



**Aetna Medicare<sup>SM</sup> Plan (PPO)**  
**Offered by Aetna Life Insurance Company**  
**Annual Notice of Changes for 2019**

November 2018

**What to do now**

**1. ASK: Which changes apply to you**

- ☐ Check the changes to our benefits and costs to see if they affect you.
  - It's important to review your coverage now to make sure it will meet your needs next year.
  - Do the changes affect the services you use?
  - Look in Sections 1.5 and 1.6 for information about benefit and cost changes for our plan.
- ☐ Check the changes in the booklet to our prescription drug coverage to see if they affect you.
  - Will your drugs be covered?
  - Are your drugs in a different tier, with different cost sharing?
  - Do any of your drugs have new restrictions, such as needing approval from us before you fill your prescription?
  - Can you keep using the same pharmacies? Are there changes to the cost of using this pharmacy?
  - Review the 2019 Drug List and look in Section 1.6 for information about changes to our drug coverage.
  - Your drug costs may have risen since last year. Talk to your doctor about lower cost alternatives that may be available for you; this may save you in annual out-of-pocket costs throughout the year. To get additional information on drug prices visit <https://go.medicare.gov/drugprices>. These dashboards highlight which manufacturers have been increasing their prices and also show other year-to-year drug price information. Keep in mind that your plan benefits will determine exactly how much your own drug costs may change.
- ☐ Check to see if your doctors and other providers will be in our network next year.
  - Are your doctors in our network?
  - What about the hospitals or other providers you use?

- Look in Section 1.3 for information about our Provider Directory.

☐ Think about your overall health care costs.

- How much will you spend out-of-pocket for the services and prescription drugs you use regularly?
- How much will you spend on your premium and deductibles?

**2. COMPARE:** Learn about other plan choices - Your coverage is offered through your former employer/union/trust.

**It is important that you carefully consider your decision before changing your group retiree coverage. This is important because you may permanently lose benefits you currently receive under your former employer/union/trust retiree group coverage if you switch plans.**

- Contact your benefits administrator to see if there are other options available.
- Check coverage and costs of individual Medicare health plans in your area.
- Use the personalized search feature on the Medicare Plan Finder at <https://www.medicare.gov> website. Click "Find health & drug plans."
- Review the list in the back of your Medicare & You handbook.
- Look in Section 3.2 to learn more about your choices.

**3. CHOOSE:** Decide whether you want to change your plan

- If you want to **keep** the same Aetna Medicare plan, your plan benefits administrator will give you instructions if there is any action you need to take to remain enrolled.
- You can change your coverage during your former employer/union/trust's open enrollment period. Your plan benefits administrator will tell you what other plan choices might be available to you under your group retiree coverage.
- You can switch to an individual Medicare health plan or to Original Medicare; however, this would mean dropping your group retiree coverage. As a member of a group Medicare plan, you are eligible for a special enrollment period if you leave your former employer/union/trust's plan. This means that you can enroll in an individual Medicare health plan or Original Medicare at any time. Look in Section 3.2 to learn more about your choices.

**4. ENROLL:** To change plans, call the benefits administrator of your former employer or retiree group for information.

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## Additional Resources

- This document is available for free in Spanish.
- Please contact Customer Service at the telephone number on your Aetna member ID card or call our general customer service center at 1-888-267-2637 for additional information. (TTY users should call 711.) Hours are 8 a.m. to 6 p.m. local time, Monday through Friday.
- This document may be made available in other formats such as Braille, large print or other alternate formats. Please contact Customer Service for more information.
- Out-of-network/non-contracted providers are under no obligation to treat Aetna members, except in emergency situations. For a decision about whether we will cover an out-of-network service, we encourage you or your provider to ask us for a pre-service organization determination before you receive the service. Please call our Customer Service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.
- Coverage under this Plan qualifies as **Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at <https://www.irs.gov/Affordable-Care-Act/Individuals-and-Families> for more information.

## About Aetna Medicare Plan (PPO)

- Aetna Medicare is a PDP, HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal.
  - When this booklet says "we," "us," or "our," it means Aetna Medicare. When it says "plan" or "our plan," it means Aetna Medicare Plan (PPO).
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## Summary of Important Costs for 2019

The table below compares the 2018 costs and 2019 costs for our plan in several important areas. **Please note this is only a summary of changes. It is important to read the rest of this *Annual Notice of Changes*** and review the enclosed *Evidence of Coverage* and *Schedule of Cost Sharing* (SOC) to see if other benefit or cost changes affect you.

Cost	2018 (this year)	2019 (next year)
<b>Deductible</b>	<b>\$300</b>	<b>\$300</b>
<b>Maximum out-of-pocket amounts</b> This is the <u>most</u> you will pay out-of-pocket for your covered medical services. (See Section 1.2 for details.)	From in-network and out of network providers combined: <b>\$3,400</b>	From in-network and out of network providers combined: <b>\$3,400</b>
<b>Doctor office visits</b>	Primary care visits: You pay a <b>\$5</b> copay per visit.  Specialist visits: You pay a <b>\$25</b> copay per visit.	Primary care visits: You pay a <b>\$5</b> copay per visit.  Specialist visits: You pay a <b>\$25</b> copay per visit.
<b>Inpatient hospital stays</b> Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.	<b>\$0 per stay</b>	<b>\$0 per stay</b>



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Cost	2018 (this year)	2019 (next year)
<b>Part D prescription drug coverage</b> (See Section 1.6 for details.)  For a one-month (30-day) supply of a drug that is filled at a network pharmacy that provides standard cost-sharing.  <b>The list of covered drugs associated with your plan will change for 2019. Please confirm that your drugs are still covered and make arrangements before January 1 to prevent disruption in coverage.</b>	Deductible: <b>No Deductible</b>  Copays during the Initial Coverage Stage:  <b>Generic:</b> \$10 <b>Preferred Brand:</b> \$30 <b>Non-Preferred Brand:</b> \$45	Deductible: <b>No Deductible</b>  Copays during the Initial Coverage Stage:  <b>Generic:</b> \$10 <b>Preferred Brand:</b> \$30 <b>Non-Preferred Brand:</b> \$45



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

***Annual Notice of Changes for 2019***  
**Table of Contents**

<b>Summary of Important Costs for 2019 .....</b>	<b>4</b>
<b>SECTION 1 Changes to Benefits and Costs for Next Year .....</b>	<b>7</b>
Section 1.1 – Changes to the Monthly Premium (if applicable).....	7
Section 1.2 – Changes to Your Maximum Out-of-Pocket Amounts .....	8
Section 1.3 – Changes to the Provider Network.....	8
Section 1.4 – Changes to the Pharmacy Network .....	9
Section 1.5 – Changes to Benefits and Costs for Medical Services .....	9
Section 1.6 – Changes to Part D Prescription Drug Coverage .....	10
<b>SECTION 2 Administrative Changes .....</b>	<b>13</b>
<b>SECTION 3 Deciding Which Plan to Choose .....</b>	<b>14</b>
Section 3.1 – If you want to stay in Aetna Medicare Plan (PPO).....	14
Section 3.2 – If you want to change plans .....	14
<b>SECTION 4 Deadline for Changing Plans.....</b>	<b>15</b>
<b>SECTION 5 Programs That Offer Free Counseling about Medicare .....</b>	<b>16</b>
<b>SECTION 6 Programs That Help Pay for Prescription Drugs .....</b>	<b>16</b>
<b>SECTION 7 Questions? .....</b>	<b>17</b>
Section 7.1 – Getting Help from Aetna Medicare Plan (PPO).....	17
Section 7.2 – Getting Help from Medicare .....	17



## **SECTION 1      Changes to Benefits and Costs for Next Year**

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### **Section 1.1 – Changes to the Monthly Premium (if applicable)**

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Your coverage is provided through a contract with your former employer/union/trust. The plan benefits administrator will provide you with information about your plan premium (if applicable).

If Aetna bills you directly for your total plan premium, we will mail you an annual coupon book detailing your premium amount.

**You must continue to pay your Medicare Part B premium unless it is paid for you by Medicaid.**

- Your monthly plan premium will be more if you are required to pay a lifetime Part D late enrollment penalty for going without other drug coverage that is at least as good as Medicare drug coverage (also referred to as “creditable coverage”) for 63 days or more.
- If you have a higher income, you may have to pay an additional amount each month directly to the government for your Medicare prescription drug coverage.
- Your monthly premium will be less if you are receiving “Extra Help” with your prescription drug costs.



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

## Section 1.2 – Changes to Your Maximum Out-of-Pocket Amounts

To protect you, Medicare requires all health plans to limit how much you pay “out-of-pocket” during the year. These limits are called the “maximum out-of-pocket amounts.” Once you reach this amount, you generally pay nothing for covered services for the rest of the year.

Cost	2018 (this year)	2019 (next year)
<b>Combined maximum out-of-pocket amount</b>	<b>\$3,400</b>	<b>\$3,400</b>
Your costs for covered medical services (such as copays, coinsurance, and deductibles, if applicable) from in-network and out-of-network providers count toward your combined maximum out-of-pocket amount. Your plan premium (if applicable) and your costs for prescription drugs do not count toward your maximum out-of-pocket amount.		Once you have paid <b>\$3,400</b> out-of-pocket for covered services, you will pay nothing for your covered services from in-network or out-of-network providers for the rest of the calendar year.

## Section 1.3 – Changes to the Provider Network

There are changes to our network of providers for next year. An updated *Provider Directory* is located on our website at <http://www.aetnamedicare.com/findprovider>. Please call Customer Service at the telephone number on your Aetna member ID card or contact our general customer service center at 1-888-267-2637. (For TTY assistance please dial 711.) You may also call Customer Service for updated provider information or to ask us to mail you a *Provider Directory*. **Please review the 2019 *Provider Directory* to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan but if your doctor or specialist does leave your plan you have certain rights and protections summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- We will make a good faith effort to provide you with at least 30 days’ notice that your provider is leaving our plan so that you have time to select a new provider.



If you have questions, please call Customer Service at the telephone number listed on your member ID card.



- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan please contact us so we can assist you in finding a new provider and managing your care.

#### Section 1.4 – Changes to the Pharmacy Network

Amounts you pay for your prescription drugs may depend on which pharmacy you use. Medicare drug plans have a network of pharmacies. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

There are changes to our network of pharmacies for next year. **Please review the 2019 Provider & Pharmacy Directory to see which pharmacies are in our network.** Page 1 of your *Prescription Drug Schedule of Cost Sharing* lists the name of your 2019 pharmacy network. Please refer to this network name when looking for 2019 network pharmacies. The *Prescription Drug Schedule of Cost Sharing* is enclosed in this packet.

An updated *Provider & Pharmacy Directory* is located on our website at <https://www.aetnamedicare.com/findpharmacy>. You may also call Customer Service for updated pharmacy information or to ask us to mail you a *Provider & Pharmacy Directory*.

#### Section 1.5 – Changes to Benefits and Costs for Medical Services

We are changing our coverage for certain medical services next year. The information below describes these changes. For details about the coverage and costs for these services, see the 2019 *Schedule of Cost Sharing* included in this package.

Cost	2018 (this year)	2019 (next year)
<b>Health and wellness education programs</b>		
• Teladoc	Teladoc is <u>not</u> covered	Covered



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Cost	2018 (this year)	2019 (next year)
<b>Medicare Part B prescription drugs</b>	Part B drugs do <u>not</u> have a step therapy requirement.	Part B drugs may be subject to step therapy requirements.
<b>Supervised Exercise Therapy (SET)</b>	Covered by Medicare	You pay \$20 copay per session.

## Section 1.6 – Changes to Part D Prescription Drug Coverage

### Changes to Our Drug List

Our list of covered drugs is called a Formulary or “Drug List.” A copy of our Drug List is in this envelope.

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.**

If you are affected by a change in drug coverage, you can:

- **Work with your doctor (or other prescriber) and ask the plan to make an exception** to cover the drug. **We encourage current members** to ask for an exception before next year.
  - To learn what you must do to ask for an exception, see Chapter 9 of your Evidence of Coverage (What to do if you have a problem or complaint (coverage decisions, appeals, complaints)) or call Customer Service.
- **Work with your doctor (or other prescriber) to find a different drug** that we cover. You can call Member Services to ask for a list of covered drugs that treat the same medical condition.

In some situations, we will cover a temporary supply of a non-formulary drug in the first 90 days of the plan year or first 90 days of membership to avoid a gap in therapy. For 2019, members in long term care (LTC) facilities will now receive a temporary supply that is the same amount of temporary days supply provided in all other cases: 31 days of medication rather than the amount provided in 2018 (98 days of medication). (To learn more about when you can get a temporary supply and how to ask for one, see Chapter 3, Section 5.2 of the *Evidence of Coverage*.) After you get this temporary supply, you should talk with your doctor to decide what to do when your temporary supply runs out. Here are your options:

- **Perhaps you can find a different drug** covered by the plan that might work just as well for you. Your doctor can help to find a covered drug that might work for you.



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

- You and your doctor can ask the plan to make an exception for you and cover the drug. To learn what you must do to ask for an exception, see the *Evidence of Coverage* included with this *Annual Notice of Changes*. Look for Chapter 9, Section 5 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

You can ask for an exception for Part D drugs that are not on the formulary. You can also ask for an exception for Part D drugs that are on our formulary but with a restriction, such as prior authorization, step therapy, or quantity limit.

If you are currently taking a Part D drug that will no longer be on the formulary as of January 1, 2019, or a Part D drug that will have new restrictions on it beginning on January 1st, you can ask for an exception before that date to make sure we will continue covering that drug. Here is what will happen if you do not request an exception for those drugs before January 1, 2019:

- If the Part D drug you are taking will no longer be on the formulary or will have a restriction beginning January 1, 2019, we will cover up to a 30-day temporary supply (unless your prescription is written for fewer days) of the Part D drug for the first 90 days of the new plan year starting on January 1<sup>st</sup>.
- If you live in a long-term care facility and the Part D drug you are taking will no longer be on the formulary or will have a restriction beginning January 1, 2019, we will allow you to refill your prescription until we have provided you with at least a 31-day supply, consistent with the dispensing increment (unless your prescription is written for fewer days). We will cover more than one refill of this drug for the first 90 days of the new plan year starting on January 1<sup>st</sup>.
- If you experience a change in your setting of care (such as being discharged or admitted to a long term care facility), your physician or pharmacy can request a one-time prescription override. This one-time override will provide you with temporary coverage (up to a 30-day supply) for the applicable drug(s).

Regardless of the reason you received a temporary supply, you will need to utilize our exception process if you need to continue on the current drug.

**Important Note:** Please take advantage of filing your exception requests before January 1<sup>st</sup>. It will make for a very easy transition into the next calendar year. To learn what you must do to ask for an exception, see the *Evidence of Coverage* that was included in the mailing with this Annual Notice of Changes. Look for Chapter 7 of the *Evidence of Coverage* (What to do if you have a problem or complaint).

### Changes to Prescription Drug Costs

**Note:** If you are in a program that helps pay for your drugs ("Extra Help"), **the information about costs for Part D prescription drugs may not apply to you.** We sent you a separate insert, called the "Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs" (also called the "Low Income Subsidy Rider" or the "LIS Rider"), which tells you about your drug costs. If you receive "Extra Help" and haven't received this insert by September 30, 2018, please



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

call Customer Service and ask for the “LIS Rider.” Phone numbers for Customer Service are in Section 7.1 of this booklet.

There are four “drug payment stages.” How much you pay for a Part D drug depends on which drug payment stage you are in. (You can look in Chapter 6, Section 2 of your *Evidence of Coverage* for more information about the stages.)

The information below shows the changes for next year to the first two stages – the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages – the Coverage Gap Stage or the Catastrophic Coverage Stage. To get information about your costs in these stages, look at Chapter 6, Sections 6 and 7, in the enclosed *Evidence of Coverage*.)

### Changes to the Deductible Stage

Stage	2018 (this year)	2019 (next year)
<b>Stage 1: Yearly Deductible Stage</b>	Because we have no deductible, this payment stage does not apply to you.	Because we have no deductible, this payment stage does not apply to you.

### Changes to Your Cost-sharing in the Initial Coverage Stage

Your cost-sharing in the initial coverage stage for certain tier drugs may be changing from copayment to coinsurance *or* coinsurance to copayment. Please see the following chart for the changes from 2018 to 2019.

To learn how copayments and coinsurance work, look at Chapter 6, Section 1.2, *Types of out-of-pocket costs you may pay for covered drugs* in your *Evidence of Coverage*.

Stage	2018 (this year)	2019 (next year)
<b>Stage 2: Initial Coverage Stage</b> During this stage, the plan pays its share of the cost of your drugs and <b>you pay your share of the cost.</b>	<p>Your cost for a one-month supply filled at a network pharmacy:</p> <p><b>Standard cost-sharing</b></p> <p>Generic: \$10</p> <p>Preferred Brand: \$30</p> <p>Non-Preferred Brand: \$45</p>	<p>Your cost for a one-month supply filled at a network pharmacy:</p> <p><b>Standard cost-sharing</b></p> <p>Generic: \$10</p> <p>Preferred Brand: \$30</p> <p>Non-Preferred Brand: \$45</p>



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Stage	2018 (this year)	2019 (next year)
<p>The costs in this row are for a one-month (30-day) supply when you fill your prescription at a network pharmacy that provides standard cost-sharing. For information about the costs for a long-term supply or for mail-order prescriptions, look in the 2019 <i>Prescription Drug Schedule of Cost Sharing</i> included in this packet.</p> <p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p>	<p>Once your total drug costs have reached \$3,750, you will move to the next stage (the Coverage Gap Stage).</p>	<p>Once your total drug costs have reached \$3,820, you will move to the next stage (the Coverage Gap Stage).</p>

### Changes to the Coverage Gap and Catastrophic Coverage Stages

The other two drug coverage stages – the Coverage Gap Stage and the Catastrophic Coverage Stage – are for people with high drug costs. **Most members do not reach the Coverage Gap Stage or the Catastrophic Coverage Stage.**

For information about your costs in these stages, look in the 2019 *Prescription Drug Schedule of Cost Sharing* included in this packet.

## SECTION 2 Administrative Changes

Process	2018 (this year)	2019 (next year)
<b>Phone number for expedited/fast complaint (grievance process)</b>	1-888-267-2637	1-800-932-2159
<b>Fax number for expedited/fast complaint (grievance process)</b>	1-866-604-7092	1-724-741-4956



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Process	2018 (this year)	2019 (next year)
<b>Appeals for Part D Prescription Drugs - Phone number and hours of operation</b>	1-877-235-3755 8 a.m. to 8 p.m. local time, 7 days a week	1-800-594-9390 24 hours a day, 7 days a week
<b>Complaints about Part D prescription drugs - Phone number and hours of operation</b>	1-888-267-2637 8 a.m. to 6 p.m. local time, Monday through Friday	1-800-594-9390 24 hours a day, 7 days a week
<b>Complaints about Part D prescription drugs - Fax number</b>	1-860-907-3984	1-724-741-4956
<b>Coverage Decisions for Part D Prescription Drugs - Phone number and hours of operation</b>	1-888-267-2637 8 a.m. to 6 p.m. local time, Monday through Friday	1-800-414-2386 8 a.m. to 8 p.m. local time, Monday through Friday
<b>Long Term Care Temporary Supply</b>	Your LTC temporary day supply limit is up to 98 days	Your LTC temporary day supply limit is 31 days

## SECTION 3 Deciding Which Plan to Choose

### Section 3.1 – If you want to stay in Aetna Medicare Plan (PPO)

Your benefits administrator will tell you if you need to do anything to stay enrolled in your Aetna Medicare Plan.

### Section 3.2 – If you want to change plans

We hope to keep you as a member. However, if you want to change your plan, here are your options:

#### **Step 1: Learn about and compare your choices**

- You can join a different Medicare health plan. Your plan benefits administrator will let you know what options are available to you under your group retiree coverage.
- You can switch to an individual Medicare health plan.



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

- -- OR-- You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan.

**It is important that you carefully consider your decision before dropping your group retiree coverage. This is important because you may permanently lose benefits you currently receive under your former employer/union/trust retiree group coverage if you switch plans. Call the benefits administrator of your former employer or retiree group for information.**

To learn more about Original Medicare and the different types of Medicare plans, read *Medicare & You 2019*, call your State Health Insurance Assistance Program (see Section 5), or call Medicare (see Section 7.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to <http://www.medicare.gov> and click "Find health & drug plans." **Here, you can find information about costs, coverage, and quality ratings for Medicare plans.**

As a reminder, Aetna offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

### **Step 2: Change your coverage**

- To change **to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from our plan.
  - To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from our plan.
- To **change to Original Medicare without a prescription drug plan**, you must either:
  - Send us a written request to disenroll. Contact Customer Service if you need more information on how to do this (phone numbers are in Section 7.1 of this booklet).
  - – OR – Contact **Medicare**, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

## **SECTION 4      Deadline for Changing Plans**

You may be able to change to a different plan during your former employer/union/trust's open enrollment period. Your plan may allow you to make changes at other times as well. Your plan's benefits administrator will let you know what other plan options may be available to you.

### **Are there other times of the year to make a change?**

As a member of a group Medicare plan, you are eligible for a special enrollment period if you leave your former employer/union/trust's plan. This means that you can enroll in an individual Medicare health plan or Original Medicare.



If you have questions, please call Customer Service at the telephone number listed on your member ID card.



**It is important that you carefully consider your decision before dropping your group retiree coverage. This is important because you may permanently lose benefits you currently receive under your former employer/union/trust retiree group coverage if you switch plans. Call the benefits administrator of your former employer or retiree group for information.**

## **SECTION 5      Programs That Offer Free Counseling about Medicare**

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state.

SHIPs are independent (not connected with any insurance company or health plan). They are state programs that get money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call your SHIP at the phone number in Addendum A at the back of the *Evidence of Coverage*.

## **SECTION 6      Programs That Help Pay for Prescription Drugs**

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **“Extra Help” from Medicare.** People with limited incomes may qualify for “Extra Help” to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. Many people are eligible and don’t even know it. To see if you qualify, call:
  - 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day/7 days a week;
  - The Social Security Office at 1-800-772-1213 between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call, 1-800-325-0778 (applications); or
  - Your State Medicaid Office (applications).
- **Help from your state’s pharmaceutical assistance program.** Many states have state pharmaceutical assistance programs (SPAPs) that help people pay for prescription drugs based on their financial need, age, or medical condition. Each state has different rules. To learn more about the program, check with your State Health Insurance Assistance Program (the name and phone numbers for this organization are in Addendum A at the back of the *Evidence of Coverage*).
- **Prescription Cost-sharing Assistance for Persons with HIV/AIDS.** The AIDS Drug Assistance Program (ADAP) helps ensure that ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Individuals must meet certain criteria, including



If you have questions, please call Customer Service at the telephone number listed on your member ID card.



proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the state ADAP. For information on eligibility criteria, covered drugs, or how to enroll in the program, please call your state ADAP (the name and phone numbers for this organization are in Addendum A at the back of the *Evidence of Coverage*).

