



**Your Medicare Prescription Drug Program as a  
 Member of TEAMStar Medicare Part D  
 EVIDENCE OF COVERAGE (EOC)**

This booklet gives you the details about your Medicare prescription drug coverage from January 1 – December 31, 2010. It explains how to get the prescription drugs you need. This is an important legal document. Please keep it in a safe place.

**TEAMStar Medicare Part D Customer Service:**

For help or information, please call Customer Service or go to our plan website at [www.teamstarpartd.com](http://www.teamstarpartd.com).

**Calls to these numbers are free:**

Claims Questions:	Other Customer Service:	TTY:
1-800-797-9791	1-866-524-4173	1-866-524-4174

**Hours of Operation:** Seven days a week, 8:00am to 8:00pm in your local time zone.

This plan is offered by International Brotherhood of Teamsters Voluntary Employee Benefits Trust, referred throughout the Evidence of Coverage as “we,” “us,” or “our.” TEAMStar Medicare Part D is referred to as “plan” or “our plan.” The International Brotherhood of Teamsters is referred to as “IBT.”

International Brotherhood of Teamsters Voluntary Employee Benefits Trust is a Medicare approved Part D sponsor.

This information is available in a different format, including large print and Spanish large print. Please call Customer Service at the number listed above if you need plan information in another format or language.

*Esta información está disponible en un formato diferente, incluyendo impresión grande y impresión grande en Español. Por favor, llame a servicio al cliente al número enumerado anteriormente si piensa que necesitan información en otra formato o idioma.*

This list of chapters and page numbers is just your starting point. For more help in finding information you need, go to the first page of a chapter. **You will find a detailed list of topics at the beginning of each chapter.**

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## **Chapter 1:**

Getting started as a member of TEAMStar Medicare Part D Prescription Drug Program (*PDP*)

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Tells what it means to be in a Medicare prescription drug plan and how to use this booklet. Tells about materials we will send you, your plan premium, your plan membership card, and keeping your membership record up to date.

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## SECTION 1 Introduction

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### Section 1.1 What is the *Evidence of Coverage* booklet about?

This *Evidence of Coverage* booklet tells you how to get your Medicare prescription drug coverage through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of the plan.

- You are covered by Original Medicare for your health care coverage, and you have chosen to get your Medicare prescription drug coverage through our plan, TEAMStar Medicare Part D.

This plan is offered by the International Brotherhood of Teamsters Voluntary Employee Benefits Trust, referred throughout the Evidence of Coverage as “we,” “us,” or “our.” TEAMStar Medicare Part D is referred to as “plan” or “our plan.” The International Brotherhood of Teamsters is referred to as “IBT.”

The word “coverage” and “covered drugs” refers to the prescription drug coverage available to you as a member of TEAMStar Medicare Part D.

### Section 1.2 What does this Chapter tell you?

#### Look through Chapter 1 of this Evidence of Coverage to learn:

- What makes you eligible to be a plan member.
- What materials will you get from us.
- What is your plan premium and how you can pay it.
- How to keep the information in your membership record up to date.

### Section 1.3 What if you are new to TEAMStar Medicare Part D?

If you are a new member, then it’s important for you to learn how the plan operates – what the rules are and what coverage is available to you. We encourage you to set aside some time to look through this *Evidence of Coverage* booklet.

- If you are confused or concerned or just have a question, please contact our plan’s Customer Service (*contact information is on the cover of this booklet*).

### Section 1.4 Legal information about the *Evidence of Coverage*

#### It’s part of our contract with you

This *Evidence of Coverage* is part of our contract with you about how TEAMStar Medicare Part D covers your care. Other parts of this contract include your enrollment form, the List of Covered Drugs (*Formulary*), and any notices you receive from TEAMStar Medicare Part D about changes or extra conditions that can affect your coverage. These notices are sometimes called “riders” or “amendments.”

The contract is in effect for months in which you are enrolled in TEAMStar Medicare Part D between January 1, 2010 to December 31, 2010.

### Medicare must approve our plan each year

Medicare (*the Centers for Medicare & Medicaid Services*) must approve TEAMStar Medicare Part D each year. You can continue to get Medicare coverage as a member of our plan only as long as we choose to continue to offer the plan for the year in question and the Centers for Medicare & Medicaid Services renews its approval of the TEAMStar Medicare Part D plan.

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

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### Section 2.1 Your eligibility requirements

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

- You are an IBT retiree or spouse or dependant of an IBT retiree;
- You live in our geographic service area (*section 2.3 below describes our service area*);
- – *and* – you are entitled to Medicare Part A or you are enrolled in Medicare Part B (*or you have both Part A and Part B*).

### Section 2.2 What are Medicare Part A and Medicare Part B?

When you originally signed up for Medicare, you received information about how to get Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally covers services furnished by institutional providers such as hospitals, skilled nursing facilities or home health agencies.
- Medicare Part B is for most other medical services, such as physician's services and other outpatient services.

### Section 2.3 Here is the plan service area for TEAMStar Medicare Part D

Although Medicare is a Federal program, TEAMStar Medicare Part D is available only to individuals who live in our geographic service area. **Our service area includes all states of the United States, including D.C.** To join our plan, you must live in this service area. To stay a member of our plan, you must keep living in this service area.

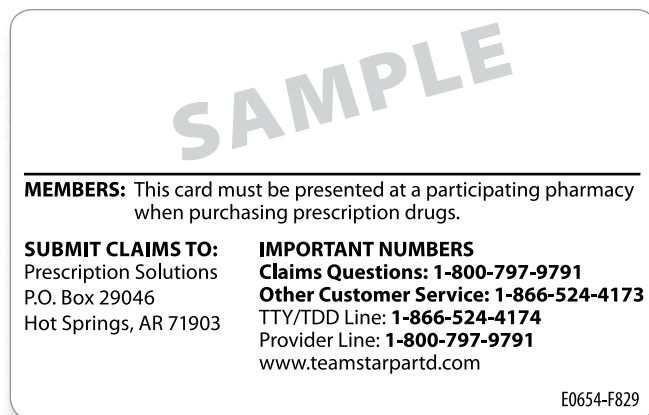
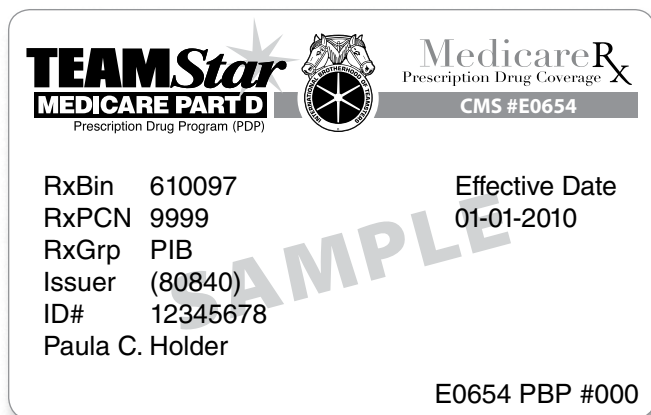
If you plan to move out of the service area, please contact Customer Service.

## SECTION 3 What other materials will you get from us?

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### Section 3.1 Your plan membership card – Use it to get all covered prescription drugs

While you are a member of our plan, you must use our membership card for prescription drugs you get at network pharmacies. Here's a sample membership card to show you what yours will look like:



Please carry your card with you at all times and remember to show your card when you get covered drugs. If your plan membership card is damaged, lost, or stolen, call Customer Service 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: your guide to pharmacies in our network

#### What are “network pharmacies”?

Our Pharmacy Directory gives you a complete list of our network pharmacies in your area – that means all of the pharmacies that have agreed to fill covered prescriptions for our plan members.

#### Why do you need to know about network pharmacies?

You can use the Pharmacy Directory to find the network pharmacy you want to use. This is important because, 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.

We will send you a complete Pharmacy Directory at least once every three years.

If you don't have the Pharmacy Directory, you can get a copy from Customer Service (*phone numbers are on the front cover*). At any time, you can call Customer Service to get up-to-date information about changes in the pharmacy network. You can also find this information on our website at [www.teamstarpartd.com](http://www.teamstarpartd.com).

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

The plan has a List of Covered Drugs (*Formulary*). We call it the “Drug List” for short. It tells which Part D prescription drugs are covered by TEAMStar Medicare Part D. 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 TEAMStar Medicare Part D Drug List.

We will send you a copy of the Drug List. To get the most complete and current information about which drugs are covered, you can visit the plan's website ([www.teamstarpartd.com](http://www.teamstarpartd.com)) or call Customer Service (*phone numbers are on the front cover of this booklet*).

**Section 3.4** Reports with a summary of payments made for your prescription drugs

When you use your prescription drug benefits, we will send a report to help you understand and keep track of payments for your prescription drugs. This summary report is called the Explanation of Benefits. The Explanation of Benefits tells you the total amount you have spent on your prescription drugs and the total amount we have paid for each of your prescription drugs during the month. Chapter 4 (*What you pay for your Part D prescription drugs*) gives more information about the Explanation of Benefits and how it can help you keep track of your drug coverage.

An *Explanation of Benefits* summary is also available upon request. To get a copy, please contact Customer Service.

**SECTION 4** Your monthly premium for TEAMStar Medicare Part D

**Section 4.1** How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. The table below shows the monthly plan premium amount.

TEAMSTAR MEDICARE PART D MONTHLY PREMIUMS			
TERRITORIES	BRONZE PLAN	SILVER PLAN	PLATINUM PLAN
All 50 States and D.C.	\$ 34	\$ 40	\$ 115

- Monthly Premiums will be reduced to \$ 33 for the Bronze plan, \$ 39 for the Silver plan, and \$ 114 for the Platinum plan if you elect to pay premiums by monthly bank draft.
- **NOTE:** Monthly premiums shown do not reflect any Medicare imposed penalties for late enrollment.

If you get your benefits from your current or former employer, or from your spouse’s current or former employer, call the employer/union benefits administrator for information.

**In some situations, your plan premium could be less.**

There are programs to help people with limited resources pay for their drugs. Chapter 2, Section 7 tells more about these programs. If you qualify for one of these programs, enrolling in the program might make your monthly plan premium lower than the amount listed in the table.

If you are already enrolled and getting help from one of these programs, please call Customer Service to get the correct information about what you pay, because the general information in this EOC may not apply to you. The “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (*LIS Rider*) tells you about your drug coverage. We have mailed the LIS Rider separately. If this applies to you and you don’t receive the LIS Rider, please call Customer Service and ask for the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (*LIS Rider*). Phone numbers for Customer Service are on the front cover.

**In some situations, your plan premium could be more.**

Some members are required to pay a **late enrollment penalty** because they did not join a Medicare drug plan when they first became eligible or there is a continuous period of 63 days or more when they didn’t keep their coverage. For these members, the plan’s monthly premium will be higher. They will pay the monthly premium amount listed above plus the amount of their late enrollment penalty.

If you are required to pay the late enrollment penalty, the amount of your penalty depends on how long you waited before you enrolled in drug coverage or how many months you were without drug coverage after you became eligible. Chapter 4, Section 8 explains the late enrollment penalty.

### **Many members are required to pay other Medicare premiums**

In addition to paying the monthly plan premium, some plan members will be paying a premium for Medicare Part A and most plan members will be paying a premium for Medicare Part B.

- Your copy of *Medicare & You 2010 Handbook* tells about these premiums in the section called “2010 Medicare Costs.” This explains how the Part B premium differs for people with different incomes.
- Everyone with Medicare receives a copy of *Medicare & You* each year in the fall. Those new to Medicare receive it within a month after first signing up. You can also download a copy of *Medicare & You 2010 Handbook* from [www.medicare.gov](http://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 4.2** There are two ways you can pay your plan premium

There are two ways you can pay your plan premium. You selected your method of payment on your original enrollment form. If you would like to change your premium payment method, please contact Customer Service.

### **Option 1: You can pay by check**

Checks should be made out to “TEAMStar Medicare Part D” and mailed to: TEAMStar Medicare Part D, c/o United American Insurance Company, P.O. Box 268862, Oklahoma City, Oklahoma 73126-8862. Checks should not be made out to the U.S. Department of Health and Human Services (HHS) or the Centers for Medicare & Medicaid Services (CMS) and should not be sent to those agencies.

Premiums can be paid monthly, quarterly, semi-annually or annually for the 2010 plan year. Payments must be received by the 5th of the month to be reflected on the next month’s statement.

### **Option 2: Electronic Funds Transfer (or Bank Draft, for short)**

At a reduced cost to you, you can have your premium deducted directly from your bank account. Contact Customer Service to get more information on how to set up an automatic bank draft. Please have your bank account information ready when you call. Your account will be drafted once monthly on the date that you select.

### **What to do if you are having trouble paying your plan premium**

Your plan premium is due in our office by the 5th day of the month. If we have not received your premium by the 5th day of the month, we will send you a notice telling you that your plan membership will end if we do not receive your premium within 30 days.

If you are having trouble paying your premium on time, please contact Customer Service to see if we can direct you to programs that will help with your plan premium. If we end your membership with the plan because of non-payment of premiums, and you don’t currently have prescription drug coverage then you will not be able to receive Part D coverage until the annual election period. At this time, you may either join a stand-alone prescription drug plan or a health plan that also provides drug coverage.

If we end your membership due to non-payment of premiums, you will have coverage under Original Medicare. At the time we end your membership, you may still owe us for premiums you have not paid. In

the future, if you want to enroll again in our plan (or another plan that we offer), you will need to pay these late premiums before you can enroll.

### Section 4.3 Can we 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 we will tell you in October 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. So, a member who becomes eligible for Extra Help during the year would begin to pay less toward their monthly premium. And a member who loses their eligibility during the year will need to start paying their full monthly premium. You can find out more about Extra Help in Chapter 2, Section 7.

#### What if you believe you have qualified for "Extra Help"

If you believe you have qualified for Extra Help and you believe that you are paying an incorrect copayment amount when you get your prescription at a pharmacy, our plan has established a process that allows 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. Contact Customer Service (*phone numbers are on the cover*) for assistance with gathering or providing this evidence.

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 if you have questions.

## SECTION 5 Please keep your plan membership record up to date

### Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, 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 for you.** Because of this, it is very important that you help us keep your information up to date.

#### Call Customer Service to let us 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'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

**Read over the information we send you about any other insurance coverage you have**

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.

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 on the cover of this booklet*).



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## Chapter 2:

### Important phone numbers and resources

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Tells you how to get in touch with our plan (*TEAMStar Medicare Part D*) and with other organizations including Medicare, the State Health Insurance Assistance Program, the Quality Improvement Organization, Social Security, Medicaid (*a joint Federal and state health insurance program for people with low incomes*), programs that help people pay for their prescription drugs, and the Railroad Retirement Board.

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## SECTION 1 TEAMStar Medicare Part D contacts

*(how to contact us, including how to reach Customer Service at the plan)*

### How to contact our plan's Customer Service

For assistance with enrollment, billing, or member card questions, please call or write to TEAMStar Medicare Part D Customer Service. We will be happy to help you.

<b>TEAMStar Medicare Part D Customer Service</b>	
<b>CALL</b>	Claims Questions: 1-800-797-9791 Other Customer Support: 1-866-524-4173 Calls to these numbers are free. We are available 7 days a week, 8 AM to 8 PM in your local time zone.
<b>TTY</b>	1-866-524-4174 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. We are available 7 days a week, 8 AM to 8 PM in your local time zone.
<b>FAX</b>	1-972-569-3709
<b>WRITE</b>	TEAMStar Part D Customer Service P.O. Box 8080 McKinney, TX 75070
<b>WEBSITE</b>	<a href="http://www.teamstarpartd.com">www.teamstarpartd.com</a>

### How to contact us when you are asking for a coverage decision about your Part D prescription drugs

<b>TEAMStar Medicare Part D Coverage Decisions, Appeals and Complaints for Part D Prescription Drugs</b>	
<b>CALL</b>	1-800-797-9791 Calls to this number are free. We are available 7 days a week, 8 AM to 8 PM in your local time zone.
<b>TTY</b>	1-866-524-4174 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
<b>FAX</b>	Standard Redetermination: 1-866-308-6294 Expedited Redetermination: 1-866-308-6296
<b>WRITE</b>	TEAMStar Part D Customer Service P.O. Box 6106 Cypress, CA 90630-9948 MS CA124-0197

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

For more information on asking for coverage decisions, making an appeal or making a complaint about your Part D prescription drugs, see Chapter 7 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

**Where to send a request that asks us to pay for our share of the cost of a drug you have received**

The coverage determination process includes determining requests that asks us to pay for our share of the costs of a drug that you have received. For more information on situations in which you may need to ask the plan for reimbursement or to pay a bill you have received from a provider, see Chapter 5 (*Asking the plan to pay its share of the cost of a drug*).

<b>TEAMStar Medicare Part D Payment Requests</b>	
<b>CALL</b>	1-800-797-9791 Calls to this number are free. We are available 24 hours a day, 7 days a week.
<b>TTY</b>	1-866-524-4174 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. We are available 7 days a week, 8 AM to 8 PM in your local time zone.
<b>FAX</b>	1-972-569-3709
<b>WRITE</b>	TEAMStar Part D Customer Service P.O. Box 29046 Hot Springs, AR 71903

## 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.

<b>Medicare</b>	
<b>CALL</b>	1-800-MEDICARE, or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
<b>TTY</b>	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.
<b>WEBSITE</b>	<a href="http://www.medicare.gov">www.medicare.gov</a> 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 booklets you can print directly from your computer. It has tools to help you compare Medicare Advantage Plans and Medicare drug plans in your area. You can also find Medicare contacts in your state by selecting "Helpful Phone Numbers and Websites." 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 at the number above and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you.

## 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. See Appendix for the name of your state's SHIP.

The State Health Insurance Assistance Program 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.

State Health Insurance Assistance Program 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. State Health

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

Insurance Assistance Program counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

## **SECTION 4**      **Quality Improvement Organization** *(paid by Medicare to check on the quality of care for people with Medicare)*

There is a Quality Improvement Organization in each state. Please see Appendix for the name and contact information of your State Quality Improvement Organization.

The Quality Improvement Organization has a group of doctors and other health care professionals who are paid by the Federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. The Quality Improvement Organization is an independent organization. It is not connected with our plan.

You should contact the Quality Improvement Organization in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or outpatient rehabilitation care is ending too soon.

## **SECTION 5**      **Social Security**

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens who are 65 or older, or who have a disability or end stage renal disease and meets 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 and pay the Part A premium. Social Security handles the enrollment process for Medicare. To apply for Medicare, you can call the Social Security or visit your local Social Security office.

<b>Social Security Administration</b>	
<b>CALL</b>	1-800-772-1213 Calls to this number are free. Available 7:00 am to 7:00 pm, Monday through Friday. You can use our automated telephone services to get recorded information and conduct some business 24 hours a day.
<b>TTY</b>	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 7:00 am to 7:00 pm, Monday through Friday.
<b>WEBSITE</b>	<a href="http://www.ssa.gov">www.ssa.gov</a>

## **SECTION 6**      Medicaid

*(a joint Federal and state program that helps with medical costs for some people with limited income and resources)*

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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. Medicaid has programs that can help pay for your Medicare premiums and other costs, if you qualify. To find out more about Medicaid and its programs, contact the Medicaid Agency for your state, listed in Appendix.

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

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### **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, and prescription copayments. This Extra Help also counts toward your out-of-pocket costs.

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

If you think you may qualify for Extra Help, call Social Security (*see Section 5 of this chapter for contact information*) to apply for the program. You may also be able to apply at your State Medical Assistance or Medicaid Office (*see Appendix for contact information*). After you apply, you will get a letter letting you know if you qualify for Extra Help and what you need to do next.

### **State Pharmaceutical Assistance Programs**

Many states have State Pharmaceutical Assistance Programs that help some people pay for prescription drugs based on financial need, age, or medical condition. Each state has different rules to provide drug coverage to its members.

In your state, the State Pharmaceutical Assistance Program is a state organization that provides limited income and medically needy seniors and individuals with disabilities financial help for prescription drugs.

Please see Appendix for the name and contact information of your State Pharmaceutical Assistance Program.

## 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 have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

Railroad Retirement Board	
<b>CALL</b>	<p>1-877-772-5772</p> <p>Calls to this number are free.</p> <p>Available 9:00 am to 3:30 pm, Monday through Friday</p> <p>If you have a touch-tone telephone, recorded information and automated services are available 24 hours a day, including weekends and holidays.</p>
<b>TTY</b>	<p>1-312-751-4701</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are not free.</p>
<b>WEBSITE</b>	<p><a href="http://www.rrb.gov">www.rrb.gov</a></p>

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

If you (*or your spouse*) get benefits from your (*or your spouse’s*) employer or retiree group, call the employer/union benefits administrator or Customer Service if you have any questions. You can ask about your (*or your spouse’s*) employer or retiree health or drug benefits, premiums, or enrollment period.

If you have other prescription drug coverage through your (*or your 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.

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## Chapter 3:

Using the plan's coverage for your Part D prescription drugs

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Explains rules you need to follow when you get your Part D drugs. Tells how to use the plan's List of Covered Drugs (*Formulary*) to find out which drugs are covered. Tells which kinds of drugs are not covered. Explains several kinds of restrictions that apply to your coverage for certain drugs. Explains where to get your prescriptions filled. Tells about the plan's programs for drug safety and managing medications.

