



Evidence of Coverage 2024

HealthSelectSM Medicare Rx (PDP) provided through the Employees Retirement System of Texas (ERS)

Group Name: HealthSelect Medicare Rx

Group Number: ERSEGWP

Toll-free (866) 264-4676 (TTY: (800) 716-3231)
24 hours a day, 7 days a week

[HSMedicareRx.com](https://www.HSMedicareRx.com)

E00ETA4A

Now that you've enrolled in a Medicare Part D plan, the Centers for Medicare & Medicaid Services (CMS) requires that Express Scripts Medicare send you certain plan materials. This **Evidence of Coverage** includes information on standard rules and processes for a Medicare Part D prescription drug plan program. Please be sure to review your other plan materials for plan-specific information or contact Express Scripts Medicare Customer Service toll-free at (866) 264-4676. Customer Service is available 24 hours a day, 7 days a week. TTY users should call (800) 716-3231.

January 1 – December 31, 2024

Evidence of Coverage:

HealthSelect Medicare Rx (PDP) provided through the Employees Retirement System of Texas (ERS). This document gives you the details about your Medicare prescription drug coverage from January 1 – December 31, 2024. **This is an important legal document. Please keep it in a safe place.**

For questions about this document, please contact Customer Service toll-free at (866) 264-4676. Customer Service is available 24 hours a day, 7 days a week. TTY users should call (800) 716-3231.

This plan, HealthSelect Medicare Rx (PDP), is administered by **Express Scripts Medicare®** (PDP). (When this **Evidence of Coverage** says “we,” “us” or “our,” it means Express Scripts Medicare. When it says “plan” or “our plan,” it means HealthSelect Medicare Rx (PDP).)

This information is available for free in other languages, large print, and in braille. Please contact Customer Service (phone numbers are printed on the cover of this booklet) if you need plan information in another format. Customer Service is available 24 hours a day, 7 days a week and has free language interpreter services available for non-English speakers.

Esta información está disponible de forma gratuita en otros idiomas y en braille. Si necesita información del plan en otro formato, contacte a los números de Servicio al Cliente que figuran en el reverso de su tarjeta de identificación de miembro. El Servicio al Cliente está disponible las 24 horas del día, los 7 días de la semana. El Departamento de Servicio al Cliente tiene servicios de interpretación gratuitos disponibles para las personas que no hablan inglés.

Benefits, premiums (if applicable), deductibles and/or copayments/coinsurance may change on January 1 of each year. The formulary and/or pharmacy network may change at any time. We will notify affected enrollees about certain changes at least 30 days in advance. Limitations, copayments and restrictions may apply.

This document explains your benefits and rights. Use this document to understand about:

- Your plan premium and cost sharing;
- Your prescription drug benefits;
- How to file a complaint if you are not satisfied with a service or treatment;
- How to contact us if you need further assistance; and,
- Other protections required by Medicare law.

Table of Contents**2024 Evidence of Coverage****Table of Contents**

Chapter 1: Getting started as a member.....	4
SECTION 1 Introduction.....	4
SECTION 2 What makes you eligible to be a plan member?	5
SECTION 3 Important membership materials	5
SECTION 4 Your monthly costs for HealthSelect Medicare Rx (PDP)	7
SECTION 5 More information about your monthly premium	9
SECTION 6 Keeping your plan membership record up to date	10
SECTION 7 How other insurance works with our plan	10
CHAPTER 2: Important phone numbers and resources	12
SECTION 1 HealthSelect Medicare Rx (PDP) contacts (how to contact us, including how to reach Customer Service)	12
SECTION 2 Medicare (how to get help and information directly from the Federal Medicare program).....	15
SECTION 3 State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)	16
SECTION 4 Quality Improvement Organization	16
SECTION 5 Social Security	16
SECTION 6 Medicaid	17
SECTION 7 Information about programs to help people pay for their prescription drugs.....	18
SECTION 8 How to contact the Railroad Retirement Board.....	20
SECTION 9 Do you have group insurance or other health insurance from an employer?.....	21
CHAPTER 3: Using the plan's coverage for Part D prescription drugs	22
SECTION 1 Introduction.....	22
SECTION 2 Fill your prescription at a network pharmacy or through Express Scripts® Pharmacy home delivery service	23
SECTION 3 The plan's "Drug List".....	27
SECTION 4 There are restrictions on coverage for some drugs	29
SECTION 5 What if one of your drugs is not covered in the way you'd like it to be covered?	31
SECTION 6 What if your coverage changes for one of your drugs?	34
SECTION 7 What types of drugs are <i>not</i> covered by the plan?	36
SECTION 8 Filling a prescription	37

Table of Contents

SECTION 9	Part D drug coverage in special situations	37
SECTION 10	Programs on drug safety and managing medications	39
CHAPTER 4:	What you pay for your Part D prescription drugs	42
SECTION 1	Introduction.....	42
SECTION 2	What you pay for a drug depends on which “drug payment stage” you are in when you get the drug.....	44
SECTION 3	The Part D <i>Explanation of Benefits</i> (Part D EOB) explains payments for your drugs and which payment stage you are in	45
SECTION 4	During the Deductible stage, you pay the full cost of your drugs during this stage.....	47
SECTION 5	During the Initial Coverage stage, the plan pays its share of your drug costs and you pay your share	47
SECTION 6	Costs in the Coverage Gap stage	50
SECTION 7	During the Catastrophic Coverage stage, the plan pays most of the cost for your drugs.....	51
SECTION 8	Additional benefits information.....	51
SECTION 9	Part D Vaccines. What you pay for depends on how and where you get them.....	51
CHAPTER 5:	Asking us to pay our share of the costs for covered drugs	54
SECTION 1	Situations in which you should ask us to pay our share of the cost of your covered drugs.....	54
SECTION 2	How to ask us to pay you back	55
SECTION 3	We will consider your request for payment and say yes or no	56
CHAPTER 6:	Your rights and responsibilities	57
SECTION 1	Our plan must honor your rights and cultural sensitivities as a member of the plan	57
SECTION 2	You have some responsibilities as a member of the plan	61
CHAPTER 7:	What to do if you have a problem or complaint (coverage decisions, appeals, complaints).....	63
SECTION 1	Introduction.....	63
SECTION 2	Where to get more information and personalized assistance.....	63
SECTION 3	To deal with your problem, which process should you use?	64
SECTION 4	A guide to the basics of coverage decisions and appeals.....	65
SECTION 5	Your Part D prescription drugs: How to ask for a coverage decision or make an appeal.....	67
SECTION 6	Taking your appeal to Level 3 and beyond.....	75
SECTION 7	How to make a complaint about quality of care, waiting times, customer service, or other concerns.....	77

Table of Contents

CHAPTER 8: Ending your membership in the plan	80
SECTION 1 Introduction to ending your membership in our plan	80
SECTION 2 Where can you get more information about when you can end your membership?	80
SECTION 3 Until your membership ends, you must keep getting your drugs through our plan	80
SECTION 4 Express Scripts Medicare must end your membership in the plan in certain situations	81
CHAPTER 9: Legal notices	83
SECTION 1 Notice about governing law	83
SECTION 2 Notice about non-discrimination.....	83
SECTION 3 Notice about Medicare Secondary Payer subrogation rights	83
SECTION 4 Third party liability and subrogation	83
SECTION 5 Member liability.....	86
SECTION 6 Non duplication of benefits with automobile, accident or liability coverage	86
SECTION 7 Contracting network pharmacies	86
SECTION 8 Disclosure	87
SECTION 9 Member statements	87
SECTION 10 Information upon request.....	87
SECTION 11 Commitment of Coverage Decisions	87
CHAPTER 10: Definitions of important words	88
APPENDIX Important phone numbers and resources.....	i

Chapter 1: Getting started as a member

SECTION 1 Introduction

Section 1.1	You are a member of HealthSelect Medicare Rx (PDP), which is a Medicare Prescription Drug Plan
--------------------	---

You have chosen to receive your Medicare prescription drug coverage through our plan, HealthSelect Medicare Rx (PDP), administered by Express Scripts Medicare.

HealthSelect Medicare Rx (PDP) is a Medicare prescription drug plan (PDP). Like all Medicare plans, this Medicare prescription drug plan is approved by Medicare and run by a private company.

Section 1.2	What is the <i>Evidence of Coverage</i> document about?
--------------------	--

This **Evidence of Coverage** document tells you how to get your prescription drugs. It explains your rights and responsibilities, what is covered, what you pay as a member of the plan, and how to file a complaint if you are not satisfied with a decision or treatment.

The words “coverage” and “covered drugs” refer to the prescription drug coverage available to you as a member of the plan.

It’s important for you to learn what the plan’s rules are and what coverage is available to you. We encourage you to set aside some time to look through this **Evidence of Coverage** document.

If you are confused, concerned or just have a question, please contact Customer Service (phone numbers are listed on the cover of this booklet).

Section 1.3	Legal information about the <i>Evidence of Coverage</i>
--------------------	--

This **Evidence of Coverage** is part of our contract with you about how HealthSelect Medicare Rx (PDP) covers your care. Other parts of this contract include the *Formulary (List of Covered Drugs)*, your *Plan Guide* and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called “riders” or “amendments.”

The contract is in effect for months in which you are enrolled in HealthSelect Medicare Rx (PDP) between January 1, 2024, and December 31, 2024.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of Express Scripts Medicare after December 31, 2024. We can also choose to stop offering the plan in your service area, after December 31, 2024.

Medicare (the Centers for Medicare & Medicaid Services, or CMS) must approve the plan each year. You can continue each year to get Medicare coverage as a member of our plan as long as we continue to offer the plan, and Medicare renews its approval of the plan, and you remain otherwise eligible for the plan.

SECTION 2 What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You meet the eligibility requirements of ERS
- You have Medicare Part A or Medicare Part B (or you have both Part A and Part B)
- -- *and* -- you are a United States citizen or are lawfully present in the United States
- -- *and* -- you live in our geographic service area (**Section 2.2** below describes our service area). Incarcerated individuals are not considered living in the geographic service area even if they are physically located in it.

Section 2.2 Here is the plan service area for HealthSelect Medicare Rx (PDP)

HealthSelect Medicare Rx (PDP) is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. Our service area includes all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, the Northern Mariana Islands and American Samoa.

If you plan to move, please contact ERS toll-free at (877) 275-4377, choose IVR prompt for "insurance" Monday through Friday, 7:00 a.m. to 7:00 p.m. and Saturday 8:00 a.m. to 5:30 p.m., Central Time, except major holidays.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in **Chapter 2, Section 5**.

Section 2.3 U.S. citizen or lawful presence

A member of a Medicare prescription drug plan must be a U.S. citizen or lawfully present in the United States. Medicare will notify Express Scripts Medicare if you are not eligible to remain a member on this basis. Express Scripts Medicare must disenroll you if you do not meet this requirement.

SECTION 3 Important membership materials

Section 3.1 Your member ID card

You will receive a member ID card. While you are a member of our plan, you must use your member ID card for prescription drugs you get at network pharmacies. You should also show the provider your Medicaid card, if applicable. Below is a sample member ID card to show you what yours will look like:

Chapter 1 Getting started as a member

 			
Prescription ID Card			
RxBIN	610014	Member Customer Service:	(866) 264-4676
RxPCN	MEDDPRIIME	TTY Users:	(800) 716 3231
RxGrp	XXXXXXX	Web:	HSmedicareRx.com
Issuer	9151014609		
(80840)			
ID No.	AZZA27012308	Pharmacist Use Only:	(800) 922-1557
Name	JOHN Q. SAMPLE		
Issued	XX/XX/XXXX		
			

Please carry your card with you at all times and remember to show your card when you get covered drugs. If your plan member ID card is damaged, lost or stolen, call Customer Service (phone numbers are listed on the cover of this booklet) right away and we will send you a new card.

You may need to use your red, white and blue Medicare card to get covered medical care and services under Original Medicare.

Section 3.2 The *Pharmacy Directory*

The most up-to-date pharmacy network information is available to you on our website at **HSMedicareRx.com/pharmacies**.

You can also request a copy of the printed *Pharmacy Directory*, which gives you a list of the network retail pharmacies closest to you — that means the pharmacies in your area that have agreed to fill covered prescriptions for our plan members — as well as other pharmacies (such as long-term care pharmacies) in our network. You can use the *Pharmacy Directory* to find the network pharmacy you want to use. See **Chapter 3, Section 2.5** for information on when you can use pharmacies that are not in the plan's network.

With few exceptions, you must get your prescriptions filled at one of our network pharmacies if you want our plan to cover (help you pay for) them.

The *Pharmacy Directory* will also tell you which pharmacies in our network provide up to a 90-day supply, and which pharmacies only dispense a one-month supply.

If you don't have the *Pharmacy Directory*, you can get a copy from Customer Service (phone numbers are listed on the cover of this booklet).

Section 3.3 The plan's *Formulary (List of Covered Drugs)*

The most up-to-date *Formulary (List of Covered Drugs)* is available to you on our website at **HSMedicareRx.com**. You can also request that we mail you a copy of the printed *Formulary*. We call it the "Drug List" for short. It tells which Part D prescription drugs are covered under the Part D benefit included in HealthSelect Medicare Rx (PDP). The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved the HealthSelect Medicare Rx (PDP) Drug List.

Chapter 1 Getting started as a member

The Drug List also tells you if there are any rules that restrict coverage for your drugs, and it includes information for the covered drugs that are most commonly used by our members. However, we may cover additional Part D drugs that are not included in the printed Drug List. If one of your drugs is not listed in the printed Drug List, you should visit our website at **HSMedicareRx.com** to get the most complete and current information about which drugs are covered. Under “Prescriptions,” click “Price a Medication.” Or contact HealthSelect Medicare Rx (PDP) Customer Service (phone numbers are listed on the cover of this booklet) to find out if we cover it.

SECTION 4 Your monthly costs for HealthSelect Medicare Rx (PDP)

Your costs may include the following:

- Plan Premium (**Section 4.1**)
- Monthly Medicare Part B Premium (**Section 4.2**)
- Part D Late Enrollment Penalty (LEP) (**Section 4.3**)
- Income-Related Monthly Adjusted Amount (**Section 4.4**)

In some situations, your plan premium could be less

There are programs to help people with limited resources pay for their drugs. These include “Extra Help” and State Pharmaceutical Assistance Programs. **Chapter 2, Section 7** tells more about these programs. If you qualify, enrolling in one or both of these programs might lower your monthly plan premium.

If you are *already enrolled* and getting help from one of these programs, **the information about premiums in this Evidence of Coverage may not apply to you.** We will send you a separate notice, called “Important Information for Those Who Receive Extra Help Paying for Their Prescription Drugs” (also known as the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug coverage. If you don’t have this notice, please call Customer Service (phone numbers are listed on the cover of this booklet) and ask for the “LIS Rider.”

Medicare Part B and Part D premiums differ for people with different incomes. If you have questions about these premiums, review your copy of the *Medicare & You 2024* handbook, the section called “2024 Medicare Costs.” If you need a copy, you can download it from the Medicare website (www.medicare.gov). Or, you can order a printed copy by phone at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users call 1-877-486-2048.

Section 4.1 Your monthly premium for HealthSelect Medicare Rx (PDP)

Please contact ERS for more information about the premium of this plan. You must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Section 4.2 Monthly Medicare Part B premium

Many members are required to pay other Medicare premiums

You must continue paying your Medicare premiums to remain a member of the plan. This includes your premium for Part B. It may also include a premium for Part A, which affects members who aren’t eligible for premium free Part A.

Section 4.3 Part D Late Enrollment Penalty (LEP)

Some members are required to pay a Part D **late enrollment penalty (LEP)**. The Part D LEP is an additional premium that must be paid for Part D coverage if at any time after your initial enrollment period is over there is a period of 63 days or more in a row when you did not have Part D or other creditable prescription drug coverage. “Creditable prescription drug coverage” is coverage that meets Medicare’s minimum standards since it is expected to pay, on average, at least as much as Medicare’s standard prescription drug coverage. The cost of the late enrollment penalty depends on how long you went without Part D or other creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

ERS has elected to pay for your late enrollment penalty on your plan. However, if you join another plan your late enrollment penalty may not be covered and you may be responsible for paying your late enrollment penalty.

You **will not** have to pay it if:

- You receive “Extra Help” from Medicare to pay for your prescription drugs.
- You have gone less than 63 days in a row without creditable coverage.
- You have had creditable drug coverage through another source such as a former employer, union, TRICARE, or Department of Veterans Affairs. Your insurer or your human resources department will tell you each year if your drug coverage is creditable coverage. This information may be sent to you in a letter or included in a newsletter from the plan. Keep this information because you may need it if you join a Medicare drug plan later.
 - **Note:** Any notice must state that you had “creditable” prescription drug coverage that is expected to pay as much as Medicare’s standard prescription drug plan pays.
 - **Note:** The following are *not* creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount websites.

Medicare determines the amount of the penalty. Here is how it works:

- If you went 63 days or more without Part D or other creditable prescription drug coverage after you were first eligible to enroll in Part D, the plan will count the number of full months that you did not have coverage. The penalty is 1% for every month that you did not have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.
- Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2024, this average premium amount is \$32.74. This amount may change for 2025.
- To calculate your monthly penalty, you multiply the penalty percentage and the average monthly premium and then round it to the nearest 10 cents. In the example here, it would be 14% times \$32.74, which equals \$4.58. This rounds to \$4.60. This amount would be added **to the monthly premium for someone with a Part D LEP**.

There are three important things to note about this monthly Part D late enrollment penalty:

- First, **the penalty may change each year** because the average monthly premium can change each year.

Chapter 1 Getting started as a member

- Second, **you will continue to pay a penalty** every month for as long as you are enrolled in a plan that has Medicare Part D drug benefits, even if you change plans.
- Third, if you are under 65 and currently receiving Medicare benefits, the Part D LEP will reset when you turn 65. After age 65, your Part D LEP will be based only on the months that you don't have coverage after your initial enrollment period for aging into Medicare.

If you disagree about your Part D LEP, you or your representative can ask for a review. Generally, you must request this review **within 60 days** from the date on the first letter you receive stating you have to pay a LEP. However, if you were paying a penalty before joining our plan, you may not have another chance to request a review of that LEP.

Important: Do not stop paying your Part D LEP while you're waiting for a review of the decision about your LEP. If you do, you could be disenrolled for failure to pay your plan premiums.

Section 4.4 Income-Related Monthly Adjustment Amount

Some members may be required to pay an extra charge, known as the Part D Income-Related Monthly Adjustment Amount, also known as IRMAA. The extra charge is figured out using your modified adjusted gross income as reported on your IRS tax return from 2 years ago. If this amount is above a certain amount, you'll pay the standard premium amount and the additional IRMAA. For more information on the extra amount you may have to pay based on your income, visit <https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/monthly-premium-for-drug-plans>.

If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be. The extra amount will be withheld from your Social Security, Railroad Retirement Board, or Office of Personnel Management benefit check, no matter how you usually pay your plan premium, unless your monthly benefit isn't enough to cover the extra amount owed. If your benefit check isn't enough to cover the extra amount, you will get a bill from Medicare. **You must pay the extra amount to the government. It cannot be paid with your monthly plan premium. If you do not pay the extra amount, you will be disenrolled from the plan and lose prescription drug coverage.**

If you disagree about paying an extra amount, you can ask Social Security to review the decision. To find out more about how to do this, contact Social Security at 1-800-772-1213 (TTY 1-800-325-0778).

SECTION 5 More information about your monthly premium

Can HealthSelect change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for the plan's monthly plan premium during the year. If the monthly plan premium changes for next year, you will be notified in the fall and the change will take effect on January 1.

However, in some cases the part of the premium that you have to pay can change during the year. This happens if you become eligible for the "Extra Help" program or if you lose your eligibility for the "Extra Help" program during the year. If a member qualifies for "Extra Help" with their prescription drug costs, the "Extra Help" program will pay part of the member's monthly plan premium. A member who loses their

Chapter 1 Getting started as a member

eligibility during the year will need to start paying their full monthly premium. You can find out more about the “Extra Help” program in **Chapter 2, Section 7**.

SECTION 6 Keeping your plan membership record up to date

Your membership record has information from ERS’ enrollment file, including your address and telephone number. It shows your specific plan coverage.

The pharmacists in the plan’s network need to have correct information about you. These network providers use your membership record to know what drugs are covered and the cost-sharing amounts for you. Because of this, it is very important that you help us keep your information up to date.

Let HealthSelect Medicare Rx (PDP) Customer Service know about these changes:

- Changes to your name, your address or your phone number
- Changes in any other medical or drug insurance coverage you have (such as from your employer, your spouse or common law spouse’s employer, workers’ compensation or Medicaid)
- If you have any liability claims, such as claims from an automobile accident
- If you have been admitted to a nursing home
- If your designated responsible party (such as a caregiver) changes

If any of this information changes, please let us know by calling Customer Service (phone numbers are printed on the cover of this booklet).

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers for Social Security in **Chapter 2, Section 5**.

SECTION 7 How other insurance works with our plan

Other insurance

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That’s because we must coordinate any other coverage you have with your benefits under our plan. This is called **Coordination of Benefits**.

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don’t need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Customer Service (phone numbers are listed on the cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

When you have other insurance (like employer group health coverage in addition to this plan), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the “primary payer” and pays up to the limits of its coverage. The one that pays second, called the “secondary payer,” only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs. If you have other insurance, tell your doctor, hospital, and pharmacy.

These rules apply for employer or retiree group health plan coverage (other coverage outside this plan):

- If you have retiree coverage, Medicare pays first.

Chapter 1 Getting started as a member

- If your group health plan coverage is based on your or a family member's current employment, who pays first depends on your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
 - If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.
 - If you're over 65 and you or your spouse or domestic partner is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
- If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance)
- Liability (including automobile insurance)
- Black lung benefits
- Workers' compensation

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare, employer group health plans, and/or Medigap have paid.

If you have questions about who pays first, or you need to update your other insurance information, call Customer Service (phone numbers are listed on the cover of this booklet).

CHAPTER 2: **Important phone numbers and resources**

SECTION 1 HealthSelect Medicare Rx (PDP) contacts **(how to contact us, including how to reach Customer Service)**

How to contact our plan's Customer Service

For assistance with claims, billing, or HealthSelect Medicare Rx (PDP) member ID card questions, please call or write to HealthSelect Medicare Rx (PDP) Customer Service. We will be happy to help you.

Method	Customer Service – Contact Information
CALL	(866) 264-4676 Customer Service is available 24 hours a day, 7 days a week. Customer Service also has free language interpreter services available for non-English speakers.
WRITE	Express Scripts Medicare P.O. Box 66535 St. Louis, MO 63166-6535
WEBSITE	HSMedicareRx.com

How to contact us when you are asking for a coverage decision or appeal

A coverage decision is a decision we make about your coverage or about the amount we will pay for your Part D prescription drugs. An appeal is a formal way of asking us to review and change a coverage decision we have made. For more information on asking for coverage decisions or appeals about your Part D prescription drugs, see **Chapter 7** (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	Initial Coverage Reviews for Part D Prescription Drugs – Contact Information
CALL	(844) 374-7377 Calls to this number are free. Our business hours are 24 hours a day, 7 days a week.
TTY	(800) 716-3231 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Our business hours are 24 hours a day, 7 days a week.
FAX	(877) 251-5896
WRITE	Express Scripts Attn: Medicare Reviews P.O. Box 66571 St. Louis, MO 63166-6571
WEBSITE	HSMedicareRx.com

Method	Appeals for Part D Prescription Drugs – Contact Information
CALL	(844) 374-7377 Calls to this number are free. Our business hours are 24 hours a day, 7 days a week.
TTY	(800) 716-3231 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Our business hours are 24 hours a day, 7 days a week.
FAX	(877) 852-4070
WRITE	Express Scripts Attn: Medicare Appeals P.O. Box 66588 St. Louis, MO 63166-6588
WEBSITE	HSMedicareRx.com

How to contact us when you are making a complaint

You can make a complaint about us or one of our network pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes. For more information on making a complaint, see **Chapter 7** (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	HealthSelect Medicare Rx (PDP) Contact Information for Filing a Complaint
CALL	The phone numbers for HealthSelect Medicare Rx (PDP) Customer Service are listed on the front of this booklet and on the back of your member ID card.
TTY	(800) 716-3231 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Our business hours are 24 hours a day, 7 days a week.
FAX	(614) 907-8547
WRITE	Express Scripts Medicare Attn: Grievance Resolution Team P.O. Box 3610 Dublin, OH 43016-0307
MEDICARE WEBSITE	You can submit a complaint about HealthSelect Medicare Rx (PDP) directly to Medicare. To submit an online complaint to Medicare, go to https://www.medicare.gov/MedicareComplaintForm/home.aspx .

Chapter 2 Important phone numbers and resources**Where to send a request asking us to pay for our share of the cost of a drug you have received**

The coverage determination process includes determining requests to pay for our share of the costs of a drug that you have received. If you have received a bill or paid for drugs (such as a pharmacy bill) that you think we should pay for, you may need to ask the plan for reimbursement or to pay the pharmacy bill, see **Chapter 5** (*Asking us to pay our share of the costs for covered drugs*).

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See **Chapter 7** (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) for more information.

Method	HealthSelect Medicare Rx (PDP) Contact Information for Payment Requests
CALL	The phone numbers for HealthSelect Medicare Rx (PDP) Customer Service are listed on the front of this booklet and on the back of your member ID card.
FAX	(608) 741-5483
WRITE	Express Scripts ATTN: Medicare Part D P.O. Box 14718 Lexington, KY 40512-4718
WEBSITE	HSMedicareRx.com

SECTION 2 Medicare (how to get help and information directly from the Federal Medicare program)

Medicare is the Federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The Federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called “CMS”). This agency contracts with Medicare Prescription Drug Plans, including us.

Method	Medicare – Contact Information
CALL	1 (800) MEDICARE, or 1 (800) 633-4227 Calls to this number are free, 24 hours a day, 7 days a week.
TTY	1 (877) 486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<p>www.medicare.gov</p> <p>This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes documents you can print directly from your computer. You can also find Medicare contacts in your state.</p> <p>The Medicare website also has detailed information about your Medicare eligibility and enrollment options with the following tools:</p> <ul style="list-style-type: none">• Medicare Eligibility Tool: Provides Medicare eligibility status information.• Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an estimate of what your out-of-pocket costs might be in different Medicare plans. <p>You can also use the website to tell Medicare about any complaints you have about Express Scripts Medicare:</p> <ul style="list-style-type: none">• Tell Medicare about your complaint: You can submit a complaint about Express Scripts Medicare directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. <p>If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or, you can call Medicare and tell them what information you are looking for. They will find the information on the website and review the information with you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

SECTION 3 State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Please refer to the SHIP listing located in the **Appendix** to find information about the SHIP in your state.

A SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans. Visit <https://www.shiphelp.org> (Click on SHIP LOCATOR in middle of page).

SECTION 4 Quality Improvement Organization

There is a designated Quality Improvement Organization (QIO) for serving Medicare beneficiaries in each state. Please refer to the QIO listing located in the **Appendix** to find information about the QIO in your state.

The QIO has a group of doctors and other healthcare professionals who are paid by Medicare to check on and help improve the quality of care for people with Medicare. The QIO is an independent organization. It is not connected with our plan.

You should contact the QIO if you have a complaint about the quality of care you have received. For example, you can contact the QIO if you were given the wrong medication or if you were given medications that interact in a negative way.

SECTION 5 Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens and lawful permanent residents who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to enroll in Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for reconsideration.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – Contact Information
CALL	1 (800) 772-1213 Calls to this number are free. Call between 8:00 a.m. and 7:00 p.m., Monday through Friday to speak with a representative. You can use Social Security’s automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1 (800) 325- 0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 8:00 a.m. to 7:00 p.m., Monday through Friday.
WEBSITE	www.ssa.gov

SECTION 6 Medicaid

Medicaid is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. The programs offered through Medicaid help people with Medicare pay their Medicare costs, such as their Medicare premiums. These “Medicare Savings Programs” include:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums and other cost sharing (like deductibles, coinsurance, and copayments). (Some people with QMB are also eligible for full Medicaid benefits (QMB+).)
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. (Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).)
- **Qualifying Individual (QI):** Helps pay Part B premiums.
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact the Medicaid agency in your state (contact information is located in the **Appendix**).

SECTION 7 Information about programs to help people pay for their prescription drugs

The Medicare.gov website (<https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/costs-in-the-coverage-gap/5-ways-to-get-help-with-prescription-costs>) provides information on how to lower your prescription drug costs. For people with limited incomes, there are also other programs to assist, described below.

Medicare’s “Extra Help” Program

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

If you automatically qualify for “Extra Help,” Medicare will mail you a letter. You will not have to apply. If you do not automatically qualify, you may be able to get “Extra Help” to pay for your prescription drug premiums and costs. To see if you qualify for getting “Extra Help,” call:

- 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day, 7 days a week;
- The Social Security Office at 1-800-772-1213, between 8 a.m. and 7 p.m., Monday through Friday to speak with a representative. TTY users should call 1-800-325-0778 (applications); or
- Your State Medicaid Office (applications). (See the **Appendix** for contact information.)

If you believe you have qualified for “Extra Help” and you believe that you are paying an incorrect cost-sharing amount when you get your prescription at a pharmacy, our plan has a process for you to either request assistance in obtaining evidence of your proper copayment level, or, if you already have the evidence, to provide this evidence to us.

We may be able to accept one of the following forms of Best Available Evidence (BAE) to establish that you qualify for Extra Help, when the evidence is provided by you or your pharmacist, advocate, representative, family member or other individual acting on your behalf:

1. A copy of the beneficiary’s Medicaid card that includes the beneficiary’s name and an eligibility date during any month after June of the previous calendar year;
2. A copy of a state document that confirms active Medicaid status during any month after June of the previous calendar year;
3. A printout from the state electronic enrollment file showing Medicaid status during any month after June of the previous calendar year;
4. A screen print from the state’s Medicaid systems showing Medicaid status during any month after June of the previous calendar year;
5. Other documentation provided by the state showing Medicaid status during any month after June of the previous calendar year;
6. A letter from the Social Security Administration (SSA) showing that the individual receives Supplemental Security Income (SSI); or

Chapter 2 Important phone numbers and resources

7. An Application Filed by Deemed Eligible confirming that the beneficiary is “...automatically eligible for extra help...” (SSA publication HI 03094.605).

