



## PRE-ENROLLMENT CHECKLIST

Before making an enrollment decision, it is important that you fully understand our benefits and rules.

If you have any questions, you can call and speak to a Community First Health Plans Medicare Advantage Alamo or D-SNP HMO customer service representative at 1-833-434-2347, 7 days a week, from 8 a.m. to 8 p.m. (October 1 – March 31); Monday through Friday, from 8 a.m. to 8 p.m. (April 1 – September 30). TTY users can call 711 (24 hours a day/7 days a week).

### Understanding the Benefits

- The Evidence of Coverage (EOC) provides a complete list of all coverage and services. It is important to review plan coverage, costs, and benefits before you enroll. Visit [CommunityFirstMedicare.com](https://www.CommunityFirstMedicare.com) or call **1-833-434-2347** to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- Review the pharmacy directory to make sure the pharmacy you use for any prescription medicine is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.
- Review the formulary to make sure your drugs are covered.

### Understanding Important Rules

- You must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2026.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).

### Dual-Eligible Special Needs Plan (D-SNP)

- Community First Health Plans offers Medicare Advantage Dual-Eligible Special Needs Plan (D-SNP). Your ability to enroll in this plan will be based on verification that you are entitled to both Medicare and medical assistance from a state plan under Medicaid.

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Community First Health Plans, Inc. is a HMO/HMO SNP with a Medicare and Texas State Medicaid Agency Contract. Enrollment in Community First Health Plans, Inc. depends on contract renewal. Community First markets under the names Community First Medicare Advantage Alamo Plan (HMO) and Community First Medicare Advantage Dual Eligible Special Needs Plan (HMO D-SNP). This information is not a complete description of benefits. Call 1-833-434-2347 or 711 for more information. You must continue to pay your Medicare Part B premium.

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