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**Did you know there are programs to help people pay for their drugs?**

There are programs to help people with limited resources pay for their drugs. These include “Extra Help” and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

**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 is not correct for you.** The “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (*LIS Rider*) tells you about your drug coverage. We have mailed the LIS Rider separately. If this applies to you and you don't receive the LIS Rider, please call Customer Service and ask for the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (*LIS Rider*). Phone numbers for Customer Service are on the front cover.

## SECTION 1 Introduction

### Section 1.1 This chapter describes your coverage for Part D drugs

This chapter explains rules for using your coverage for Part D drugs. The next chapter tells what you pay for Part D drugs (*Chapter 4, What you pay for your Part D prescription 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, drug injections you are given during an office visit, and drugs you are given at a dialysis facility.**

The two types of drugs described above are covered by Original Medicare. To find out more about this coverage, see your *Medicare & You* handbook.

This chapter explains rules for using your coverage for Part D drugs under our plan. The next chapter tells what you pay for Part D drugs (*Chapter 4, What you pay for your Part D prescription drugs*).

### Section 1.2 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 use a network pharmacy to fill your prescription. (*See Section 2, Fill your prescriptions at a network pharmacy.*)
- Your drug must be on the plan's List of Covered Drugs (*Formulary*) (*we call it the “Drug List” for short*). (*See Section 3, Your drugs need to be on the plan's drug list.*)
- Your drug must be considered medically necessary, meaning reasonable and necessary for treatment of your illness or injury. It also needs to be prescribed for an accepted treatment for your medical condition.

## SECTION 2 Fill your prescription at a network pharmacy or through the plan's mail order service

### Section 2.1 To have your prescription covered, use a network pharmacy

In most cases, your prescriptions are covered only if they are filled at the plan's 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 covered by the plan.

### Section 2.2 Finding network pharmacies

#### How do you find a network pharmacy in your area?

You can look in your *Pharmacy Directory*, visit our website ([www.teamstarpard.com](http://www.teamstarpard.com)), or call Customer Service (*phone numbers are on the cover*). Choose whatever is easiest for you.

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 have been taking, you can ask to either have a new prescription written by a doctor 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 network pharmacy in your area, you can get help from Customer Service (*phone numbers are on the cover*) or use the *Pharmacy Directory*.

#### What if you need a non-retail, network pharmacy?

Sometimes prescriptions must be filled at a non-retail, network pharmacy. Non-retail, network pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term-care facility. Usually, a long-term care facility (*such as a nursing home*) has its own pharmacy. Residents may get prescription drugs through the facility's pharmacy as long as it is part of our network. If your long-term care pharmacy is not in our network, please contact Customer Service.
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program. Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network.
- Pharmacies that dispense certain drugs that are restricted by the FDA to certain locations, require extraordinary handling, provider coordination, or education on its use. (*Note: This scenario should happen rarely.*)

To locate a non-retail, network pharmacy, look in your *Pharmacy Directory* or call Customer Service.

### Section 2.3 Using the plan's mail-order services

For certain kinds of drugs, you can use the plan's network mail-order services. These drugs are marked as **maintenance drugs** on our plan's Drug List. Maintenance drugs are drugs that you take on a regular basis, for a chronic or long-term medical condition.

#### **Our plan's mail-order service requires you to order at least a 90-day supply of the drug.**

To get order forms and information about filling your prescriptions by mail please contact Customer Service. If you use a mail order pharmacy not in the plan's network, your prescription will not be covered.

Usually a mail-order pharmacy order will get to you in no more than 5 days. However, sometimes your mail order may be delayed. Make sure you have at least a 14-day supply of that medication on hand. If your mail-order shipment is delayed, please call 1-800-562-6223 (*TTY users should call 1-866-524-4174*). The customer service representative will work with you to acquire a supply of your prescription at your convenience. The customer service representative can contact the prescribing physician for an emergency supply, as well as the pharmacy of your choice, and will provide assistance in resolving utilization management rejections that may occur. We'll make sure you have your medication when you need it.

### Section 2.4 How can you get a longer-term supply of drugs?

When you get a longer-term supply of drugs, your cost sharing may be lower. The plan offers two ways to get a longer-term supply of maintenance drugs on our plan's Drug List. (*Maintenance drugs are drugs that you take on a regular basis, for a chronic or long-term medical condition.*)

1. **Some retail pharmacies** in our network allow you to get a longer-term supply of maintenance drugs. Some of these retail pharmacies may agree to accept the mail-order cost-sharing amount for a longer-term supply of maintenance drugs. Other retail pharmacies may not agree to accept the mail-order cost-sharing amounts for an extended supply of maintenance drugs. In this case you will be responsible for the difference in price. Your Pharmacy Directory tells you which pharmacies in our network can give you a longer-term supply of maintenance drugs. You can also call Customer Service for more information.
2. For most kinds of drugs, you can use the plan's network **mail-order services**. These drugs are marked as maintenance drugs on our plan's Drug List. Our plan's mail-order service requires you to order *at least* a 90-day supply of the drug and *no more than* a 90-day supply. See Section 2.3 for more information about using our mail-order services.

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

#### **Your prescription might be covered in certain situations**

Generally, we cover drugs filled at an out-of-network pharmacy only when you are not able to use a network pharmacy. Here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distance that provides 24-hour service.
- If you are trying to fill a prescription drug that is not regularly stocked at an accessible network retail or mail-order pharmacy (*including high cost and unique drugs*).

- If you are getting a vaccine that is medically necessary but not covered by Medicare Part B and some covered drugs that are administered in your doctor's office.

In these situations, **please check first with Customer Service** to see if there is a network pharmacy nearby.

### 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 paying your normal share of the cost*) when you fill your prescription. You can ask us to reimburse you for our share of the cost. (*Chapter 5, Section 2.1 explains how to ask the plan to pay you back.*)

## SECTION 3 Your drugs need to be on the plan's "Drug List"

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

The plan has a "List of Covered Drugs (*Formulary*).*"* 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 must meet requirements set by Medicare. Medicare has approved the plan's Drug List.

The drugs on the Drug List are only those covered under Medicare Part D (*earlier in this chapter, Section 1.1 explains about Part D drugs*).

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 drug is medically necessary, meaning reasonable and necessary for treatment of your illness or injury. It also needs to be prescribed for an accepted treatment for your medical condition.

### The Drug List includes both brand-name and generic drugs

A generic drug is a prescription drug that has the same active ingredients as the brand-name drug. It works just as well as the brand-name drug, but it costs less. There are generic drug substitutes available for many brand-name drugs.

### 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 our Drug List.

### Section 3.2 There are four cost-sharing tiers for drugs on the Drug List

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

- Cost-sharing tier 1 includes Generic drugs. This is the lowest cost-sharing tier.
- Cost-sharing tier 2 includes Preferred Brand Name Drugs. This is between lowest and highest cost-sharing tier.

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

- Cost-sharing tiers 3 and 4 includes Non-preferred Brand Name Drugs and Non-preferred Generic Drugs. These are the highest cost-sharing tier group.

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 group 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 on the Drug List?

You have three ways to find out:

1. Check the most recent Drug List we sent you in the mail.
2. Visit the plan's website ([www.teamstarpartd.com](http://www.teamstarpartd.com)). The Drug List on the website is always the most current.
3. Call Customer Service to find out if a particular drug is on the plan's Drug List or to ask for a copy of the list. Phone numbers for Customer Service are on the front cover.

**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 help our members use drugs in the most effective ways. These special rules also help control overall drug costs, which keeps your drug coverage more affordable.

In general, our rules encourage you get a drug that works for your medical condition and is safe. Whenever a safe, lower-cost drug will work medically just as well as a higher-cost drug, the plan's rules are designed to encourage you and your doctor or other prescriber to use that lower-cost option. We also need to comply with Medicare's rules and regulations for drug coverage and cost sharing.

**Section 4.2** What kinds of restrictions?

Our plan uses different types of restrictions to help our members use drugs in the most effective ways. The sections below tell you more about the types of restrictions we use for certain drugs.

**Using generic drugs whenever you can**

A "generic" drug works the same as a brand-name drug, but usually costs less. **When a generic version of a brand-name drug is available, our network pharmacies must provide you the generic version.** However, if your doctor has told us the medical reason that the generic drug will not work for you, then we will cover the brand-name drug. (*Your share of the cost may be greater for the brand-name drug than for the generic drug.*)

**Getting plan approval in advance**

For certain drugs, you or your doctor need to get approval from the plan before we will agree to cover the drug for you. This is called "**prior authorization**." Sometimes plan approval is required so we can be sure that your drug is covered by Medicare rules. Sometimes the requirement for getting approval in advance

helps 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 safer or more 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 the amount of the drug that you can have. For example, the plan might limit how many refills you can get, or 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.

## Section 4.3 Do any of these restrictions apply to your drugs?

The plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, check the Drug List. For the most up-to-date information, call Customer Service (*phone numbers are on the front cover*) or check our website ([www.teamstarpartd.com](http://www.teamstarpartd.com)).

## 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

Suppose there is a prescription drug you are currently taking, or one that you and your doctor think you should be taking. We hope that your drug coverage will work well for you, but it's possible that you might have a problem. For example:

- **What if the drug you want to take is not covered by the plan?** 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.
- **What if the drug is covered, but there are extra rules or restrictions on coverage for that drug?** As explained in Section 4, some of the drugs covered by the plan have extra rules to restrict their use. For example, you might be required to try a different drug first, to see if it will work, before the drug you want to take will be covered for you or there might be limits on what amount of the drug (*number of pills, etc.*) is covered during a particular time period.
- **What if 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?** The plan puts each covered drug into one of four different cost-sharing tiers. How much you pay for your prescription depends in part on which cost-sharing tier your drug is in.

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

There are things you can do if your drug is not covered in the way that you'd like it to be covered. Your options depend on what type of problem you have:

- 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.
- 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 on the Drug List or if the drug is restricted in some way?

If your drug is not on the Drug List or is restricted, here are things you can do:

- You may be able to get a temporary supply of the drug (*only members in certain situations can get a temporary supply*) until you and your doctor decide it is okay to change to another drug, or while you file an exception.
- You can change to another drug, or
- You can file an exception and ask the plan to cover the drug in the way you would like it to be covered.

**You may be able to get a temporary supply**

Under certain circumstances, the plan can offer a temporary supply of a drug to you when your drug is not on the Drug List or when it is restricted in some way. Doing this gives you time to talk with your doctor about the change in coverage and figure out what to do.

To be eligible for a temporary supply, you must meet the two requirements below:

1. The change to your drug coverage must be one of the following types of changes:
  - The drug you have been taking is no longer on the plan's Drug List.
  - – or – the drug you have been taking is now restricted in some way (*Section 4 in this chapter tells about restrictions*).
2. You must be in one of the situations described below:

▪ **For those members who were in the plan last year:**

We will cover a temporary supply of your drug one time only during the first 90 days of the calendar year. This temporary supply will be for a maximum of 30 days, or less if your prescription is written for fewer days. The prescription must be filled at a network pharmacy.

▪ **For those members who are new to the plan and aren't in a long-term care facility:**

We will cover a temporary supply of your drug one time only during the first 90 days of your membership in the plan. This temporary supply will be for a maximum of 30 days or less if your prescription is written for fewer days. The prescription must be filled at a network pharmacy.

▪ **For those who are new members, and are residents in a long-term-care facility:**

We will cover a temporary supply of your drug during the first 90 days of your membership in the plan. The first supply will be for a maximum of 30 days, or less if your prescription is written for fewer days. If needed, we will cover additional refills during your first 90 days in the plan.

▪ **For those who have been a member of the plan for more 90 days and you are a resident of a long-term care facility:**

We will cover one 30 day supply, or less if your prescription is written for fewer days. This is in addition to the above LTC transition supply.

To ask for a temporary supply, call Claims Customer Service (*phone numbers are on the front cover.*)

During the time when you are getting a temporary supply of a drug, you should talk with your doctor or other prescriber to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by the plan that might work just as well for you. Or you and your doctor can ask the plan to make an exception for you and cover the drug in the way you would like it to be covered. The sections below tell you more about these options.

### **You can change to another drug**

Start by talking with your doctor or other prescriber. Perhaps there is a different drug covered by the plan that might work just as well for you. You can call Customer Service to ask for a list of covered drugs that treat the same medical condition. This list can help your doctor to find a covered drug that might work for you.

### **You can file an exception**

You and your doctor or other prescriber can ask the plan to make an exception for you and cover the drug in the way you would like it to be covered. If your doctor or other prescriber says that you have medical reasons that justify asking us for an exception, your doctor or other prescriber can help you request an exception to the rule.

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 allow you to request a formulary exception in advance for next year. We will tell you about any change in the coverage for your drug for the following year. You can then ask us to make an exception and cover the drug in the way you would like it to be covered for the following year. We will give you an answer to your request for an exception before the change takes effect.

If you and your doctor or other prescriber want to ask for an exception, Chapter 7 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 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**

Start by talking with your doctor or other prescriber. Perhaps there is a different drug in a lower cost-sharing tier that might work just as well for you. You can call Customer Service to ask for a list of covered drugs that treat the same medical condition. This list can help your doctor or other prescriber to find a covered drug that might work for you.

### **You can file an exception**

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

If you and your doctor or other prescriber want to ask for an exception, Chapter 7 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 might make many kinds of changes to the Drug List. For example, the plan might:

- **Add or remove drugs from the Drug List.** New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. 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** (*for more about restrictions to coverage, see Section 4 in this chapter*).
- **Replace a brand-name drug with a generic drug.**

In almost all cases, we must get approval from Medicare for changes we make to the plan's Drug List.

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

#### How will you find out if your drug's coverage has been changed?

If there is a change to coverage for a drug you are taking, the plan will send you a notice to tell you. Normally, **we will let you know at least 60 days ahead of time.**

Once in a while, **a drug is suddenly recalled** because it's been found to be unsafe or for other reasons. If this happens, the plan will immediately remove the drug from the Drug List. We will let you know of this change right away. Your doctor will also know about this change, and can work with you to find another drug for your condition.

#### Do changes to your drug coverage affect you right away?

If any of the following types of changes affect a drug you are taking, the change will not affect you until January 1 of the next year if you stay in the plan:

- If we move your drug into a higher cost-sharing tier.
- If we put a new restriction on your use of the drug.
- If we remove your drug from the Drug List, but not because of a sudden recall or because a new generic drug has replaced it.

If any of these changes happens for a drug you are taking, 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 restriction to your use of the drug. However, on January 1 of the next year, the changes will affect you.

In some cases, you will be affected by the coverage change before January 1:

- If a **brand-name drug you are taking is replaced by a new generic drug**, the plan must give you at least 60 days notice or give you a 60-day refill of your brand-name drug at a network pharmacy.
  - During this 60-day period, you should be working with your doctor to switch to the generic or to a different drug that we cover.
  - Or you and your doctor or other prescriber can ask the plan 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 (*What to do if you have a problem or complaint*).
- If a drug is **suddenly recalled** because it's been found to be unsafe or for other reasons, the plan will immediately remove the drug from the Drug List. We will let you know of this change right away.
  - Your doctor or other prescriber will also know about this change, and can work with you to find another drug for your condition.

## 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.” Excluded means that the plan doesn't cover these types of drugs because the law doesn't allow any Medicare drug plan to cover them. If you get drugs that are excluded, you must pay for them yourself. We won't pay for the drugs that are listed in this section. The only exception: If the requested drug is found upon appeal to be a drug that is not excluded under Part D and we should have paid for or covered because of your specific situation. (*For information about appealing a decision we have made to not cover a drug, go to Chapter 7 in this booklet.*)

Here are 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's coverage cannot cover a drug purchased outside the United States and its territories.
- “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.
  - Sometimes off-label use is allowed. Medicare sometimes allows us to cover “off-label uses” of a prescription drug. Coverage is allowed only when the use is supported by certain reference books. These reference books are the American Hospital Formulary Service Drug Information, the DRUGDEX Information System, and the USPDI or its successor. If the use is not supported by any of these reference books, then our plan cannot cover its “off-label use.”

Also, by law, these categories of drugs are not covered by Medicare drug plans:

- Non-prescription drugs (*also called over-the-counter drugs*)
- Drugs when used to promote fertility
- Drugs when used for the relief of cough or cold symptoms
- Drugs when used for cosmetic purposes or to promote hair growth
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations

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

- Drugs when used for the treatment of sexual or erectile dysfunction, such as Viagra, Cialis, Levitra, and Caverject
- Drugs when 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
- Barbiturates and Benzodiazepines

If you receive extra help paying for your drugs, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you.

## **SECTION 8** Show your plan membership card when you fill a prescription

### **Section 8.1** Show your membership card

To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill the plan for our share of your covered prescription 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 membership card with you?

If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to call the plan 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 2.1 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 for a stay that is covered by Original Medicare?

If you are **admitted to a hospital** for a stay covered by Original Medicare, Medicare Part A will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital, our plan will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this chapter that tell about the rules for getting drug coverage.

If you are **admitted to a skilled nursing facility** for a stay covered by Original Medicare, Medicare Part A will generally cover your prescription drugs during all or part of your stay. If you are still in the skilled nursing facility, and Part A is no longer covering your drugs, our plan will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this chapter that tell about the rules for getting drug coverage.

**Please Note:** When you enter, live in, or leave a skilled nursing facility, you are entitled to a special enrollment period. During this time period, you can leave this plan and join a new Medicare Advantage plan or Original Medicare. Chapter 8, *Ending your membership in the plan*, tells how you can leave our plan and join a different Medicare plan.

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

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

Check your Pharmacy Directory to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Customer Service.

### What if you're a resident in a long-term care facility and become a new member of the plan?

If you need a drug that is not on our Drug List or is restricted in some way, the plan will cover a **temporary supply** of your drug during the first **90 days** of your membership. The first supply will be for a maximum of 30 days, or less if your prescription is written for fewer days. If needed, we will cover additional refills during your first 90 days in the plan.

If you have been a member of the plan for more than 90 days and need a drug that is not on our Drug List or if the plan has any restriction on the drug's coverage, we will cover one 30 day supply, or less if your prescription is written for fewer days.

During the time when you are getting a temporary supply of a drug, you should talk with your doctor or other prescriber to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by the plan that might work just as well for you. Or you and your doctor can ask the plan to make an exception for you and cover the drug in the way you would like it to be covered. If you and your doctor want to ask for an exception, Chapter 7 tells what to do.

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

Your enrollment in TEAMStar Medicare Part D 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 TEAMStar Medicare Part D 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 TEAMStar Medicare Part D for the drug.

## Section 9.4 What if you have a Medigap (*Medicare Supplement Insurance*) policy with prescription drug coverage?

If you currently have a Medigap policy that includes coverage for prescription drugs, you must contact your Medigap insurer and tell them you have enrolled in our plan. If you decide to keep your current

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

Medigap policy, your Medigap insurer 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 by November 15 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 has drug coverage that pays, on average, at least as much as Medicare's standard 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.

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

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

In general, if you are currently employed, the prescription drug coverage you get from us will be secondary to your employer or retiree 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 by November 15 that tells if your prescription drug coverage for the next calendar year is "creditable" and the choices you have for drug coverage.

If the coverage from the group plan is "**creditable**," it means that it has drug coverage that pays, on average, at least as much as Medicare's standard drug coverage.

**Keep these notices about creditable coverage**, because you may need them 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 a notice about creditable coverage from your employer or retiree group plan, you can get a copy from the employer or retiree group's benefits administrator or the employer or union.

## **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. These reviews are especially important for members who have more than one provider who prescribes their drugs.

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 medical 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 written for drugs that have ingredients you are allergic to.
- Possible errors in the amount (*dosage*) of a drug you are taking.

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

## **Section 10.2** Programs to help members manage their medications

We have programs that can help our members with special situations. For example, some members have several complex medical conditions or they may need to take many drugs at the same time, or they could have very high drug costs.

These programs are voluntary and free to members. A team of pharmacists and doctors developed the programs for us. The programs can help make sure that our members are using the drugs that work best to treat their medical conditions and help us identify possible medication errors.

If we have a program that fits your needs, we will send you information that tells you what you need to do to join it. If we do contact you, we hope you will join so that we can help you manage your medications. Remember, you don't need to pay anything extra to participate.



## Chapter 4:

What you pay for your Part D prescription drugs

Tells about the three stages of drug coverage (*Initial Coverage Stage, Coverage Gap Stage, Catastrophic Coverage Stage*) and how these stages affect what you pay for your drugs. Explains the deductible and cost-sharing tiers for your Part D drugs and tells what you must pay (*copayment*) as your share of the cost for a drug in each cost-sharing tier. Tells about the late enrollment penalty.

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**Did you know there are programs to help people pay for their drugs?**

There are programs to help people with limited resources pay for their drugs. These include “Extra Help” and State Pharmaceutical Assistance Programs. For more information, see Chapter 2, Section 7.

**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 is not correct for you.** The “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (*LIS Rider*) tells you about your drug coverage. We have mailed the LIS Rider separately. If this applies to you and you don’t receive the LIS Rider, please call Customer Service and ask for the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (*LIS Rider*). Phone numbers for Customer Service are on the front cover.

## 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 your 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, Section 7.1, some drugs are covered under Original Medicare or are excluded by law.

