

# **A Guide to Prescription Drug Assistance in Maine**



MARCH 2007

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## Introduction

Many seniors and younger adults with disabilities need prescription medication to stay healthy. However, the high cost of these helpful life-saving drugs makes it hard for people, especially those with limited or fixed incomes, to afford them. This booklet is a guide for older people and adults with disabilities who need help paying for prescription drugs. In addition to information about programs in Maine, other resources such as consumer buying tips and where to get help in your community are included.

If you have questions about paying for prescriptions drugs or other health care issues, you can get help from the State Health Insurance Assistance Program (SHIP). This statewide service provides information and assistance with Medicare, supplemental insurance (Medigap), Medicare Prescription Drug Coverage, Medicare Savings Programs, MaineCare and other kinds of health insurance issues. These trained staff will also help with application forms and guide you through the process.

You can talk to a SHIP counselor over the phone, at the office, or in your own home. No fees are charged and all information is kept private. An interpreter will be provided if you need one. To get in touch with a SHIP counselor, call your local Area Agency on Aging at 1-877-353-3771 or the Legal Services for the Elderly Helpline at 1-800-750-5353 (voice and TTY).

**The Office of Elder Services promotes the highest level of independence for people who are older and adults with disabilities. If you don't find what you need in this guide, call us at 1-800-262-2232 (TTY 1-800-606-0215) for assistance.**

## SECTION 1 - PROGRAMS AND BENEFITS

### MEDICARE

#### **Does Medicare Cover Prescription Drugs?**

Medicare is a health insurance program for people age 65 and older, some people with disabilities under age 65 and people with permanent kidney failure. Medicare Part A (hospital insurance) pays for prescription drugs while you are in the hospital. Medicare Part B (medical insurance) pays for prescription drugs in very specific situations. If you have questions about Medicare Part A and Part B benefits, contact your local area agency on aging or Legal Services for the Elderly.

**Medicare Prescription Drug Coverage, Medicare Part D, provides outpatient prescription drug benefits.** The Medicare Modernization Act of 2003 added outpatient Prescription Drug Coverage effective January 2006. This benefit is voluntary and available to everyone with Medicare. To get Medicare Part D prescription coverage, you must choose and enroll in a Medicare Prescription Drug Plan offered in Maine. Insurance companies and other private companies work with Medicare to offer these plans.

#### **Who Can Join?**

Anyone with Medicare Part A and/or Part B can join a Medicare Prescription Drug Plan.

#### **When Can I Join?**

You can join when you first get Medicare and during the annual enrollment period, between November 15<sup>th</sup> and December 31<sup>st</sup> each year. You may also be eligible for enrollment at other times. During the annual enrollment period you can join a plan for the following year or keep the plan you already have. Joining a plan is voluntary but if you don't join when you are first eligible, you may pay higher monthly premiums unless you already have a drug plan that covers at least as much as a Medicare Prescription Drug Plan.

#### **How Much Does It Cost?**

How much you will pay depends on the plan that you choose. The monthly premium is set by the company offering the plan. Plans can also charge a yearly deductible. You will also pay a part of the cost of

each prescription, called the co-payment or coinsurance. Depending on your drug costs, you may reach a coverage gap and/or the catastrophic benefit.

**Is There Help For People With Limited-income And Resources?**

Yes. If you have limited income and resources (like savings accounts), you may qualify for help with the cost of the monthly premiums, annual deductibles and other out-of-pocket expenses.

If you have MaineCare (including Medicare Savings Programs) you will be automatically eligible for the extra help. You will not have a monthly premium or annual deductible, and you will not have a coverage gap.

**What If I Have MaineCare Or Low Cost Drugs For The Elderly And Disabled Program (DEL)?**

Medicare will provide most of your drug coverage. MaineCare will continue to pay for prescription drugs that are not part of Medicare's coverage (excluded drugs). The Low Cost Drugs for the Elderly and Disabled Program may provide Wrap Benefits and help reduce some of your Medicare Part D costs.

**Where Can I Get More Information?**

The information above is a very brief overview of the Medicare Prescription Drug Coverage. Following is a list of agencies that can give you more information and help answer your questions:

- **Medicare**  
**1-800-MEDICARE (1-800-633-4227)**  
**[www.medicare.gov](http://www.medicare.gov)**
- **Pharmacy HelpDesk** for MaineCare and DEL Members  
**1-866-796-2463 (TTY 1-800-423-4331)**
- **Social Security Administration** for information about extra help for people with limited-income and resources  
**1-800-772-1213 (TTY 1-800-325-0778)**  
**[www.socialsecurity.gov](http://www.socialsecurity.gov)**
- **State Health Insurance Assistance Program (SHIP)**  
**1-877-353-3771 (TTY/Voice 1-800-750-5353)**  
**[www.maine.gov/dhhs/beas/hiap](http://www.maine.gov/dhhs/beas/hiap)**

## **What are Medicare Advantage Plans?**

Medicare Advantage Plans are health plan options that are approved by Medicare and run by private companies. Some Medicare Advantage plans have prescription drug benefits.

There are different types of Medicare Advantage plans and it is important to learn how they work and what they offer before you decide to join. Here are a few facts about joining a Medicare Advantage plan:

- You must have both Medicare Parts A & B to enroll.
- You are still in the Medicare Program and get all Medicare covered services.
- You must still pay the Medicare Part B monthly premium.
- You do not need to buy a Medigap plan (Medicare supplemental policy).
- You may be able to get extra benefits such as coverage for vision, hearing and dental services.
- You may have higher costs to use a health care provider that is not part of the plan's network.

