



2024 Summary of Benefits

January 1, 2024 - December 31, 2024

**Cigna TotalCare Plus (HMO D-SNP)
H5410-025**

Service Area:

Lake, Marion, Orange, Osceola, Polk, Seminole, and Sumter counties, **FL**



Introduction

This *Summary of Benefits* gives you a summary of what **Cigna TotalCare Plus (HMO D-SNP)** covers and what you pay. It doesn't list every service that we cover or every limitation or exclusion. To get a complete list of services we cover, refer to the plan's *Evidence of Coverage* (EOC) online at **CignaMedicare.com**, or call us to request a copy.

To Join

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B and Medicaid, and live in our service area.

Comparing coverage

If you want to compare our plan with other Medicare health plans, ask the other plans for their *Summary of Benefits*. Or use the *Medicare Plan Finder* on **www.medicare.gov**.

More about Original Medicare

If you want to know more about the coverage and costs of Original Medicare, look in your current *Medicare & You* handbook.

View the handbook online at:

www.medicare.gov

Get a copy of the handbook by calling:

1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Need help?

Already a customer

Call toll-free **1-800-668-3813 (TTY 711)**.

Customer Service is available 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

Not a customer

Call toll-free **1-800-313-0973 (TTY 711)**.

Licensed agents are available 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

You can also visit our website at:

CignaMedicare.com.

1 | About This Plan

Who can enroll?

This plan is available to anyone who has Medicare and full Medical Assistance from the state (Medicaid). Premiums, copays, coinsurance, and deductibles may vary based on the level of Medicaid and *Extra Help* you receive. Contact the plan for further details.

You can enroll in this plan if you are in one of these Medicaid categories:

Qualified Medicare Beneficiary Plus (QMB+):

As a QMB+, not only is your Medicare cost-share covered by Medicaid, but you also are eligible for full Medicaid benefits. Medicaid pays your Part A and Part B premiums, deductibles and cost-share amounts. This means you pay your Part D prescription drug copays—and nothing else.

Specified Low-Income Medicare Beneficiary (SLMB+):

As a SLMB+, you are eligible for full Medicaid benefits. In addition, Medicaid pays your Part B premium. Further, additional limited assistance from your state Medicaid agency may be available to help you pay any Medicare cost-share amounts. When both Medicare and Medicaid provide coverage for a service you receive, your cost-share is typically 0%; however, when Medicaid does not provide coverage for such service or other benefit, you may be required to pay a cost-share amount.

Full Benefits Dual Eligible (FBDE):

You are eligible for full Medicaid benefits as an FBDE; further, Medicaid may provide limited assistance with Medicare cost-share amounts. When both Medicare and Medicaid provide coverage for a service you receive, your cost-share is typically 0%; however, when Medicaid does not provide coverage for such service or other benefit, you may be required to pay a cost-share amount.

If your category of Medicaid eligibility changes, your cost-share may also increase or decrease. You must recertify your Medicaid enrollment to continue to receive your Medicare coverage.

Which doctors, hospitals, and pharmacies can I use?

Cigna TotalCare Plus (HMO D-SNP) has a network of doctors, hospitals, and other providers. If you use providers that are not in our network, the plan may not pay for these services.

You must generally use network pharmacies to fill your prescriptions for covered Part D drugs.

- You can see our plan's *Provider and Pharmacy Directory* at our website **CignaMedicare.com**.

What do we cover?

Like all Medicare health plans, we cover everything Original Medicare covers—and more.

- › Our customers get all the benefits covered by Original Medicare.
- › Our customers also get more than what is covered by Original Medicare. Some of the extra benefits are outlined in this *Summary of Benefits*.

We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider.

- › You can see the plan's complete *Comprehensive Prescription Drug List*, which lists the Part D prescription drugs along with any restrictions on our website, **CignaMedicare.com**.
- › Or call us, and we will send you a copy of the plan's *Comprehensive Prescription Drug List*.