The following proofs of institutional status are acceptable from the beneficiary or the beneficiary’s pharmacist, advocate, representative, family member or other individual acting on behalf of the beneficiary to establish that a beneficiary is institutionalized, beginning on a date specified by the Secretary:

1. A remittance from the facility showing Medicaid payment for a full calendar month for that individual during any month after June of the previous calendar year;
2. A copy of a state document that confirms Medicaid payment on behalf of the individual to the facility for a full calendar month after June of the previous calendar year; or
3. A screen print from the state’s Medicaid systems showing that individual’s institutional status based on at least a full calendar-month stay for Medicaid payment purposes during any month after June of the previous calendar year.

The following proofs of status are acceptable from the beneficiary or the beneficiary’s pharmacist, advocate, representative, family member or other individual acting on behalf of the beneficiary to establish that an individual is receiving home and community-based services (HCBS) and qualifies for zero cost sharing effective as of a date specified by the Secretary:

1. A state-issued Notice of Action, Notice of Determination or Notice of Enrollment that includes the beneficiary’s name and HCBS eligibility date during a month after June of the previous calendar year;
2. A state-approved HCBS Service Plan that includes the beneficiary’s name and effective date beginning during a month after June of the previous calendar year;
3. A state-issued prior authorization approval letter for HCBS that includes the beneficiary’s name and effective date beginning during a month after June of the previous calendar year;
4. Other documentation provided by the state showing HCBS eligibility status during a month after June of the previous calendar year; or
5. A state-issued document, such as a remittance advice, confirming payment for HCBS, including the beneficiary’s name and the dates of HCBS.

You or your representative may fax or mail Best Available Evidence to the following fax number or address:

Fax: 1-855-297-7271
Address: Express Scripts Medicare (PDP)
P.O. Box 4558
Scranton, PA 18505

When we receive the evidence showing your copayment level, we will update our system so that you can pay the correct copayment when you get your next prescription at the pharmacy. If you overpay your copayment, we will reimburse you. Either we will forward a check to you in the amount of your overpayment, or we will offset future copayments. If the pharmacy hasn’t collected a copayment from you and is carrying your copayment as a debt owed by you, we may make the payment directly to the pharmacy. If a state paid on your behalf, we may make payment directly to the state. Please contact Customer Service (phone numbers are listed on the cover of this booklet) if you have questions.

What if you have coverage from a State Pharmaceutical Assistance Program (SPAP)?

Many states and the U.S. Virgin Islands offer help paying for prescriptions, drug plan premiums and/or other drug costs. If you are enrolled in a State Pharmaceutical Assistance Program (SPAP), or any other program that provides coverage for Part D drugs (other than “Extra Help”), you still get the 70% discount on covered brand-name drugs. Also, the plan pays 5% of the costs of brand drugs in the Coverage Gap. The 70% discount and the 5% paid by the plan are both applied to the price of the drug before any SPAP or other coverage. Contact information for SPAPs is located in the **Appendix**.

What if you have coverage from an AIDS Drug Assistance Program (ADAP)?

What is the AIDS Drug Assistance Program (ADAP)?

The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also on the ADAP formulary qualify for prescription cost-sharing assistance in those states that have this program. **Note:** To be eligible for the ADAP operating in your state, individuals must meet certain criteria, including proof of state residence and HIV status, low income as defined by the state, and uninsured/under-insured status. For information on eligibility criteria, covered drugs, or how to enroll in the program, please refer to the contact information located in the **Appendix**.

SECTION 8 How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent Federal agency that administers comprehensive benefit programs for the nation’s railroad workers and their families. If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

Method	Railroad Retirement Board – Contact Information
CALL	1-877-772-5772 Calls to this number are free. If you press “0”, you may speak with an RRB representative from 9:00 a.m. to 3:30 p.m., Monday, Tuesday, Thursday, and Friday, and from 9:00 a.m. to 12:00 p.m. on Wednesday. If you press “1”, you may access the automated RRB Help Line and recorded information 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are <i>not</i> free.
WEBSITE	rrb.gov

SECTION 9 Do you have group insurance or other health insurance from an employer?

If you (or your spouse or common law spouse) get benefits from your (or your spouse's or common law spouse's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Customer Service if you have any questions. You can ask about your (or your spouse or common law spouse's) employer or retiree health benefits, premiums, or the enrollment period. (Phone numbers for Customer Service are listed on the front cover of this document.) You may also call 1 (800) MEDICARE (1 (800) 633-4227; TTY: 1 (877) 486-2048) with questions related to your Medicare coverage under this plan.

If you have other prescription drug coverage through your (or your spouse or common law spouse's) employer or retiree group, please contact **that group's benefits administrator**. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.

CHAPTER 3:

Using the plan's coverage for Part D prescription drugs

SECTION 1 Introduction

This chapter explains rules for using your coverage for Part D drugs.

In addition to your coverage for Part D drugs through our plan, Original Medicare (Medicare Part A and Part B) also covers some drugs:

- Medicare Part A covers drugs you are given during Medicare-covered stays in the hospital or in a skilled nursing facility.
- Medicare Part B also provides benefits for some drugs. Part B drugs include certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility.

The two examples of drugs described above are covered by Original Medicare. (To find out more about this coverage, see your *Medicare & You 2024* handbook.) Your Part D prescription drugs are covered under our plan.

Section 1.1 Basic rules for the plan's Part D drug coverage

The plan will generally cover your drugs as long as you follow these basic rules:

- You must have a provider (a doctor, dentist, or other prescriber) write you a prescription, which must be valid under applicable state law.
- Your prescriber must not be on Medicare's Exclusion or Preclusion Lists.
- You generally must use a network pharmacy to fill your prescription. (See **Section 2**, *Fill your prescription at a network pharmacy or through Express Scripts® Pharmacy home delivery service*.)
- Your drug must be on the plan's *Formulary (List of Covered Drugs)* (we call it the "Drug List" for short). (See **Section 3**, *The plan's "Drug List."*) To get the most current information, visit the plan's website (**HSMedicareRx.com**).
- Your drug must be used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain references. (See **Section 3** for more information about a medically accepted indication.)

SECTION 2 Fill your prescription at a network pharmacy or through Express Scripts® Pharmacy home delivery service

Section 2.1 Use a network pharmacy
--

In most cases, your prescriptions are covered *only* if they are filled at the plan's network pharmacies. (See **Section 2.5** for information about when we would cover prescriptions filled at out-of-network pharmacies.)

A network pharmacy is a pharmacy that has a contract with the plan to provide your covered prescription drugs. The term "covered drugs" means all of the Part D prescription drugs that are on the plan's Drug List.

Section 2.2 Network pharmacies
--

How do you find a network pharmacy in your area?

To find a network pharmacy, visit our website at **HSMedicareRx.com** or call Customer Service (phone numbers listed on the cover of this booklet).

You may go to any of our network pharmacies. If you switch from one network pharmacy to another and you need a refill of a drug you've been taking, you can ask to have a new prescription written by a provider or to have your prescription transferred to your new network pharmacy.

What if the pharmacy you have been using leaves the network?

If the pharmacy you have been using leaves the plan's network, you will have to find a new pharmacy that is in the network. To find another pharmacy in your area, you can get help from Customer Service (phone numbers are listed on the cover of this booklet) or use the *Pharmacy Directory*. You can also find information on our website at **HSMedicareRx.com**

What if you need a specialized pharmacy?

Some prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, an LTC facility (such as a nursing home) has its own pharmacy. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Customer Service (phone numbers are listed on the cover of this booklet).
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use. (**Note:** This scenario should happen rarely.)

Chapter 3 Using the plan's coverage for Part D prescription drugs

To locate a specialized pharmacy, visit our website at **HSMedicareRx.com**, call Customer Service (phone numbers are listed on the cover of this booklet) or check your *Pharmacy Directory*.

Section 2.3	Using Express Scripts® Pharmacy home delivery service (also called mail-order drugs)
--------------------	---

When we refer to home delivery or mail-order drugs in this document, we are referring to prescriptions filled by the plan's home delivery service through Express Scripts® Pharmacy. For certain kinds of drugs, you can use the plan's home delivery service from Express Scripts® Pharmacy. Generally, the drugs provided through Express Scripts® Pharmacy are drugs that you take on a regular basis for a chronic or long-term medical condition. The drugs available through our plan's home delivery service are marked as **mail-order drugs** (MO) in our Drug List.

Our plan's home delivery service generally allows you to order **up to a 90-day supply**.

There are other pharmacies in our network that will provide your prescriptions by mail. The information that follows may not apply to these pharmacies. You should contact these other pharmacies directly to understand their rules and processes. To locate these pharmacies, visit **HSMedicareRx.com/pharmacies** or call Customer Service (phone numbers are listed on the cover of this booklet).

To get order forms and information about filling your prescriptions by mail, either visit our website at **HSMedicareRx.com** and under "Prescriptions" click "Pharmacy Options" or call Customer Service (phone numbers are listed on the cover of this booklet).

Usually a home delivery pharmacy order from Express Scripts® Pharmacy will get to you within 10 days. However, sometimes your home delivery may be delayed. Make sure you have at least a 14-day supply of medication on hand. If you don't have enough, ask your doctor to give you a second prescription for a 30-day supply and fill it at a network retail pharmacy while you wait for your home delivery supply to arrive. If your home delivery shipment from Express Scripts® Pharmacy is delayed, please call Customer Service (phone numbers are listed on the cover of this booklet).

New prescriptions Express Scripts® Pharmacy receives directly from your doctor's office.

The pharmacy will automatically fill and deliver new prescriptions it receives from healthcare providers, without checking with you first, if either:

- You used mail-order services with this plan in the previous 12 months, or
- You sign up for automatic delivery of all new prescriptions received directly from healthcare providers. You may request automatic delivery of all new prescriptions at any time by contacting Customer Service (phone numbers are listed on the cover of this booklet). The request for automatic deliveries of new prescriptions only lasts until the end of the plan year (which is typically the last day of the calendar year), and you must submit a new request every year and/or each time you change plans.

Please note that not all prescriptions are eligible for automatic delivery. Medications commonly excluded from the program include those not indicated for chronic use (antibiotics, anti-infectives) or prescribed on an as-needed basis (pain medications), as well as medications with legal restrictions or supply limitations and controlled substances.

Chapter 3 Using the plan's coverage for Part D prescription drugs

If you receive a prescription automatically by mail that you do not want, and you were not contacted to see if you wanted it before it shipped, you may be eligible for a refund.

If you used home delivery in the past and do not want the pharmacy to automatically fill and ship each new prescription, please contact us by calling Customer Service (phone numbers are listed on the cover of this booklet) using the phone numbers on the back of your member ID card.

If you have never used our home delivery service and/or decide to stop automatic fills of new prescriptions, Express Scripts will contact you each time it gets a new prescription from a healthcare provider to see if you want the medication filled and shipped immediately. It is important that you respond each time you are contacted by the pharmacy to let them know whether to ship, delay or cancel the new prescription.

Refills on home delivery prescriptions from Express Scripts® Pharmacy. For refills of your drugs, you have the option to sign up for an automatic refill program. Under this program, we will start to process your next refill automatically when our records show you should be close to running out of your drug. Express Scripts will contact you prior to shipping each refill to make sure you are in need of more medication, and you can cancel scheduled refills if you have enough of your medication or if your medication has changed.

If you choose not to use our auto-refill program but still want the home delivery pharmacy to send you your prescription, please contact your pharmacy 14 days before your current prescription will run out. This will ensure your order is shipped to you in time.

To opt out of our program that automatically prepares home delivery refills, please contact us by visiting our website at **HSMedicareRx.com** or by calling Customer Service (phone numbers are listed on the cover of this booklet). You should also provide the best ways to contact you by calling Customer Service (phone numbers are listed on the cover of this booklet). This way, the pharmacy can reach you to confirm your order before shipping.

If you receive a refill automatically by mail that you do not want, you may be eligible for a refund.

Section 2.4	How can you get a long-term supply of maintenance drugs?
--------------------	---

When you get a long-term supply of drugs, your cost sharing may be lower. The plan offers three ways to get a long-term supply (also called an “extended supply”) of “maintenance” drugs on our plan’s Drug List. (Maintenance drugs are the prescription drugs you take regularly to treat a chronic or long-term medical condition.) You may order this supply through Extended Day Supply (EDS) network pharmacies or through the Express Scripts® Pharmacy mail-order pharmacy, described above.

1. Some retail pharmacies in our network are part of the EDS network and allow you to get a long-term supply of maintenance drugs at the same price you would pay at the plan’s mail order pharmacy. Your *Pharmacy Directory* tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Customer Service (phone numbers are listed on the cover of this booklet) for more information.
2. For certain kinds of drugs, you can use the plan’s **mail order service, Express Scripts® Pharmacy.** **The drugs available through our plan’s home delivery service are marked as “MO” drugs in**

Chapter 3 Using the plan's coverage for Part D prescription drugs

our Drug List. See **Section 2.3** for more information about using our home delivery service. Our plan's home delivery service allows you to order a 90-day supply.

3. Other home delivery pharmacies may have their own policies regarding prescriptions by mail. We suggest that you contact those pharmacies directly for any requirements they may have.

Section 2.5 When can you use a pharmacy that is not in the plan's network?

Your prescription may be covered in certain situations

Your cost may be greater if you use an out-of-network pharmacy to fill your prescription. If you use an out-of-network pharmacy, you must submit a paper claim in order to be reimbursed.

Generally, we cover drugs filled at an out-of-network pharmacy *only* when you are not able to use a network pharmacy. **Please check first with Customer Service (phone numbers are listed on the cover of this booklet) to see if there is a network pharmacy nearby.** Here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

In a medical emergency. We will cover prescriptions that are filled at an out-of-network pharmacy if the prescriptions are related to care for a medical emergency or urgently needed care.

When traveling out of the plan's service area. If you take a prescription drug on a regular basis and you are going on a trip, be sure to check your supply of the drug before you leave. You may be able to order your prescription drugs ahead of time through our home delivery pharmacy service. If you are traveling within the United States and need to fill a prescription because you become ill or you lose or run out of your covered medications, we will cover prescriptions that are filled at an out-of-network pharmacy if you follow all other coverage rules. Prior to filling your prescription at an out-of-network pharmacy, call the Customer Service (phone numbers are listed on the cover of this booklet) to find out if there is a network pharmacy in the area where you are traveling. If there are no network pharmacies in that area, Customer Service may be able to make arrangements for you to get your prescriptions from an out-of-network pharmacy. We cannot pay for any prescriptions that are filled by pharmacies outside the United States, even for a medical emergency.

To obtain a covered drug in a timely manner. In some cases, you may be unable to obtain a covered drug in a timely manner within our service area. If there is no network pharmacy within a reasonable driving distance that provides 24-hour service, we will cover your prescription at an out-of-network pharmacy.

If a network pharmacy does not stock a covered drug. Some covered prescription drugs (including orphan drugs or other specialty pharmaceuticals) may not be regularly stocked at an accessible network retail pharmacy or through our home delivery pharmacy service. We will cover prescriptions at an out-of-network pharmacy under these circumstances.

If you were a patient in an emergency department or other outpatient facility. While you are in a hospital or an outpatient facility for an observation stay, the hospital or outpatient facility will most likely administer your Self-Administered Drugs (SAD) – those you take at home on a daily basis. These will not be covered by regular Medicare. You will need to ask for reimbursement for the SAD drugs.

If you received a vaccine at your doctor's office or pharmacy. You will need to ask for reimbursement for a Medicare Part D vaccine administered by your doctor or out-of-network pharmacy.

Chapter 3 Using the plan's coverage for Part D prescription drugs

In these situations, **please check first with HealthSelect Medicare Rx (PDP) Customer Service (phone numbers are listed on the cover of this booklet)** to see if there is a network pharmacy nearby. Your cost may be greater if you use an out-of-network pharmacy.

How do you ask for reimbursement from the plan?

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal cost share) at the time you fill your prescription. You can ask us to reimburse you for our share of the cost. (**Chapter 5, Section 2** explains how to ask the plan to pay you back.)

SECTION 3 The plan's "Drug List"

Section 3.1 The "Drug List" tells which Part D drugs are covered
--

The plan has a *"Formulary (List of Covered Drugs)."* In this **Evidence of Coverage**, we call it the **"Drug List" for short**.

The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists. The list meets Medicare's requirements and has been approved by Medicare.

The drugs on the Drug List are only those covered under Medicare Part D. However, we cover additional drugs that are not included on the printed Drug List. If one of your drugs is not listed on the Drug List, you should visit [HSMedicareRx.com](https://www.hsmedicareRx.com) or call Customer Service (phone numbers are printed on the cover of this booklet).

We will generally cover a drug on the plan's Drug List as long as you follow the other coverage rules explained in this chapter and the use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is *either*:

- Approved by the Food and Drug Administration for the diagnosis or condition for which it is being prescribed.
- -- *or* -- Supported by certain references, such as the American Hospital Formulary Service Drug Information and the DRUGDEX Information System.

The Drug List includes brand-name drugs, generic drugs, and biosimilars.

A brand-name drug is a prescription drug that is sold under a trademarked name owned by the drug manufacturer. Brand-name drugs that are more complex than typical drugs (for example, drugs that are based on a protein) are called biological products. On the drug list, when we refer to "drugs," this could mean a drug or a biological product.

A generic drug is a prescription drug that has the same active ingredients as the brand-name drug. Biosimilars are products that are alternatives to biological products.

Generally, both generics and biosimilars work just as well as the brand-name drug or biological product and usually cost less. There are generic drug substitutes available for many brand-name drugs. There are biosimilar alternatives for some biological products.

What is *not* on the Drug List?

The plan does not cover all prescription drugs.

- In some cases, the law does not allow any Medicare plan to cover certain types of drugs (for more about this, see **Section 7.1** in this chapter).
- In other cases, we have decided not to include a particular drug on the Drug List. However, in some cases, you may be able to obtain a drug that is not on the drug list. For more information, please see **Section 5.2**.

Section 3.2 **There are three cost-sharing tiers for drugs on the “Drug List”**

Every drug on the plan's “Drug List” is in one of three cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug:

Your other plan materials have more information about your plan's coverage stages and list the specific cost-sharing amounts for each tier.

Drug Tiers Tier	Includes	Helpful tips
Tier 1: Generic Drugs	This tier includes many commonly prescribed generic drugs and may include other low-cost drugs.	Use Tier 1 drugs for the lowest cost-sharing amount.
Tier 2: Preferred Brand Drugs	This tier includes preferred brand-name drugs.	Drugs in this tier will generally have lower cost-sharing amounts than non-preferred drugs.
Tier 3: Non-Preferred Drugs	This tier includes non-preferred brand-name drugs.	Many non-preferred drugs have lower-cost alternatives in Tiers 1 and 2. Ask your doctor if switching to a lower-cost generic or preferred brand-name drug may be right for you.

To find out which cost-sharing tier your drug is in, look it up in the plan's “Drug List.”

The amount you pay for drugs in each cost-sharing tier is shown in **Chapter 4** (*What you pay for your Part D prescription drugs*).

Section 3.3 **How can you find out if a specific drug is covered by the plan?**

You have four ways to find out:

1. Check the printed Drug List online at **HSMedicareRx.com/documents**. (Please note: We may cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the printed Drug List, you should visit our website or contact Customer Service (phone numbers are listed on the cover of this booklet) to find out if we cover it.)

Chapter 3 Using the plan's coverage for Part D prescription drugs

2. Visit the plan's website at **HSMedicareRx.com**. Under "Prescriptions," click "Price a Medication." The Drug List on the website is always the most current.
3. Call Customer Service (phone numbers are listed on the cover of this booklet) to find out if a particular drug is covered by the plan.
4. Use the plan's "Price A Medication" (log in at **HSMedicareRx.com/PriceAMedication**, or by calling Customer Service (phone numbers are listed on the cover of this booklet)). With this tool you can see if a medication is covered. You may also search for drugs on the "Drug List" to see an estimate of what you will pay and if there are alternative drugs on the "Drug List" that could treat the same condition.

SECTION 4 There are restrictions on coverage for some drugs

Section 4.1 Why do some drugs have restrictions?

For certain prescription drugs, special rules restrict how and when the plan covers them. A team of doctors and pharmacists developed these rules to encourage you and your provider to use drugs in the most effective way. To find out if any of these restrictions apply to a drug you take or want to take, check the Drug List. If a safe, lower-cost drug will work just as well medically as a higher-cost drug, the plan's rules are designed to encourage you and your provider to use that lower-cost option.

Please note that sometimes a drug may appear more than once in our drug list. This is because the same drugs can differ based on the strength, amount, or form of the drug prescribed by your healthcare provider, and different restrictions or cost sharing may apply to the different versions of the drug (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

Section 4.2 What kinds of restrictions?

The sections below tell you more about the types of restrictions we use for certain drugs.

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. Contact Customer Service (phone numbers are listed on the cover of this booklet) to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See **Chapter 7**.)

Restricting brand-name drugs or original biological products when a generic or interchangeable biosimilar version is available.

Generally, a **generic drug or interchangeable biosimilar** works the same as a brand-name drug or original biological product and usually costs less. **In most cases, when a generic or interchangeable biosimilar version of a brand name drug or original biological product is available, our network pharmacies will provide you the generic or interchangeable biosimilar version instead of the brand-name drug or original biological product.** However, if your provider has told us the medical reason that the generic drug or interchangeable biosimilar will not work for you *OR* has written: "No substitutions" on your prescription

Chapter 3 Using the plan's coverage for Part D prescription drugs

for a brand-name drug or original biological product *OR* has told us the medical reason that neither the generic drug, interchangeable biosimilar, nor other covered drugs that treat the same condition will work for you, then we will cover the brand-name drug or original biological product. (Your share of the cost may be greater for the brand-name drug or original biological product than for the generic drug or interchangeable biosimilar.)

Getting plan approval in advance

For certain drugs, you or your provider need to get approval from the plan before we will agree to cover the drug for you. This is called “**prior authorization**.” This is put in place to ensure medication safety and help guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by the plan.

Trying a different drug first

This requirement encourages you to try less costly but usually just as effective drugs before the plan covers another drug. For example, if Drug A and Drug B treat the same medical condition, the plan may require you to try Drug A first. If Drug A does not work for you, the plan will then cover Drug B. This requirement to try a different drug first is called “**step therapy**.”

Quantity limits

For certain drugs, we limit how much of a drug you can get each time you fill your prescription. For example, if it is normally considered safe to take only one pill per day for a certain drug, we may limit coverage for your prescription to no more than one pill per day.

What is a compounded drug?

A compounded drug is created by a pharmacist by combining or mixing ingredients to create a prescription medication customized to the needs of an individual patient.

Does my Part D plan cover compounded drugs?

Generally compounded drugs are non-formulary drugs (not covered) by your plan. You may need to ask for and receive an approved coverage determination from us to have your compounded drug covered. Compounded drugs may be Part D eligible if they meet all of the following requirements:

1. Contains at least one FDA, or Compendia, approved drug ingredient, and all ingredients in the compound (including their intended route of administration) are supported in the Compendia.
2. Does not contain a non-FDA approved or Part D excluded drug ingredient
3. Does not contain an ingredient covered under Part B. (If it does, the compound may be covered under Part B rather than Part D.)
4. Prescribed for a medically accepted condition

Chapter 3 Using the plan's coverage for Part D prescription drugs

The chart below explains the basic requirements for how a compound with 2 or more ingredients may or may not be covered under Part D rules, as well as potential costs to you.

Compound Type	Medicare Coverage
Compound containing a Part B eligible ingredient	Compound is covered only by Part B
Compound containing all ingredients eligible for Part D coverage and all ingredients are approved for use in a compound	Compound may be covered by Part D upon approved coverage determination
Compound containing ingredients eligible for Part D coverage and approved for use in a compound, and ingredients excluded from Part D coverage (for example, over the counter drugs, etc.)	Compound may be covered by Part D upon approved coverage determination. However, the ingredients excluded from Part D coverage will not be covered and you are not responsible for the cost of those ingredients excluded from Part D coverage
Compound containing an ingredient not approved or supported for use in a compound	Compound is not covered by Part D. You are responsible for the entire cost

What do I have to pay for a covered compounded drug?

A compounded drug that is Part D eligible may require an approved coverage determination to be covered by your plan. You will pay the non-preferred drug copay or coinsurance amount for compounded drugs that are approved. No further tier cost share reduction is allowed or available.

SECTION 5 What if one of your drugs is not covered in the way you'd like it to be covered?

Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered

There are situations where there is a prescription drug you are taking, or one that you and your provider think you should be taking that is not on our formulary (drug list) or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand-name version you want to take is not covered.
- The drug is covered, but there are extra rules or restrictions on coverage for that drug, as explained in **Section 4**.
- The drug is covered, but it is in a cost-sharing tier that makes your cost sharing more expensive than you think it should be.
- There are things you can do if your drug is not covered in the way that you'd like it to be covered. If your drug is not on the Drug List or if your drug is restricted, go to **Section 5.2** to learn what you can do.

Chapter 3 Using the plan's coverage for Part D prescription drugs

- If your drug is in a cost-sharing tier that makes your cost more expensive than you think it should be, go to **Section 5.3** to learn what you can do.

Section 5.2	What can you do if your drug is not covered or is restricted in some way?
--------------------	--

If your drug is not covered or is restricted, here are options:

- You may be able to get a temporary supply of the drug.
- You can change to another drug.
- You can request an exception and ask the plan to cover the drug or remove restrictions from the drug.

You may be able to get a temporary supply

Under certain circumstances, the plan must provide a temporary supply of a drug that you are already taking. This temporary supply gives you time to talk with your provider about the change in coverage and decide what to do.

To be eligible for a temporary supply, the drug you have been taking **must no longer be covered by the plan or is now restricted in some way.**

- **If you are a new member**, we will cover a temporary supply of your drug **during the first 90 days** of your membership in the plan.
- **If you were in the plan last year**, we will cover a temporary supply of your drug during the first 90 days of the calendar year.
- This temporary supply will be for a maximum of a one-month supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a one-month supply of medication. The prescription must be filled at a network pharmacy. (Please note that a long-term care pharmacy may provide a drug in smaller amounts at a time to prevent waste.)
- **For those members who have been in the plan for more than 90 days and reside in a long-term care (LTC) facility and need a supply right away:**

We will cover one at least 31-day emergency supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above temporary supply.

Current members with Level of Care Changes: Other times when we will cover at least a temporary 30-day transition supply (or less if you have a prescription written for fewer days) include:

- When you enter an LTC facility
- When you leave an LTC facility
- When you are discharged from a hospital
- When you leave a skilled nursing facility
- When you cancel hospice care
- When you are discharged from a psychiatric hospital with a medication regimen that is highly individualized

Chapter 3 Using the plan's coverage for Part D prescription drugs

For questions about a temporary supply, call Customer Service (phone numbers are listed on the cover of this booklet).

During the time when you are using a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You have two options:

1) You can change to another drug

Talk with your provider about whether there is a different drug covered by the plan that may work just as well for you. You can call Customer Service (phone numbers are listed on the cover of this booklet) to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you.

2) You can ask for an exception

You and your provider can ask the plan to make an exception and cover the drug in the way you would like it covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception. For example, you can ask the plan to cover a drug that is not currently covered. Or you can ask the plan to make an exception and cover the drug without restrictions.

If you are a current member and a drug you are taking will be removed from the formulary or restricted in some way for next year, we will tell you about any change prior to the new year. You can ask for an exception before next year and we will give you an answer within 72 hours after we receive your request (or your prescriber's supporting statement). If we approve your request, we will authorize the coverage before the change takes effect.

If you and your provider want to ask for an exception, **Chapter 7, Section 5.4** tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Section 5.3 What can you do if your drug is in a cost-sharing tier you think is too high?

If your drug is in a cost-sharing tier you think is too high, here are things you can do:

You can change to another drug

If your drug is in a cost-sharing tier you think is too high, talk to your provider. There may be a different drug in a lower cost-sharing tier that might work just as well for you. Call Customer Service to ask for a list of covered drugs that treat the same medical condition (phone numbers are printed on the cover of this booklet). This list can help your provider to find a covered drug that might work for you.

You can ask for an exception

You and your provider can ask the plan to make an exception in the cost-sharing tier for the drug so that you pay less for it. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule.

Chapter 3 Using the plan's coverage for Part D prescription drugs

If you and your provider want to ask for an exception, **Chapter 7, Section 5.4** tells what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

SECTION 6 What if your coverage changes for one of your drugs?

Section 6.1 The Drug List can change during the year

Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, the plan can make some changes to the Drug List. For example, the plan might:

- **Add or remove drugs from the Drug List.** New drugs become available during the year, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled or it is no longer available. Or we might remove a drug from the list because it has been found to be ineffective.
- **Move a drug to a higher or lower cost-sharing tier.**
- **Add or remove a restriction on coverage for a drug.**
- **Replace a brand-name drug with a generic drug.**
- **Replace an original biological product with an interchangeable biosimilar version of the biological product.**

We must follow Medicare requirements before we change the plan's drug coverage.

Section 6.2 What happens if coverage changes for a drug you are taking?

Information on changes to drug coverage

When changes to the Drug List occur, we post information on our website about those changes. We also update our online Drug List on a regularly scheduled basis. Below we point out the times that you would get direct notice if changes are made to a drug that you are taking.

Changes to your drug coverage that affect you during the current plan year

- **A new generic drug or interchangeable biosimilar replaces a brand-name drug on the Drug List (or we change the cost-sharing tier or add new restrictions to the brand-name drug or both)**
 - We may immediately remove a brand-name drug or original biological product on our Drug List if we are replacing it with a newly approved generic version of the same drug or an interchangeable biosimilar version of the same biological product. The generic drug will appear on the same or lower cost-sharing tier and with the same or fewer restrictions. We may decide to keep the brand-name drug or original biological product on our Drug List, but immediately move it to a higher cost-sharing tier or add new restrictions or both when the new generic or interchangeable biosimilar is added.