## **SECTION 7      Questions?**

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### **Section 7.1 – Getting Help from Aetna Medicare Plan (PPO)**

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Questions? We're here to help. Please call Customer Service at the telephone number on your Aetna member ID card or call our general customer service center at 1-888-267-2637. (TTY only, call 711.) We are available for phone calls 8 a.m. to 6 p.m. local time, Monday through Friday. Calls to these numbers are free.

#### **Read your 2019 *Evidence of Coverage* (it has details about next year's benefits and costs)**

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2019. For details about your plan, look in the 2019 *Evidence of Coverage* and the *Schedule of Cost Sharing*. The *Evidence of Coverage* is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the *Evidence of Coverage* is included in this envelope. The *Schedule of Cost Sharing* lists the out of pocket cost share for your plan, a copy is included in this envelope.

#### **Visit our Website**

You can also visit our website at <http://www.AetnaRetireePlans.com>. As a reminder, our website has the most up-to-date information about our provider network (*Provider Directory*) and our list of covered drugs (*Formulary/Drug List*).

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### **Section 7.2 – Getting Help from Medicare**

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To get information directly from Medicare:

#### **Call 1-800-MEDICARE (1-800-633-4227)**

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.

#### **Visit the Medicare Website**

You can visit the Medicare website (<http://www.medicare.gov>). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

information about plans available in your area by using the Medicare Plan Finder on the Medicare website. (To view the information about plans, go to <http://www.medicare.gov> and click on "Find health & drug plans.")

**Read *Medicare & You 2019***

You can read *Medicare & You 2019* Handbook. Every year in the fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this booklet, you can get it at the Medicare website (<http://www.medicare.gov>) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.



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**AETNA LIFE INSURANCE COMPANY**

Former Employer/Union/Trust Name: **STATE OF MAINE**

Group Agreement Effective Date: **01/01/2019**

Group Number: **457445**


This Schedule of Cost Sharing is part of the *Evidence of Coverage* for Aetna Medicare Plan (PPO). When the *Evidence of Coverage* refers to the attachment for information on health care benefits covered under our plan, it is referring to this Medical Benefits Chart. (See Chapter 4, *Medical Benefits Chart (what is covered and what you pay)*.)

Annual Deductible	
This is the amount you have to pay out-of-pocket before the plan will pay its share for your covered Medicare Part A and B services.	\$300 annual deductible  Deductible waived for Preventive Services, Part B Drugs, Diabetic Supplies, Emergency Room Visits, Emergency Ambulance, Urgent Care, applicable Riders and Renal Care and Temporomandibular Joint Dysfunction
Annual Maximum Out-of-Pocket Limit	
The maximum out-of-pocket limit is the most you will pay for covered benefits including any deductible (if applicable).	Combined maximum out-of-pocket amount for in- <u>and</u> out-of-network services: \$3,400

**Important information regarding the services listed below in the Medical Benefits Chart:****Table 1**

<b>If you receive services from:</b>	<b>Your plan services include:</b>	<b>You will pay:</b>
<b>A primary care physician (PCP):</b> <ul style="list-style-type: none"> <li>Family Practitioner</li> <li>Pediatrician</li> <li>Internal Medicine</li> <li>General Practitioner</li> </ul> <p>And get more than one covered service during the single visit:</p>	Copays only	One PCP copay.
	Copays and coinsurance	The PCP copay and the coinsurance amounts for each service.
	Coinsurance only	The coinsurance amounts for all services received.
<b>An outpatient facility, specialist or doctor who is not a PCP</b> and get more than one covered service during the single visit:	Copays only	The highest single copay for all services received.
	Copays and coinsurance	The highest single copay for all services and the coinsurance amounts for each service.
	Coinsurance only	The coinsurance amounts for all services received.

 You will see this apple next to the Medicare covered preventive services in the benefits chart.




<b>Services that are covered for you</b>		<b>What you must pay (after any deductible listed on page 1) when you get these services</b>
	<b>Abdominal aortic aneurysm screening</b> A one-time screening ultrasound for people at risk. The plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.	There is no coinsurance, copayment, or deductible for members eligible for this preventive screening.



If you have questions, please call Customer Service at the telephone number listed on your member ID card.




Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p><b>Ambulance services</b></p> <ul style="list-style-type: none"> <li>Covered ambulance services include fixed wing, rotary wing, and ground ambulance services, to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by the plan.</li> <li>Non-emergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required.</li> </ul> <p><b>Prior authorization rules may apply for non-emergency transportation services received in-network. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of non-emergency transportation services when provided by an out-of-network provider.</b></p>	<p>\$25 copay for each Medicare-covered one-way trip.</p>
<p><b>Annual physical exam</b></p> <p>The annual routine physical is an extensive physical exam including a medical history collection and it may also include any of the following: vital signs; observation of general appearance; a head and neck exam; a heart and lung exam; an abdominal exam; a neurological exam; a dermatological exam; and an extremities exam. Coverage for this benefit is in addition to the Medicare-covered annual wellness visit and the "Welcome to Medicare" Preventive Visit.</p>	<p>\$0 copay for the exam.</p>



Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
 <p><b>Annual wellness visit</b></p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p> <p><b>Note:</b> Your first annual wellness visit can't take place within 12 months of your "Welcome to Medicare" preventive visit. However, you don't need to have had a "Welcome to Medicare" visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>
 <p><b>Bone mass measurement</b></p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for Medicare-covered bone mass measurement.</p>
 <p><b>Breast cancer screening (mammograms)</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• One baseline mammogram between the ages of 35 and 39.</li> <li>• One screening mammogram every 12 months for women age 40 and older.</li> <li>• Clinical breast exams once every 24 months.</li> </ul>	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p><b>Cardiac rehabilitation services</b></p> <p>Comprehensive programs of cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's order. The plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>\$20 copay for each Medicare-covered cardiac rehabilitation visit.</p>




If you have questions, please call Customer Service at the telephone number listed on your member ID card.

	Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
	<p><b>Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</b></p> <p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating healthy.</p>	There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.
	<p><b>Cardiovascular disease testing</b></p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every 5 years (60 months).</p>	There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every 5 years.
	<p><b>Cervical and vaginal cancer screening</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>For all women: Pap tests and pelvic exams are covered once every 24 months</li> <li>If you are at high risk of cervical or vaginal cancer or you are of childbearing age and have had an abnormal Pap test in the past 3 years: one Pap test every 12 months</li> </ul>	There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.
	<p><b>Chiropractic services</b></p> <ul style="list-style-type: none"> <li>We cover manual manipulation of the spine to correct subluxation.</li> </ul> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p> <p><b>Enhanced chiropractic services:</b> In addition to the chiropractic service described above, we cover other routine services you receive from a licensed chiropractor</p>	<p>\$20 copay per Medicare-covered visit.</p>          <p>\$20 copay for each visit.</p>






If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
 <p><b>Colorectal cancer screening</b></p> <p>For people 50 and older, the following are covered:</p> <ul style="list-style-type: none"> <li>Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months</li> </ul> <p>One of the following every 12 months:</p> <ul style="list-style-type: none"> <li>Guaiac-based fecal occult blood test (gFOBT)</li> <li>Fecal immunochemical test (FIT)</li> </ul> <p>DNA based colorectal screening every 3 years</p> <p>For people at high risk of colorectal cancer, we cover:</p> <ul style="list-style-type: none"> <li>Screening colonoscopy (or screening barium enema as an alternative) every 24 months</li> </ul> <p>For people not at high risk of colorectal cancer, we cover:</p> <ul style="list-style-type: none"> <li>Screening colonoscopy every 10 years (120 months), but not within 48 months of a screening sigmoidoscopy</li> </ul> <p><b>Please Note:</b> A colonoscopy or sigmoidoscopy conducted for polyp removal or biopsy is a surgical procedure subject to the Outpatient surgery cost sharing. (See “Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers” for more information)</p>	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p>
<p><b>Compression stockings</b></p> <p>Compression garments are usually made of elastic material, and are used to promote venous or lymphatic circulation. Compression garments worn on the legs can help prevent deep vein thrombosis and reduce edema, and are useful in a variety of peripheral vascular conditions.</p>	<p>\$0 per pair.</p>



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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p><b>Dental Services</b></p> <p>Medicare covered services include:</p> <p>Non-routine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician).</p> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$25 copay for each Medicare-covered (non-routine) dental care service.</p>
<p> <b>Depression screening</b></p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>
<p> <b>Diabetes screening</b></p> <p>We cover this screening (includes fasting glucose tests) if you have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history of high blood sugar (glucose). Tests may also be covered if you meet other requirements, like being overweight and having a family history of diabetes.</p> <p>Based on the results of these tests, you may be eligible for up to two diabetes screenings every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare covered diabetes screening tests.</p>
<p> <b>Diabetes self-management training, diabetic services and supplies</b></p> <p>For all people who have diabetes (insulin and non-insulin users). Covered services include:</p> <ul style="list-style-type: none"> <li>Supplies to monitor your blood glucose: Blood glucose monitor, blood glucose test strips, lancet</li> </ul>	<p>\$0 copay per Medicare-covered diabetic service or supply.</p> <p>\$0 for each pair of Medicare-covered diabetic shoes/inserts.</p>




If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p>devices and lancets, and glucose-control solutions for checking the accuracy of test strips and monitors.</p> <ul style="list-style-type: none"> <li>• For people with diabetes who have severe diabetic foot disease: One pair per calendar year of therapeutic custom-molded shoes (including inserts provided with such shoes) and two additional pairs of inserts, or one pair of depth shoes and three pairs of inserts (not including the non-customized removable inserts provided with such shoes). Coverage includes fitting.</li> <li>• Diabetes self-management training is covered under certain conditions.</li> <li>• Urine Test Strips</li> </ul>	<p>\$0 copay for beneficiaries eligible for the Medicare-covered diabetes self-management training preventive benefit.</p> <p>\$0 copay for urine test strips.</p>



[illegible]

If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p>life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <p>This coverage is available worldwide.</p>	
<div data-bbox="97 534 129 576"></div> <p><b>Health and wellness education programs</b></p> <ul style="list-style-type: none"> <li> <p><b>Aetna Health Connections<sup>SM</sup> — Disease Management</b></p> <p>This program provides individualized education and support for select chronic conditions. It can help you learn about how to manage your chronic health conditions and achieve your optimal state of health.</p> </li> <li> <p><b>Fitness Benefit</b></p> <p>The Aetna fitness benefit gives you a free monthly membership, including group exercise classes, at a participating fitness club or facility. Plan members who don't live close to a participating facility or want to exercise at home can order a home fitness kit. We work with another company to manage this benefit.</p> </li> </ul>	<p><b>There is no copay for any of the health and wellness education programs offered by our plan.</b></p> <p>Included in your plan.</p> <p>SilverSneakers<sup>®</sup> Fitness Program is included in your plan. We're here to help and give you more information.</p> <ul style="list-style-type: none"> <li>Call us at 1-888-423-4632. (For TTY/TDD assistance please dial 711.)</li> <li>Visit <a href="http://www.silversneakers.com">http://www.silversneakers.com</a> to find a participating location near you.</li> </ul>




If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<ul style="list-style-type: none"> <li> <b>Healthy Lifestyle Coaching Program</b>  Offered through Healthyroads<sup>TM</sup> and provides members with ongoing support and coaching to make positive changes in their health. The goal is to provide the most effective, individually focused intervention that seeks to change health behaviors and improve health. Members may receive a weekly 30 minute one-on-one telephonic based coaching session for stress management, nutrition, tobacco cessation, weight management, and exercise. Lifestyle coaching includes telephonic coaching, online tools, educational resources, and Milestone Kits. </li> <li> <b>Informed Health<sup>®</sup> Line</b>  Talk to a registered nurse 24 hours a day, 7 days a week. Get answers about medical tests, procedures and treatment options. </li> <li> <b>Resources for Living<sup>SM</sup></b> – Resources For Living consultants provide research services for members on such topics as caregiver support, household services, eldercare services, activities, and volunteer opportunities. The purpose of the program is to assist members in locating local community services and to provide resource information for a wide variety of eldercare and life related issues. </li> <li> <b>Teladoc</b>  Consult with a national network of U.S. board-certified family practitioners, PCPs, pediatricians and internists to diagnose, recommend treatment, and write short-term (non-DEA prescriptions), when necessary. Teladoc can provide effective resolution to a wide range of common and routine illnesses helping prevent unnecessary use of the ER or Urgent Care centers. </li> </ul>	<p>Healthy Lifestyle Coaching Program is included in your plan.</p> <ul style="list-style-type: none"> <li>Enroll by phone: 1-800 650-2747. (For TTY/TDD assistance please dial 711.)</li> <li>Visit <a href="http://www.Healthyroads.com">http://www.Healthyroads.com</a> for additional information</li> </ul> <p>Included in your plan. Call us at <b>1-800-556-1555</b>. (For TTY/TDD assistance please dial 711.)</p> <p>Included in your plan. Call Resources for Living at <b>1-866-370-4842</b>.</p> <p>1-855-835-2362 (available 24/7); Teladoc.com or through the Teladoc Member mobile app.</p> <ul style="list-style-type: none"> <li>Arkansas &amp; Delaware: first visit must be via video; every 24 months</li> <li>Idaho: No phone consults offered. Video consults ONLY (with Rx)</li> </ul>



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<ul style="list-style-type: none"> <li>• <b>Written health education materials</b></li> </ul>	<p>Currently not available outside of the United States including the United States Territories (Guam, Puerto Rico and the U.S. Virgin Islands)</p> <p>State Restrictions are subject to change</p> <p>Member out of pocket is equal to PCP copay</p> <p>Included in your plan.</p>
<p><b>Hearing services</b></p> <ul style="list-style-type: none"> <li>• Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider.</li> <li>• Our plan covers one routine hearing exam every 12 months</li> <li>• Hearing aid reimbursement Amounts you pay for hearing aids do not count toward your annual maximum out-of-pocket amount.</li> </ul>	<p>\$25 copay for basic hearing and balance evaluations.</p> <p>\$0 copay for one routine hearing exam every 12 months.</p> <p>Our plan will reimburse you up to \$500 once every 36 months towards the cost of hearing aids.</p>
<p> <b>HIV screening</b></p> <p>For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover:</p> <ul style="list-style-type: none"> <li>• One screening exam every 12 months</li> </ul> <p>For women who are pregnant, we cover:</p> <ul style="list-style-type: none"> <li>• Up to three screening exams during a pregnancy</li> </ul>	<p>There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered preventive HIV screening.</p>
<p><b>Home health agency care</b></p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health</p>	<p>\$0 copay for each Medicare-covered home health visit.</p> <p>\$0 copay for each Medicare-covered durable medical equipment item.</p>



If you have questions, please call Customer Service at the telephone number listed on your member ID card.


Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p>agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Part-time or intermittent skilled nursing and home health aide services (To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week)</li> <li>• Physical therapy, occupational therapy, and speech therapy</li> <li>• Medical and social services</li> <li>• Medical equipment and supplies</li> </ul> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	
<p><b>Hospice care</b></p> <p>You may receive care from any Medicare-certified hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have 6 months or less to live if your illness runs its normal course.</p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• Drugs for symptom control and pain relief</li> <li>• Short-term respite care</li> <li>• Home care</li> </ul> <p><u>For hospice services and for services that are covered by Medicare Part A or B and are related to your terminal prognosis:</u> Original Medicare (rather than our plan) will pay for your hospice services and any Part A and Part B services related to your terminal prognosis. While you</p>	<p>When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not our plan.</p>



Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p>are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for.</p> <p><u>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis:</u> You pay your plan cost-sharing amount for these services.</p> <p><u>For services that are covered by our plan but are not covered by Medicare Part A or B:</u> Our plan will continue to cover plan-covered services that are not covered under Part A or B whether or not they are related to your terminal prognosis. You pay your plan cost-sharing amount for these services.</p> <p><u>For drugs that may be covered by the plan's Part D benefit:</u> Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section 9.4 (<i>What if you're in Medicare-certified hospice</i>).</p> <p><b>Note:</b> If you need non-hospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services.</p> <p>Our plan covers hospice consultation services for a terminally ill person who hasn't elected the hospice benefit. Palliative care consultation is also available.</p>	<p>Hospice consultations are included as part of <b>inpatient hospital care</b>. Physician service cost sharing may apply for outpatient consultations.</p>





Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
 <p><b>Immunizations</b></p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> <li>• Pneumonia vaccine</li> <li>• Flu shots, once each flu season in the fall and winter, with additional flu shots if medically necessary</li> <li>• Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B</li> <li>• Other vaccines if you are at risk and they meet Medicare Part B coverage rules</li> </ul> <p>We also cover some vaccines under our Part D prescription drug benefit.</p>	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, and Hepatitis B vaccines.</p> <p>\$0 copay for other Medicare-covered Part B vaccines.</p> <p>You may have to pay an office visit cost-share if you get other services at the same time that you get vaccinated.</p>
<p><b>Inpatient hospital care</b></p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals, and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>There is no limit to the number of days covered by our plan. Covered services include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Semi-private room (or a private room if medically necessary)</li> <li>• Meals including special diets</li> <li>• Regular nursing services</li> <li>• Costs of special care units (such as intensive care or coronary care units)</li> <li>• Drugs and medications</li> <li>• Lab tests</li> <li>• X-rays and other radiology services</li> <li>• Necessary surgical and medical supplies</li> <li>• Use of appliances, such as wheelchairs</li> <li>• Operating and recovery room costs</li> </ul>	<p>For Medicare-covered hospital stays, you pay:</p> <p>\$0 per stay</p> <p>Cost-sharing is charged for each inpatient stay.</p>



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<ul style="list-style-type: none"> <li>Physical, occupational, and speech language therapy</li> <li>Inpatient substance abuse services</li> <li>Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are outside the community pattern of care, you may choose to go locally as long as the local transplant providers are willing to accept the Original Medicare rate. If our plan provides transplant services at a location outside the pattern of care for transplants in your community and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion.</li> <li>Blood - including storage and administration. All components of blood are covered beginning with the first pint used.</li> <li>Physician services</li> </ul> <p><b>Note:</b> To be an inpatient, your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff.</p> <p>You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at <a href="https://www.medicare.gov/Pubs/pdf/11435.pdf">https://www.medicare.gov/Pubs/pdf/11435.pdf</a> or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call</p>	




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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p>1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	
<p><b>Inpatient mental health care</b></p> <ul style="list-style-type: none"> <li>Covered services include mental health care services that require a hospital stay.</li> <li>There is no limit to the number of days covered by our plan.</li> </ul> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>For Medicare-covered hospital stays, you pay:</p> <p>\$0 per stay</p> <p>Cost-sharing is charged for each inpatient stay.</p>
<p><b>Inpatient stay: Covered services received in a hospital or SNF during a non-covered inpatient stay</b></p> <p>If you have exhausted your skilled nursing facility (SNF) benefits or if the SNF or inpatient stay is not reasonable and necessary, we will not cover your inpatient stay. However, in some cases, we will cover certain services you receive while you are in the hospital or the skilled nursing facility (SNF). Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>Physician services</li> <li>Diagnostic tests (like lab tests)</li> <li>X-ray, radium, and isotope therapy including technician materials and services</li> <li>Surgical dressings</li> <li>Splints, casts and other devices used to reduce fractures and dislocations</li> </ul>	<p>\$5 copay for each primary care doctor visit for Medicare-covered benefits.</p> <p>\$25 copay for each specialist visit for Medicare-covered benefits.</p> <p>\$0 copay for Medicare-covered diagnostic procedures or tests.</p> <p>\$0 copay for Medicare-covered lab services.</p> <p>\$5 copay for each Medicare-covered X-ray.</p> <p>\$50 copay for each Medicare-covered diagnostic radiology and complex imaging service.</p>



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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<ul style="list-style-type: none"> <li>Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices</li> <li>Leg, arm, back, and neck braces; trusses, and artificial legs, arms, and eyes including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition</li> <li>Physical therapy, speech therapy, and occupational therapy</li> </ul> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$0 copay for Medicare-covered therapeutic radiology services.</p> <p>\$5 copay for Medicare-covered medical supply items received from a PCP.</p> <p>\$25 copay for Medicare-covered medical supply items received from other providers.</p> <p>\$0 copay for each Medicare-covered prosthetic and orthotic item.</p> <p>\$0 copay for each Medicare-covered DME item.</p> <p>\$20 copay for each Medicare-covered physical, speech or occupational therapy visit.</p>
 <p><b>Medical nutrition therapy</b></p> <p>This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when ordered by your doctor.</p> <p>We cover 3 hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare Advantage Plan, or Original Medicare), and 3 hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's order. A physician must prescribe these services and renew their order yearly if your treatment is needed into the next calendar year.</p>	<p>There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered medical nutrition therapy services.</p>



Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
 <p><b>Medicare Diabetes Prevention Program (MDPP)</b></p> <p>MDPP services will be covered for eligible Medicare beneficiaries under all Medicare health plans.</p> <p>MDPP is a structured health behavior change intervention that provides practical training in long-term dietary change, increased physical activity, and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.</p>	<p>There is no coinsurance, copayment, or deductible for the MDPP benefit.</p>
<p><b>Medicare Part B prescription drugs</b></p> <p>These drugs are covered under Part B of Original Medicare. Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> <li>• Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services</li> <li>• Drugs you take using durable medical equipment (such as nebulizers) that were authorized by the plan</li> <li>• Clotting factors you give yourself by injection if you have hemophilia</li> <li>• Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant</li> <li>• Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug</li> <li>• Antigens</li> <li>• Certain oral anti-cancer drugs and anti-nausea drugs</li> <li>• Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa)</li> </ul>	<p>\$0 copay per prescription or refill.</p>



