

Preparing for the 2027 Medicare Advantage enrollment season

The upcoming Medicare Annual Enrollment Period (AEP) will be disruptive for many Medicare Advantage members in our region as payers exit or consolidate service areas, requiring members to choose new Medicare Advantage plans or return to original Medicare coverage.

Security Health Plan is not leaving the Medicare Advantage market, but we are sunsetting some plans, offering new plans with redesigned benefits and making slight adjustments to service areas. This means some of our members will need to re-enroll in a new Medicare Advantage plan.

We are offering several support sessions to help our Medicare Advantage members understand their coverage and next steps, including:

- **Member information sessions:** These educational events are designed for members who need to reenroll due to plan changes. Sessions will provide an overview of upcoming changes, available resources and next steps. Members will be directed to licensed agents and retention resources for enrollment assistance beginning Oct. 15.
- **Answer Centers:** Members can visit a location to connect members with appointed, licensed agents who can help answer questions and guide them through enrollment decisions.
- **Member education sessions:** Small group sessions hosted by appointed, licensed agents. These sessions are available to members who need to reenroll to learn about the 2027 plan options available to them and next steps.

We know providers are one of the most trusted resources members turn to when they have questions about their healthcare coverage and care experience. While Centers for Medicare & Medicaid Services (CMS) regulations limit discussions about plan options and providers cannot recommend or steer enrollment decisions, providers play an important role in helping members understand what to expect during AEP and where to go for assistance.

To help prepare providers and clinic staff for member questions, Security Health Plan is offering several support resources, including:

- [Provider FAQs](#) outlining what members may experience during AEP
- [Member handouts](#) that clinics and hospital leaders can print or order for use beginning Oct. 1

The member handout is designed to help patients who have questions about their coverage understand where to go for additional information and support. Our goal is to equip providers, clinic staff and care teams with the information needed to:

- Understand the member communications process
- Answer common questions about enrollment materials and notices
- Reinforce confidence in the care members receive today
- Direct members to appropriate enrollment and customer support resources

Thank you for helping us create a consistent and positive experience for Medicare Advantage members during the enrollment season.