Chapter 3 Using the plan's coverage for Part D prescription drugs

- We may not tell you in advance before we make that change—even if you are currently taking the brand-name drug. If you are taking the brand-name drug or original biological product at the time we make the change, we will provide you with information about the specific change(s). This will also include information on the steps you may take to request an exception to cover the brand-name drug. You may not get this notice before we make the change.
- You or your prescriber can ask us to make an exception and continue to cover the brand-name drug for you. For information on how to ask for an exception, see **Chapter 7**.
- **Unsafe drugs and other drugs on the Drug List that are withdrawn from the market**
 - Sometimes a drug may be deemed unsafe or taken off the market for another reason. If this happens, we may immediately remove the drug from the Drug List. If you are taking that drug, we will tell you right away.
 - Your prescriber will also know about this change and can work with you to find another drug for your condition.
- **Other changes to drugs on the Drug List**
 - For these changes, we must give you at least 30 days' advance notice of the change or give you notice of the change and at least a one-month refill of the drug or original biological product you are taking at a network pharmacy.
 - After you receive notice of the change, you should work with your prescriber to switch to a different drug that we cover or to satisfy any new restrictions on the drug you are taking.
 - You or your prescriber can ask us to make an exception and continue to cover the drug for you. For information on how to ask for an exception, see **Chapter 7**.

We may make other changes to the Drug List that are not described above. In these cases, the change will not apply if you are taking the drug when the change is made; however, these changes will likely affect you starting January 1 of the next plan year if you stay in the same plan. For example, we might add a generic drug that is not new to the market to replace a brand-name drug or interchangeable biosimilar on the Drug List or change the cost-sharing tier or add new restrictions to the brand-name drug or both. We also might make changes based on FDA boxed warnings or new clinical guidelines recognized by Medicare.

In general, changes that will not affect you during the current plan year are:

- We move your drug into a higher cost-sharing tier.
- We put a new restriction on the use of your drug.
- We remove your drug from the Drug List.

If any of these changes happen for a drug you are taking (except for market withdrawal, a generic drug replacing a brand-name drug, or other changes noted in the sections above), then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you probably won't see any increase in your payments or any added restrictions to your use of the drug.

We will not tell you about these types of changes directly during the current plan year. You will need to check the Drug List for the next plan year (when the list is available during the open enrollment period) to see if there are any changes to the drugs you are taking that will impact you during the next plan year.

SECTION 7 What types of drugs are *not* covered by the plan?

Section 7.1 Types of drugs we do not cover

This section tells you what kinds of prescription drugs are “excluded.” This means Medicare does not pay for these drugs.

If you get drugs that are excluded, you must pay for them yourself. If you appeal and the requested drug is found not to be excluded under Part D, we will pay for or cover it. (For information about appealing a decision, go to **Chapter 7.**)

Here are three general rules about drugs that Medicare drug plans will not cover under Part D:

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
- Our plan cannot cover a drug purchased outside the United States or its territories.
- Our plan usually cannot cover off-label use. “Off-label use” is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
 - Coverage for “off-label use” is allowed only when the use is supported by certain references, such as the American Hospital Formulary Service Drug Information and the DRUGDEX Information System.

In addition, by law, the following categories of drugs are not covered by Medicare drug plans:

- Non-prescription drugs (also called over-the-counter drugs)
- Drugs used to promote fertility
- Drugs used for the relief of cough or cold symptoms
- Drugs used for cosmetic purposes or to promote hair growth
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations
- Drugs used for the treatment of sexual or erectile dysfunction
- Drugs used for treatment of anorexia, weight loss, or weight gain
- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale

Please note: ERS **may** have elected to offer some of the drugs listed above to you as an additional benefit. If so, you will receive additional information about the drugs they have chosen to offer to you separately, in other plan materials.

In addition, if you are **receiving “Extra Help” from Medicare** to pay for your prescriptions, the “Extra Help” program will not pay for the drugs not normally covered. (Please refer to the plan's “Drug List” or call Customer Service (phone numbers are listed on the cover of this booklet) for more information. However, if you have drug coverage through Medicaid, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid

Chapter 3 Using the plan's coverage for Part D prescription drugs

program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in the **Appendix**.)

SECTION 8 Filling a prescription

Section 8.1 Provide your HealthSelect Medicare Rx (PDP) ID card

To fill your prescription, show your member ID card at the network pharmacy you choose. The network pharmacy will automatically bill the plan for *our* share of your drug cost. You will need to pay the pharmacy *your* share of the cost when you pick up your prescription.

Section 8.2 What if you don't have your HealthSelect Medicare Rx (PDP) ID card with you?

If you don't have your member ID card with you when you fill your prescription, you or the pharmacy can call Express Scripts to get the necessary information.

If the pharmacy is not able to get the necessary information, **you may have to pay the full cost of the prescription when you pick it up.** (You can then **ask us to reimburse you** for our share. See **Chapter 5, Section 2** for information about how to ask the plan for reimbursement.)

SECTION 9 Part D drug coverage in special situations

Section 9.1 What if you're in a hospital or a skilled nursing facility?

If you are admitted to a hospital or to a skilled nursing facility, Original Medicare (or your Medicare health plan with Part A and B coverage, if applicable) will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, our plan will cover your prescription drugs as long as the drugs meet all of our rules for coverage described in this chapter.

Section 9.2 What if you're a resident in a long-term care (LTC) facility?

Usually, a long-term care (LTC) facility (such as a nursing home) has its own pharmacy, or uses a pharmacy that supplies drugs for all of its residents. If you are a resident of an LTC facility, you may get your prescription drugs through the facility's pharmacy or the one it uses, as long as it is part of our network.

Check your *Pharmacy Directory* to find out if your LTC facility's pharmacy or the one that it uses is part of our network. If it isn't, or if you need more information or assistance, please contact Customer Service (phone numbers are listed on the cover of this booklet). If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies.

Chapter 3 Using the plan's coverage for Part D prescription drugs

What if you're a resident in a long-term care (LTC) facility and need a drug that is not on our Drug List or is restricted in some way?

Please refer to **Section 5.2** about a temporary or emergency supply.

Section 9.3 What if you are taking drugs covered by Original Medicare?

Your enrollment in HealthSelect Medicare Rx (PDP) doesn't affect your coverage for drugs covered under Medicare Part A or Part B. If you meet Medicare's coverage requirements, your drug will still be covered under Medicare Part A or Part B, even though you are enrolled in this plan. In addition, if your drug would be covered by Medicare Part A or Part B, our plan can't cover it, even if you choose not to enroll in Part A or Part B.

Some drugs may be covered under Medicare Part B in some situations and through HealthSelect Medicare Rx (PDP) in other situations. But drugs are never covered by both Part B and our plan at the same time. In general, your pharmacist or provider will determine whether to bill Medicare Part B or HealthSelect Medicare Rx (PDP) for the drug.

Section 9.4 What if you have a Medigap (Medicare Supplement Insurance) policy with prescription drug coverage (other than through your former employer or retiree group)?

If you currently have a Medigap policy that includes coverage for prescription drugs, you must contact your Medigap issuer and tell them you have enrolled in our plan. If you decide to keep your current Medigap policy, your Medigap issuer will remove the prescription drug coverage portion of your Medigap policy and lower your premium.

Each year your Medigap insurance company should send you a notice that tells if your prescription drug coverage is "creditable," and the choices you have for drug coverage. (If the coverage from the Medigap policy is "**creditable**," it means that it is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.) The notice will also explain how much your premium would be lowered if you remove the prescription drug coverage portion of your Medigap policy. If you didn't get this notice, or if you can't find it, contact your Medigap insurance company and ask for another copy.

Keep this notice about creditable coverage because you may need it later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need these notices to show that you have maintained creditable coverage. If you didn't get this notice, or if you can't find it, contact your Medigap insurance company and ask for another copy.

Section 9.5 What if you're also getting drug coverage from an employer or retiree group plan?

If you currently have other prescription drug coverage through your (or your spouse or domestic partner's) employer or retiree group, please contact **that group's benefits administrator**. He or she can help you determine how your current prescription drug coverage will work with our plan.

Chapter 3 Using the plan's coverage for Part D prescription drugs

In general, if you have employee or retiree group coverage, the drug coverage you get from us will be *secondary* to your group coverage. That means your group coverage would pay first.

Special note about creditable coverage:

Each year your employer or retiree group should send you a notice that tells if your prescription drug coverage for the next calendar year is creditable.

If the coverage from the group plan is creditable, it means that the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.

Keep this notice about creditable coverage because you may need it later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need these notices to show that you have maintained creditable coverage. If you didn't get the creditable coverage notice, request a copy from the employer or retiree group's benefits administrator or the union.

Section 9.6	What if you are in Medicare-certified hospice?
--------------------	---

Hospice and our plan do not cover the same drug at the same time. If you are enrolled in Medicare hospice and require certain drugs (e.g., anti-nausea, laxative, pain medication or antianxiety drugs) that are not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving these drugs that should be covered by our plan, ask your hospice provider or prescriber to provide notification before your prescription is filled.

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover your drugs as explained in this document. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, bring documentation to the pharmacy to verify your revocation or discharge.

SECTION 10	Programs on drug safety and managing medications
-------------------	---

Section 10.1	Programs to help members use drugs safely
---------------------	--

We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors
- Drugs that may not be necessary because you are taking another drug to treat the same condition
- Drugs that may not be safe or appropriate because of your age or gender
- Certain combinations of drugs that could harm you if taken at the same time
- Prescriptions for drugs that have ingredients you are allergic to

Chapter 3 Using the plan's coverage for Part D prescription drugs

- Possible errors in the amount (dosage) of a drug you are taking
- Unsafe amounts of opioid pain medications

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

Section 10.2	Drug Management Program (DMP) to help members safely use their opioid medications
---------------------	--

We have a program that helps make sure members safely use prescription opioids and other frequently abused medications. This program is called a Drug Management Program (DMP). If you use opioid medications that you get from several doctors or pharmacies, or if you had a recent opioid overdose, we may talk to your doctors to make sure your use of opioid medications is appropriate and medically necessary. Working with your doctors, if we decide your use of prescription opioid or benzodiazepine medications is not safe, we may limit how you can get those medications. If we place you in our DMP, the limitations may be:

- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain pharmacy(ies)
- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain doctor(s)
- Limiting the amount of opioid or benzodiazepine medications we will cover for you

If we plan on limiting how you may get these medications or how much you can get, we will send you a letter in advance. The letter will explain the limitations we think should apply to you. You will have an opportunity to tell us which doctors or pharmacies you prefer to use, and about any other information you think is important for us to know. After you've had the opportunity to respond, if we decide to limit your coverage for these medications, we will send you another letter confirming the limitation. If you think we made a mistake or you disagree with our determination or with the limitation, you and your prescriber have the right to appeal. If you appeal, we will review your case and give you a decision. If we continue to deny any part of your request related to the limitations that apply to your access to medications, we will automatically send your case to an independent reviewer outside of our plan. See **Chapter 7** for information about how to ask for an appeal.

You will not be placed in our DMP if you have certain medical conditions, such as active cancer-related pain or sickle cell disease, you are receiving hospice, palliative, or end-of-life care, or live in a long-term care facility.

Section 10.3	Medication Therapy Management (MTM) program to help members manage their medications
---------------------	---

We have a program that can help our members with complex health needs. Our program is called a Medication Therapy Management (MTM) program. This program is voluntary and free. A team of pharmacists and doctors developed the program for us to help make sure that our members get the most benefit from the drugs they take.

Chapter 3 Using the plan's coverage for Part D prescription drugs

Some members who take medications for different medical conditions and have high drug costs or are in a DMP to help members use their opioids safely, may be able to get services through an MTM program. If you qualify for the program, a pharmacist or other health professional will give you a comprehensive review of all your medications. During the review, you can talk about your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary which has a recommended to-do list that includes steps you should take to get the best results from your medications. You'll also get a medication list that will include all the medications you're taking, how much you take, and when and why you take them. In addition, members in the MTM program will receive information on the safe disposal of prescription medications that are controlled substances.

It's a good idea to talk to your doctor about your recommended to-do list and medication list. Bring the summary with you to your visit or anytime you talk with your doctors, pharmacists, and other healthcare providers. Also, keep your medication list up to date and with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you. If you have any questions about this program, please contact Customer Service (phone numbers are printed on the cover of this booklet).

CHAPTER 4:

What you pay for your Part D prescription drugs

Are you currently getting help to pay for your drugs?

If you are in a program that helps pay for your drugs, **some information in this Evidence of Coverage about the costs for Part D prescription drugs may not apply to you.** Please review the notice called “Important Information for Those Who Receive Extra Help Paying for Their Prescription Drugs” (also known as the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug coverage. If you don’t have this notice, please call Customer Service (phone numbers are listed on the cover of this booklet) and ask for the “LIS Rider.”

SECTION 1 Introduction

Section 1.1	Use this chapter together with other materials that explain your drug coverage
--------------------	---

This chapter focuses on what you pay for Part D prescription drugs. To keep things simple, we use “drug” in this chapter to mean a Part D prescription drug. As explained in **Chapter 3**, not all drugs are Part D drugs – some drugs are covered under Medicare Part A or Part B and other drugs are excluded from Medicare coverage by law.

To understand the payment information, you need to know what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. **Chapter 3, Sections 1 through 4** explain these rules. Examples of some of the materials where you can find more information about your specific plan include the *Plan Guide*, the *Quick Reference Guide* and any notices you receive from us about changes to your coverage or conditions that affect your coverage.

Sections 1 through 4 explain these rules. When you use the plan’s “Price a Medication” to look up drug coverage (see **Chapter 3, Section 3.3**), the cost shown is provided in “real time,” meaning the cost you see in the tool reflects a moment in time to provide an estimate of the out-of-pocket costs you are expected to pay. The tool will indicate if the medication is not covered. You can also obtain information provided by the “Price A Medication” tool by calling Customer Service (phone numbers are listed on the cover of this booklet).

Section 1.2	Types of out-of-pocket costs you may pay for covered drugs
--------------------	---

There are different types of out-of-pocket costs for Part D drugs. The amount that you pay for a drug is called “cost sharing,” and there are three ways you may be asked to pay.

- The “**deductible**” is the amount you pay for drugs before our plan begins to pay its share.
- “**Copayment**” is a fixed amount you pay each time you fill a prescription.
- “**Coinsurance**” is a percentage of the total cost of the drug you pay each time you fill a prescription.

Section 1.3	How Medicare calculates your out-of-pocket costs
--------------------	---

Medicare has rules about what counts and what does *not* count toward your out-of-pocket costs. Here are the rules we must follow to keep track of your out-of-pocket costs.

These payments are included in your out-of-pocket costs

Your out-of-pocket costs include the payments listed below (as long as they are for Part D covered drugs, and you followed the rules for drug coverage that are explained in **Chapter 3**):

- The amount you pay for drugs when you are in any of the following drug payment stages:
 - The Deductible stage (Details of this stage are in **Section 4** of this chapter)
 - The Initial Coverage stage (Details of this stage are in **Section 5** of this chapter)
 - The Coverage Gap stage (Details of this stage are in **Section 6** of this chapter)
- Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.

It matters who pays:

- If you make these payments **yourself**, they are included in your out-of-pocket costs.
- These payments are *also included* in your out-of-pocket costs if they are made on your behalf by **certain other individuals or organizations**. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.
- Some payments made by the Medicare Coverage Gap Discount Program are included in your out-of-pocket costs. The amount the manufacturer pays for your brand-name drugs is included. But the amount the plan pays for your generic drugs is not included.

Moving on to the Catastrophic Coverage stage:

When you (or those paying on your behalf) have spent a total of \$8,000 in out-of-pocket costs within the calendar year, you will move to the Catastrophic Coverage stage.

These payments are not included in your out-of-pocket costs

Your out-of-pocket costs **do not include** any of these types of payments:

- The amount you or HealthSelect pays for your monthly premium.
- Drugs you buy outside the United States and its territories.
- Drugs that are not covered by our plan.

- Drugs you get at an out-of-network pharmacy that do not meet the plan’s requirements for out-of-network coverage.
- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare.
- Payments you make toward drugs covered under our additional coverage but not normally covered in a Medicare Prescription Drug Plan.
- Payments made by the plan for your brand or generic drugs while in the Coverage Gap.
- Payments for your drugs that are made by group health plans, including employer health plans.
- Payments for your drugs that are made by certain insurance plans and government-funded health programs such as TRICARE and the Veterans Affairs.
- Payments for your drugs made by a third party with a legal obligation to pay for prescription costs (for example, workers’ compensation).

Reminder: If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan by calling Customer Service (phone numbers are listed on the cover of this booklet).

How can you keep track of your out-of-pocket total?

- We will help you. The Part D Explanation of Benefits (Part D EOB) summary we prepare for you includes the current amount of your out-of-pocket costs. When this amount reaches \$8,000, this summary will tell you that you have moved on to the Catastrophic Coverage stage.
- Make sure we have the information we need. **Section 3.2** tells what you can do to help make sure that our records of what you have spent are complete and up to date.

SECTION 2 What you pay for a drug depends on which “drug payment stage” you are in when you get the drug

Section 2.1 What are the standard Part D drug payment stages?

As shown in the table below, there are four drug payment stages for the HealthSelect Medicare Rx (PDP) plan. How much you pay depends on what stage you are in when you get a prescription filled or refilled.

STAGE 1 <i>Yearly Deductible stage</i>	STAGE 2 <i>Initial Coverage stage</i>	STAGE 3 <i>Coverage Gap stage</i>	STAGE 4 <i>Catastrophic Coverage stage</i>
<p>You begin in this stage when you fill your first prescription of the plan year. During this stage, you pay the full cost of your drugs.</p> <p>You stay in this stage until you have paid the \$50 deductible listed in your <i>Plan Guide</i>.</p> <p>Note: This deductible does not apply to formulary insulin products filled at a network pharmacy.</p> <p>(Details are in Section 4 of this chapter.)</p>	<p>During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost. Your share is shown in your <i>Plan Guide</i>.</p> <p>You stay in this stage until your year-to-date “total drug costs” (your payments plus any Part D plan’s payments) total \$5,030.</p> <p>(Details are in Section 5 of this chapter.)</p>	<p>Refer to your <i>Plan Guide</i> to determine if your plan has a Coverage Gap and what you and the plan will pay during this stage.</p> <p>You stay in this stage until your year-to-date out-of-pocket costs (your payments) reach a total of \$8,000. This amount and rules for counting costs toward this amount have been set by Medicare.</p> <p>(Details are in Section 6 of this chapter.)</p>	<p>During this stage, the plan pays the full cost for your covered Part D drugs for the rest of the plan year (through December 31, 2024). (Details are in Section 7 of this chapter.)</p> <p>Your plan covers additional drugs not normally covered by Medicare. You may have a cost share for such drugs covered under an enhanced benefit.</p>

SECTION 3 The Part D *Explanation of Benefits* (Part D EOB) explains payments for your drugs and which payment stage you are in

Section 3.1 We prepare a monthly summary for you called the Part D *Explanation of Benefits* (the Part D EOB)

Our plan keeps track of the costs of your prescription drugs and the payments you have made when you get your prescriptions filled or refilled at the pharmacy. This way, we can tell you when you have moved from one drug payment stage to the next. In particular, there are two types of costs we keep track of:

- We keep track of how much you have paid. This is called your **out-of-pocket** costs.
- We keep track of your **total drug costs**. This is the amount you pay out-of-pocket, or others pay on your behalf, plus the amount paid by the plan.

Our plan will prepare a written summary called the Part D *Explanation of Benefits* (Part D EOB) when you have had one or more prescriptions filled through the plan during the previous month. The Part D EOB includes:

- **Information for that month.** This report gives the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.

- **Totals for the year since January 1.** This is called “year-to-date” information. It shows the total drug costs and total payments for your drugs since the year began.
- **Drug price information.** This information will display the total drug price, and information about increases in price from first fill for each prescription claim of the same quantity.
- **Available lower cost alternative prescriptions.** This will include information about other available drugs with lower cost sharing for each prescription claim.

Section 3.2	Help us keep our information about your drug payments up to date
--------------------	---

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up to date:

- **Show your HealthSelect Medicare Rx (PDP) ID card every time you get a prescription filled.** This helps us make sure we know about the prescriptions you are filling and what you are paying.
- **Make sure we have the information we need.** There are times you may pay for the entire cost of a prescription drug. In these cases, we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, give us copies of your receipts. Here are examples of when you should give us copies of your drug receipts:
 - When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan’s benefit.
 - When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program.
 - Any time you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances.
 - If you are billed for a covered drug, you can ask our plan to pay our share of the cost. For instructions on how to do this, go to **Chapter 5, Section 2.**
- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs. Keep a record of these payments and send them to us so we can track your costs.
- **Check the written report we prepare for you.** When you use your Part D prescription drug benefits, **HealthSelect Medicare Rx (PDP)** sends you an Explanation of Benefits (Part D EOB), or summary, to help you understand and keep track of your benefits. This is sent to you the month after you’ve filled a prescription. You may also be able to receive a copy electronically by visiting our website, **HSMedicareRx.com**, or by contacting Customer Service (phone numbers are listed on the cover of this booklet).

SECTION 4 During the Deductible stage, you pay the full cost of your drugs during this stage

The Deductible stage is the first payment stage for your drug coverage. This stage begins when you fill your first applicable prescription for the year. When you are in this payment stage, **you must pay the full cost of your drugs that apply to your deductible** until you reach the plan's deductible amount. The deductible doesn't apply to formulary insulin products filled at a network pharmacy, and most adult Part D vaccines, including shingles, tetanus and travel vaccines.

Important Message About What You Pay For Insulin: The annual prescription deductible does not apply to insulin. You will be responsible for up to a \$25 copayment for each 30-day supply of insulin, no matter what cost-sharing tier it is on, even if you haven't paid your Part D deductible.

Your plan has a deductible of \$50. However, your deductible will be different if you receive Medicare's "Extra Help" with your prescription drug costs. Depending on the level of "Extra Help" you receive, your deductible may be as low as \$0. This will only apply to Part D drugs. The \$50 deductible will still apply to drugs covered under our enhanced benefit.

Once you have paid the applicable deductible, you leave the Deductible stage and move on to the Initial Coverage stage.

SECTION 5 During the Initial Coverage stage, the plan pays its share of your drug costs and you pay your share

Section 5.1 What you pay for a drug depends on the drug and where you fill your prescription
--

During the Initial Coverage stage, the plan pays its share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending on the drug and where you fill your prescription.

The plan has 3 cost-sharing tiers

Every drug on the plan's Drug List is in one of 3 cost-sharing tiers. In general, the higher the cost sharing tier number, the higher your cost for the drug:

Tier 1 – Preferred Generic: All covered generic drugs. This is the lowest cost-sharing tier.

Tier 2 – Preferred Brand: Many common brand name drugs, called preferred brands.

Tier 3 – Non-Preferred Drug: Non-preferred brand name drugs. In addition, Part D eligible compound medications are covered in Tier 3.

To find out which cost-sharing tier your drug is in, look it up in the plan's Drug List.

Your pharmacy choices

How much you pay for a drug depends on whether you get the drug from:

- A network retail pharmacy
- A network retail pharmacy that is in our plan's Extended Day Supply (EDS) network
- A pharmacy that is not in the plan's network. We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see **Chapter 3, Section 2.5** to find out when we will cover a prescription filled at an out-of-network pharmacy.
- The plan's home delivery pharmacy.
- Note: You will never pay more than \$25 for up to a 30-day supply of insulin, regardless of where you get the insulin.

For more information about these pharmacy choices and filling your prescriptions, see **Chapter 3** and the plan's *Pharmacy Directory*.

Section 5.2	Your costs for covered Part D drugs
--------------------	--

During the Initial Coverage stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

- **Copayment** means that you pay a fixed amount each time you fill a prescription.
- **Coinsurance** means that you pay a percent of the total cost of the drug each time you fill a prescription.*

As shown in the table below, the amount of the copayment depends on which cost-sharing tier the drug is in.

- If your covered drug costs less than the copayment amount, you will pay that lower price for the drug. You pay *either* the full price of the drug *or* the copayment amount, *whichever is lower*.*
- We cover prescriptions filled at out-of-network pharmacies only in limited situations. Please see **Chapter 3, Section 2.5** for information about when we will cover a prescription filled at an out-of-network pharmacy.

Your share of the cost when you get a covered Part D prescription drug from a network retail pharmacy:

Tier	Retail Cost-Sharing		Retail Cost Share in the Extended Days Supply (EDS) Network	
	(30-day supply of non-maintenance drugs)	(30-day supply of maintenance drugs*)	(31 to 60-day supply)	(61- to 90-day supply)
Cost-Sharing Tier 1 Preferred Generic	\$10 copayment	\$10 copayment	\$20 copayment	\$30 copayment
Cost-Sharing Tier 2 Preferred Brand	\$35 copayment	\$45 copayment	\$70 copayment	\$105 copayment
Cost-Sharing Tier 3 Non-preferred Drug	\$60 copayment	\$75 copayment	\$120 copayment	\$180 copayment

*Please see Additional Prescription Drug Coverage for a list of the plan's maintenance drugs.

The table below shows what you pay when you get a 31-day to 60-day supply and a 61- to 90-day supply of drugs from the plan's mail order pharmacy.

Your share of the cost when you get a covered Part D prescription drug through our mail-order service (also called home delivery):

Tier	Mail Order Cost-Sharing	
	(31- to 60-day supply)	(61- to 90-day supply)
Cost-Sharing Tier 1 Preferred Generic	\$20 copayment	\$30 copayment
Cost-Sharing Tier 2 Preferred Brand	\$70 copayment	\$105 copayment
Cost-Sharing Tier 3 Non-preferred Drug	\$120 copayment	\$180 copayment

Please see Section 8 of this chapter for more information on Part D vaccines cost sharing for Part D vaccines.

Section 5.3	If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply
--------------------	---

Typically, the amount you pay for a prescription drug covers a full month's supply. There may be times when you or your doctor would like you to have less than a month's supply of a drug (for example, when you are trying a medication for the first time). You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month's supply of your drugs, if this will help you better plan refill dates for different prescriptions.

If you receive less than a full month's supply of certain drugs, you will not have to pay for the full month's supply.

- If you are responsible for a copayment for the drug, you will only pay for the number of days of the drug that you receive instead of a whole month. We will calculate the amount you pay per day for your drug (the "daily cost-sharing rate") and multiply it by the number of days of the drug you receive.

* You won't pay more than \$25 for a one-month supply, more than \$50 for up to a two-month supply, or more than \$75 for up to a three-month supply of each covered insulin product regardless of the cost-sharing tier, even if you haven't paid your deductible.

Section 5.4	You stay in the Initial Coverage Stage until your drug costs for the year reach \$5,030
--------------------	--

You stay in the Initial Coverage stage until the total amount for the prescription drugs you have filled reaches the \$5,030 limit for the Initial Coverage stage.

The Part D EOB that we prepare for you will help you keep track of how much you, the plan, and any third parties have spent on your behalf during the year. Many people do not reach the \$5,030 limit in a year.

We will let you know if you reach this amount. If you do reach this amount, you will leave the Initial Coverage stage and move on to the Coverage Gap stage. See **Section 1.3** on how Medicare calculates your out-of-pocket costs.

SECTION 6

Costs in the Coverage Gap stage

You stay in the Coverage Gap stage until your out-of-pocket costs reach \$8,000.

ERS is providing supplemental coverage that is keeping your copayments consistent through the Coverage Gap, therefore you will see no change in copayments until you qualify for Catastrophic Coverage.

After your total drug costs reach \$5,030, the plan continues to pay its share of your drugs and you pay your share of the cost.

Medicare has rules about what counts and does not count toward your out-of-pocket costs (**Section 1.3**).

SECTION 7 During the Catastrophic Coverage stage, the plan pays most of the cost for your drugs

You enter the Catastrophic Coverage stage when your out-of-pocket costs have reached the \$8,000 limit for the calendar year. Once you are in the Catastrophic Coverage stage, you will stay in this payment stage until the end of the calendar year.

During this payment stage, you will pay no more than the cost shares you paid in the Initial Coverage stage and you may pay less for certain drugs.

SECTION 8 Additional benefits information

This part of Chapter 4 talks about limitations of our plan.

1. Early refills for lost, stolen or destroyed drugs are not covered except during a declared “National Emergency.”
2. Early refills for vacation supplies are limited to a one-time fill of up to 30 days per calendar year.
3. Medications will not be covered if prescribed by physicians or other providers who are excluded or precluded from the Medicare program participation.
4. You may refill a prescription when a minimum of seventy-five percent (75%) of the quantity is consumed based on the days supply.
5. Costs for drugs that are not covered under Part D do not count toward your Out-of-Pocket costs.

SECTION 9 Part D Vaccines. What you pay for depends on how and where you get them

Important Message About What You Pay for Vaccines - Our plan covers most adult Part D vaccines at no cost to you, even if you haven’t paid your deductible. You can find these vaccines listed in the plan’s Drug List. **Because coverage for vaccines can be complicated, we suggest that you call Customer Service (phone numbers are listed on the cover of this booklet) prior to receiving any vaccinations if you have any concerns.**

There are two parts to our coverage of Part D vaccinations:

- The first part of coverage is the cost of **the vaccine itself**.
- The second part of coverage is for the cost of **giving you the vaccine**. (This is sometimes called the “administration” of the vaccine.)

Your costs for a Part D vaccination depend on three things:

- 1. The type of vaccine** (what you are being vaccinated for)
 - Some vaccines are considered Part D drugs. You can find these vaccines listed in the plan's List of Covered Drugs (Formulary).
 - Other vaccines are considered medical benefits. They are covered under Original Medicare.
- 2. Where you get the vaccine**
 - The vaccine itself may be dispensed by a pharmacy or provided by the doctor's office.
- 3. Who gives you the vaccine**
 - A pharmacist or another provider may give the vaccine in the pharmacy. Alternatively, a provider may give it in the doctor's office.