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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<ul style="list-style-type: none"> <li>Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases</li> </ul> <p>Part B drugs may be subject to step therapy requirements.</p> <p>Chapter 5 explains the Part D prescription drug benefit, including rules you must follow to have prescriptions covered. What you pay for your Part D prescription drugs through our plan is explained in Chapter 6.</p> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	
 <p><b>Obesity screening and therapy to promote sustained weight loss</b></p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p><b>Outpatient diagnostic tests and therapeutic services and supplies</b></p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>X-rays</li> <li>Radiation (radium and isotope) therapy including technician materials and supplies</li> <li>Surgical supplies, such as dressings</li> <li>Diagnostic Radiology and complex imaging such as: MRI, MRA, PET scan</li> <li>Splints, casts and other devices used to reduce fractures and dislocations</li> <li>Laboratory tests</li> </ul>	<p>Your cost-share is based on:</p> <ul style="list-style-type: none"> <li>- the tests/services/ supplies you receive</li> <li>- the provider of the tests/services/supplies</li> <li>- the setting where the tests/services/supplies are performed.</li> </ul> <p>If you receive multiple services in one visit, please refer to Table 1 above for the applicable cost-sharing and coinsurance details.</p>



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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<ul style="list-style-type: none"> <li>Blood - including storage and administration. All components of blood are covered beginning with the first pint used.</li> <li>Other outpatient diagnostic tests</li> </ul> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$5 copay for each Medicare-covered X-ray.</p> <p>\$50 copay for each Medicare-covered diagnostic radiology and complex imaging service.</p> <p>\$0 copay for Medicare-covered lab services.</p> <p>\$0 copay for Medicare-covered diagnostic procedures or tests.</p> <p>\$0 copay for Medicare-covered therapeutic radiology services.</p> <p>\$5 copay for Medicare-covered medical supply items received from a PCP.</p> <p>\$25 copay for Medicare-covered medical supply items received from other providers.</p>
<p><b>Outpatient hospital services</b></p> <p>We cover medically-necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery</li> <li>Laboratory and diagnostic tests billed by the hospital</li> <li>Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it</li> <li>X-rays and other radiology services billed by the hospital</li> </ul>	<p>\$50 copay per facility visit.</p> <p>Your cost-share is based on:</p> <ul style="list-style-type: none"> <li>- the tests/services/ supplies you receive</li> <li>- the provider of the tests/services/supplies</li> <li>- the setting where the tests/services/supplies are performed.</li> </ul> <p>If you receive multiple services in one visit, please refer to Table 1 above for the applicable cost-sharing and coinsurance details.</p>



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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<ul style="list-style-type: none"> <li>• Medical supplies such as splints and casts</li> <li>• Certain drugs and biologicals that you can't give yourself</li> </ul> <p><b>Note:</b> Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff.</p> <p>You can also find more information in a Medicare fact sheet called "Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!" This fact sheet is available on the Web at <a href="https://www.medicare.gov/Pubs/pdf/11435.pdf">https://www.medicare.gov/Pubs/pdf/11435.pdf</a> or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$5 copay for each primary care doctor visit for Medicare-covered benefits.</p> <p>\$25 copay for each specialist visit for Medicare-covered benefits.</p> <p>\$0 copay for Medicare-covered lab services.</p> <p>\$0 copay for Medicare-covered diagnostic procedures or tests.</p> <p>\$0 copay for each Medicare-covered mental health care visit.</p> <p>\$5 copay for each Medicare-covered X-ray.</p> <p>\$50 copay for each Medicare-covered diagnostic radiology and complex imaging service.</p> <p>\$0 copay for Medicare-covered therapeutic radiology services.</p> <p>\$0 copay for each Medicare-covered partial hospitalization visit.</p> <p>\$5 copay for Medicare-covered medical supply items received from a PCP.</p> <p>\$25 copay for Medicare-covered medical supply items received from other providers.</p> <p>\$0 copay per prescription or refill for certain drugs and biologicals that you can't give yourself.</p>



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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
	<p>\$75 copay for each Medicare-covered emergency room visit.</p> <p>(Please Note: If you are immediately admitted to the hospital, you pay \$0 for the emergency room visit.)</p>
<p><b>Outpatient mental health care</b></p> <p>Covered services include:</p> <p>Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws.</p> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$0 copay for each Medicare-covered individual or group therapy visit.</p>
<p><b>Outpatient rehabilitation services</b></p> <p>Covered services include: physical therapy, occupational therapy, and speech language therapy.</p> <p>Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).</p> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$20 copay for each Medicare-covered outpatient rehabilitation service visit.</p>



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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p><b>Outpatient substance abuse services</b></p> <p>Our coverage is the same as Original Medicare which is coverage for services that are provided in the outpatient department of a hospital to patients who, for example, have been discharged from an inpatient stay for the treatment of drug substance abuse or who require treatment but do not require the availability and intensity of services found only in the inpatient hospital setting. The coverage available for these services is subject to the same rules generally applicable to the coverage of outpatient hospital services.</p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• Assessment, evaluation, and treatment for substance use related disorders by a Medicare eligible provider to quickly determine the severity of substance use and identify the appropriate level of treatment.</li> <li>• Brief interventions or advice focuses on increasing insight and awareness regarding substance use and motivation toward behavioral change.</li> </ul> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$0 copay for each Medicare-covered individual or group therapy visit.</p>
<p><b>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers</b></p> <p><b>Note:</b> If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an “outpatient.”</p>	<p>Your cost-share is based on:</p> <ul style="list-style-type: none"> <li>- the tests/services/ supplies you receive</li> <li>- the provider of the tests/services/supplies</li> <li>- the setting where the tests/services/supplies are performed.</li> </ul> <p>If you receive multiple services in one visit, please refer to Table 1 above for</p>




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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>the applicable cost-sharing and coinsurance details.</p> <p>\$50 copay for each Medicare-covered outpatient hospital facility visit.</p> <p>\$50 copay for each Medicare-covered ambulatory surgical center visit.</p>
<p><b>Partial hospitalization services</b></p> <p>“Partial hospitalization” is a structured program of active psychiatric treatment provided as a hospital outpatient service, or by a community mental health center, that is more intense than the care received in your doctor’s or therapist’s office and is an alternative to inpatient hospitalization.</p> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$0 copay for each Medicare-covered visit.</p>
<p><b>Physician/Practitioner services, including doctor’s office visits</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>Medically-necessary medical care or surgery services furnished in a physician’s office, certified ambulatory surgical center, hospital outpatient department, walk-in clinic, (non-urgent) or any other location</li> <li>Consultation, diagnosis, and treatment by a specialist</li> <li>Basic hearing and balance exams performed by your specialist, if your doctor orders it to see if you need medical treatment</li> <li>Certain telehealth services including consultation, diagnosis, and treatment by a physician or practitioner for patients in certain rural areas or other locations approved by Medicare</li> </ul>	<p>Your cost-share is based on:</p> <ul style="list-style-type: none"> <li>the tests/services/ supplies you receive</li> <li>the provider of the tests/services/ supplies</li> <li>the setting where the tests/services/ supplies are performed.</li> </ul> <p>If you receive multiple services in one visit, please refer to Table 1 above for the applicable cost-sharing and coinsurance details.</p> <p>\$5 copay for each primary care doctor visit for Medicare-covered benefits.</p>




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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<ul style="list-style-type: none"> <li>• Second opinion by another network provider prior to surgery</li> <li>• Non-routine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician)</li> <li>• Allergy testing</li> </ul> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$25 copay for each specialist visit for Medicare-covered benefits.</p> <p>\$25 copay for each Medicare-covered hearing and balance exams.</p> <p>\$25 copay for each Medicare-covered (non-routine) dental care service.</p> <p>\$0 copay for Medicare-covered allergy testing</p>
<p><b>Podiatry services</b></p> <p>Medicare-covered services include:</p> <ul style="list-style-type: none"> <li>• Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs)</li> <li>• Routine foot care for members with certain medical conditions affecting the lower limbs</li> </ul> <p><b>Enhanced benefit:</b> Non-Medicare covered routine podiatry - The reduction of nails, including mycotic nails and the removal of corns and calluses.</p>	<p>\$5 copay for Medicare-covered podiatry services received from your PCP.</p> <p>\$25 copay for each Medicare-covered podiatry services received from other providers.</p> <p>\$5 copay for routine podiatry services received from your PCP.</p> <p>\$20 copay for routine podiatry services received from other providers.</p>
<p> <b>Prostate cancer screening exams</b></p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> <li>• Digital rectal exam</li> <li>• Prostate Specific Antigen (PSA) test</li> </ul>	<p>There is no coinsurance, copayment, or deductible for an annual PSA test.</p>





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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p><b>Prosthetic devices and related supplies</b></p> <p>Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to: colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery – see “Vision Care” later in this section for more detail.</p> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$0 copay for each Medicare-covered item.</p>
<p><b>Pulmonary rehabilitation services</b></p> <p>Comprehensive programs of pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and an order for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>\$20 copay for each Medicare-covered pulmonary rehabilitation visit.</p>
<p> <b>Screening and counseling to reduce alcohol misuse</b></p> <p>We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren’t alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to 4 brief face-to-face counseling sessions per year (if you’re competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>



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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
 <p><b>Screening for lung cancer with low dose computed tomography (LDCT)</b></p> <p>For qualified individuals, a LDCT is covered every 12 months.</p> <p><b>Eligible members are:</b> people aged 55 – 77 years who have no signs or symptoms of lung cancer, but who have a history of tobacco smoking of at least 30 pack-years and who currently smoke or have quit smoking within the last 15 years, who receive a written order for LDCT during a lung cancer screening counseling and shared decision making visit that meets the Medicare criteria for such visits and be furnished by a physician or qualified non-physician practitioner.</p> <p><i>For LDCT lung cancer screenings after the initial LDCT screening:</i> the member must receive a written order for LDCT lung cancer screening, which may be furnished during any appropriate visit with a physician or qualified non-physician practitioner. If a physician or qualified non-physician practitioner elects to provide a lung cancer screening counseling and shared decision making visit for subsequent lung cancer screenings with LDCT, the visit must meet the Medicare criteria for such visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered counseling and shared decision making visit or for the LDCT.</p>
 <p><b>Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</b></p> <p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to 2 individual 20 to 30 minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling for STIs preventive benefit.</p>



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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.	
<p><b>Services to treat kidney disease</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime.</li> <li>• Outpatient dialysis treatments (including dialysis treatments when temporarily out of the service area, as explained in Chapter 3 of the Evidence of Coverage)</li> <li>• Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care)</li> <li>• Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments)</li> <li>• Home dialysis equipment and supplies</li> <li>• Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and check your dialysis equipment and water supply)</li> </ul> <p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B Drugs, please go to the section, "Medicare Part B prescription drugs."</p> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>\$0 copay for self-dialysis training and kidney disease education services.</p> <p>\$0 copay for in- and out-of area outpatient dialysis.</p> <p>Inpatient dialysis – refer to <b>"Inpatient hospital care"</b> at the beginning of this benefits chart.</p> <p>\$0 copay for home dialysis equipment and supplies.</p> <p>\$0 copay for Medicare-covered home support services.</p>



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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<p><b>Skilled nursing facility (SNF) care</b></p> <p>(For a definition of “skilled nursing facility care,” see the final chapter (“Definitions of important words”) of the <i>Evidence of Coverage</i>. Skilled nursing facilities are sometimes called “SNFs.”)</p> <p>We cover 100 days per benefit period. A prior hospital stay is not required.</p> <p>Covered services include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Semiprivate room (or a private room if medically necessary)</li> <li>• Meals, including special diets</li> <li>• Skilled nursing services</li> <li>• Physical therapy, occupational therapy, and speech therapy</li> <li>• Drugs administered to you as part of your plan of care (This includes substances that are naturally present in the body, such as blood clotting factors.)</li> <li>• Blood - including storage and administration. All components of blood are covered beginning with the first pint used.</li> <li>• Medical and surgical supplies ordinarily provided by SNFs</li> <li>• Laboratory tests ordinarily provided by SNFs</li> <li>• X-rays and other radiology services ordinarily provided by SNFs</li> <li>• Use of appliances such as wheelchairs ordinarily provided by SNFs</li> <li>• Physician/Practitioner services</li> </ul> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	<p>For Medicare-covered SNF stays, you pay:</p> <p>\$0</p> <p>A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven’t received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row including your day of discharge. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.</p>




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Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
 <p><b>Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</b></p> <p><u>If you use tobacco, but do not have signs or symptoms of tobacco-related disease:</u> We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p><u>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco:</u> We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period, however, you will pay the applicable inpatient or outpatient cost-sharing. Each counseling attempt includes up to four face-to-face visits.</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>
<p><b>Supervised Exercise Therapy (SET)</b></p> <p>SET is covered for members who have symptomatic peripheral artery disease (PAD) and a referral for PAD from the physician responsible for PAD treatment.</p> <p>Up to 36 sessions over a 12-week period are covered if the SET program requirements are met.</p> <p>The SET program must:</p> <ul style="list-style-type: none"> <li>• Consist of sessions lasting 30-60 minutes, comprising a therapeutic exercise-training program for PAD in patients with claudication</li> <li>• Be conducted in a hospital outpatient setting or a physician's office</li> <li>• Be delivered by qualified auxiliary personnel necessary to ensure benefits exceed harms, and who are trained in exercise therapy for PAD</li> <li>• Be under the direct supervision of a physician, physician assistant, or nurse practitioner/clinical nurse specialist who must be trained in both basic and advanced life support techniques</li> <li>• SET may be covered beyond 36 sessions over 12 weeks for an additional 36 sessions over an extended</li> </ul>	<p>You pay \$20 copay per service.</p>



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Services that are covered for you		What you must pay (after any deductible listed on page 1) when you get these services
	period of time if deemed medically necessary by a health care provider.	
	<p><b>Temporomandibular Joint Dysfunction (TMJ)</b></p> <p>Coverage is provided for the treatment of a specific organic condition of or physical trauma to the temporomandibular joint (jaw hinge). Coverage is limited to surgery or injections of the temporomandibular joint, physical therapy, or other medical treatments. Coverage is not provided for any procedure or device that alters the vertical relationship of the teeth or the relation of the mandible to the maxilla. Coverage for oral appliances is included. Dental services related to TMJ are not covered.</p> <p><b>Prior authorization rules may apply for network services. Your Aetna network provider is responsible for requesting prior authorization. Aetna recommends pre-authorization of the service when provided by an out-of-network provider.</b></p>	\$0 copay for each visit.
	<p><b>Urgently needed services</b></p> <p>Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care.</p> <p>Coverage is available worldwide.</p>	\$20 copay for each Medicare-covered urgent care visit received at an urgent care facility.
	<p><b>Vision care</b></p> <p>Medicare-covered services include:</p> <ul style="list-style-type: none"> <li>Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts.</li> </ul>	\$25 copay for exams to diagnose and treat diseases and conditions of the eye.



Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services
<ul style="list-style-type: none"> <li>For people who are at high risk of glaucoma, we will cover one glaucoma screening each year. People at high risk of glaucoma include people with a family history of glaucoma, people with diabetes, and African-Americans who are age 50 and older and Hispanic Americans who are 65 or older.</li> <li>For people with diabetes, screening for diabetic retinopathy is covered once per year.</li> <li>One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. Coverage includes conventional eyeglasses or contact lenses. Excluded is coverage for designer frames and progressive lenses instead of traditional lenses, bifocals, or trifocals. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.)</li> </ul> <p>Our plan covers one routine eye exam every 12 months.</p>	<p>\$0 copay for one glaucoma screening every 12 months.</p> <p>\$0 copay for one diabetic retinopathy screening every 12 months.</p> <p>\$0 copay for one pair of eyeglasses or contact lenses after each cataract surgery.</p> <p>\$0 copay for one routine eye exam every 12 months.</p>
 <p><b>“Welcome to Medicare” Preventive Visit</b></p> <p>The plan covers the one-time “Welcome to Medicare” preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals for other care if needed.</p> <p><b>Important:</b> We cover the “Welcome to Medicare” preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor’s office know you would like to schedule your “Welcome to Medicare” preventive visit.</p>	<p>There is no coinsurance, copayment, or deductible for the “Welcome to Medicare” preventive visit.</p>

Note: See Chapter 4, Section 2.1 of the *Evidence of Coverage* for information on prior authorization rules.



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

## Aetna Life Insurance Company

**Former Employer/Union/Trust Name: STATE OF MAINE**

**Group Agreement Effective Date: 01/01/2019**

**Group Number: 457445**

This *Prescription Drug Schedule of Cost Sharing* is part of the *Evidence of Coverage* (EOC) for our plan. When the EOC refers to the attachment for details of Medicare Part D prescription drug benefits covered under our plan, it is referring to this Prescription Drug Benefits Chart. (See the EOC chapters titled "Using the plan's coverage for your Part D prescription drugs" and "What you pay for your Part D prescription drugs.")

<b>Annual Deductible Amount per Member</b>	\$0
<b>Formulary Type:</b>	GRP B2 Plus
<b>Number of Cost Share Tiers:</b>	3 Tier
<b>Initial Coverage Limit:</b>	\$3,820
<b>True Out-of-Pocket Amount:</b>	\$5,100
<b>Retail Pharmacy Network: S2</b>  The name of your pharmacy network is listed above. To find a network pharmacy, you can look in your <i>Pharmacy Directory</i> , visit our website ( <a href="http://www.aetnamedicare.com/findpharmacy">http://www.aetnamedicare.com/findpharmacy</a> ), or call Customer Service (phone numbers are printed on the back of your member ID card).	
<b>Enhanced Drug Benefit</b>  We offer additional coverage of some prescription drugs not normally covered in a Medicare prescription drug plan, including the following: <ul style="list-style-type: none"> <li>• Drugs when used for weight loss</li> <li>• Drugs when used to promote fertility</li> <li>• Prescription vitamin and mineral products (except prenatal vitamins and fluoride preparations)</li> <li>• Drugs when used for the treatment of erectile dysfunction</li> <li>• DESI drugs</li> </ul> The cost share for these drugs is listed in the table below. See Tier 1 for the generic cost share amount and Tier 2 for the brand cost share amount. **Drugs used for the treatment of erectile dysfunction and agents when used to promote fertility can be accessed at a \$50 member cost share.** The amount you pay when you fill a prescription for these drugs does not count towards qualifying you for catastrophic coverage. Limitations, such as quantity limits and prior authorization requirements, can be found in the formulary included in this mailing. In addition, if you are receiving "Extra Help" from Medicare to pay for your prescriptions, the "Extra Help" will not pay for these drugs. Please refer to your formulary or call Customer Service for more information.	



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Every drug on the plan's Drug List is in one of the cost-sharing tiers described below:

- Tier One – Generic drugs
- Tier Two – Preferred brand drugs
- Tier Three – Non-preferred brand drugs

To find out which cost-sharing tier your drug is in, look it up in the plan's Drug List. If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay *either* the full price of the drug *or* the copayment amount, *whichever is lower*.

**Initial Coverage Stage:** Amount you pay, up to \$3,820 in total covered prescription drug expenses.

Initial Coverage	One-Month Supply			Extended Supply	
	Standard retail cost-sharing (in-network) (up to a 30-day supply)	Long-term care (LTC) cost-sharing (up to a 31-day supply)	Out-of-network cost-sharing* (up to a 30-day supply)	Standard retail or standard mail order cost-sharing (up to a 90-day supply)	Preferred mail order cost-sharing (up to a 90-day supply)
<b>Tier 1</b> Generic drugs	\$10	\$10	\$10	\$10	\$10
<b>Tier 2</b> Preferred brand drugs	\$30	\$30	\$30	\$30	\$30
<b>Tier 3</b> Non-preferred brand drugs	\$45	\$45	\$45	\$45	\$45

\*Out-of-network coverage is limited to certain situations; see the *Evidence of Coverage* chapter titled "Using the plan's coverage for your Part D prescription drugs," Section 2.5.



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

**Coverage Gap Stage:** Amount you pay after you reach \$3,820 in total covered prescription drug expenses and until you reach \$5,100 in out-of-pocket covered prescription drug costs.

Your plan's gap coverage is listed in the chart below.

Supplemental Gap Coverage	One-Month Supply			Extended Supply	
	Standard retail cost-sharing (in-network) (up to a 30-day supply)	Long-term care (LTC) cost-sharing (up to a 31-day supply)	Out-of-network cost-sharing* (up to a 30-day supply)	Standard retail or standard mail order cost-sharing (up to a 90-day supply)	Preferred mail order cost-sharing (up to a 90-day supply)
<b>Tier 1</b> Generic drugs	\$10	\$10	\$10	\$10	\$10
<b>Tier 2</b> Preferred brand drugs	\$30	\$30	\$30	\$30	\$30
<b>Tier 3</b> Non-preferred brand drugs	\$45	\$45	\$45	\$45	\$45

\*Out-of-network coverage is limited to certain situations; see the *Evidence of Coverage* chapter titled "Using the plan's coverage for your Part D prescription drugs," Section 2.5.



If you have questions, please call Customer Service at the telephone number listed on your member ID card.

Your former employer/union/trust provides additional coverage during the Coverage Gap stage for covered drugs. This means that you will generally continue to pay the same amount for covered drugs throughout the Coverage Gap stage of the plan as you paid in the Initial Coverage stage.

Coinsurance-based cost-sharing is applied against the overall cost of the drug, prior to the application of any discounts or benefits.

**Catastrophic Coverage Stage:** Amount you pay for covered prescription drugs after reaching \$5,100 in out-of-pocket prescription drug costs.

Prescription Drug Quantity	All covered prescription drugs
Per prescription or refill	You pay 5% of the drug cost or the amounts listed in the Initial Coverage Section, whichever is <i>less</i> .  Our plan pays the rest of the cost.

### Step Therapy

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

### This Plan Uses the GRP B2 Plus Formulary:

Your plan uses the GRP B2 Plus formulary, which means that only drugs on Aetna's drug list will be covered under your plan as long as the drug is medically necessary and the plan rules are followed. Non-preferred copayment levels may apply to some drugs on the drug list. If it is medically necessary for you to use a prescription drug that is eligible for coverage under the Medicare drug benefit, but is not on our formulary, you can contact Aetna to request a coverage exception. Your doctor must submit a statement supporting your exception request. Review the *Aetna Medicare 2019 Group Formulary (List of Covered Drugs)* for more information.









## Important reminder– provider directory

Our provider networks have changed. It is important to know if your provider(s) are in the network.

**2019 Provider directories** are available on **September 30, 2018**.

If you need help finding a provider, or if you'd like us to mail a directory to you, please call the number on your ID card for assistance.

Aetna Medicare is a PDP, HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. The pharmacy or provider network may change at any time. You will receive notice when necessary.