Check with your local Area Agency on Aging or Legal Services for the Elderly to see if this is an available option in your area.

## **What About Medicare Supplemental Insurance?**

Medicare supplemental insurance policies (also called Medigap plans) that cover some of the costs of prescription drugs are no longer sold or issued.

## **MAINECARE (Medicaid)**

### **How Do I Find Out If I Am Eligible for MaineCare?**

MaineCare (Medicaid) helps eligible low-income persons with their medical costs. If you are eligible for MaineCare, your prescription drugs will be covered except for a small co-payment that you pay the pharmacy for each prescription. People with both MaineCare and Medicare need to enroll in a Medicare Prescription Drug Plan to get most of their prescription drug coverage.

Income limits change each year. The asset limit for an individual is \$2000\*\*; for a couple the limit is \$3,000\*\*.

*\*\* MaineCare excludes up to \$8,000 of savings for an individual and \$12,000 for a household of 2 or more, and a 2<sup>nd</sup> vehicle in certain situations.*

To apply, call or visit your local Department of Health and Human Services Regional Office. Your local Area Agency on Aging has MaineCare applications and can help you fill one out.

If your income and assets are slightly over the limits, it is still a good idea to fill out an application. Even if you are not eligible for full MaineCare benefits, you may be eligible for other types of MaineCare assistance:

### **Medicare Savings Programs**

If you have Medicare you may be eligible for MaineCare to pay your Medicare Part B premium, deductibles and coinsurance. For more information call your local Area Agency on Aging at 1-877-353-3771 or Legal Services for the Elderly at 1-800-750-5353 (voice and TTY).

### **MaineCare for Children (Cub Care)**

Children can receive the medical services they need through MaineCare. Covered services include regular check-ups and immunizations, school and sports physicals, prescription drugs, dental care, vision and hearing testing, hospital visits and more. The cost of MaineCare is based on family size and income. There is no cost for some families. Other families will pay a monthly premium ranging from \$5 - \$30.

### **Health Insurance for the Working Disabled**

MaineCare has a program that allows people with disabilities to work and have MaineCare benefits. Depending on income, there may be a monthly premium of no more than \$20 per month. For more information, call your local Department of Health and Human Services office.

The Eligibility Specialist at the Department of Health and Human Services will help you get any assistance for which you are eligible. You can also call your local Area Agency on Aging or Legal Services for the Elderly to find out more about MaineCare eligibility.

## **LOW COST DRUGS FOR THE ELDERLY AND DISABLED**

The Low Cost Drug Benefit (DEL) is funded by an appropriation from the State general fund. The program is not federally funded. To provide this program, the state works with drug manufacturers that agree to participate in the rebate program. Coverage of drugs is limited to drugs on the DEL Preferred Drug List (PDL). This is the list of drugs for which the manufacturer has signed rebate agreements with the State.

### **Eligibility:**

- o Maine resident
- o Age 62 and older, or age 19+ and disabled
- o Income at or less than 185% FPL (income limit is 25% higher if at least 40% of yearly income is spent on prescription drugs)

### **Basic Benefit:**

- a. The State pays 80% minus \$2.00 of generic drugs on the DEL Preferred Drug List
- b. The State pays 80% minus \$2.00 of the cost of brand-name medications on the DEL Preferred Drug List to treat the following diseases or conditions:
  - ALS (Lou Gehrig's Disease)
  - Anticoagulation
  - Arthritis
  - Chronic Lung Disease (including Emphysema and Asthma)
  - Diabetes
  - Glaucoma
  - Heart Disease
  - High Blood Pressure
  - Hyperlipidemia (High Cholesterol)
  - Incontinence
  - Multiple Sclerosis
  - Osteoporosis (Bone Density Loss)
  - Parkinson's Disease
  - Thyroid Disease

### **Supplemental Benefit:**

The Supplemental benefit includes other drugs not covered in the Basic Benefit. The drugs must be medically necessary and supplied from

participating manufacturers. Actual savings vary from drug to drug. DEL Members pay the State's negotiated MaineCare rate minus \$2.00.

**Catastrophic Spending Limit:**

After a Member spends \$1,000 on eligible prescription drugs, the State pays 80% of the cost of all eligible prescription drugs, regardless of any disease or condition. The drugs must be medically necessary and supplied from companies with agreements with the State. Eligible prescription drugs are only those drugs that were covered by DEL on May 31, 2001. The Catastrophic Spending Limit is tracked from August 1<sup>st</sup> each year to July 31<sup>st</sup> of the following year.

**Note:**

- Some drugs require 'prior approval' for coverage.
- Coverage through DEL is funding of last resort. Members with other prescription drug coverage must use those benefits first.
- Members with Medicare Part D coverage are eligible for DEL Wrap benefits only.
- The DEL PDL is posted at <http://www.mainearepdl.org/>

<b>MAINE RX PLUS</b>
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**Who is eligible for the Maine Rx Plus program?**

You are eligible for the Maine Rx Plus program if you live in Maine and meet the income guidelines. There are no age or asset criteria.

**What are the income guidelines?**

You may also be eligible if your out-of-pocket expenses are more than 5% of your household income; or if your out-of-pocket medical expenses are more than 15% of your household income.

**What is the benefit of the Maine Rx Plus Program?**

The benefit is a discount on all drugs listed on the MaineCare Preferred Drug List. You cannot get a discount on any drugs that are not on this list.

**How much will I save?**

You may get discounts of 15% to 60% off the retail prices. The greatest discounts are for generic drugs.