What you pay at the time you get the Part D vaccination can vary depending on the circumstances and what **drug payment stage** you are in.

- Sometimes when you get a vaccination, you have to pay for the entire cost for both the vaccine itself and the cost for the provider to give you the vaccine. You can ask our plan to pay you back for our share of the cost. For most adult Part D vaccines, this means you will be reimbursed the entire cost you paid.
- Other times, when you get a vaccination, you will pay only your share of the cost under your Part D benefit. For most adult Part D vaccines, you will pay nothing.

Below are three examples of ways you might get a Part D vaccine.

Situation 1: You get the Part D vaccination at the network pharmacy. (Whether you have this choice depends on where you live. Some states do not allow pharmacies to give certain vaccines.)

- For most adult Part D vaccines, you will pay nothing.
- For other Part D vaccines, you will pay the pharmacy your coinsurance or copayment for the vaccine itself, which includes the cost of giving you the vaccine.
- Our plan will pay the remainder of the costs.

Situation 2: You get the Part D vaccination at your doctor's office.

- When you get the vaccine, you may have to pay for the entire cost of the vaccine itself and the cost for the provider to give it to you.
- You can then ask our plan to pay our share of the cost by using the procedures that are described in **Chapter 5**.
- For most adult Part D vaccines, you will be reimbursed the full amount you paid. For other Part D vaccines, you will be reimbursed the amount you paid less any normal coinsurance or copayment for the vaccine (including administration), less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

Situation 3: You buy the Part D vaccine itself at the network pharmacy, and then take it to your doctor's office, where they give you the vaccine.

- For most adult Part D vaccines, you will pay nothing for the vaccine itself.
- For other Part D vaccines, you will pay the pharmacy your coinsurance or copayment for the vaccine itself.
- When your doctor gives you the vaccine, you may have to pay the entire cost for this service. You can then ask our plan to pay our share of the cost by using the procedures described in **Chapter 5**.
- For most adult Part D vaccines, you will be reimbursed the full amount you paid. For other Part D vaccines, you will be reimbursed the amount you paid less any coinsurance for the vaccine administration.

CHAPTER 5:

Asking us to pay our share of the costs for covered drugs

SECTION 1 Situations in which you should ask us to pay our share of the cost of your covered drugs

Sometimes when you get a prescription drug, you may need to pay the full cost. Other times, you may find that you have paid more than you expected under the coverage rules of the plan, or you may receive a bill from a provider. In these cases, you can ask our plan to pay you back (paying you back is often called “reimbursing” you). There may be deadlines that you must meet to get paid back. Please see **Section 2** of this chapter.

Here are examples of situations in which you may need to ask our plan to pay you back. All of these examples are types of coverage decisions (for more information about coverage decisions, go to **Chapter 7**).

1. When you use an out-of-network pharmacy to get a prescription filled

If you go to an out-of-network pharmacy, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost. Remember that we only cover out-of-network pharmacies in limited circumstances. See **Chapter 3, Section 2.5** for a discussion of these circumstances.

2. When you pay the full cost for a prescription because you don’t have your HealthSelect Medicare Rx (PDP) ID card with you

If you do not have your plan member ID card with you, you can ask the pharmacy to call the plan or look up your enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself.

Save your receipt and send a copy to us when you ask us to pay you back for our share of the cost.

3. When you pay the full cost for a prescription in other situations

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on the plan’s *Formulary (List of Covered Drugs)*; or it could have a requirement or restriction that you didn’t know about or don’t think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.
- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

4. If you are retroactively enrolled in our plan

Sometimes a person's enrollment in the plan is retroactive. (This means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out of pocket for any of your drugs after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

5. In a medical emergency

We will cover prescriptions that are filled at an out-of-network pharmacy if the prescriptions are related to care for a medical emergency or urgently needed care. Save your pharmacy prescription receipt and send a copy to us when you ask us to pay you back for our share of the cost.

6. When traveling away from our plan's service area

If you take a prescription drug on a regular basis and you are going on a trip, be sure to check your supply of the drug before you leave. You may be able to obtain your prescription drugs ahead of time. If you are traveling within the United States and need to fill a prescription because you become ill or you lose or run out of your covered medications, we will cover prescriptions that are filled at an out-of-network pharmacy if you follow all other coverage rules. Prior to filling your prescription at an out-of-network pharmacy, call the Customer Service numbers listed on the back of your member ID card to find out if there is a network pharmacy in the area where you are traveling. If there are no network pharmacies in that area, Customer Service may be able to make arrangements for you to get your prescriptions from an out-of-network pharmacy. We cannot pay for any prescriptions that are filled outside the United States, even for a medical emergency.

7. To obtain a covered drug in a timely manner

In some cases, you may be unable to obtain a covered drug in a timely manner within our service area. If there is no network pharmacy within a reasonable driving distance that provides 24-hour service, we will cover your prescription at an out-of-network pharmacy. Save your pharmacy prescription receipt and send a copy to us when you ask us to pay you back for our share of the cost.

8. If a network pharmacy does not stock a covered drug

Some covered prescription drugs (including orphan drugs or other specialty pharmaceuticals) may not be regularly stocked at an accessible network retail pharmacy or through our home delivery pharmacy. We will cover prescriptions at an out-of-network pharmacy under these circumstances. Save your pharmacy prescription receipt and send a copy to us when you ask us to pay you back for our share of the cost.

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. **Chapter 7** of this document has information about how to make an appeal.

SECTION 2 How to ask us to pay you back

You may request us to pay you back by sending us a request in writing. If you send a request in writing, send your receipt documenting the payment you have made. It's a good idea to make a copy of your receipts for your records. **You must submit your claim to us within 36 months** of the date you received the service, item or drug.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website, **HSMedicareRx.com** or call Customer Service and ask for a "Direct Claim Form."

Mail your request for payment, together with any bills or paid receipts, to us at this address:

Express Scripts
Attn: Medicare Part D
P.O. Box 14718
Lexington, KY 40512-4718

You also have the option of faxing your claim form and receipts to **1-608-741-5483**.

Please be sure to contact Customer Service (phone numbers are listed on the cover of this booklet) if you have any questions. If you don't know what you should have paid, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3 We will consider your request for payment and say yes or no

Section 3.1	We check to see whether we should cover the drug and how much we owe
--------------------	---

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the drug is covered and you followed all the rules, we will pay for our share of the cost. We will mail your reimbursement of our share of the cost to you. We will send payment within 30 days after your request was received.
- If we decide that the drug is *not* covered, or you did *not* follow all the rules, we will not pay for our share of the cost. We will send you a letter explaining the reasons why we are not sending the payment and your rights to appeal that decision.

Section 3.2	If we tell you that we will not pay for all or part of the drug, you can make an appeal
--------------------	--

If you think we have made a mistake in turning down your request for payment or the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment. The appeals process is a formal process with detailed procedures and important deadlines. For the details on how to make this appeal, go to **Chapter 7** of this document.

CHAPTER 6:

Your rights and responsibilities

SECTION 1 Our plan must honor your rights and cultural sensitivities as a member of the plan

Section 1.1	We must provide information in a way that works for you and consistent with your cultural sensitivities (in languages other than English, in braille, in large print, or other alternate formats, etc.)
--------------------	--

Your plan is required to ensure that all services, both clinical and non-clinical, are provided in a culturally competent manner and are accessible to all enrollees, including those with limited English proficiency, limited reading skills, hearing incapacity, or those with diverse cultural and ethnic backgrounds. Examples of how a plan may meet these accessibility requirements include, but are not limited to provision of translator services, interpreter services, teletypewriters, or TTY (text telephone or teletypewriter phone) connection.

Our plan has free interpreter services available to answer questions from non-English speaking members. We also offer plan materials in Spanish. We can also give you information in braille, in large print, or other alternate formats at no cost if you need it. We are required to give you information about the plan's benefits in a format that is accessible and appropriate for you. To get information from us in a way that works for you, please call Customer Service (phone numbers are listed on the cover of this booklet).

If you have any trouble getting information from our plan in a format that is accessible and appropriate for you, please call to file a grievance with our plan (see **Chapter 2, Section 1** for contact information). You may also file a complaint with Medicare by calling 1-800-MEDICARE (1-800-633-4227) or directly with the Office for Civil Rights at 1-800-368-1019 or TTY 1-800-537-7697.

Sección 1.1	Debemos proporcionar información de una manera que funcione para usted y sea compatible con sus sensibilidades culturales (en otros idiomas además de inglés, en braille, en letra grande o en otros formatos alternativos, etc.)
--------------------	--

Su plan debe garantizar que todos los servicios, tanto clínicos como no clínicos, se brinden de una manera culturalmente competente y sean accesibles para todos los afiliados, incluidas las personas que tienen una competencia limitada en inglés, habilidades de lectura limitadas o una discapacidad auditiva, o personas con orígenes culturales y étnicos diversos. Algunos ejemplos de cómo un plan puede cumplir estos requisitos de accesibilidad incluyen, entre otros, la prestación de servicios de traductores, servicios de intérpretes, teletipos o conexión de TTY (teléfono de texto o teléfono de teletipo).

Nuestro plan cuenta con servicios gratuitos de intérpretes que están a su disposición para responder preguntas de miembros que no hablan inglés. También ofrecemos los materiales del plan en español. Si lo necesita, también podemos brindarle información en braille, letra grande u otros formatos alternativos sin costo alguno. Debemos brindarle información sobre los beneficios del plan en un formato que sea

Chapter 6 Your rights and responsibilities

adecuado para usted y al que pueda acceder. Para obtener información de parte nuestra de una manera que funcione para usted, llame a Servicio al Cliente.

Si tiene problemas para obtener información de nuestro plan en un formato que sea accesible y adecuado para usted, llame para presentar una queja formal ante nuestro plan (consulte la **Sección 1 del Capítulo 2** para obtener la información de contacto). También puede presentar una queja ante Medicare si llama al 1-800-MEDICARE (1-800-633-4227) o directamente a la Oficina de Derechos Civiles al 1-800-368-1019 o TTY: 1-800-537-7697.

Section 1.2	We must ensure that you get timely access to your covered drugs
--------------------	--

You have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays. If you think that you are not getting your Part D drugs within a reasonable amount of time, **Chapter 7** tells what you can do.

Section 1.3	We must protect the privacy of your personal health information
--------------------	--

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your “personal health information” includes the personal information you gave us when you enrolled in this plan as well as your medical records and other medical and health information.
- You have rights related to your information and controlling how your health information is used. We give you a written notice, called a “Notice of Privacy Practice,” that tells about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don’t see or change your records.
- Except for the circumstances noted below, if we intend to give your health information to anyone who isn’t providing your care or paying for your care, *we are required to get written permission from you or someone you have given legal power to make decisions for you first.*
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - We are required to release health information to government agencies that are checking on quality of care.
 - Because you are a member of our plan through Medicare, we are required to give Medicare your health information including information about your Part D prescription drugs. If Medicare releases your information for research or other uses, this will be done according to Federal statutes and regulations; typically, this requires that information that uniquely identifies you not be shared.

You can view our *Notice of Privacy Practices* at the end of this document.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held at the plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your healthcare provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Customer Service (phone numbers are listed on the cover of this booklet).

Section 1.4	We must give you information about the plan, its network of pharmacies, and your covered drugs
--------------------	---

As a member of HealthSelect Medicare Rx (PDP), you have the right to get several kinds of information from us.

If you want any of the following kinds of information, please call Customer Service (phone numbers are listed on the cover of this booklet):

- **Information about our plan.** This includes, for example, information about the plan's financial condition.
- **Information about our network pharmacies.** You have the right to get information about the qualifications of the pharmacies in our network and how we pay the pharmacies in our network.
- **Information about your coverage and the rules you must follow when using your coverage.** Chapters 3 and 4 provide information about Part D prescription drug coverage.
- **Information about why something is not covered and what you can do about it.** Chapter 7 provides information on asking for a written explanation on why a Part D drug is not covered or if your coverage is restricted. Chapter 7 also provides information on asking us to change a decision, also called an appeal.

Section 1.5	We must support your right to make decisions about your care
--------------------	---

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make healthcare decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, *if you want to*, you can:

- Fill out a written form to give **someone the legal authority to make medical decisions for you** if you ever become unable to make decisions for yourself.

Chapter 6 Your rights and responsibilities

- **Give your doctors written instructions** about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called “**advance directives**.” There are different types of advance directives and different names for them. Documents called “**living will**” and “**power of attorney for healthcare**” are examples of advance directives.

If you want to use an “advance directive” to give your instructions, here is what to do:

- **Get the form.** You can get an advance directive form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare.
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form who can make decisions for you if you can’t. You may want to give copies to close friends or family members. Keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, **take a copy with you to the hospital.**

- The hospital will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with the appropriate state-specific agency (such as the State Department of Health).

Section 1.6	You have the right to make complaints and to ask us to reconsider decisions we have made
--------------------	---

If you have any problems, concerns, or complaints and need to request coverage, or make an appeal, **Chapter 7** of this document tells what you can do. Whatever you do – ask for a coverage decision, make an appeal, or make a complaint – **we are required to treat you fairly.**

Section 1.7	What can you do if you believe you are being treated unfairly or your rights are not being respected?
--------------------	--

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, sexual orientation, or national origin, you should call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 or TTY 1-800-537-7697, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, *and* it's *not* about discrimination, you can get help dealing with the problem you are having:

- You can **call Customer Service (phone numbers are listed on the cover of this booklet)**.
- You can **call the SHIP**. For details, go to **Chapter 2, Section 3**; for information on how to contact the SHIP in your state, go to the **Appendix**.
- Or, **you can call Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY 1-877-486-2048).

Section 1.8	How to get more information about your rights
--------------------	--

There are several places where you can get more information about your rights:

- You can **call Customer Service (phone numbers are listed on the cover of this booklet)**.
- You can **call the SHIP**. For details, go to **Chapter 2, Section 3**.
- You can contact **Medicare**.
 - You can visit the Medicare website to read or download the publication "Medicare Rights & Protections." (The publication is available at: www.medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-Protections.pdf.)
 - Or, you can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY 1-877-486-2048).

SECTION 2	You have some responsibilities as a member of the plan
------------------	---

Things you need to do as a member of the plan are listed below. If you have any questions, please call Customer Service (phone numbers are listed on the cover of this booklet).

- **Get familiar with your covered drugs and the rules you must follow to get these covered drugs.** Use this **Evidence of Coverage** to learn what is covered for you and the rules you need to follow to get your covered drugs.
 - **Chapters 3 and 4** give the details about your coverage for Part D prescription drugs.

Chapter 6 Your rights and responsibilities

- **If you have any other prescription drug coverage in addition to our plan, you are required to tell us.** Chapter 1 tells you about coordinating these benefits.
- **Tell your doctor and pharmacist that you are enrolled in our plan.** Show your HealthSelect Medicare Rx (PDP) ID card whenever you get your Part D prescription drugs.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - To help get the best care, tell your doctors and other health providers about your health problems. Follow the treatment plans and instructions that you and your doctors agree upon.
 - Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
 - If you have any questions, be sure to ask and get an answer you can understand.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - Your prescription drug coverage is provided through a contract with ERS. Please contact ERS for information about your plan premium, if applicable. If you have a plan premium, you must pay your plan premiums to continue being a member of our plan.
 - For most of your drugs covered by the plan, you must pay your share of the cost when you get the drug.
 - If you are required to pay a late enrollment penalty, you must pay the penalty to remain a member of the plan. Please note: ERS pays this penalty once you are enrolled in the plan.
 - If you are required to pay the extra amount for Part D because of your yearly income, you must continue to pay the extra amount directly to the government to remain a member of the plan.
- **If you move *within* our plan service area, we need to know** so we can keep your membership record up to date and know how to contact you.
- **If you move *outside* of our plan service area,** you cannot remain a member of our plan.
- If you move, it is also important to tell Social Security.

CHAPTER 7:

What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

SECTION 1 Introduction

Section 1.1	What to do if you have a problem or concern
--------------------	--

This chapter explains two types of processes for handling problems and concerns:

- For some problems, you need to use the **process for coverage decisions and appeals**.
- For other problems, you need to use the **process for making complaints**; also called grievances.

Both of these processes have been approved by Medicare. Each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

The guide in **Section 3** will help you identify the right process to use and what you should do.

Section 1.2	What about the legal terms?
--------------------	------------------------------------

There are legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand. To make things easier, this chapter:

- Uses simpler words in place of certain legal terms. For example, this chapter generally says “making a complaint” rather than “filing a grievance,” “coverage decision” rather than “coverage determination” or “at-risk determination,” and “independent review organization” instead of “Independent Review Entity.”
- It also uses abbreviations as little as possible.

However, it can be helpful – and sometimes quite important – for you to know the correct legal terms. Knowing which terms to use will help you communicate more accurately to get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

SECTION 2 Where to get more information and personalized assistance

We are always available to help you. Even if you have a complaint about our treatment of you, we are obligated to honor your right to complain. Therefore, you should always reach out to Customer Service (phone numbers are listed on the cover of this booklet) for help. But in some situations, you may also want help or guidance from someone who is not connected with us. Below are two entities that can assist you.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

State Health Insurance Assistance Program (SHIP)

Each state has a government program with trained counselors. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers and website URLs in the **Appendix**.

Medicare

You can also contact Medicare to get help. To contact Medicare:

- You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
- You can also visit the Medicare website (www.medicare.gov).

SECTION 3 To deal with your problem, which process should you use?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

Is your problem or concern about your benefits or coverage?

(This includes problems about whether prescription drugs are covered or not, the way they are covered, and problems related to payment for prescription drugs.)

Yes.

Go on to the next section of this chapter, **Section 4, “A guide to the basics of coverage decisions and appeals.”**

No.

Skip ahead to **Section 7** at the end of this chapter: **“How to make a complaint about quality of care, waiting times, Customer Service (phone numbers are listed on the cover of this booklet), or other concerns.”**

COVERAGE DECISIONS AND APPEALS

SECTION 4 A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals: the big picture

Coverage decisions and appeals deal with problems related to your benefits and coverage for prescription drugs, including payments. This is the process you use for issues such as whether a drug is covered or not and the way in which the drug is covered.

Asking for coverage decisions prior to receiving benefits

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your prescription drugs.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide a drug is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

In limited circumstances a request for a coverage decision will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on your behalf but isn't legally authorized to do so, or if you ask for your request to be withdrawn. If we dismiss a request for a coverage decision, we will send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

Making an appeal

If we make a coverage decision, whether before or after a benefit is received, and you are not satisfied, you can “*appeal*” the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made. Under certain circumstances, which we discuss later, you can request an expedited or “*fast appeal*” of a coverage decision. Your appeal is handled by different reviewers than those who made the original decision.

When you appeal a decision for the first time, this is called a Level 1 appeal. In this appeal, we review the coverage decision we made to check to see if we were properly following the rules. When we have completed the review, we give you our decision.

In limited circumstances, a request for a Level 1 appeal will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on your behalf but isn't legally authorized to do so or if you ask for your request to be withdrawn. If we dismiss a request for a Level 1 appeal, we will send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

If we do not dismiss your case but say no to all or part of your Level 1 appeal, you can go on to a Level 2 appeal. The Level 2 appeal is conducted by an independent review organization that is not connected to us. (Appeals for medical services and Part B drugs will be automatically sent to the independent review organization for a Level 2 appeal – you do not need to do anything. For Part D drug appeals, if we say no to all or part of your appeal, you will need to ask for a Level 2 appeal. Part D appeals are discussed further in **Section 5** of this chapter.) If you are not satisfied with the decision at the Level 2 appeal, you may be able to continue through additional levels of appeal (**Section 6** in this chapter explains the Level 3, 4, and 5 appeals process).

Section 4.2	How to get help when you are asking for a coverage decision or making an appeal
--------------------	--

Here are resources if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call us at Customer Service (phone numbers are listed on the cover of this booklet).**
- **You can get free help** from your State Health Insurance Assistance Program.
- **Your doctor or other prescriber can make a request for you.** For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 appeal on your behalf. If your Level 1 appeal is denied your doctor or prescriber can request a Level 2 appeal.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your “*representative*” to ask for a coverage decision or make an appeal.
 - If you want a friend, relative, or another person to be your representative, call Customer Service (phone numbers are listed on the cover of this booklet) and ask for the “*Appointment of Representative*” form. (The form is also available on Medicare’s website at www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf.) The form gives that person permission to act on your behalf. It must be signed by you and by the person who you would like to act on your behalf. You must give us a copy of the signed form.
 - While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the independent review organization to review our decision to dismiss your appeal.
- **You also have the right to hire a lawyer.** You may contact your own lawyer or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, **you are not required to hire a lawyer** to ask for any kind of coverage decision or appeal a decision.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

SECTION 5 Your Part D prescription drugs: How to ask for a coverage decision or make an appeal

Section 5.1 This section tells you what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug

Your benefits include coverage for many prescription drugs. To be covered, the drug must be used for a medically accepted indication. (See **Chapter 3** for more information about a medically accepted indication.) For details about Part D drugs, rules, restrictions, and costs please see **Chapters 3 and 4**.

- **This section is about your Part D drugs only.** To keep things simple, we generally say “*drug*” in the rest of this section, instead of repeating “*covered outpatient prescription drug*” or “*Part D drug*” every time. We also use the term “Drug List” instead of “*List of Covered Drugs*” or “*Formulary*.”
- If you do not know if a drug is covered or if you meet the rules, you can ask us. Some drugs require that you get approval from us before we will cover them.
- If your pharmacy tells you that your prescription cannot be filled as written, the pharmacy will give you a written notice explaining how to contact us to ask for a coverage decision.

Part D coverage decisions and appeals

Legal Term
An initial coverage decision about your Part D drugs is called a “ coverage determination. ”

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs. This section tells what you can do if you are in any of the following situations:

- Asking to cover a Part D drug that is not on the plan’s *Formulary (List of Covered Drugs)*. **Ask for an exception. Section 5.2**
- Asking to waive a restriction on the plan’s coverage for a drug (such as limits on the amount of the drug you can get). **Ask for an exception. Section 5.2**
- Asking to pay a lower cost-sharing amount for a covered drug on a higher cost-sharing tier. **Ask for an exception. Section 5.2**
- Asking to get pre-approval for a drug. **Ask for a coverage decision. Section 5.4**
- Pay for a prescription drug you already bought. **Ask us to pay you back. Section 5.4**

If you disagree with a coverage decision we have made, you can appeal our decision.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

This section tells you both how to ask for coverage decisions and how to request an appeal.

Section 5.2 What is an exception?**Legal Terms**

Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a **“formulary exception.”**

Asking for removal of a restriction on coverage for a drug is sometimes called asking for a **“formulary exception.”**

Asking to pay a lower price for a covered non-preferred drug is sometimes called asking for a **“tiering exception.”**

If a drug is not covered in the way you would like it to be covered, you can ask us to make an *“exception.”* An exception is a type of coverage decision.

For us to consider your exception request, your doctor or another prescriber will need to explain the medical reasons why you need the exception approved. Below are three examples of exceptions that you or your doctor or other prescriber can ask us to make. (Please note that not all of these examples apply to all HealthSelect Medicare Rx (PDP) plans. To find out if this applies to your HealthSelect Medicare Rx (PDP) plan, visit us online at **HSMedicareRx.com** and click on “Benefits,” then “Medicare Resources” to view a PDF of your plan’s formulary. You may also call Customer Service (phone numbers are listed on the cover of this booklet).

- 1. Covering a Part D drug for you that is not on our “Drug List”.** If we agree to cover a drug not on the Drug List, you will need to pay the cost-sharing amount that is set by the plan. You cannot ask for an exception to the cost-sharing amount we require you to pay for the drug.
- 2. Removing a restriction for a covered drug.** Chapter 3 describes the extra rules or restrictions that apply to certain drugs we cover. If we agree to make an exception and waive a restriction for you, you can ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- 3. Changing coverage of a drug to a lower cost-sharing tier.** Every drug on our Drug List is in a specific cost-sharing tier. You can see what tier a drug is in by checking your plan’s *Formulary (List of Covered Drugs)* online at **HSMedicareRx.com**. Under “Benefits,” click “Medicare Resources” to view a PDF of your plan’s formulary. You may also call Customer Service (phone numbers are listed on the cover of this booklet). In general, the lower the cost-sharing tier number, the less you will pay as your share of the cost of the drug.
 - If our “Drug List” contains alternative drug(s) for treating your medical condition that are in a lower cost-sharing tier than your drug, you can ask us to cover your drug at the cost-sharing amount that applies to the alternative drug(s).
 - If the drug you’re taking is a biological product, you can ask us to cover your drug at a lower cost-sharing amount. This would be the lowest tier cost that contains biological product alternatives for treating your condition.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- If the drug you're taking is a brand-name drug, you can ask us to cover your drug at the cost-sharing amount that applies to the lowest tier that contains brand-name alternatives for treating your condition.
- We do not lower the cost-sharing level for high cost specialty drugs.
- If we approve your tiering exception request and there is more than one lower cost-sharing tier with alternative drugs you can't take, you will usually pay the lowest amount.

Section 5.3 Important things to know about asking for exceptions

Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called "alternative" drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally *not* approve your request for an exception. If you ask us for a tiering exception, we will generally *not* approve your request for an exception unless all the alternative drugs in the lower cost-sharing tier(s) won't work as well for you or are likely to cause an adverse reaction or other harm.

We can say yes or no to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say no to your request, you can ask for another review by making an appeal.

Section 5.4 Step-by-step: How to ask for a coverage decision, including an exception

Legal Term

A "*fast coverage decision*" is called an "**expedited coverage determination.**"

Step 1: Decide if you need a "standard coverage decision" or a "fast coverage decision."

"Standard coverage decisions" are made within **72 hours** after we receive your doctor's statement. "**Fast coverage decisions**" are made within **24 hours** after we receive your doctor's statement.

If your health requires it, ask us to give you a "fast coverage decision." To get a fast coverage decision, you must meet two requirements:

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- You must be asking for a *drug you have not yet received*. (You cannot ask for fast coverage decision to be paid back for a drug you have already bought.)
- Using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.
- **If your doctor or other prescriber tells us that your health requires a “fast coverage decision,” we will automatically give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor or prescriber’s support, we will decide whether your health requires that we give you a fast coverage decision.** If we do not approve a fast coverage decision, we will send you a letter that:
 - Explains that we will use the standard deadlines.
 - Explains if your doctor or other prescriber asks for the fast coverage decision, we will automatically give you a fast coverage decision.
 - Tells you how you can file a “*fast complaint*” about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. We will answer your complaint within 24 hours of receipt of the complaint.

Step 2: Request a “standard coverage decision” or a “fast coverage decision.”

Start by calling, writing, or faxing our plan to make your request for us to authorize or provide coverage for the prescription you want. You can also access the coverage decision process through our website. We must accept any written request, including a request submitted on the *CMS Model Coverage Determination Request Form*, which is available on our website at **HSMedicareRx.com**. **Chapter 2** has contact information. To assist us in processing your request, please be sure to include your name, contact information, and information identifying which denied claim is being appealed.

You, your doctor, (or other prescriber) or your representative can do this. You can also have a lawyer act on your behalf. **Section 4.2** of this chapter tells how you can give written permission to someone else to act as your representative.

- **If you are requesting an exception, provide the “*supporting statement*,”** which is the medical reasons for the exception. Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary.

Step 3: We consider your request and give you our answer.***Deadlines for a “fast coverage decision”***

- We must generally give you our answer within **24 hours** after we receive your request.
 - For exceptions, we will give you our answer within 24 hours after we receive your doctor’s supporting statement. We will give you our answer sooner if your health requires us to.
 - If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **If our answer is yes to part or all of what you requested,** we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor's statement supporting your request.
- **If our answer is no to part or all of what you requested,** we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

Deadlines for a "standard" coverage decision about a drug you have not yet received

- We must generally give you our answer **within 72 hours** after we receive your request.
 - For exceptions, we will give you our answer within 72 hours after we receive your doctor's supporting statement. We will give you our answer sooner if your health requires us to.
 - If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization.
- **If our answer is yes to part or all of what you requested,** we must **provide the coverage** we have agreed to provide **within 72 hours** after we receive your request or doctor's statement supporting your request.
- **If our answer is no to part or all of what you requested,** we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

Deadlines for a "standard" coverage decision about payment for a drug you have already bought

- We must give you our answer **within 14 calendar days** after we receive your request.
 - If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization.
- **If our answer is yes to part or all of what you requested,** we are also required to make payment to you within 14 calendar days after we receive your request.
- **If our answer is no to part or all of what you requested,** we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

Step 4: If we say no to your coverage request, you can make an appeal.

- If we say no, you have the right to ask us to reconsider this decision by making an appeal. This means asking again to get the drug coverage you want. If you make an appeal, it means you are going on to Level 1 of the appeals process.

Section 5.5	Step-by-step: How to make a Level 1 appeal
--------------------	---

Legal Term

An appeal to the plan about a Part D drug coverage decision is called a plan "redetermination."
--

A <i>"fast appeal"</i> is also called an "expedited redetermination."
--

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Step 1: Decide if you need a “standard appeal” or a “fast appeal.”

A “standard appeal” is usually made within 7 days. A “fast appeal” is generally made within 72 hours. If your health requires it, ask for a “fast appeal.”

- If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a “fast appeal.”
- The requirements for getting a “fast appeal” are the same as those for getting a “fast coverage decision” in **Section 5.4** of this chapter.

Step 2: You, your representative, doctor, or other prescriber must contact us and make your Level 1 appeal. If your health requires a quick response, you must ask for a “fast appeal.”

- For standard appeals, submit a written request or call us. **Chapter 2** has contact information.
- For fast appeals, either submit your appeal in writing or call us at the phone numbers shown in **Chapter 2, Section 1**.
- We must accept any written request, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website. Please be sure to include your name, contact information, and information regarding your claim to assist us in processing your request.
- You must make your appeal request within **60 calendar days** from the date on the written notice we sent to tell you our answer on the coverage decision. If you miss this deadline and have a good reason for missing it, explain the reason your appeal is late when you make your appeal. We may give you more time to make your appeal. Examples of good cause may include a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- You can ask for a copy of the information in your appeal and add more information. You and your doctor may add more information to support your appeal.