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# 2019 Evidence of Coverage

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AETNA Medicare<sup>SM</sup> Plan (PPO)

Offered by AETNA Life Insurance Company

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**aetna<sup>®</sup>**





January 1 – December 31, 2019

### Evidence of Coverage:

#### **Your Medicare Health Benefits and Services and Prescription Drug Coverage as a Member of Aetna Medicare<sup>SM</sup> Plan (PPO).**

This booklet gives you the details about your Medicare health care and prescription drug coverage from January 1 – December 31, 2019. It explains how to get coverage for the health care services and prescription drugs you need. **This is an important legal document. Please keep it in a safe place.**

This plan, Aetna Medicare Plan (PPO), is offered by Aetna Life Insurance Company. (When this *Evidence of Coverage* says “we,” “us,” or “our,” it means Aetna Life Insurance Company. When it says “plan” or “our plan,” it means Aetna Medicare Plan (PPO).)

Aetna Medicare is a PDP, HMO, PPO plans with a Medicare contract. Enrollment in our plans depends on contract renewal. This document is available for free in Spanish.

Please contact our Customer Service at the telephone number printed on your member ID card for additional information. You may also call our general Customer Service center at 1-888-267-2637. (TTY users should call 711). Hours are 8 a.m. to 6 p.m. local time, Monday through Friday.

This document may be made available in other formats such as Braille, large print or other alternate formats.

Benefits, premium, deductible, and/or copayments/coinsurance may change on January 1, 2020. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

Out-of-network/non-contracted providers are under no obligation to treat Aetna members, except in emergency situations. For a decision about whether we will cover an out-of-network service, we encourage you or your provider to ask us for a pre-service organization determination before you receive the service. Please call our Customer Service number or see this *Evidence of Coverage* for more information, including the cost-sharing that applies to out-of-network services.

## 2019 Evidence of Coverage

### Table of Contents

This list of chapters and page numbers is 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.

CHAPTER 1.	Getting started as a member .....	4
	Explains what it means to be in a Medicare health plan and how to use this booklet. Tells about materials we will send you, your plan premium, the Part D late enrollment penalty, your plan membership card, and keeping your membership record up to date.	
CHAPTER 2.	Important phone numbers and resources.....	23
	Tells you how to get in touch with our plan (Aetna Medicare Plan (PPO)) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), programs that help people pay for their prescription drugs, and the Railroad Retirement Board.	
CHAPTER 3.	Using the plan's coverage for your medical services .....	42
	Explains important things you need to know about getting your medical care as a member of our plan. Topics include using the providers in the plan's network and how to get care when you have an emergency.	
CHAPTER 4.	Medical Benefits (what is covered and what you pay).....	57
	Gives the details about which types of medical care are covered and <i>not</i> covered for you as a member of our plan. Explains how much you will pay as your share of the cost for your covered medical care.	
CHAPTER 5.	Using the plan's coverage for your Part D prescription drugs.....	67
	Explains rules you need to follow when you get your Part D drugs. Tells how to use the plan's <i>List of Covered Drugs (Formulary)</i> to find out which drugs are covered. Tells which kinds of drugs are <i>not</i> covered. Explains several kinds of restrictions that apply to coverage for certain drugs. Explains where to get your prescriptions filled. Tells about the plan's programs for drug safety and managing medications.	



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

CHAPTER 6.	What you pay for your Part D prescription drugs ..... 91
	Tells about the four stages of drug coverage ( <i>Deductible Stage, Initial Coverage Stage, Coverage Gap Stage, Catastrophic Coverage Stage</i> ) and how these stages affect what you pay for your drugs. Explains the different cost-sharing tiers for your Part D drugs and tells what you must pay for a drug in each cost-sharing tier.
CHAPTER 7.	Asking us to pay our share of a bill you have received for covered medical services or drugs ..... 108
	Explains 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 covered services or drugs.
CHAPTER 8.	Your rights and responsibilities ..... 116
	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.
CHAPTER 9.	What to do if you have a problem or complaint (coverage decisions, appeals, complaints) ..... 134
	Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.
	<ul style="list-style-type: none"><li>• Explains how to ask for coverage decisions and make appeals if you are having trouble getting the medical care or prescription drugs you think are covered by our plan. This includes asking us to make exceptions to the rules or extra restrictions on your coverage for prescription drugs, and asking us to keep covering hospital care and certain types of medical services if you think your coverage is ending too soon.</li><li>• Explains how to make complaints about quality of care, waiting times, customer service, and other concerns.</li></ul>
CHAPTER 10.	Ending your membership in the plan ..... 191
	Explains when and how you can end your membership in the plan. Explains situations in which our plan is required to end your membership.
CHAPTER 11.	Legal notices..... 198
	Includes notices about governing law and about nondiscrimination.
CHAPTER 12.	Definitions of important words ..... 203
	Explains key terms used in this booklet.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# **CHAPTER 1**

## ***Getting started as a member***



## Chapter 1. Getting started as a member

SECTION 1	Introduction.....	7
Section 1.1	You are enrolled in Aetna Medicare Plan (PPO), which is a Medicare PPO..	7
Section 1.2	What is the <i>Evidence of Coverage</i> booklet about? .....	7
Section 1.3	Legal information about the <i>Evidence of Coverage</i> .....	7
SECTION 2	What makes you eligible to be a plan member?.....	8
Section 2.1	Your eligibility requirements.....	8
Section 2.2	What are Medicare Part A and Medicare Part B? .....	8
Section 2.3	The plan service area .....	8
Section 2.4	U.S. citizen or lawful presence .....	9
SECTION 3	What other materials will you get from us? .....	9
Section 3.1	Your plan membership card – Use it to get all covered care and prescription drugs .....	9
Section 3.2	The <i>Provider Directory</i> : Network Providers .....	10
Section 3.3	The <i>Provider Directory</i> : Network Pharmacies.....	11
Section 3.4	The plan’s <i>List of Covered Drugs (Formulary)</i> .....	11
Section 3.5	The <i>Part D Explanation of Benefits</i> (the “Part D EOB”): Reports with a summary of payments made for your Part D prescription drugs.....	12
SECTION 4	Your monthly premium for our plan.....	12
Section 4.1	How much is your plan premium (if applicable)? .....	12
SECTION 5	Do you have to pay the Part D “late enrollment penalty”? .....	13
Section 5.1	What is the Part D “late enrollment penalty”? .....	13
Section 5.2	How much is the Part D late enrollment penalty? .....	13
Section 5.3	In some situations, you can enroll late and not have to pay the penalty...	14



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Section 5.4	What can you do if you disagree about your Part D late enrollment penalty?.....	15
SECTION 6	Do you have to pay an extra Part D amount because of your income? ....	15
Section 6.1	Who pays an extra Part D amount because of income?.....	15
Section 6.2	How much is the extra Part D amount?.....	16
Section 6.3	What can you do if you disagree about paying an extra Part D amount?..	16
Section 6.4	What happens if you do not pay the extra Part D amount?.....	16
SECTION 7	More information about your monthly premium .....	16
Section 7.1	There are several ways you can pay your plan premium (if applicable) ....	17
Section 7.2	Can we change your monthly plan premium (if applicable) during the year? .....	19
SECTION 8	Please keep your plan membership record up to date .....	19
Section 8.1	How to help make sure that we have accurate information about you ....	19
SECTION 9	We protect the privacy of your personal health information .....	21
Section 9.1	We make sure that your health information is protected.....	21
SECTION 10	How other insurance works with our plan .....	21
Section 10.1	Which plan pays first when you have other insurance? .....	21



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **SECTION 1 Introduction**

### **Section 1.1 You are enrolled in Aetna Medicare Plan (PPO), which is a Medicare PPO**

Your coverage is provided through a contract with your former employer/union/trust. You are covered by Medicare, and you get your Medicare health care and your prescription drug coverage through our plan, Aetna Medicare Plan (PPO).

**Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at: <https://www.irs.gov/Affordable-Care-Act/Individuals-and-Families> for more information.

There are different types of Medicare health plans. Aetna Medicare Plan (PPO) is a Medicare Advantage PPO Plan (PPO stands for Preferred Provider Organization). Like all Medicare health plans, this Medicare PPO is approved by Medicare and run by a private company.

### **Section 1.2 What is the *Evidence of Coverage* booklet about?**

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

The word "coverage" and "covered services" refers to the medical care and services and the prescription drugs available to you as a member of our plan.

It's important for you to learn what the plan's rules are and what services are 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 (phone numbers are printed on your member ID card).

### **Section 1.3 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 our plan covers your care. Other parts of this contract include your enrollment form, the *List of Covered Drugs (Formulary)*, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for months in which you are enrolled in our plan between January 1, 2019 and December 31, 2019.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of our plan after December 31, 2019. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2019.

### **Medicare must approve our plan each year**

Medicare (the Centers for Medicare & Medicaid Services) must approve our plan each year. Your former employer/union/trust can continue to offer you Medicare coverage as a member of our plan as long as we choose to continue to offer the plan and Medicare renews its approval of the plan.

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

### **Section 2.1 Your eligibility requirements**

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

- You have both Medicare Part A and Medicare Part B (Section 2.2 tells you about Medicare Part A and Medicare Part B)
- -- *and* -- you live in our geographic service area (Section 2.3 below describes our service area)
- -- *and* -- you are a United States citizen or are lawfully present in the United States

If you have Medicare because you have End-Stage Renal Disease (ESRD), you are not eligible for this plan in the first 30 months of becoming eligible for or entitled to Medicare (referred to as your “30 month coordination period”). After the 30-month coordination period, you are eligible for our plan.

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

When you first signed up for Medicare, you received information about what services are covered under Medicare Part A and Medicare Part B. Remember:

- Medicare Part A generally helps cover services provided by hospitals (for inpatient services, 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) and certain items (such as durable medical equipment (DME) and supplies).

### **Section 2.3 The plan service area**

Although Medicare is a Federal program, our plan is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

service area. Addendum B at the back of this *Evidence of Coverage* lists the Aetna Medicare Plan (PPO) service areas. Your former employer/union/trust offers you coverage through our plan's extended service area feature which allows you to be covered in the areas that are not listed as an Aetna network service area.

If you move out of the service area, you will have a Special Enrollment Period that will allow you to switch to a different plan. Please contact your former employer/union/trust plan administrator to see what other plan options are available to you in your new location.

If you move, please contact Customer Service at the telephone number on your member ID card.

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

## Section 2.4 U.S. citizen or lawful presence

A member of a Medicare health plan must be a U.S. citizen or lawfully present in the United States. Medicare (the Centers for Medicare & Medicaid Services) will notify our plan if you are not eligible to remain a member on this basis. We must disenroll you if you do not meet this requirement.

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

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

While you are a member of our plan, you must use your membership card for our plan whenever you get any services covered by this plan and for prescription drugs you get at network pharmacies. You should also show the provider your Medicaid card, if applicable. Please continue to use your current Aetna Medicare ID card. A new card will be issued if there are changes made to the content printed on your card. Or, if you request one to be sent. Here's a sample membership card to show you what yours will look like:

aetna® Medicare PPO	
Medicare ESA PPO plan name	
GRP#: 999999	MEMBER SINCE 2017 RX
ID MEAAAAAA	
NAME JOHN Q SAMPLE	
RxBIN 610502 RxPCN MEDDAET	
RxGRP# RXAETD	
ISSUER (80840)	
PCP 5 ER 50	
SP 5 HO 175/A	
AS 50	
PRINTED ON: <DATE>	Contract PBP

www.aetnaretireplans.com	
Customer Service:	
Medical and Behavioral Health	1-888-267-2637
Prescription Drug	1-855-287-7406
24 Hour Nurse Line	1-800-556-1555
Provider Line	1-800-624-0756
TDD/TTY	711
Send claims to:	
Aetna Medicare	
PO BOX 981106	
EL PASO, TX 79998-1106	
This card does not guarantee coverage.	
Payer ID# 60054	
Medicare limiting charges apply.	
7920-05/17	

**?** If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

As long as you are a member of our plan, in most cases, **you must not use your new red, white, and blue Medicare card** to get covered medical services (with the exception of routine clinical research studies and hospice services). You may be asked to show your new Medicare card if you need hospital services for clinical research studies or hospice. Keep your new red, white, and blue Medicare card in a safe place in case you need it later.

**Here's why this is so important:** If you get covered services using your new red, white, and blue Medicare card instead of using your Aetna Medicare Plan (PPO) membership card while you are a plan member, you may have to pay the full cost yourself.

If your plan membership card is damaged, lost, or stolen, call Customer Service right away and we will send you a new card. (Phone numbers for Customer Service are printed on your member ID card.)

### **Section 3.2 The *Provider & Pharmacy Directory*: Network providers**

The *Provider & Pharmacy Directory* lists our network providers and durable medical equipment suppliers. You are a member of our plan through our extended service area feature. Aetna Medicare may or may not have a provider network where you live.

#### **What are “network providers”?**

**Network providers** are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost-sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan.

#### **Why do you need to know which providers are part of our network?**

As a member of our plan, you may use network providers or out-of-network providers for all covered medical services at the same member cost sharing amount. Our plan will cover services from either in-network or out-of-network providers, as long as the services are covered benefits and medically necessary. See Chapter 3 (*Using the plan's coverage for your medical services*) for more specific information.

If you don't have your copy of the *Provider & Pharmacy Directory* and you reside in a network service area, you can request a copy from Customer Service (phone numbers are printed on your member ID card). A listing of network service areas is available in Addendum B at the back of this Evidence of Coverage. If you do not reside in a network service area, but you will be visiting a network service area in the future, you may still request a directory from us. You may ask Customer Service for more information about our network providers, including their qualifications. You can also see the *Provider & Pharmacy Directory* at <http://www.aetnamedicare.com/findprovider>. Both Customer Service and the website can give you the most up-to-date information about changes in our network providers.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Out-of-network providers must be eligible to receive payment under Medicare. To find a provider that participates with Original Medicare, go to <https://www.medicare.gov>.

### **Section 3.3 The *Provider & Pharmacy Directory*: Network Pharmacies**

#### **What are “network pharmacies”?**

Network pharmacies are 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 *Provider & Pharmacy Directory* to find the network pharmacy you want to use. There are changes to our network of pharmacies for next year. An updated *Provider & Pharmacy Directory* is located on our website at <https://www.aetnamedicare.com/findpharmacy>. You may also call Customer Service for updated provider information or to ask us to mail you a *Provider & Pharmacy Directory*. **Please review the 2019 *Provider & Pharmacy Directory* to see which pharmacies are in our network.**

The *Provider & Pharmacy Directory* will also tell you which of the pharmacies in our network have preferred cost-sharing (if included in your plan), which may be lower than the standard cost-sharing offered by other network pharmacies for some drugs.

If you don't have the *Provider & Pharmacy Directory*, you can get a copy from Customer Service (phone numbers are printed on your member ID card). 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 <https://www.aetnamedicare.com/findpharmacy>.

### **Section 3.4 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 under the Part D benefit included in our plan. 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 our plan's Drug List.

The Drug List also tells you if there are any rules that restrict coverage for your drugs.

We have included 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 (<http://www.AetnaRetireePlans.com>) or call Customer Service (phone numbers are printed on your member ID card).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



### **Section 3.5 The *Part D Explanation of Benefits* (the “Part D EOB”): Reports with a summary of payments made for your Part D prescription drugs**

When you use your Part D prescription drug benefits, we will send you a summary report to help you understand and keep track of payments for your Part D prescription drugs. This summary report is called the *Part D Explanation of Benefits* (or the “Part D EOB”).

The *Part D Explanation of Benefits* tells you the total amount you, or others on your behalf, have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. Chapter 6 (*What you pay for your Part D prescription drugs*) gives more information about the *Part D Explanation of Benefits* and how it can help you keep track of your drug coverage.

A *Part D Explanation of Benefits* summary is also available upon request. To get a copy, please contact Customer Service (phone numbers are printed on your member ID card).

## **SECTION 4 Your monthly premium for our plan**

### **Section 4.1 How much is your plan premium (if applicable)?**

Your coverage is provided through a contract with your former employer/union/trust. Your plan benefits administrator will let you know about your plan premium, if any.

If you have an Aetna plan premium and are billed directly by Aetna Medicare for the full amount of the premium, we will mail you a monthly invoice or an annual coupon book detailing your premium amount. If you have an Aetna plan premium and you are not billed directly by Aetna Medicare for this premium, please refer to your plan benefits administrator for any premium payment information.

In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

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

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

If you are *already enrolled* and getting help from one of these programs, **the information about premiums in this *Evidence of Coverage* may not apply to you**. We send you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also known as the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug coverage. If you don’t have this insert, please call Customer Service and ask for the “LIS Rider.” (Phone numbers for Customer Service are printed on your member ID card.)



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



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

Some members are required to pay a Part D **late enrollment penalty** because they did not join a Medicare drug plan when they first became eligible or because they had a continuous period of 63 days or more when they didn't have "creditable" prescription drug coverage. ("Creditable" means the drug coverage is at least as good as Medicare's standard drug coverage.) For these members, the Part D late enrollment penalty is added to the plan's monthly premium. Their premium amount will be the monthly plan premium plus the amount of their Part D late enrollment penalty.

- If you are required to pay the Part D late enrollment penalty, the cost of the late enrollment penalty depends on how long you went without Part D or creditable prescription drug coverage Chapter 1, Section 5 *explains the Part D late enrollment penalty*.
- If you have a Part D late enrollment penalty and do not pay it, you could be disenrolled from the plan.

## **SECTION 5 Do you have to pay the Part D "late enrollment penalty"?**

### **Section 5.1 What is the Part D "late enrollment penalty"?**

**Note:** If you receive "Extra Help" from Medicare to pay for your prescription drugs, you will not pay a late enrollment penalty.

The late enrollment penalty is an amount that is added to your Part D premium. You may owe a late enrollment penalty if at any time after your initial enrollment period is over, there is a period of 63 days or more in a row when you did not have Part D or other creditable prescription drug coverage. "Creditable prescription drug coverage" is coverage that meets Medicare's minimum standards since it is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.) The cost of the late enrollment penalty depends on how long you went without Part D or creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

The Part D late enrollment penalty is added to your monthly premium.

Your Part D late enrollment penalty is considered part of your plan premium. If you do not pay your late enrollment penalty, you could lose your prescription drug benefits for failure to pay your plan premium.

### **Section 5.2 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 did not have creditable prescription drug coverage, if the break in coverage was 63 days or more.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

The penalty is 1% for every month that you didn't have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.

- Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2018, this average premium amount was \$35.02. This amount may change for 2019.
- To calculate your monthly penalty, you multiply the penalty percentage and the average monthly premium and then round it to the nearest 10 cents. In the example here it would be 14% times \$35.02, which equals \$4.90. This rounds to \$4.90. This amount would be added **to the monthly premium for someone with a late enrollment penalty**.

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

- First, **the penalty may 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, even if you change plans.
- Third, if you are under 65 and currently receiving Medicare benefits, the Part D late enrollment penalty will reset when you turn 65. After age 65, your Part D late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment period for aging into Medicare.

### **Section 5.3 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 Part D late enrollment penalty.

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

- If you already have prescription drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. Medicare calls this **"creditable drug coverage."** Please note:
  - Creditable coverage could include drug coverage from a former employer or union, TRICARE, or the Department of Veterans Affairs. Your insurer or your human resources department will tell you each year if your drug coverage is creditable coverage. This information may be sent to you in a letter or included in a newsletter from the plan. Keep this information, because you may need it if you join a Medicare drug plan later.
  - Please note: If you receive a "certificate of creditable coverage" when your health coverage ends, it may not mean your prescription drug coverage was creditable. The



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

notice must state that you had “creditable” prescription drug coverage that expected to pay as much as Medicare’s standard prescription drug plan pays.

- The following are *not* creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount websites.
- For additional information about creditable coverage, please look in your *Medicare & You 2019 Handbook* or call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.
- If you were without creditable coverage, but you were without it for less than 63 days in a row.
- If you are receiving “Extra Help” from Medicare.

### **Section 5.4 What can you do if you disagree about your Part D late enrollment penalty?**

If you disagree about your Part D late enrollment penalty, you or your representative can ask for a review of the decision about your late enrollment penalty. Generally, you must request this review **within 60 days** from the date on the first letter you receive stating you have to pay a late enrollment penalty. If you were paying a penalty before joining our plan, you may not have another chance to request a review of that late enrollment penalty. Call Customer Service to find out more about how to do this (phone numbers are printed on your member ID card).

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

## **SECTION 6 Do you have to pay an extra Part D amount because of your income?**

### **Section 6.1 Who pays an extra Part D amount because of income?**

Most people pay a standard monthly Part D premium. However, some people pay an extra amount because of their yearly income. If your income is \$85,000 or above for an individual (or married individuals filing separately) or \$170,000 or above for married couples, you must pay an extra amount directly to the government for your Medicare Part D coverage.

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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **Section 6.2 How much is the extra Part D amount?**

If your modified adjusted gross income (MAGI) as reported on your IRS tax return is above a certain amount, you will pay an extra amount in addition to your monthly plan premium. For more information on the extra amount you may have to pay based on your income, visit <https://www.medicare.gov/part-d/costs/premiums/drug-plan-premiums.html>.

## **Section 6.3 What can you do if you disagree about paying an extra Part D amount?**

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

## **Section 6.4 What happens if you do not pay the extra Part D amount?**

The extra amount is paid directly to the government (not your Medicare plan) for your Medicare Part D coverage. If you are required by law to pay the extra amount and you do not pay it, you will be disenrolled from the plan and lose prescription drug coverage.

# **SECTION 7 More information about your monthly premium**

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

In addition to paying the monthly plan premium, (if applicable), many members are required to pay other Medicare premiums. As explained in Section 2 above, in order to be eligible for our plan, you must have both Medicare Part A and Medicare Part B. Some plan members (those who aren't eligible for premium-free Part A) pay a premium for Medicare Part A. Most plan members pay a premium for Medicare Part B. **You must continue paying your Medicare premiums to remain a member of the plan.**

Some people pay an extra amount for Part D because of their yearly income. This is known as Income Related Monthly Adjustment Amounts, also known as IRMAA. If your income is greater than \$85,000 for an individual (or married individuals filing separately) or greater than \$170,000 for married couples, **you must pay an extra amount directly to the government (not the Medicare plan)** for your Medicare Part D coverage.

- **If you are required to pay the extra amount and you do not pay it, you will be disenrolled from the plan and lose prescription drug coverage.**
- If you have to pay an extra amount, Social Security, **not your Medicare plan**, will send you a letter telling you what that extra amount will be.
- For more information about Part D premiums based on income, go to Chapter 1, Section 6 of this booklet. You can also visit <https://www.medicare.gov> on the Web or call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

1-877-486-2048. Or you may call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778.