**Where do I apply? Who can I call for help with the application?**

Apply at the Department of Health and Human Services office nearest you. The Eligibility Specialists at DHHS will help you. You can also get an application and help to fill it out from your local area agency on aging.

**DIRIGOCHOICE**

DirigoChoice is health care coverage for Maine businesses with 50 or fewer employees, the self-employed, and individuals. Enrollees receive discounts on monthly payments and reductions in deductibles and out-of-pocket expenses based on their income and family size. Discounts can be as high as 100%.

Anthem Blue Cross and Blue Shield of Maine and its network of appointed insurance producers/agents sell DirigoChoice to small businesses and self-employed individuals.

Coverage Information: 1-800-409-7520 (TTY1-888-671-4333)

Application for Coverage:

- Employers – 1-800-541-4251 (TTY 1-888-671-4333)
- Self-employed – 1-800-585-0099 (TTY 1-888-671-4333)
- Individual – 1-800-585-0099 (TTY 1-888-671-4333)

Discount Application: 1-888-243-8731 toll-free in Maine  
(TTY207-474-4891)

**COMMUNITY HEALTH CENTERS**

Community health centers provide medical services to people on a sliding fee scale. The clinics do not have their own prescription drug program, but they may be able to give you samples of the medication. Most clinics will help you enroll in the patient assistance programs of the drug companies.

## **DRUG COMPANY PATIENT ASSISTANCE PROGRAMS**

Many drug companies have special programs to help people who cannot afford the cost of their brand name prescription drugs. If it is hard for you to pay for your drugs, ask your doctor for help to get your drugs directly from the drug companies.

These programs vary and many companies do not cover generic drugs.

### **Who is eligible?**

Anyone can apply for this program; you do not have to be older or disabled. Each company has its own requirements. Most companies require that:

- You have no insurance that covers outpatient prescription drugs;
- You do not qualify for a government assistance program for prescription drugs, like MaineCare, and
- Your income must be within certain income limits.

### **How do I apply?**

The application process for each company is different. Usually your doctor completes and sends in the application form.

### **How will I get my medications?**

The drug company will send a supply of the medication to your doctor. Usually it will be a 90-day supply. You will have to pick up the medication at your doctor's office.

### **How long will I be able to get help?**

Most companies do not have time limits and will continue to send you the medications as long as you are eligible for the program. You will need to check with the companies to find out if they have time limits.

### **Who do I contact for more information?**

MedHelp Maine is a non-profit organization established to develop community-based prescription assistance programs managed by hospitals or other organizations. If you are looking for information and help to apply for Patient Assistance Programs, **ask your doctor or other health care provider to call MedHelp Maine: 1-888-283-9883 (toll-free)**

or [www.medhelpmaine.org](http://www.medhelpmaine.org). Program locations are listed in Section 2 of this booklet.

If you have Medicare and are enrolled in a Medicare Prescription Drug Plan or Medicare Advantage Plan, there are special rules about participating in Patient Assistance Programs. You can learn more from Medicare at 1-800-MEDICARE (1-800-633-4227) or [www.medicare.gov](http://www.medicare.gov).

Talk to your doctor or contact your local Area Agency on Aging for more information about these programs.

## **FREE CLINICS**

Free clinics offer free primary care services to people with a low income or who have no insurance or are under-insured. Each clinic has its own eligibility guidelines and may provide prescription medications. Some clinics do not offer services to people who have Medicare. Call the clinics to find out what services are available and if you are eligible. The three largest clinics in Maine are:

Biddeford Free Clinic  
189 Alfred Street  
Biddeford, Maine 04005.....207-282-1138

Ellsworth Free Clinic  
P.O Box 5104  
Ellsworth, Maine 04603.....207-667-7953

Portland Street Clinic  
103 India Street  
Portland, Maine 04101.....207-874-8982

## **HIV/AIDS DRUG ASSISTANCE PROGRAM (ADAP)**

Maine residents with HIV/AIDS can get assistance from the State of Maine to get HIV-related medications free of charge. ADAP is a program of the Maine Center for Disease Control and Prevention (Maine CDC), HIV/STD Division. To be eligible a person must have a household income of 400% or less of the federal poverty level and meet certain medical requirements.

People with HIV/AIDS who are not able to get all their medications through ADAP should apply directly to the drug companies for their patient assistance programs.

If you are interested in ADAP contact the Maine CDC at (207) 287-2899. You can also contact one of the HIV/AIDS organizations in the state or contact the AIDS Hotline at 1-800-851-2437.

## **HOSPITAL PROGRAMS**

Most hospitals have assistance programs for people who have a low income and no health insurance. Services will either be free or have a co-payment under a sliding fee scale. If you need help paying for hospital services or outpatient care, ask if you can fill out an application. You may still have to pay for some services, which are not covered under the program.

If medications are prescribed that you cannot afford, these programs will give you samples, when available, and help you enroll in the patient assistance programs of the drug companies.

### **CarePartners**

CarePartners is a network of volunteer physicians, hospitals, and other providers (located in the Greater Kennebec County area, Lincoln County and the Greater Portland area) who agree to provide services to CarePartners enrollees for little or no cost.

For more information or to enroll in the CarePartners Program call: 1-877-883-1797.

## **INDIAN HEALTH SERVICES**

A wide range of medical, dental, mental health and social services are available to the Penobscot, Passamaquoddy, Maliseet and Micmac peoples. Each group has a clinic where most primary health care services are available. Prescription drugs can also be covered under Indian Health Services programs. However, there are limits to both the medical services and prescription drug coverage. For more information about Indian Health Services in Maine, call the health center for the tribe to which you belong.