Step 3: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said no to your request.
- We may contact you or your doctor or other prescriber to get more information.

Deadlines for a “fast appeal”

- For fast appeals, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires it.
 - If we do not give you an answer within 72 hours, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization. **Section 5.6** explains the Level 2 appeal process.
- If our answer is yes to part or all of what you requested, we must provide the coverage we have agreed to provide within 72 hours after we receive your appeal.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no and how you can appeal our decision.

Deadlines for a “standard” appeal for a drug you have not yet received

- For standard appeals, we must give you our answer **within 7 calendar days** after we receive your appeal. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so.
 - If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization. **Section 5.6** explains the Level 2 appeal process.
- **If our answer is yes to part or all of what you requested**, we must provide the coverage as quickly as your health requires, but no later than **7 calendar days** after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no and how you can appeal our decision.

Deadlines for a “standard appeal” about payment for a drug you have already bought

- We must give you our answer **within 14 calendar days** after we receive your request.
 - If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization.
- **If our answer is yes to part or all of what you requested**, we are also required to make payment to you within 30 calendar days after we receive your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

Step 4: If we say no to your appeal, you decide if you want to continue with the appeals process and make *another* appeal.

- If you decide to make another appeal, it means your appeal is going on to Level 2 of the appeals process.

Section 5.6 Step-by-step: How to make a Level 2 appeal

Legal Term

The formal name for the “*independent review organization*” is the “**Independent Review Entity.**” It is sometimes called the “**IRE.**”

The **independent review organization** is an **independent organization hired by Medicare**. It is not connected with us and is not a government agency. This organization decides whether the decision we made is correct or if it should be changed. Medicare oversees its work.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Step 1: You (or your representative or your doctor or other prescriber) must contact the independent review organization and ask for a review of your case.

- If we say no to your Level 1 appeal, the written notice we send you will include **instructions on how to make a Level 2 appeal** with the independent review organization. These instructions will tell who can make this Level 2 appeal, what deadlines you must follow, and how to reach the review organization. If, however, we did not complete our review within the applicable time frame, or make an unfavorable decision regarding “**at-risk**” determination under our drug management program, we will automatically forward your claim to the IRE.
- We will send the information we have about your appeal to this organization. This information is called your “**case file**.” **You have the right to ask us for a copy of your case file.**
- You have a right to give the independent review organization additional information to support your appeal.

Step 2: The independent review organization reviews your appeal.

- Reviewers at the independent review organization will take a careful look at all of the information related to your appeal.

Deadlines for “fast appeal”

- If your health requires it, ask the independent review organization for a “*fast appeal*.”
- If the organization agrees to give you a “*fast appeal*,” the organization must give you an answer to your Level 2 appeal **within 72 hours** after it receives your appeal request.

Deadlines for “standard appeal”

- For standard appeals, the review organization must give you an answer to your Level 2 appeal **within 7 calendar days** after it receives your appeal if it is for a drug you have not yet received. If you are requesting that we pay you back for a drug you have already bought, the review organization must give you an answer to your Level 2 appeal **within 14 calendar days** after it receives your request.

Step 3: The independent review organization gives you their answer.***For “fast appeals”:***

- **If the independent review organization says yes to part or all of what you requested, we must provide the drug coverage that was approved by the review organization within 24 hours after we receive the decision from the review organization.**

For “standard appeals”:

- **If the independent review organization says yes to part or all of your request for coverage, we must provide the drug coverage that was approved by the review organization within 72 hours after we receive the decision from the review organization.**

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **If the independent review organization says yes to part or all of your request to pay you back for a drug you already bought**, we are required to send payment to you within **30 calendar days** after we receive the decision from the review organization.

What if the review organization says no to your appeal?

If this organization says no to part or all of your appeal, it means they agree with our decision not to approve your request (or part of your request). (This is called “*upholding the decision*.” It is also called “*turning down your appeal*.”) In this case, the independent review organization will send you a letter:

- Explaining its decision.
- Notifying you of the right to a Level 3 appeal if the dollar value of the drug coverage you are requesting meets a certain minimum. If the dollar value of the drug coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final.
- Telling you the dollar value that must be in dispute to continue with the appeals process.

Step 4: If your case meets the requirements, you choose whether you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If you want to go on to a Level 3 appeal, the details on how to do this are in the written notice you get after your Level 2 appeal decision.
- The Level 3 appeal is handled by an Administrative Law Judge or attorney adjudicator. **Section 6** in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

SECTION 6 Taking your appeal to Level 3 and beyond

Section 6.1	Appeal Levels 3, 4 and 5 for Part D Drug Requests
--------------------	--

This section may be appropriate for you if you have made a Level 1 appeal and a Level 2 appeal, and both of your appeals have been turned down.

If the value of the drug you have appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. If the dollar amount is less, you cannot appeal any further. The written response you receive to your Level 2 appeal will explain who to contact and what to do to ask for a Level 3 appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Level 3 appeal An Administrative Law Judge or an attorney adjudicator who works for the Federal government will review your appeal and give you an answer.

- **If the answer is yes, the appeals process is over.** We must **authorize or provide the drug coverage** that was approved by the Administrative Law Judge or attorney adjudicator **within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days** after we receive the decision.
- **If the Administrative Law Judge or attorney adjudicator says no to your appeal, the appeals process *may or may not* be over.**
 - If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - If you do not want to accept the decision, you can continue to the next level of the review process. The notice you get will tell you what to do for a Level 4 appeal.

Level 4 appeal The **Medicare Appeals Council** (Council) will review your appeal and give you an answer. The Council is part of the Federal government.

- **If the answer is yes, the appeals process is over.** We must **authorize or provide the drug coverage** that was approved by the Council **within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days** after we receive the decision.
- **If the answer is no, the appeals process *may or may not* be over.**
 - If you decide to accept this decision that turns down your appeal, the appeals process is over.
 - If you do not want to accept the decision, you may be able to continue to the next level of the review process. If the Council says no to your appeal or denies your request to review the appeal, the notice will tell you whether the rules allow you to go on to a Level 5 appeal. It will also tell you who to contact and what to do next if you choose to continue with your appeal.

Level 5 appeal A judge at the **Federal District Court** will review your appeal.

- A judge will review all of the information and decide *yes* or *no* to your request. This is a final answer. There are no more appeal levels after the Federal District Court.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

MAKING COMPLAINTS

SECTION 7 How to make a complaint about quality of care, waiting times, customer service, or other concerns

Section 7.1 What kinds of problems are handled by the complaint process?

The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service. Here are examples of the kinds of problems handled by the complaint process.

Complaint	Example
Quality of your care	<ul style="list-style-type: none"> Are you unhappy with the quality of the care you have received?
Respecting your privacy	<ul style="list-style-type: none"> Did someone not respect your right to privacy or share confidential information?
Disrespect, poor customer service, or other negative behaviors	<ul style="list-style-type: none"> Has someone been rude or disrespectful to you? Are you unhappy with our customer service? Do you feel you are being encouraged to leave the plan?
Waiting times	<ul style="list-style-type: none"> Have you been kept waiting too long by pharmacists? Or by our customer service or other staff at the plan? <ul style="list-style-type: none"> Examples include waiting too long on the phone, in the waiting room, or getting a prescription.
Cleanliness	<ul style="list-style-type: none"> Are you unhappy with the cleanliness or condition of a pharmacy?
Information you get from us	<ul style="list-style-type: none"> Did we fail to give you a required notice? Is our written information hard to understand?
Timeliness (These types of complaints are all related to the <i>timeliness</i> of our actions related to coverage decisions and appeals)	<p>If you have asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can make a complaint about our slowness. Here are examples:</p> <ul style="list-style-type: none"> You asked us for a “fast coverage decision” or a “fast appeal,” and we have said no; you can make a complaint. You believe we are not meeting the deadlines for coverage decisions or appeals; you can make a complaint. You believe we are not meeting deadlines for covering or reimbursing you for certain drugs that were approved; you can make a complaint. You believe we failed to meet required deadlines for forwarding your case to the independent review organization; you can make a complaint.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**Section 7.2 How to make a complaint****Legal Terms**

- A **“Complaint”** is also called a **“grievance.”**
- **“Making a complaint”** is also called **“filing a grievance.”**
- **“Using the process for complaints”** is also called **“using the process for filing a grievance.”**
- A **“fast complaint”** is also called an **“expedited grievance.”**

Section 7.3 Step-by-step: Making a complaint**Step 1: Contact us promptly – either by phone or in writing.**

- **Usually, calling Customer Service is the first step.** If there is anything else you need to do, Customer Service will let you know.
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to your complaint in writing.
- The **deadline** for making a complaint is **60 calendar days** from the time you had the problem you want to complain about.

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call.
- **Most complaints are answered within 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint. If we decide to take extra days, we will tell you in writing.
- **If you are making a complaint because we denied your request for a “fast coverage decision” or a “fast appeal,” we will automatically give you a “fast complaint.”** If you have a “fast complaint,” it means we will give you **an answer within 24 hours.**
- **If we do not agree** with some or all of your complaint or don’t take responsibility for the problem you are complaining about, we will include our reasons in our response to you.

Chapter 7 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Section 7.4	You can also make complaints about quality of care to the Quality Improvement Organization
--------------------	---

When your complaint is about *quality of care*, you also have two extra options:

- **You can make your complaint directly to the Quality Improvement Organization.** The Quality Improvement Organization is a group of practicing doctors and other healthcare experts paid by the Federal government to check and improve the care given to Medicare patients. **Chapter 2** has contact information.

Or

- **You can make your complaint to both the Quality Improvement Organization and us at the same time.**

Section 7.5	You can also tell Medicare about your complaint
--------------------	--

You can submit a complaint about HealthSelect Medicare Rx (PDP) directly to Medicare. To submit a complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx. You may also call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users can call 1-877-486-2048.

CHAPTER 8: **Ending your membership in the plan**

SECTION 1 Introduction to ending your membership in our plan

Ending your membership in HealthSelect Medicare Rx (PDP) may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- You might leave our plan because you have decided that you want to end your membership. **Section 2** provides information on ending your membership voluntarily. **You should always check with ERS before leaving this plan.**
- There are also limited situations where we are required to end your membership. **Section 5** tells you about situations when we must end your membership.

If you are leaving our plan, our plan must continue to provide your prescription drugs, and you will continue to pay your cost share until your membership ends.

In the event you choose to end your membership in our plan, re-enrollment may not be permitted, or you may have to wait until ERS' next Fall Enrollment period. You should consult with ERS regarding the availability of other coverage prior to ending your plan membership outside of ERS' Fall Enrollment period. It is important to understand ERS' eligibility policies, and the possible impact to your retiree benefits before submitting your request to end your membership in our plan.

SECTION 2 Where can you get more information about when you can end your membership?

If you have any questions about ending your membership, you can:

- Call ERS toll-free at (866) 399-6908 (TTY: 711) or (800) 735-2989 8:00 a.m. -5:00 p.m. Monday – Friday.
- Call **Customer Service (phone numbers are listed on the cover of this booklet).**
- Find the information in the *Medicare & You 2024* handbook.
- Contact **Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. (TTY 1-877-486-2048).

SECTION 3 Until your membership ends, you must keep getting your drugs through our plan

Until your membership ends, and your new Medicare coverage begins, you must continue to get your prescription drugs through our plan.

- **Continue to use our network pharmacies or our home delivery pharmacy service to get your prescriptions filled.**

SECTION 4 Express Scripts Medicare must end your membership in the plan in certain situations

Section 5.1 When must we end your membership in the plan?

Express Scripts Medicare must end your membership in the plan if any of the following happen:

- We are notified you no longer meet the eligibility requirements of ERS (plan sponsor).
- ERS' contract with us is terminated.
- If you no longer have Medicare Part A or Part B (or both).
- If you move out of our service area.
- If you are away from our service area for more than 12 months.
 - If you move or take a long trip, call Customer Service (phone numbers are listed on the cover of this booklet) to find out if the place you are moving or traveling to is in our plan's area.
- If you become incarcerated (go to prison).
- If you are no longer a United States citizen or lawfully present in the United States.
- If you lie or withhold information about other insurance you have that provides prescription drug coverage.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. (We cannot make you leave our plan for this reason unless we get permission from Medicare first.)
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide care for you and other members of our plan. (We cannot make you leave our plan for this reason unless we get permission from Medicare first.)
- If you let someone else use your member ID card to get prescription drugs. (We cannot make you leave our plan for this reason unless we get permission from Medicare first.)
 - If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our plan and you will lose prescription drug coverage.

Where can you get more information?

If you have questions or would like more information on when we can end your membership, call Customer Service (phone numbers are listed on the cover of this booklet).

Section 5.2	We <u>cannot</u> ask you to leave our plan for any health-related reason
--------------------	---

HealthSelect Medicare Rx (PDP) is not allowed to ask you to leave our plan for any health-related reason.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, call Medicare at 1-800-MEDICARE (1 (800) 633-4227), 24 hours a day, 7 days a week. TTY 1 (877) 486-2048.

Section 5.3	You have the right to make a complaint if we end your membership in our plan
--------------------	---

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you file a grievance or can make a complaint about our decision to end your membership.

CHAPTER 9: Legal notices

SECTION 1 Notice about governing law

The principal law that applies to this **Evidence of Coverage** document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other Federal laws may apply and, under certain circumstances, the laws of the state you live in. This may affect your rights and responsibilities even if the laws are not included or explained in this document.

SECTION 2 Notice about non-discrimination

We don't discriminate based on race, ethnicity, national origin, color, religion, sex, gender, age, sexual orientation, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area. All organizations that provide Medicare prescription drug plans, like our plan, must obey Federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, Section 1557 of the Affordable Care Act, all other laws that apply to organizations that get Federal funding, and any other laws and rules that apply for any other reason.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights. You can also review information from the Department of Health and Human Services' Office for Civil Rights at <https://www.hhs.gov/ocr/index.html>.

If you have a disability and need help with access to care, please call us at Customer Service (phone numbers are listed on the cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Customer Service (phone numbers are listed on the cover of this booklet) can help.

SECTION 3 Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare prescription drugs for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Express Scripts Medicare, as a Medicare prescription drug plan sponsor, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any State laws.

Section 4 Third party liability and subrogation

For purposes this Section Four only, when this Section Four says "we," "us," or "our," it means

Chapter 9 Legal Notices

Express Scripts for itself and, as the pharmacy benefit manager for HealthSelect Medicare Rx, on behalf of HealthSelect Medicare Rx and ERS.

In the case of injuries or illness caused by or alleged to have been caused by any act or omission of a third party, and any complications incident thereto, we shall cover all Part D covered drugs.

However, you agree to promptly notify Express Scripts of the injury or illness and agree to reimburse us or our designee for the cost of all such drugs provided immediately upon obtaining a monetary recovery, whether due to settlement or judgment, as a result of such injuries.

You agree to cooperate in protecting the interests of Express Scripts or its designee under this provision.

You shall not settle any claim, or release any person from liability, without the written consent of Express Scripts, wherein such release or settlement will extinguish or act as a bar to our right of reimbursement. Should you settle your claim against a third party and compromise the reimbursement rights of Express Scripts or its nominee without our written consent, or otherwise fail to cooperate in protecting the reimbursement rights of Express Scripts or its nominee, we may initiate legal action against you. Attorney fees will be awarded to the prevailing party.

Benefits paid by us may also be considered to be benefits advanced.

The Plan has a right to subrogation and reimbursement. Subrogation applies when we have paid Benefits on your behalf for a Sickness or Injury for which a third party is considered responsible. The right to subrogation means that we are substituted to and shall succeed to any and all legal claims that you may be entitled to pursue against any third party for the Benefits that we have paid that are related to the Sickness or Injury for which a third party is considered responsible.

The right to reimbursement means that if a third party causes or is alleged to have caused a Sickness or Injury for which you receive a settlement, judgment, or other recovery from any third party, you must use those proceeds to fully return to us 100% of any Benefits you received for that Sickness or Injury. The following persons and entities are considered third parties:

- A person or entity alleged to have caused you to suffer a Sickness, Injury or damages, or who is legally responsible for the Sickness, Injury or damages.
- Any insurer or other indemnifier of any person or entity alleged to have caused or who caused the Sickness, Injury or damages.
- The Plan Sponsor.
- Any person or entity who is or may be obligated to provide benefits or payments to you, including benefits or payments for underinsured or uninsured motorist protection, no-fault or traditional auto insurance, medical payment coverage (auto, homeowners or otherwise), workers' compensation coverage, other insurance carriers or third party administrators.
- Any person or entity that is liable for payment to you on any equitable or legal liability theory.

You agree to assign us all rights of recovery against such Third Parties; to the extent of the reasonable value of services and benefits we provide to you, plus reasonable costs of collection. We or any of our subsidiaries or owned affiliates are not a Third Party under this plan.

The following is agreed upon between you and us:

Chapter 9 Legal Notices

- You will cooperate with us in protecting our legal rights to subrogation and reimbursement; and you acknowledge that our rights under this Section will be considered as the first priority claim against any Third Parties, to be paid before any of your other claims are paid. Specifically, but without limitation, you agree to: (i) provide any relevant information we may request; (ii) sign and deliver such documents as we or our agents may reasonably request to secure the subrogation claim; (iii) respond to requests for information about any accidents or injuries; (iv) make court appearances; (v) obtain the consent of the plan or our agents before releasing any party from liability for or payment of medical expenses. We are not obligated to pursue subrogation or reimbursement either for our own benefit or on your behalf; and (vi) you may not accept any settlement that does not fully reimburse us without its written approval.
- No allocation of damages, settlement funds or any other recovery, by you, your estate, the personal representative of your estate, your heirs, your beneficiaries or any other person or party, shall be valid if it does not reimburse the Plan for 100% of its interest unless the Plan provides written consent to the allocation.
- You will do nothing to prejudice our rights under this provision, either before or after the need for drugs under this EOC. We may, at our option, take necessary and appropriate action to preserve our rights under these subrogation provisions, including filing suit on our own behalf as your subrogee. Your failure to cooperate in this manner shall be deemed a breach of this contract and may result in the institution of legal action against you.
- We will not use the rights enumerated throughout this Section to affect or impair any parental financial obligations, such as child support, associated with Pregnancy.
- No court costs or attorneys fees may be deducted from our recovery without our express written consent; and no so-called “Fund Doctrine” or “Common Fund Doctrine” or “Attorney’s Fund Doctrine” shall defeat this right. We are not required to participate in or pay court costs or attorneys fees to any attorney or other representative or agent hired by you to pursue a claim relating to your Sickness or Injury.
- We may collect, at our option, amounts from proceeds of any Third Party settlement (whether before or after any determination of liability) or judgment that may be recovered by you or your legal representative, regardless of whether you or your legal representative have been made whole. You will hold any proceeds of such a Third Party settlement or judgment in a constructive trust for our benefit under these subrogation provisions. We will be entitled to recover from you reasonable attorney fees incurred in collecting proceeds held by you.
- The plan’s subrogation and reimbursement rights apply to full and partial settlements, judgments, or other recoveries paid or payable to you or your representative, no matter how those proceeds are captioned or characterized. Payments include, but are not limited to, economic, non-economic, and punitive damages.
- The plan’s rights to recovery will not be reduced due to your own negligence.
- We may, at our option, take necessary and appropriate action to preserve our rights under these subrogation provisions, including but not limited to, providing or exchanging medical payment information with an insurer, the insurer’s legal representative or other third party and filing suit in your name, which does not obligate us in any way to pay you part of any recovery we might obtain.
- We have the authority and discretion to resolve all disputes regarding the interpretation of the language stated herein.
- In the case of your wrongful death or survival claim, the provisions of this section apply to your estate, the personal representative of your estate, and your heirs or beneficiaries.
- The provisions of this section apply to the parents, guardian, or other representative of a Dependent child who incurs a Sickness or Injury caused by a third party. If a parent or guardian may bring a claim

Chapter 9 Legal Notices

for damages arising out of a minor's Sickness or Injury, the terms of this subrogation and reimbursement clause shall apply to that claim.

- If a third party causes or is alleged to have caused you to suffer a Sickness or Injury while you are covered under this Plan, the provisions of this section continue to apply, even after you are no longer covered.
- We have the responsibility for administering the terms and conditions of the subrogation and reimbursement rights and have such powers and duties as are necessary to discharge these duties and functions, including the exercise of discretionary authority to (1) construe and enforce the terms of the Plan's subrogation and reimbursement rights and (2) make determinations with respect to the subrogation amounts and reimbursements owed to the Plan.

Section 5 Member liability

In the event we fail to reimburse a network pharmacy's charges for covered drugs, or in the event that we fail to pay a non-network pharmacy for prior authorized covered drugs occurring when you were actively enrolled in the plan, you will not be liable for any sums owed by us.

We will pay for certain drugs dispensed by a non-network pharmacy under certain circumstances, subject to the limitations contained in **Chapter 3**.

If you enter into a private contract with a non-network provider, neither the plan nor Medicare will pay for those services.

Section 6 Non duplication of benefits with automobile, accident or liability coverage

If you are receiving benefits as a result of other automobile, accident or liability coverage, we will not duplicate those benefits. It is your responsibility to take whatever action is necessary to receive payment under automobile, accident, or liability coverage when such payments may reasonably be expected, and to notify us of such coverage when available. If we happen to duplicate benefits to which you are entitled under other automobile, accident or liability coverage, we may seek reimbursement of the reasonable value of those benefits from you, your insurance carrier, or your health care provider to the extent permitted under State and/or federal law. We will provide benefits over and above your other automobile, accident or liability coverage, if the cost of your drugs exceeds such coverage. You are required to cooperate with us in obtaining payment from your automobile, accident or liability coverage carrier. Your failure to do so may result in termination of your plan membership.

Section 7 Contracting network pharmacies

The relationships between us and our network pharmacy providers are independent contractor relationships. None of the network pharmacy providers or their pharmacists or employees are employees or agents of Express Scripts Medicare. An agent would be anyone authorized to act on our behalf. Neither we nor any employee of Express Scripts Medicare is an employee or agent of the network pharmacy.

Section 8 Disclosure

HealthSelect Medicare Rx is an Employer Prescription Drug Plan provided by ERS and administered by **Express Scripts Medicare® (PDP)**, a Medicare-approved Part D sponsor. Enrollment in Express Scripts Medicare depends on Express Scripts Medicare's contract renewal with Medicare.

Section 9 Member statements

In the absence of fraud, all statements made by you will be deemed representations and not warranties. No such representation will void coverage or reduce covered drugs under this **Evidence of Coverage** and the Schedule of Benefits or be used in defense of a legal action unless it is contained in a written application.

Section 10 Information upon request

As a plan member, you have the right to request information on general coverage and comparative plan information.

Section 11 Commitment of Coverage Decisions

Express Scripts Medicare's Clinical Services Staff and Physicians make decisions on the health care services you receive based on the appropriateness of care and service and existence of coverage. Clinical Staff and Physicians making these decisions: 1. Do not specifically receive reward for issuing non-coverage (denial) decisions; 2. Do not offer incentives to physicians or other health care professionals to encourage inappropriate underutilization of care or services; and 3. Do not hire, promote, or terminate physicians or other individuals based upon the likelihood or the perceived likelihood that the individual will support or tend to support the denial of benefits.

CHAPTER 10:

Definitions of important words

Annual Enrollment Period – The time period of October 15 until December 7 of each year when members can change their health or drug plans or switch to Original Medicare. This is separate from the ERS Fall Enrollment Period.

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of prescription drugs or payment for drugs you already received.

Biological Product – A prescription drug that is made from natural and living sources like animal cells, plant cells, bacteria, or yeast. Biological products are more complex than other drugs and cannot be copied exactly, so alternative forms are called biosimilars. Biosimilars generally work just as well, and are as safe, as the original biological products.

Biosimilar – A prescription drug that is considered to be very similar, but not identical, to the original biological product. Biosimilars generally work just as well, and are as safe, as the original biological product; however, biosimilars generally require a new prescription to substitute for the original biological product. Interchangeable biosimilars have met additional requirements that allow them to be substituted for the original biological product at the pharmacy without a new prescription, subject to state laws.

Brand-name drug – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand-name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand-name drug has expired.

Catastrophic Coverage Stage – The stage in the Part D Drug Benefit that begins when you (or other qualified parties on your behalf) have spent \$8,000 for Part D covered drugs during the covered year. During this payment stage, you pay a low copayment or coinsurance for your drugs.

Centers for Medicare & Medicaid Services (CMS) – The Federal agency that administers Medicare.

Coinsurance – An amount you may be required to pay, expressed as a percentage (for example 20%) as your share of the cost for prescription drugs.

Complaint – The formal name for “making a complaint” is “filing a grievance.” The complaint process is used *only* for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service you receive. It also includes complaints if your plan does not follow the time periods in the appeal process.

Copayment (or “copay”) – An amount you may be required to pay as your share of the cost for a prescription drug. A copayment is a set amount (for example \$10), rather than a percentage.

Cost Sharing – Cost sharing refers to amounts that a member has to pay when drugs are received. (This is in addition to the plan’s monthly premium, if applicable.) Cost sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before drugs are covered; (2) any fixed “copayment” amount that a plan requires when a specific drug is received; or (3) any

Chapter 10 Definitions of important words

“coinsurance” amount, a percentage of the total amount paid for a drug, that a plan requires when a specific drug is received.

Cost-Sharing Tier (Drug Tier) – Each drug on our Drug List is placed in a cost-sharing, or drug, tier – for example, Generic Drug tier. The amount you pay as a copayment or coinsurance depends, in part, on which tier the drug is in. You can find more information about tiers in your *Formulary (List of Covered Drugs)*. In general, the higher the cost-sharing tier, the higher your cost for the drug.

Coverage Determination – A decision about whether a drug prescribed for you is covered by the plan and the amount, if any, you are required to pay for the prescription. In general, if you bring your prescription to a pharmacy and the pharmacy tells you the prescription isn’t covered under your plan, that isn’t a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called “coverage decisions” in this document.

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare’s standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Customer Service – A department within this plan responsible for answering your questions about your membership, benefits and filing grievances. See the cover of this booklet for the phone number to Customer Service.

Daily cost-sharing rate – A “daily cost-sharing rate” may apply when your doctor prescribes less than a full month’s supply of certain drugs for you and you are required to pay a copayment. A daily cost-sharing rate is the copayment divided by the number of days in a month’s supply. Here is an example: If your copayment for a one-month supply of a drug is \$30, and a one-month’s supply in your plan is 30 days, then your “daily cost-sharing rate” is \$1 per day.

Deductible – The amount you must pay for prescriptions before our plan pays.

Disenroll or Disenrollment – The process of ending your membership in our plan.

Dispensing Fee – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription, such as the pharmacist’s time to prepare and package the prescription.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life (and, if you are a pregnant woman, loss of an unborn child), loss of a limb, or loss of function of a limb, or loss of or serious impairment to a bodily function. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Chapter 10 Definitions of important words

Exception – A type of coverage decision that, if approved, allows you to get a drug that is not on our formulary (a formulary exception), or get a non-preferred drug at a lower cost-sharing level (a tiering exception). You may also request an exception if our plan requires you to try another drug before receiving the drug you are requesting, or if our plan limits the quantity or dosage of the drug you are requesting (a formulary exception).

Extra Help – A Medicare or a State program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Formulary (List of Covered Drugs) or Drug List – A list of prescription drugs covered by the plan.

Generic Drug – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand-name drug. Generally, a “generic” drug works the same as a brand-name drug and usually costs less.

Grievance – A type of complaint you make about our plan, providers, or pharmacies, including a complaint concerning the quality of your care. This does not involve coverage or payment disputes.

Income-Related Monthly Adjustment Amount (IRMAA) – If your modified adjusted gross income as reported on your IRS tax return from 2 years ago is above a certain amount, you’ll pay the standard premium amount and an Income-Related Monthly Adjustment Amount, also known as IRMAA. IRMAA is an extra charge added to your premium. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Initial Coverage Limit – The maximum limit of coverage under the Initial Coverage stage.

Initial Coverage stage – This is the stage before your total drug costs, including amounts you have paid and what your plan has paid on your behalf for the year, have reached \$5,030.

Initial Enrollment Period – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. If you’re eligible for Medicare when you turn 65, your Initial Enrollment Period is the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65.

Low Income Subsidy (LIS) – See “Extra Help.”

Medicaid (or Medical Assistance) – A joint Federal and State program that helps with medical costs for some people with low incomes and limited resources. State Medicaid programs vary, but most healthcare costs are covered if you qualify for both Medicare and Medicaid.

Medically Accepted Indication – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books.

Medicare – The Federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant).

Chapter 10 Definitions of important words

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an i) HMO, ii) PPO, a iii) Private Fee-for-Service (PFFS) plan, or a iv) Medicare Medical Savings Account (MSA) plan. Besides choosing from these types of plans, a Medicare Advantage HMO or PPO plan can also be a Special Needs Plan (SNP) In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**.

Medicare Cost Plan – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

Medicare Coverage Gap Discount Program – A program that provides discounts on most covered Part D brand-name drugs to Part D members who have reached the Coverage Gap stage and who are not already receiving “Extra Help.” Discounts are based on agreements between the Federal government and certain drug manufacturers.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Special Needs Plans, Demonstration/Pilot Programs, and Programs of All-inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

“Medigap” (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill “gaps” in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Advantage Plan is not a Medigap policy.)

Member (Member of our Plan, or Plan Member) – A person with Medicare who is eligible to get covered services, who has enrolled in our plan and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

Network Pharmacy – A pharmacy that contracts with our plan where members of our plan can get their prescription drug benefits. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

Original Medicare (“Traditional Medicare” or “Fee-for-service” Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other healthcare providers payment amounts established by Congress. You can see any doctor, hospital, or other healthcare provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Pharmacy – A pharmacy that does not have a contract with our plan to coordinate or provide covered drugs to members of our plan. Most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply.

