TO: Outreach Partners and Interested Parties

FROM: ***Prescription Advantage***

Date: November 21, 2006

BULLETIN

This bulletin is one in a series of routine updates regarding Prescription Advantage. These notices are designed to inform a broad network of outreach partners and other interested parties about Plan updates affecting both current and future Plan members.

Emergency Drug Coverage Reminder

Pharmacies in Massachusetts and their corporate offices were recently sent a reminder about Prescription Advantage's policies and procedures for obtaining emergency drug coverage. The pharmacies are reminded that through December 31, 2006, Prescription Advantage will continue to cover a one-time, 30-day supply as well as a subsequent one-time 72-hour supply of any medication that cannot be billed to a member's Medicare Part D drug plan or is rejected by the plan. After December 31, 2006, coverage of a one-time, 72-hour supply will continue for Prescription Advantage members.

Pharmacies were also sent a document to give to Prescription Advantage and MassHealth customers each time an emergency supply is filled. This document explains the steps customers must take to have their drugs covered in the future.

Copies of both letters are attached.

To: Pharmacies Serving Prescription Advantage for Medicare Beneficiaries

Re: 30-day and 72-hour Emergency Coverage

Date: October 25, 2006

Extension of Emergency Overrides

- **Through December 31, 2006 Prescription Advantage will continue to cover a one-time, 30-day supply as well as a subsequent one-time 72-hour supply of any medication that cannot be billed to a member's Medicare Part D drug plan or is rejected by the plan.**
- After December 31, 2006, coverage of a one-time, 72-hour supply will continue for Prescription Advantage members.
- Part D excluded drugs are **not** included in this emergency override; however, Prescription Advantage will continue to cover benzodiazepines.

This emergency coverage requires an override for the claim to pay correctly. To request an override, please call:

Prescription Advantage Pharmacy Assistance Line
1-866-442-0811
Monday-Friday 9:00 am-5:00 pm

MedMetrics Health Partners Clinical Call Center
1-800-918-7545
All other hours

In addition to securing the emergency override for the member, pharmacies are required to provide Prescription Advantage and MassHealth beneficiaries with a standard notice on how to obtain future coverage. **That notice is attached for your use.**

Coverage Gap Claims

Please note that an emergency override is **not** required when the Part D plan processes the claim without a rejection but requires that the member pay the full cost of the drug. For example, the member may be in the deductible period or the Medicare coverage gap ("doughnut hole"). The Prescription Advantage wrap-around benefit for Medicare Part D is specifically designed to provide coverage during these periods. In these circumstances, please use **Other Payer Coverage Code 4** when submitting the claim to Prescription Advantage. Submitting claims with Other Payer Coverage Code 4 is only appropriate when you know the member has primary coverage, the primary coverage did not reject the claim and the primary payer paid $0 for the claim.

If you have questions about this communication, please call the Prescription Advantage Pharmacy Assistance Line at 1-866-442-0811. Thank you for continuing to serve members of Prescription Advantage.

Important Information for Medicare Enrollees Who Have MassHealth or Prescription Advantage

The drug you just received was a one-time, 30-day supply paid for by the state. This drug was not covered by your new Medicare prescription drug plan. After this one-time, 30-day supply, the state may also cover a one-time, 72-hour supply of your drug. After that, MassHealth and Prescription Advantage will no longer cover this drug.

To get your drug in the future, here are some steps you should take right away:

1) Talk to your doctor. Find out if there is a different drug that is covered by your Medicare drug plan and that will work as well as the drug your doctor prescribed. If not, then you or your doctor can request an "exception."

    - All Medicare and Medicare Advantage drug plans must have a process for requesting "exceptions." If your drug plan approves the exception, it will pay for your drug. If it denies the exception, you can appeal that decision.
    - For information on the Medicare drug plan exceptions and appeal process, call Medicare at 1-800-MEDICARE (1-800-633-4227). For help with exceptions and appeals, you can also call the Medicare Advocacy Project at 1-800-323-3205.

2) Find out if a different Medicare drug plan covers all of your drugs. Call Medicare at 1-800-MEDICARE (1-800-633-4227) to find out what plans cover the drugs you take. You can also call the SHINE program at 1-800-AGE-INFO (1-800-243-4636) or MassMedLine at 1-866-633-1617 for help in picking the right plan. Be sure to find out the cost of the plan, the list of drugs covered by the plan, and if your pharmacy is part of the plan.

    - Call the new plan to enroll. You do not need to call the old plan.
    - If you are a MassHealth member or in a nursing home, you may change plans at any time, effective the first day of the next month.
    - If you are a Prescription Advantage member, you can change plans once between January 1 and May 15, 2006. The next time you can change plans will be the next open enrollment period, which is November 15 through December 31, 2006.