To understand the payment information we give you in this chapter, you need to know the basics of what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Here are materials that explain these basics:

- The plan’s List of Covered Drugs (*Formulary*). To keep things simple, we call this the “Drug List.”
  - This Drug List tells which drugs are covered for you.
  - It also tells which of the four cost-sharing tiers the drug is in and whether there are any restrictions on your coverage for the drug.
  - If you need a copy of the Drug List, call Customer Service (*phone numbers are on the cover of this booklet*). You can also find the Drug List on our website at [www.teamstarpard.com](http://www.teamstarpard.com). The Drug List on the website is always the most current.
- Chapter 3 of this booklet. Chapter 3 gives the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 3 also tells which types of prescription drugs are not covered by our plan.
- The plan’s Pharmacy Directory. In most situations you must use a network pharmacy to get your covered drugs (*see Chapter 3 for the details*). The Pharmacy Directory has a list of pharmacies in the plan’s network and it tells how you can use the plan’s mail order service to get certain types of drugs. It also explains how you can get a longer-term supply of a drug (*such as filling a prescription for a three month’s supply*).

## 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 three drug payment stages?

As shown in the table below, there are three “drug payment stages” for your prescription drug coverage. How much you pay for a drug depends on which TEAMStar plan you have selected and which of these stages you are in at the time you get a prescription filled or refilled. In addition to these stages, the TEAMStar plan you select may have a deductible to meet (*Details are in Section 4 of this chapter regarding the deductible*). Keep in mind you are always responsible for the plan’s monthly premium regardless of the drug payment stage.

#### Stage 1

#### Initial Coverage Stage

For all TEAMStar plans, the plan pays its share of the cost of your drugs and you pay your share of the cost.

You stay in this stage until your payments for the year plus the plan’s payments total \$2,830.

*(Details are in Section 4 of this chapter.)*

#### Stage 2

#### Coverage Gap Stage

For the Bronze and Silver plans, you pay the full cost of your drugs. For the Platinum plan, you pay a \$6 copayment for preferred generics and the full cost of your drugs for all brand and non-preferred generic drugs. The plan pays its share of the cost for preferred generic drugs.

For all TEAMStar plans, you stay in this stage until your “out-of-pocket costs” reach a total of \$4,550. This amount and rules for counting costs toward this amount have been set by Medicare.

*(Details are in Section 5 of this chapter.)*

#### Stage 3

#### Catastrophic Coverage Stage

For all TEAMStar plans, once you have paid enough for your drugs to move on to this last payment stage, the plan will pay most of the cost of your drugs for the rest of the year.

*(Details are in Section 6 of this chapter.)*

As shown in this summary of the three payment stages, whether you move on to the next payment stage depends on how much **you and/or the plan spends** for your drugs while you are in each stage.

## SECTION 3 We send you reports that tell about payments for your drugs and which payment stage you are in

### Section 3.1 We send you a monthly report called the “Explanation of Benefits”

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 pay yourself. This is called your “**out-of-pocket**” cost.
- We keep track of your “**total drug costs**.” This is the amount you pay out-of-pocket plus the amount paid by the plan.

Our plan will prepare a written report called the *Explanation of Benefits* (it is sometimes called the “EOB”) when you have had one or more prescriptions filled. It includes:

- **Information for that month.** This reports gives the payment details about the prescriptions you have filled during the previous month. It shows the total drugs costs, what the plan paid, and what you and others paid.
- **Totals for the year since January 1.** This is called “year-to-date” information. It shows you the total drug costs and total payments for your drugs since the year began.

### 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 membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (*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 of this booklet.*) Here are some types of situations when you may want to give us copies of your drug receipts to be sure we have a complete record of what you have spent for your drugs:
  - 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.

- **Check the written report we send you.** When you receive an Explanation of Benefits in the mail, please look it over to be sure the information is complete and correct. If you think something is missing from the report, or you have any questions, please call us at Customer Service (*phone numbers are on the cover of this booklet*). Be sure to keep these reports. They are an important record of your drug expenses.

## SECTION 4      During the Initial Coverage Stage, the plan pays its share of your drug costs and you pay your share

### Section 4.1      What you pay for a drug depends on the plan, 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 share of the cost will vary depending on the plan, the drug, and where you fill your prescription. If you have selected the Bronze plan, you will be subject to an annual deductible of \$250 for Preferred Brand, Non-preferred Brand, and Non-preferred Generic drugs. This deductible does not apply to Preferred Generic drugs. The Silver and Platinum plans do not have a deductible.

#### The plan has three cost-sharing tier groups

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

- **Preferred Generic Drugs** are in cost-sharing tier 1. This is the lowest cost-sharing tier group.
- **Preferred Brand Name Drugs** are in cost-sharing tier 2. This is between the lowest and highest cost-sharing tier groups.
- **Non-preferred Brand and Generic Drugs** are in cost-sharing tiers 3 and 4. These are in the highest cost-sharing tier group.

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 retail pharmacy that is in our plan's network
- A pharmacy that is not in the plan's network
- The plan's mail-order pharmacy

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

### Section 4.2      A table that shows your costs for a 30-day and 90-day supply of a drug

During the Initial Coverage Stage, your share of the cost of a covered drug will include a copayment and/or a deductible.

- **"Copayment"** means that you pay a fixed amount each time you fill a prescription.
- **"Deductible"** is the amount you must pay for your Part D prescription drugs before the plan begins to pay its share.

## 2010 Evidence of Coverage for TEAMStar Medicare Part D Prescription Drug Program (PDP)

### Chapter 4: What you pay for your Part D prescription drugs

As shown in the table below, the amount of the copayment and/or deductible depends on which plan and cost-sharing tier your drug is in and whether or not it is for a 30-day supply or a 90-day supply. For details on where and how to get a 90-day supply (*also referred to as a longer-term or extended supply*), see Chapter 3, Section 2.3 and 2.4.

Your share of the cost of a covered Part D prescription drug for:	BRONZE		SILVER		PLATINUM	
	RETAIL (30-Day Supply Copayment)	MAIL (90-day Supply Copayment)	RETAIL (30-Day Supply Copayment)	MAIL (90-day Supply Copayment)	RETAIL (30-Day Supply Copayment)	MAIL (90-day Supply Copayment)
<b>Preferred Generics</b> (Tier 1)	\$6	\$12	\$6	\$12	\$6	\$12
<b>Preferred Brands</b> (Tier 2)	\$45	\$90	\$45	\$90	\$35	\$70
<b>Non-Preferred Brands and Generics</b> (Tiers 3 & 4)	\$65	\$130	\$65	\$130	\$55	\$110
<b>Deductible</b> (Applies to Tiers 2,3 & 4)	\$250		\$0		\$0	

**Section 4.3** You stay in the Initial Coverage Stage until your total drug costs for the year reach \$2,830.

You stay in the Initial Coverage Stage until the total amount for the prescription drugs you have filled and refilled reaches the **\$2,830 limit for the Initial Coverage Stage**.

Your total drug cost is based on adding together what you have paid and what the plan has paid:

- **What you have paid** for all the covered drugs you have gotten since you started with your first drug purchase of the year. (see Section 5.2 for more information about how Medicare calculates your out-of-pocket costs) This includes:
  - The total you paid as your share of the cost for your drugs during the Initial Coverage Stage.
- **What the plan has paid** as its share of the cost for your drugs during the Initial Coverage Stage.

The *Explanation of Benefits* that we send to you will help you keep track of how much you and the plan have spent for your drugs during the year. Many people do not reach the \$2,830 limit in a year.

We will let you know if you reach this \$2,830 amount. If you reach this amount, you will leave the Initial Coverage Stage and move on to the Coverage Gap Stage.

## SECTION 5 During the Coverage Gap Stage, you may pay the full cost of your drugs

**Section 5.1** You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$4,550

Once your total out-of-pocket costs reach \$4,550, you will qualify for catastrophic coverage. Depending upon which plan you chose, you will reach the limit of your out-of-pocket cost differently.

If you have the Bronze or Silver Plan and are in the Coverage Gap Stage, **you pay the full cost for your drugs.** (*Your full cost is usually lower than the normal full price of the drug, since our plan has negotiated lower costs for most drugs.*) If you have the Platinum Plan and are in the Coverage Gap Stage, you pay a \$6 copayment for preferred generics and the full cost of your drugs for all brand name drugs and non-preferred generic drugs. You continue paying your costs until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2010, that amount is \$4,550.

Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. When you reach an out-of-pocket limit of \$4,550, you leave the Coverage Gap Stage and move on to the Catastrophic Coverage Stage.

**Section 5.2** How Medicare calculates your out-of-pocket costs for prescription drugs

Here are Medicare's rules that we must follow when we keep track of your out-of-pocket costs for your drugs.

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

When you add up your out-of-pocket costs, **you can 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 of this booklet*):

- The amount you pay for drugs when you are in any of the following drug payment stages:
  - The Initial Coverage Stage.
  - The Coverage Gap Stage.
- Any payments you made during this calendar year under another 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* 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, or by a State Pharmaceutical Assistance Program that is qualified by Medicare. Payments made by "Extra Help" from Medicare are also included.

### **Moving on to the Catastrophic Coverage Stage:**

When you (*or those paying on your behalf*) have spent a total of \$4,550 in out-of-pocket costs within the calendar year, you will move from the Coverage Gap Stage to the Catastrophic Coverage Stage.

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

When you add up your out-of-pocket costs, you are not allowed to include any of these types of payments for prescription drugs:

- The amount you pay 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.
- Payments for your drugs that are made by group health plans including employer health plans.
- Payments for your drugs that are made by insurance plans and government-funded health programs such as TRICARE, the Veteran's Administration, the Indian Health Service, or AIDS Drug Assistance Programs.
- Payments for your drugs made by a third-party with a legal obligation to pay for prescription costs (for example, *Worker's 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. Call Customer Service to let us know (*phone numbers are on the cover of this booklet*).

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

- **We will help you.** The *Explanation of Benefits* report we send to you includes the current amount of your out-of-pocket costs (*Section 3 above tells about this report*). When you reach a total of \$4,550 in out-of-pocket costs for the year, this report will tell you that you have left the Coverage Gap Stage and have moved on to the Catastrophic Coverage Stage.
- **Make sure we have the information we need.** Section 3 above tells what you can do to help make sure that our records of what you have spent are complete and up to date.

## SECTION 6 During the Catastrophic Coverage Stage, the plan pays most of the cost for your drugs

**Section 6.1** Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the \$4,550 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 stage, the plan will pay most of the cost for your drugs.

- **Your share** of the cost for a covered drug will be either coinsurance or a copayment, whichever is the larger amount:
  - – *either* – coinsurance of 5% of the cost of the drug.
    - **“Coinsurance”** means that you pay a percent of the total cost of the drug each time you fill a prescription.
  - – *or* – \$2.50 copayment for a generic drug or a drug that is treated like a generic. Or a \$6.30 copayment for all other drugs.

However, you will pay no more than \$100 per prescription after you are in the Catastrophic Coverage Stage.

- **Our plan pays the rest of the cost.**

## SECTION 7 What you pay for vaccinations depends on how and where you get them

**Section 7.1** Our plan has coverage for the vaccine medication itself and for the cost of giving you the vaccination shot

Our plan provides coverage of a number of vaccines. There are two parts to our coverage of vaccinations:

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

### What do you pay for a vaccination?

What you pay for a vaccination depends 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.
2. **Where you get the vaccine medication.**
3. **Who gives you the vaccination shot.**

### Chapter 4: What you pay for your Part D prescription drugs

What you pay at the time you get the vaccination can vary depending on the circumstances. For example:

- Sometimes when you get your vaccination shot, you will have to pay the entire cost for both the vaccine medication and for getting the vaccination shot. You can ask our plan to pay you back for our share of the cost.
- Other times, when you get the vaccine medication or the vaccination shot, you will pay only your share of the cost.

To show how this works, here are three common ways you might get a vaccination shot. Remember you are responsible for all of the costs associated with vaccines (*including their administration*) during the Coverage Gap Stage of your benefit.

*Situation 1:* You buy the vaccine at the pharmacy and you get your vaccination shot at the network pharmacy. (*Whether you have this choice depends on where you live. Some states do not allow pharmacies to administer a vaccination.*)

- You will have to pay the pharmacy the amount of your copayment OR coinsurance for the vaccine and administration of the vaccine.

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

- When you get the vaccination, you will pay for the entire cost of the vaccine and its administration.
- You can then ask our plan to pay our share of the cost by using the procedures that are described in Chapter 5 of this booklet (*Asking the plan to pay its share of a bill you have received for medical services or drugs*).
- You will be reimbursed the amount you paid less your normal copayment OR coinsurance for the vaccine (*including administration*)

*Situation 3:* You buy the vaccine at your pharmacy, and then take it to your doctor's office where they give you the vaccination shot.

- You will have to pay the pharmacy the amount of your copayment OR coinsurance for the vaccine itself.
- When your doctor gives you the vaccination shot, you will 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 of this booklet.
- You will be reimbursed the amount charged by the doctor less the amount we will pay for administering the vaccine

### **Section 7.2** You may want to call us at Customer Service before you get a vaccination

The rules for coverage of vaccinations are complicated. We are here to help. We recommend that you call us first at Customer Service whenever you are planning to get a vaccination (*phone numbers are on the cover of this booklet*).

- We can tell you about how your vaccination is covered by our plan and explain your share of the cost.
- We can tell you how to keep your own cost down by using providers and pharmacies in our network.
- If you are not able to use a network provider and pharmacy, we can tell you what you need to do to get payment from us for our share of the cost.

## SECTION 8 Do you have to pay the Part D “late enrollment penalty”?

### Section 8.1 What is the Part D “late enrollment penalty”?

You may pay a financial penalty if you did not enroll in a plan offering Medicare Part D drug coverage when you first became eligible for this drug coverage or you experienced a continuous period of 63 days or more when you didn't keep your prescription drug coverage. The amount of the penalty depends on how long you waited before you enrolled in drug coverage after you became eligible or how many months after 63 days you went without drug coverage.

The penalty is added to your monthly premium. (*Members who choose to pay their premium every three months will have the penalty added to their three-month premium.*) When you first enroll in TEAMStar Medicare Part D, we let you know the amount of the penalty.

### Section 8.2 How much is the Part D late enrollment penalty?

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

- First count the number of full months that you delayed enrolling in a Medicare drug plan, after you were eligible to enroll. Or count the number of full months in which you had a break in prescription drug coverage, if the break in coverage was 63 days or more. The penalty is 1% for every month that you didn't have creditable coverage. For our example, let's say it is 14 months without coverage, which 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 2009, this average premium amount was \$30.36. This amount may change for 2010.
- You multiply together the two numbers to get your monthly penalty and round it to the nearest 10 cents. In the example here it would be 14% times \$30.36, which equals \$4.25, which rounds to \$4.30. This amount would be added **to your monthly premium**.

There are three important things to note about this monthly premium penalty:

- First, **the penalty will change each year**, because the average monthly premium can change each year. If the national average premium (*as determined by Medicare*) increases, your penalty will increase.
- 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.
- Third, if you are under 65 and currently receiving Medicare benefits, the late enrollment penalty will reset when you turn 65. After age 65, your late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment into Medicare.

If you are eligible for Medicare and are under 65, any late enrollment penalty you are paying will be eliminated when you attain age 65. After age 65, your late enrollment penalty is based only on the months you do not have coverage after your Age 65 Initial Enrollment Period.

**Section 8.3** In some situations, you can enroll late and not have to pay the penalty

Even if you have delayed enrolling in a plan offering Medicare Part D coverage when you were first eligible, sometimes you do not have to pay the late enrollment penalty.

**You will not have to pay a premium penalty for late enrollment if you are in any of these situations:**

- You already have prescription drug coverage at least as good as Medicare's standard drug coverage. Medicare calls this "**creditable drug coverage**." Creditable coverage could include drug coverage from a former employer or union, TRICARE, or the Department of Veterans Affairs. Speak with your insurer or your human resources department to find out if your current drug coverage is as at least as good as Medicare's.
- If you were without creditable coverage, you can avoid paying the late enrollment penalty if you were without it for less than 63 days.
- If you didn't receive enough information to know whether or not your previous drug coverage was creditable.
- You lived in an area affected by Hurricane Katrina at the time of the hurricane (*August 2005*) – and – you signed up for a Medicare prescription drug plan by December 31, 2006 – and – you have stayed in a Medicare prescription drug plan.
- You are receiving Extra Help from Medicare.

**Section 8.4** What can you do if you disagree about your late enrollment penalty?

If you disagree about your late enrollment penalty, you can ask us to review the decision about your late enrollment penalty. Call Customer Service at the number on the front of this booklet to find out more about how to do this.

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## **Chapter 5:**

Asking the plan to pay its share of the cost for a drug

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Tells when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your drugs.

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

### Section 1.1 If you pay our plan's share of the cost for your covered drugs, you can ask us for payment

Sometimes when you get a prescription drug, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of the plan. In either case, you can ask our plan to pay you back (*paying you back is often called "reimbursing" you*). Asking for reimbursement in the first three examples below are types of coverage decisions (*for more information about coverage decisions, go to Chapter 7 of this booklet*).

Here are examples of situations in which you may need to ask our plan to pay you back:

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

If you go to an out-of-network pharmacy and try to use your membership card to fill a prescription, 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.

#### 2. When you pay the full cost for a prescription because you don't have your plan membership card with you

If you do not have your plan membership card with you when you fill a prescription at a network pharmacy, you may need to pay the full cost of the prescription yourself. The pharmacy can usually call the plan to get your member information, but there may be times when you may need to pay if you do not have your card.

- 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 List of Covered Drugs (*Formulary*); 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 because you were eligible for Medicaid.

Medicaid is a joint Federal and state government program that helps with medical costs for some people with limited incomes and resources. Some people with Medicaid are automatically enrolled in our plan to get their prescription drug coverage. Sometimes a person's enrollment in the plan is retroactive. (*Retroactive means that the first day of their enrollment has already past. The enrollment date may even have occurred last year.*)

**Chapter 5:** Asking the plan to pay its share of the cost for a drug

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 your paperwork to a special plan that will handle the reimbursement.

- Send a copy of your receipts to us when you ask us to pay you back.
- You should ask for payment for your out-of-pocket expenses (*not for any expenses paid for by other insurance*).
- You have a 7-month period that allows us to cover most drugs you received between your enrollment date and the current time. Depending on your situation, either you or Medicare will need to pay for any out-of-network price differences.
- The plan may not pay for drugs that are not on our drug list that you received outside of the 7-month period.

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 booklet (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) has information about how to make an appeal.

## **SECTION 2**      How to ask us to pay you back

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### **Section 2.1**      How and where to send us your request for payment

Send us your request for payment, along with your receipt documenting the payment you have made. It's a good idea to make a copy of your receipts for your records.

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's helpful for our plan to process the information faster.
- Either download a copy of the form from our website ([www.teamstarpartd.com](http://www.teamstarpartd.com)) or call Customer Service and ask for the form. The phone numbers for Customer Service are on the cover of this booklet.

Mail your request for payment together with any receipts to us at this address:

**TEAMStar Part D Customer Service**  
**P.O. Box 29046**  
**Hot Springs, AR 71903**

Please be sure to contact Customer Service if you have any questions. If you don't know what you owe, 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 decide whether to pay it and how much we owe.

- If we decide that the drug is covered and you followed all the rules for getting the drug, we will pay for our share of the cost. We will mail your reimbursement of all but your share to you. (*Chapter 3 explains the rules you need to follow for getting your Part D prescription drugs.*)
- 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. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested, and what your rights are to appeal that decision.

### Section 3.2 If we tell you that we will not pay for the drug, you can make an appeal

If you think we have made a mistake in turning you down, 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 examples of situations in which you may need to ask our plan to pay you back:

- When you use an out-of-network pharmacy to get a prescription filled
- When you pay the full cost for a prescription because you don't have your plan membership card with you
- When you pay the full cost for a prescription in other situations

For the details on how to make this appeal, go to Chapter 7 of this booklet (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*). The appeals process is a legal process with detailed procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 4 of Chapter 7. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives definitions of terms such as "appeal." Then after you have read Section 4, you can go to the Section 5 in Chapter 7 for a step-by-step explanation of how to file an appeal.

## SECTION 4 Other situations in which you should save your receipts and send them to the plan

### Section 4.1 In some cases, you should send your receipts to the plan to help us track your out-of-pocket drug costs

There are some situations when you should let us know about payments you have made for your drugs. In these cases, you are not asking us for payment. Instead, you are telling us about your payments so that we can calculate your out-of-pocket costs correctly. This may help you to qualify for the Catastrophic Coverage Stage more quickly.

### Chapter 5: Asking the plan to pay its share of the cost for a drug

Here are two situations when you should send us receipts to let us know about payments you have made for your drugs:

#### 1. **When you buy the drug for a price that is lower than the plan's price**

Sometimes when you are in the Deductible Stage or Coverage Gap Stage you can buy your drug **at a network pharmacy** for a price that is lower than the plan's price.

- For example, a pharmacy might offer a special price on the drug. Or you may have a discount card that is outside the plan's benefit that offers a lower price.
- Unless special conditions apply, you must use a network pharmacy in these situations and your drug must be on our Drug List.
- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** If you are in the Deductible Stage or Coverage Gap Stage, the plan will not pay for any share of these drug costs. But sending the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

#### 2. **When you get a drug through a patient assistance program offered by a drug manufacturer**

Some members are enrolled in a patient assistance program offered by a drug manufacturer that is outside the plan benefits. If you get any drugs through a program offered by a drug manufacturer, you may pay a copayment to the patient assistance program.

- Save your receipt and send a copy to us so that we can have your out-of-pocket expenses count toward qualifying you for the Catastrophic Coverage Stage.
- **Please note:** Because you are getting your drug through the patient assistance program and not through the plan's benefits, the plan will not pay for any share of these drug costs. But sending the receipt allows us to calculate your out-of-pocket costs correctly and may help you qualify for the Catastrophic Coverage Stage more quickly.