2 | Monthly Premium, Deductible, and Limits

This plan is available to anyone who has Medicare and full Medical Assistance from the state (Medicaid). Premiums, copays, coinsurance, and deductibles may vary based on the level of Medicaid and *Extra Help* you receive. Contact the plan for further details.

Benefit	Cigna TotalCare Plus (HMO D-SNP)
Monthly Plan Premium	<p>\$0 per month with full Medicare cost-share protection (QMB+, SLMB+, FBDE)</p> <p>In addition, you must keep paying your Medicare Part B premium.</p>
Medical Deductible	<p>\$0 deductible for those who receive full Medicare cost-share protection</p>
Maximum Out-of-Pocket Amount (does not include prescription drugs)	<p>Your yearly out-of-pocket limit(s) in this plan:</p> <p>\$1,500 applies to in-network Medicare-covered benefits</p> <p>This limit is the most you pay for copays, coinsurance, and other costs for Medicare-covered services for the year. Please note that you may still need to pay your monthly premiums, if any, and cost-sharing for your Part D prescription drugs. In this plan, you pay nothing for Medicare-covered services if you receive full Medicare cost-share protection.</p>

3 | Covered Medical and Hospital Benefits

Benefit	What You Pay
	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
<p>Note: Services with a ¹ may require prior authorization. Services with a ² may require a referral from your doctor.</p>	
Inpatient Hospital Coverage^{1,2}	
<p>Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital.</p> <p>For each Medicare-covered hospital stay, you are required to pay the applicable cost sharing, starting with Day 1, each time you are admitted.</p>	\$0 copay per day for days 1-90
Outpatient Hospital Services	
Outpatient Hospital ^{1,2}	\$0 copay
Outpatient Observation ^{1,2}	\$0 copay
Ambulatory Surgical Center (ASC) Services	
ASC Services ^{1,2}	\$0 copay
Doctor Visits	
Primary Care Provider (PCP)	\$0 copay
Specialists ^{1,2}	\$0 copay

Benefit	What You Pay
	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
Preventive Care	
<p>Our plan covers many Medicare-covered preventive services, including:</p> <ul style="list-style-type: none"> › Abdominal aortic aneurysm screening › Alcohol misuse screenings and counseling › Bone mass measurement › Breast cancer screening (mammogram) › Cardiovascular disease (behavioral therapy) › Cardiovascular screenings › Cervical and vaginal cancer screening › Colorectal cancer screening (colonoscopy, fecal occult blood test, multi-target stool DNA tests, screening barium enemas, flexible sigmoidoscopy) › Depression screenings › Diabetes screenings › Diabetes self-management training › Glaucoma tests › Hepatitis B Virus (HBV) infection screening › Hepatitis C screening › HIV screening › Lung cancer screening with low-dose computed tomography (LDCT) › Medical nutrition therapy services › Obesity screening and counseling › Prostate cancer screenings (PSA) › Sexually transmitted infections screening and counseling › Smoking and tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease) › Vaccines, including COVID-19, flu shots, hepatitis B shots, and pneumococcal shots › Welcome to Medicare preventive visit (one time) › Yearly Wellness visit 	<p>\$0 copay</p> <p>Any additional preventive services approved by Medicare during the contract year will be covered. Please see your <i>EOC</i> for frequency of covered services.</p>
Emergency Care	
Emergency Care Services	\$0 copay
Worldwide Emergency/Urgent Coverage/Emergency Transportation	\$135 copay Maximum worldwide coverage amount \$50,000