Out-of-Pocket Costs – See the definition for “cost sharing” above. A member’s cost-sharing requirement to pay for a portion of drugs received is also referred to as the member’s “out-of-pocket” cost requirement.

Part C – see “**Medicare Advantage (MA) Plan.**”

Part D – The voluntary Medicare Prescription Drug Benefit Program.

Part D Drugs – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. Certain categories of drugs have been excluded as covered Part D drugs by Congress.

Part D Late Enrollment Penalty (LEP) – An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more after you are first eligible to join a Part D plan.

Preferred Cost Sharing – Preferred cost sharing means lower cost sharing for certain covered Part D drugs at certain network pharmacies.

Premium – The periodic payment to Medicare, an insurance company, or a healthcare plan for health or prescription drug coverage.

Price A Medication – A portal or computer application in which enrollees can look up complete, accurate, timely, clinically appropriate, enrollee-specific formulary and benefit information. This includes cost sharing amounts, alternative formulary medications that may be used for the same health condition as a given drug, and coverage restrictions (Prior Authorization, Step Therapy, Quantity Limits) that apply to alternative medications.

Prior Authorization – A type of plan restriction requiring approval in advance to get certain drugs that may or may not be on our formulary. Some drugs are covered only if your doctor or other network provider gets “prior authorization” from us. Covered drugs that need prior authorization are marked in the formulary.

Quality Improvement Organization (QIO) – A group of practicing doctors and other healthcare experts paid by the Federal government to check and improve the care given to Medicare patients.

Quantity Limits – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

Service Area – A geographic area where you must live to join a particular prescription drug plan. The plan may disenroll you if you permanently move out of the plan’s service area.

Special Enrollment Period – A set time when members can change their health or drug plans or return to Original Medicare. Situations in which you may be eligible for a Special Enrollment Period include: if you move outside the service area, if you are getting “Extra Help” with your prescription drug costs, if you move into a nursing home, or if we violate our contract with you.

Standard Cost Sharing – Standard cost sharing is cost sharing other than preferred cost sharing offered at a network pharmacy.

Chapter 10 Definitions of important words

Step Therapy – A utilization tool that requires you to first try another drug to treat your medical condition before we will cover the drug your physician may have initially prescribed.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

APPENDIX: Important phone numbers and resources

State Health Insurance Assistance Programs (SHIPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711. The information in this Appendix is current as of 08/13/2023.		
State:	Agency Address \ Website:	Telephone \ Hours:
Alabama	State Health Insurance Assistance Program (SHIP) Alabama Department of Senior Services RSA Tower 201 Monroe Street, Suite 350 Montgomery, AL 36104 http://www.alabamaageline.gov/	Toll-free: (800) 243-5463 Toll-free: (877) 425-2243 Local: (334) 242-5743 Mon. – Fri. 8 a.m. – 5 p.m.
Alaska	State Health Insurance Assistance Program (SHIP) Alaska Medicare Information Office 1835 Bragaw Street, Suite 350 Anchorage, AK 99508 http://dhss.alaska.gov/dsds/Pages/medicare/default.aspx	Toll-free: (800) 478-6065 <i>(in-state only)</i> Local: (907) 269-3680 TTY: (800) 770-8973 Mon. – Fri. 8 a.m. – 5 p.m.
Arizona	State Health Insurance Assistance Program (SHIP) Arizona Department of Economic Security DES Division of Aging and Adult Services 1789 West Jefferson Street, MC 6288 Phoenix, AZ 85007 https://des.az.gov/services/older-adults/medicare-assistance	Toll-free: (800) 432-4040 Local: (602) 489-9635 Mon. – Fri. 7 a.m. – 3:30 p.m., except holidays
Arkansas	Senior Health Insurance Information Program Arkansas Insurance Department 1 Commerce Way Little Rock, AR 72202 https://insurance.arkansas.gov/pages/consumer-services/senior-health/	Toll-free: (800) 224-6330 Local: (501) 371-2782 Mon. – Fri. 8 a.m. – 4:30 p.m.
California	California Health Insurance Counseling and Advocacy Program (HICAP) California Department of Aging 2880 Gateway Oaks Drive, Suite 200 Sacramento, CA 95833 https://aging.ca.gov/Programs_and_Services/Medicare_Counseling	Toll-free: (800) 434-0222

Appendix: Important phone numbers and resources

State Health Insurance Assistance Programs (SHIPs)		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Colorado	Senior Health Insurance Assistance Program (SHIP) Colorado Division of Insurance 1560 Broadway, Suite 850 Denver, CO 80202 https://www.colorado.gov/pacific/dora/senior-healthcare-medicare	Toll-free: (888) 696-7213 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.
Connecticut	CHOICES 55 Farmington Ave., 12th Floor Hartford, CT 06105-3730 https://portal.ct.gov/AgingandDisability/Content-Pages/Programs/CHOICES-Connecticuts-program-for-Health-insurance-assistance-Outreach-Information-and-referral-Couns	Toll-free: (800) 994-9422 <i>(in-state only)</i> Local: (860) 424-5274 TTY: (860) 247-0775 Mon. – Fri. 8 a.m. – 4:30 p.m.
Delaware	Delaware Medicare Assistance Bureau (DMAB) 1351 West North Street, Suite 101 Dover, DE 19904 https://insurance.delaware.gov/divisions/dmab/	Toll-free: (800) 336-9500 Local: (302) 674-7364 Mon. – Fri. 8 a.m. – 4:30 p.m.
District of Columbia	State Health Insurance Assistance Program 250 E Street SW, 6th Floor Washington, DC 20024 https://dacl.dc.gov	Local: (202) 727-8370 Mon. – Fri. 9:30 a.m. – 4:30 p.m.
Florida	SHINE Program Florida Department of Elder Affairs 4040 Esplanade Way, Suite 270 Tallahassee, FL 32399-7000 http://www.floridashine.org/	Toll-free: (800) 963-5337 TTY/TDD: (800) 955-8770 Mon. – Fri. 8 a.m. – 5 p.m.
Georgia	Georgia SHIP Georgia DHS Division of Aging Services 47 Trinity Ave., SW Atlanta, GA 30334 https://aging.georgia.gov/georgia-ship	Toll-free: (866) 552-4464 <i>option #4</i> Local: (404) 657-5258 Mon. – Fri. 8 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

State Health Insurance Assistance Programs (SHIPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Guam	Division of Senior Citizens Guam 123 Chalan Kareta Mangilao, GU 96913-6304 http://dphss.guam.gov/	Local: (671) 735-7421 TTY: (671) 735-7415
Hawaii	Hawaii SHIP Executive Office on Aging Department of Health No. 1 Capitol District 250 South Hotel Street, Suite 406 Honolulu, HI 96813-2831 https://www.hawaiiiship.org	Toll-free: (888) 875-9229 Local: (808) 586-7299 TTY: (866) 810-4379
Idaho	Senior Health Insurance Benefits Advisors (SHIBA) Idaho Department of Insurance 700 West State Street, 3rd Floor P.O. Box 83720 Boise, ID 83720-0043 https://doi.idaho.gov/SHIBA/default	Toll-free: (800) 247-4422 Mon. – Fri. 8 a.m. – 5 p.m., except state holidays
Illinois	Senior Health Insurance Program (SHIP) Illinois Department on Aging One Natural Resources Way, Suite 100 Springfield, IL 62702-1271 https://ilaging.illinois.gov/ship.html	Toll-free: (800) 252-8966 TTY: 711 Mon. – Fri. 8:30 a.m. – 5 p.m.
Indiana	State Health Insurance Assistance Program (SHIP) Indiana Department of Insurance 311 W. Washington Street, 2nd Floor Indianapolis, IN 46204-2787 www.medicare.in.gov	Toll-free: (800) 452-4800 TDD: (866) 846-0139 Mon. – Fri. 8 a.m. – 4:30 p.m.
Iowa	Senior Health Insurance Information Program (SHIIP) Iowa Insurance Division 1963 Bell Avenue, Suite 100 Des Moines, IA 50315 www.shiip.state.ia.us	Toll-free: (800) 351-4664 TTY: (800) 735-2942 (in-state only) Mon. – Fri. 8 a.m. – 4 p.m., except state holidays

Appendix: Important phone numbers and resources

State Health Insurance Assistance Programs (SHIPs)		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Kansas	Senior Health Insurance Counseling for Kansas (SHICK) Kansas Department for Aging and Disability Services New England Building 503 South Kansas Avenue Topeka, KS 66603-3404 http://www.kdads.ks.gov/commissions/commission-on-aging/medicare-programs/shick	Toll-free: (800) 860-5260 Toll-free: (800) 432-3535 <i>(in-state only)</i> TTY: (800) 766-3777 Mon. – Fri. 8 a.m. – 5 p.m.
Kentucky	State Health Insurance Assistance Program (SHIP) Kentucky Cabinet for Health and Family Services Department for Aging and Independent Living 275 East Main Street 3 E-E Frankfort, KY 40621 https://chfs.ky.gov/agencies/dail/Pages/ship.aspx	Toll-free: (877) 293-7447 <i>option #2</i> Local: (502) 564-6930 TTY: (888) 642-1137 Mon. – Fri. 8 a.m. – 4:30 p.m.
Louisiana	Senior Health Insurance Information Program (SHIIP) Louisiana Department of Insurance P.O. Box 94214 Baton Rouge, LA 70802 http://www.lda.la.gov/consumers/senior-health-shiip	Toll-free: (800) 259-5300 or (800) 259-5301 <i>(in-state only)</i> Local: (225) 342-5301 TTY: 711 Mon. – Fri. 8 a.m. – 4:30 p.m.
Maine	State Health Insurance Assistance Program Office of Aging and Disability Services Maine Department of Health and Human Services 41 Anthony Avenue, SHS 11 Augusta, ME 04333 https://www.maine.gov/dhhs/oads/get-support/older-adults-disabilities/older-adult-services/ship-medicare-assistance	Toll-free: (800) 262-2232 Local: (207) 287-9200 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.
Maryland	State Health Insurance Assistance Program (SHIP) Maryland Department of Aging 301 West Preston Street, Suite 1007 Baltimore, MD 21201 https://aging.maryland.gov/Pages/State-Health-Insurance-Program.aspx	Toll-free: (800) 243-3425 <i>(in-state only)</i> Local: (410) 767-1100 Out-of-state: (844) 627-5465 TTY: 711 Mon. – Fri. 8:30 a.m. – 5 p.m.
Massachusetts	Serving the Health Information Needs of Everyone (SHINE) Executive Office of Elder Affairs One Ashburton Place, 5th Floor Boston, MA 02108 https://www.mass.gov/health-insurance-counseling	Toll-free: (800) 243-4636 Local: (617) 727-7750 TTY: (800) 439-2370 Mon. – Fri. 9 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

State Health Insurance Assistance Programs (SHIPs)		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Michigan	Michigan Medicare/Medicaid Assistance Program (MMAP, Inc.) 6105 West St. Joseph Highway, Suite 204 Lansing, MI 48917 www.mmapinc.org	Toll-free: (800) 803-7174 Mon. – Fri. 8 a.m. – 5 p.m.
Minnesota	Senior LinkAge Line 540 Cedar Street St. Paul, MN 55164 http://mn.gov/senior-linkage-line/	Toll-free: (800) 333-2433 TTY: 711 Mon. – Fri. 8 a.m. – 4:30 p.m.
Mississippi	State Health Insurance Assistance Program (SHIP) Mississippi Department of Human Services Division of Aging & Adult Services 200 South Lamar Street Jackson, MS 39201 http://www.mdhs.ms.gov/adults-seniors/	Toll-free: (844) 822-4622 Local: (601) 359-4500 TTY: 711 Mon. – Fri. 8 a.m. – 4:30 p.m.
Missouri	Missouri CLAIM 1105 Lakeview Avenue Columbia, MO 65201 www.missouriclaim.org	Toll-free: (800) 390-3330 Local: (573) 817-8300 Mon. – Fri. 9 a.m. – 4 p.m.
Montana	Montana State Health Insurance Assistance Program (SHIP) Senior and Long Term Care Division 1100 North Last Chance Gulch, 4th Floor Helena, MT 59601 https://dphhs.mt.gov/SLTC/aging/SHIP	Toll-free: (800) 551-3191 TTY: (800) 253-4091 or (800) 253-4093 Mon. – Fri. 8 a.m. – 5 p.m.
Nebraska	Nebraska Senior Health Insurance Information Program (SHIP) 2717 South 8th Street, Suite 4 Lincoln, NE 68508 www.doi.nebraska.gov/shiip	Toll-free: (800) 234-7119 Mon. – Fri. 8 a.m. – 5 p.m.
Nevada	State Health Insurance Assistance Program (SHIP) 3416 Goni Road, Suite D-132 Carson City, NV 89706 http://adsd.nv.gov/Programs/Seniors/SHIP/SHIP_Prog/	Toll-free: (800) 307-4444 Local: (702) 486-3478

Appendix: Important phone numbers and resources

State Health Insurance Assistance Programs (SHIPs)		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
New Hampshire	State Health Insurance Assistance Program 105 Pleasant Street Concord, NH 03301 www.nh.gov/servicelink	Toll-free: (866) 634-9412 TTY: 711 Mon. – Fri. 8:30 a.m. – 4:30 p.m.
New Jersey	State Health Insurance Assistance Program (SHIP) New Jersey Department of Human Services Division of Aging Services P.O. Box 715 Trenton, NJ 08625-0715 www.state.nj.us/humanservices/doas/services/ship/	Toll-free: (800) 792-8820 (<i>in-state only</i>) Mon. – Fri. 8:30 a.m. – 4:30 p.m.
New Mexico	Benefits Counseling Program New Mexico Aging and Long-Term Services Department 2550 Cerillos Road Santa Fe, NM 87505 aging.nm.gov/consumer-elder-rights/aging-disability-resource-center-adrc/ship	Toll-free: (800) 432-2080 Local: (505) 476-4799 TTY: (505) 476-4937 Mon. – Fri. 8 a.m. – 5 p.m.
New York	Health Insurance Information, Counseling and Assistance Program (HIICAP) New York State Office for the Aging 2 Empire State Plaza Albany, NY 12223-1251 https://www.nyconnects.ny.gov/services/health-insurance-information-and-counseling-program-hiicap-1825	Toll-free: (800) 342-9871 Mon. – Fri. 8:30 a.m. – 5 p.m.
North Carolina	Seniors' Health Insurance Information Program (SHIIP) North Carolina Department of Insurance 1201 Mail Service Center Raleigh, NC 27699-1201 www.ncdoi.com/SHIIP/Default.aspx	Toll-free: (855) 408-1212 Local: (919) 807-6900 TTY: (800) 735-2962 Mon. – Fri. 8 a.m. – 5 p.m.
North Dakota	State Health Insurance Counseling Program (SHIC) North Dakota Insurance Department 600 East Boulevard Avenue Bismarck, ND 58505-0320 www.nd.gov/ndins/shic	Toll-free: (888) 575-6611 Local: (701) 328-2440 TTY: (800) 366-6888 Mon. – Fri. 8 a.m. – 5 p.m., except state holidays

Appendix: Important phone numbers and resources

State Health Insurance Assistance Programs (SHIPs)		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Ohio	Ohio Senior Health Insurance Information Program (OSHIIP) Ohio Department of Insurance 50 West Town Street, 3rd Floor, Suite 300 Columbus, OH 43215 https://insurance.ohio.gov/wps/portal/gov/odi/about-us/divisions/oshiip#:~:text=The%20department%27s%20Ohio%20Senior%20Health%20Insurance%20Information%20Program,%28Part%20D%29%2C%20Medicare%20Advantage%20options%2C%20Medicare%20supplement%20insurance.	Toll-free: (800) 686-1578 Local: (614) 644-2673 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.
Oklahoma	Senior Health Insurance Counseling Program (SHIP) Oklahoma Insurance Department 400 NE 50th Street Oklahoma City, OK 73105 https://www.oid.ok.gov/consumers/information-for-seniors/senior-health-insurance-counseling-program-ship/	Toll-free: (800) 763-2828 <i>(in-state only)</i> Local: (405) 521-6628 Mon. – Fri. 8 a.m. – 5 p.m., except state holidays
Oregon	Senior Health Insurance Benefits Assistance (SHIBA) 350 Winter Street NE Salem, OR 97309-0405 http://healthcare.oregon.gov/shiba/Pages/index.aspx	Toll-free: (800) 722-4134 Local: (503) 947-7979 Mon. – Fri. 8 a.m. – 5 p.m.
Pennsylvania	Pennsylvania Medicare Education and Decision Insight PA MEDI Pennsylvania Department of Aging 555 Walnut Street, 5th Floor Harrisburg, PA 17101-1919 https://www.aging.pa.gov/	Toll-free: (800) 783-7067 Local: (717) 783-1550 Mon. – Fri. 8 a.m. – 5 p.m.
Puerto Rico	State Health Insurance Assistance Program (SHIP) Oficina del Procurador de las Personas de Edad Avanzada P.O. Box 191179 San Juan, PR 00919-1179 https://agencias.pr.gov/agencias/oppea/Pages/Contactos.aspx	Toll-free: (877) 725-4300 Local: (787) 721-6121 TTY: (787) 919-7291
Rhode Island	Health Insurance Assistance Program (SHIP) Office of Healthy Aging 25 Howard Avenue, Bldg. 57 Cranston, RI 02920 https://oha.ri.gov/	Toll-free: (888) 884-8721 Local: (401) 462-3000 TTY: (401) 462-0740 Mon. – Fri. 8:30 a.m. – 4 p.m.

Appendix: Important phone numbers and resources

State Health Insurance Assistance Programs (SHIPs)		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
South Carolina	South Carolina Department on Aging 1301 Gervais Street, Suite 350 Columbia, SC 29201 https://aging.sc.gov/	Toll-free: (800) 868-9095 Local: (803) 734-9900 Mon. – Fri. 8:30 a.m. – 5 p.m.
South Dakota	Senior Health Information and Insurance Education (SHIINE) South Dakota Department of Social Services 700 Governors Drive Pierre, SD 57501 www.shiine.net	Toll-free: (800) 536-8197 Local: (605) 333-3314 Mon. – Fri. 8 a.m. – 4:30 p.m.
Tennessee	Tennessee State Health Insurance Assistance Program (TN SHIP) Tennessee Commission on Aging and Disability Andrew Jackson Building 502 Deaderick Street, 9th Floor Nashville, TN 37243-0860 https://www.tn.gov/aging.html	Toll-free: (877) 801-0044 Local: (615) 741-2056 TTY: (800) 848-0299 Mon. – Fri. 8 a.m. – 4:30 p.m.
Texas	Health Information Counseling and Advocacy Program (HICAP) – Texas Health and Human Services Commission North Austin Complex 4601 W. Guadalupe St. Austin, TX 78711-3247 https://hhs.texas.gov/services/health/medicare	Toll-free: (800) 252-9240 TTY: (800) 735-2989 Mon. – Fri. 8 a.m. – 5 p.m.
U.S. Virgin Islands	VI SHIP/Medicare 5049 Kongens Gade St. Thomas, VI 00802 VI SHIP/Medicare 1131 King Street, Suite 101 Christiansted, St. Croix, VI 00820 https://ltg.gov.vi/departments/vi-ship-medicare/	Local: (340) 774-2991 (<i>St. Thomas/St. John</i>) Local: (340) 773-6449 (<i>St. Croix</i>) Mon. – Fri. 8 a.m. – 5 p.m.
Utah	Senior Health Insurance Information Program (SHIIP) Aging and Adult Services of Utah 195 North 1950 West Salt Lake City, UT 84116 https://daas.utah.gov/seniors	Toll-free: (800) 541-7735 Local: (801) 538-3910 Mon. – Fri. 8 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

State Health Insurance Assistance Programs (SHIPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Vermont	State Health Insurance Program (SHIP) Department of Disabilities, Aging and Independent Living Adult Services Division 280 State Drive, HC2 South Waterbury, VT 05671-2070 http://asd.vermont.gov/services/ship	Toll-free: (800) 642-5119 <i>(in-state only)</i> Local: (802) 241-0294
Virginia	Virginia Insurance Counseling and Assistance Program (VICAP) Virginia Division for Community Living Office for Aging Services 1610 Forest Avenue, Suite 100 Henrico, VA 23229 https://www.vda.virginia.gov/vicap.htm	Toll-free: (800) 552-3402 Local: (804) 662-9333 TTY: 711
Washington	Statewide Health Insurance Benefits Advisors (SHIBA) Office of the Insurance Commissioner P.O. Box 40255 Olympia, WA 98504-0255 http://www.insurance.wa.gov/about-oic/what-we-do/advocate-for-consumers/shiba/	Toll-free: (800) 562-6900 TTY: (360) 586-0241 Mon. – Fri. 8 a.m. – 5 p.m., except holidays
West Virginia	West Virginia State Health Insurance Assistance Program (WV SHIP) West Virginia Bureau of Senior Services 1900 Kanawha Boulevard East Charleston, WV 25305 http://www.wvship.org/AboutWVSHIP/tabid/132/Default.aspx	Toll-free: (877) 987-4463 Local: (304) 558-3317 Mon. – Fri. 8 a.m. – 5 p.m.
Wisconsin	State Health Insurance Assistance Program (SHIP) Department of Health Services Board on Aging and Long Term Care 1 West Wilson Street Madison, WI 53703 https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm	Toll-free: (800) 242-1060 Local: (608) 266-1865 TTY: 711 or (800) 947-3529 Mon. – Fri. 8 a.m. – 4:30 p.m.
Wyoming	Wyoming State Health Insurance Information Program (WSHIIP) 106 West Adams Avenue Riverton, WY 82501 http://www.wyomingseniors.com/services/wyoming-state-health-insurance-information-program	Toll-free: (800) 856-4398 Local: (307) 856-6880 Mon. – Fri. 8 a.m. – 4 p.m.

Appendix: Important phone numbers and resources

Quality Improvement Organizations		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711. The information in this Appendix is current as of 08/13/2023.		
Region:	Agency Address \ Website:	Telephone \ Hours:
Region 1	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 https://www.keproqio.com/	Toll-free: (888) 319-8452 TTY: 711 Fax: (844) 878-7921 Mon. – Fri. 9 a.m. – 5 p.m., Local Time Weekends and Holidays from 11 a.m. – 3 p.m., Local Time 24-hour voicemail is available
Region 1 includes Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont.		
Region 2	Livanta, LLC BFCC-QIO 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 https://www.livantaqio.com	Toll-free: (866) 815-5440 TTY: (866) 868-2289 Fax: (855) 236-2423 Mon. – Fri. 9 a.m. – 5 p.m., Local Time Sat. – Sun. 11 a.m. – 3 p.m., Local Time 24-hour voicemail is available
Region 2 includes New Jersey, New York, Puerto Rico and U.S. Virgin Islands.		
Region 3	Livanta, LLC BFCC-QIO 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 https://www.livantaqio.com	Toll-free: (888) 396-4646 TTY: (888) 985-2660 Fax: (855) 236-2423 Mon. – Fri. 9 a.m. – 5 p.m., Local Time Sat. – Sun. 11 a.m. – 3 p.m., Local Time 24-hour voicemail is available
Region 3 includes Delaware, District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia.		
Region 4	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 https://www.keproqio.com/	Toll-free: (888) 317-0751 TTY: 711 Fax: (844) 878-7921 Mon. – Fri. 9 a.m. – 5 p.m., Local Time Weekends and Holidays from 11 a.m. – 3 p.m., Local Time 24-hour voicemail is available
Region 4 includes Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee.		

Appendix: Important phone numbers and resources

Quality Improvement Organizations		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
Region:	Agency Address \ Website:	Telephone \ Hours:
Region 5	Livanta, LLC BFCC-QIO 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 https://www.livantaqio.com	Toll-free: (888) 524-9900 TTY: (888) 985-8775 Fax: (855) 236-2423 Mon. – Fri. 9 a.m. – 5 p.m., Local Time Weekends and Holidays from 11 a.m. – 3 p.m., Local Time 24-hour voicemail is available
Region 5 includes Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin.		
Region 6	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 https://www.keproqio.com/	Toll-free: (888) 315-0636 TTY: 711 Fax: (844) 878-7921 Mon. – Fri. 9 a.m. – 5 p.m., Local Time Weekends and Holidays from 11 a.m. – 3 p.m., Local Time 24-hour voicemail is available
Region 6 includes Arkansas, Louisiana, New Mexico, Oklahoma and Texas.		
Region 7	Livanta, LLC BFCC-QIO 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 https://www.livantaqio.com	Toll-free: (888) 755-5580 TTY: (888) 985-9295 Fax: (855) 694-2929 Mon. – Fri. 9 a.m. – 5 p.m., Local Time Weekends and Holidays from 11 a.m. – 3 p.m., Local Time 24-hour voicemail is available
Region 7 includes Iowa, Kansas, Missouri and Nebraska.		
Region 8	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 https://www.keproqio.com/	Toll-free: (888) 317-0891 TTY: 711 Fax: (844) 878-7921 Mon. – Fri. 9 a.m. – 5 p.m., Local Time Weekends and Holidays from 11 a.m. – 3 p.m., Local Time 24-hour voicemail is available
Region 8 includes Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming.		

Appendix: Important phone numbers and resources

Quality Improvement Organizations		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
Region:	Agency Address \ Website:	Telephone \ Hours:
Region 9	Livanta, LLC BFCC-QIO 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 https://www.livantaqio.com	Toll-free: (877) 588-1123 TTY: (855) 887-6668 Fax: (855) 694-2929 Mon. – Fri. 9 a.m. – 5 p.m., Local Time Sat. – Sun. 11 a.m. – 3 p.m., Local Time 24-hour voicemail is available
Region 9 includes Arizona, California, Hawaii, Nevada and Pacific Islands.		
Region 10	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 https://www.keproqio.com/	Toll-free: (888) 305-6759 TTY: 711 Fax: (844) 878-7921 Mon. – Fri. 9 a.m. – 5 p.m., Local Time Weekends and Holidays from 11 a.m. – 3 p.m., Local Time 24-hour voicemail is available
Region 10 includes Alaska, Idaho, Oregon and Washington.		

Appendix: Important phone numbers and resources

State Medicaid Offices TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711. The information in this Appendix is current as of 08/13/2023.		
State:	Agency Address \ Website:	Telephone \ Hours:
Alabama	Alabama Medicaid Agency P.O. Box 5624 Montgomery, AL 36103-5624 http://www.medicaid.alabama.gov	Toll-free: (800) 362-1504 Local: (334) 242-5000 Mon. – Fri. 8 a.m. – 4:30 p.m. Closed holidays
Alaska	Alaska Department of Health and Social Services 3901 Old Seward Highway, Suite 131 Anchorage, AK 99503 http://dhss.alaska.gov/	Toll-free: (800) 478-7778 Mon. – Fri. 8 a.m. – 5 p.m. Closed weekends & holidays
American Samoa	American Samoa Medicaid State Agency P.O. Box 998383 Pago Pago, AS 96799 https://medicaid.as.gov	Local: (684) 699-4777
Arizona	Arizona Health Care Cost Containment System (Arizona Medicaid Program) 801 East Jefferson Street Phoenix, AZ 85034 http://www.azahcccs.gov/	Toll-free: (855) 432-7587 Local: (602) 417-4000 TTY: (800) 842-6520 Mon. – Fri. 8 a.m. – 5 p.m.
Arkansas	Division of Medical Services P.O. Box 1437, Slot S401 Little Rock, AR 72203-1437 https://humanservices.arkansas.gov/divisions-shared-services/medical-services/contact-dms-2/	Toll-free: (800) 482-8988 Local: (501) 682-8233 Mon. – Fri. 8 a.m. – 4:30 p.m. Closed holidays
California	Medi-Cal Dept. of Health Care Services/Beneficiary Services Ctr. P.O. Box 138008 Sacramento, CA 95813-8008 http://www.dhcs.ca.gov	Toll-free: (800) 541-5555 Local: (916) 636-1980 Mon. – Fri. 8 a.m. – 5 p.m. Closed holidays
Colorado	Department of Health Care Policy and Financing 1570 Grant Street Denver, CO 80203-1818 http://www.colorado.gov/hcpf	Toll-free: (800) 221-3943 Local: (303) 866-2993 TTY: 711 Mon. – Fri. 8 a.m. – 4:30 p.m. Closed on Fri. 2:30 p.m. – 3:30 p.m. Closed holidays

Appendix: Important phone numbers and resources

State Medicaid Offices		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Connecticut	HUSKY Health Program c/o Department of Social Services 55 Farmington Avenue Hartford, CT 06105 http://www.ct.gov/hh/site/default.asp	Toll-free: (855) 626-6632 TTY: (866) 492-5276 Mon. – Fri. 8:30 a.m. – 4 p.m.
Delaware	Delaware Health and Social Services Division of Medicaid and Medical Assistance 1901 North DuPont Highway, Lewis Building New Castle, DE 19720 http://assist.dhss.delaware.gov/	Toll-free: (866) 843-7212 Local: (302) 571-4900 Mon. – Fri. 8 a.m. – 4:30 p.m.
District of Columbia	DC Department of Health Care Finance 441 4th Street, NW, 900S Washington, DC 20001 http://dhcf.dc.gov/	Local: (202) 442-5988 TTY: 711 Mon. – Fri. 8:15 a.m. – 4:45 p.m.
Florida	Florida Agency for Health Care Administration P.O. Box 5197, MS 62 Tallahassee, FL 32314 http://www.flmedicaidmanagedcare.com/	Toll-free: (877) 711-3662 TDD: (866) 467-4970 Mon. – Thu. 8 a.m. – 8 p.m. Fri. 8 a.m. – 7 p.m.
Georgia	Georgia Department of Community Health 2 Martin Luther King, Jr. Drive SE East Tower Atlanta, GA 30303 https://medicaid.georgia.gov	Toll-free: (877) 423-4746 Local: (404) 657-5468 Mon. – Fri. 8 a.m. – 5 p.m.
Guam	Department of Public Health and Social Services 123 Chalan Kareta Mangilao, GU 96913-6304 http://www.dphss.guam.gov/	Local: (671) 735-7224 or (671) 735-7302 Mon. – Fri. 8 a.m. – 5 p.m. Closed holidays

Appendix: Important phone numbers and resources

State Medicaid Offices		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Hawaii	Med-QUEST P.O. Box 3490 Honolulu, HI 96811 https://medquest.hawaii.gov/	Local: (808) 524-3370 TTY/TDD: (808) 692-7182 (Oahu) Toll-free: (800) 316-8005 TTY/TDD: 711 (Neighbor Islands) Mon. – Fri. 7:45 a.m. – 4:30 p.m. Closed holidays
Idaho	Idaho Department of Health and Welfare P.O. Box 83720 Boise, ID 83720-0036 http://www.healthandwelfare.idaho.gov	Local: (877) 456-1233 TTY/TDD: (800) 377-1363 Mon. – Fri. 8 a.m. – 5 p.m. Closed holidays
Illinois	Illinois Department of Human Services Administrative Offices 100 South Grand Avenue East Springfield, IL 62704 https://www.dhs.state.il.us/page.aspx	Toll-free: (800) 843-6154 TTY: (866) 324-5553 Mon. – Fri. 8:30 a.m. – 5 p.m.
Indiana	Family and Social Services Administration Office of Medicaid Policy and Planning 402 West Washington Street P.O. Box 7083 Indianapolis, IN 46204 http://www.in.gov/medicaid/members/	Toll-free: (800) 403-0864 Mon. – Fri. 8 a.m. – 4:30 p.m. Closed holidays
Iowa	Iowa Medicaid Enterprise Department of Human Services – Member Services P.O. Box 36510 Des Moines, IA 50315 http://dhs.iowa.gov/iahealthlink	Toll-free: (800) 338-8366 Local: (515) 256-4606 TTY: (800) 735-2942 Mon. – Fri. 8 a.m. – 5 p.m.
Kansas	Kansas Medical Assistance Program P.O. Box 3571 Topeka, KS 66601 http://www.kancare.ks.gov/	Toll-free: (866) 305-5147 TTY: (800) 766-3777 Mon. – Fri. 7:30 a.m. – 5:30 p.m.