Since you are not asking for payment in the two cases described above, these situations are not considered coverage decisions. Therefore you cannot make an appeal if you disagree with our decision.

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## **Chapter 6:**

Your rights and responsibilities

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Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.

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## SECTION 1 Our plan must honor your rights as a member of the plan

**Section 1.1** We must provide information in a way that works for you  
(in languages other than English that are spoken in our plan service area, in Braille, in large print, or other alternate formats, etc.)

To get information from us in a way that works for you, please call Customer Service (*phone numbers are on the front cover*).

Our plan has people and translation services available to answer questions from non-English speaking members. We can also give you information in Braille, in large print, or other alternate formats if you need it. If you are eligible for Medicare because of disability, we are required to give you information about the plan's benefits that is accessible and appropriate for you.

If you have any trouble getting information from our plan because of problems related to language or disability, please call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week and tell them that you want to file a complaint. TTY users call 1-877-486-2048.

**Section 1.2** We must treat you with fairness and respect at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. **We do not discriminate** based on a person's race, disability, religion, sex, health, ethnicity, creed (*beliefs*), age, or national origin.

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** 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights.

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

**Section 1.3** We must ensure that you get timely access to your covered drugs

As a member of our plan, you also 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 of this booklet tells what you can do.

**Section 1.4** 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.

**Chapter 6:** Your rights and responsibilities

- The laws that protect your privacy give you rights related to getting 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.
- In most situations, if we 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 first. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
  - For example, 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.

**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 consider your request and 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 on the cover of this booklet*).

**Section 1.5** We must give you information about the plan, its network of pharmacies, and your covered drugs

As a member of our plan, you have the right to get several kinds of information from us. (*As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in languages other than English and in large print or other alternate formats.*)

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

- **Information about our plan.** This includes, for example, information about the plan’s financial condition. It also includes information about the number of appeals made by members and the plan’s performance ratings.
- **Information about our network pharmacies.**
  - For example, you have the right to get information from us about the pharmacies in our network.
  - For a list of the pharmacies in the plan’s network, see the Pharmacy Directory.

- For more detailed information about our pharmacies, you can call Customer Service (*phone numbers are on the cover of this booklet*) or visit our website at [www.teamstarpard.com](http://www.teamstarpard.com).
- **Information about your coverage and rules you must follow in using your coverage.**
  - To get the details on your Part D prescription drug coverage, see Chapters 3 and 4 of this booklet plus the plan's List of Covered Drugs (*Formulary*). These chapters, together with the List of Covered Drugs, tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.
  - If you have questions about the rules or restrictions, please call Customer Service (*phone numbers are on the cover of this booklet*).
- **Information about why something is not covered and what you can do about it.**
  - If a Part D drug is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the drug from an out-of-network pharmacy.
  - If you are not happy or if you disagree with a decision we make about what Part D drug is covered for you, you have the right to ask us to change the decision. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 7 of this booklet. It gives you the details about how to ask the plan for a decision about your coverage and how to make an appeal if you want us to change our decision. (*Chapter 7 also tells about how to make a complaint about quality of care, waiting times, and other concerns.*)
  - If you want to ask our plan to pay our share of the cost for a Part D prescription drug, see Chapter 5 of this booklet.

## Section 1.6 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 health care 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.
- **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 health care**" 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.** If you want to have an advance directive, you can get a 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.

Chapter 6: Your rights and responsibilities

- **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 as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to 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.**

- If you are admitted to the hospital, they 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 hasn't followed the instructions in it, you may file a complaint with your State Department of Health.

**Section 1.7** You have the right to make complaints and to ask us to reconsider decisions we have made

If you have any problems or concerns about your covered services or care, Chapter 7 of this booklet tells what you can do. It gives the details about how to deal with all types of problems and complaints.

As explained in Chapter 7, what you need to do to follow up on a problem or concern depends on the situation. You might need to ask our plan to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do – ask for a coverage decision, make an appeal, or make a complaint – **we are required to treat you fairly.**

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Customer Service (phone numbers are on the cover of this booklet).

**Section 1.8** What can you do if you think 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 think you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (*beliefs*), age, 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 think 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 on the cover of this booklet*).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, turn to Chapter 2 of this booklet and look for Section 3.

### Section 1.9 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 on the cover of this booklet*).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, turn to Chapter 2 of this booklet and look for Section 3.
- You can contact **Medicare**.
  - You can visit [www.medicare.gov/Publications/Pubs/pdf/10122.pdf](http://www.medicare.gov/Publications/Pubs/pdf/10122.pdf) to read or download the publication "Your Medicare Rights & Protections."
  - Or, 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.

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

### Section 2.1 What are your responsibilities?

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 on the cover of this booklet*). We're here to help.

- **Get familiar with your covered drugs and the rules you must follow to get these covered drugs.** Use this Evidence of Coverage booklet 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.
- **If you have any other prescription drug coverage besides our plan, you are required to tell us.** Please call Customer Service to let us know.
  - We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered drugs from our plan. This is called "**coordination of benefits**" because it involves coordinating the drug benefits you get from our plan with any other drug benefits available to you. We'll help you with it.
- **Tell your doctor and pharmacist that you are enrolled in our plan.** Show your plan membership 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 your doctors and other health providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.

**Chapter 6:** Your rights and responsibilities

- If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don't understand the answer you are given, ask again.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
  - You must pay your plan premiums to continue being a member of our plan.
  - For some of your drugs covered by the plan, you must pay your share of the cost when you get the drug. This will be a copayment (*a fixed amount*) OR coinsurance (*a percentage of the total cost*) Chapter 4 tells what you must pay for your Part D prescription drugs.
  - If you get any drugs that are not covered by our plan or by other insurance you may have, you must pay the full cost.
- **Tell us if you move.** If you are going to move, it's important to tell us right away. Call Customer Service (*phone numbers are on the cover of this booklet*).
- **Call Customer Service for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
  - Phone numbers and calling hours for Customer Service are on the cover of this booklet.
  - For more information on how to reach us, including our mailing address, please see Chapter 2 of this booklet.

## Chapter 7:

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

Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.

- Explains how to ask for coverage decisions and make appeals if you are having trouble getting the prescription drugs you think are covered by our plan. This includes asking us to make exceptions to the rules and/or extra restrictions on your coverage.
- Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.

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## BACKGROUND

### SECTION 1 Introduction

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

##### Please call us first

Your health and satisfaction are important to us. When you have a problem or concern, we hope you'll try an informal approach first. Please call us at Customer Service (*phone numbers are on the cover of this booklet*). We will work with you to try to find a satisfactory solution to your problem.

You have rights as a member of our plan and as someone who is getting Medicare. We pledge to honor your rights, to take your problems and concerns seriously, and to treat you with respect.

##### Two formal processes for dealing with problems

Sometimes you might need a formal process for dealing with a problem you are having as a member of our plan.

This chapter explains two types of formal processes for handling problems:

- For some types of problems, you need to use the **process for coverage decisions and making appeals**.
- For other types of problems you need to use the **process for making complaints**.

Both of these processes have been approved by Medicare. To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

Which one do you use? That depends on the type of problem you are having. The guide in Section 3 will help you identify the right process to use.

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

There are technical 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 keep things simple, this chapter explains the legal rules and procedures using more common 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," 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 for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and 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      You can get help from government organizations that are not connected with us

---

### Section 2.1      Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step. Perhaps both are true for you.

#### **Get help from an independent government organization**

Our plan is always available to help you. But in some situations you may also want help or guidance from someone who is not connected to us. You can always contact your **State Health Insurance Assistance Program**. This government program has trained counselors in every state. The program is not connected with our plan 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. Their services are free. You will find phone numbers in the Appendix of this booklet.

#### **You can also get help and information from Medicare**

For more information and help in handling a problem, you can also contact Medicare. Here are two ways to get information directly from 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 visit the Medicare website ([www.medicare.gov](http://www.medicare.gov)).

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

### Section 3.1 Should you use the process for coverage decisions and appeals? Should you use the process for making complaints?

If you have a problem or concern and you want to do something about it, you don't need to read this whole chapter. You just need to find and read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter applies to your problem or concern,

**START HERE**

**Is your problem or concern about your benefits and coverage?**

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

**YES**

**NO**

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

Skip ahead to **Section 7** at the end of this chapter: **"How to make a complaint about quality care, waiting times, customer service 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

The process for coverage decisions and making appeals deals with problems related to your benefits and coverage for prescription drugs, including problems related to payment. 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

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your prescription. We make a coverage decision for you whenever you fill a prescription at a pharmacy.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay:

- Usually, there is no problem. We decide the drug is covered and pay our share of the cost.
- But in some cases we might decide the 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.

##### Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can “appeal” the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you make an appeal, we review the coverage decision we have made to check to see if we were being fair and following all of the rules properly. When we have completed the review we give you our decision.

If we say no to all or part of your Level 1 appeal, your case will automatically go on to a Level 2 appeal. The Level 2 appeal is conducted by an independent organization that is not connected to our plan. If you are not satisfied with the decision at the Level 2 appeal, you may be able to continue through several more levels of appeal.

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

Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- You can **call us at Claims Customer Service** (*this phone number is on the cover*).
- To **get free help from an independent organization** that is not connected with our plan, contact your State Health Insurance Assistance Program (*see Section 2 of this chapter*).

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

- **You should consider getting your doctor or other prescriber involved if possible, especially if you want a “fast” or “expedited” decision.** In most situations involving a coverage decision or appeal, your doctor or other prescriber must explain the medical reasons that support your request. Your doctor or other prescriber can’t request every appeal. He/she can request a coverage decision and a Level 1 appeal with the plan. To request any appeal after Level 1, your doctor or other prescriber must be appointed as your “representative” (*see below about “representatives”*).
- **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.
  - There may be someone who is already legally authorized to act as your representative under State law.
  - If you want a friend, relative, your doctor or other prescriber, or other person to be your representative, call Customer Service and ask for the form to give that person permission to act on your behalf. The form must be signed by you and by the person who you would like to act on your behalf. You must give our plan a copy of the signed form.
- **You also have the right to hire a lawyer act for you.** 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.

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



Have you read Section 4 of this chapter (*A guide to “the basics” of coverage decisions and appeals*)? If not, you may want to read it before you start this section.

### Section 5.1 This section tells 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 as a member of our plan include coverage for many outpatient prescription drugs. Medicare calls these outpatient prescription drugs “Part D drugs.” You can get these drugs as long as they are included in our plan’s List of Covered Drugs (*Formulary*) and they are medically necessary for you, as determined by your primary care doctor or other provider.

- **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.
- For details about what we mean by Part D drugs, the *List of Covered Drugs*, rules and restrictions on coverage, and cost information, see Chapter 3 (*Using our plan’s coverage for your Part D prescription drugs*) and Chapter 4 (*What you pay for your Part D prescription drugs*).

#### Part D coverage decisions and appeals

As discussed in Section 4 of this chapter, a coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs.

#### LEGAL TERMS

A coverage decision is often called an “initial determination” or “initial decision.” When the coverage decision is about your Part D drugs, the initial determination is called a “**coverage determination**.”

Here are examples of coverage decisions you ask us to make about your Part D drugs:

- You ask us to make an exception, including:
  - Asking us to cover a Part D drug that is not on the plan’s List of Covered Drugs
  - Asking us to waive a restriction on the plan’s coverage for a drug (*such as limits on the amount of the drug you can get*)
  - Asking to pay a lower cost-sharing amount for a covered non-preferred drug
- You ask us whether a drug is covered for you and whether you satisfy any applicable coverage rules. (*For example, when your drug is on the plan’s List of Covered Drugs but we require you to get approval from us before we will cover it for you.*)
- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

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

This section tells you both how to ask for coverage decisions and how to request an appeal. Use this guide to help you determine which part has information for your situation:

## Which of these situations are you in?

### Request a Coverage Decision:

Do you want to ask us to make an exception to the rules or restrictions on our plan's coverage of a drug?

You can ask us to make an exception  
(*This is a type of coverage decision.*)  
Start with **Section 5.2** of this chapter.

Do you want to ask us to cover a drug for you?  
(*For example, if we cover the drug but we require you to get approval from us first.*)

You can ask us for a coverage decision  
Skip ahead to **Section 5.4** of this chapter.

Do you want us to pay you back for a drug you have already received and paid for?

You can ask us to pay you back  
(*This is a type of coverage decision.*)  
Skip ahead to **Section 5.4** of this chapter.

### Make an Appeal

Has our plan already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for?

You can ask us to make an appeal  
(*This means you are asking us to reconsider.*)  
Skip ahead to **Section 5.5** of this chapter.

## Section 5.2 What is an exception?

If a drug is not covered in the way you would like it to be covered, you can ask the plan to make an "exception." An exception is a type of coverage decision. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request. You or your doctor or other prescriber can ask us to make any of these three types of exceptions. Here are three examples of exceptions that you or your doctor or other prescriber can ask us to make:

1. **Covering a Part D drug for you that is not on our plan's List of Covered Drugs (Formulary).** (We call it the "Drug List" for short.)

<b>LEGAL TERMS</b>	Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a " <b>formulary exception.</b> "
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- If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in cost-sharing tier 3. You cannot ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.
- You cannot ask for coverage of any "excluded drugs" or other non-Part D drugs which Medicare does not cover. (*For more about excluded drugs, see Chapter 3.*)

2. **Removing a restriction on the plan's coverage for a covered drug.** There are extra rules or restrictions that apply to certain drugs on the plan's List of Covered Drugs (*for more information, go to Chapter 3 and look for Section 4*).

<b>LEGAL TERMS</b>	Asking for removal of a restriction on coverage for a drug is sometimes called asking for a " <b>formulary exception.</b> "
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- The extra rules and restrictions on coverage for certain drugs include:
  - Getting plan approval in advance before we will agree to cover the drug for you. (*This is sometimes called "prior authorization."*)
  - Quantity limits. For some drugs, there are restrictions on the amount of the drug you can have.
- If our plan agrees to make an exception and waive a restriction for you, you can ask for an exception to the copayment or co-insurance amount we require you to pay for the drug.

3. **Changing coverage of a drug to a lower Cost-sharing Tier Group.** Every drug on the plan's Drug List is in one of three Cost-sharing Tier Groups. In general, the lower the Cost-sharing Tier Group number, the less you will pay as your share of the cost of the drug.

<b>LEGAL TERMS</b>	Asking for a change to the Cost-sharing Tier Group is sometimes called asking for a " <b>tiering exception.</b> "
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- If your drug is in cost-sharing tier 3, you can ask us to cover it at the cost-sharing amount that applies to drugs in cost-sharing tier 2. This would lower your share of the cost for the drug.
- You cannot ask us to change the cost-sharing tier for any drug in cost-sharing tier 4.

**Section 5.3** Important things to know about asking for exceptions

**Your doctor or other prescriber must tell us the medical reasons**

Your doctor or other prescriber must give us a written 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.

### Our plan 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 for an exception, you can ask for a review of our decision by making an appeal. Section 5.5 tells how to make an appeal if we say no.
- The next section tells you how to ask for a coverage decision, including an exception.

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

**Step 1: You ask our plan to make a coverage decision about the drug(s) or payment you need.** If your health requires a quick response, you must ask us to make a **“fast decision.”** **You cannot ask for a fast decision if you are asking us to pay you back for a drug you already bought.**

### What to do

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing our plan to make your request. You, your representative, or your doctor (*or other prescriber*) can do this. For the details, go to Chapter 2, Section 1 and look for the section called, How to contact our plan when you are asking for a coverage decision about your Part D prescription drugs. Or if you are asking us to pay you back for a drug, go to the section called, Where to send a request that asks us to pay for our share of the cost for medical care or a drug you have received.
- **You or your doctor or someone else who is acting on your behalf** can ask for a coverage decision. Section 4 of this chapter tells how you can give written permission to someone else to act as your representative. You can also have a lawyer act on your behalf.
- **If you want to ask our plan to pay you back for a drug,** start by reading Chapter 5 of this booklet: Asking the plan to pay its share of a bill you have received for medical services or drugs. Chapter 5 describes the situations in which you may need to ask for reimbursement. It also tells how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the “doctor’s statement.”** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (*We call this the “doctor’s statement.”*) Your doctor or other prescriber can fax or mail the statement to our plan. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing the signed statement. See Sections 5.2 and 5.3 of this chapter for more information about exception requests.

### If your health requires it, ask us to give you a “fast decision”

#### LEGAL TERMS

A “fast decision” is called an **“expedited decision.”**

- When we give you our decision, we will use the “standard” deadlines unless we have agreed to use the “fast” deadlines. A standard decision means we will give you an answer within 72 hours after we receive your doctor’s statement. A fast decision means we will answer within 24 hours.
- **To get a fast decision, you must meet two requirements:**
  - You can get a fast decision only if you are asking for a *drug you have not yet received.* (*You cannot get a fast decision if you are asking us to pay you back for a drug you already bought.*)

- You can get a fast decision only if 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 decision,” we will automatically agree to give you a fast decision.**
- If you ask for a fast decision on your own (*without your doctor or your other prescriber’s support*), our plan will decide whether your health requires that we give you a fast decision.
  - If we decide that your medical condition does not meet the requirements for a fast decision, we will send you a letter that says so (*and we will use the standard deadlines instead*).
  - This letter will tell you that if your doctor or other prescriber asks for the fast decision, we will automatically give a fast decision.
  - The letter will also tell how you can file a complaint about our decision to give you a standard decision instead of the fast decision you requested. It tells how to file a “fast” complaint, which means you would get our answer to your complaint within 24 hours. (*The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 7 of this chapter.*)

---

**Step 2: Our plan considers your request and we give you our answer.**

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Deadlines for a “**fast**” coverage decision

- If we are using the fast deadlines, we must give you our answer **within 24 hours**.
  - Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor’s statement supporting your request. 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 outside organization. Later in this section, we tell about this review organization and explain what happens at Appeal Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**, we must provide the coverage exception 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.

Deadlines for a “**standard**” coverage decision

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.
  - Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor’s statement supporting your request. 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 organization. Later in this section, we tell about this review organization and explain what happens at Appeal Level 2.
- **If our answer is yes to part or all of what you requested**

- If we approve your request to pay you back for a drug you already bought, we are also required to **send payment to you within 30 calendar days** 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.

---

**Step 3 If we say no to your coverage request, you decide if you want to make an appeal**

---

- If our plan says no, you have the right to request an appeal. Requesting an appeal means asking us to reconsider – and possibly change – the decision we made.

**Section 5.5** Step-by-step: How to make a Level 1 Appeal  
(*how to ask for a review of a coverage decision made by our plan*)

**LEGAL  
TERMS**

When you start the appeals process by making an appeal, it is called the “first level of appeal” or a “Level 1 Appeal.”

An appeal to the plan about a Part D drug coverage decision is called a plan “**redetermination.**”

---

**Step 1 You contact our plan and make your level 1 appeal.**

If your health requires a quick response, you must ask for a “**fast appeal.**”

---

**What to do**

- **To start your appeal, you (or your representative or your doctor or other prescriber) must contact our plan.**
  - For details on how to reach us by phone, fax, mail, or in person for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called, *How to contact our plan when you are making an appeal about your Part D prescription drugs.*
- **Make your appeal in writing by submitting a signed request.** The plan may create a request form or you can send a letter. You may also ask for an appeal by calling us at the phone number shown in Chapter 2, Section 1 (*How to contact our plan when you are making an appeal about your Part D prescription drugs*).
- **You must make your appeal request within 60 calendar days** from the date on the written notice we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal.
- **You can ask for a copy of the information in your appeal and add more information.**
  - You have the right to ask us for a copy of the information regarding your appeal.
  - If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

**If your health requires it, ask for a “fast appeal”**

**LEGAL  
TERMS**

A “fast appeal” is also called an “**expedited appeal.**”

- If you are appealing a decision our plan 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 decision” in Section 5.4 of this chapter.

---

**Step 2 Our plan considers your appeal and we give you our answer.**

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- When our plan is reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were being fair and 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**

- If we are using the fast deadlines, 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. Later in this section, we tell about this review organization and explain what happens at Level 2 of the appeals 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.
- **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 to appeal our decision.

**Deadlines for a “standard” appeal**

- If we are using the standard deadlines, 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. Later in this section, we tell about this review organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested**
  - If we approve a request for coverage, we must **provide the coverage** we have agreed to provide as quickly as your health requires, but **no later than 7 calendar days** after we receive your appeal.
  - If we approve a 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 your appeal 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 and how to appeal our decision.

---

**Step 3 If we say no to your appeal, you decide if you want to continue with the appeals process and make another appeal.**

---

- If our plan says no to your appeal, you then choose whether to accept this decision or continue by making another appeal.

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

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

If our plan says no to your appeal, you then choose whether to accept this decision or continue by making another appeal. If you decide to go on to a Level 2 appeal, the **Independent Review Organization** reviews the decision our plan made when we said no to your first appeal. This organization decides whether the decision we made should be changed.

### LEGAL TERMS

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

### Step 1 To make a Level 2 Appeal, you must contact the Independent Review Organization and ask for a review of your case.

- If our plan says 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.
- When you make an appeal to the Independent Review Organization, we will send the information 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 does a review of your appeal and gives you an answer.

- **The Independent Review Organization is an outside, independent organization that is hired by Medicare.** This organization is not connected with our plan and it is not a government agency. This organization is a company chosen by Medicare to review our decisions about your Part D benefits with our plan.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal. The organization will tell you its decision in writing and explain the reasons for it.