Note: **If you do not know which Medicare drug plan you are in, you can find out by calling Medicare at 1-800-MEDICARE (1-800-633-4227).** Or you can use Medicare's online tool to compare drug plans at www.medicare.gov. Prescription Advantage members can also call Prescription Advantage Customer Service at 1-800-AGE-INFO (1-800-243-4636).

Call one of the following toll-free numbers for more information:

- **Medicare**: 1-800-MEDICARE (1-800-633-4227) (TTY: 1-877-486-2048 for people with partial or total hearing loss); www.medicare.gov
- **MassHealth Customer Service**: 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss)
- **SHINE**: 1-800-AGE-INFO (1-800-243-4636), press 2; www.medicareoutreach.org
- **MassMedLine**: 1-866-633-1617
- **Medicare Advocacy Project** (help with exceptions and appeals): 1-800-323-3205 (TTY: 617-371-1228 for people with partial or total hearing loss)
- **Prescription Advantage**: 1-800-AGE-INFO (1-800-243-4636), press 1 (TTY: 1-877-610-0241 for people with partial or total hearing loss); www.800ageinfo.com

Información importante para los afiliados de Medicare que tienen MassHealth o Prescription Advantage

El medicamento que usted acaba de recibir es un suministro para 30 días, pagado por el estado por única vez. Su nuevo plan de Medicare para medicamentos con receta no cubre este medicamento. Después de este suministro único para 30 días, el estado podría pagar otro suministro único de su medicamento en cantidad suficiente para 72 horas. Después de eso, ni MassHealth ni Prescription Advantage cubrirán este medicamento.

Estos son los pasos que debe seguir inmediatamente para recibir su medicamento en el futuro:

3) Hable con su médico. Investigue si existe otro medicamento que esté cubierto por su plan de medicamentos de Medicare y que funcione tan bien como el que le recetó su médico. Si no existe ese medicamento, usted o su médico pueden solicitar una "excepción".

   - Todos los planes de medicamentos de Medicare y Medicare Advantage deben tener un proceso establecido para solicitar "excepciones". Su plan pagará su medicamento si aprueba la excepción. Si rechaza la excepción, usted puede apelar esa decisión.
   - Si desea recibir información sobre las excepciones del plan de Medicare para medicamentos y el proceso de apelación, llame a Medicare al 1-800-MEDICARE (1-800-633-4227). Si desea recibir ayuda con las excepciones y apelaciones, puede comunicarse al Medicare Advocacy Project (Proyecto de Abogacía de Medicare) al 1-800-323-3205.

4) Investigue si otro plan de Medicare para medicamentos cubre todos sus medicamentos. Llame a Medicare al 1-800-MEDICARE (1-800-633-4227) para averiguar qué planes cubren los medicamentos que usted toma. También puede comunicarse al programa SHINE al 1-800-AGE-INFO (1-800-243-4636) o a MassMedLine al 1-866-633-1617 para que le ayuden a elegir el plan más adecuado. Asegúrese de averiguar el costo del plan, la lista de medicamentos que cubre el plan, y si su farmacia forma parte de él.

   - Llame al nuevo plan para inscribirse. No tiene que llamar al plan que tenía anteriormente.
   - Si usted es afiliado de MassHealth o está en una centro de enfermería, puede cambiar de plan en cualquier momento, y el nuevo plan entrará en vigencia el primer día del mes siguiente.
   - Si usted es afiliado de Prescription Advantage, puede cambiar de plan una vez entre el 1 de enero y el 15 de mayo de 2006. La próxima vez que usted podrá cambiar de plan será en el siguiente periodo de inscripciones, el cual corre desde el 15 de noviembre al 31 de diciembre de 2006.

Nota: Si usted no sabe en qué plan de Medicare para medicamentos está inscrito, puede averiguarlo llamando a Medicare al 1-800-MEDICARE (1-800-633-4227). O puede usar la página de Medicare en la red para comparar planes para medicamentos en www.medicare.gov. Los afiliados de Prescription Advantage también pueden llamar al Departamento de atención al cliente de Prescription Advantage al 1-800-AGE-INFO (1-800-243-4636).

Llame a uno de los siguientes números gratuitos para obtener más información:

- **Medicare**: 1-800-MEDICARE (1-800-633-4227) (TTY: 1-877-486-2048 para personas con sordera parcial o total); www.medicare.gov
- **Centro de servicios al cliente de MassHealth:** 1-800-841-2900 (TTY: 1-800-497-4648 para personas con sordera parcial o total)
- **SHINE:** 1-800-AGE-INFO (1-800-243-4636), y marque el 2; www.medicareoutreach.org
- **MassMedLine:** 1-866-633-1617
- **Medicare Advocacy Project** (para recibir ayuda con excepciones y apelaciones): 1-800-323-3205 (TTY: 617-371-1228 para personas con sordera parcial o total)
- **Prescription Advantage**: 1-800-AGE-INFO (1-800-243-4636), y marque el 1 (TTY: 1-877-610-0241 para personas con sordera parcial o total); www.800ageinfo.com

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