Benefit	What You Pay
	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
Urgently Needed Services	
Urgent Care Services	\$0 copay
Diagnostic Services, Labs, and Imaging Costs for these services may vary based on place of service or type of service	
Diagnostic Procedures and Tests ^{1,2}	\$0 copay
Lab Services ^{1,2}	\$0 copay
Genetic Testing ^{1,2}	0% – 20% coinsurance
Diagnostic Radiological Services (MRIs, CT scans, etc.) ^{1,2}	\$0 copay
Therapeutic Radiological Services ^{1,2}	\$0 copay
X-ray Services ²	\$0 copay
Hearing Services	
Hearing Exams (Medicare-covered) ² Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. A separate physician cost-share will apply if additional services requiring cost-sharing are rendered.	\$0 copay
Routine Hearing Exams	\$0 copay for one routine hearing exam every year
Hearing Aid Fitting/Evaluation	\$0 copay for one fitting/evaluation for hearing aid every year
Hearing Aids	\$0 copay per device, limited to 2 devices every year.
Dental Services (Medicare-covered)¹	
Limited dental services (this does not include services in connection with care, treatment, filling, removal, or replacement of teeth)	\$0 copay

Benefit	What You Pay
	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
Preventive and Comprehensive Dental Services (Routine)	
<p>Dental Allowance</p> <p>Routine preventive and comprehensive dental services with a licensed dentist who is not precluded or excluded from Medicare. Benefit does not cover cosmetic services. Provider submits claim to Cigna Dental Health.</p> <p>*Limitations, exclusions, and restrictions may apply.</p>	\$0 copay
Maximum Coverage Amount	\$3,000 combined allowance for routine preventive and comprehensive dental services every year
Vision Services	
<p>Eye Exams (Medicare-covered)</p> <p>A separate physician cost-share may apply if additional services requiring cost-sharing are rendered (e.g., but not limited to, if a medical eye condition is discovered during a preventive routine eye exam). A facility cost-share may apply for procedures performed at an outpatient surgical center.</p>	\$0 copay
<p>Routine Eye Exam</p> <p>One routine eye exam (including eye refraction) per year. Eye refractions outside of the annual routine eye exam are not covered. Vision services must be obtained from a provider within Cigna Healthcare'sSM vision vendor network to be covered.</p>	\$0 copay for one routine exam every year
Glaucoma Screening (Medicare-covered)	\$0 copay

Benefit	What You Pay
	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
Eyewear (Medicare-covered)	<p>\$0 copay for Medicare-covered diabetic retinopathy screening</p> <p>\$0 copay for all other Medicare-covered vision services</p>
Routine Eyewear <ul style="list-style-type: none"> ➤ Eyeglasses (lenses and frames) ➤ Eyeglass lenses ➤ Eyeglass frames ➤ Contact lenses (including contact lens fitting) ➤ Upgrades 	<p>\$0 copay up to plan maximum coverage amount of \$300 every year</p> <p>The plan-specified allowance may be applied to one set of the member's choice of eyewear once per year, to include the eyeglass frame/lenses/lens options combination or contact lenses (to include related professional fees) in lieu of eyeglasses.</p>
Mental Health Services	
Inpatient ¹ Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital. For each Medicare-covered hospital stay, you are required to pay the applicable cost sharing, starting with Day 1, each time you are admitted.	\$0 copay per day for days 1-90
Outpatient Individual or Group Therapy Visit ¹	\$0 copay
Skilled Nursing Facility (SNF)¹	
Our plan covers up to 100 days per benefit period.	\$0 copay per day for days 1-100
Rehabilitation Services	
Cardiac (Heart) Rehab Services ^{1,2}	\$0 copay
Intensive Cardiac (Heart) Rehab Services ^{1,2}	\$0 copay
Pulmonary Rehab Services ^{1,2}	\$0 copay
Occupational Therapy Services ^{1,2}	\$0 copay
Physical Therapy and Speech/Language Therapy Services ²	\$0 copay
Physical Therapy and Speech/Language Therapy Telehealth Services ²	\$0 copay