#### Deadlines for a “fast” appeal at Level 2

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

#### Deadlines for a “standard” appeal at Level 2

- If you have a standard appeal at Level 2, the review organization must give you an answer to your Level 2 appeal **within 7 calendar days** of when it receives your appeal.
- **If the Independent Review Organization says yes to part or all of what you requested**
  - If the Independent Review Organization approves a 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.
  - If the Independent Review Organization approves a 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 your appeal, it means the organization agrees with our decision not to approve your request. (*This is called “upholding the decision.” It is also called “turning down your appeal.”*)
  - To continue and make another appeal at Level 3, the dollar value of the drug coverage you are requesting must meet a minimum amount. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final. The notice you get from the Independent Review Organization will tell you if the dollar value of the coverage you are requesting is high enough to continue with the appeals process.

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**Step 3 If the dollar value of the request you are requesting meets the requirement, you choose whether you want to take your appeal further**

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- There are three additional levels in the appeals process after Level 2 (*for a total of five levels of appeal*).
- If your Level 2 appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. If you decide to make a third appeal, the details on how to do this are in the written notice you got after your second appeal.
- Appeal Level 3 is handled by an administrative judge. 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

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### **Section 6.1** Levels of Appeal 3, 4, and 5 for Part D Drug Appeals.

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 dollar value of the drug you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any

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

further. If the dollar value is high enough, 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.

<b>LEVEL 3 APPEAL</b>	<b>A judge who works for the Federal government</b> will review your appeal and give you an answer. This judge is called an “Administrative Law Judge.”
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- **If the answer is yes, the appeals process is over.** What you asked for in the appeal has been approved.
- **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 can continue to the next level of the review process. If the administrative judge says no to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal. Whenever the reviewer says no to your appeal, the notice you get will tell you whether the rules allow you to go on to another level of appeal. If the rules allow you to go on, the written notice will also tell you who to contact and what to do next if you choose to continue with your appeal.

<b>LEVEL 4 APPEAL</b>	The <b>Medicare Appeals Council</b> will review your appeal and give you an answer. The Medicare Appeals Council works for the Federal government.
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- **If the answer is yes, the appeals process is over.** What you asked for in the appeal has been approved.
- **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 might be able to continue to the next level of the review process. It depends on your situation. If the Medicare Appeals Council says no to your appeal or denies your request to review the appeal, the notice you get will tell you whether the rules allow you to go on to another level of appeal. If the rules allow you to go on, the written notice will also tell you who to contact and what to do next if you choose to continue with your appeal.

<b>LEVEL 5 APPEAL</b>	A judge at the <b>Federal District Court</b> will review your appeal. This is the last stage of the appeals process.
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- The Level 5 Appeal decision is the final decision in the administrative appeals process.

## MAKING COMPLAINTS

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



If your problem is about decisions related to benefits, coverage, or payment, then this section is not for you. Instead, you need to use the process for coverage decisions and appeals. Go to Section 4 of this chapter.

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

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

#### If you have any of these kinds of problems, you can “make a complaint”

##### Quality of your care

Are you unhappy with the quality of the care you received?

##### Respecting your privacy

Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?

##### Disrespect, poor customer service, or other negative behaviors

- Has someone been rude or disrespectful to you?
- Are you unhappy with how our plan’s Customer Service has dealt with you?
- Do you feel you are being encouraged to leave our plan (*disenroll from our plan*)?

##### Waiting times

Have you been kept waiting too long:

- By pharmacists?
- By Customer Service or other staff at our plan?

Examples include waiting too long on the phone or when getting a prescription.

**If you have any of these kinds of problems, you can “make a complaint”, *continued***

**Cleanliness**

Are you unhappy with the cleanliness or condition of a pharmacy?

**Information you get from our plan**

- Do you believe we haven't given you a notice that we're required to give?
- Do you think written information we have given is hard to understand?

**Possible complaints, *continued***

These types of complaints are all related to the *timeliness* of our actions related to coverage decisions and appeals.

The process of asking for a coverage decision and making appeals is explained in Sections 4 and 5 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.

However, if you have already asked for a coverage decision or made an appeal, and you think that our plan is not responding quickly enough, you can also make a complaint about our slowness.

**Here are examples:**

▸ If you have asked our plan to give you a “fast response” for a coverage decision or appeal, and we have said we will not, you can make a complaint.

▸ If you believe our plan is not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.

▸ When a coverage decision we made is reviewed and our plan is told that we must cover or reimburse you for certain drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.

▸ When our plan does not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we don't do that within the required deadline, you can make a complaint.

**Section 7.2** The formal name for “making a complaint” is “filing a grievance”

**LEGAL TERMS**

What this section calls a “**complaint**” is also called a “**grievance**.”

Another term for “**making a complaint**” is “**filing a grievance**.”

Another way to say “**using the process for complaints**” is “**using the process for filing a 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.

**Phone: 1-800-797-9791, TTY: 1-866-524-4174** Hours of Operation: 8:00am to 8:00pm in your local time zone.

- **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 do this, it means that we will use our formal procedure for answering grievances. Here’s how it works:
  - When your grievance cannot be resolved by phone, you should write to TEAMStar Medicare Part D Grievance Review, P. O. Box 6106, Cypress, CA 90630-9948, MS CA124-0197. Your letter should state the nature of the grievance including the name of the person or pharmacy with whom you have a grievance and the date of the occurrence, or other details as appropriate.
- **Whether you call or write, you should contact Customer Service right away.** The complaint must be made within 60 days after you had the problem you want to complain about.
- **If you are making a complaint because we denied your request for a “fast response” to a coverage decision or 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**.

**LEGAL TERMS**

What this section calls a “**fast complaint**” is also called a “**fast grievance**.”

**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. If your health condition requires us to answer quickly, we will do that.
- **Most complaints are answered in 30 days, but we may take up to 44 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 days (*44 days total*) to answer your complaint.
- **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 let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

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

You can make your complaint about the quality of care you received to our plan by using the step-by-step process outlined above.

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

- **You can make your complaint to the Quality Improvement Organization.** If you prefer, you can make your complaint about the quality of care you received directly to this organization (*without making the complaint to our plan*). To find the name, address, and phone number of the Quality Improvement Organization in your state, look in Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work together with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to our plan and also to the Quality Improvement Organization.

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## **Chapter 8:**

Ending your membership in the plan

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Tells when and how you can end your membership in the plan.  
Explains situations in which our plan is required to end your membership.

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## SECTION 1 Introduction

### Section 1.1 This chapter focuses on ending your membership in our plan

Ending your membership in TEAMStar Medicare Part D 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 leave.
  - There are only certain times during the year, or certain situations, when you may end your membership in the plan. Section 2 tells you when you can end your membership in the plan.
  - The process for ending your membership varies depending on what type of new coverage you are choosing. Section 3 tells you how to end your membership in each situation.
- 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, you must continue to get your Part D prescription drugs through our plan until your membership ends.

## SECTION 2 When can you end your membership in our plan?

You may end your membership in our plan only during certain times of the year, known as enrollment periods. All members have the opportunity to leave the plan during the Annual Enrollment Period. In certain situations, you may also be eligible to leave the plan at other times of the year.

### Section 2.1 Usually, you can end your membership during the Annual Enrollment Period

You can end your membership during the **Annual Enrollment Period** (*also known as the "Annual Coordinated Election Period"*). This is the time when you should review your health and drug coverage and make a decision about your coverage for the upcoming year.

- **When is the Annual Enrollment Period?** This happens every year from November 15 to December 31.
- **What type of plan can you switch to during the Annual Enrollment Period?** During this time, you can review your health coverage and your prescription drug coverage. You can choose to keep your current coverage or make changes to your coverage for the upcoming year. If you decide to change to a new plan, you can choose any of the following types of plans:
  - Another Medicare prescription drug plan
  - The Original Medicare *without* a separate Medicare prescription drug plan.
  - – or – A Medicare Advantage plan. A Medicare Advantage plan is a plan offered by a private company that contracts with Medicare to provide all of the Medicare Part A (*Hospital*) and Part B (*Medical*) benefits. Some Medicare Advantage plans also include Part D prescription drug coverage.

### Chapter 8: Ending your membership in the plan

- If you enroll in most Medicare Advantage plans, you will be disenrolled from TEAMStar Medicare Part D when your new plan's coverage begins. However, if you choose a Private Fee-For-Service plan without Part D drug coverage, a Medicare Medical Savings Account plan, or a Medicare Cost Plan, you can enroll in that plan and keep TEAMStar Medicare Part D for your drug coverage. If you do not want to keep our plan, you can choose to enroll in another Medicare prescription drug plan or to drop Medicare prescription drug coverage.

**Note:** If you disenroll from a Medicare prescription drug plan and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. (*"Creditable" coverage means the coverage is at least as good as Medicare's standard prescription drug coverage.*)

- **When will your membership end?** Your membership will end when your new plan's coverage begins on January 1.

#### **Section 2.2** You can end your membership during the Medicare Advantage Open Enrollment Period, but your plan choices are more limited

You have the opportunity to make one change to your health coverage during the **Medicare Advantage Open Enrollment Period**.

- **When is the Medicare Advantage Open Enrollment Period?** This happens every year from January 1 to March 31.
- **What type of plan can you switch to during the Medicare Advantage Open Enrollment Period?** During this time, you can make one change to your health plan coverage. However, you may not add or drop prescription drug coverage during this time. Since you are currently enrolled in a Medicare prescription drug plan, this means that you can enroll in:
  - A Medicare Advantage plan with prescription drug coverage. (*A Medicare Advantage plan is a plan offered by a private company that contracts with Medicare to provide all of the Medicare Part A (Hospital) and Part B (Medical) benefits.*)
  - **Note:** You can also enroll in a Medicare Private Fee-For-Service Plan without prescription drug coverage or a Medicare Cost Plan. But in these cases, you must keep your prescription drug coverage through our plan.
- **When will your membership end?** Your membership will end on the first day of the month after we get your request to change plans.

#### **Section 2.3** In certain situations, you can end your membership during a Special Enrollment Period

In certain situations, members of TEAMStar Medicare Part D may be eligible to end their membership at other times of the year. This is known as a **Special Enrollment Period**.

- **Who is eligible for a Special Enrollment Period?** If any of the following situations apply to you, you are eligible to end your membership during a Special Enrollment Period. These are just examples, for the full list you can contact the plan, call 1-800-MEDICARE, or visit the Medicare website at [www.medicare.gov](http://www.medicare.gov):
  - If you have moved out of a plan's service area.

- If you have Medicaid.
- If you are eligible for Extra Help with paying for your Medicare prescriptions.
- If you live in a facility, such as a nursing home.
- **When are Special Enrollment Periods?** The enrollment periods vary depending on your situation.
- **What can you do?** If you are eligible to end your membership because of a special situation, you can choose to change both your Medicare health coverage and prescription drug coverage. This means you can choose any of the following types of plans:
  - Another Medicare prescription drug plan
  - Original Medicare without a separate Medicare prescription drug plan
  - – or – A Medicare Advantage plan. A Medicare Advantage plan is a plan offered by a private company that contracts with Medicare to provide all of the Medicare Part A (*Hospital*) and Part B (*Medical*) benefits. Some Medicare Advantage plans also include Part D prescription drug coverage.
    - If you enroll in most Medicare Advantage plans, you will automatically be disenrolled from TEAMStar Medicare Part D when your new plan's coverage begins. However, if you choose a Private Fee-For-Service plan without Part D drug coverage, a Medicare Medical Savings Account plan, or a Medicare Cost Plan, you can enroll in that plan and keep TEAMStar Medicare Part D for your drug coverage. If you do not want to keep our plan, you can choose to enroll in another Medicare prescription drug plan or to drop Medicare prescription drug coverage.
- **Note:** If you disenroll from a Medicare prescription drug plan and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. (*"Creditable" coverage means the coverage is at least as good as Medicare's standard prescription drug coverage.*)
- **When will your membership end?** Your membership will usually end on the first day of the month after we receive your request to change your plan.

## Section 2.4 Where can you get more information about when you can end your membership?

If you have any questions or would like more information on when you can end your membership:

- You can **call Customer Service** (*phone numbers are on the cover of this booklet*).
- You can find the information in the *Medicare & You 2010* handbook.
  - Everyone with Medicare receives a copy of *Medicare & You* each fall. Those new to Medicare receive it within a month after first signing up.
  - You can also download a copy from [www.medicare.gov](http://www.medicare.gov). Or, you can order a printed copy by calling Medicare at the number below.
- You can contact **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.

## SECTION 3 How do you end your membership in our plan?

### Section 3.1 You end your membership by enrolling in another plan

Usually, to end your membership in our plan, you simply enroll in another Medicare plan during one of the enrollment periods (*see Section 2 for information about the enrollment periods*). There are a couple of exceptions:

- One exception is when you want to switch from our plan to Original Medicare without a Medicare prescription drug plan. In this situation, you must contact TEAMStar Medicare Part D Customer Service and ask to be disenrolled from our plan.
- Another exception is if you join a Private Fee-For-Service plan without prescription drug coverage, a Medicare Medical Savings Account Plan, or a Medicare Cost Plan. In this case, you can enroll in that plan and keep TEAMStar Medicare Part D for your drug coverage. If you do not want to keep our plan, you can choose to enroll in another Medicare prescription drug plan or to drop your Medicare prescription drug coverage

The table below explains how you should end your membership in our plan.

If you would like to switch from our plan to:	This is what you should do:
<b>Another Medicare prescription drug plan</b>	<ul style="list-style-type: none"> <li>• Enroll in the new Medicare prescription drug plan. You will automatically be disenrolled from TEAMStar Medicare Part D when your new plan's coverage begins.</li> </ul>
<b>A Medicare Advantage plan</b>	<ul style="list-style-type: none"> <li>• Enroll in the Medicare Advantage plan. With most Medicare Advantage plans, you will automatically be disenrolled from TEAMStar Medicare Part D when your new plan's coverage begins. However, if you choose a Private Fee-For-Service plan without Part D drug coverage, a Medicare Medical Savings Account plan, or a Medicare Cost Plan, you can enroll in that new plan and keep TEAMStar Medicare Part D for your drug coverage. If you want to leave our plan, you must either enroll in another Medicare prescription drug plan or contact Customer Service or Medicare and ask to be disenrolled.</li> </ul>
<b>Original Medicare <i>without</i> a separate Medicare prescription drug plan</b>	<ul style="list-style-type: none"> <li>• <b>Contact Customer Service and ask to be disenrolled from the plan</b> (<i>phone numbers are on the cover of this booklet</i>).</li> <li>• You can also contact <b>Medicare</b> at 1-800-MEDICARE (1-800-633-4227) and ask to be disenrolled. TTY users should call 1-877-486-2048.</li> </ul>

## SECTION 4      Until your membership ends, you must keep getting your drugs through our plan

### Section 4.1      Until your membership ends, you are still a member of our plan

If you leave TEAMStar Medicare Part D, it may take time before your membership ends and your new Medicare coverage goes into effect. *(See Section 2 for information on when your new coverage begins.)* During this time, you must continue to get your prescription drugs through our plan.

- **You should continue to use our network pharmacies to get your prescriptions filled until your membership in our plan ends.** Usually, your prescription drugs are only covered if they are filled at a network pharmacy including through our mail-order pharmacy services.

## SECTION 5      TEAMStar Medicare Part D can end your membership in the plan

### Section 5.1      When will we end your membership in the plan?

**TEAMStar Medicare Part D must end your membership in the plan if any of the following happen:**

- If you do not stay continuously enrolled in Medicare Part A or Part B *(or both)*.
- If you lie about 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.
- 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 membership card to get prescription drugs.
  - If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you do not pay the plan premiums for 30 days.
  - We must notify you in writing that you have 30 days to pay the plan premium before we end your membership.

#### **Where can you get more information?**

If you have questions or would like more information on when we can end your membership:

- You can call Customer Service for more information *(phone numbers are on the cover of this booklet)*.

**Section 5.2** We cannot ask you to leave our plan for any reason related to your health

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

**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 can make a complaint about our decision to end your membership. You can also look in Chapter 7, Section 7 for information about how to make a complaint.

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## **Chapter 9:**

Legal notices

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Includes notices about governing law and about nondiscrimination.

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## **SECTION 1**      Notice about governing law

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Many laws apply to this Evidence of Coverage and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this 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.

## **SECTION 2**      Notice about nondiscrimination

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We don't discriminate based on a person's race, disability, religion, sex, health, ethnicity, creed, age, or national origin. All organizations that provide 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, all other laws that apply to organizations that get Federal funding, and any other laws and rules that apply for any other reason.



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## **Chapter 10:** Definitions of important words

Explains key terms used in this booklet

## Appeal

An appeal is something you do if you disagree with a decision to deny a request for health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with a decision to stop services that you are receiving. For example, you may ask for an appeal if our Plan doesn't pay for a drug, item, or service you think you should be able to receive. Chapter 7 explains appeals, including the process involved in making an appeal.

## 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 where you pay a low copayment or coinsurance for your drugs after you or other qualified parties on your behalf have spent \$4,550 in covered drugs during the covered year.

## Centers for Medicare & Medicaid Services (CMS)

The Federal agency that runs Medicare. Section 2 explains how to contact CMS.

## Cost-sharing

Cost-sharing refers to amounts that a member has to pay when drugs are received. It 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" amounts that a plan may require be paid when specific drugs are received; or (3) any "coinsurance" amount that must be paid as a percentage of the total amount paid for a drug.

## Cost-sharing Tier

Every drug on the list of covered drugs is in one of four Cost-sharing tiers. In general, the higher the cost-sharing tier number, the higher your cost for the drug.

## Coverage Determination

A decision about whether a medical service or 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 if you disagree.

## 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 cover, 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 our Plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Customer Service.

**Disenroll or Disenrollment**

The process of ending your membership in our Plan. Disenrollment may be voluntary (*your own choice*) or involuntary (*not your own choice*).

**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.

**Exception**

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

**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, generic drugs cost less than brand-name drugs.

**Grievance**

A type of complaint you make about us or one of our network pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

**Initial Coverage Limit**

The maximum limit of coverage under the Initial Coverage Stage.

**Initial Coverage Stage**

This is the stage before your total drug expenses have reached \$2,830, including amounts you've paid and what our Plan has paid on your behalf.

**Late Enrollment Penalty**

An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (*coverage that expects to pay, on average, at least as much as standard Medicare prescription drug coverage*) for a continuous period of 63 days or more. You pay this higher amount as long as you have a Medicare drug plan. There are some exceptions.

**List of Covered Drugs Formulary or “Drug List”**

A list of covered drugs provided by the plan. The drugs on this list are selected by the plan with the help of doctors and pharmacists. The list includes both brand-name and generic drugs.

**Low Income Subsidy/Extra Help**

A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

**Medically necessary**

Drugs, services, or supplies that are proper and needed for the diagnosis or treatment of your medical condition; are used for the diagnosis, direct care, and treatment of your medical condition; meet the standards of good medical practice in the local community; and are not mainly for your convenience or that of your doctor.

**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*).

**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 (*Hospital*) and Part B (*Medical*) benefits. A MA plan offers a specific set of health benefits at the same premium and level of cost-sharing to all people with Medicare who live in the service area covered by the Plan. Medicare Advantage Organizations can offer one or more Medicare Advantage plan in the same service area. A Medicare Advantage Plan can be an HMO, PPO, a Private Fee-for-Service (*PFFS*) Plan, or a Medicare Medical Savings Account (*MSA*) plan. 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. Everyone who has Medicare Part A and Part B is eligible to join any Medicare Health Plan that is offered in their area, except people with End-Stage Renal Disease (*unless certain exceptions apply*).

**Medicare Cost Plan**

Cost plan means 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 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 coverage. 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 network pharmacy is a pharmacy where members of our plan can get their prescription drug benefits. We call them “network pharmacies” because they contract with our plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

**Original Medicare Plan (*“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 health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share.

**Out-of-network pharmacy**

A pharmacy that doesn’t have a contract with our plan to coordinate or provide covered drugs to members of our plan. As explained in this Evidence of Coverage, most drugs you get from out-of-network pharmacies are not covered by our Plan unless certain conditions apply.

**Part C**

see “Medicare Advantage (MA) Plan”

**Part D**

The voluntary Medicare Prescription Drug Benefit Program. (*For ease of reference, we will refer to the prescription drug benefit program as Part D.*)

**Part D Drugs**

Drugs that can be covered under Part D. We may or may not offer all Part D drugs. (*See your formulary for a specific list of covered drugs.*) Certain categories of drugs were specifically excluded by Congress from being covered as Part D drugs.

### **Prior authorization**

Approval in advance to get certain drugs that may or may not be on our Drug List. 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 Drug List.

### **Quality Improvement Organization (QIO)**

Groups of practicing doctors and other health care experts that are paid by the Federal government to check and improve the care given to Medicare patients. They must review your complaints about the quality of care given by Medicare Providers. See Chapter 2 for information about how to contact the QIO in your state and Chapter 7 for information about making complaints to the QIO.

### **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**

“Service area” is the geographic area approved by the Centers for Medicare & Medicaid Services (CMS) within which an eligible individual may enroll in a certain plan, and in the case of network plans, where a network must be available to provide services.