Appendix: Important phone numbers and resources

State Medicaid Offices		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Kentucky	Department for Medicaid Services 275 East Main Street 6W-A Frankfort, KY 40621 http://chfs.ky.gov/agencies/dms/Pages/default.aspx	Toll-free: (800) 635-2570 Local: (502) 564-4321 Mon. – Fri. 8 a.m. – 7 p.m.
Louisiana	Department of Health P.O. Box 629 Baton Rouge, LA 70821-0629 http://www.dhh.louisiana.gov	Toll-free: (888) 342-6207 Local: (225) 342-9500 Mon. – Fri. 8 a.m. – 4:30 p.m.
Maine	Office for Family Independence 114 Corn Shop Lane Farmington, ME 04938 http://mainecare.maine.gov	Toll-free: (866) 690-5585 TTY: 711 Mon. – Fri. 7 a.m. – 6 p.m.
Maryland	Department of Health and Mental Hygiene 201 West Preston Street Baltimore, MD 21201-2399 https://health.maryland.gov	Toll-free: (877) 463-3464 Local: (410) 767-6500 Mon. – Fri. 8:30 a.m. – 5 p.m.
Massachusetts	MassHealth Office of Medicaid 100 Hancock St., 6th Floor Quincy, MA 02171 http://www.mass.gov/masshealth	Toll-free: (800) 841-2900 TTY: (800) 497-4648 Mon. – Fri. 8 a.m. – 5 p.m. Closed holidays
Michigan	Michigan Department of Health and Human Services Medicaid Program 333 S. Grand Avenue P.O. Box 30195 Lansing, MI 48909 www.michigan.gov/medicaid	Toll-free: (800) 642-3195 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.
Minnesota	Department of Human Services Health Care Eligibility and Access Division P.O. Box 64989 St. Paul, MN 55164-0989 http://mn.gov/dhs	Toll-free: (800) 657-3739 Local: (651) 431-2670 TTY: (800) 627-3529 Mon. – Fri. 8 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

State Medicaid Offices		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Mississippi	Mississippi Division of Medicaid Sillers Building 550 High Street, Suite 1000 Jackson, MS 39201 http://www.medicaid.ms.gov	Toll-free: (800) 421-2408 Local: (601) 359-6050 TTY: (228) 206-6062 Mon. – Fri. 7:30 a.m. – 5 p.m.
Missouri	The State of Missouri MO HealthNet Division 615 Howerton Court P.O. Box 6500 Jefferson City, MO 65102-6500 http://dss.mo.gov/mhd	Toll-free: (800) 392-2161 Local: (573) 751-3425 TTY: (800) 735-2966 Mon. – Fri. 8 a.m. – 5 p.m.
Montana	Department of Public Health and Human Services Health Resources Division P.O. Box 202925 Helena, MT 59601-5231 http://www.dphhs.mt.gov/	Toll-free: (888) 706-1535 TTY: (800) 833-8503 Mon. – Fri. 7 a.m. – 6 p.m.
Nebraska	Nebraska Department of Health and Human Services P.O. Box 95026 Lincoln, NE 68509-5026 http://dhhs.ne.gov/	Toll-free: (855) 632-7633 Local: (402) 473-7000 (Lincoln) Local: (402) 595-1178 (Omaha) TTY: (402) 471-7256 Mon. – Fri. 8 a.m. – 5 p.m.
Nevada	Department of Health and Human Services Division of Health Care Financing and Policy 1100 East William Street, Suite 102 Carson City, NV 89701 http://dhcfnv.gov/	Toll-free: (877) 638-3472 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.
New Hampshire	Department of Health and Human Services Office of Medicaid Business and Policy 129 Pleasant Street Concord, NH 03301 https://www.dhhs.nh.gov/programs-services/medicaid	Toll-free: (844) 275-3447 Local: (603) 271-4344 TDD: (800) 735-2964 Mon. – Fri. 8 a.m. – 4 p.m.

State Medicaid Offices		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
New Jersey	New Jersey Department of Human Services Division of Medical Assistance and Health Services P.O. Box 712 Trenton, NJ 08625-0712 http://www.state.nj.us/humanservices/dmahs	Toll-free: (800) 701-0710 (<i>in-state only</i>) TTY: 711 Mon. & Thurs. 8 a.m. – 4:45 p.m.; Tues.-Wed.-Thurs. 8 a.m. – 7:45 p.m.
New Mexico	NM Human Services Department Medical Assistance Division P.O. Box 2348 Santa Fe, NM 87504-2348 https://www.hsd.state.nm.us/	Toll-free: (800) 283-4465 TTY: (855) 227-5485 Mon.-Fri. 7:30 a.m. - 6:30 p.m.
New York	New York State Department of Health Corning Tower Empire State Plaza Albany, NY 12237 http://www.health.ny.gov/	Toll-free: (800) 541-2831 TTY: (800) 662-1220 Mon. – Fri. 8 a.m. – 8 p.m. Sat. 9 a.m. – 1 p.m. Closed holidays
North Carolina	North Carolina Medicaid Division of Health Benefits 2501 Mail Service Center Raleigh, NC 27699-2501 https://medicaid.ncdhhs.gov/	Toll-free: (888) 245-0179 Local: (919) 855-4100 Mon. – Fri. 8 a.m. – 5 p.m. Closed holidays
North Dakota	Medical Services Division North Dakota Department of Human Services 600 East Boulevard Avenue, Department 325 Bismarck, ND 58505-0250 http://www.nd.gov/dhs	Toll-free: (800) 472-2622 Local: (701) 328-2310 TTY: (800) 366-6888 Mon. – Fri. 8 a.m. – 5 p.m. CT (holidays may affect these times)
Northern Mariana Islands	CNMI State Medicaid Agency Government Bldg. No. 1252 Capitol Hill Rd. Caller Box 10007 Saipan, MP 96950 http://medicaid.cnmi.mp/	Local: (670) 664-4890 Mon. – Thu. 7:30 a.m. – 1 p.m. Closed Friday and holidays
Ohio	Department of Medicaid 50 West Town Street, Suite 400 Columbus, OH 43215 http://medicaid.ohio.gov/	Toll-free: (800) 324-8680 Mon. – Fri. 7 a.m. – 8 p.m. Sat. 8 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

State Medicaid Offices		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Oklahoma	Oklahoma Health Care Authority 4345 N. Lincoln Blvd. Oklahoma City, OK 73105 http://okhca.org/	Toll-free: (800) 987-7767 Local: (405) 522-7300 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.
Oregon	Oregon Health Plan Health Systems Division 500 Summer Street, NE, E-20 Salem, OR 97301-1097 http://www.oregon.gov/oha/Pages/Contact-Us.aspx	Toll-free: (800) 527-5772 Local: (503) 945-5772 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.
Pennsylvania	Department of Human Services Office of Medical Assistance Programs P.O. Box 2675 Harrisburg, PA 17105-2675 http://www.dhs.pa.gov/	Toll-free: (800) 842-2020 TTY: 711 Mon. – Fri. 8:30 a.m. – 4:30 p.m.
Puerto Rico	Programa Medicaid Departamento de Salud P.O. Box 70184 San Juan, PR 00936-8184 http://medicaid.pr.gov	Local: (787) 641-4224 TTY: (787) 625-6955 Mon. – Fri. 8 a.m. – 6 p.m.
Rhode Island	Rhode Island Department of Human Services P.O. Box 8709 Cranston, RI 02920-8787 http://www.dhs.ri.gov	Local: (855) 697-4347 TTY: 711 Mon. – Fri. 8:30 a.m. – 4 p.m. Closed holidays
South Carolina	Department of Health and Human Services P.O. Box 8206 Columbia, SC 29202-8206 http://www.scdhhs.gov	Toll-free: (888) 549-0820 TTY: (888) 842-3620 Mon. – Fri. 8 a.m. – 6 p.m.

Appendix: Important phone numbers and resources

State Medicaid Offices		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
South Dakota	Department of Social Services Attn: Medicaid 700 Governors Drive Pierre, SD 57501 http://dss.sd.gov	Local: (605) 773-4678 Local: (605) 668-3100 Mon. – Fri. 8 a.m. – 5 p.m.
Tennessee	TennCare 310 Great Circle Road Nashville, TN 37243 http://www.tn.gov/tenncare/	Toll-free: (855) 259-0701 Toll-free: (800) 342-3145 Main line TTY: (877) 779-3103 Mon. – Fri. 8 a.m. – 5 p.m.
Texas	Texas Health and Human Services Commission P.O. Box 149024 Austin, TX 78714-9024 http://yourtexasbenefits.com	Toll-free: (800) 252-8263 TTY: 711 Mon. – Fri. 7 a.m. – 7 p.m.
U.S. Virgin Islands	VI Medicaid Program Department of Human Services Knud Hansen Complex 1303 Hospital Ground, Bldg. A St. Thomas, VI 00802 VI Medicaid Program Department of Human Services 3011 Golden Rock, Christiansted St. Croix, VI 00820 http://www.vimmis.com/default.aspx	Local: (340) 715-6929 Mon. – Fri. 7 a.m. – 7 p.m.
Utah	Utah Department of Health Division of Medicaid and Health Financing P.O. Box 143106 Salt Lake City, UT 84114-3106 http://medicaid.utah.gov/	Toll-free: (800) 662-9651 Local: (801) 538-6155 (Salt Lake City area) Mon. – Fri. 8 a.m. – 5 p.m. Thurs. 11 a.m. – 5 p.m. Closed holidays
Vermont	Green Mountain Care Health Access Member Services Department of Vermont Health Access 280 State Drive Waterbury, VT 05671-1010 http://www.greenmountaincare.org/	Toll-free: (800) 464-4343 Local: (800) 250-8427 TTY: 711 Mon. – Fri. 8 a.m. – 4:30 p.m. Closed holidays

Appendix: Important phone numbers and resources

State Medicaid Offices		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Virginia	Department of Medical Assistance Services 600 East Broad Street Richmond, VA 23219 https://www.dmas.virginia.gov/	Toll-free: (855) 242-8282 TDD: (888) 221-1590 Mon. – Fri. 8 a.m. – 7 p.m. Sat. 9 a.m. – 12 p.m.
Washington	Washington State Health Care Authority Cherry Street Plaza 626 8th Avenue SE Olympia, WA 98501 http://www.hca.wa.gov/medicaid/Pages/index.aspx	Toll-free: (800) 562-3022 TTY: 711 Mon. – Fri. 7 a.m. – 5 p.m. Closed holidays
West Virginia	Department of Health and Human Resources Bureau for Medical Services 350 Capitol Street, Room 251 Charleston, WV 25301 http://www.dhhr.wv.gov/bms/Pages/default.aspx	Local: (304) 558-1700 Mon. – Fri. 7 a.m. – 7 p.m.
Wisconsin	Department of Health Services 1 West Wilson Street Madison, WI 53703 http://www.dhs.wisconsin.gov/	Toll-free: (800) 362-3002 TTY: 711 Mon. – Fri. 8 a.m. – 6 p.m.
Wyoming	Wyoming Department of Health 122 W 25th St., 4th Floor West Cheyenne, WY 82001 https://health.wyo.gov/healthcarefin/medicaid	Local: (855) 294-2127 Mon. – Fri. 8 a.m. – 5 p.m. Closed holidays

Appendix: Important phone numbers and resources

State Pharmaceutical Assistance Programs (SPAPs) TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711. The information in this Appendix is current as of 08/13/2023.		
State:	Agency Address \ Website:	Telephone \ Hours:
Colorado	Bridging the Gap Colorado Department of Public Health and Environment 4300 Cherry Creek Drive South Denver, CO 80246-1530 https://cdphe.colorado.gov/state-drug-assistance-program	Local: (303) 692-2716 Mon. – Fri. 9 a.m. – 5 p.m.
Delaware	Chronic Renal Disease Program (CRDP) Milford State Service Center at Riverwalk 253 NE Front Street Milford, DE 19963 www.dhss.delaware.gov/dhss/dmma/crdprog.html	Toll-free: (800) 464-4357 <i>(in-state only)</i> Local: (302) 424-7180 Mon. – Fri. 8 a.m. – 4:30 p.m.
Delaware	Delaware Prescription Assistance Program P.O. Box 950 New Castle, DE 19720 http://dhss.delaware.gov/dhss/dmma/dpap.html	Toll-free: (844) 245-9580 <i>(option 2)</i> Mon. – Fri. 8 a.m. – 4:30 p.m.
Idaho	Idaho AIDS Drug Assistance Program (IDAGAP) Department of Health and Welfare Idaho Ryan White Part B Program 450 West State Street, 4th Floor P.O. Box 83720 Boise, ID 83720-0036 https://healthandwelfare.idaho.gov/health-wellness/diseases-conditions/hiv	Toll-free: (800) 926-2588 Local: (208) 334-5612 TTY/TDD: (208) 332-7205 Mon. – Fri. 8 a.m. – 5 p.m.
Indiana	HoosierRx P.O. Box 6224 Indianapolis, IN 46206-6224 https://payingforseniorcare.com/pharmaceutical-assistance/in-hoosierx.html	Toll-free: (866) 267-4679 Local: (317) 234-1381 Mon. – Fri. 7 a.m. – 3 p.m.
Maine	Low Cost Drugs for the Elderly and Disabled Program (DEL) Office of Aging & Disability Services Maine Department of Health and Human Services 11 State House Station 41 Anthony Avenue Augusta, ME 04333 http://www.maine.gov/dhhs/oads/	Toll-free: (800) 262-2232 Local: (207) 287-9200 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

State Pharmaceutical Assistance Programs (SPAPs)		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Maryland	Maryland Senior Prescription Drug Assistance Program (SPDAP) c/o International Software Systems, Inc. P.O. Box 749 Greenbelt, MD 20768-0749 http://marylandspdap.com	Toll-free: (800) 551-5995 TTY: (800) 877-5156 Mon. – Fri. 8 a.m. – 5 p.m.
Maryland	Kidney Disease Program 201 West Preston Street, Room SS-3 Baltimore, MD 21201 https://mmcp.health.maryland.gov/familyplanning/Pages/kidneydisease.aspx	Local: (410) 767-5000 Mon. – Fri. 8:30 a.m. – 5 p.m. (except state holidays)
Massachusetts	Prescription Advantage P.O. Box 15153 Worcester, MA 01615-0153 www.prescriptionadvantagemma.org	Toll-free: (800) 243-4636 (option 3) TTY: (877) 610-0241 Mon. – Fri. 9 a.m. – 5 p.m.
Missouri	Missouri Rx Plan P.O. Box 6500 Jefferson City, MO 65102-6500 www.payingforseniorcare.com/missouri/missouri-rx-plan	Toll-free: (800) 375-1406 Mon. – Fri. 7 a.m. – 6 p.m.
Montana	Big Sky Rx Program P.O. Box 202915 Helena, MT 59620-2915 www.bigskyrx.mt.gov	Toll-free: (866) 369-1233 Local: (406) 444-1233 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.
Nevada	Senior Rx Program Department of Health and Human Services Aging and Disability Services Division 1860 E. Sahara Ave. Las Vegas, NV 89104 http://adsd.nv.gov/Programs/Seniors/SeniorRx/SrRxProg/	Toll-free: (866) 303-6323 (option 2) Local: (775) 687-4210 (Reno, Carson City, Gardnerville) Mon. – Fri. 8 a.m. – 5 p.m.
New Jersey	New Jersey Department of Human Services Pharmaceutical Assistance to the Aged and Disabled (PAAD), Lifeline and Special Benefit Programs Senior Gold Prescription Discount Program (Senior Gold) P.O. Box 715 Trenton, NJ 08625-0715 http://www.state.nj.us/humanservices/doas/services/seniorgold/ or http://www.state.nj.us/humanservices/doas/services/paad/	Toll-free: (800) 792-9745 24 hours/7 days, automated system

Appendix: Important phone numbers and resources

State Pharmaceutical Assistance Programs (SPAPs)		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
New York	Elderly Pharmaceutical Insurance Coverage (EPIC) P.O. Box 15018 Albany, NY 12212-5018 www.health.ny.gov/health_care/epic/	Toll-free: (800) 332-3742 TTY: (800) 290-9138 Mon. – Fri. 8 a.m. – 5 p.m.
North Carolina	North Carolina HIV SPAP 1902 Mail Service Center Raleigh, NC 27699-1902 http://epi.publichealth.nc.gov/cd/hiv/hmap.html or http://www.ramsellcorp.com/individuals/nc.aspx	Toll-free: (877) 466-2232 <i>(in-state only)</i> Local: (919) 733-9161 Mon. – Fri. 8 a.m. – 5 p.m.
Pennsylvania	Chronic Renal Disease Program Pennsylvania Department of Health Eligibility Unit P.O. Box 8811 Harrisburg, PA 17105-8811 https://www.health.pa.gov/topics/programs/Chronic-Renal-Disease/Pages/Chronic%20Renal%20Disease.aspx	Toll-free: (800) 225-7223 TTY: (800) 222-9004 Mon. – Fri. 8:30 a.m. – 5 p.m.
Pennsylvania	PACE/PACENET Program Bureau of Pharmaceutical Assistance P.O. Box 8806 Harrisburg, PA 17105-8806 https://pacecares.magellanhealth.com/	Toll-free: (800) 225-7223 TTY: (800) 222-9004 Mon. – Fri. 8:30 a.m. – 5 p.m.
Pennsylvania	Department of Health Special Pharmaceutical Benefits Program (SPBP) P.O. Box 8808 Harrisburg, PA 17105-8808 https://www.health.pa.gov/topics/programs/HIV/Pages/Special-Pharmaceutical-Benefits.aspx	Toll-free: (800) 922-9384 TTY: (800) 222-9004 Mon. – Fri. 8:30 a.m. – 5 p.m.
Rhode Island	Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE) Program Attn: RIPAE, Rhode Island Department of Human Services Office of Healthy Aging 25 Howard Avenue, Building 57 Cranston, RI 02920 http://oha.ri.gov/	Local: (401) 462-3000 TTY: (401) 462-0740 Mon. – Fri. 8:30 a.m. – 4 p.m.

Appendix: Important phone numbers and resources

State Pharmaceutical Assistance Programs (SPAPs)		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Texas	Kidney Health Care Program (KHC) Office of Primary and Specialty Health, MC 1938 P.O. Box 149030 Austin, TX 78714-9947 https://hhs.texas.gov/services/health/kidney-health-care	Toll-free: (800) 222-3986 Local: (512) 776-7150 TTY: (800) 735-2989 or 711 Mon. – Fri. 8 a.m. – 5 p.m. Central Time
U.S. Virgin Islands	St. Thomas/St. John Office Department of Human Services 1303 Hospital Ground Suite 10 Charlotte Amalie St. Thomas, VI 00802 St. Croix Office Department of Human Services Charles Harwood Complex 3500 Est. Richmond Christiansted, VI 00820 https://doh.vi.gov/	Local: (340) 774-9000 (<i>St. Thomas & St. John</i>) (340) 718-1311 (<i>St. Croix</i>) Mon. – Fri. 8 a.m. – 5 p.m.
Vermont	VPharm/Healthy Vermonters 280 State Drive Waterbury, VT 05671-1500 https://dvha.vermont.gov/members/prescription-assistance	Toll-free: (800) 250-8427 TTY: (888) 834-7898 Mon. – Fri. 8 a.m. – 5 p.m.
Virginia	Virginia Medication Assistance Program (VA MAP) P.O. Box 5930 Midlothian, VA 23112 http://q1medicare.com/PartD-SPAPVirginiaStatePharmAssistPrgm.php	Toll-free: (800) 366-7741 Monday, Tuesday, Thursday & Friday: 8:30 a.m. – 5 p.m. Wednesday: 9:30 a.m. – 5 p.m.
Washington	Washington State Health Insurance Pool (WSHIP) P.O. Box 1090 Great Bend, KS 67530 https://www.wship.org/Default.asp	Toll-free: (800) 877-5187 Mon. – Fri. 8 a.m. – 5 p.m. Pacific Time
Wisconsin	Wisconsin Chronic Disease Program Attn: Eligibility Unit P.O. Box 6410 Madison, WI 53716-0410 https://www.dhs.wisconsin.gov/forwardhealth/wcdp.htm	Toll-free: (800) 362-3002 Mon. – Fri. 8 a.m. – 6 p.m.

State Pharmaceutical Assistance Programs (SPAPs)

TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.

State:	Agency Address \ Website:	Telephone \ Hours:
Wisconsin	Wisconsin SeniorCare P.O. Box 6710 Madison, WI 53716-0710 www.dhs.wisconsin.gov/seniorcare	Toll-free: (800) 657-2038 TTY: 711 Mon. – Fri. 8 a.m. – 6 p.m.

Appendix: Important phone numbers and resources

AIDS Drug Assistance Programs TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711. The information in this Appendix is current as of 08/13/2023.		
State:	Agency Address \ Website:	Telephone \ Hours:
Alabama	Alabama AIDS Drug Assistance Program, HIV/AIDS Division Alabama Department of Public Health The RSA Tower 201 Monroe Street Suite 1400 Montgomery, AL 36104 http://www.alabamapublichealth.gov/hiv/adap.html	Toll-free: (866) 574-9964 Mon. – Fri. 8 a.m. – 5 p.m. (except state holidays)
Alaska	Alaskan AIDS Assistance Association 1057 W. Fireweed Lane, Suite 102 Anchorage, AK 99503 http://www.alaskanids.org/index.php/client-services/adap	Toll-free: (800) 478-2437 Local: (907) 263-2050 Mon. – Fri. 9 a.m. – 5 p.m.
American Samoa	Department of Public Health LBJ Tropical Medical Center P.O. Box F Pago Pago, AS 96799 https://www.nastad.org/membership-directory/search?tid_1=All&page=1	Local: (202) 434-8090
Arizona	Arizona Department of Health Services 150 N. 18th Avenue, Suite 110 Phoenix, AZ 85007 http://www.azdhs.gov/preparedness/epidemiology-disease-control/disease-integration-services/index.php#aids-drug-assistance-program-home	Toll-free: (800) 334-1540 Local: (602) 364-3610 Mon. – Fri. 8 a.m. – 5 p.m. (except state holidays)
Arkansas	Arkansas Department of Health, Infectious Disease Branch 4815 West Markham Street Slot 33 Little Rock, AR 72205 https://www.healthy.arkansas.gov/programs-services/topics/ryan-white-program	Toll-free: (800) 462-0599 Local: (501) 661-2408 Mon. – Fri. 8 a.m. – 4:30 p.m.

AIDS Drug Assistance Programs		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
California	California Department of Public Health, Center for Infectious Diseases, Office of AIDS MS 0500, P.O. Box 997377 Sacramento, CA 95899-7377 https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OAadap.aspx	Toll-free: (844) 421-7050 Local: (916) 558-1784 Mon. – Fri. 8 a.m. – 5 p.m. (excluding holidays)
Colorado	CDPHE Care and Treatment Program ADAP-3800 4300 Cherry Creek Drive South Denver, CO 80246 https://www.colorado.gov/pacific/cdphe/state-drug-assistance-program	Local: (303) 692-2716 Mon. – Fri. 9 a.m. – 5 p.m.
Connecticut	Connecticut Department of Public Health c/o Magellan Rx 410 Capitol Ave. Hartford, CT 06134 https://ctdph.magellanrx.com/	Toll-free: (800) 424-3310 Mon. – Fri. 8 a.m. – 4 p.m.
Delaware	Delaware ADAP Thomas Collins Building 540 S. DuPont Highway Dover, DE 19901 http://www.ramsellcorp.com/medical_professionals/de.aspx	Local: (302) 744-1050 Mon. – Fri. 8 a.m. – 4:30 p.m.
District of Columbia	District of Columbia Department of Health, HIV/AIDS, Hepatitis, STD, and TB Administration, AIDS Drugs Assistance Program 899 North Capitol Street, NE Washington, DC 20002 https://dchealth.dc.gov/DC-ADAP	Local: (202) 671-4815 TTY: 711 Mon. – Fri. 8:15 a.m. – 4:45 p.m. (except District holidays)
Florida	Florida Department of Health HIV/AIDS Section AIDS Drug Assistance Program 4052 Bald Cypress Way Tallahassee, FL 32399 http://www.floridahealth.gov/diseases-and-conditions/aids/adap/index.html	Toll-free: (800) 352-2437 TTY: (888) 503-7118 Mon. – Fri. 8 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

AIDS Drug Assistance Programs		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Georgia	Georgia Department of Public Health Office of HIV/AIDS 2 Peachtree Street, NW Atlanta, GA 30303 https://dph.georgia.gov/hiv-care/aids-drug-assistance-program-adap	Local: (404) 657-3100 Mon. – Fri. 8 a.m. – 5 p.m.
Guam	Department of Public Health and Social Services, Bureau of Communicable Disease Control 520 West Santa Monica Avenue Ryan White HIV/AIDS Office Dededo, GU 96929 http://dphss.guam.gov/content/contact-us	Local: (671) 735-3603
Hawaii	Hawaii Department of Health Harm Reduction Services Branch HIV Medical Management Services 3627 Kilauea Avenue, Suite 306 Honolulu, HI 96816 https://health.hawaii.gov/harmreduction/contact/	Local: (808) 733-9360 TTY: 711 Mon. – Fri. 7:45 a.m. – 4:30 p.m. (except state holidays)
Idaho	Idaho AIDS Drug Assistance Program Department of Health and Welfare Idaho Ryan White Part B Program 450 West State Street, 4th Floor P.O. Box 83720 Boise, ID 83720-0036 http://healthandwelfare.idaho.gov/Health/FamilyPlanning,STDHIV/HIVCareandTreatment/tabid/391/Default.aspx	Toll-free: (800) 926-2588 Local: (208) 334-5612 TTY/TDD: (208) 332-7205 Mon. – Fri. 8 a.m. – 5 p.m.
Illinois	Illinois Department of Public Health Ryan White Part B Program 525 W. Jefferson Street, 1st Floor Springfield, IL 62761 https://www.dph.illinois.gov/topics-services/diseases-and-conditions/hiv-aids/ryan-white-care-and-hopwa-services	Toll-free: (800) 825-3518 Local: (217) 524-5983 TTY: (800) 547-0466 Mon. – Fri. 10 a.m. – 3 p.m.
Indiana	Indiana Department of Health 2 North Meridian Street Indianapolis, IN 46204 https://www.in.gov/health/hiv-std-viral-hepatitis/hiv-services/	Toll-free: (800) 382-9480 Local: (317) 234-1811 Mon. – Fri. 8 a.m. – 4 p.m.