## **MILITARY RETIREE BENEFITS**

### **TRICARE Senior Pharmacy Program**

Military retirees, spouses and some former spouses or survivors are eligible for two programs provided by the Department of Defense. *TRICARE for Life* and the *TRICARE Senior Pharmacy Program* are open to individuals age 65 and older.

TRICARE for Life will pay after Medicare and pays for Medicare deductibles, copayments and some remaining medical costs.

The Senior Pharmacy Program pays prescription drug benefits for this population. There is no premium charged for this program, but beneficiaries are required to pay varying amounts of deductibles or copayments, depending on where they obtain their medications and whether or not they are generic or brand name.

To be eligible for the Senior Pharmacy Program, you must be a retiree, dependent or survivor who is Medicare eligible. If you turned 65 before April 1, 2001, you are eligible to use the retail and mail order pharmacy benefit without being enrolled in Medicare Part B. If you turned 65 on or after April 1, 2001, you will need to be enrolled in Medicare Part B in order to use the pharmacy benefit.

For more information and complete eligibility requirements for the TRICARE for Life and TRICARE Senior Pharmacy Program, contact Sierra Military Health Services (the Northeast Regional Contractor) toll free at 1-888-999-5195.

## **VETERANS BENEFITS**

Outpatient pharmacy services are provided free to: (1) veterans receiving medication for treatment of service-connected conditions; (2) veterans rated with 50% or more service-connected disability; and (3) veterans whose annual income does not exceed the maximum VA pension. If you are a veteran, call the Veterans Administration (207-623-8411 ext. 5300). You can also get more information from veterans groups such as the AMVETS, VFW or the American Legion.

Nonservice-connected veterans and veterans with a service-connection rated less than 50% receiving medications on an outpatient basis from VA facilities for the treatment of nonservice-connected ailments are charged \$8 for each 30-day supply.

### **CHAMPVA for Life**

CHAMPVA for Life (CFL) is a healthcare benefits program for people over the age of 65 who are dependents of veterans, survivors of veterans or survivors of persons who died in the line of duty. CFL covers most healthcare services and supplies that are medically and psychologically necessary. To be eligible for CFL you cannot be eligible for TRICARE/CHAMPUS.

CFL provides an outpatient prescription drug benefit. If you have other insurance that has an outpatient prescription benefit, select any pharmacy and pay for your prescription. CFL will typically pay the co-pay.

If you do not have insurance with an outpatient prescription benefit you have two options:

- Use Meds by Mail program. Prescription medication is mailed to your home and you pay nothing. This program is designed for your maintenance medication needs. Obtain a registration form from their website [www.va.gov/hac](http://www.va.gov/hac)
- Use a pharmacy that is part of the Medical Matrix Network. You pay your 25% cost share after the deductible is met. To find Medical Matrix pharmacies, go to the Medical Matrix website at [www.medicalmatrix.com](http://www.medicalmatrix.com) or call them at 1-800-880-1377.

For more information and complete eligibility requirements for CFL, contact them at 1-800-733-8387 or [hac.inq@med.va.gov](mailto:hac.inq@med.va.gov).

## SECTION 2 - AGENCY CONTACTS

### AREA AGENCIES ON AGING

**Aroostook Agency on Aging** (*Aroostook County*)

33 Davis Street, PO Box 1288

Presque Isle, ME 04769..... 1-800-439-1789

V/TTY ..... 207-764-3396

Office Hours 8am-4:30pm, Monday-Friday

**Eastern Agency on Aging** (*Hancock, Penobscot, Piscataquis and Washington Counties*)

450 Essex Street

Bangor, ME 04401-9810 ..... 1-800-432-7812

V/TTY ..... 207-941-2865

Office Hours 8am-4:30pm, Monday-Friday

**Senior Spectrum** (*Knox, Lincoln, Waldo, Somerset, Sagadahoc and Kennebec Counties, Brunswick and Harpswell*)

One Weston Court, PO Box 2589

Augusta, ME 04338-2589 ..... 1-800-639-1553

Local ..... 207-622-9212

TTY ..... 1-800-464-8703

Office Hours 8am-4:30pm, Monday-Friday

**SeniorsPlus** (*Androscoggin, Franklin and Oxford Counties*)

8 Falcon Road, PO Box 659

Lewiston, ME 04243..... 1-800-427-1241

Local/Out-of-State ..... 207-795-4010

TTY ..... 207-795-7232

Office Hours 8am-5pm, Monday-Friday

**Southern Maine Agency on Aging** (*Cumberland and York Counties*)

136 U.S. Route 1

Scarborough, ME 04047 ..... 1-800-427-7411

Local ..... 207-396-6500

TTY ..... 207-883-0532

Office Hours 8am-4:30pm, Monday-Friday

**All Area Agencies on Aging can be reached by calling this toll free number: 1-877-ELDERS1 (1-877-353-3771)**

## **OFFICE OF ELDER SERVICES**

Toll Free Nationwide ..... 1-800-262-2232  
Local ..... 207-287-9200  
TTY ..... 1-800-606-0215

## **COMMUNITY ACTION PROGRAMS**

Some Community Action Programs have staff and volunteers who are trained to help with filling out applications for prescription drug assistance programs. Call or visit the one near you to find out if this service is available.