Your copy of *Medicare & You 2019* gives information about the Medicare premiums in the section called “2019 Medicare Costs.” This explains how the Medicare Part B and Part D premiums differ 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 2019* from the Medicare website (<https://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 7.1 There are several ways you can pay your plan premium (if applicable)**

Your coverage is provided through a contract with your former employer/union/trust. For most members, your plan benefits administrator will provide you with information about your plan premium (if applicable). If Aetna bills you directly for your total plan premium, we will mail you a monthly invoice or an annual coupon book detailing your premium amount. (You must also continue to pay your Medicare Part B premium.)

For members who have an Aetna plan premium and are billed directly by Aetna, there are several ways you can pay your plan premium. These options are listed below. You may inform us of your premium payment option choice or change your choice by calling Customer Service at the numbers printed on your member ID card.

If you decide to change the way you pay your premium, it can take up to three months for your new payment method to take effect. While we are processing your request for a new payment method, you are responsible for making sure that your plan premium is paid on time.

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

If Aetna bills you directly for your total plan premium, you may decide to pay your monthly plan premium to us by check. Please make your check payable to the plan. Monthly plan premium payments are due the 1st day of each month for coverage of the current month. We must receive your check and corresponding month’s coupon in our office no later than the 8th of each month to prevent your account from becoming delinquent. All monthly plan premium payments should be sent to the address listed on your monthly invoice or payment coupons.

#### **Coupon Book (If Applicable)**

Your coupon book should arrive within 30 days of your selection or the date we received your enrollment application. Be sure to include your coupon with your check to ensure the appropriate credit is applied to your account. We reserve the right to charge up to \$35 for any returned bank items. In the event that you need a replacement coupon book or you wish to change your payment method, please call Customer Service for assistance (phone numbers are printed on your member ID card).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **Option 2: You can pay by automatic withdrawal**

If Aetna bills you directly for your total plan premium, you may decide to pay your monthly plan premium by an automatic withdrawal from your bank account by the Electronic Fund Transfer (EFT) option. Your plan premium will be automatically deducted from your bank account by the 6th day of every month. You may also have your plan premium charged to a credit card of your choice and the payment will be charged to your credit card by the 10th day of every month. If you are interested in enrolling in these programs, please contact Customer Service (phone numbers are printed on your member ID card).

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

If you are billed directly by Aetna, your plan premium is due in our office by the first day of the month. If we have not received your premium payment by the tenth day of the month, we will do the following:

- For enrollees who are formally receiving “Extra Help” with payment toward their monthly plan premiums or whose premium payments are made up only of late enrollment penalty amounts, we will send you reminder notices of the premium amounts that are due to help you so you can keep your account up-to-date.
- For all other enrollees, we will send you a notice telling you that your plan membership may end if we do not receive your plan premium within three months of the due date. If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.

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. (Phone numbers for Customer Service are printed on your member ID card.)

If we end your membership because you did not pay your premium, you will have health coverage under Original Medicare.

If we end your membership with the plan because you did not pay your premium, and you don't currently have prescription drug coverage then you may not be able to receive Part D coverage until the following year if you enroll in a new plan during the annual enrollment period. During the annual Medicare open enrollment period, you may either join a stand-alone prescription drug plan or a health plan that also provides drug coverage. (If you go without “creditable” drug coverage for more than 63 days, you may have to pay a late enrollment penalty for as long as you have Part D coverage.)

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 may need to pay the amount you owe before you can enroll.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



If you think we have wrongfully ended your membership, you have a right to ask us to reconsider this decision by making a complaint. Chapter 9, Section 10 of this booklet tells how to make a complaint. If you had an emergency circumstance that was out of your control and it caused you to not be able to pay your premiums within our grace period, you can ask us to reconsider this decision by calling Customer Service (phone numbers are printed on your member ID card) between 8 a.m. to 6 p.m. local time, Monday through Friday. TTY users should call 711. You must make your request no later than 60 days after the date your membership ends.

### **Section 7.2 Can we change your monthly plan premium (if applicable) 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 September and the change will take effect on January 1.

If your plan requires you to pay a plan premium, 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 all or part of the member's monthly plan premium. If Medicare pays only a portion of this premium, we will bill you for the amount Medicare doesn't cover. A member who loses their eligibility during the year will need to start paying their full monthly premium. You can find out more about the "Extra Help" program in Chapter 2, Section 7.

If your plan does not require you to pay a premium, you may need to start paying or may be able to stop paying a late enrollment penalty. (The late enrollment penalty may apply if you had a continuous period of 63 days or more when you didn't have "creditable" prescription drug coverage.) This could happen if you become eligible for the "Extra Help" program or if you lose your eligibility for the "Extra Help" program during the year:

- If you currently pay the Part D late enrollment penalty and become eligible for "Extra Help" during the year, you would be able to stop paying your penalty.
- If you ever lose your low income subsidy (Extra Help), you would be subject to the monthly Part D late enrollment penalty if you have ever gone without creditable prescription drug coverage for 63 days or more.

You can find out more about the "Extra Help" program in Chapter 2, Section 7.

## **SECTION 8 Please keep your plan membership record up to date**

### **Section 8.1 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 including your Primary Care Provider/ Medical Group/IPA. (An IPA, or Independent Practice Association, is an independent group of



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

physicians and other health-care providers under contract to provide services to members of managed care organizations.)

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

**Let us know about these changes:**

- Changes to your name, your address, or your phone number.
- Changes in any other health 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.
- If you receive care in an out-of-area or out-of-network hospital or emergency room.
- If your designated responsible party (such as a caregiver) changes.
- If you are participating in a clinical research study.

If any of this information changes, please let us know by calling Customer Service (phone numbers are printed on your member ID card).

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

**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. (For more information about how our coverage works when you have other insurance, see Section 10 in this chapter.)

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 printed on your member ID card).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



## **SECTION 9 We protect the privacy of your personal health information**

### **Section 9.1 We make sure that your health information is protected**

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.

For more information about how we protect your personal health information, please go to Chapter 8, Section 1.4 of this booklet.

## **SECTION 10 How other insurance works with our plan**

### **Section 10.1 Which plan pays first when you have other insurance?**

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

These rules apply for employer or union group health plan coverage:

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

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

- No-fault insurance (including automobile insurance)
- Liability (including automobile insurance)



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- Black lung benefits
- Workers' Compensation

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

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Customer Service (phone numbers are printed on your member ID card). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# **CHAPTER 2**

## ***Important phone numbers and resources***

## Chapter 2. Important phone numbers and resources

SECTION 1	Aetna Medicare Plan (PPO) contacts (how to contact us, including how to reach Customer Service at the plan) .....	25
SECTION 2	Medicare (how to get help and information directly from the Federal Medicare program).....	32
SECTION 3	State Health Insurance Assistance Program (free help, information, and answers to your questions about Medicare).....	33
SECTION 4	Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare).....	34
SECTION 5	Social Security .....	34
SECTION 6	Medicaid (a joint Federal and state program that helps with medical costs for some people with limited income and resources) .....	35
SECTION 7	Information about programs to help people pay for their prescription drugs .....	36
SECTION 8	How to contact the Railroad Retirement Board.....	40
SECTION 9	Do you have “group insurance” or other health insurance from another employer/union/trust plan? .....	41



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **SECTION 1 Aetna Medicare Plan (PPO) 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 claims, billing or member card questions, please call or write to Aetna Medicare Plan (PPO) Customer Service. We will be happy to help you.

<b>Method</b>	<b>Customer Service – Contact Information</b>
<b>CALL</b>	<p>Please call the telephone number printed on your member ID card or our general Customer Service center at 1-888-267-2637.</p> <p>Calls to this number are free. We're available 8 a.m. to 6 p.m. local time, Monday through Friday.</p> <p>Customer Service also has free language interpreter services available for non-English speakers.</p>
<b>TTY</b>	<p>711</p> <p>Calls to this number are free. We're available 8 a.m. to 6 p.m. local time, Monday through Friday.</p>
<b>WRITE</b>	<p>Aetna Medicare P.O. Box 14088 Lexington, KY 40512-4088</p>
<b>WEBSITE</b>	<p><a href="http://www.AetnaRetireePlans.com">http://www.AetnaRetireePlans.com</a></p>



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

### How to contact us when you are asking for a coverage decision about your medical care

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. For more information on asking for coverage decisions about your medical care, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

You may call us if you have questions about our coverage decision process.

Method	Coverage Decisions for Medical Care – Contact Information
<b>CALL</b>	Please call the telephone number printed on your member ID card or our general Customer Service center at 1-888-267-2637.  Calls to this number are free. We're available 8 a.m. to 6 p.m. local time, Monday through Friday.
<b>TTY</b>	711  Calls to this number are free. We're available 8 a.m. to 6 p.m. local time, Monday through Friday.
<b>FAX</b>	Please use the following fax number to submit expedited (fast) requests only: 1-860-754-5468
<b>WRITE</b>	Aetna Medicare Precertification Unit P.O. Box 14079 Lexington, KY 40512-4079
<b>WEBSITE</b>	<a href="https://www.aetnamedicare.com">https://www.aetnamedicare.com</a>



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

### How to contact us when you are making an appeal about your medical care

An appeal is a formal way of asking us to review and change a coverage decision we have made. For more information on making an appeal about your medical care, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	Appeals for Medical Care – Contact Information
<b>CALL</b>	1-800-932-2159 for Expedited Appeals Only  Calls to this number are free. We're available 8 a.m. to 8 p.m. local time, 7 days a week.
<b>TTY</b>	711  Calls to this number are free. We're available 8 a.m. to 8 p.m. local time, 7 days a week.
<b>FAX</b>	724-741-4953
<b>WRITE</b>	Aetna Medicare Part C Appeals & Grievances P.O. Box 14067 Lexington, KY 40512
<b>WEBSITE</b>	You can submit an appeal about our plan online. To submit an online appeal go to <a href="https://www.aetnamedicare.com">https://www.aetnamedicare.com</a> .



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## How to contact us when you are making a complaint about your medical care

You can make a complaint about us or one of our network providers, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes. (If you have a problem about the plan's coverage or payment, you should look at the section above about making an appeal.) For more information on making a complaint about your medical care, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	Complaints about Medical Care – Contact Information
<b>CALL</b>	Please call the telephone number printed on your member ID card or our general customer service center at 1-888-267-2637.  Calls to this number are free. We're available 8 a.m. to 6 p.m. local time, Monday through Friday.
<b>TTY</b>	711  Calls to this number are free. We're available 8 a.m. to 6 p.m. local time, Monday through Friday.
<b>FAX</b>	1-724-741-4956
<b>WRITE</b>	Aetna Medicare Part C Grievance & Appeal Unit P.O. Box 14067 Lexington, KY 40512
<b>AETNA WEBSITE</b>	You can submit a complaint about our plan online at <a href="https://www.aetnamedicare.com/complaintsa-gcd_">https://www.aetnamedicare.com/complaintsa-gcd_</a>
<b>MEDICARE WEBSITE</b>	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare go to <a href="https://www.medicare.gov/MedicareComplaintForm/home.aspx">https://www.medicare.gov/MedicareComplaintForm/home.aspx</a> .



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



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

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your prescription drugs covered under the Part D benefit included in your plan. For more information on asking for coverage decisions about your Part D prescription drugs, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	Coverage Decisions for Part D Prescription Drugs – Contact Information
<b>CALL</b>	1-800-414-2386  Calls to this number are free. We're available 8 a.m. to 8 p.m. local time, Monday through Friday.
<b>TTY</b>	711  Calls to this number are free. We're available 8 a.m. to 8 p.m. local time, Monday through Friday.
<b>FAX</b>	1-800-408-2386
<b>WRITE</b>	Aetna P.O. Box 7773 London, KY 40742
<b>WEBSITE</b>	<a href="https://www.aetnamedicare.com">https://www.aetnamedicare.com</a>



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

### How to contact us when you are making an appeal about your Part D prescription drugs

An appeal is a formal way of asking us to review and change a coverage decision we have made. For more information on making an appeal about your Part D prescription drugs, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	Appeals for Part D Prescription Drugs – Contact Information
<b>CALL</b>	1-800-594-9390  Calls to this number are free. We're available 24 hours a day, 7 days a week.
<b>TTY</b>	711  Calls to this number are free. We're available 24 hours a day, 7 days a week.
<b>FAX</b>	724-741-4954
<b>WRITE</b>	Aetna Medicare Part D Appeals & Grievances P.O. Box 14579 Lexington, KY 40512
<b>WEBSITE</b>	You can submit an appeal online at <a href="https://www.aetnamedicare.com">https://www.aetnamedicare.com</a> .



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## How to contact us when you are making a complaint about your Part D prescription drugs

You can make a complaint about us or one of our network pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes. (If your problem is about the plan's coverage or payment, you should look at the section above about making an appeal.) For more information on making a complaint about your Part D prescription drugs, see Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	Complaints about Part D prescription drugs – Contact Information
<b>CALL</b>	Please call the telephone number printed on your member ID card or our general customer service center at 1-800-594-9390.  Calls to this number are free. We're available 24 hours a day, 7 days a week.
<b>TTY</b>	711  Calls to this number are free. We're available 24 hours a day, 7 days a week.
<b>FAX</b>	1-724-741-4956
<b>WRITE</b>	Aetna Medicare Part D Grievance & Appeal Unit P.O. Box 14579 Lexington, KY 40512
<b>AETNA WEBSITE</b>	You can submit a complaint about our plan online at <a href="https://www.aetnamedicare.com">https://www.aetnamedicare.com</a>
<b>MEDICARE WEBSITE</b>	You can submit a complaint about our plan directly to Medicare. To submit an online complaint to Medicare, go to <a href="https://www.medicare.gov/MedicareComplaintForm/home.aspx">https://www.medicare.gov/MedicareComplaintForm/home.aspx</a> .

## Where to send a request asking us to pay for our share of the cost for medical care or a drug you have received

For more information on situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 7 (*Asking us to pay our share of a bill you have received for covered medical services or drugs*).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**Please note:** If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) for more information.

Method	Payment Request – Contact Information
WRITE	<b>For Prescription Drug Claims:</b> Aetna Pharmacy Management P.O. Box 52446 Phoenix, AZ 85072-2446  <b>For Medical Claims:</b> Aetna P.O. Box 981106 El Paso, TX 79998-1106

## **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 Advantage organizations including us.

Method	Medicare – Contact Information
CALL	1-800-MEDICARE, or 1-800-633-4227  Calls to this number are free.  24 hours a day, 7 days a week.
TTY	1-877-486-2048  This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.  Calls to this number are free.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

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

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. **Refer to Addendum A at the back of this *Evidence of Coverage* for**



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**the name and contact information for the State Health Insurance Assistance Program in your state.**

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

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

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

There is a designated Quality Improvement Organization (QIO) for serving Medicare beneficiaries in each state. **Refer to Addendum A at the back of this *Evidence of Coverage* for the name and contact information of the Quality Improvement Organization in your state.**

The QIO 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 QIO is an independent organization. It is not connected with our plan.

You should contact the QIO 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 Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

**SECTION 5 Social Security**

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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

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

Method	Social Security – Contact Information
<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 Social Security's 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 a.m. to 7:00 p.m., Monday through Friday.
<b>WEBSITE</b>	<a href="https://www.ssa.gov">https://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)

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.

In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These “Medicare Savings Programs” help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, coinsurance, and copayments). (Some people with QMB are also eligible for full Medicaid benefits (QMB+).)



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. (Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).)
- **Qualified Individual (QI):** Helps pay Part B premiums.
- **Qualified Disabled & Working Individuals (QDWI):** Helps pay Part A premiums.

To find out more about Medicaid and its programs, contact your state Medicaid agency. **Contact information is in Addendum A in the back of this *Evidence of Coverage*.**

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

### **Medicare's "Extra Help" Program**

Medicare provides "Extra Help" to pay prescription drug costs for people who have limited income and resources. Resources include your savings and stocks, but not your home or car. If you qualify, you get help paying for any Medicare drug plan's monthly premium, yearly deductible, and prescription copayments. 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."

You may be able to get "Extra Help" to pay for your prescription drug premiums and costs. To see if you qualify for getting "Extra Help," call:

- 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day, 7 days a week;
- The Social Security Office at 1-800-772-1213, between 7 am to 7 pm, Monday through Friday. TTY users should call 1-800-325-0778 (applications); or
- Your State Medicaid Office (applications). (See Section 6 of this chapter for contact information.)

If you believe you have qualified for "Extra Help" and you believe that you are paying an incorrect cost-sharing amount when you get your prescription at a pharmacy, our plan has 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.

- While you are at the pharmacy, you can ask the pharmacist to contact Aetna at the number on your ID card. If the situation cannot be resolved at that time, Aetna will give you a one-time exception and you will be charged the copayment/coinsurance amount that you



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



were given by CMS. This exception is temporary and lasts 21 days. Aetna will permanently update our systems upon the receipt of one of the acceptable forms of evidence listed below.

You can send your evidence documentation to Aetna using any of the following contact methods:

Method	Best Available Evidence – Contact Information
<b>WRITE</b>	Aetna Medicare Department Attention: BAE P.O. Box 14088 Lexington, KY 40512-4088
<b>FAX</b>	1-888-665-6296
<b>EMAIL</b>	BAE/LISMailbox@aetna.com

Examples of evidence can be any of the following items:

- A copy of your Medicaid card that includes your name and an eligibility date during a month after June of the previous calendar year
- A copy of a state document that confirms active Medicaid status during a month after June of the previous calendar year
- A print out from the state electronic enrollment file showing Medicaid status during a month after June of the previous calendar year
- A screen print from the state's Medicaid systems showing Medicaid status during a month after June of the previous calendar year
- Other documentation provided by the state showing Medicaid status during a month after June of the previous calendar year
- For individuals who are not deemed eligible, but who apply and are found LIS eligible, a copy of the SSA award letter
- If you are institutionalized and qualify for zero cost-sharing:
  - A remittance from the facility showing Medicaid payment for a full calendar month for that individual during a month after June of the previous calendar year
  - A copy of a state document that confirms Medicaid payment on your behalf to the facility for a full calendar month after June of the previous calendar year



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- A screen print from the state's Medicaid systems showing your institutional status based on at least a full calendar month stay for Medicaid payment purposes during a month after June of the previous calendar year
- Medicare and additional SSA documents that supports a beneficiary's LIS cost-sharing level:
  - Deeming notice – pub.no. 11166 (purple notice)
  - Auto-enrollment notice – Prospective only pub.no.11154 (yellow notice)
  - Auto-enrollment notice – Retroactive and Prospective pub.no.11429 (yellow notice)
  - Full-facilitated notice – pub.no. 11186 (green notice)
  - Partial-facilitated notice – pub.no.11191 (green notice)
  - Copay change notice – pub.no.11199 (orange notice)
  - Reassignment notice – pub.no. 11208 and 11209 (blue notice)
  - MA Reassignment – pub. no. 11443 (blue notice)
  - LIS Choosers notice – pub. no. 11267 (tan notice)
  - Chooser Reminder notice – pub. no. 11465 (tan notice)
- 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 (phone numbers are printed on your member ID card).

### **Medicare Coverage Gap Discount Program**

The Medicare Coverage Gap Discount Program provides manufacturer discounts on brand name drugs to Part D members who have reached the coverage gap and are not already receiving "Extra Help." For brand name drugs, the 70% discount provided by manufacturers excludes any dispensing fee for costs in the gap. Members pay 25% of the negotiated price and a portion the dispensing fee for brand name drugs.

If you reach the coverage gap, we will automatically apply the discount when your pharmacy bills you for your prescription and your *Part D Explanation of Benefits* (Part D EOB) will show any discount provided. Both the amount you pay and the amount discounted by the manufacturer



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

count toward your out-of-pocket costs as if you had paid them and move you through the coverage gap. The amount paid by the plan (5%) does not count toward your out-of-pocket costs.

You also receive some coverage for generic drugs. If you reach the coverage gap, the plan pays 63% of the price for generic drugs and you pay the remaining 37% of the price. For generic drugs, the amount paid by the plan (63%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap. Also, the dispensing fee is included as part of the cost of the drug.

The Medicare Coverage Gap Discount Program is available nationwide. If your Aetna Medicare PPO plan offers additional gap coverage during the Coverage Gap Stage, your out-of-pocket costs will sometimes be lower than the costs described here. Please go to Chapter 6, Section 6 for more information about your coverage during the Coverage Gap Stage.

If you have any questions about the availability of discounts for the drugs you are taking or about the Medicare Coverage Gap Discount Program in general, please contact Customer Service (phone numbers are printed on your member ID card).

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

If you are enrolled in a State Pharmaceutical Assistance Program (SPAP), or any other program that provides coverage for Part D drugs (other than “Extra Help”), you still get the 70% discount on covered brand name drugs. Also, the plan pays 5% of the costs of brand drugs in the coverage gap. The 70% discount and the 5% paid by the plan are both applied to the price of the drug before any SPAP or other coverage.

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

#### **What is the AIDS Drug Assistance Program (ADAP)?**

The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance. The name of your state ADAP is shown on Addendum A attached to this *Evidence of Coverage*. *Note:* To be eligible for the ADAP operating in your State, individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. **Contact information for your state ADAP is shown on Addendum A attached to this *Evidence of Coverage*.**



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**What if you get “Extra Help” from Medicare to help pay your prescription drug costs? Can you get the discounts?**

No. If you get “Extra Help,” you already get coverage for your prescription drug costs during the coverage gap.