### **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 the Social Security Administration 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:**

State Assistance Organizations

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## State Health Insurance Assistance Programs (SHIP)

ALABAMA

DELAWARE

### Alabama

AL Quality Assurance Foundation  
2 Perimeter Park South Suite 200 West  
Birmingham, AL 35243  
**Local:** 1-205-970-1600  
**Tollfree:** 1-800-760-3540  
**Fax:** 1-205-970-1624  
**Hours:** 8:00am - 4:30pm  
[www.adss.state.al.us](http://www.adss.state.al.us)

### Alaska

QualisHealth  
3601 C Street, Suite 310  
Anchorage, AK 99503  
**Local:** 1-907-269-3666  
**Toll Free:** 1-800-478-9996  
**Fax:** 1-907-269-3689  
**Hours:** 8:00am - 5:00pm  
[www.hss.state.ak.us](http://www.hss.state.ak.us)

### Arizona

Health Services Advisory Group  
1600 E. Northern Ave, Ste. 100  
Phoenix, AZ 85020-3933  
**Local:** 1-602-542-4446  
**Tollfree:** 1-800-359-9909  
**Hotline:** 1-800-432-4040  
Leave Message  
**Fax:** 1-602-542-6575  
**Hours:** 8:00am - 5:00pm  
[www.hsag.com](http://www.hsag.com)

### Arkansas

Arkansas Foundation for Medical Care  
2201 Brooken Hill Drive  
Fort Smith, AR 72908  
**Local:** 1-479-649-8501  
**Tollfree:** 1-800-272-5528  
**Hours:** 8:30am - 5:00pm  
[www.insurance.arkansas.gov/](http://www.insurance.arkansas.gov/)

### California

Lumetra  
5380 Elvas Avenue, Suite 214  
Sacramento, CA 95819  
**Local:** 1-916-231-5110  
**Tollfree:** 1-800-841-1602  
**Fax:** 1-916-231-5114  
**Hours:** 9:00am - 5:00pm  
[www.cahealthadvocates.org/HICAP](http://www.cahealthadvocates.org/HICAP)

### Colorado

Colorado Foundation for Medical Care  
2851 South Parker Road, Suite 1000  
Aurora, CO 80014  
**Local:** 1-303-894-7499  
**Tollfree:** 1-800-930-3745  
**Consumer Information:** 1-303-894-7490  
**TTY:** 1-303-695-3314  
**Fax:** 1-303-695-3377  
**Hours:** 8:00am - 5:00pm  
[www.dora.state.co.us/Insurance/senior/senior.htm](http://www.dora.state.co.us/Insurance/senior/senior.htm)

### Connecticut

Department of Social Services  
Aging Services Division  
100 Roscommon Drive, Suite 200  
Middletown, CT 06457  
**Local:** 1-860-424-5274  
**Tollfree:** 1-866-218-6631  
**Fax:** 1-860-424-5301  
**Hours:** 8:00 am -4:30pm  
[www.ct.gov/agingservices/](http://www.ct.gov/agingservices/)

### Delaware

Quality Insights of Delaware  
Plaza III, 1847 Marsh Road  
Wilmington, DE 19810  
**Local:** 1-302-674-7364  
**Hours:** 8:15am - 5:00pm  
[www.delawareinsurance.gov/](http://www.delawareinsurance.gov/)

## State Health Insurance Assistance Programs (SHIP)

DISTRICT OF COLUMBIA

IOWA

### District of Columbia

Delmarva Foundation for Medical Care  
1620 L Street, NW, Suite 1275  
Washington, DC 20036  
**Local:** 1-202-293-9650  
(or 1-410-822-0697)  
**Tollfree:** 1-800-999-3362  
(or 1-800-492-5811)  
**Spanish:** 1-800-744-4344  
**Fax:** 1-202-293-3253  
**Hours:** 8:00am - 5:00pm  
[www.delmarvafoundation.org](http://www.delmarvafoundation.org)

### Florida

SHINE Program  
Department of Elder Affairs  
4040 Esplanade Way, Suite 270  
Tallahassee, FL 32399-7000  
**Local:** 1-850-414-2000  
**Tollfree:** 1-800-96 ELDER (1-800-963-5337)  
**TDD:** 1-800-955-8770  
**TTY:** 1-800-955-8771  
**Fax:** 1-850-414-2150  
**Hours:** 8:00am - 4:30pm  
[www.floridashine.org](http://www.floridashine.org)

### Georgia

Division of Aging Services  
Two Peachtree Street, NW  
Suite 9385  
Atlanta, GA 30303-3142  
**Local:** 1-404-657-5258  
**Tollfree:** 1-866-55-AGING (1-866-552-4464)  
**Fax:** 1-404-657-5285  
**Hours:** 8:00am-5:00pm  
[www.dhr.georgia.gov](http://www.dhr.georgia.gov)

### Hawaii

Mtn.-Pacific Quality Health Foundation  
1360 S. Beretania Street, Suite 501  
Honolulu, HI 96814  
**Local:** 1-808-545-2550  
**Tollfree:** 1-800-524-6550  
**Fax:** 1-808-440-6030  
**Hours:** 8:00am - 4:30pm  
[www.hawaii.gov/health/eoa](http://www.hawaii.gov/health/eoa)

### Idaho

QualisHealth  
720 Park Boulevard, Suite 120  
Boise, ID 83712  
**Local:** 1-208-334-4250  
**Tollfree:** 1-800-488-1118  
**Hours:** 8:00am - 5:00pm  
[www.qualishealth.org](http://www.qualishealth.org)

### Illinois

IL Foundation for Quality Health Care  
2625 Butterfield Road, Suite 104S  
Oakbrook, IL 60523  
**Local:** 1-630-571-5540  
**Tollfree:** 1-800-386-6431  
**TDD:** 1-217-524-4872  
**Fax:** 1-630-571-5611  
**Hours:** 8:00am - 4:30pm  
[www.ifqhc.org](http://www.ifqhc.org)

### Indiana

Health Care Excel, Inc.  
714 W. 53RD  
Anderson, IN 46013  
**Local:** 1-317-347-4500  
(or 1-812-234-1499 TerreHaute)  
**Tollfree:** 1-800-288-1499  
**Fax:** 1-765-608-2322  
**Hours:** 8:00am - 5:00pm  
[www.hce.org](http://www.hce.org)

### Iowa

Iowa Foundation for Medical Care  
6000 Westown Parkway, Suite 350E  
West Des Moines, IA 50266  
**Local:** 1-515-223-2900  
**Tollfree:** 1-800-752-7014  
**TTY:** 1-800-735-2942  
**Fax:** 1-515-222-2407  
[www.ifmc.org](http://www.ifmc.org)

## State Health Insurance Assistance Programs (SHIP)

### KANSAS

#### Kansas

Kansas Foundation for Medical Care  
2947 S.W. Wanamaker Drive  
Topeka, KS 66614  
**Local:** 1-785-296-4986  
**Tollfree:** 1-800-432-0407  
**Fax:** 1-785-273-0237  
**Hours:** 8:00am - 4:30pm  
[www.kfmc.org](http://www.kfmc.org)

#### Kentucky

Health Care Excel  
9300 Shelbyville Rd., Suite 600  
Louisville, KY 40222  
**Local:** 1-502-564-5497  
**Tollfree:** 1-800-372-2973  
**TTY:** 1-800-627-4702  
**Fax:** 1-502-564-9523  
**Hours:** 8:00am - 5:00pm  
[www.hce.org](http://www.hce.org)

#### Louisiana

Louisiana Health Care Review  
8591 United Plaza Boulevard, Ste.270  
Baton Rouge, LA 70809  
**Local:** 1-225-219-4770  
**Tollfree:** 1-800-433-4958  
**Fax:** 1-225-342-5711  
**Hours:** 8:30am - 5:00pm CT  
[www.ldi.state.la.us/Health/SHIP/index.htm](http://www.ldi.state.la.us/Health/SHIP/index.htm)

#### Maine

11 State House Station  
32 Blossom Lane  
Augusta, ME 04333  
**Local:** 1-207-287-9200  
**Tollfree:** 1-800-262-2232  
**TTY:** 1-800-606-0215  
**Fax:** 1-207-287-9229  
**Hours:** 8:30 - 4:30pm  
[www.nhcqf.org](http://www.nhcqf.org)

### MINNESOTA

#### Maryland

Delmarva Found. for Medical Care  
9240 Centreville Road  
Easton, MD 21601  
**Local:** 1-410-822-0697  
**Tollfree:** 1-800-492-5811  
**TTY:** 1-800-201-7165  
**Fax:** 1-410-822-1997  
**Hours:** 8:00am - 5:00pm  
[www.mdoa.state.md.us/senior.html](http://www.mdoa.state.md.us/senior.html)

#### Massachusetts

MassPRO  
235 Wyman Street  
Waltham, MA 02451  
**Local:** 1-781-890-0011  
**Tollfree:** In-State Calls Only  
1-800-252-5533  
**TTY:** 1-800-872-0166  
**Hours:** 8:30am - 5:00pm  
[www.masspro.org](http://www.masspro.org)

#### Michigan

MI Peer Review Organization  
6105 West St. Joseph, Suite 204  
Farmington Hills, MI 48335-2611  
**Local:** 1-248-465-7300  
**Tollfree:** 1-800-365-5899  
**Hours:** 9:00am - 4:30pm  
[www.mmapinc.org/](http://www.mmapinc.org/)

#### Minnesota

Mailing Address:  
Minnesota Board on Aging  
P.O. Box 64976  
St. Paul, MN 55164-0976  
Site Location:  
Elmer L. Andersen Human Services  
Building  
540 Cedar Street  
St. Paul, MN 55155  
**Local:** 1-651-431-2500  
**Tollfree:** 1-800-882-6262  
**Fax:** 1-651-431-7453  
**Hours:** 8:00am - 5:00pm  
[www.stratishealth.org](http://www.stratishealth.org)

## State Health Insurance Assistance Programs (SHIP)

### MISSISSIPPI

### NORTH DAKOTA

#### Mississippi

Information and Quality Healthcare  
385 Highland Colony Parkway, Ste. 120  
Ridgeland, MS 39157  
**Local:** 1-601-359-4500  
**Tollfree:** 1-800-345-6347  
[www.mdhs.state.ms.us](http://www.mdhs.state.ms.us)

#### Missouri

Primaris  
200 N. Kenn Street  
Columbia, MO 65201  
**Local:** 1-573-817-8300  
**Tollfree:** 1-800-735-6776  
**Fax:** 1-573-817-8341  
**Hours:** 8:30am - 4:30pm  
[www.primaris.org](http://www.primaris.org)

#### Montana

Mtn.-Pacific Quality Health Foundation  
3404 Cooney Drive  
Helena, MT 59602  
**Local:** 1-406-443-4020  
**Tollfree:** 1-800-497-8232  
[www.mpqhf.org](http://www.mpqhf.org)

#### Nebraska

CIMRO of Nebraska  
1230 O Street, Suite 120  
Lincoln, NE 68508  
**Local:** 1-402-476-1399  
**Tollfree:** 1-800-247-3004  
**TDD:** 1-800-833-7352  
**TTY:** 1-800-833-0920  
**Fax:** 1-402-476-1335  
**Hours:** 8:00am - 5:00pm M-F  
[www.cimronebraska.org](http://www.cimronebraska.org)

#### Nevada

HealthInsight  
500 South Rancho Drive, Suite C-17  
Las Vegas, NV 89106  
**Local:** 1-702-385-9933  
**Tollfree:** 1-800-748-6773  
**Spanish:** 1-702-759-0874  
**Fax:** 1-702-385-4586  
**Hours:** 8:30am - 5:00pm  
[www.nvaging.net/ship/ship\\_main.htm](http://www.nvaging.net/ship/ship_main.htm)

#### New Hampshire

Northeast Health Care Quality Found.  
15 Old Rollinsford Road, Suite 302  
Dover, NH 03820  
**Local:** 1-603-749-1641  
**Tollfree:** 1-800-772-0151  
**Fax:** 1-603-749-1195  
**Hours:** 8:30 - 4:40pm  
[www.nh.gov/servicelink/](http://www.nh.gov/servicelink/)

#### New Jersey

Healthcare Quality Strategies, Inc.  
P. O. Box 360  
Trenton, NJ 08625-0360  
**Local:** 1-609-292-7837  
**Tollfree:** In-State Calls Only  
1-800-367-6543  
[www.pronj.org](http://www.pronj.org)

#### New Mexico

New Mexico Medical Review Assn.  
2340 Menaul NE, Ste. 300  
Albuquerque, NM 87107  
**Local:** 1-505-998-9898  
**Tollfree:** 1-866-451-2901  
**Fax:** 1-505-998-9899  
[www.nmmra.org](http://www.nmmra.org)

#### North Carolina

Medical Review of North Carolina, Inc.  
11 South Boylan Avenue  
Raleigh, NC 27603  
**Local:** 1-919-851-2955  
**Tollfree:** 1-800-722-0468  
**Fax:** 1-919-807-6901  
**Hours:** 8:00am - 5:00pm  
[www.mrnc.org](http://www.mrnc.org)

#### North Dakota

North Dakota Health Care Review  
800 31st Avenue, SW  
Minot, ND 58701  
**Local:** 1-701-852-4231  
**Tollfree:** 1-800-247-0560  
**TTY:** 1-800-366-6888  
**Fax:** 1-701-328-4880  
**Hours:** 7:00am - 4:00pm  
[www.nd.gov/ndins/](http://www.nd.gov/ndins/)

## State Health Insurance Assistance Programs (SHIP)

OHIO

TENNESSEE

### Ohio

Ohio KePRO  
50 W. Town Street, Third Floor - Suite 300  
Columbus, OH 43215  
**Local:** 1-614-644-2658  
**Tollfree:** 1-800-589-7337  
**Fax:** 1-216-447-7925  
**Hours:** 8:00am - 4:30pm  
[www.keypro.com](http://www.keypro.com)

### Oklahoma

OK Foundation for Medical Quality  
14000 Quail Springs Pkwy, Suite 400  
Oklahoma City, OK 73134  
Mailing Address:  
Oklahoma Insurance Dept  
P.O. Box 53408  
Oklahoma City, OK  
73152-3408  
**Local:** 1-405-521-2828  
**Toll Free:** 1-800-522-0071  
**Fax:** 1-405-521-6635  
**Hours:** 8:00am - 5:00pm  
[www.ok.gov/oid/Consumers/Senior\\_Issues/index.html](http://www.ok.gov/oid/Consumers/Senior_Issues/index.html)

### Oregon

OR Medical Professional Review  
Organization (OMPRO)  
250 Church Street SE, Suite 200  
Salem, OR 97301-3921  
**Local:** 1-503-279-0100  
**Tollfree:** 1-800-344-4354  
**TTY:** 1-800-735-2900  
**Fax:** 1-503-279-0190  
**Hours:** 8:00am - 5:00pm  
[www.oregon.gov/DCBS/SHIBA/index.shtml](http://www.oregon.gov/DCBS/SHIBA/index.shtml)

### Pennsylvania

Quality Insights of Pennsylvania  
2601 Market Place St. Suite 320  
Harrisburg, PA 17110  
**Local:** 1-304-346-9864  
**Tollfree:** 1-877-346-6180  
**Fax:** 1-717-783-6842  
**Hours:** 9:00am - 4:00pm  
[www.qipa.org](http://www.qipa.org)

### Rhode Island

Rhode Island Quality Partners, Inc.  
74 West Road  
Cranston, RI 02920  
**Local:** 1-401-462-3000  
**Tollfree:** 1-800-662-5028  
**Fax:** 1-401-462-0503  
[www.riqualitypartners.org](http://www.riqualitypartners.org)

### South Carolina

Carolina Center for Medical Excellence  
1301 Gervais Street Suite 200  
Columbia, SC 29201  
**Local:** 1-803-731-8225  
**Tollfree:** In-State Calls Only  
1-800-922-3089  
**Fax:** 1-803-734-9886  
[www.mrnc.org](http://www.mrnc.org)

### South Dakota

SD Foundation for Medical Care  
1323 South Minnesota Avenue  
Sioux Falls, SD 57105  
**Local:** 1-605-773-3656  
**Tollfree:** 1-800-658-2285  
**Fax:** 1-605-773-6834  
**Hours:** 8:00am - 5:00pm  
[www.dss.sd.gov/elderlyservices/](http://www.dss.sd.gov/elderlyservices/)

### Tennessee

Foundation for Medical Care, Inc.  
of the Mid South  
Andrew Jackson Bldg 500  
Deaderick Street, Suite 825  
Nashville, TN 37243-0860  
**Local:** 1-615-741-2056  
**Tollfree:** 1-800-489-4633  
**Fax:** 1-901-761-3786  
**Hours:** 8:30am-5:00pm  
<http://tennessee.gov/comaging/ship.html>

## State Health Insurance Assistance Programs (SHIP)

TEXAS

WYOMING

### Texas

Texas Medical Foundation  
701 W 51st St.  
Austin, TX 78751  
**Local:** 1-512-438-3011  
**Tollfree:** 1-800-458-9858  
**Fax:** 1-512-327-7159  
[www.tmf.org](http://www.tmf.org)

### Utah

HealthInsight  
348 E 4500 South, Suite 300  
Salt Lake City, UT 84107  
**Local:** 1-801-892-0155  
**Tollfree:** 1-800-274-2290  
**Fax:** 1-702-385-4586  
**Hours:** 8:30am-5:00pm  
[www.healthinsight.org](http://www.healthinsight.org)

### Vermont

Northeastern Vermont Area Agency on Aging  
481 Summer St. Ste. 101  
St. Johnsbury, VT 05819  
**Local:** 1-802-748-5182  
**Tollfree:** 1-800-642-5119  
**Fax:** 1-802-748-6622  
**Hours:** 8:30-4:30pm  
[www.medicarehelpvt.net](http://www.medicarehelpvt.net)

### Virginia

Virginia Health Quality Center  
1610 Forest Ave., Ste 100  
Richmond, VA 23229  
**Local:** 1-804-289-5320  
**Tollfree:** 1-800-545-3814  
**Fax:** 1-804-289-5324  
**Hours:** 8:30am - 5:00pm  
[www.vhqc.org](http://www.vhqc.org)

### Washington

QualisHealth  
P.O. Box 40256  
Olympia, WA 98504-0256  
**Local:** 1-360-725-7080  
**Tollfree:** 1-877-575-8309  
**Fax:** 1-360-586-2018  
**Hours:** 8:00am - 5:30pm  
[www.insurance.wa.gov/shiba/](http://www.insurance.wa.gov/shiba/)

### West Virginia

West Virginia Medical Institute, Inc.  
3001 Chesterfield Place  
Charleston, WV 25304  
**Local:** 1-304-346-9864  
**Tollfree:** 1-800-642-8686 x266  
**Hours:** 8:00am-5:00pm  
[www.wvmi.org](http://www.wvmi.org)

### Wisconsin

Department of Health Services  
1 West Wilson Street  
Madison, WI 53703  
**Local:** 1-608-266-1865  
**Tollfree:** 1-800-362-2320  
**TTY:** 1-608-267-7371  
**Fax:** 1-608-274-5008  
**Hours:** 8:00am - 4:30pm  
[www.dhs.wisconsin.gov/aging/SHIP.htm](http://www.dhs.wisconsin.gov/aging/SHIP.htm)

### Wyoming

Mtn.-Pacific Quality Health Found.  
106 E. 6th Ave.  
Cheyenne, WY 82002  
**Local:** 1-406-443-4020  
**Tollfree:** 1-800-497-8232  
**Hours:** 8:00am - 5:00pm  
[www.mpqhf.org](http://www.mpqhf.org)

## State Medicaid Offices (SMO)

### ALABAMA

#### Alabama

Alabama Medicaid Agency

Mailing Address:

PO Box 5624

Montgomery, AL

36103-5624

Street Address:

501 Dexter Avenue

Montgomery, AL

36104

**Phone:** 1-334-242-5000

**Fax:** 1-334-242-0566

<http://www.medicaid.alabama.gov>

#### Alaska

State of Alaska Health & Social Services

Public Assistance

350 Main Street, Room 404

PO Box 110601

Juneau, AK 99811-0601

**Phone:** (907) 465-3030

**Fax:** (907) 465-3068

**TDD/TTY:** (907) 586-4265

<http://www.hss.state.ak.us/>

[dpa/programs/medicaid](http://www.hss.state.ak.us/dpa/programs/medicaid)

#### Arizona

Arizona Health Care Cost Containment  
System (AHCCCS)

801 E. Jefferson Street

Phoenix, AZ 85034

Phone: 602-417-4000

**Fax:** 602-252-6536

**Toll Free:** 1-800-654-8713

<http://www.azahcccs.gov>

#### Arkansas

Arkansas Medicaid

Division of Medical Services

Department of Human Services

Donaghey Plaza South

P. O. Box 1437, Slot S401

Little Rock, AR 72203-1437

**In-state toll-free:** 800-482-5431

**Local and out-of-state:** (501) 682-8501

<http://www.medicaid.state.ar.us>

### DISTRICT OF COLUMBIA

#### California

Medi-Cal:

EDS, an HP Company

P.O. Box 13029

Sacramento, CA 95813-4029

**Phone:** (916) 636-1200

**Toll Free:** 1-800-541-5555

<http://www.medi-cal.ca.gov>

#### Colorado

Department of Health Care Policy and  
Financing,

1570 Grant Street

Denver, CO 80203-1818

**Phone:** (303) 866-2993

**Fax:** (303) 866-4411

**Toll Free:** (800) 970-3468

<http://www.chcpf.state.co.us>

#### Connecticut

State of Connecticut

Department of Social Services

25 Sigourney Street

Hartford, CT 06106-5033

**Phone:** 800-842-1508

**TTY:** 800-842-4524

<http://www.ct.gov/dss/cwp>

#### Delaware

Division of Medicaid & Medical Assistance

1901 N. Du Pont Highway, Lewis Bldg.

New Castle, DE 19720

**Phone:** (302) 255-9500

**Fax:** (302) 255-4454

[http://www.dhss.delaware.](http://www.dhss.delaware.gov/dss/medicaid.html)