### **Aroostook County Action Program, Inc.**

771 Main Street, P.O. Box 1116  
Presque Isle, ME 04769 ..... 207-764-3721  
Toll Free ..... 1-800-432-7881

### **Coastal Community Action Program**

43 Park Street, P.O. Box 808  
Rockland, Maine 04841 ..... 207-596-0361

### **Coastal Economic Development**

39 Andrews Road  
Bath, Maine 04530 ..... 207-442-7963  
Toll Free ..... 1-800-221-2221

### **Community Concepts**

P.O. Box 278 (Market Square)  
South Paris, Maine 04281 ..... 207-743-7716  
Toll Free ..... 1-800-866-5588

### **Kennebec Valley Community Action Program**

97 Water Street  
Waterville, Maine 04901 ..... 207-859-1500

219 Cony Road, RR#7, Box 1103  
Augusta, Maine 04330 ..... 207-622-4761

26 Mary Street  
Skowhegan, Maine 04976  
Local/Out-of-State ..... 207-474-8487  
Toll Free ..... 1-800-542-8227

**Penquis Community Action Program**

262 Harlow Street, P.O. Box 1162  
Bangor, Maine 04401 ..... 207-973-3500  
Toll Free ..... 1-888-424-0151

**Peoples Regional Opportunity Program**

510 Cumberland Avenue  
Portland, Maine 04101 ..... 207-874-1140  
Toll Free ..... 1-800-698-4959

**Waldo County Committee for Social Action**

9 Field Street, P.O. Box 130  
Belfast, Maine 04915 ..... 207-338-6809  
Toll Free ..... 1-800-498-3025

**Washington-Hancock Community Agency**

P.O. Box 280  
Corner of Main and Maple Streets  
Milbridge, Maine 04658 ..... 207-546-7544  
Toll Free (9-11AM) ..... 1-800-828-7544

**Western Maine Community Action, Inc.**

28 Church Street, P.O. Box 200  
East Wilton, Maine 04234 ..... 207-645-3764

**York County Community Action Corporation**

6 Spruce Street, P.O. Box 72  
Sanford, Maine 04073 ..... 207-324-5762  
Toll Free ..... 1-800-965-5762

## **COMMUNITY HEALTH CENTERS**

### **Arthur Jewell Community Health Center**

P.O. Box 159

Brooks, Maine 04921 ..... 207-722-3488

FAX 207-722-3183

### **Ashland Health Center**

P.O. Box 130

Ashland, Maine 04732 ..... 207-435-6341

FAX 207-435-2003

### **Belgrade Regional Health Center**

2 School Street

Belgrade Lakes, ME 04918..... 207-495-3323

FAX 207-495-3353

### **Bethel Family Health Center**

P.O. Box 1367

Bethel, Maine 04217 ..... 207-824-2193

Toll Free ..... 1-800-287-2292

FAX 207-824-3005

### **Bingham Area Health Center**

P.O. Box 746

Bingham, Maine 04920 ..... 207-672-4187

FAX 207-672-3641

### **Bucksport Regional Health Center**

P.O. Box 447

Bucksport, Maine 04416 ..... 207-469-7371

Toll Free ..... 1-800-453-3819

FAX 207-469-7306

### **DFD Russell Medical Center**

180 Church Hill Road

Leeds, Maine 04263..... 207-524-3501

FAX 207-524-2093

### **Donald Walker Health Center**

43 West Main Street

Belfast, Maine 04915 ..... 207-589-4509

FAX 207-589-3104

### **East Grand Health Center**

P.O. Box 44

Danforth, Maine 04424..... 207-448-2347

FAX 207-448-2313

**Eastport Health Care**

30 Boynton Street  
Eastport, Maine 04631 ..... 207-853-6001 FAX 207-853-6180  
Toll Free ..... 1-800-219-0061

**Fish River Rural Health Systems**

P.O. Box 309  
Eagle Lake, Maine 04739 ..... 207-444-5384 FAX 207-444-5520

194 E. Main Street  
Fort Kent, Maine 04743..... 207-834-3971 FAX 207-834-3837

**Harrington Family Health Center**

P.O. Box 82  
Harrington, Maine 04643..... 207-483-4502 FAX 207-483-4778

**HealthReach Community Health Center**

P.O. Box 1568  
Waterville, Maine 04903..... 207-873-1127 FAX 207-873-2059

**Indian Township**

P.O. Box 97  
Princeton, Maine 04668 ..... 207-796-2322 FAX 207-796-2422

**Isleboro Health Center**

P.O. Box 137  
Isleboro, Maine 04048..... 207-734-2213 FAX 207-734-8392

**Kathadin Valley Health Center**

P.O. Box 500  
Patten, Maine 04765..... 207-528-2285 FAX 207-528-2595

**Lovejoy Health Center**

7 School Street Suite #1  
Albion, Maine 04910 ..... 207-437-9388 FAX 207-437-2557

**Madison Area Health Center**

P.O. Box 200  
Madison, Maine 04950..... 207-696-3992 FAX 207-696-3974

**Mt. Abram Regional Health Center**

25 Depot Street  
Kingfield, Maine 04947..... 207-265-4555                      FAX 207-265-5004

**Penobscot Indian Health Department**

23 Wabanaki Way  
Indian Island, Maine 04468..... 207-827-6101                      FAX 207-827-5022

**Pleasant Point Health Center**

P.O. Box 351  
Perry, Maine 04667..... 207-853-0644                      FAX 207-853-6230

**Rangeley Region Health Center**

P.O. Box 569  
Rangeley, Maine 04970 ..... 207-864-3303                      FAX 207-864-2969