**What if you don’t get a discount, and you think you should have?**

If you think that you have reached the coverage gap and did not get a discount when you paid for your brand name drug, you should review your next *Part D Explanation of Benefits* (Part D EOB) notice. If the discount doesn’t appear on your *Part D Explanation of Benefits*, you should contact us to make sure that your prescription records are correct and up-to-date. If we don’t agree that you are owed a discount, you can appeal. You can get help filing an appeal from your State Health Insurance Assistance Program (SHIP) (telephone numbers are in Addendum A at the end of this *Evidence of Coverage*) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

**State Pharmaceutical Assistance Programs**

Many states have State Pharmaceutical Assistance Programs (SPAPs) that help some people pay for prescription drugs based on financial need, age, medical condition, or disabilities. Each state has different rules to provide drug coverage to its members. **Refer to Addendum A at the back of this *Evidence of Coverage* to identify if there is an SPAP in your state.**

**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.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

## **SECTION 9 Do you have “group insurance” or other health insurance from another employer/union/trust plan?**

Your Aetna coverage is provided through a contract with a former employer/union/trust. You (or your spouse) may also get medical coverage from another employer or retiree group. Call the benefits administrator if you have questions regarding coordination of your coverages. If you have other prescription drug coverage through your (or your spouse’s) employer or retiree group, please contact that group’s benefits administrator. Call the benefits administrator if you have questions regarding coordination of your coverages. You can also call Aetna’s Customer Service if you have any questions. (Phone numbers for Customer Service are printed on your member ID card.). You may also call 1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048) with questions related to your Medicare coverage under this plan.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# **CHAPTER 3**

***Using the plan's coverage for your  
medical services***

## **Chapter 3. Using the plan's coverage for your medical services**

SECTION 1	Things to know about getting your medical care covered as a member of our plan .....	45
Section 1.1	What are “network providers” and “covered services”? .....	45
Section 1.2	Basic rules for getting your medical care covered by the plan .....	45
SECTION 2	Using network and out-of-network providers to get your medical care ....	46
Section 2.1	You may choose a Primary Care Provider (PCP) to provide and oversee your medical care .....	46
Section 2.2	How to get care from specialists and other network providers .....	48
Section 2.3	How to get care from out-of-network providers .....	49
SECTION 3	How to get covered services when you have an emergency or urgent need for care or during a disaster .....	50
Section 3.1	Getting care if you have a medical emergency .....	50
Section 3.2	Getting care when you have an urgent need for services .....	51
Section 3.3	Getting care during a disaster .....	52
SECTION 4	What if you are billed directly for the full cost of your covered services? ..	52
Section 4.1	You can ask us to pay our share of the cost of covered services .....	52
Section 4.2	If services are not covered by our plan, you must pay the full cost .....	52
SECTION 5	How are your medical services covered when you are in a “clinical research study”? .....	53
Section 5.1	What is a “clinical research study”? .....	53
Section 5.2	When you participate in a clinical research study, who pays for what? .....	53
SECTION 6	Rules for getting care covered in a “religious non-medical health care institution” .....	54
Section 6.1	What is a religious non-medical health care institution? .....	54



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Section 6.2	What care from a religious non-medical health care institution is covered by our plan?.....	55
SECTION 7	Rules for ownership of durable medical equipment .....	55
Section 7.1	Will you own the durable medical equipment after making a certain number of payments under our plan?.....	55



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



## SECTION 1 Things to know about getting your medical care covered as a member of our plan

This chapter explains what you need to know about using the plan to get your medical care coverage. It gives definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by the plan.

For the details on what medical care is covered by our plan and how much you pay when you get this care, use the *Schedule of Cost Sharing* benefits chart included with this *Evidence of Coverage*. It's described in Chapter 4 (*Medical Benefits, what is covered and what you pay*).

### Section 1.1 What are “network providers” and “covered services”?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **“Providers”** are doctors and other health care professionals licensed by the state to provide medical services and care. The term “providers” also includes hospitals and other health care facilities.
- **“Network providers”** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and your cost-sharing amount as payment in full. We have arranged for these providers to deliver covered services to members in our plan. The providers in our network bill us directly for care they give you. When you see a network provider, you pay only your share of the cost for their services.
- **“Covered services”** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the *Schedule of Cost Sharing* included with this *Evidence of Coverage*.

### Section 1.2 Basic rules for getting your medical care covered by the plan

As a Medicare health plan, we must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

Our plan will generally cover your medical care as long as:

- **The care you receive is included in the plan's *Schedule of Cost Sharing*** with this *Evidence of Coverage*.
- **The care you receive is considered medically necessary.** “Medically necessary” means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- **You receive your care from a provider who is eligible to provide services under Original Medicare.** As a member of our plan, you can receive your care from either a network provider or an out-of-network provider (for more about this, see Section 2 in this chapter).
  - The providers in our network are listed in the *Provider & Pharmacy Directory*.
  - **Please note:** While you can get your care from an out-of-network provider, the provider must be eligible to participate in Medicare. Except for emergency care, we cannot pay a provider who is not eligible to participate in Medicare. If you go to a provider who is not eligible to participate in Medicare, you will be responsible for the full cost of the services you receive. Check with your provider before receiving services to confirm that they are eligible to participate in Medicare.

## SECTION 2 Using network and out-of-network providers to get your medical care

### Section 2.1 You may choose a Primary Care Provider (PCP) to provide and oversee your medical care

#### What is a “PCP” and what does the PCP do for you?

As a member of our plan, you do not have to choose a network PCP; **however, we strongly encourage you to choose a PCP and let us know who you chose.** Your PCP can help you stay healthy, treat illnesses and coordinate your care with other health care providers. If you choose a network PCP, they will appear on your ID card. If you choose a network PCP and your ID card does not show a PCP or the one you want to use, please contact us so we can update our files. If you choose a PCP that is not in our network, they will not appear on your ID card.

Depending on where you live, the following types of providers may act as a PCP:

- General Practitioner
- Internist
- Family Practitioner
- Geriatrician
- Physician Assistants (Not available in all states)
- Nurse Practitioners (Not available in all states)

Please refer to your *Provider & Pharmacy Directory* or access our website at <http://www.aetnamedicare.com/findprovider> for a complete listing of network PCPs in your area.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

### **What is the role of a PCP in coordinating covered services?**

Your PCP will provide most of your care, and when you need more specialized services, they will coordinate your care with other providers. Your PCP will help you find a specialist and will arrange for covered services you get as a member of our plan.

Some of the services that the PCP will coordinate include:

- x-rays;
- laboratory tests;
- therapies;
- care from doctors who are specialists; and
- hospital admissions

"Coordinating" your services includes consulting with other plan providers about your care and how it is progressing. Since your PCP will provide and coordinate your medical care, we recommend that you have your past medical records sent to your PCP's office.

In some cases, your network PCP may need to get approval in advance from our Medical Management Department for certain types of services or tests (this is called getting "prior authorization"). Services and items requiring prior authorization are listed in the *Schedule of Cost Sharing* included with this *Evidence of Coverage*.

### **How do you choose your network PCP?**

You can select your network PCP by using the *Provider & Pharmacy Directory*, or by accessing our website at <http://www.aetnamedicare.com/findprovider>, or getting help from Customer Service (phone numbers are on your member ID card).

However, you can change your PCP (as explained later in this section) for any reason, any time by contacting Customer Service at the number on the back cover of this booklet with your PCP choice.

If you select a network PCP, the name and/or office telephone number of your PCP is printed on your membership card.

### **Changing your network PCP**

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our plan's network of providers. Contact us immediately if your ID card does not show the PCP you want to use. We will update your file and send you a new ID card to reflect the change in PCP.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

To change your PCP, call Customer Service at the number on your member ID card **before** you set up an appointment with a new PCP. When you call, be sure to tell Customer Service if you are seeing specialists or currently getting other covered services that were coordinated by your PCP (such as home health services and durable medical equipment). They will check to see if the network PCP you want to switch to is accepting new patients. Customer Service will change your membership record to show the name of your new PCP, let you know the effective date of your change request, and answer your questions about the change. They will also send you a new membership card that shows the name and/or phone number of your new network PCP.

## **Section 2.2 How to get care from specialists and other network providers**

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

As a member of our plan, you don't need to use a PCP to provide a referral. You may go directly to a network specialist. If you do choose to use a PCP, your PCP will provide most of your care and will help arrange or coordinate the rest of the covered services you get as a plan member.

Your PCP may refer you to a specialist, but you can go to any specialists in our network without a referral. Please refer to your *Provider & Pharmacy Directory* or access our website at <http://www.aetnamedicare.com/findprovider> for a complete listing of PCPs and other participating providers in your area.

## **Prior Authorization Process**

In some cases, your provider may need to get approval in advance from our Medical Management Department for certain types of services or tests that you receive in-network (this is called getting "prior authorization"). Your network PCP or other network provider is responsible for getting prior authorization. Services and items requiring prior authorization are listed in the *Schedule of Cost Sharing* included with this *Evidence of Coverage*. In a PPO, you do not need prior authorization to obtain out-of-network services. However, you may want to check with the plan before getting services from out-of-network providers to confirm that the service is covered by your plan and to understand your cost-sharing responsibility.

## **What if a specialist or another network provider leaves our plan?**

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan but



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

if your doctor or specialist does leave your plan you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- We will make a good faith effort to provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed you have the right to file an appeal of our decision.
- If you find out that your doctor or specialist is leaving your plan please contact us so we can assist you in finding a new provider and managing your care.

You may contact Customer Service at the number on your ID card for assistance in selecting a new PCP or to identify other Aetna Medicare Plan (PPO) participating providers. You may also look up participating providers using the *Provider & Pharmacy Directory* or at our website at <http://www.aetnamedicare.com/findprovider>.

### **Section 2.3 How to get care from out-of-network providers**

As a member of our plan, you can choose to receive care from out-of-network providers. However, please note providers that do not contract with us are under no obligation to treat you, except in emergency situations. Our plan will cover services from either network or out-of-network providers, as long as the services are covered benefits and are medically necessary. Here are other important things to know about using out-of-network providers:

- You can get your care from an out-of-network provider, however, in most cases that provider must be eligible to participate in Medicare. Except for emergency care, we cannot pay a provider who is not eligible to participate in Medicare. If you receive care from a provider who is not eligible to participate in Medicare, you will be responsible for the full cost of the services you receive. Check with your provider before receiving services to confirm that they are eligible to participate in Medicare.
- You don't need to get a referral or prior authorization when you get care from out-of-network providers. However, before getting services from out-of-network providers you



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

may want to ask for a pre-visit coverage decision to confirm that the services you are getting are covered and are medically necessary. (See Chapter 9, Section 4 for information about asking for coverage decisions.) This is important because:

- Without a pre-visit coverage decision, if we later determine that the services are not covered or were not medically necessary, we may deny coverage and you will be responsible for the entire cost. If we say we will not cover your services, you have the right to appeal our decision not to cover your care. See Chapter 9 (*What to do if you have a problem or complaint*) to learn how to make an appeal.
- It is best to ask an out-of-network provider to bill the plan first. But, if you have already paid for the covered services, we will reimburse you for our share of the cost for covered services. Or if an out-of-network provider sends you a bill that you think we should pay, you can send it to us for payment. See Chapter 7 (*Asking us to pay our share of a bill you have received for covered medical services or drugs*) for information about what to do if you receive a bill or if you need to ask for reimbursement.

## **SECTION 3 How to get covered services when you have an emergency or urgent need for care or during a disaster**

### **Section 3.1 Getting care if you have a medical emergency**

#### **What is a “medical emergency” and what should you do if you have one?**

A “**medical emergency**” is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call 911 for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do *not* need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. Please call Customer Service at the number on your member ID card.

#### **What is covered if you have a medical emergency?**

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

emergency room in any other way could endanger your health. For more information, see the *Schedule of Cost Sharing* included with this *Evidence of Coverage*.

Our plan also covers emergency medical care if you receive the care outside of the United States. Please see the *Schedule of Cost Sharing* included with this *Evidence of Coverage*.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be covered by our plan.

### **What if it wasn't a medical emergency?**

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care – thinking that your health is in serious danger – and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, as long as you reasonably thought your health was in serious danger, we will cover your care.

In addition, after the doctor has said that it was *not* an emergency, the amount of cost-sharing that you pay will be the same whether you get the care from network providers or out-of-network providers.

## **Section 3.2 Getting care when you have an urgent need for services**

### **What are “urgently needed services”?**

“Urgently needed services” are non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

### **What if you are in the plan's service area when you have an urgent need for care?**

Our plan covers urgently needed care you receive from network or out-of-network providers at the same cost sharing amount. When circumstances are unusual or extraordinary proceed to the nearest urgent care center for immediate treatment.

### **What if you are outside the plan's network service area when you have an urgent need for care?**

When you are outside the network service area, our plan covers urgently needed services that you receive from any provider at the same cost-sharing amount.

Our plan covers urgently needed medical services if you receive the care outside of the United States.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



### **Section 3.3 Getting care during a disaster**

If the Governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from your plan.

Please visit the following website: <http://www.AetnaRetireePlans.com> for information on how to obtain needed care during a disaster.

If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5 for more information.

## **SECTION 4 What if you are billed directly for the full cost of your covered services?**

### **Section 4.1 You can ask us to pay our share of the cost of covered services**

If you have paid more than your share for covered services, or if you have received a bill for the full cost of covered medical services, go to Chapter 7 (*Asking us to pay our share of a bill you have received for covered medical services or drugs*) for information about what to do.

### **Section 4.2 If services are not covered by our plan, you must pay the full cost**

Our plan covers all medical services that are medically necessary, are listed in the plan's *Schedule of Cost Sharing* included with this *Evidence of Coverage*, and are obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by our plan, either because they are not plan covered services, or plan rules were not followed.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 9 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) has more information about what to do if you want a coverage decision from us or want to appeal a decision we have already made. You may also call Customer Service to get more information (phone numbers are printed on your member ID card).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service. Any amounts you pay for services after a benefit limit has been reached do not count toward your out-of-pocket maximum. You can call Customer Service when you want to know how much of your benefit limit you have already used.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



## **SECTION 5 How are your medical services covered when you are in a “clinical research study”?**

### **Section 5.1 What is a “clinical research study”?**

A clinical research study (also called a “clinical trial”) is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. They test new medical care procedures or drugs by asking for volunteers to help with the study. This kind of study is one of the final stages of a research process that helps doctors and scientists see if a new approach works and if it is safe.

Not all clinical research studies are open to members of our plan. Medicare first needs to approve the research study. If you participate in a study that Medicare has *not* approved, *you will be responsible for paying all costs for your participation in the study.*

Once Medicare approves the study, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study *and* you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. When you are in a clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in a Medicare-approved clinical research study, you do *not* need to get approval from us. The providers that deliver your care as part of the clinical research study do *not* need to be part of our plan's network of providers.

Although you do not need to get our plan's permission to be in a clinical research study, **you do need to tell us before you start participating in a clinical research study.**

If you plan on participating in a clinical research study, contact Customer Service (phone numbers are printed on your member ID card) to let them know that you will be participating in a clinical trial and to find out more specific details about what your plan will pay.

### **Section 5.2 When you participate in a clinical research study, who pays for what?**

Once you join a Medicare-approved clinical research study, you are covered for routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Original Medicare pays most of the cost of the covered services you receive as part of the study. After Medicare has paid its share of the cost for these services, our plan will also pay for part of the costs. We will pay the difference between the cost-sharing in Original Medicare and your cost-sharing as a member of our plan. This means you will pay the same amount for the services you receive as part of the study as you would if you received these services from our plan.

*Here's an example of how the cost-sharing works:* Let's say that you have a lab test that costs \$100 as part of the research study. Let's also say that your share of the costs for this test is \$20 under Original Medicare, but the test would be \$10 under our plan's benefits. In this case, Original Medicare would pay \$80 for the test and we would pay another \$10. This means that you would pay \$10, which is the same amount you would pay under our plan's benefits.

In order for us to pay for our share of the costs, you will need to submit a request for payment. With your request, you will need to send us a copy of your Medicare Summary Notices or other documentation that shows what services you received as part of the study and how much you owe. Please see Chapter 7 for more information about submitting requests for payment.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will *not* pay for the new item or service that the study is testing unless Medicare would cover the item or service even if you were *not* in a study.
- Items and services the study gives you or any participant for free.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.

### **Do you want to know more?**

You can get more information about joining a clinical research study by reading the publication "Medicare and Clinical Research Studies" on the Medicare website (<https://www.medicare.gov>). You can also 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 6 Rules for getting care covered in a "religious non-medical health care institution"**

### **Section 6.1 What is a religious non-medical health care institution?**

A religious non-medical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious non-medical health care institution. You may choose to pursue medical care at



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

any time for any reason. This benefit is provided only for Part A inpatient services (non-medical health care services). Medicare will only pay for non-medical health care services provided by religious non-medical health care institutions.

## **Section 6.2 What care from a religious non-medical health care institution is covered by our plan?**

To get care from a religious non-medical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is “non-excepted.”

- “Non-excepted” medical care or treatment is any medical care or treatment that is *voluntary* and *not required* by any federal, state, or local law.
- “Excepted” medical treatment is medical care or treatment that you get that is *not* voluntary or *is required* under federal, state, or local law.

To be covered by our plan, the care you get from a religious non-medical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to non-religious aspects of care.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
  - You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
  - – *and* – you must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

Medicare Inpatient Hospital coverage limits apply. See the *Schedule of Cost Sharing* included with this *Evidence of Coverage*.

## **SECTION 7 Rules for ownership of durable medical equipment**

### **Section 7.1 Will you own the durable medical equipment after making a certain number of payments under our plan?**

Durable medical equipment (DME) includes items such as oxygen equipment and supplies, wheelchairs, walkers, powered mattress systems, crutches, diabetic supplies, speech generating devices, IV infusion pumps, nebulizers and hospital beds ordered by a provider for use in the home. The member always owns certain items, such as prosthetics. In this section, we discuss other types DME that you must rent.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

In Original Medicare, people who rent certain types of DME own the equipment after paying copayments for the item for 13 months. As a member of our plan we will transfer ownership of certain DME items. Call Customer Service (phone numbers are printed on your member ID card) to find out about the requirements you must meet and the documentation you need to provide.

**What happens to payments you made for durable medical equipment if you switch to Original Medicare?**

If you did not acquire ownership of the DME item while in our plan, you will have to make 13 new consecutive payments after you switch to Original Medicare in order to own the item. Payments you made while in our plan do not count toward these 13 consecutive payments.

If you made fewer than 13 payments for the DME item under Original Medicare *before* you joined our plan, your previous payments also do not count toward the 13 consecutive payments. You will have to make 13 new consecutive payments for the item after you return to Original Medicare in order to own the item. There are no exceptions to this case when you return to Original Medicare.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# **CHAPTER 4**

## ***Medical Benefits***

### ***(what is covered and what you pay)***

## **Chapter 4. Medical Benefits (what is covered and what you pay)**

SECTION 1	Understanding your out-of-pocket costs for covered services.....	59
Section 1.1	Types of out-of-pocket costs you may pay for your covered services .....	59
Section 1.2	What is your plan deductible (if applicable)? .....	59
Section 1.3	What is the most you will pay for covered medical services? .....	60
Section 1.4	Our plan does not allow providers to “balance bill” you .....	60
SECTION 2	Use the <i>Medical Benefits Chart</i> to find out what is covered for you and how much you will pay .....	61
Section 2.1	Your medical benefits and costs as a member of the plan.....	61
SECTION 3	What services are not covered by the plan? .....	62
Section 3.1	Services we do <i>not</i> cover (exclusions) .....	62



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## SECTION 1 Understanding your out-of-pocket costs for covered services

This chapter focuses on your covered services and what you pay for your medical benefits. It describes a *Medical Benefits Chart* that lists your covered services and shows how much you will pay for each covered service as a member of our plan. The *Schedule of Cost Sharing* is included with and is part of this *Evidence of Coverage*. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services.

### Section 1.1 Types of out-of-pocket costs you may pay for your covered services

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services.

- The **“deductible”** is the amount you must pay for medical services before our plan begins to pay its share. (Section 1.2 tells you more about your plan deductible.)
- A **“copayment”** is the fixed amount you pay each time you receive certain medical services. You pay a copayment at the time you get the medical service. (The *Schedule of Cost Sharing* tells you more about your copayments.)
- **“Coinsurance”** is the percentage you pay of the total cost of certain medical services. You pay a coinsurance at the time you get the medical service. (The *Schedule of Cost Sharing* tells you more about your coinsurance.)

Most people who qualify for Medicaid or for the Qualified Medicare Beneficiary (QMB) program should never pay deductibles, copayments or coinsurance. Be sure to show your proof of Medicaid or QMB eligibility to your provider, if applicable. If you think that you are being asked to pay improperly, contact Customer Service.

### Section 1.2 What is your plan deductible (if applicable)?

Your plan's deductible (if applicable) is shown on page 1 of the *Schedule of Cost Sharing* included with this *Evidence of Coverage*. This is the amount you have to pay out-of-pocket before our plan pays its share for your covered medical services. Until you have paid the deductible amount, you must pay the full cost for most of your covered services. Once you have paid your deductible, we will begin to pay our share of the costs for covered medical services and you will pay your share (your copayment or coinsurance amount) for the rest of the calendar year.

The deductible does not apply to some services, including certain preventive services. This means that we will pay our share of the costs for these services even if you haven't paid your deductible yet. Refer to page 1 of the *Schedule of Cost Sharing* included with this *Evidence of Coverage* for a full list of services that are not subject to the plan deductible.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

### Section 1.3 What is the most you will pay for covered medical services?

Under our plan, there is a limit on what you have to pay out-of-pocket for covered medical services. This amount is shown on page 1 of your *Schedule of Cost Sharing* included with this *Evidence of Coverage*.

- Your **combined maximum out-of-pocket amount** is the most you pay during the calendar year for covered services received from both in-network and out-of-network providers. The amounts you pay for deductibles (if applicable), copayments, and coinsurance for covered services count toward this combined maximum out-of-pocket amount. The amounts you pay for your plan premiums (if applicable) and for your Part D prescription drugs do not count toward your combined maximum out-of-pocket amount. In addition, amounts you pay for some services do not count toward your combined maximum out-of-pocket amount. These services are noted in the *Schedule of Cost Sharing* included with this *Evidence of Coverage*. If you have paid the combined maximum out-of-pocket amount for covered services, you will have 100% coverage and will not have any out-of-pocket costs for the rest of the year for covered services. However, you must continue to pay your plan premium (if applicable) and the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

### Section 1.4 Our plan does not allow providers to “balance bill” you

As a member of our plan, an important protection for you is that after you meet any deductibles, if applicable, you only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called “balance billing.” This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don’t pay certain provider charges.

Here is how this protection works.

- If your cost-sharing is a copayment (a set amount of dollars, for example, \$15.00), then you pay only that amount for any covered services from a network provider.
- If your cost-sharing is a coinsurance (a percentage of the total charges), then you never pay more than that percentage. However, your cost depends on which type of provider you see:
  - If you obtain covered services from a network provider, you pay the coinsurance percentage multiplied by the plan’s reimbursement rate (as determined in the contract between the provider and the plan).
  - If you obtain covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



- If you obtain covered services from an out-of-network provider who does not participate with Medicare, then you pay the coinsurance amount multiplied by the Medicare payment rate for non-participating providers.
- If you believe a provider has “balance billed” you, call Customer Service (phone numbers are printed on your member ID card).

