

A Guide to Prescription Drug Assistance in Maine



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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 15th and December 31st 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
- **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
- **State Health Insurance Assistance Program (SHIP)**
1-877-353-3771 (TTY/Voice 1-800-750-5353)
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 2nd 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 1st each year to July 31st 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/>

MAINE RX PLUS

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. 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.

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
- 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 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.

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

Biddeford

208 Graham Street

Biddeford, Maine 04005207-286-2400

Toll Free 1-800-322-1919

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

Fax207-286-2408

Portland

161 Marginal Way

Portland, Maine 04101207-822-2000

Toll Free 1-800-482-7520

Local/Out-of-State TTY207-822-2146

FAX207-822-2310

Sanford

890 Main Street #208

Sanford, Maine 04073207-490-5400

Toll Free 1-800-482-0790

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

FAX207-490-5463

Region II

Augusta

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

Augusta, Maine 04333207-624-8000
Toll Free 1-800-452-1926
Local/Out-of-State TTY 1-800-606-0215
FAX207-624-8074

Farmington

129 Main Street Suite # 2
Farmington, Maine 04938207-778-8211
Toll Free 1-800-442-6382
Local/Out-of-State TTY 1-800-606-0215
FAX207-778-8210

Lewiston

200 Main Street
Lewiston, Maine 04240207-795-4300
Toll Free 1-800-482-7517
Local/Out-of-State TTY 1-800-606-0215
FAX207-795-4444

Rockland

91 Camden Street, Suite 103
Rockland, Maine 04841207-596-4200
Toll Free 1-800-432-7802
Local/Out-of-State TTY 1-800-606-0215
FAX207-596-2304

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
FAX207-474-4888

South Paris

243 Main Street, Suite #6
South Paris, Maine 04281207-744-1215
Toll Free 1-888-593-9775
Local/Out-of-State TTY 1-800-606-0215
Fax207-743-8798

Region III

Bangor

396 Griffin Road
Bangor, Maine 04401207-561-4100
Toll Free 1-800-432-7825
Local/Out-of-State TTY 1-800-606-0215
FAX207-561-4122

Calais

88A South Street
Calais, Maine 04619-1108207-454-9000
Toll Free 1-800-622-1400
Local/Out-of-State TTY 1-800-606-0215
FAX207-454-9012

Caribou

30 Skyway Drive, Unit 100
Caribou, Maine 04736-2060207-493-4000
Toll Free 1-800-432-7366
Local/Out-of-State TTY 1-800-606-0215
FAX207-493-4001

Dover-Foxcroft

125 Summer Street
Dover-Foxcroft, Maine 04426207-561-4100
Toll Free 1-800-432-1641
Local/Out-of-State TTY207-564-0052
FAX207-564-0064

Ellsworth

17 Eastward Lane
Ellsworth, Maine 04605207-667-1600
Toll Free 1-800-432-7823
Local/Out-of-State TTY 1-800-606-0215
FAX207-667-5364

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
FAX207-834-7701

Houlton

11 High Street
Houlton, Maine 04730207-532-5000
Toll Free 1-800-432-7338
Local/Out-of-State TTY207-532-5001
FAX207-532-7995

Machias

38 Prescott Drive
Machias, Maine 04654207-255-2000
Toll Free 1-800-432-7846
Local/Out-of-State TTY 1-800-606-0215
FAX207-255-2022

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 Pharmaceutical1-800-328-0255
Abbott Laboratories.....1-800-441-4987
Aventis Pharmaceuticals.....1-800-221-4025
Bayer.....1-800-998-9180
Boehringer Ingelheim1-800-556-8317
Bristol-Myers Squibb1-800-736-0003
Dupont1-866-824-4747
Dura Pharmaceuticals.....1-888-859-8583

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

HIV/AIDS SERVICE ORGANIZATIONS

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

INDIAN HEALTH SERVICES

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
Centers for Medicare and Medicaid Services	www.medicare.gov
CHAMPVA for Life.....	www.va.gov/hac
DirigoChoice	www.dirigohealth.maine.gov
Legal Services for the Elderly	www.mainelse.org
Maine Department of Health and Human Services	www.maine.gov/dhs
NeedyMeds	www.needymeds.com
Northeast Region TRICARE Contractor	www.tricare.osd.mil
Office of Elder Services	www.maine.gov/dhhs/beas
Pharmaceutical Manufacturers Association.....	www.phrma.org
Social Security Administration	www.socialsecurity.gov
Veterans Administration.....	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
1-888-283-9883 (toll-free)

MedHelp Maine PROGRAM LOCATIONS –

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

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



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

This information is available in alternate formats upon request.

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