**Regional Medical Health Center at Lubec**

43 South Lubec Road  
Lubec, Maine 04652..... 207-733-5541                      FAX 207-733-2847

**Richmond Area Health Center**

24 Gardiner Street  
Richmond, Maine 04357 ..... 207-737-4359                      FAX 207-737-4412

**Rural Health Centers of Maine Migrant Health Program**

188 Whitten Road  
Augusta, Maine 04330 ..... 207-622-9252                      FAX 207-626-7612

**Sacopee Valley Health Center**

70 Main Street  
Porter, Maine 04068..... 207-625-8126                      FAX 207-625-7820

**St. Croix Regional Family Health Center**

136 Mill Street  
Princeton, Maine 04668 ..... 207-796-5503                      FAX 207-796-5528

**Sheepscot Valley Health Center**

P.O. Box 207  
Coopers Mills, Maine 04341..... 207-549-7581                      FAX 207-549-3439

**Stockton Springs Regional Health Center**

P.O. Box 309

Stockton Springs, ME 04981.... 207-567-4000

FAX 207-567-4084

**Strong Area Health Center**

P.O. Box 189

Strong, Maine 04983..... 207-684-4010

FAX 207-684-3368

**Western Maine Family Health**

80 Main Street

Livermore Falls, ME 04254 ..... 207-897-4345

FAX 207-897-2321

<p><b>DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) OFFICES</b></p>
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**Region I**

**Biddeford**

208 Graham Street

Biddeford, Maine 04005 .....207-286-2400

Toll Free ..... 1-800-322-1919

Local/Out-of-State TTY ..... 1-800-606-0215

Fax .....207-286-2408

**Portland**

161 Marginal Way

Portland, Maine 04101 .....207-822-2000

Toll Free ..... 1-800-482-7520

Local/Out-of-State TTY .....207-822-2146

FAX .....207-822-2310

**Sanford**

890 Main Street #208

Sanford, Maine 04073 .....207-490-5400

Toll Free ..... 1-800-482-0790

Local/Out-of-State TTY ..... 1-800-606-0215

FAX .....207-490-5463

## Region II

### **Augusta**

*(Call for street addresses and phone numbers for the program you are trying to reach.)*

Augusta, Maine 04333 .....207-624-8000  
Toll Free ..... 1-800-452-1926  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-624-8074

### **Farmington**

129 Main Street Suite # 2  
Farmington, Maine 04938 .....207-778-8211  
Toll Free ..... 1-800-442-6382  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-778-8210

### **Lewiston**

200 Main Street  
Lewiston, Maine 04240 .....207-795-4300  
Toll Free ..... 1-800-482-7517  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-795-4444

### **Rockland**

91 Camden Street, Suite 103  
Rockland, Maine 04841 .....207-596-4200  
Toll Free ..... 1-800-432-7802  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-596-2304

### **Skowhegan**

98 North Avenue, Suite 10  
Skowhegan, Maine 04976.....207-474-4800  
Toll Free ..... 1-800-452-4602  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-474-4888

**South Paris**

243 Main Street, Suite #6  
South Paris, Maine 04281 .....207-744-1215  
Toll Free ..... 1-888-593-9775  
Local/Out-of-State TTY ..... 1-800-606-0215  
Fax .....207-743-8798

**Region III**

**Bangor**

396 Griffin Road  
Bangor, Maine 04401 .....207-561-4100  
Toll Free ..... 1-800-432-7825  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-561-4122

**Calais**

88A South Street  
Calais, Maine 04619-1108 .....207-454-9000  
Toll Free ..... 1-800-622-1400  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-454-9012

**Caribou**

30 Skyway Drive, Unit 100  
Caribou, Maine 04736-2060 .....207-493-4000  
Toll Free ..... 1-800-432-7366  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-493-4001

**Dover-Foxcroft**

125 Summer Street  
Dover-Foxcroft, Maine 04426 .....207-561-4100  
Toll Free ..... 1-800-432-1641  
Local/Out-of-State TTY .....207-564-0052  
FAX .....207-564-0064

**Ellsworth**

17 Eastward Lane  
Ellsworth, Maine 04605 .....207-667-1600  
Toll Free ..... 1-800-432-7823  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-667-5364

**Fort Kent**

137 Market Street  
Fort Kent, Maine 04743.....207-834-7700  
Toll Free ..... 1-800-432-7340  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-834-7701

**Houlton**

11 High Street  
Houlton, Maine 04730 .....207-532-5000  
Toll Free ..... 1-800-432-7338  
Local/Out-of-State TTY .....207-532-5001  
FAX .....207-532-7995

**Machias**

13 Prescott Drive  
Machias, Maine 04654 .....207-255-2000  
Toll Free ..... 1-800-432-7846  
Local/Out-of-State TTY ..... 1-800-606-0215  
FAX .....207-255-2022

**DRUG COMPANIES**

**You can ask your doctor, hospital or health center to help you get free medications from the following list of drug companies. Your health care provider can help you contact other manufacturers not listed here.**

3M Pharmaceutical .....1-800-328-0255  
Abbott Laboratories.....1-800-441-4987  
Aventis Pharmaceuticals.....1-800-221-4025  
Bayer.....1-800-998-9180  
Boehringer Ingelheim .....1-800-556-8317  
Bristol-Myers Squibb .....1-800-736-0003  
Dupont .....1-866-824-4747  
Dura Pharmaceuticals.....1-888-859-8583