## **SECTION 2 *Medical Benefits*- find out what is covered for you and how much you will pay**

### **Section 2.1 Your medical benefits and costs as a member of the plan**

The *Schedule of Cost Sharing* included with this *Evidence of Coverage* lists the services our plan covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare covered services must be provided according to the coverage guidelines established by Medicare.
- Your services (including medical care, services, supplies, and equipment) *must* be medically necessary. “Medically necessary” means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- Some of the services listed in the *Schedule of Cost Sharing* are covered as in-network services *only* if your doctor or other network provider gets approval in advance (sometimes called “prior authorization”) from our plan.
  - Covered services that need approval in advance to be covered as in-network services are noted in the *Schedule of Cost Sharing*.
  - You never need approval in advance for out-of-network services from out-of-network providers.
  - While you don’t need approval in advance for out-of-network services, you or your doctor can ask us to make a coverage decision in advance.

Other important things to know about our coverage:

- For benefits where your cost-sharing is a coinsurance percentage, the amount you pay depends on what type of provider you receive the services from:
  - If you receive the covered services from a network provider, you pay the coinsurance percentage multiplied by the plan’s reimbursement rate (as determined in the contract between the provider and the plan),



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- If you receive the covered services from an out-of-network provider who participates with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for participating providers,
- If you receive the covered services from an out-of-network provider who does not participate with Medicare, you pay the coinsurance percentage multiplied by the Medicare payment rate for non-participating providers.
- Like all Medicare health plans, we cover everything that Original Medicare covers. For some of these benefits, you pay *more* in our plan than you would in Original Medicare. For others, you pay *less*. (If you want to know more about the coverage and costs of Original Medicare, look in your *Medicare & You 2019* Handbook. View it online at <https://www.medicare.gov> or ask for a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048).
- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you. However, if you also are treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment/coinsurance will apply for the care received for the existing medical condition.
- Sometimes, Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2019, either Medicare or our plan will cover those services.

**See the *Schedule of Cost Sharing* included with this *Evidence of Coverage* for details.**

## **SECTION 3 What services are not covered by the plan?**

### **Section 3.1 Services we do *not* cover (exclusions)**

This section tells you what services are “excluded” from Medicare coverage and therefore, are generally not covered by this plan. If a service is “excluded,” it means that the plan doesn’t cover the service.

The chart below lists services and items that either are not covered under any condition or are covered only under specific conditions.

If you get services that are excluded (not covered), you must pay for them yourself. We won’t pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception: we will pay if a service in the chart below is found upon appeal to be a medical service that 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 medical service, go to Chapter 9, Section 5.3 in this booklet.)



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

All exclusions or limitations on services are described in the *Schedule of Cost Sharing* or in the chart below.

Even if you receive the excluded services at an emergency facility, the excluded services are still not covered and our plan will not pay for them.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Services considered not reasonable and necessary, according to the standards of Original Medicare	✓	
Experimental medical and surgical procedures, equipment and medications.  Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community.		✓  May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan.  (See Chapter 3, Section 5 for more information on clinical research studies.)
Private room in a hospital.		✓ Covered only when medically necessary.
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	✓	
Full-time nursing care in your home.	✓	
*Custodial care is care provided in a nursing home, hospice, or other facility setting when you do not require skilled medical care or skilled nursing care.	✓	



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.	✓	
Fees charged for care by your immediate relatives or members of your household.	✓	
Cosmetic surgery or procedures		✓ <ul style="list-style-type: none"> <li>Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member.</li> <li>Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.</li> </ul>
Routine dental care, such as cleanings, fillings or dentures.		✓ Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i>
Non-routine dental care.		✓ Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
Routine chiropractic care		✓ Manual manipulation of the spine to correct a subluxation is covered. Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i>



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Routine foot care		✓  Some limited coverage provided according to Medicare guidelines, e.g., if you have diabetes. Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i>
Home-delivered meals		✓ Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i> .
Orthopedic shoes		✓ If shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease.
Supportive devices for the feet		✓ Orthopedic or therapeutic shoes for people with diabetic foot disease.
Routine hearing exams, hearing aids, or exams to fit hearing aids.		✓ Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i> .
Routine eye examinations, eyeglasses, radial keratotomy, LASIK surgery and other low vision aids.		✓ Eye exam and one pair of eyeglasses (or contact lenses) are covered for people after cataract surgery. Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i>



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Reversal of sterilization procedures and or non-prescription contraceptive supplies.	✓	
Acupuncture		✓ Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i>
Naturopath services (uses natural or alternative treatments).	✓	
Services provided to veterans in Veterans Affairs (VA) facilities.		✓ When emergency services are received at VA hospital and the VA cost sharing is more than the cost-sharing under our plan, we will reimburse veterans for the difference. Members are still responsible for our cost-sharing amounts.
Compression Stockings		✓ Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i>

\*Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# **CHAPTER 5**

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

## Chapter 5. Using the plan's coverage for your Part D prescription drugs

SECTION 1	Introduction.....	70
Section 1.1	This chapter describes your coverage for Part D drugs .....	70
Section 1.2	Basic rules for the plan's Part D drug coverage.....	71
SECTION 2	Fill your prescription at a network pharmacy or through the plan's mail-order service.....	71
Section 2.1	To have your prescription covered, use a network pharmacy .....	71
Section 2.2	Finding network pharmacies.....	72
Section 2.3	Using the plan's mail-order services .....	73
Section 2.4	How can you get a long-term supply of drugs? .....	74
Section 2.5	When can you use a pharmacy that is not in the plan's network? .....	75
SECTION 3	Your drugs need to be on the plan's "Drug List" .....	76
Section 3.1	The "Drug List" tells which Part D drugs are covered.....	76
Section 3.2	There are different "cost-sharing tiers" for drugs on the Drug List.....	76
Section 3.3	How can you find out if a specific drug is on the Drug List? .....	77
SECTION 4	There are restrictions on coverage for some drugs.....	78
Section 4.1	Why do some drugs have restrictions?.....	78
Section 4.2	What kinds of restrictions? .....	78
Section 4.3	Do any of these restrictions apply to your drugs?.....	79
SECTION 5	What if one of your drugs is not covered in the way you'd like it to be covered?.....	79
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.....	79
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? .....	80



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



Section 5.3	What can you do if your drug is in a cost-sharing tier you think is too high? .....	82
SECTION 6	What if your coverage changes for one of your drugs? .....	83
Section 6.1	The Drug List can change during the year .....	83
Section 6.2	What happens if coverage changes for a drug you are taking? .....	83
SECTION 7	What types of drugs are <i>not</i> covered by the plan? .....	85
Section 7.1	Types of drugs we do not cover .....	85
SECTION 8	Show your plan membership card when you fill a prescription .....	86
Section 8.1	Show your membership card .....	86
Section 8.2	What if you don't have your membership card with you? .....	86
SECTION 9	Part D drug coverage in special situations .....	87
Section 9.1	What if you're in a hospital or a skilled nursing facility for a stay that is covered by the plan? .....	87
Section 9.2	What if you're a resident in a long-term care (LTC) facility? .....	87
Section 9.3	What if you're also getting drug coverage from another employer/ union/trust retiree group plan? .....	88
Section 9.4	What if you're in Medicare-certified hospice? .....	88
SECTION 10	Programs on drug safety and managing medications .....	89
Section 10.1	Programs to help members use drugs safely .....	89
Section 10.2	Drug Management Program (DMP) to help members safely use their opioid medications .....	89
Section 10.3	Medication Therapy Management (MTM) and other programs to help members manage their medications .....	90



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## 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 about the costs for Part D prescription drugs may not apply to you.*** We send you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also known as the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug coverage. If you don’t have this insert, please call Customer Service and ask for the “LIS Rider.” (Phone numbers for Customer Service are printed on your member ID card.)

## **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 6, *What you pay for your Part D prescription drugs*).

In addition to your coverage for Part D drugs, our plan also covers some drugs under the plan’s medical benefits. Through its coverage of Medicare Part A benefits, our plan generally covers drugs you are given during covered stays in the hospital or in a skilled nursing facility. Through its coverage of Medicare Part B benefits, our plan covers drugs including certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility. The *Schedule of Cost Sharing* included with this *Evidence of Coverage* tells about the benefits and costs for drugs during a covered hospital or skilled nursing facility stay, as well as your benefits and costs for Part B drugs.

Your drugs may be covered by Original Medicare if you are in Medicare hospice. Our plan only covers Medicare Parts A, B, and D services and drugs that are unrelated to your terminal prognosis and related conditions and therefore not covered under the Medicare hospice benefit. For more information, please see Section 9.4 (*What if you’re in Medicare-certified hospice*). For information on hospice coverage and Part C, see the hospice section of the *Schedule of Cost Sharing* included with this *Evidence of Coverage*.

The following sections discuss coverage of your drugs under the plan’s Part D benefit rules. Section 9, *Part D drug coverage in special situations* includes more information on your Part D coverage and Original Medicare.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **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 have a provider (a doctor, dentist or other prescriber) write your prescription.
- Your prescriber must either accept Medicare or file documentation with CMS showing that he or she is qualified to write prescriptions, or your Part D claim will be denied. You should ask your prescribers the next time you call or visit if they meet this condition. If not, please be aware it takes time for your prescriber to submit the necessary paperwork to be processed.
- You generally must use a network pharmacy to fill your prescription. (See Section 2, *Fill your prescriptions at a network pharmacy or through the plan's mail-order service.*)
- 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 used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. (See Section 3 for more information about a medically accepted indication.)

## **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. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.)

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

Our network includes pharmacies that offer standard cost-sharing and may include pharmacies that offer preferred cost-sharing (if included in your plan). You may go to either type of network pharmacy to receive your covered prescription drugs. Your cost-sharing may be less at pharmacies with preferred cost-sharing (if included in your plan). The *Prescription Drug Schedule of Cost Sharing* enclosed with this *Evidence of Coverage* shows both standard and preferred cost-sharing (if included in your plan).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **Section 2.2 Finding network pharmacies**

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

To find a network pharmacy, you can look in your *Pharmacy & Pharmacy Directory*, visit our website (<https://www.aetnamedicare.com/findpharmacy>), or call Customer Service (phone numbers are printed on your member ID card).

You may go to any of our network pharmacies. However, your costs may be even less for your covered drugs if you use a network pharmacy that offers preferred cost-sharing (if included in your plan) rather than a network pharmacy that offers standard cost-sharing. The *Provider & Pharmacy Directory* will tell you which of the network pharmacies offer preferred cost-sharing (if included in your plan). You can find out more about how your out-of-pocket costs could be different for different drugs by contacting us. If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask either to have a new prescription written by a provider or to have your prescription transferred to your new network pharmacy.

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

If the pharmacy you have been using leaves the plan's network, you will have to find a new pharmacy that is in the network. If the pharmacy you have been using stays within the network but is no longer offering preferred cost-sharing (if included in your plan), you may want to switch to a different pharmacy. To find another network pharmacy in your area, you can get help from Customer Service (phone numbers are printed on your member ID card) or use the *Provider & Pharmacy Directory*. You can also find information on our website at <https://www.aetnamedicare.com/findpharmacy>.

### **What if you need a specialized pharmacy?**

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

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a long-term care facility (such as a nursing home) has its own pharmacy. If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies, which is typically the pharmacy that the LTC facility uses. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Customer Service.
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use. (*Note:* This scenario should happen rarely.)

To locate a specialized pharmacy, look in your *Provider & Pharmacy Directory* or call Customer Service (phone numbers are printed on your member ID card).

### 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. Generally, the drugs provided through mail order are drugs that you take on a regular basis, for a chronic or long-term medical condition. The drugs available through our plan's mail-order service are marked as **"mail-order" (MO) drugs** in our Drug List.

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

To get order forms and information about filling your prescriptions by mail from our preferred mail-order pharmacy, contact Customer Service (phone numbers are printed on your member ID card).

Usually a mail-order pharmacy order will get to you in no more than 14 days. In the unlikely event that there is a significant delay with your mail-order prescription drug, our mail order service will work with you and a network pharmacy to provide you with a temporary supply of your mail-order prescription drug.

#### **New prescriptions the pharmacy receives directly from your doctor's office.**

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

- You used mail order services with this plan in the past, or
- You sign up for automatic delivery of all new prescriptions received directly from health care providers. You may request automatic delivery of all new prescriptions now or at any time by calling Customer Service (phone numbers are on your member ID card).

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

If you used mail order in the past and do not want the pharmacy to automatically fill and ship each new prescription, please contact us by calling Customer Service (phone numbers are on your member ID card).

If you have never used our mail order delivery and/or decide to stop automatic fills of new prescriptions, the pharmacy will contact you each time it gets a new prescription from a health care provider to see if you want the medication filled and shipped immediately. This will give you



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

an opportunity to make sure that the pharmacy is delivering the correct drug (including strength, amount, and form) and, if necessary, allow you to cancel or delay the order before you are billed and it is shipped. It is important that you respond each time you are contacted by the pharmacy, to let them know what to do with the new prescription and to prevent any delays in shipping.

To opt out of automatic deliveries of new prescriptions received directly from your health care provider's office, please contact us by calling Customer Service (phone numbers are on your member ID card).

### **Refills on mail order prescriptions.**

For refills of your drugs, you have the option to sign up for an automatic refill program called *AetnaRx Autofill*. Under this program we will start to process your next refill automatically when our records show you should be close to running out of your drug. The pharmacy will contact you prior to shipping each refill to make sure you are in need of more medication, and you can cancel scheduled refills if you have enough of your medication or if your medication has changed. If you choose not to use our auto refill program, please contact your pharmacy 15 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

To opt out of *AetnaRx Autofill* that automatically prepares mail order refills, please contact us by calling Customer Service (phone numbers are on your member ID card).

So the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you by calling Customer Service (phone numbers are on your member ID card).

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

When you get a long-term supply of drugs, your cost-sharing may be lower. The plan offers two ways to get a long-term supply (also called an "extended 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.) You may order this supply through mail order (see Section 2.3) or you may go to a retail pharmacy.

1. **Some retail pharmacies** in our network allow you to get a long-term supply of maintenance drugs. Your *Provider & Pharmacy Directory* tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Customer Service for more information (phone numbers are printed on your member ID card).
2. For certain kinds of drugs, you can use the plan's network **mail-order services**. The drugs available through our plan's mail-order service are marked as "**mail-order**" (**MO**) **drugs** in our Drug List. Our plan's mail-order service allows you to order up to a 90-day supply. See Section 2.3 for more information about using our mail-order services.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



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

### Your prescription may be covered in certain situations

Generally, we cover drugs filled at an out-of-network pharmacy *only* when you are not able to use a network pharmacy. To help you, we have network pharmacies outside of our service area where you can get your prescriptions filled as a member of our plan. If you cannot 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 prescription 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 (these prescription drugs include orphan drugs or other specialty pharmaceuticals).
- If you are traveling outside your service area (within the United States) and run out of your medication, if you lose your medication, or if you become ill and cannot access a network pharmacy.
- If you receive a Part D prescription drug dispensed by an out-of-network institutional-based pharmacy while you are in the emergency department, provider-based clinic, outpatient surgery or other outpatient setting.
- If you have received your prescription during a state or federal disaster declaration or other public health emergency declaration in which you are evacuated or otherwise displaced from your service area or place of residence.

In these situations, when you are covered to fill your prescription at an out-of-network pharmacy, you may be limited to a 30-day supply of your drug.

In these situations, **please check first with Customer Service** to see if there is a network pharmacy nearby. (Phone numbers for Customer Service are printed on your member ID card.) You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

### How do you ask for reimbursement from the plan?

If you must use an out-of-network pharmacy, you will generally have to pay the full cost (rather than your normal share of the cost) at the time you fill your prescription. You can ask us to reimburse you for our share of the cost. (Chapter 7, Section 2.1 explains how to ask the plan to pay you back.)



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **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 use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is *either*:

- Approved by the Food and Drug Administration. (That is, the Food and Drug Administration has approved the drug for the diagnosis or condition for which it is being prescribed.)
- – or – 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; and, for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology or their successors.)

### **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. Generally, it works just as well as the brand name drug and usually 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 different "cost-sharing tiers" for drugs on the Drug List**

Every drug on the plan's Drug List is in a cost-sharing tier. In general, the higher the cost-sharing tier, the higher your cost for the drug:

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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



The tier structure for your plan and the amount you pay for covered prescription drugs in each cost-sharing tier is shown in the *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage*.

Your tier structure will be one of the following:

<b>Drug Tier</b>	<b>Two Tier Plan</b>	<b>Three Tier Plan</b>	<b>Four Tier Plan</b>	<b>Five Tier Plan</b>
<b><i>Tier 1</i></b>	Generic Drugs	Generic Drugs	Generic Drugs	Preferred Generic Drugs
<b><i>Tier 2</i></b>	Brand Drugs*	Preferred Brand Drugs*	Preferred Brand Drugs*	Generic Drugs
<b><i>Tier 3</i></b>		Non-Preferred Drugs*/Non-Preferred Brand Drugs	Non-Preferred Drugs*/Non-Preferred Brand Drugs	Preferred Brand Drugs*
<b><i>Tier 4</i></b>			Specialty Drugs	Non-Preferred Drugs*/Non-Preferred Brand Drugs
<b><i>Tier 5</i></b>				Specialty Drugs

\*Depending on plan type and formulary, in some instances tiers noted with a \* may include both brand and higher cost generic drugs. See your *Prescription Drug Schedule of Cost Sharing* for details on your plan coverage.

### **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 (<http://www.AetnaRetireePlans.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 printed on your member ID card.)



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

**If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug.** If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 6.2 for information about asking for exceptions.)

Please note that sometimes a drug may appear more than once in our Drug List. This is because different restrictions or cost-sharing may apply based on factors such as the strength, amount, or form of the drug prescribed by your health care provider (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

### 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.

#### Restricting brand name drugs when a generic version is available

Generally, a "generic" drug works the same as a brand name drug and usually costs less. **When a generic version of a brand name drug is available, our network pharmacies will provide you the generic version.** We usually will not cover the brand name drug when a generic version is available. However, if your provider has told us the medical reason that the generic drug will not work for you or has written "No substitutions" on your prescription for a brand name drug or has told us the medical reason that neither the generic drug nor other covered drugs that treat the same condition will 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 provider need to get approval from the plan before we will agree to cover the drug for you. This is called "**prior authorization.**" Sometimes the requirement for



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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**

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

### **Quantity limits**

For certain drugs, we limit the amount of the drug that you can have by limiting 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 printed on your member ID card) or check our website (<http://www.AetnaRetireePlans.com>).

**If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug.** If there is a restriction on the drug you want to take, you should contact Customer Service to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 9, Section 6.2 for information about asking for exceptions.)

## **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**

We hope that your drug coverage will work well for you. But it's possible that there could be a prescription drug you are currently taking, or one that you and your provider think you should be taking that is not on our formulary or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand name version you want to take is not covered.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- 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. In some cases, you may want us to waive the restriction for you.
- 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 a number of different cost-sharing tiers. How much you pay for your prescription depends in part on which cost-sharing tier your drug is in.

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). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask the plan to cover the drug or remove restrictions from the drug.

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

Under certain circumstances, the plan 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 provider about the change in coverage and figure out what to do.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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 are new or who were in the plan last year:**

We will cover a temporary supply of your drug **during the first 90 days of your membership in the plan if you were new and during the first 90 days of the calendar year if you were in the plan last year**. This temporary supply will be for a maximum of a 30-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 30-day supply of medication. The prescription must be filled at a network pharmacy.

(Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

- **For those members who have been in the plan for more than 90 days and reside in a long-term care (LTC) facility and need a supply right away:**

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

- If you experience a change in your setting of care (such as being discharged or admitted to a long term care facility), your physician or pharmacy can request a one-time prescription override. This one-time override will provide you with temporary coverage (up to a 31-day supply) for the applicable drug(s).

To ask for a temporary supply, call Customer Service (phone numbers are printed on your member ID card).

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug. The sections below tell you more about these options.

**You can change to another drug**

Start by talking with your provider. 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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

that treat the same medical condition. This list can help your provider find a covered drug that might work for you. (Phone numbers for Customer Service are printed on your member ID card.)

### **You can ask for an exception**

You and your provider 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 provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule. For example, you can ask the plan to cover a drug even though it is not on the plan's Drug List. Or you can ask the plan to make an exception and cover the drug without restrictions.

If you and your provider want to ask for an exception, Chapter 9, Section 6.4 tells what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

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

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

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

If your drug is in a cost-sharing tier you think is too high, start by talking with your provider. 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 provider find a covered drug that might work for you. (Phone numbers for Customer Service are printed on your member ID card.)

#### **You can ask for an exception**

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

If you and your provider want to ask for an exception, Chapter 9, Section 6.4 tells what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

Drugs in some of our cost-sharing tiers are not eligible for this type of exception. We do not lower the cost-sharing amount for brand drugs in the "Preferred" tiers, for any drug in the "Specialty" tier, or any drugs in Tier 1. Coverage of any non-formulary drug is not eligible for a tiering exception. Also, drugs included under an enhanced drug benefit are not eligible for a tiering exception. (Enhanced drug coverage is offered by some former employer/union/trust plans to cover some prescription drugs not normally covered in a Medicare prescription drug plan. If



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

included, this will be identified on page 1 of your *Prescription Drug Schedule of Cost Sharing* under the section "Enhanced Drug Benefit.")

## **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 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 information 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?**

#### **Information on changes to drug coverage**

When changes to the Drug List occur during the year, we post information on our website about those changes. We will update our online Drug List on a regularly scheduled basis to include any changes that have occurred after the last update. Below we point out the times that you would get direct notice if changes are made to a drug that you are then taking. You can also call Customer Services for more information (phone numbers are printed on the back cover of this booklet).

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

Changes that can affect you this year: In the below cases, you will be affected by the coverage changes during the current year:

- **A new generic drug replaces a brand name drug on the Drug List (or we change the cost-sharing tier or add new restrictions to the brand name drug)**

We may immediately remove a brand name drug on our Drug List if we are replacing it with a new generic drug that will appear on the same or lower cost sharing tier and with the same or fewer restrictions. Also, when adding the new generic drug, we may decide to keep



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



the brand name drug on our Drug List, but immediately move it to a different cost-sharing tier or add new restrictions.

We may not tell you in advance before we make that change—even if you are currently taking the brand name drug

You or your prescriber can ask us to make an exception and continue to cover the brand name drug for you. For information on how to ask for an exception, see Chapter 7 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

If you are taking the brand name drug at the time we make the change, we will provide you with information about the specific change(s) we made. This will also include information on the steps you may take to request an exception to cover the brand name drug. You may not get this notice before we make the change.

### **Unsafe drugs and other drugs on the Drug List that are withdrawn from the market**

Once in a while, a drug may be suddenly withdrawn because it has been found to be unsafe or removed from the market for another reason. If this happens, we will immediately remove the drug from the Drug List. If you are taking that drug, we will let you know of this change right away.

Your prescriber will also know about this change, and can work with you to find another drug for your condition.