Appendix: Important phone numbers and resources

AIDS Drug Assistance Programs		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Iowa	Iowa Department of Public Health 321 East 12th Street Des Moines, IA 50319-0075 http://idph.iowa.gov/hivstdhep/hiv/support	Local: (515) 281-7689 Local: (515) 380-6942 TTY: 711 Mon. – Fri. 8 a.m. – 4:30 p.m.
Kansas	Kansas Department of Health & Environment 1000 SW Jackson, Suite 210 Topeka, KS 66612 https://www.kdhe.ks.gov/355/The-Ryan-White-Part-B-Program	Local: (785) 296-6174 Mon. – Fri. 8 a.m. – 5 p.m.
Kentucky	Kentucky Department for Public Health Cabinet for Health and Family Services HIV/AIDS Branch 275 East Main Street, HS2E-C Frankfort, KY 40621 https://chfs.ky.gov/agencies/dph/dehp/hab/Pages/services.aspx	Toll-free: (866) 510-0005 Mon. – Fri. 8 a.m. – 4:30 p.m.
Louisiana	Louisiana Office of Public Health 1450 Poydras Street, Suite 2136 New Orleans, LA 70112 https://www.lahap.org/	Local: (504) 568-7474 Mon. – Fri. 8 a.m. – 5 p.m.
Maine	ADAP 40 State House Station Augusta, ME 04330 https://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/services/ryan-white-b.shtml	Toll-free: (800) 821-5821 Local: (207) 287-3747 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.
Maryland	Maryland Department of Health Maryland AIDS Drug Assistance Program (MADAP) 1223 W. Pratt Street Baltimore, MD 21223 https://health.maryland.gov/phpa/OIDPCS/Pages/MADAP.aspx	Toll-free: (800) 205-6308 Local: (410) 767-6535 TTY: (800) 735-2258 Mon. – Fri. 8:30 a.m. – 4:30 p.m.
Massachusetts	AccessHealth MA Attn: HDAP The Schrafft's City Center 529 Main Street, Suite 301 Boston, MA 02129 https://accesshealthma.org/contact/#HDAP	Toll-free: (800) 228-2714 Local: (617) 502-1700 Mon. – Fri. 9 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

AIDS Drug Assistance Programs		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Michigan	Michigan Drug Assistance Program HIV Care Section Division of HIV/STI Programs, Client, and Partner Services Bureau of HIV and STI Programs Michigan Department of Health and Human Services P.O. Box 30727 Lansing, MI 48909 https://www.michigan.gov/mdhhs/keep-mi-healthy/chronicdiseases/hivsti/michigan-drug-assistance-program/michigan-drug-assistance-program	Toll-free: (888) 826-6565 Mon. – Fri. 9 a.m. – 5 p.m.
Minnesota	HIV Programs Department of Human Services P.O. Box 64972 St. Paul, MN 55164-0972 https://mn.gov/dhs/people-we-serve/adults/health-care/hiv-aids/programs-services/medications.jsp	Toll-free: (800) 657-3761 Local: (651) 431-2414 TTY: (800) 627-3529 Mon. – Fri. 8:30 a.m. – 4:30 p.m.
Mississippi	Mississippi State Department of Health Office of STD/HIV Care and Treatment Division P.O. Box 1700 Jackson, MS 39215-1700 https://msdh.ms.gov/msdhsite/_static/14,13047,150.html	Toll-free: (888) 343-7373 Local: (601) 362-4879 Mon. – Fri. 8 a.m. – 5 p.m.
Missouri	Bureau of HIV, STD, and Hepatitis Missouri Department of Health and Senior Services P.O. Box 570 Jefferson City, MO 65102-0570 https://health.mo.gov/living/healthcondiseases/communicable/hiv/aids/casemgmt.php	Toll-free: (866) 628-9891 (option 5) Local: (573) 751-6439 TTY: (800) 735-2966 Mon. – Fri. 8 a.m. – 5 p.m.
Montana	Montana Dept. of Public Health and Human Services Cogswell Bldg., Room C-211 1400 Broadway Helena, MT 59620-2951 https://dphhs.mt.gov/publichealth/hivstd/treatment/mtryanwhiteprog	Local: (406) 444-3565 Mon. – Fri. 8 a.m. – 5 p.m.
Nebraska	Nebraska Department of Health & Human Services Ryan White Program P.O. Box 95026 Lincoln, NE 68509-5026 https://dhhs.ne.gov/Pages/HIV-Care.aspx	Local: (402) 471-2101 Mon. – Fri. 8 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

AIDS Drug Assistance Programs		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Nevada	Office of HIV/AIDS Nevada Division of Public and Behavioral Health 1840 E. Sahara Avenue, Suite 110-111 Las Vegas, NV 89104 https://dpbh.nv.gov/Programs/HIV-Ryan/Ryan_White_Part_B_-_Home/	Local: (702) 486-0767 Mon. – Fri. 8 a.m. – 5 p.m.
New Hampshire	New Hampshire Department of Health & Human Services NH CARE Program 29 Hazen Drive Concord, NH 03301 https://www.dhhs.nh.gov/programs-services/disease-prevention/infectious-disease-control/nh-ryan-white-care-program/nh-adap	Toll-free: (800) 852-3345 <i>extension 4502</i> <i>(in-state only)</i> Local: (603) 271-4502 TTY: (800) 735-2964 Mon. – Fri. 8 a.m. – 4:30 p.m.
New Jersey	New Jersey Department of Health AIDS Drug Distribution Program (ADDP) P.O. Box 722 Trenton, NJ 08625-0722 http://www.nj.gov/health/hivstdtb/hiv-aids/medications.shtml	Toll-free: (877) 613-4533 Mon. – Fri. 9 a.m. – 5 p.m.
New Mexico	New Mexico Department of Health HIV Services Program 5300 Homestead Road NE, Suite 218 Albuquerque, NM 87110 https://nmhealth.org/about/phd/idb/hats/	Local: (505) 709-7618 Mon. – Fri. 8 a.m. – 5 p.m.
New York	Uninsured Care Programs Empire Station P.O. Box 2052 Albany, NY 12220-0052 https://www.health.ny.gov/diseases/aids/general/resources/adap/	Toll-free: (800) 542-2437 or (844) 682-4058 <i>(in-state only)</i> Out-of-state: (518) 459-1641 TDD: (518) 459-0121 Mon. – Fri. 8 a.m. – 5 p.m.
North Carolina	Communicable Disease Branch Epidemiology Section, Division of Public Health N.C. Dept. of Health and Human Services 1902 Mail Service Center Raleigh, NC 27699-1902 http://epi.publichealth.nc.gov/cd/hiv/program.html	Toll-free: (877) 466-2232 <i>(in-state only)</i> Out-of-state: (919) 733-9161 Mon. – Fri. 8 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

AIDS Drug Assistance Programs		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
North Dakota	North Dakota Department of Health Division of Disease Control 2635 East Main Ave P.O. Box 5520 Bismarck, ND 58506-5520 https://www.ndhealth.gov/hiv/	Toll-free: (800) 472-2180 <i>(in-state only)</i> Local: (701) 328-2379 Mon. – Fri. 8 a.m. – 5 p.m.
Northern Mariana Islands	HIV/STD/VH Prevention Program P.O. Box 500409 Saipan, MP 96950 https://nastad.org/member-directory/jurisdictions?id=530	Local: (670) 664-4050 Mon. – Fri. 7:30 (CHST) – 16:30 (CHST)
Ohio	Ohio HIV Drug Assistance Program (OHDAP) Ohio Department of Health 246 N High St Columbus, OH 43215 https://odh.ohio.gov/wps/portal/gov/odh/know-our-programs/Ryan-White-Part-B-HIV-Client-Services/AIDS-Drug-Assistance-Program/	Toll-free: (800) 777-4775 Mon. – Fri. 8 a.m. – 5 p.m.
Oklahoma	HIV/Sexual Health and Harm Reduction Services Oklahoma State Department of Health 123 Robert S. Kerr Ave., Suite. 1702 Oklahoma City, OK 73102-6406 https://oklahoma.gov/health/services/personal-health/sexual-health-and-harm-reduction-service/community-resources---partners.html	Local: (405) 426-8400 Mon. – Fri. 8 a.m. – 5 p.m. (except holidays)
Oregon	CAREAssist Program 800 NE Oregon Street, Suite 1105 Portland, OR 97232 https://www.oregon.gov/oha/PH/DISEASES/CONDITIONS/HIVSTDVIRALHEPATITIS/HIVCARETREATMENT/CAREASSIST/Pages/Program-Information.aspx	Toll-free: (800) 805-2313 Local: (971) 673-0144 TTY: 711 Mon. – Fri. 8 a.m. – 5 p.m.
Pennsylvania	Department of Health Special Pharmaceutical Benefits Program P.O. Box 8808 Harrisburg, PA 17105-8808 https://www.health.pa.gov/topics/programs/HIV/Pages/Special-Pharmaceutical-Benefits.aspx	Toll-free: (800) 922-9384 Mon. – Fri. 8 a.m. – 4:30 p.m.

Appendix: Important phone numbers and resources

AIDS Drug Assistance Programs		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
Puerto Rico	Commonwealth of Puerto Rico Department of Health Ryan White Part B AIDS Drug Assistance Program P.O. Box 70184 San Juan, PR 00936-8184 https://www.salud.pr.gov/CMS/447	Local: (787) 765-2929 Mon. – Fri. 8 a.m. – 4:30 p.m.
Rhode Island	Executive Office of Health and Human Services Office of HIV/AIDS Virks Building, Suite 227 3 West Road Cranston, RI 02920 http://www.eohhs.ri.gov/Consumer/Adults/RyanWhiteHIVAIDS.aspx	Local: (401) 462-3294 Mon. – Fri. 8:00 a.m. – 3:30 p.m.
South Carolina	South Carolina AIDS Drug Assistance Program South Carolina Department of Health and Environmental Control 2600 Bull Street Columbia, SC 29201 https://scdhec.gov/aids-drug-assistance-program	Toll-free: (800) 856-9954 Mon. – Fri. 8:30 a.m. – 5 p.m.
South Dakota	South Dakota Department of Health Ryan White Part B CARE Program 615 East 4th Street Pierre, SD 57501-1700 http://doh.sd.gov/diseases/infectious/ryanwhite/	Toll-free: (800) 592-1861 Local: (605) 773-3737 Mon. – Fri. 8 a.m. – 5 p.m.
Tennessee	Tennessee AIDS Drug Assistance Program (ADAP) Tennessee Department of Health 710 James Robertson Parkway Nashville, TN 37243 https://www.tn.gov/health/health-program-areas/std/std/ryanwhite.html	Toll-free: (800) 525-2437 Local: (615) 741-7500 Mon. – Fri. 7:00 a.m. – 4:30 p.m.
Texas	Texas HIV Medication Program ATTN: MSJA, MC 1873 Post Office Box 149347 Austin, TX 78714-9347 https://www.dshs.texas.gov/hiv-std-program/texas-dshs-hiv-std-program-texas-hiv-medication-program	Toll-free: (800) 255-1090 TTY: (800) 735-2989 Mon. – Fri. 8 a.m. – 5 p.m.

Appendix: Important phone numbers and resources

AIDS Drug Assistance Programs		
TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.		
State:	Agency Address \ Website:	Telephone \ Hours:
U.S. Virgin Islands	United States Virgin Islands Department of Health John Moorehead Complex (Old Hospital) Communicable Diseases Clinic, Building I St. Thomas, VI 00802 https://doh.vi.gov/programs/communicable-diseases	Local: (340) 774-9000 Mon. – Fri. 8 a.m. – 5 p.m.
Utah	Utah Department of Health Utah Ryan White Part B Program P. O. Box 142104 Salt Lake City, UT 84114 https://ptc.health.utah.gov/treatment/ryan-white/	Local: (801) 538-6197 Mon. – Fri. 8 a.m. – 5 p.m.
Vermont	Vermont Department of Health Vermont Medication Assistance Program P.O. Box 70, Drawer 41 – IDEPI Burlington, VT 05402 http://www.healthvermont.gov/immunizations-infectious-disease/hiv/care	Local: (802) 951-4005 Local: (802) 863-7245 Mon. – Fri. 7:45 a.m. – 4:30 p.m.
Virginia	Virginia Department of Health HCS Unit, 1st Floor 109 Governor Street Richmond, VA 23219 http://www.vdh.virginia.gov/disease-prevention/eligibility/	Toll-free: (855) 362-0658 Mon. – Fri. 8 a.m. – 5 p.m.
Washington	EIP Client Services P.O. Box 47841 Olympia, WA 98504-7841 https://doh.wa.gov/you-and-your-family/illness-and-disease-z/hiv/hiv-care-client-services/early-intervention-program	Toll-free: (877) 376-9316 <i>(in-state only)</i> Local: (360) 236-3426 Mon. – Fri. 8 a.m. – 5 p.m. (except state holidays)
West Virginia	Jay Adams, HIV Care Coordinator PO Box 6360 Wheeling, WV 26003 https://oepps.wv.gov/rwp/pages/default.aspx	Local: (304) 232-6822 Mon. – Fri. 9 a.m. – 5 p.m.
Wisconsin	Department of Health Services Division of Public Health, Attn: ADAP P.O. Box 2659 Madison, WI 53701 https://www.dhs.wisconsin.gov/hiv/adap-consumer-client.htm	Toll-free: (800) 991-5532 TTY: (800) 947-3529 Mon. – Fri. 8 a.m. – 4:30 p.m.

AIDS Drug Assistance Programs

TTY numbers require special telephone equipment and are only for people who have difficulties with hearing or speaking. If there is no TTY number indicated, you may try 711.

State:	Agency Address \ Website:	Telephone \ Hours:
Wyoming	Wyoming Department of Health Public Health Division Communicable Disease Treatment Program 122 West 25th Street, 3rd Floor West Cheyenne, WY 82001 https://health.wyo.gov/publichealth/communicable-disease-unit/hiv/resources-for-patients/	Local: (307) 777-6353 Mon. – Fri. 8 a.m. – 5 p.m.

NOTICE OF PRIVACY PRACTICES

Evernorth Products and Services

This notice describes how health information about you may be used and disclosed, and how you can get access to this information. Please review it carefully.

OUR PRIVACY COMMITMENT

Thank you for giving us the opportunity to serve you. In the normal course of doing business, we create, obtain, and/or maintain records about you and the services we provide to you. The information we collect is called protected health information ("PHI"). We take our obligation to keep your PHI secure and confidential very seriously.

We are required by federal and state law to protect the privacy of your PHI and to provide you with this Notice of Privacy Practices ("Notice") about how we safeguard and use it, and notify you following a breach of your unsecured PHI.

When we use or give out ("disclose") your PHI, we are bound by the terms of this Notice. This Notice applies to all electronic or paper records we create, obtain, and/or maintain that contain your PHI.

BACKGROUND

Evernorth is a health services company which includes managed health care and insurance products on behalf of clients in the U.S. Evernorth serves health maintenance organizations, third-party administrators, insurance companies, employers and other health care entities. When this document refers to Evernorth, it is referring to Evernorth and its affiliates as a subsidiary of Cigna Corporation ("Cigna"). For purposes under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") Privacy and Security Rules, Cigna designated a HIPAA single affiliated covered entity ("ACE") that

includes Evernorth products and services (e.g., Express Scripts Pharmacy, Evernorth Direct Health, Inc., Express Scripts Specialty Distribution Services, Inc., Accredo). An ACE is a group of organizations under common ownership or control who designate themselves as a single ACE for purpose of compliance with HIPAA. The list of entities that comprise the Cigna ACE can be found at [Cigna.com/Privacy](https://www.cigna.com/Privacy) and may be amended from time to time.

THIS NOTICE DESCRIBES:

- + How we (i.e, each of the subsidiaries that comprise the Cigna ACE) may use and disclose your PHI
- + Your rights to access and amend your PHI

We are required by law to:

- + Maintain the privacy of your PHI
- + Provide you with notice of our legal duties and privacy practices with respect to PHI
- + Abide by the terms of the Notice currently in effect for the Cigna ACE

HOW WE PROTECT YOUR PRIVACY

We understand the importance of protecting your PHI. We maintain technical, physical and administrative safeguards to ensure the privacy of your PHI.

PERMITTED USES AND DISCLOSURES OF YOUR PHI

HOW WE MAY USE PHI WITHOUT YOUR AUTHORIZATION

Treatment – We may use and disclose your PHI to health care professionals or other third parties to provide, coordinate and manage the delivery of health care (e.g., helping you obtain services and treatment, such as ordering lab tests). Or your pharmacist may disclose PHI about you to your doctor in order to coordinate the prescribing and delivery of your drugs. Also, we may provide you with treatment reminders and information about potential side effects, drug interactions and other treatment-related issues involving your medicine.

Payment – We may use and disclose PHI about you to receive payment for our services or premiums for your coverage, manage your account, fulfill our responsibilities under your benefit plan, and process your claims for drugs you have received. For example, we may give PHI to your health plan (or its designee) so we can confirm your eligibility or coverage, or we may submit claims to your health plan, employer or other third party for payment.

Health Care Operations – We may use and disclose your PHI to carry on our own business planning and administrative operations. We need to do this so we can provide you with high-quality services. For example, we may share your claims information with your doctor if you have a medical need that requires attention. We may use and disclose PHI about you to assess the use or effectiveness of certain drugs, develop and monitor medical protocols, and to provide information regarding helpful health-management services.

Disclosures to Your Employer as Sponsor of Your Health Plan – Where permitted by law, we may disclose your PHI to your employer or to a company acting on your employer's behalf, so that entity can monitor, audit and otherwise administer the employee health plan in which you participate. Your employer is not permitted to use the PHI we disclose for any purpose other than administration of your benefits. See your employer's health plan documents for information on whether your employer receives PHI and, if so, the identity of the employees who are authorized to receive your PHI.

Information That May Be of Interest to You –

We may use or disclose your PHI to contact you about treatment options or alternatives that may be of interest to you. For example, we may call you to remind you of expired prescriptions, the availability of alternative drugs, or to inform you of other products that may benefit your health.

Individuals Involved in Your Care or

Payment for Your Care – We may disclose PHI about you to someone who assists in or pays for your care. Unless you write to us and specifically tell us not to, we may disclose your PHI to someone who has your permission to act on your behalf. We will require this person to provide adequate proof that he or she has your permission.

Parents or Legal Guardians – If you are a minor or under a legal guardianship, we may release your PHI to your parents or legal guardians when we are permitted or required to do so under federal and applicable state law.

Business Associates – We arrange to provide some services through contracts with business associates so that they may help us operate more efficiently. We may disclose your PHI to business associates acting on our behalf. If any PHI is disclosed, we will protect your information from unauthorized use and disclosure using confidentiality agreements. Our business associates may, in turn, use vendors to assist them in providing services to us. If so, the business associates must enter into a confidentiality agreement with the vendor, which protects your information from unauthorized use and disclosure.

Research – Under certain circumstances, we may use and disclose PHI about you for research purposes. Before we use or disclose PHI about you, we will remove information that personally identifies you, obtain your written authorization or gain approval through a special approval process designed to protect the privacy of your PHI. In some circumstances, we may use your PHI to generate aggregate data (summarized data that does not identify you) to study outcomes, costs and provider profiles, and to suggest benefit designs for your employer or health plan. These studies generate aggregate data that we may sell or disclose to other companies or organizations. Aggregate data does not personally identify you.

Abuse, Neglect or Domestic Violence – We may disclose your PHI to a social service, protective agency or other government authority if we believe you are a victim of abuse, neglect or domestic violence. We will inform you of our disclosure unless informing you would place you at risk of serious harm.

Public Health – We may disclose your PHI for public health activities and purposes, such as regulatory reporting (e.g. reporting adverse events, vaccination efforts to avert the spread of communicable diseases) or for post-marketing surveillance in connection with FDA-mandates or product recalls. We may receive payment from a third party for making disclosures for public health activities and purposes.

Judicial and Administrative Proceedings – We may disclose your PHI in the course of any judicial or administrative proceeding in response to a court order, subpoena or other lawful process, but only after we have been assured that efforts have been made to notify you of the request.

Law Enforcement – We may disclose your PHI, as required by law, in response to a subpoena, warrant, summons, or other appropriate process. In some circumstances, we may also disclose PHI to assist law enforcement with identification of relevant individuals, provide information about crime victims, provide information to law enforcement about decedents, and report a crime.

Coroners and Medical Examiners – We may disclose your PHI to a coroner or a medical examiner for the purpose of determining cause of death or other duties authorized by law.

Organ, Eye and Tissue Donation – We may disclose your PHI to organizations involved in organ transplantation to facilitate donation and transplantation.

Workers' Compensation – We may disclose your PHI to comply with workers' compensation laws and other similar programs.

Fundraising – We may use your PHI to send you fundraising communications, but you have the right to opt out of receiving such communications.

Specialized Government Functions, Military and Veterans – We may disclose your PHI to authorized federal officials to perform intelligence, counterintelligence, medical suitability determinations, Presidential protection activities, and other national security activities authorized by law. If you are a member of the U.S. armed forces or of a foreign military, we may disclose your PHI as required by military command authorities or law. If you are an inmate in a correctional institution or under the custody of a law enforcement official, we may disclose your PHI to those parties if disclosure is necessary for: the provision of your health care; maintaining the health or safety of yourself or other inmates or ensuring the safety and security of the correctional institution or its agents.

As Otherwise Required By Law – We will disclose PHI about you when required to do so by law. If federal, state or local law within your jurisdiction offers you additional protections against improper use or disclosure of PHI, we will follow such laws to the extent they apply.

Health Oversight – We may disclose PHI to a health oversight agency performing activities authorized by law, such as investigations and audits. These agencies include governmental agencies that oversee the health care system, government benefit programs, and organizations subject to government regulation and civil rights laws.

Creation of De-Identified Health Information – We may use your PHI to create data that cannot be linked to you by removing certain elements from your PHI, such as your name, address, telephone number, and member identification number. We may use this de-identified information to conduct certain business activities; for example, to create summary reports and to analyze and monitor industry trends.

To Avert Serious Threat to Health or Safety – We may disclose your PHI to prevent or lessen an imminent threat to the health or safety of another person or the public. Such disclosure will only be made to someone in a position to prevent or lessen the threat.

OTHER USES AND DISCLOSURES OF PHI

Uses of PHI That Require Your Authorization –

Most uses and disclosures of psychotherapy notes (where appropriate), uses and disclosures for marketing purposes and disclosures that constitute a sale of PHI require an authorization. These activities and any other uses and disclosures of your PHI not listed in this Notice will be made only with your authorization unless we are permitted by applicable law to make such other use and disclosure, in which case, we shall comply with applicable law. You may revoke your authorization, in writing, at any time unless we have taken action in reliance upon it. Written revocation of authorization must be sent to the address listed below.

Additional Protections for Certain Categories of PHI – For certain kinds of PHI, federal and state law may provide for enhanced privacy protection. Such protections may apply to PHI that is maintained in psychotherapy notes; PHI involving alcohol and drug abuse prevention, treatment, and referral; PHI concerning HIV/AIDS testing, diagnosis, or treatment; PHI involving venereal and/or communicable disease(s); and PHI related to genetic testing.

YOUR RIGHTS WITH RESPECT TO YOUR PHI

You have the following rights regarding the PHI we maintain about you:

Right to Inspect and Copy – Subject to some restrictions, you may inspect and copy PHI that may be used to make decisions about you, as well as records of enrollment, payment, claims adjudication and case or medical management. If we maintain such records electronically, you have the right to request such records in electronic format. You may also have the records sent to a third party, including requesting that we share your PHI with a Health Information Exchange (HIE). If you request copies, we may charge reasonable expenses incurred with copying and mailing the records. Under limited circumstances, we may deny you access to a portion of your records.

Right to Amend – If you believe PHI about you is incorrect or incomplete, you may ask us to amend the information. You must provide a reason

supporting your request to amend. We may deny the request in some instances. If we determine that the PHI is inaccurate, we will correct it if permitted by law. If a health care facility or professional created the information that you want to change, you should ask them to amend the information.

Right to an Accounting of Disclosures – You have the right to request an accounting of disclosures of your PHI. This accounting identifies the disclosures we have made of your PHI other than for treatment, payment or health care operations. The provision of an accounting of disclosures is subject to certain restrictions. For example, the list will exclude the following, among others:

- + Disclosures to you as well as disclosures you have authorized.
- + Disclosures made earlier than six years before the date of your request (in the case of disclosures made from an electronic health record, this period may be limited to three years before the date of your request).
- + Certain other disclosures that are excepted by law.

If you request an accounting more than once during any 12-month period, we may charge you a reasonable fee for each accounting report after the first one.

Right to Request Restrictions – You have the right to request a restriction or limitation on the PHI we use and disclose about you for treatment, payment or health care operations. You may also request your PHI not be disclosed to family members or friends who may be involved in your care or paying for your care. Your request must be in writing; state the restrictions you are requesting and state to whom the restriction applies. We are not required to agree to your request. If we do agree, we will comply with your request unless the restricted information is needed to provide you with emergency treatment. We will agree to your request to restrict PHI disclosed to a health plan for payment or health care operations (that is, non-treatment) purposes if the information is about a medication for which you paid us, out-of-pocket, in full.

Confidential Communications – You may ask that we communicate with you in an alternate way or at an alternate location to protect the confidentiality of your PHI. Your request must state an alternate method or location you would like us to use to communicate your PHI to you.

Right to be Notified – You have the right to be notified following a breach of unsecured PHI if your PHI is affected.

Right to a Paper Copy of This Notice – You have the right to request a paper copy of this Notice at any time. For information about how to obtain a copy of this Notice and answers to frequently asked questions, please call Customer Service at the toll-free telephone number printed on your customer ID card or 877.279.6391. Even if we have agreed to provide this Notice electronically, you are still entitled to a paper copy. You may obtain a copy of this Notice from our website at Evernorth.com.

Right to File a Complaint – If you believe we have violated your privacy rights, you may file a written complaint to Evernorth at the address listed below. You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services. You will not face retaliation for filing a complaint.

Written complaints, written revocation of authorization to use or disclose PHI, written requests for a copy of your PHI, amendment to your PHI, an accounting of disclosures, restrictions on your PHI or confidential communications may be mailed or emailed to:

P.O. Box 188014
Chattanooga, TN 37422
ATTN: Privacy Office
Email: privacy@express-scripts.com

Please include your name, address and customer ID number.

WE RESERVE THE RIGHT TO REVISE THIS NOTICE

A revised Notice will be effective for PHI we already have about you, as well as any PHI we may receive in the future. We will communicate revisions to this Notice through our website, Evernorth.com.

Effective date – This Notice is effective as of August 22, 2003, and updated as of July 27, 2021.

**ACKNOWLEDGEMENT OF
NOTICE OF PRIVACY PRACTICES**

The purpose of the form below is to verify that you received this Notice of Privacy Practices. **You are not required to sign or return this form. Your services will continue even if you do not return this form.**

All members of your family who are on your prescription benefits plan may also sign this form acknowledging that they read this Notice. Please share this Notice with your family members.

If you choose to return this form, please complete the information below and mail this page of the Notice to the following address:

**P.O. Box 66561
St. Louis, MO 63166-6561
ATTN: Privacy Office**

CUSTOMER NAME (Print clearly)
CUSTOMER ID NUMBER
CUSTOMER DATE OF BIRTH
CUSTOMER (OR LEGAL GUARDIAN) SIGNATURE
DATE OF SIGNATURE





It's important we treat you fairly

Our goal is to treat you fairly. That's why we follow federal civil rights laws in our health programs and activities. We do not view or treat people differently because of their race, color, national origin, sex, age or disability. If you need help with any of the information we provide you, please let us know. We offer services that may help you. These services include aids for people with disabilities, language assistance through interpreters and information written in other languages. These are free at no charge to you. If you need any of these services, please call us at the numbers on the back of your member ID card. If you feel at any time that we didn't offer these services or we discriminated based on race, color, national origin, sex, age or disability, please let us know. You have the right to file a grievance, also known as a complaint. To file a complaint, please contact our Civil Rights Coordinator at:

Civil Rights Coordinator
Express Scripts Medicare
P.O. Box 4083
Dublin, Ohio 43016

You can also contact the U.S. Department of Health and Human Services, Office for Civil Rights at:

- Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
- Phone: 1.800.368.1019 or 1.800.537.7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.



Es importante brindarle un trato justo

Nuestro objetivo es brindarle un trato justo. Por este motivo, respetamos las leyes de derechos civiles en nuestros programas y actividades de salud. No consideramos ni tratamos a las personas de manera diferente debido a su raza, color, nacionalidad de origen, sexo, edad o discapacidad. Si necesita ayuda en cuanto a la información que le brindamos, infórmenos. Ofrecemos servicios que pueden ayudarle, entre los cuales se incluyen audífonos para personas con discapacidad, asistencia con el idioma mediante intérpretes e información escrita en otros idiomas. Estos servicios no tienen ningún cargo para usted. Si necesita alguno de estos servicios, llámenos al número que figura en la parte posterior de su tarjeta de identificación de miembro. Si siente en cualquier momento que no ofrecemos estos servicios o lo discriminamos por su raza, color, nacionalidad de origen, sexo, edad o discapacidad, infórmenos. Tiene el derecho a presentar una queja. Para presentar una queja, comuníquese con nuestro Civil Rights Coordinator escribiendo a esta dirección:

Civil Rights Coordinator
Express Scripts Medicare
P.O. Box 4083
Dublin, Ohio 43016

También puede comunicarse con el Departamento de Salud y Servicios Humanos de los EE. UU., Oficina de Derechos Civiles por estos medios:

- En línea: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Por correo postal: U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
- Teléfono: 1.800.368.1019 o 1.800.537.7697 (TDD)

Puede encontrar los formularios de quejas en <https://www.hhs.gov/ocr/office/file/index.html>.

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at the number on the back of your Member ID card. Someone who speaks English can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al número que figura en el reverso de su tarjeta de identificación de miembro. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电您的会员 ID 卡背面的电话号码。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電您的會員 ID 卡背面的電話號碼。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa numero na nasa likod ng inyong ID card ng Miyembro. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au numéro figurant au dos de votre carte d'identité de membre. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi số trên mặt sau thẻ ID Hội viên sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelpplan. Unsere Dolmetscher erreichen Sie unter carder Nummer auf der Rückseite Ihrer Mitgliedskarte. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 가입자 ID 카드 뒷면에 있는 전화번호로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону, указанному на обратной стороне вашей идентификационной карты участника. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على الرقم الموجود خلف بطاقة هوية العضو الخاصة بك. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें अपने सदस्य आईडी कार्ड के पीछे दिए नंबर पर कॉल करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero sul retro della sua scheda identificativa di membro del piano. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número indicado no verso seu cartão de identificação de membro. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan nimewo ki nan do kat Idantifikasyon Manm ou an. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer podany na odwrocie karty identyfikacyjnej członka. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、会員証の裏面に記載されている番号にお電話ください。日本語を話す人 者 が支援いたします。これは無料のサービスです。

HealthSelect Medicare Rx (PDP Customer Service

Method	Customer Service – Contact Information
CALL	The phone number for HealthSelect Medicare Rx (PDP) is: (866) 264-4676 . Customer Service is available 24 hours a day, 7 days a week. Customer Service also has free language interpreter services available for non-English speakers.
WRITE	Express Scripts Medicare P.O. Box 66535 St. Louis, MO 63166-6535
WEBSITE	HSMedicareRx.com

PRA Disclosure Statement According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1051. If you have comments or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.