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Forest Pharmaceuticals .....	1-800-851-0758
Glaxo Wellcome .....	1-888-825-5249
Lilly Cares .....	1-800-545-5979
Merck & Company.....	1-800-994-2111
Novartis Pharmaceuticals .....	1-800-277-2254
Parke-Davis.....	1-800-438-1985
Pfizer.....	1-800-438-1985
Roche Labs .....	1-800-285-4484
SmithKline Beecham.....	1-888-493-6756
Takeda Pharmaceuticals.....	1-877-825-3327
Wyeth.....	1-800-568-9938

<b>HIV/AIDS SERVICE ORGANIZATIONS</b>
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AIDS Lodging House  
PO Box 3820  
Portland, Maine 04104 ..... 207-773-7165

Coastal AIDS Network  
PO Box 956  
Belfast, Maine 04915 ..... 207-338-1427

Downeast AIDS Network  
25A Pine Street  
Ellsworth, Maine 04605..... 207-667-3506  
Toll Free ..... 1-800-669-0893

5A Water Street  
Machias, Maine 04654 ..... 207-255-5849  
Toll Free ..... 1-888-991-7400

Eastern Maine AIDS Network  
370 Harlow Street  
PO Box 2038  
Bangor, Maine 04401 ..... 207-990-3626

Frannie Peabody Center  
335 Valley Street, P.O. Box 4419  
Portland, Maine 04102 ..... 207-774-6877

St. Mary's Regional Medical Center  
2 Campus Avenue, P.O. Box 291  
Lewiston, Maine 04240 ..... 207-777-8507

<b>INDIAN HEALTH SERVICES</b>
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Penobscot Indian Health Services  
Local/Out-of-State ..... 207-827-6101  
Toll Free ..... 1-800-736-6226

Maliseet Health Center ..... 207-532-2240  
Toll Free ..... 1-800-640-2266

Micmac Family Clinic ..... 207-764-7219  
Toll Free ..... 1-800-750-1972

Pleasant Point Health Center  
Local/Out-of-State ..... 207-853-0711

Indian Township Health Center  
Local/Out-of-State ..... 207-796-2321

## INTERNET RESOURCES

Access to Benefits Coalition.....[www.accesstobenefits.org](http://www.accesstobenefits.org)  
Centers for Medicare and Medicaid Services ..... [www.medicare.gov](http://www.medicare.gov)  
CHAMPVA for Life..... [www.va.gov/hac](http://www.va.gov/hac)  
DirigoChoice ..... [www.dirigohealth.maine.gov](http://www.dirigohealth.maine.gov)  
Legal Services for the Elderly ..... [www.mainelse.org](http://www.mainelse.org)  
Maine Department of Health and Human Services .... [www.maine.gov/dhs](http://www.maine.gov/dhs)  
NeedyMeds ..... [www.needymeds.com](http://www.needymeds.com)  
Northeast Region TRICARE Contractor ..... [www.tricare.osd.mil](http://www.tricare.osd.mil)  
Office of Elder Services ..... [www.maine.gov/dhhs/beas](http://www.maine.gov/dhhs/beas)  
Pharmaceutical Manufacturers Association..... [www.phrma.org](http://www.phrma.org)  
Social Security Administration ..... [www.socialsecurity.gov](http://www.socialsecurity.gov)  
Veterans Administration..... [www.va.gov](http://www.va.gov)

## LEGAL SERVICES FOR THE ELDERLY

Legal Services for the Elderly (LSE) provides free legal services state-wide to people age 60 and older and Health Insurance counseling to all Medicare beneficiaries. They provide a hotline staffed by attorneys.

**For more information call: V/TTY 1-800-750-5353**

## MEDHELP MAINE

If you are looking for information and help to apply for Patient Assistance Programs, **ask your doctor or other health care provider to call MedHelp Maine.** Upon physician referral, prescription assistance coordinators will help people to apply for Patient Assistance Programs offered by many drug manufacturers. Each has its own eligibility guidelines (rules about income, resources, Part D enrollment, etc.) and application forms.

[www.medhelpmaine.org](http://www.medhelpmaine.org)  
**1-888-283-9883 (toll-free)**

**MedHelp Maine PROGRAM LOCATIONS –**

<b>LOCATION</b>	<b>TELEPHONE</b>
<b>Bar Harbor</b> , Mount Desert Hospital	667-5899
<b>Bridgton</b> , Bridgton Hospital	647-6048
<b>Brunswick</b> , Oasis Health Network (Limited to medical staff members of Mid Coast Hospital and Parkview Adventist Medical Center)	721-9277
<b>Caribou</b> , Cary Medical Center	498-1245
<b>Ellsworth</b> , Maine Coast Memorial Hospital	664-5631
<b>Houlton</b> , Houlton Regional Hospital	532-2900 X639
<b>Rockland</b> , Knox County Clinic (for all Knox County)	594-6994
<b>Sanford</b> , H. D. Goodall Hospital	490-7483
<b>Skowhegan</b> , Redington-Fairview General Hospital	474-8329
<b>York</b> , York Hospital c/o Community Health Connection (for York, Kittery, Wells, other surrounding towns and nearby NH)	438-9167

**VETERANS SERVICES**

**Togus Patient Advocate**

Veterans Administration Center and Hospital  
Augusta, Maine 04330 ..... 207-623-8411(Ext. 5300)

*For more information, call or write:*

**Division of Veterans Services**

Camp Keyes  
#117 State House Station  
Augusta, Maine 04333 ..... 207-626-4464  
Toll Free ..... 1-800-345-0116

## SECTION 3 – CONSUMER TIPS

### CONSUMER BUYING TIPS

When you fill a prescription, remember...

