ΣCare Medical Group
Patricia H. Janki M.D., P.A.
Occupational Medicine • Family Practice • Travel Medicine • Preventive Medicine • Wellness Center

Medicare Open Enrollment: October 15th – December 7th

Know Your Options Before You Change Your Medicare Plan

Remember that **you have the right to choose** who you want as your **Primary Care Provider (PCP)**. Plans can change their doctors, costs, medicines, and benefits each year.
We are confirming which plans our office will accept next year.
Please call the office at **713-330-4325** for more information and guidance on which plans we accept**.**

Did Your Medicare Plan or PCP Change Unexpectedly?

Plans cannot change your PCP without your consent. If you did not expect a PCP change, ask your plan to explain what happened and tell you your options.

Call Member Services

Use the number on the back of your insurance card and ask:

1. Who is currently listed as my primary care provider?
2. When and why was my PCP changed?
3. Who or what organization initiated the change?
4. Was this recorded as a change I requested? If in doubt, ask for proof.
5. Is my preferred doctor available under this plan, and what do I need to do to select them?

Always write down the date, the name of the person you spoke with, and the call / reference number.

If they say your doctor is no longer in-network Ask:

- When did the network change take effect?
- Was I sent a notice?
- What options do I have for continued care?
- Which PCPs are available to me?

If the problem is not resolved You can:

- File a grievance or complaint with your Medicare Advantage plan
- Call 1-800-MEDICARE (1-800-633-4227)
- Call the Texas Medicare Help Line / HICAP at 1-800-252-9240

If something changes unexpectedly, you can **ask questions, request an explanation, and understand your rights and options.**

If the change involves our office, call us at **713-330-4325**, and please have your plan name, the PCP currently listed, and your call / reference number ready.