a free standing psychiatric hospital, you pay \$200 copayment per day for days 1-7. You pay a \$0 copayment per day for days 8 to 90. You pay \$0 copayment for days 91 and beyond until you have reached the 190 day lifetime limit. If you get authorized inpatient care at an out of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at a network hospital.	For each admission to a psychiatric unit in a general hospital, you pay a \$225 copayment per day for days 1-7. You pay a \$0 copayment per day for days 8 to 90. You pay \$0 copayment per day for days 91+. For each admission in a free standing psychiatric hospital, you pay \$225 copayment per day for days 1-7. You pay a \$0 copayment per day for days 8 to 90. You pay \$0 copayment for days 91 and beyond until you have reached the 190 day lifetime limit. If you get authorized inpatient care at an out of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would

	2026 (this year)	2027 (next year)
	Prior Authorization is required, except in an emergency.	pay at a network hospital. Prior Authorization is required, except in an emergency.
Lab Services	\$0 - \$60 copayment per visit. Prior Authorization is required.	\$0 copayment per visit. Prior Authorization is required.
Nutritional Dietary Benefit - Non-Medicare	\$0 copayment per visit. Benefit includes 4 virtual visits with a Kroger nutritionist.	Not covered.
Over-the-Counter(OTC) Items	There is no coinsurance, copayment, or deductible for covered OTC items. You will receive a \$125 allowance each calendar quarter. <i>*Any costs that you pay do not count towards your maximum out-of-pocket.</i>	There is no coinsurance, copayment, or deductible for covered OTC items. You will receive a \$110 allowance each calendar quarter. <i>*Any costs that you pay do not count towards your maximum out-of-pocket.</i>
Partial Hospitalization Services	\$25 copayment per visit. Prior Authorization is not required.	\$25 copayment per visit. Prior Authorization is required.
SSBCI - Healthy Grocery	Eligible members receive \$125 every quarter.	Eligible members receive \$115 every quarter.
Urgently Needed Services	\$0 - \$25 copayment per visit.	\$25 copayment per visit.
Worldwide Urgent Care*	\$0-\$25 copayment per visit. You pay a \$0 copayment for PCP related services and a \$25	\$25 copayment per visit. eternalHealth will pay a maximum of \$25,000 per

	2026 (this year)	2027 (next year)
	copayment for all other services. eternalHealth will pay a maximum of \$25,000 per year for Worldwide Emergency/Urgent Services and Worldwide Emergency Transportation. <i>*Your costs do not count toward your maximum out-of-pocket amount.</i>	year for Worldwide Emergency/Urgent Services and Worldwide Emergency Transportation. <i>*Your costs do not count toward your maximum out-of-pocket amount.</i>

Section 1.6 Changes to Part D Drug Coverage

Changes to Our Drug List

Our list of covered drugs is called a formulary or Drug List. A copy of our Drug List is posted online at www.eternalhealth.com.

You can get the complete Drug List by calling Member Services at 1-800-891-6989 (TTY users call 711) or visiting our website at www.eternalhealth.com.

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 calendar 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're taking, we'll send you a notice about the change.

If you're affected by a change in drug coverage at the beginning of the year or during the year, review Chapter 9 of your *Evidence of Coverage* and talk to your prescriber to find out your options, such as asking for a temporary supply, applying for an exception, and/or working to find a new drug. Call Member Services at 1-800-891-6989 (TTY users call 711) for more information.

Section 1.7 Changes to Prescription Drug Benefits & Costs

Do you get Extra Help to pay for your drug coverage costs?

If you're in a program that helps pay for your drugs (Extra Help), **the information about costs for Part D drugs does not apply to you.** We sent you a separate material, called the *Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs*, which tells you about your drug costs. If you get Extra Help and you don't get this material by October 1 2026, call Member Services at 1-800-680-4568 (TTY users call 711) and ask for the *LIS Rider*.

Drug Payment Stages

There are **3 drug payment stages**: the Yearly Deductible Stage, the Initial Coverage Stage, and the Catastrophic Coverage Stage.

- **Stage 1: Yearly Deductible**

You start in this payment stage each calendar year. During this stage, you pay the full cost of your Tier 3, Tier 4, and Tier 5 drugs until you've reached the yearly deductible.

- **Stage 2: Initial Coverage**

Once you pay the yearly deductible, you move to the Initial Coverage Stage. In this stage, our plan pays its share of the cost of your drugs, and you pay your share of the cost. You generally stay in this stage until your year-to-date total drug costs reach \$2,400.

- **Stage 3: Catastrophic Coverage**

This is the third and final drug payment stage. In this stage, you pay nothing for your covered Part D drugs. You generally stay in this stage for the rest of the calendar year.