- If you have a low income you may be eligible for savings through the Low Cost Drugs for the Elderly and Disabled (DEL) program. Call your Area Agency on Aging at 1-877-353-3771 for help to apply for prescription drug assistance.
- Always ask about generics.
- Ask your doctor for samples.
- Before you fill your prescription: Tell the pharmacist if you have drug coverage through a Medicare Part D plan or other private insurance. Ask the pharmacist: How much it will cost? Does the Low Cost Drugs for the Elderly and Disabled apply? Are there generics? Are there any senior discounts?
- There can be a big difference in the price of medications. It's good to shop around and compare prices at different pharmacies.
- If you "shop around" for the best price, be sure the pharmacist knows all the drugs you are taking, including over-the-counter ones.
- If you find a lower price, talk to your regular pharmacist. They may be willing to match the price offered by another pharmacy.
- It is OK to get less than the full prescription. You may want to see how well the drug works or check for allergic reactions before investing in a large order. Or, you may not be able to afford to buy the whole amount at one time. Ask your physician for a four or five day supply, or tell the pharmacist how much you want. Pharmacists can give you less of the medication than what is requested in the prescription.
- Ask if there is a less costly way to fill the prescription. Sometimes the cost of a 40 mg, 20 mg, or 10 mg tablet is exactly the same. The pharmacist may be able to help you save by, for example, cutting a 40 mg tablet in half for the consumer who has a 20 mg dose.

- If you are a Veteran, be sure to contact the Veterans Administration to see if you can get your prescriptions through the VA.
- Medicare-eligible military retirees who are enrolled in TRICARE Senior Pharmacy Program will have prescriptions costs covered by the program. However, you will be responsible for an annual deductible and cost share.

## UNDERSTANDING YOUR PRESCRIPTIONS

*Adapted from Talking With Your Doctor: A Guide For Older People. National Institute on Aging/National Institutes of Health. September 2000.*

When your doctor writes you a prescription, it is important that you are able to read and understand the directions for taking the medication. Often doctors or pharmacists use abbreviations that may not be familiar. The following are a list of some of these abbreviations and what they mean.

<b>a.c.</b>	<i>before meals</i>	<b>p.o.</b>	<i>by mouth</i>
<b>b.i.d.</b>	<i>Twice a day</i>	<b>p.r.n</b>	<i>as needed</i>
<b>ea</b>	<i>Each</i>	<b>q.d.</b>	<i>every day</i>
<b>h.s.</b>	<i>at bedtime</i>	<b>q.i.d.</b>	<i>four times a day</i>
<b>p.c.</b>	<i>After meals</i>	<b>t.i.d.</b>	<i>three times a day</i>

Remember to ask your doctor or pharmacist if you have questions about your medications or how you should take them.

Some questions to ask include:

- *What is the name of the medicine, and why am I taking it?*
- *What are the common side effects for this medication?*
- *How long will it take to work?*
- *How will I know if this medicine is working?*
- *What should I do if I miss a dose?*
- *Are there foods, other drugs (including over-the-counter medications), or activities I should avoid while taking this medicine?*
- *When should I take it? Should I take it with, before or after meals?*

## **FOCUS ON MEDICATIONS: HELPFUL HINTS**

*Adapted and reprinted with permission from the Northeast Health Care Quality Foundation.*

Do you or a family member have trouble seeing, reading or understanding how to take medication? Here are some tips that might help.

- To start, read the label. It will tell you when and how to take it, how to store it, and what side effects to look for (such as drowsiness).
- Keep your medication in its original container, remove the cotton from the top of a pill bottle as it may hold moisture and keep the cap on. The container is made to protect your medicine, but should not be stored near a window or left in a car for long periods of time. Some medications are very sensitive to light, heat and moisture which may cause them to be ineffective.
- Keep a list of all your medications with the time of dose and kind of pill. Give copies to your doctors, a family member, also keep a copy in your pocketbook or wallet, and at home.
- Carry a card in your wallet that lists the names of any medications you are allergic to.
- Marking the top of each bottle with a colored dot can help you recognize different medications and/or different times to take medications. Weekly or daily pill planners are also useful.
- Shoeboxes are ideal for keeping your pill bottles together in one place. It's an easy way for you to take your medications with you when you go to the doctor.
- Because some medicines should not be taken together, make sure all your doctors know about all of your medications, including over-the-counter medications.
- Review your medications with your doctor once a year. Check for duplications, proper doses, medications you no longer need, and outdated medications.

- Don't stop taking a medication for any length of time without consulting your doctor.
- If the pills look different when you get a refill, ask the pharmacist why. You can help prevent a medication error.
- Let your doctor know if you have any questions or are having problems with a medication (side effects or allergic reaction) or remembering how or when to take a medication.
- Don't share your medications or take medications prescribed to others.
- Never take medications from a package with signs of tampering, damage or imperfections.
- All medications should be kept out of the reach of children and animals.



**For more information about this program and other services to help older people and people with disabilities in Maine, call:**

**Office of Elder Services**  
**1-800-262-2232 (toll-free, nationwide)**  
**1-800-606-0215 (TTY toll-free, statewide)**  
**[www.maine.gov/dhhs/beas](http://www.maine.gov/dhhs/beas)**



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(207) 287-3488 voice  
(207) 287-4479 TTY

This information is available in alternate formats upon request.

*This publication has been created or produced by the Maine Department of Health and Human Services, Office of Elder Services, with financial assistance, in whole or in part, through a grant from the Centers for Medicare and Medicaid Services, the federal Medicare agency.*