Benefit	What You Pay
	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
Ambulance¹	
Ground Service (one-way trip)	\$0 copay
Air Service (one-way trip)	\$0 copay
Transportation (Routine)¹	
Routine, non-emergency transportation for up to 70-mile one-way trips to and from approved health-related locations. Prior authorization is required for trips exceeding 70 miles. Customers are required to coordinate with Cigna Healthcare's vendor for routine transportation to plan-approved locations at least 48 hours in advance. Mileage restrictions may apply. See <i>EOC</i> for full details and restrictions related to this benefit.	\$0 copay for unlimited one-way trips every year
Medicare Part B Drugs	
Medicare Part B Insulin Drugs	\$0 copay
Medicare Part B Chemotherapy/Radiation Drugs ¹	\$0 copay
Other Medicare Part B Drugs ¹ Medicare-covered Part B Drugs may be subject to step therapy requirements.	\$0 copay This plan has Part D prescription drug coverage. See Section 4 in the <i>Summary of Benefits</i> .
Acupuncture Services	
Acupuncture Services (Medicare-covered) ^{1,2} Services for chronic lower back pain.	\$0 copay
Acupuncture Services (Routine)	Not covered
Chiropractic Care	
Chiropractic Services (Medicare-covered) ^{1,2}	\$0 copay
Routine Chiropractic Services	Not covered

Benefit	What You Pay
	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
Fitness and Wellness Programs	
The Silver&Fit® Healthy Aging and Exercise program offers the flexibility of a fitness center membership, digital fitness tools, and one home fitness kit from a variety of kit options, including a wearable fitness tracker. You can also take advantage of digital workout plans available on the program's website, get one-on-one Healthy Aging Coaching by phone, video, or chat, and enjoy many other digital resources through the Well-Being Club.	\$0 copay
Foot Care (Podiatry Services)	
Podiatry Services (Medicare-covered) ²	\$0 copay
Routine Podiatry Services	Not covered
Health Information Line	
Talk one-on-one with a Nurse Advocate* to get timely answers to your health-related questions at no additional cost, anytime day or night. The Health Information Line is not a substitute for calling 911. If you are experiencing a health care emergency, please call 911 or go to your nearest emergency room. *Nurse Advocates hold current nursing licensure in a minimum of one state but are not practicing nursing or providing any medical advice.	\$0 copay
Home-Delivered Meals	
	\$0 copay for home-delivered meals Limited to 14 meals per discharge from a qualified hospital stay or skilled nursing facility (up to 3 stays per year). ESRD care management is limited to 56 meals once per year.
Home Health Care¹	
Home Health	\$0 copay

Benefit	What You Pay
	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
Hospice	
<p>Hospice care must be provided by a Medicare-certified hospice program.</p> <p>Our plan covers hospice consultation services (one time only) before you select hospice. Hospice is covered outside of our plan. You may have to pay part of the cost for drugs and respite care. Please contact the plan for more details.</p>	\$0 copay
Medical Equipment and Supplies	
Durable Medical Equipment (wheelchairs, oxygen, etc.) ¹	\$0 copay
Prosthetic Devices (braces, artificial limbs, etc.) ¹	\$0 copay
Medical Supplies ¹	\$0 copay
<p>Diabetic Services and Supplies</p> <p>Brand limitations apply to certain supplies.</p> <p>Blood sugar monitor/continuous glucose monitor (CGM) preferred brands include:</p> <ul style="list-style-type: none"> ➤ Abbott Diabetes Care: FreeStyle Lite, FreeStyle Freedom Lite, FreeStyle Precision Neo, FreeStyle Libre 2 (CGM), and FreeStyle Libre 14-Day (CGM) ➤ Life Scan Diabetes Care: OneTouch Ultra 2, OneTouch Verio Flex, and OneTouch Verio Reflect ➤ Dexcom: Dexcom G6 (CGM), Dexcom G7 (CGM) 	<p>\$0 copay for diabetes self-management training²</p> <p>\$0 copay for therapeutic shoes or inserts¹</p> <p>\$0 copay for diabetic monitoring supplies¹</p>
Opioid Treatment Services¹	
FDA-approved treatment medications in addition to testing, counseling, and therapy.	\$0 copay
Outpatient Substance Abuse¹	
Individual or Group Therapy Visit	\$0 copay
Over-the-Counter (OTC) Allowance	
Allowance for covered OTC drugs and other health-related pharmacy products	\$250 every 3 months