[gov/dss/medicaid.html](http://www.dhss.delaware.gov/dss/medicaid.html)

#### District of Columbia

DC Department of Health Care Finance

64 New York Avenue NE

6th Floor

Washington, DC 20002

**Phone:** (202) 671-4200

**Fax:** (202) 671-4325

<http://www.dc.gov/index.asp>

**State Medicaid Offices (SMO)**

FLORIDA

MASSACHUSETTS

**Florida**

Florida Agency for Health Care  
Administration  
Agency for Health Care Administration  
2727 Mahan Drive  
Tallahassee, FL 32308  
**Phone:** (888) 419-3456  
<http://www.fdhc.state.fl.us/medicaid>

**Georgia**

Georgia Department of Community Health  
2 Peachtree Street, NW  
Atlanta, GA 30303  
**Phone:** (404) 656-4507  
<http://dch.georgia.gov/>

**Hawaii**

<http://www.med-quest.us/index.html>

**Idaho**

Department of Health and Welfare  
1720 Westgate Drive  
Boise, ID 83704  
**Phone:** (208) 334-6700  
<http://healthandwelfare.idaho.gov>

**Illinois**

**In Illinois:** 1-866-4-OUR-KIDS  
(1-866-468-7543) (toll-free)  
**Outside Illinois:** 1-217-785-8036  
**Persons Using TTY:** 1-877-204-1012  
(toll-free)  
<http://www.hfs.illinois.gov/programs>

**Indiana**

<http://www.indianamedicaid.com>

**Iowa**

**Phone:** (515) 281-6899  
**Toll Free:** (800) 972-2017  
<http://www.dhs.state.ia.us>

**Kansas**

Kansas Health Solutions  
**Phone:** 800-633-4227  
<http://www.kmap-state-ks.us>

**Kentucky**

Cabinet for Health and Family Services  
Office of the Secretary  
275 E. Main St.  
Frankfort, KY 40621  
**Toll-Free:** (800) 372-2973  
**TTY:** (800) 627-4702  
<http://chfs.ky.gov/dms/>

**Louisiana**

Louisiana Department of Health & Hospitals  
Street Address:  
628 N. 4th Street  
Baton Rouge, LA  
70802  
Mailing Address:  
P.O. Box 629  
Baton Rouge, LA  
70821-0629  
**Phone:** (225)342-9500  
**Fax:** (225)342-5568  
<http://www.dhh.state.la.us>

**Maine**

**Phone:** 207-624-7539  
**Toll Free:** 800-321-5557  
<http://www.maine.gov>

**Maryland**

PAC Eligibility Services  
P.O. Box 386  
Baltimore, MD 21203-0386  
**Phone:** (410) 767-5800  
**Toll Free:** 800-977-7388 / 800-226-2142  
**TTY:** 800-977-7389 / 800-735-2258  
<http://www.dhmh.state.md.us/mma>

**Massachusetts**

The Commonwealth of Massachusetts  
Mass.Gov Customer Support  
Information Technology Division  
200 Arlington Street  
Chelsea, MA 02150  
**Toll Free:** 866-888-2808 Nationwide  
**Fax:** 617-660-4565  
<http://www.magnet.state.ma.us/dma/>

## State Medicaid Offices (SMO)

### MICHIGAN

#### Michigan

MDCH  
 Capitol View Building  
 201 Townsend Street  
 Lansing, MI 48913  
**Phone:** 517-373-3740  
**TTY:** 800-649-3777

<http://www.michigan.gov/mdch>

#### Minnesota

**Phone:** (651) 431-2670  
 (Twin Cities metro area) or  
**Toll Free:** (800) 657-3739  
 (outside Twin Cities metro area)

**TTY:** (800) 627-3529 or 711

<http://www.dhs.state.mn.us>

#### Mississippi

Mississippi Division of Medicaid  
 Sillers Building,  
 550 High Street Suite 1000,  
 Jackson, MS 39201-1399

**Phone:** 601-359-6050

**Toll Free:** 800-421-2408

<http://www.medicaid.ms.gov>

#### Missouri

Missouri Department of Social Services  
 615 Howerton Court  
 PO Box 6500

Jefferson City, MO 65102-6500

**Telephone:** (573) 751-3425

**Tollfree:** 1-888-275-5908

[www.dss.mo.gov/mhd/](http://www.dss.mo.gov/mhd/)

#### Montana

Montana Medicaid Provider Relations Unit  
 PO Box 4936  
 Helena, MT 59604

**Tollfree:** 1-800-624-3958

**Fax:** 406-442-4402

[www.medicaprovider.hhs.mt.gov/](http://www.medicaprovider.hhs.mt.gov/)

### NEW MEXICO

#### Nebraska

Nebraska Department of Health & Human  
 Services  
 301 Centennial Mall South  
 Lincoln, NE 68509

**Local:** 402-471-3121

**Tollfree:** 1-800-642-6092

[www.hhs.state.ne.us/med/medindex.htm](http://www.hhs.state.ne.us/med/medindex.htm)

#### Nevada

Las Vegas Medicaid District Office  
 1210 S Valley View, Suite 104  
 Las Vegas, NV 89102

**Local:** 702-668-4200

**Tollfree:** 1-800-992-4200

**Fax:** 775-687-3893

<http://dhcfp.state.nv.us/>

#### New Hampshire

New Hampshire Department of Health &  
 Human Services  
 97 Pleasant Street  
 Concord, NH 03301

**Local:** 603-271-5254

**Tollfree:** 1-800-852-3345x5254

**Fax:** 603-271-4365

[www.dhhs.state.nh.us/DHHS/MEDICAIDPROGRAM/](http://www.dhhs.state.nh.us/DHHS/MEDICAIDPROGRAM/)

#### New Jersey

New Jersey Department of Health and Senior  
 Services  
 PO Box 360  
 Trenton, NJ 08625-0360

**Local:** 609-292-7837

**Tollfree:** 1-800-356-1561

**Toll-free in NJ:** 1-800-367-6543

[www.state.nj.us/humanservices/dmahs/clients/medicaid/](http://www.state.nj.us/humanservices/dmahs/clients/medicaid/)

#### New Mexico

New Mexico Human Services Department  
 2009 S. Pacheco, Pollon Plaza  
 Santa Fe, NM 87504

**Local:** 505-827-3100

**Tollfree:** 1-888-997-2583

**Fax:** 505-827-3185

[www.hsd.state.nm.us/mad/](http://www.hsd.state.nm.us/mad/)

**State Medicaid Offices (SMO)****NORTH CAROLINA****TENNESSEE****North Carolina**

North Carolina Division of Medical Assistance  
1985 Umstead Dr  
Raleigh, NC 27603-2001  
**Local:** 919-855-4100  
**Tollfree:** 1-800-662-7030  
[www.dhhs.state.nc.us/dma/medicaid/](http://www.dhhs.state.nc.us/dma/medicaid/)

**North Dakota**

North Dakota Department of Human Services  
600 E Boulevard Ave, Dept 325  
Bismarck, ND 58505-0250  
**Local:** 701-328-2321  
**Tollfree:** 1-800-755-2604  
**Fax:** 701-328-1544  
[www.nd.gov/dhs/services/medicalserv/medicaid/](http://www.nd.gov/dhs/services/medicalserv/medicaid/)

**Ohio**

The Ohio Department of Job and Family Services  
30 E. Broad Street, 32nd Floor  
Columbus, OH 43215  
**Local:** 614-466-2100  
**Tollfree:** 1-877-852-0010  
<http://jfs.ohio.gov/OHP/>

**Oklahoma**

Oklahoma Health Care Authority  
4545 N Lincoln Blvd, Suite 124  
Oklahoma City, OK 73105  
**Local:** 405-522-7300  
**Tollfree:** 1-800-987-7767  
[www.ohca.state.ok.us/](http://www.ohca.state.ok.us/)

**Oregon**

Oregon Division of Medical Assistance Programs  
Administrative Office  
500 Summer Street NE  
Salem, OR 97301-1079  
**Local:** 503-945-5772  
**Tollfree:** 1-800-527-5772  
[www.oregon.gov/DHS/healthplan/](http://www.oregon.gov/DHS/healthplan/)

**Pennsylvania**

The Office of Medical Assistance Programs (OMAP)  
Health & Welfare Building, Room 515  
PO Box 2675  
Harrisburg, PA 17105-2675  
**Local:** 717-787-1870  
**Tollfree:** 1-800-692-7462  
[www.dpw.state.pa.us/](http://www.dpw.state.pa.us/)

**Rhode Island**

Contact Local Departments of Health Services  
[www.dhs.state.ri.us/dhs/adults/dmadult.htm](http://www.dhs.state.ri.us/dhs/adults/dmadult.htm)

**South Carolina**

South Carolina Department of Health & Human Services  
PO Box 8206  
Columbia, SC 29202-8206  
**Local:** 803-898-2500  
**Tollfree:** 1-888-549-0820  
[www.scdhhs.gov/](http://www.scdhhs.gov/)

**South Dakota**

South Dakota Department of Social Services  
700 Governors Drive  
Pierre, SD 57501  
**Local:** 605-773-3656  
**Tollfree:** 1-866-854-5465  
**Fax:** 605-773-6834  
[www.dss.sd.gov/](http://www.dss.sd.gov/)

**Tennessee**

TennCare  
310 Great Circle Rd  
Nashville, TN 37243  
**Tollfree:** 1-800-342-3145  
[www.state.tn.us/tenncare/](http://www.state.tn.us/tenncare/)

## State Medicaid Offices (SMO)

### TEXAS

#### Texas

Texas Health and Human Services  
Commission  
Brown-Heatly Building  
4900 N Lamar Blvd.  
Austin, TX 78751-2316  
**Local:** 512-424-6500  
**Tollfree:** 1-800-252-8263  
[www.hhsc.state.tx.us/medicaid/](http://www.hhsc.state.tx.us/medicaid/)

#### Utah

Utah Department of Health  
Division Of Health Care Financing  
P.O. Box 143106  
Salt Lake City, UT 84114-3106  
**Local:** 801-538-6155  
**Tollfree:** 1-800-662-9651  
**Fax:** 801-538-6805  
[www.health.utah.gov/medicaid/](http://www.health.utah.gov/medicaid/)

#### Vermont

Vermont Green Mountain Care  
312 Hurricane Lane, Suite 201  
Williston, VT 05495  
**Local:** 802 879-5900  
**Tollfree:** 1-800-250-8427  
**Fax:** 802 879-5919  
[www.greenmountaincare.org](http://www.greenmountaincare.org)

#### Virginia

Virginia Department Of Medical Assistance  
Services  
600 East Broad Street  
Richmond, VA 23219  
**Local:** 804-786-6145  
**Tollfree:** 1-800-643-2273  
[www.dmas.virginia.gov/](http://www.dmas.virginia.gov/)

#### Washington

Washington State Department of Social &  
Health Services  
PO Box 45130  
Olympia, WA 98504-5130  
**Tollfree:** 1-800-737-0617  
[www.dshs.wa.gov/](http://www.dshs.wa.gov/)

### WYOMING

#### West Virginia

West Virginia Department of Health & Human  
Resources  
350 Capitol Street, Room 251  
Charleston, WV 25301-3709  
**Local:** 304-558-1700  
**Tollfree:** 1-800-642-8589  
[www.wvdhhr.org/bms/](http://www.wvdhhr.org/bms/)

#### Wisconsin

Contact local Departments of Human  
Services or Tribal Agency  
**Tollfree:** 1-800-362-3002  
[www.dhs.wisconsin.gov/medicaid/](http://www.dhs.wisconsin.gov/medicaid/)

#### Wyoming

Wyoming Department of Health  
401 Hathaway Building  
Cheyenne, WY 82002  
**Local:** 307-777-7656  
**Toll Free:** 1-866-571-0944  
**Fax:** 307-777-7439  
[wdh.state.wy.us/healthcarefin/equalitycare/](http://wdh.state.wy.us/healthcarefin/equalitycare/)

## State Pharmacy Assistance Programs (SPAP)

ALASKA

INDIANA

### Alaska

SeniorCare  
Senior & Disabilities Services  
SeniorCare Senior Information Office  
3601 C Street, Suite 310  
Anchorage, AK 99503-5984  
**Phone (In State):** 1-800-478-9996  
**Phone (Out of state):** 1-907-269-3680  
**Fax:** 1-907-269-3688  
<http://www.hss.state.ak.us/dsds/>

### California

Genetically Handicapped Persons Program  
MS 8105, P.O. Box 997413  
Sacramento, CA 95899-7413  
**Phone (In State):** 800-639-0597  
**Phone (Out of state):** 916-327-0470  
**Fax:** 916-327-1112  
[www.dhs.ca.gov/pcfh/cms/ghpp/](http://www.dhs.ca.gov/pcfh/cms/ghpp/)

### Connecticut

Connecticut Pharmaceutical Assistance  
Contract to the Elderly and Disabled  
(ConnPACE)  
CT Department of Social Services  
25 Sigourney Street  
Hartford, CT 06106  
**Phone (In State):** 1-800-423-5026  
**Phone (Out of state):** 1-860-269-2029  
[www.connpace.com/](http://www.connpace.com/)

### Delaware (2)

Chronic Renal Disease Program  
The Lewis Building  
1901 N. Du Pont Hwy.,  
P.O. Box 906  
New Castle, DE 19720  
**Phone (In State):** (302) 422-1393  
**Phone (Out of state):** 1-800-372-2022  
**Fax:** 1-302-255-4454  
[www.dhss.delaware.gov/dss/crdprog.html](http://www.dhss.delaware.gov/dss/crdprog.html)

Prescription Assistance Program  
The Division of Social Services  
1901 N. Du Pont Hwy., P.O. Box 906  
New Castle, DE 19720  
**Phone:** 1-302-255-9668  
**Fax:** 1-302-255-4433  
[www.dhss.delaware.gov/dhss/dss/dpap.html](http://www.dhss.delaware.gov/dhss/dss/dpap.html)

### Florida

Florida Comprehensive Health Association  
820 East Park Avenue Suite D200  
Tallahassee, FL 32301  
**Phone:** 1-850-309-1200

### Illinois (2)

Circuit Breaker  
421 East Capitol Avenue, #100  
Springfield, IL 62701-1789  
**Phone (In State):** 217-785-3356  
**Phone (Out of state):** 1-800-252-8966  
**Fax:** 217-785-4477  
[www.cbrx.il.gov/](http://www.cbrx.il.gov/)

Illinois Cares Rx Program  
P.O. Box 19021  
Springfield, IL 62794-9021  
**Phone (In State):** 1-800-252- 8966  
**Phone (Out of state):** 1-800-624-2459  
[www.illinoiscaresrx.com/](http://www.illinoiscaresrx.com/)

### Indiana

Hoosier Rx  
P.O. Box 6224  
Indianapolis, IN 46206-6224  
**Phone (In State):** 1-317-234-1381  
**Phone (Out of state):** 1-866-267-4679  
(toll-free)  
[www.in.gov/HoosierRx](http://www.in.gov/HoosierRx)

## State Pharmacy Assistance Programs (SPAP)

MASSACHUSETTS

NEW JERSEY (2)

### Massachusetts

Prescription Advantage  
Executive Office of Elder Affairs  
One Ashburton Place, 5th floor  
Boston, MA 02108  
**Local:** 1-617-727-7750  
**Phone (In State):** 1-800-243-4636  
**Phone (Out of state):** 1-877-610-0241  
[www.800ageinfo.com/](http://www.800ageinfo.com/)

### Maine

Maine Dept of Health & Human Services  
11 State House Station, 32 Blossom Lane  
Augusta, ME 04333  
**Local:** 1-207-287-9200  
**Tollfree:** 1-800-262-2232  
**Fax:** 1-207-287-9229  
**TTY:** 1-800-606-0215  
[www.mejp.org/drugprograms.htm](http://www.mejp.org/drugprograms.htm)

### Maryland (2)

Kidney Disease Program of Maryland  
201 West Preston Street, Room 314A  
Baltimore, MD 21201  
**Phone:** 410-767-5000  
[www.maryland.gov](http://www.maryland.gov)

SPDAP c/o Pool Administrators  
100 Great Meadow Rd., Suite 705  
Wethersfield, CT 06109  
**Phone:** 1-800-551-5995  
**TTY/TDD:** 1-800-877-5156  
**Fax:** 1-800-847-8217  
[www.marylandspdap.com/](http://www.marylandspdap.com/)

### Missouri

Missouri Rx Plan  
PO Box 6500  
205 Jefferson Street, 14th Floor  
Jefferson City, MO 65101  
**Phone:** 1-800-375-1406  
**email:** [clinical.services@dss.mo.gov](mailto:clinical.services@dss.mo.gov)  
[www.morx.mo.gov](http://www.morx.mo.gov)

### Montana (2)

Big Sky Rx Program  
1400 Broadway  
Helena, MT 59601  
**Phone (In State):** 1-866-369-1233  
**Phone (Out of state):** 1-406-444-1233  
(from Helena or out of state)  
[www.dphhs.mt.gov/prescriptiondrug/bigsky.shtml](http://www.dphhs.mt.gov/prescriptiondrug/bigsky.shtml)

Mental Health Services Plan  
555 Fuller Ave  
PO Box 202905  
Helena, MT 59620-2905  
**Phone (In State):** (406) 444-3964  
**Fax:** (406) 444-4435  
[www.dphhs.mt.gov/aboutus/divisions/addictivementaldisorders/index.shtml](http://www.dphhs.mt.gov/aboutus/divisions/addictivementaldisorders/index.shtml)

### North Carolina

Senior Care  
**Local:** 1-919-855-4400  
**Tollfree:** 1-800-662-7030  
**TTY:** 1-919-733-4851  
**TTY:** 1-877-452-2514  
[www.dhhs.state.nc.us/](http://www.dhhs.state.nc.us/)

### New Jersey (2)

Prescription Assistance to the Aged and Disabled Program (PAAD)  
P. O. Box 360  
Trenton, NJ 08625-0360  
**Phone (In State):** 1-800-792-9745  
**Phone (Out of state):** 1-877-222-3737  
[www.state.nj.us/health/seniorbenefits/paad.shtml](http://www.state.nj.us/health/seniorbenefits/paad.shtml)

Senior Gold  
NJ Dept. of Health & Senior Svcs.  
P. O. Box 360  
Trenton, NJ 08625-0360  
**Local:** 1-609-292-7837  
**Phone (In State):** 1-800-367-6543  
**Phone (Out of state):** 1-877-222-3737  
[www.state.nj.us/health/seniorbenefits/seniorgold.shtml](http://www.state.nj.us/health/seniorbenefits/seniorgold.shtml)

## State Pharmacy Assistance Programs (SPAP)

NEVADA (2)

TEXAS (2)

**Nevada (2)**

Disability Services  
3656 Research Way, Suite 32  
Carson City, NV 89706  
**Local:** 1-775-687-4452  
**Fax:** 1-775-687-3292  
[nevadaseniorrx.nv.gov/](http://nevadaseniorrx.nv.gov/)

Nevada Senior Rx  
Department of Health and Human Services  
4126 Technology Way, Suite 101,  
Carson City, NV 89706-2009  
**Phone:** 1-775-687-7555  
**Fax:** 1-775-687-7560  
**Tollfree:** 1-866-303-6323  
[www.dhhs.nv.gov/SeniorRx.htm](http://www.dhhs.nv.gov/SeniorRx.htm)

**Pennsylvania (3)**

Pharmaceutical Assistance Contract for the  
Elderly (*PACE*)  
555 Walnut Street, 5th Floor  
Harrisburg, PA 17101-1919  
**Phone (In State):** 1-800-225-7223  
**Phone (Out of State):** 717-787-7313  
**Fax:** 717- 783-6842

PACE Needs Enhancement Tier (*PACENET*)  
Commonwealth of Pennsylvania  
Department of Aging  
555 Walnut Street, 5th Floor  
Harrisburg, PA 17101-1919  
**Phone (In State):** 1-800-225-7223  
**Phone (Out of state):** 717-787-7313  
**Fax:** 717- 772-2730  
[www.aging.state.pa.us/aging/cwp/](http://www.aging.state.pa.us/aging/cwp/)

Pennsylvania Chronic Renal Disease Program  
and General Assistance Program  
7th and Forster Streets  
7th Floor, East Wing  
Harrisburg, PA 17120  
**Phone (In State):** 1-877-724-3258  
**Phone (Out of state):** 717-772-2762

**Rhode Island**

Rhode Island Prescription Assistance for the  
Elderly (*RIPAE*)  
RI Department of Elderly Affairs  
35 Howard Avenue  
Cranston, RI 02920  
**Phone (In State):** 1-401-462-3000  
**Phone (Out of state):** 1-401-462-0740  
[www.dea.state.ri.us/](http://www.dea.state.ri.us/)

**South Carolina**

Gap Assistance Program for Seniors  
Dept of Health and Human Svcs  
P.O. Box 8206  
Columbia, SC 29202  
**Phone (In State):** 1-888-549-0820  
[www.dhhs.state.sc.us/dhhsnew/index.asp](http://www.dhhs.state.sc.us/dhhsnew/index.asp)

**Texas (2)**

Mailing Address:  
Kidney Health Care Program  
Department of State Health Services, MC  
1938  
P.O. Box 149347  
Austin, TX 78714-9347

Physical Address:  
Purchased Health Services Unit  
Department of State Health Services  
1100 West 49th Street  
Austin, TX 78756  
**Phone (In State):** 1-512) 458-7150  
**Phone (Out of state):** 1-800-222-3986  
**Fax:** (512) 458-7162  
[www.dshs.state.tx.us/kidney/default.shtm](http://www.dshs.state.tx.us/kidney/default.shtm)