Drug Costs in Stage 1: Yearly Deductible

The table shows your cost per prescription during this stage.

	2026 (this year)	2027 (next year)
Yearly Deductible	\$250 During this stage, you pay \$0 cost-sharing for drugs on Tier 1, \$5 cost-sharing for drugs on Tier 2, and \$47 cost-sharing for drugs on Tier 3 and the full cost of drugs on Tier 4 and Tier 5 until you've reached the yearly deductible.	\$250 During this stage, you pay \$0 cost-sharing for drugs on Tier 1, \$5 cost-sharing for drugs on Tier 2, and the full cost of drugs on Tier 3, Tier 4 and Tier 5 until you've reached the yearly deductible.

Drug Costs in Stage 2: Initial Coverage

For drugs on Tier 3, your cost sharing in the Initial Coverage Stage is changing from a copayment to coinsurance. Go to the following table for the changes from 2026 to 2027.

We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List. Most adult Part D vaccines are covered at no cost to you. For more information about the costs of vaccines, or information about the costs for a long-term supply; at a network pharmacy or for mail-order prescriptions, go to Chapter 6 of your *Evidence of Coverage*.

Once you've paid \$2,400 out of pocket for covered Part D drugs, you'll move to the next stage (the Catastrophic Coverage Stage).

	2026 (this year)	2027 (next year)
Tier 1 - Preferred Generics: We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.	\$0 copayment	\$0 copayment

	2026 (this year)	2027 (next year)
Tier 2 - Generics: We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.	\$5 copayment	\$5 copayment
Tier 3 - Preferred Brands: We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.	\$47 copayment You pay \$35 or 25% per month supply of each covered insulin product on this tier. Your cost for a one-month mail-order prescription is \$47 copayment.	25% coinsurance You pay \$35 or 25% per month supply of each covered insulin product on this tier. Your cost for a one-month mail-order prescription is 25% coinsurance.
Tier 4 - Non-Preferred Drugs: We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.	35% coinsurance You pay \$35 or 25% per month supply of each covered insulin product on this tier. Your cost for a one-month mail-order prescription is 35% coinsurance.	35% coinsurance You pay \$35 or 25% per month supply of each covered insulin product on this tier. Your cost for a one-month mail-order prescription is 35% coinsurance.

	2026 (this year)	2027 (next year)
Tier 5 - Specialty Tier: We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.	30% coinsurance You pay \$35 or 25% per month supply of each covered insulin product on this tier. Your cost for a one-month mail-order prescription is 30% coinsurance.	30% coinsurance You pay \$35 or 25% per month supply of each covered insulin product on this tier. Your cost for a one-month mail-order prescription is 30% coinsurance.

SECTION 2 Administrative Changes

	2026 (this year)	2027 (next year)
Member Rewards & Incentives Program	Rewards and Incentives Program: As an eternalHealth member, you can earn up to \$85.00 in rewards . From January 1 to December 31, 2026, you can earn rewards by completing each recommended health initiative. Be sure to use your rewards before the end of the year, as they will not roll over.	Not covered.

SECTION 3 How to Change Plans

To stay in eternalHealth Harmony (HMO), you don't need to do anything. Unless you sign up for a different type of Medicare health plan or change to Original Medicare by December 7, you'll automatically be enrolled in our *eternalHealth Harmony (HMO)*.

If you want to change plans for 2027, follow these steps:

- **To change to a different Medicare health plan,** enroll in the new plan. You'll be automatically disenrolled from eternalHealth Harmony (HMO). Remember, not all

Medicare health plans cover prescription drugs. Also, be aware that for many plans, you can't join a Medicare health plan and simultaneously purchase a prescription drug plan.

- **To change to Original Medicare with Medicare separate drug coverage**, you can enroll in a Part D plan, and you'll automatically be disenrolled from eternalHealth Harmony (HMO).
- **To change to Original Medicare without a drug plan**, you can send us a written request to disenroll. Call Member Services at 1-800-680-4568 (TTY users call 711) for more information on how to do this. Or call **Medicare** at 1-800-MEDICARE (1-800-633-4227) and ask to be disenrolled. TTY users can call 1-877-486-2048. If you don't enroll in a Medicare drug plan, you may pay a Part D late enrollment penalty (go to Section 1.1).
- **To learn more about Original Medicare and the different types of Medicare plans**, visit [Medicare.gov](https://www.medicare.gov), check the *Medicare & You 2027* handbook, call your State Health Insurance Assistance Program (go to Section 5), or call 1-800-MEDICARE (1-800-633-4227). As a reminder, eternalHealth offers other Medicare health plans. These other plans can have different coverage, monthly plan premiums, and cost-sharing amounts.