Benefit	What You Pay
	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
Telehealth Services (Medicare-covered)	
For non-emergency urgent care, talk with a telehealth doctor via smart phone, computer, or tablet for care, including allergies, cough, headache, sore throat, and other minor illnesses. Benefit also includes telehealth mental health therapy and dermatology services.	<p>\$0 copay for non-emergency urgent care virtual visits</p> <p>\$0 copay for mental health therapy virtual visits¹</p> <p>\$0 copay for dermatology care virtual visits^{1,2}</p>
Extra Benefits Included in Your Plan	
	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
Annual Physical Exam	\$0 copay
<p>Caregiver Support</p> <p>The caregiver support benefit includes: consultative services to help with caregiving, social health needs such as nutrition, finding resources for your loved ones, and stress management. It includes one-on-one coaching for caregivers who need personal support and guidance, and an online application to stay in touch with your caregiver coach, share information with others in the caregiver team, and access support and resources. Recommended caregiver services or programs may have additional costs.</p>	\$0 copay for caregiver support services, including one-on-one coaching and personalized resources for members and caregivers
<p>Cigna Healthy Today Card</p> <p>Use your pre-loaded Cigna Healthy Today card for easy access to incentives, rewards, and select benefits* that may be part of your plan.</p> <p>*Benefits, coverage, and amounts vary by plan. Limitations, exclusions, and restrictions may apply.</p>	<p>Based on your plan's allowance and frequency amounts, funds will be loaded on your Cigna Healthy Today card automatically.</p> <p>Allowance amounts do not carry over to the next quarter or the following year.</p>

Extra Benefits Included in Your Plan

	With full Medicare cost-share protection (QMB+, SLMB+, FBDE)
<p>Cigna Medicare Advantage Incentives</p> <p>With the Cigna Medicare Advantage incentives program, you can earn money for completing certain healthy activities. After completing your yearly health check-up, you can qualify for additional incentives as determined by your plan and provider. Reward dollars are intended to be used on health and wellness products only.</p>	<p>You can earn up to \$100, which is loaded on your Cigna Healthy Today card, for completing certain healthy activities.</p>
<p>Healthy Grocery and Utility Services Allowance</p> <p>A quarterly allowance that helps pay for healthy groceries and/or utility services. The allowance can be used to purchase healthy groceries such as dairy products, meats, bread/grains, fresh/canned fruits, and vegetables in store, at participating retailers. Or it can be used to help pay utility bills such as, gas, electric, water and more.</p>	<p>\$300 quarterly allowance</p> <p>The healthy grocery and utility services allowance amount will automatically be applied to your Cigna Healthy Today card each quarter.</p>
<p>Part D Cost-Sharing Reduction</p> <p>If you receive the Low Income Subsidy (LIS), regardless of your income and institutional status, you pay a \$0 copay for any covered Part D drug throughout all coverage phases. You may get your drugs at network retail pharmacies and mail order pharmacies.</p>	<p>\$0 copay for all covered Part D drugs throughout all coverage phases</p>

4 | Prescription Drug Benefits

Medicare Part D Drugs

Pharmacy (Part D) Deductible

\$0 deductible for those who qualify for *Extra Help*.

Initial Coverage

Most of our customers qualify for and are already getting *Extra Help* from Medicare to pay for their Part D prescription drug costs.

Medicare provides *Extra Help* to pay Part D prescription drug costs for people who have limited income and resources. Resources include your savings and stocks but not your home or car. Those who qualify get help paying for any Medicare drug plan’s monthly premium, yearly deductible, and prescription copayments. This *Extra Help* also counts toward your out-of-pocket costs.

People with limited income and resources may qualify for *Extra Help*. Some people automatically qualify for *Extra Help* and don’t need to apply. Medicare mails a letter to people who automatically qualify for *Extra Help*.

If you have questions about *Extra Help*, call:

- › Your local Social Security office, or
- › Social Security at 1-800-772-1213.
TTY users should call 1-800-325-0778.