## State Pharmacy Assistance Programs (SPAP)

US VIRGIN ISLANDS

WISCONSIN (5)

Mental Health Medication Program  
P.O. Box 12668  
Austin, TX 78711-2668  
**Phone (In State):** (512) 206-4747 (phone)  
**Phone (Out of state):** 1-800-252-8154

### US Virgin Islands

Department of Human Services - St. Thomas  
1303 Hospital Ground Knud Hansen  
Complex Building A  
St. Thomas, VI 00802  
**Phone:** 1-340-774-0930

Department of Human Services - St. Croix  
3011 Golden Rock Christiansted  
St Croix, VI 00820  
**Phone:** 1-340-773-2323

Department of Human Services - St. John  
St. John, VI  
**Phone:** 1-340-776-6334  
[www.dhs.gov.vi/seniors/pharmaceutical.html](http://www.dhs.gov.vi/seniors/pharmaceutical.html)

### Vermont

V-Pharm  
103 South Main Street  
Waterbury, VT 05676-1201  
**Phone (In State):** 1-802-241-2800  
**Phone (Out of state):** 1-800-287-0589  
**Fax:** 1-802-241-2235  
[www.dsw.state.vt.us/](http://www.dsw.state.vt.us/)

### Washington

Washington State Health Insurance  
Pharmacy Assistance Program  
P.O. Box 1090  
Great Bend, KS 67530  
**Phone:** (800) 877-5187

### Wisconsin (5)

Chronic Renal Disease  
Wisconsin Chronic Renal Disease Program  
P.O. Box 1508  
Madison, WI 53701-1508  
**Phone (In State):** 1-608-266-2469  
[dhfs.wisconsin.gov/wcdp/index.htm](http://dhfs.wisconsin.gov/wcdp/index.htm)

Cystic Fibrosis Program  
WCDP  
P.O. Box 6410  
Madison, WI 53716-0410  
**Phone (In State):** 1-608-221-3701  
[dhfs.wisconsin.gov/wcdp/index.htm](http://dhfs.wisconsin.gov/wcdp/index.htm)

Health Insurance Risk Sharing Plan (HIRSP)  
1751 W. Broadway  
P.O. Box 8961  
Madison, WI 53708-8961  
**Phone (In State):** 1-800-828-4777  
**Phone (Out of state):** 1-608-221-4551  
**Fax:** 1-608-226-8770  
[www.dhfs.state.wi.us/hirsp/index.htm](http://www.dhfs.state.wi.us/hirsp/index.htm)

Hemophilia Home Care  
WCDP  
P.O. Box 6410  
Madison, WI 53716-0410  
**Phone (In State):** (608) 221-3701  
[dhfs.wisconsin.gov/wcdp/index.htm](http://dhfs.wisconsin.gov/wcdp/index.htm)

SeniorCare (above 200% FPL)  
Department of Health Services  
1 West Wilson Street  
Madison, WI 53703  
**Phone:** 1-608-266-1865  
**TTY:** 1-608-267-7371

**For the most up-to-date information  
on SPAPs, please visit:**

[www.medicare.gov/spap.asp](http://www.medicare.gov/spap.asp)

## State Quality Improvement Organizations (QIO)

### ALABAMA

### DISTRICT OF COLUMBIA

#### Alabama

AL Quality Assurance Foundation  
2 Perimeter Park South Suite 200 West  
Birmingham, AL 35243  
**Local:** 1-205-970-1600  
**Tollfree:** 1-800-760-3540  
**Fax:** 1-205-970-1616  
**Hours:** 8:00am - 4:30pm  
[www.aqaf.com](http://www.aqaf.com)

#### Alaska

QualisHealth  
741 Sesame Street, Suite 100  
Anchorage, AK 99503  
**Local:** 1-907-770-7525  
**Tollfree:** 1-888-578-2547  
**Hours:** 8:00am-5:00pm  
[www.qualishealth.org](http://www.qualishealth.org)

#### Arizona

Health Services Advisory Group  
1600 E. Northern Ave, Ste. 100  
Phoenix, AZ 85020-3933  
**Local:** 1-602-264-6382  
**Tollfree:** 1-800-359-9909  
**Fax:** 1-602-241-0757  
**Hours:** 8:00am - 5:00pm  
[www.hsag.com](http://www.hsag.com)

#### Arkansas

Arkansas Foundation for Medical Care  
2201 Brooken Hill Drive  
Fort Smith, AR 72908  
**Local:** 1-479-649-8501  
**Tollfree:** 1-800-272-5528  
**Hours:** 8:30am - 5:00pm  
[www.afmc.org](http://www.afmc.org)

#### California

Health Services Advisory Group  
700 N Brand Blvd, Suite 370  
Glendale, CA 91203  
**Tollfree:** 1-800-841-1602  
**TTY:** 1-800-881-5980  
**Fax:** 1-866-800-8757  
[www.hsag.com](http://www.hsag.com)

#### Colorado

Colorado Foundation for Medical Care  
23 Inverness Way East, Suite 100  
Englewood, CO 80112-5708  
**Local:** 1-303-695-3300  
**Tollfree:** 1-800-950-8250  
**Tollfree Beneficiary's Helpline:**  
1-800-727-7086  
**TTY:** 1-303-695-3314  
**Fax:** 1-303-695-3377  
**Hours:** 8:00am - 5:00pm  
[www.cfmc.org](http://www.cfmc.org)

#### Connecticut

Qualidigm  
1111 Cromwell Ave, Suite 201  
Rocky Hill, CT 06067  
**Local:** 1-860-632-2008  
**Tollfree:** 1-800-553-7590  
**Hours:** 8:00am -4:30pm  
[www.qualidigm.org](http://www.qualidigm.org)

#### Delaware

Quality Insights of Delaware  
3411 Silverside Road, Suite 100  
Wilmington, DE 19810-4812  
**Local:** 1-302-478-3600  
**Tollfree:** 1-866-475-9669  
**Fax:** 1-302-478-3873  
**Hours:** 8:15am - 5:00pm  
[www.qide.org](http://www.qide.org)

#### District of Columbia

Delmarva Foundation for Medical Care  
2175 K Street NW, Suite 250  
Washington, DC 20037  
**Local:** 1-202-293-9650  
(or 1-410-822-0697)  
**Fax:** 1-202-293-3253  
**Tollfree:** 1-800-937-3362  
(or 1-800-492-5811)  
**Tollfree Beneficiary Helpline:**  
1-800-645-0011  
**Beneficiary Fax:** 1-410-820-0164  
**Hours:** 8:00am – 5:00pm  
[www.dcqio.org](http://www.dcqio.org)

## State Quality Improvement Organizations (QIO)

FLORIDA

KENTUCKY

### Florida

FL Medical Quality Assurance  
5201 W Kennedy Blvd, Suite 900  
Tampa, FL 33609-1822  
**Local:** 1-813-354-9111  
**Tollfree:** 1-800-844-0795  
**Hours:** 8:00am-4:30pm  
[www.fmqai.com](http://www.fmqai.com)

### Georgia

Georgia Medical Care Foundation  
1455 Lincoln Parkway, Suite 800  
Atlanta, GA 30346  
**Local:** 1-404-982-0411  
**Tollfree:** 1-800-982-0411  
**Hours:** 8:00am-5:00pm  
[www.gmcf.org](http://www.gmcf.org)

### Hawaii

Mtn.-Pacific Quality Health Foundation  
1360 S. Beretania Street, Suite 501  
Honolulu, HI 96814  
**Local:** 1-808-545-2550  
**Tollfree:** 1-800-524-6550  
**Fax:** 1-808-440-6030  
**Hours:** 8:00am-4:30pm  
[www.mpqhf.org](http://www.mpqhf.org)

### Idaho

QualisHealth  
720 Park Boulevard, Suite 120  
Boise, ID 83712  
**Local:** 1-208-343-4617  
**Tollfree:** 1-800-488-1118  
**Hours:** 8:00am-5:00pm  
[www.qualishealth.org](http://www.qualishealth.org)

### Illinois

IL Foundation for Quality Health Care  
711 Jorie Blvd, Suite 301  
Oak Brook, IL 60523-4425  
**Local:** 1-630-928-5800  
**Tollfree:** 1-800-647-8089  
**Fax:** 1-630-571-5611  
**Hours:** 8:00am - 4:30pm  
[www.ifqhc.org](http://www.ifqhc.org)

### Indiana

Health Care Excel, Inc.  
2629 Waterfront Parkway East Drive,  
Suite 200  
Indianapolis, IN 46214  
**Local:** 1-317-347-4500  
(or (812) 234-1499 Terre Haute)  
**Tollfree:** 1-800-288-1499  
**Fax:** 1-317-347-4545  
**Hours:** 8:00am - 4:30pm  
[www.hce.org](http://www.hce.org)

### Iowa

Iowa Foundation for Medical Care  
1776 West Lakes Parkway  
West Des Moines, IA 50266  
**Local:** 1-515-223-2900  
**Tollfree:** 1-800-383-2856  
**Fax:** 1-515-222-2407  
[www.ifmc.org](http://www.ifmc.org)

### Kansas

Kansas Foundation for Medical Care  
2947 S.W. Wanamaker Drive  
Topeka, KS 66614-4193  
**Local:** 1-785-273-2552  
**Tollfree:** 1-800-432-0770  
**Fax:** 1-785-273-0237  
**Hours:** 8:00am - 4:30pm  
[www.kfmc.org](http://www.kfmc.org)

### Kentucky

Health Care Excel  
1941 Bishop Lane, Suite 400  
Louisville, KY 40218  
**Local:** 1-502-454-5112  
(or 1-502-564-5472 Frankfort)  
**Tollfree:** 1-800-288-1499  
**Fax:** 1-502-454-5113  
**Hours:** 8:00am - 4:30pm  
[www.hce.org](http://www.hce.org)

## State Quality Improvement Organizations (QIO)

## LOUISIANA

## MONTANA

**Louisiana**

Louisiana Health Care Review  
8591 United Plaza Boulevard, Ste.270  
Baton Rouge, LA 70809  
**Local:** 1-225-926-6353  
**Tollfree:** 1-800-433-4958  
**Fax:** 1-225-923-0957  
**Hours:** 8:30am-5:00pm CT  
[www.lhcr.org](http://www.lhcr.org)

**Maine**

Northeast Health Care Quality Found.  
15 Old Rollinsford Road, Suite 302  
Dover, NH 03820  
**Local:** 1-603-749-1641  
**Tollfree:** 1-800-772-0151  
**Fax:** 1-603-749-1195  
**Hours:** 8:30-4:30pm  
[www.nhcqf.org](http://www.nhcqf.org)

**Maryland**

Delmarva Foundation for Medical Care  
9240 Centreville Road  
Easton, MD 21601  
**Local:** 1-410-822-0697  
**Tollfree:** 1-800-999-3362  
**Fax:** 1-410-822-1997  
**Hours:** 8:00am-5:00pm  
[www.mdqio.org](http://www.mdqio.org)

**Massachusetts**

MassPRO  
245 Winter Street  
Waltham, MA 02451-1231  
**Local:** 1-781-890-0011  
**Tollfree:** In-State Calls Only  
1-800-252-5533  
**Fax:** 1-781-487-0083  
**Hours:** 8:30am – 5:00pm  
[www.masspro.org](http://www.masspro.org)

**Michigan**

MI Peer Review Organization  
22670 Haggerty Road, Suite 100  
Farmington Hills, MI 48335-2611  
**Local:** 1-248-465-7300  
**Tollfree:** 1-800-365-5899  
**Fax:** 1-248-465-7428  
**Hours:** 9:00am - 4:30pm  
[www.mpro.org](http://www.mpro.org)

**Minnesota**

Stratis Health  
2901 Metro Drive, Suite 400  
Bloomington, MN 55425 -1525  
**Local:** 1-952-854-3306  
**Tollfree:** 1-877-787-2847  
**TTY:** 1-800-627-3529  
**Fax:** 1-952-853-8503  
**Hours:** 8:00am-5:00pm  
[www.stratishealth.org](http://www.stratishealth.org)

**Mississippi**

Information and Quality Healthcare  
385B Highland Colony Parkway, Suite 504  
Ridgeland, MS 39157  
**Local:** 1-601-957-1575  
**Tollfree:** 1-800-844-0600  
**Fax:** 1-601-956-1713  
[www.igh.org](http://www.igh.org)

**Missouri**

Primaris  
200 North Keene Street  
Columbia, MO 65201  
**Local:** 1-573-817-8300  
**Tollfree:** 1-800-735-6776  
**Fax:** 1-573-817-8330  
**Hours:** 8:30am - 4:30pm  
[www.primaris.org](http://www.primaris.org)

**Montana**

Mtn.-Pacific Quality Health Foundation  
3404 Cooney Drive  
Helena, MT 59602  
**Local:** 1-406-443-4020  
**Tollfree:** 1-800-497-8232  
**Fax:** 1-406-443-4585  
[www.mpqhf.org](http://www.mpqhf.org)

## State Quality Improvement Organizations (QIO)

NEBRASKA

OHIO

### Nebraska

CIMRO of Nebraska  
1230 O Street, Suite 120  
Lincoln, NE 68508  
**Local:** 1-402-476-1399  
**Tollfree:** 1-800-458-4262  
**Fax:** 1-402-476-1335  
**Hours:** 8:00am-5:00pm M-F  
[www.cimronebraska.org](http://www.cimronebraska.org)

### Nevada

HealthInsight  
6830 W Oquendo Road, Suite 102  
Las Vegas, NV 89118  
**Local:** 1-702-385-9933  
**Tollfree:** 1-800-748-6773  
**Fax:** 1-702-385-4586  
**Hours:** 8:30am-5:00pm  
[www.healthinsight.org](http://www.healthinsight.org)

### New Hampshire

Northeast Health Care Quality Found.  
15 Old Rollinsford Road, Suite 302  
Dover, NH 03820  
**Local:** 1-603-749-1641  
**Tollfree:** 1-800-772-0151  
**Fax:** 1-603-749-1195  
**Hours:** 8:30-4:40pm  
[www.nhcqf.org](http://www.nhcqf.org)

### New Jersey

Healthcare Quality Strategies, Inc.  
557 Cranbury Road, Suite 21  
East Brunswick, NJ 08816-5419  
**Local:** 1-732-238-5570  
**Tollfree:** In-State Calls Only  
1-800-624-4557  
[www.pronj.org](http://www.pronj.org)

### New Mexico

New Mexico Medical Review Assn.  
5801 Osuna Road NE, Suite 200  
Albuquerque, NM 87109  
**Local:** 1-505-998-9898  
**Tollfree:** 1-800-663-6351  
**Fax:** 1-505-998-9899  
[www.nmmra.org](http://www.nmmra.org)

### New York

Island Peer Review Organization - IPRO  
1979 Marcus Avenue, Suite 105  
Lake Success, NY 11042  
**Local:** 1-516-326-7767  
**Tollfree:** 1-800-331-7767  
[www.ipro.org](http://www.ipro.org)

### North Carolina

Medical Review of North Carolina, Inc.  
100 Regency Forest Drive, Suite 200  
Cary, NC 27518-8598  
**Local:** 1-919-380-9860  
(or 1-803-251-2215 Columbia)  
**Tollfree:** 1-800-682-2650  
**TTY:** 1-800-735-2962  
**Fax:** 1-919-380-7637  
**Hours:** 8:00am-5:00pm  
[www.mrnc.org](http://www.mrnc.org)

### North Dakota

North Dakota Health Care Review  
800 31st Avenue, SW  
Minot, ND 58701  
**Local:** 1-701-852-4231  
**Tollfree:** 1-888-472-2902  
**Fax:** 1-701-838-6009  
**Hours:** 7:00am - 4:00pm  
[www.ndhcri.org](http://www.ndhcri.org)

### Ohio

Ohio KePRO  
5700 Lombardo Center Drive, Ste. 100  
Seven Hills, OH 44131  
**Local:** 1-216-447-9604  
**Tollfree:** 1-800-589-7337  
**Fax:** 1-216-447-7925  
**Hours:** 8:00am - 4:30pm  
[www.ohiokepro.com](http://www.ohiokepro.com)

## State Quality Improvement Organizations (QIO)

### OKLAHOMA

### TEXAS

#### Oklahoma

OK Foundation for Medical Quality  
14000 Quail Springs Pkwy, Suite 400  
Oklahoma City, OK 73134-2600

**Local:** 1-405-840-2891

**Tollfree:** 1-800-522-3414

**Fax:** 1-405-840-1343

**Hours:** 8:00am - 5:00pm

[www.ofmq.com](http://www.ofmq.com)

#### Oregon

OR Medical Professional  
Review Organization (OMPRO)  
2020 SW Fourth Avenue, Suite 520  
Portland, OR 97201

**Local:** 1-503-279-0100

**Tollfree:** 1-800-344-4354

**Fax:** 1-503-279-0190

**Hours:** 8:00am-5:00pm

[www.acumentra.org](http://www.acumentra.org)

#### Pennsylvania

Quality Insights of Pennsylvania  
2601 Market Place St. Suite 320  
Harrisburg, PA 17110

**Local:** 1-717-671-5425

**Tollfree:** 1-877-346-6180

**Fax:** 1-717-671-5970

**Hours:** 9:00am - 4:00pm

[www.qipa.org](http://www.qipa.org)

#### Rhode Island

Rhode Island Quality Partners, Inc.  
235 Promenade St. Suite 500, Box 18  
Providence, RI 02908

**Local:** 1-401-528-3200

**Tollfree:** 1-800-662-5028

**Fax:** 1-401-528-3210

[www.riqualitypartners.org](http://www.riqualitypartners.org)

#### South Carolina

Carolina Center for Medical Excellence  
246 Stoneridge Drive, Suite 200  
Columbia, SC 29210

**Local:** 1-803-251-2215

**Tollfree:** In-State Calls Only

1-800-922-3089

**Fax:** 1-803-255-8097

**TTY:** 1-800-735-8583

[www.mrnc.org](http://www.mrnc.org)

#### South Dakota

SD Foundation for Medical Care  
2600 West 49th Street, Suite 300  
Sioux Falls, SD 57105

**Local:** 1-605-336-3505

**Tollfree:** 1-800-658-2285

**Fax:** 1-605-373-0580

**Hours:** 8:00am - 5:00pm

[www.sdfmc.org](http://www.sdfmc.org)

#### Tennessee

Foundation for Medical Care, Inc.  
of the Mid South  
3175 Lenox Park Boulevard, Suite 309  
Memphis, TN 38115

**Local:** 1-901-682-0381

**Tollfree:** 1-800-489-4633

**Fax:** 1-901-761-3786

**Hours:** 8:30am - 5:00pm

[www.qsource.org](http://www.qsource.org)

#### Texas

Texas Medical Foundation  
5918 West Courtyard Drive, Suite 300  
Austin, TX 78730-5036

**Local:** 1-512-329-6610

**Tollfree:** 1-800-725-8315

**Fax:** 1-512-327-7159

[www.tmf.org](http://www.tmf.org)

## State Quality Improvement Organizations (QIO)

UTAH

WYOMING

### Utah

HealthInsight  
348 E 4500 South, Suite 300  
Salt Lake City, UT 84107  
**Local:** 1-801-892-0155  
**Tollfree:** 1-800-748-6773  
**Fax:** 1-801-892-0160  
**Hours:** 8:30am - 5:00pm  
[www.healthinsight.org](http://www.healthinsight.org)

### Vermont

Northeast Health Care Quality Found.  
15 Old Rollinsford Road, Suite 302  
Dover, NH 03820  
**Local:** 1-603-749-1641  
**Tollfree:** 1-800-772-0151  
**Fax:** 1-603-749-1195  
**Hours:** 8:30am - 4:30pm  
[www.nhcqf.org](http://www.nhcqf.org)

### Virginia

Virginia Health Quality Center  
9830 Maryland Drive, Suite J  
Richmond, VA 23233  
**Local:** 1-804-289-5320  
**Tollfree:** 1-800-545-3814  
**Fax:** 1-804-289-5324  
**Hours:** 8:30am - 5:00pm  
[www.vhqc.org](http://www.vhqc.org)

### Washington

QualisHealth  
10700 Meridian Ave. North, Ste. 100  
Seattle, WA 98133  
**Local:** 1-206-364-9700  
(or 1-206-368-8272)  
**Tollfree:** 1-800-949-7536  
**Fax:** 1-206-368-2419  
**Hours:** 8:00am - 5:30pm  
[www.qualishealth.org](http://www.qualishealth.org)

### West Virginia

West Virginia Medical Institute, Inc.  
3001 Chesterfield Place  
Charleston, WV 25304  
**Local:** 1-304-346-9864  
**Tollfree:** 1-800-642-8686 x266  
**Hours:** 8:00am - 5:00pm  
[www.wvmi.org](http://www.wvmi.org)

### Wisconsin

MetaStar  
2909 Landmark Place  
Madison, WI 53713  
**Local:** 1-608-274-1940  
**Tollfree:** 1-800-362-2320  
**Fax:** 1-608-274-5008  
**Hours:** 8:00am - 4:30pm  
[www.metastar.com](http://www.metastar.com)

### Wyoming

Mtn.-Pacific Quality Health Found.  
409 South 4th  
Glenrock, WY 82637  
**Local:** 1-307-436-8733  
**Tollfree:** 1-877-810-6248  
**Hours:** 8:00am - 5:00pm  
[www.mpqhf.org](http://www.mpqhf.org)