Section 3.1 Deadlines for Changing Plans

People with Medicare can make changes to their coverage from **October 15 – December 7** each year.

If you enrolled in a Medicare Advantage plan for January 1, 2027, and don't like your plan choice, you can switch to another Medicare health plan (with or without Medicare drug coverage) or switch to Original Medicare (with or without separate Medicare drug coverage) between January 1 – March 31, 2027.

Section 3.2 Are there other times of the year to make a change?

In certain situations, people may have other chances to change their coverage during the year. Examples include people who:

- Have Medicaid
- Get Extra Help paying for their drugs
- Have or are leaving employer coverage
- Move out of our plan's 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 (with or without Medicare drug coverage) or switch to Original Medicare (with or without separate Medicare drug coverage) at any time. If you

recently moved out of an institution, you have an opportunity to switch plans or switch to Original Medicare for 2 full months after the month you move out.

SECTION 4 Get Help Paying for Prescription Drugs

You may qualify for help paying for prescription drugs. Different kinds of help are available:

- **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 drug plan premiums, yearly deductibles, and coinsurance. Also, people who qualify won't have a late enrollment penalty. To see if you qualify, call:
 - 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048, 24 hours a day, 7 days a week.
 - Social Security at 1-800-772-1213 between 8 a.m. and 7 p.m., Monday – Friday for a representative. Automated messages are available 24 hours a day. TTY users can call 1-800-325-0778.
 - Your State Medicaid Office.
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible people living with HIV/AIDS have access to life-saving HIV medications. To be eligible for the ADAP operating in your state, you 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 drugs that are also covered by ADAP qualify for prescription cost-sharing help through the Arizona AIDS Drug Assistance Program (ADAP). For information on eligibility criteria, covered drugs, how to enroll in the program, or, if you're currently enrolled, how to continue getting help, call 602-364-3610 or text 480-601-4943 or email careandservices@azdhs.gov. 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 payment option that works with your current drug coverage to help you manage your out-of-pocket costs for drugs covered by our plan by spreading them across the calendar year (January – December). Anyone with a Medicare drug plan or Medicare health plan with drug coverage (like a Medicare Advantage plan with drug coverage) can use this payment option. If you're participating in the Medicare Prescription Payment Plan and stay in the same Part D plan, your participation will be automatically renewed for 2027 you do not need to submit a new election request to continue participating in 2027. **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. To learn more about this payment option, call us at 1-800-680-4568 (TTY users call 711) or visit [Medicare.gov](https://www.medicare.gov).

SECTION 5 Questions?

Get Help from eternalHealth Harmony (HMO)

- **Call Member Services at 1-800-680-4568. (TTY users call 711.)**

We're available for phone calls. Hours are 8:00 a.m. to 8:00 p.m. local time seven days a week from October 1st to March 31st. From April 1st to September 30th the hours are 8:00 a.m. to 8:00 p.m. local time from Monday through Friday. Calls to these numbers are free.

- **Read your 2027 Evidence of Coverage**

This *Annual Notice of Change* gives you a summary of changes in your benefits and costs for 2027. For details, go to the 2027 *Evidence of Coverage* for *eternalHealth Harmony (HMO)*. The *Evidence of Coverage* is the legal, detailed description of our plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. Get the *Evidence of Coverage* on our website at www.eternalhealth.com or call Member Services at 1-800-680-4568 (TTY users call 711) to ask us to mail you a copy.

- **Visit www.eternalhealth.com**

Our website has the most up-to-date information about our provider network (*Provider Directory/Pharmacy Directory*) and our *List of Covered Drugs* (formulary/Drug List).

Get Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. In Arizona, the SHIP is called Arizona State Health Insurance Assistance Program (SHIP).

Call SHIP to get free personalized health insurance counseling. They can help you understand your Medicare plan choices and answer questions about switching plans. Call Arizona State Health Insurance Assistance Program at 1-(800) 243-4636. Learn more about Arizona State Health Insurance Assistance Program by visiting Arizona SHIP – Navigating Medicare.

Get Help 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 can call 1-877-486-2048.

- **Chat live with Medicare.gov**

You can chat live at [Medicare.gov/talk-to-someone](https://www.medicare.gov/talk-to-someone).

- **Write to Medicare**

You can write to Medicare at PO Box 1270, Lawrence, KS 66044

- **Visit Medicare.gov**

The official Medicare website has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area.

- **Read *Medicare & You 2027***

The *Medicare & You 2027* handbook is mailed to people with Medicare every fall. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. Get a copy at [Medicare.gov](https://www.medicare.gov) or by calling 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.