The following chart shows the cost-sharing amounts for Part D drugs covered under this plan for all Part D coverage stages if you get *Extra Help* from Medicare. You may get your drugs at preferred or standard network retail pharmacies and preferred mail order pharmacies:

		Mail Order Cost-Sharing		Retail Cost-Sharing	
Supply		Preferred	Standard	Preferred	Standard
All Covered Part D Drugs	30-day	\$0 copay	\$0 copay	\$0 copay	\$0 copay
	60-day	\$0 copay	\$0 copay	\$0 copay	\$0 copay
	90-day	\$0 copay	\$0 copay	\$0 copay	\$0 copay

5 | Medicaid-covered Benefits

This section provides information for people with Original Medicare and full Medicaid coverage.

If you have questions about the assistance you get from Medicaid, contact:

Agency For Health Care Administration

1-877-711-3662 (TTY 1-866-467-4970)

<http://www.flmedicaidmanagedcare.com/>

If offered in Florida, you may be eligible for the Medicaid benefits listed below in addition to the Original Medicare benefits described in this *Summary of Benefits* booklet when the services are not already covered by Original Medicare. Benefit limitations, referrals, and prior authorizations may apply.

- › Assistive Care Services
- › Birth Center and Licensed Midwife
- › Chiropractic
- › Clinic
- › Emergency Care
- › Family Planning Services and Supplies
- › Healthy Start
- › Hearing
- › Home Health and Nursing Care
- › Hospice
- › Hospital
- › Immunizations (shots)
- › Laboratory and Imaging
- › Medical Supplies, Equipment, Prosthesis and Orthoses
- › Mental Health and Substance Abuse Treatment
- › Nursing Facility
- › Physician, Physician Assistant, and Advance Practice Registered Nurse
- › Podiatric
- › Prescribed Drugs
- › Renal Dialysis
- › Therapy
- › Transportation
- › Visual Aids and Visual Care
- › Well Child Visits

All Medicaid-covered services are subject to change at any time. For the most current Florida Medicaid coverage information, please visit the Florida Medicaid website at <http://www.flmedicaidmanagedcare.com/>, or call the Medicaid Hotline at 1-877-711-3662 (TTY 1-866-467-4970).

Select benefits may not be available in all service areas without a monthly premium. Some plans may include these benefits under the monthly premium. Benefits, features, and/or devices vary by plan/service area. Limitations, exclusions, and restrictions may apply. Contact the plan for more information.

Benefits, premiums, and/or copayments/coinsurance may change on January 1 of each year. You must continue to pay your Medicare Part B premium. Individuals may enroll in a plan only during specific times of the year and must have Medicare Parts A and B.

Cigna TotalCare plans are available to anyone who has Medicare and partial Medical Assistance from the state (Medicaid). Cigna TotalCare Plus plans are available to anyone who has Medicare and full Medical Assistance from the state (Medicaid). Premiums, copays, coinsurance, and deductibles may vary based on the level of Medicaid and *Extra Help* you receive. Contact the plan for the availability of these services.

Out-of-network/non-contracted providers are under no obligation to treat plan members except in emergency situations. Please call our Customer Service number or see your *Evidence of Coverage* for more information, including the cost-sharing that applies to out-of-network services.

Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group. The Cigna names, logos, and marks, including THE CIGNA GROUP and CIGNA HEALTHCARE, are owned by Cigna Intellectual Property, Inc.

To file a marketing complaint, contact Cigna Healthcare at the Customer Service number below or call **1-800-MEDICARE** (24 hours a day/7 days a week). Please include the agent/broker name if possible.

Subsidiaries of The Cigna Group contract with Medicare to offer Medicare Advantage HMO and PPO plans and Part D Prescription Drug Plans (PDPs) in select states and with select state Medicaid programs. Enrollment in a Cigna Healthcare product depends on contract renewal.

You must live in the plan's service area to enroll in a Cigna Healthcare Medicare Advantage plan. Prior authorization and/or referrals are required for certain services. This information is not a complete description of benefits. Benefits vary by plan.

Call Customer Service at **1-800-668-3813 (TTY 711)**, 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.