

**IMPORTANT INFORMATION ABOUT
CHANGES TO YOUR MERIDIANCOMPLETE
(MEDICARE-MEDICAID PLAN)!**

Welcome to Wellcare By Meridian!



Thank you for being a valued MeridianComplete (Medicare-Medicaid Plan) member!

We're happy to be serving your healthcare needs. In this booklet, you'll learn about some important changes that are coming to your health plan next year.





Here's what you need to know:

1

You are not losing coverage.

MeridianComplete (Medicare-Medicaid Plan) is changing to Wellcare By Meridian. Even though your plan name is changing, you can still expect to get the same great health coverage that you've had all along.

We are also working hard to ensure that you have lots of familiar providers to choose from. Most of our members **won't need to change their providers**. In the unlikely event that your provider is not in our network, you **will be able to keep seeing your current provider for up to 12 months**.

2

You don't need to do anything.

We'll take care of everything! In addition, you will still have a care coordinator to help you set and reach your health goals.

If you have questions please call your Care Coordinator at **1-855-323-4578** (TTY: **711**). Hours are 8 a.m. to 5 p.m., Monday through Friday. After hours, on weekends, and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. Or, you can call Member Services at **1-844-536-2168** (TTY: **711**). Hours are from 8 a.m. to 8 p.m., seven days a week from October 1 to March 31. From April 1 to September 30, you can call Member Services Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays..

If you would like more information about why this change is happening, please visit **go.wellcare.com/MeridianMI**.

3

We'll send you information.

We're doing lots to get ready for January 1, 2026. Keep reading for some important dates over the next few months.



Timeline — What to Expect



September 2025:
Annual Notice of
Changes (ANOC)



**September -
November 2025:**
Phone Call



November 2025:
New ID card and
reminder notice



January 2026:
Your new
plan begins



September 2025:

We'll send you your *Annual Notice of Changes (ANOC)* by September 30, 2025. The ANOC tells you about any changes to your plan's coverage starting January 1, 2026.

This includes new and better coverage for dental care, vision care, fitness, healthy foods, and an increased benefit for over-the-counter (OTC) items.



Between September and November, you'll get a call from us in which you will be able to speak to someone about your coverage and ask any questions. Be sure not to miss this call! We'll also tell you how to get a copy of your Member Handbook and a Provider and Pharmacy Directory.



November 2025:

With just under two months to go, we'll send you a 45-day "reminder notice" that your plan will be changing at the start of the new year. We'll also send you a new health plan ID card. Your card will be good for both Medicare and Medicaid services. It is the key to all your health plan coverage. Keep your card safe and show it whenever you get healthcare services.



January 1, 2026:

MeridianComplete officially becomes Wellcare By Meridian!

Remember, we will call you to talk about these changes, answer your questions, and help you with anything else you may need.



If you have questions please call **1-844-536-2168 (TTY: 711)**. From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

MeridianComplete (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees. Enrollment in our plans depends on contract renewal.

You can get this document for free in other formats, such as large print, braille, or audio. Call 1-855-323-4578 (TTY: 711), 8 a.m. to 8 p.m., seven days a week. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

**Thank you again
for being a
valued member!**