### **Other changes to drugs on the Drug List**

We may make other changes once the year has started that affect drugs you are taking. For instance, we might add a generic drug that is not new to the market to replace a brand name drug or change the cost-sharing tier or add new restrictions to the brand name drug. OR we might make changes based on FDA boxed warnings or new clinical guidelines recognized by Medicare. We must give you at least 30 days' notice or give you a 30-day refill of the drug you are taking at a network pharmacy.

During this 30-day period, you should be working with your prescriber to switch to a different drug that we cover.

Or you or your prescriber can ask us to make an exception and continue to cover the drug for you. For information on how to ask for an exception, see Chapter 7 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

**Changes to drugs on the Drug List that will not affect people currently taking the drug:** For changes to the Drug List that are not described above, if you are currently taking the drug, the following types of changes 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 you have any questions, please call Customer Service at the telephone number listed on your member ID card.



- If we put a new restriction on your use of the drug.
- If we remove your drug from the Drug List.

If any of these changes happen for a drug you are taking (but not because of a market withdrawal, a generic drug replacing a brand name drug, or other change noted in the sections above), then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you probably won't see any increase in your payments or any added restriction to your use of the drug. You will not get direct notice this year about changes that do not affect you. However, on January 1 of the next year, the changes will affect you, and it is important to check the new year's Drug List for any changes to drugs.

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

### **Section 7.1 Types of drugs we do not cover**

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

If you get drugs that are excluded, you must pay for them yourself. We won't pay for the drugs that are listed in this section (except for certain excluded drugs that may be covered under your plan's enhanced drug coverage\*). 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 it because of your specific situation. (For information about appealing a decision we have made to not cover a drug, go to Chapter 9, Section 6.5 in this booklet.)

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

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
- Our plan cannot cover a drug purchased outside the United States and its territories.
- Our plan usually cannot cover off-label use. "Off-label use" is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
  - Generally, coverage for "off-label use" 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, for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology, or their successors. 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).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- 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.
- Drugs when used for the treatment of sexual or erectile dysfunction.
- 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.

\*Your former employer/union/trust may offer supplemental coverage of some prescription drugs not normally covered in a Medicare prescription drug plan (enhanced drug coverage). If included, this will be identified on page 1 of your *Prescription Drug Schedule of Cost Sharing* under the section "Enhanced Drug Benefit." The amount you pay when you fill a prescription for these drugs does not count toward qualifying you for the Catastrophic Coverage Stage. (The Catastrophic Coverage Stage is described in Chapter 6, Section 7 of this booklet.)

In addition, if you are **receiving "Extra Help" from Medicare** to pay for your prescriptions, the "Extra Help" program will not pay for the drugs not normally covered. (Please refer to the plan's Drug List or call Customer Service for more information. Phone numbers for Customer Service are printed on your member ID card.) However, if you have drug coverage through Medicaid, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in Addendum A at the end of this booklet.)

## **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 you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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 7, 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 the plan?**

If you are admitted to a hospital or to a skilled nursing facility for a stay covered by the plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, the plan will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this section that tell about the rules for getting drug coverage. Chapter 6 (*What you pay for your Part D prescription drugs*) gives more information about drug coverage and what you pay.

**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 switch plans or change your coverage. (Chapter 10, *Ending your membership in the plan*, tells when 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 (LTC) facility?**

Usually, a long-term care facility (LTC) (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 *Provider & 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 (phone numbers are printed on your member ID card).

### **What if you're a resident in a long-term care (LTC) 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 total supply will be for a maximum of a 31-day supply, or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.) 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 31-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 provider to decide what to do when your temporary supply runs out. Perhaps there is a different



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

drug covered by the plan that might work just as well for you. Or you and your provider 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 provider want to ask for an exception, Chapter 9, Section 6.4 tells what to do.

### **Section 9.3 What if you're also getting drug coverage from another employer/union/trust 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**. He or she 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':**

If you are covered by another employer/union/trust retiree group plan, each year that employer or retiree group should send you a notice 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 the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription 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 9.4 What if you're in Medicare-certified hospice?**

Drugs are never covered by both hospice and our plan at the same time. If you are enrolled in Medicare hospice and require an anti-nausea, laxative, pain medication or antianxiety drug that is not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving any unrelated drugs that should be covered by our plan, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

In the event you either revoke your hospice election or are discharged from hospice our plan should cover all your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, you should bring documentation to the pharmacy to verify your revocation or discharge. See the previous parts of this section that tell about the rules for getting drug coverage



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

under Part D Chapter 6 (*What you pay for your Part D prescription drugs*) gives more information about drug coverage and what you pay.

## **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 provider to correct the problem.

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

We have a program that can help make sure our members safely use their prescription opioid medications, or other medications that are frequently abused. This program is called a Drug Management Program (DMP). If you use opioid medications that you get from several doctors or pharmacies, we may talk to your doctors to make sure your use is appropriate and medically necessary. Working with your doctors, if we decide you are at risk for misusing or abusing your opioid or benzodiazepine medications, we may limit how you can get those medications. The limitations may be:

- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from one pharmacy
- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from one doctor
- Limiting the amount of opioid or benzodiazepine medications we will cover for you



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

If we decide that one or more of these limitations should apply to you, we will send you a letter in advance. The letter will have information explaining the terms of the limitations with think should apply to you. You will also have an opportunity to tell us which doctors or pharmacies you prefer to use. If you think we made a mistake or you disagree with our determination that you are at-risk for prescription drug abuse or the limitation, you and your prescriber have the right to ask us for an appeal. See Chapter 7 for information about how to ask for an appeal.

The DMP may not apply to you if you have certain medical conditions, such as cancer, or you are receiving hospice care or live in a long-term care facility.

### **Section 10.3 Medication Therapy Management (MTM) and other programs to help members manage their medications**

We have programs that can help our members with complex health needs. For example, some members have several medical conditions, take different drugs at the same time, and have 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 get the most benefit from the drugs they take.

One program is called a Medication Therapy Management (MTM) program. Some members who take medications for different medical conditions may be able to get services through an MTM program. A pharmacist or other health professional will give you a comprehensive review of all your medications. You can talk about how best to take your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary of this discussion. The summary has a medication action plan that recommends what you can do to make the best use of your medications, with space for you to take notes or write down any follow-up questions. You'll also get a personal medication list that will include all the medications you're taking and why you take them.

It's a good idea to have your medication review before your yearly "Wellness" visit, so you can talk to your doctor about your action plan and medication list. Bring your action plan and medication list with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list with you (for example, with your ID) in case you go to the hospital or emergency room.

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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# **CHAPTER 6**

***What you pay for your Part D  
prescription drugs***



## Chapter 6. What you pay for your Part D prescription drugs

SECTION 1	Introduction.....	94
Section 1.1	Use this chapter together with other materials that explain your drug coverage .....	94
Section 1.2	Types of out-of-pocket costs you may pay for covered drugs.....	95
SECTION 2	What you pay for a drug depends on which “drug payment stage” you are in when you get the drug.....	95
Section 2.1	What are the drug payment stages for our plan members?.....	95
SECTION 3	We send you reports that explain payments for your drugs and which payment stage you are in .....	97
Section 3.1	We send you a monthly report called the “ <i>Part D Explanation of Benefits</i> ” (the “Part D EOB”) .....	97
Section 3.2	Help us keep our information about your drug payments up to date .....	97
SECTION 4	During the Deductible Stage (if applicable), you pay the full cost of your Part D drugs .....	98
Section 4.1	If your plan includes a deductible, you stay in the Deductible Stage until you have paid any applicable cost-sharing for your Part D drugs.....	98
SECTION 5	During the Initial Coverage Stage, the plan pays its share of your drug costs and you pay your share .....	99
Section 5.1	What you pay for a drug depends on the drug and where you fill your prescription .....	99
Section 5.2	Refer to your Prescription Drug <i>Schedule of Cost Sharing</i> for your costs for a one-month supply of a drug .....	100
Section 5.3	If your doctor prescribes less than a full month’s supply, you may not have to pay the cost of the entire month’s supply .....	100
Section 5.4	Refer to your Prescription Drug <i>Schedule of Cost Sharing</i> for a table that shows your costs for a <i>long-term</i> (up to a 90-day) supply of a drug.....	101
Section 5.5	You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,820 .....	101



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



SECTION 6	During the Coverage Gap Stage, our plan may provide some coverage, or you receive a discount on brand name drugs and pay no more than 37% of the costs for generic drugs.....	102
Section 6.1	You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$5,100.....	102
Section 6.2	How Medicare calculates your out-of-pocket costs for prescription drugs .....	103
SECTION 7	During the Catastrophic Coverage Stage, the plan pays most of the cost for your drugs .....	105
Section 7.1	Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year.....	105
SECTION 8	What you pay for vaccinations covered by Part D depends on how and where you get them .....	105
Section 8.1	Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine .....	105
Section 8.2	You may want to call us at Customer Service before you get a vaccination.....	107



## 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 about the costs for Part D prescription drugs may not apply to you.*** We send you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also known as the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug coverage. If you don’t have this insert, please call Customer Service and ask for the “LIS Rider.” (Phone numbers for Customer Service are printed on your member ID card.)

## 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 5, not all drugs are Part D drugs – some drugs are covered under Medicare Part A or Part B and other drugs are excluded from Medicare coverage by law. (Some excluded drugs may be covered by our plan if your former employer/union/trust has purchased supplemental coverage through an Enhanced Drug Benefit. See the *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage* for more information.)

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 plan’s “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 printed on your member ID card). You can also find the Drug List on our website at <http://www.AetnaRetireePlans.com>. The Drug List on the website is always the most current.

- **Chapter 5 of this booklet.** Chapter 5 gives the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 5 also tells which types of prescription drugs are not covered by our plan.
- **The plan's Provider & Pharmacy Directory.** In most situations you must use a network pharmacy to get your covered drugs (see Chapter 5 for the details). The *Provider & Pharmacy Directory* has a list of pharmacies in the plan's network. It also tells you which pharmacies in our network can give you a long-term supply of a drug (such as filling a prescription for a three-month's supply).

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

To understand the payment information we give you in this chapter, you need to know about the types of out-of-pocket costs you may pay for your covered services. The amount that you pay for a drug is called "cost-sharing," and there are three ways you may be asked to pay.

- The **"deductible"** is the amount you must pay for drugs before our plan begins to pay its share.
- **"Copayment"** means that you pay a fixed amount each time you fill a prescription.
- **"Coinsurance"** means that you pay a percent of the total cost of the drug each time you fill a prescription.

## 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 drug payment stages for our plan members?

As shown in the table below, there are "drug payment stages" for your prescription drug coverage under our plan. How much you pay for a drug depends on which of these stages you are in at the time you get a prescription filled or refilled. Keep in mind you are always responsible for the plan's monthly premium (if applicable) regardless of the drug payment stage.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Stage 1 <i>Yearly Deductible Stage</i>	Stage 2 <i>Initial Coverage Stage</i>	Stage 3 <i>Coverage Gap Stage</i>	Stage 4 <i>Catastrophic Coverage Stage</i>
<b>The amounts you pay during these stages are listed in the <i>Prescription Drug Schedule of Cost Sharing</i> included with this <i>Evidence of Coverage</i>.</b>			
<p><b>If your plan has a deductible and it applies to all tiers:</b></p> <p>During this stage, <b>you pay the full cost</b> of your Part D drugs.</p> <p>You stay in this stage until you have paid the amount of your deductible.</p> <p><b>If your plan has a deductible and it applies to some tiers:</b> During this stage, <b>you pay the full cost</b> of your Part D drugs on tiers that the deductible applies. To find out which tiers your deductible applies, check your <i>Prescription Drug Schedule of Cost Sharing</i> included with this <i>Evidence of Coverage</i>.</p> <p><b>If your plan has no deductible:</b></p> <p>Because there is no deductible for the plan, this payment stage does not apply to you.</p> <p>(Details are in Section 4 of this chapter.)</p>	<p><b>If your plan has a deductible:</b></p> <p>After you (or others on your behalf) have met your plan deductible, the plan pays its share of the costs of your drugs and you pay your share.</p> <p><b>If your plan has no deductible:</b></p> <p>You begin in this stage when you fill your first prescription of the year.</p> <p>You stay in this stage until your year-to-date <b>"total drug costs"</b> (your payments plus any Part D plan's payments) total \$3,820.</p> <p>(Details are in Section 5 of this chapter.)</p>	<p>During this stage, you pay 25% of the price for brand name drugs plus a portion of the dispensing fee) and 37% of the price for generic drugs if your plan does not include supplemental coverage.</p> <p>If your plan includes supplemental coverage, your out-of-pocket costs will sometimes be lower than the costs described here. Your costs in the coverage gap are shown on the <i>Prescription Drug Schedule of Cost Sharing</i> included with this <i>Evidence of Coverage</i>.</p> <p>You stay in this stage until your year-to-date <b>"out-of-pocket costs"</b> (your payments) reach a total of \$5,100. This amount and rules for counting costs toward this amount have been set by Medicare.</p> <p>(Details are in Section 6 of this chapter.)</p>	<p>During this stage, <b>the plan will pay most of the cost</b> of your drugs for the rest of the calendar year (through December 31, 2019).</p> <p>(Details are in Section 7 of this chapter.)</p>



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

### **Section 3.1 We send you a monthly report called the “Part D Explanation of Benefits” (the “Part D EOB”)**

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

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

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

- **Information for that month.** This report gives the payment details about the prescriptions you have filled during the previous month. It shows the total drugs costs, what the plan paid, and what you and others on your behalf paid.
- **Totals for the year since January 1.** This is called “year-to-date” information. It shows 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 keep track of your out-of-pocket costs. 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 7, Section 2 of this booklet.) Here are some types of situations



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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.
- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs and help qualify you for catastrophic coverage. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs. You should keep a record of these payments and send them to us so we can track your costs.
- **Check the written report we send you.** When you receive a *Part D Explanation of Benefits* (a Part D EOB) 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 printed on your member ID card). Be sure to keep these reports. They are an important record of your drug expenses.

## **SECTION 4 During the Deductible Stage (if applicable), you pay the full cost of your Part D drugs**

### **Section 4.1 If your plan includes a deductible, you stay in the Deductible Stage until you have paid any applicable cost-sharing for your Part D drugs**

**If your plan includes a deductible**, the Deductible Stage is the first payment stage for your drug coverage. This stage begins when you fill your first prescription of the year. Your plan's deductible amount (if applicable) is listed on the *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage*. **You must pay the full cost of your drugs on tiers that the deductible applies** until you reach the plan's deductible amount.

- Your **"full cost"** is usually lower than the normal full price of the drug, since our plan has negotiated lower costs for most drugs.
- The **"deductible"** is the amount you must pay for your Part D prescription drugs before the plan begins to pay its share.

Once you have paid your plan deductible amount (if applicable), you leave the Deductible Stage and move on to the next drug payment stage, which is the Initial Coverage Stage.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**If your plan does not include a deductible**, this payment stage does not apply to you. You begin in the Initial Coverage Stage when you fill your first prescription of the year.

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

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

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

#### **The plan has a number of cost-sharing tiers**

- Every drug on the plan's Drug List is in one of a number of cost-sharing tiers. In general, the higher the cost-sharing tier number, the higher your cost for the drug. The tier structure for your plan is listed on the *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage*.

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

#### **Your pharmacy choices**

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

- A network retail pharmacy that offers standard cost-sharing
- A network retail pharmacy that offers preferred cost-sharing (if included in your plan)
- 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 5 in this booklet and the plan's *Provider & Pharmacy Directory*.

Generally, we will cover your prescriptions *only* if they are filled at one of our network pharmacies. Some of our network pharmacies may also offer preferred cost-sharing (if included in your plan). You may go to either network pharmacies that offer preferred cost-sharing (if included in your plan) or other network pharmacies that offer standard cost-sharing to receive your covered prescription drugs. Your costs may be less at pharmacies that offer preferred cost-sharing (if included in your plan).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



## **Section 5.2 Refer to your *Prescription Drug Schedule of Cost Sharing* for your costs for a one-month supply of a drug**

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

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

As shown in the table in the *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage*, the amount of the copayment or coinsurance depends on which cost-sharing tier your drug is in. Please note:

- If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay *either* the full price of the drug *or* the copayment amount, *whichever is lower*.
- We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 2.5 for information about when we will cover a prescription filled at an out-of-network pharmacy.

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

Typically, the amount you pay for a prescription drug covers a full month’s supply of a covered drug. However your doctor can prescribe less than a month’s supply of drugs. There may be times when you want to ask your doctor about prescribing less than a month’s supply of a drug (for example, when you are trying a medication for the first time that is known to have serious side effects). If your doctor prescribes less than a full month’s supply, you will not have to pay for the full month’s supply for certain drugs.

The amount you pay when you get less than a full month’s supply will depend on whether you are responsible for paying coinsurance (a percentage of the total cost) or a copayment (a flat dollar amount).

- If you are responsible for coinsurance, you pay a *percentage* of the total cost of the drug. You pay the same percentage regardless of whether the prescription is for a full month’s supply or for fewer days. However, because the entire drug cost will be lower if you get less than a full month’s supply, the *amount* you pay will be less.
- If you are responsible for a copayment for the drug, your copay will be based on the number of days of the drug that you receive. We will calculate the amount you pay per day



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



for your drug (the “daily cost-sharing rate”) and multiply it by the number of days of the drug you receive.

- Here’s an example: Let’s say the copay for your drug for a full month’s supply (a 30-day supply) is \$30. This means that the amount you pay per day for your drug is \$1. If you receive a 7 days’ supply of the drug, your payment will be \$1 per day multiplied by 7 days, for a total payment of \$7.

Daily cost-sharing allows you to make sure a drug works for you before you have to pay for an entire month’s supply. You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month’s supply of a drug or drugs, if this will help you better plan refill dates for different prescriptions so that you can take fewer trips to the pharmacy. The amount you pay will depend upon the days’ supply you receive.

#### **Section 5.4 Refer to your *Prescription Drug Schedule of Cost Sharing* for a table that shows your costs for a long-term (up to a 90-day) supply of a drug**

For some drugs, you can get a long-term supply (also called an “extended supply”) when you fill your prescription. A long-term supply is up to a 90-day supply. (For details on where and how to get a long-term supply of a drug, see Chapter 5, Section 2.4.)

Refer to your *Prescription Drug Schedule of Cost Sharing* for a table that shows your costs for a long-term (up to a 90-day) supply of a drug.

As shown in the table in the *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage*, the amount of the copayment or coinsurance depends on which tier your drug is in.

- Please note: If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay *either* the full price of the drug *or* the copayment amount, *whichever is lower*.

#### **Section 5.5 You stay in the Initial Coverage Stage until your total drug costs for the year reach \$3,820**

You stay in the Initial Coverage Stage until the total amount for the prescription drugs you have filled and refilled reaches the **\$3,820 limit for the Initial Coverage Stage**.

Your total drug cost is based on adding together what you have paid and what any Part D 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 6.2 for more information about how Medicare calculates your out-of-pocket costs.) This includes:
  - The amount of the plan deductible you paid when you were in the Deductible Stage (if applicable).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- 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. (If you were enrolled in a different Part D plan at any time during 2019, the amount that plan paid during the Initial Coverage Stage also counts toward your total drug costs.)

Your former employer may offer additional coverage on some prescription drugs that are not normally covered in a Medicare Prescription Drug Plan. Payments made for these drugs will not count toward your initial coverage limit or total out-of-pocket costs. If included in your plan, this will be listed in your *Prescription Drug Schedule of Cost Sharing* under the section “Enhanced Drug Benefit.” To find out which drugs our plan covers, refer to your formulary.

The *Part D Explanation of Benefits* (Part D EOB) that we send to you will help you keep track of how much you and the plan, as well as any third parties, have spent on your behalf for your drugs during the year. Many people do not reach the \$3,820 limit in a year.

We will let you know if you reach this \$3,820 amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Coverage Gap Stage.

## **SECTION 6 During the Coverage Gap Stage, our plan may provide some coverage, or you receive a discount on brand name drugs and pay no more than 37% of the costs for generic drugs**

### **Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$5,100**

The amount of your cost-sharing during the Coverage Gap Stage is shown on the *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage*.

#### **Medicare Coverage Gap Discount Program**

##### **Brand drugs during the Coverage Gap Stage:**

When you are in the Coverage Gap Stage, the Medicare Coverage Gap Discount Program provides manufacturer discounts on brand name drugs. If your plan does not include supplemental coverage for brand drugs you pay 25% of the negotiated price and a portion of the dispensing fee for brand name drugs. Both the amount you pay and the amount discounted by the manufacturer count toward your out-of-pocket costs as if you had paid them and moves you through the coverage gap. Your cost for brand name drugs in the coverage gap is shown on the *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage*.

##### **Generic drugs during the Coverage Gap Stage:**

You also receive some coverage for generic drugs. If your plan does not include supplemental coverage for generic drugs, you pay no more than 37% of the cost for generic drugs and the plan



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

pays the rest. For generic drugs, the amount paid by the plan (63%) does not count toward your out-of-pocket costs. Only the amount you pay counts and moves you through the coverage gap. If your plan does include supplemental coverage for generic drugs, you will pay the applicable plan copay for the cost-sharing tier, and the amount you pay counts and move you through the coverage gap. Your cost for generic drugs in the coverage gap is shown on the *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage*.

You continue paying the discounted price for brand name drugs and no more than 37% of the costs of generic drugs until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2019, that amount is \$5,100.

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 \$5,100, you leave the Coverage Gap Stage and move on to the Catastrophic Coverage Stage.

## **Section 6.2 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 5 of this booklet):

- The amount you pay for drugs when you are in any of the following drug payment stages:
  - The Deductible Stage, if applicable to your plan.
  - The Initial Coverage Stage.
  - The Coverage Gap Stage.
- Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.

### **It matters who pays:**

- If you make these payments **yourself**, they are included in your out-of-pocket costs.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- 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, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.
- Some of the payments made by the Medicare Coverage Gap Discount Program are included. The amount the manufacturer pays for your brand name drugs is included. But the amount the plan pays for your generic drugs is not included.

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

When you (or those paying on your behalf) have spent a total of \$5,100 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 (if applicable).
- 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.
- Prescription drugs covered by Part A or Part B.
- Payments you make toward drugs covered under our additional coverage but not normally covered in a Medicare Prescription Drug Plan (if offered by your former employer/union/trust plan).
- Payments you make toward prescription drugs not normally covered in a Medicare Prescription Drug Plan.
- Payments made by the plan for your brand or generic drugs while in the Coverage Gap.
- Payments for your drugs that are made by group health plans including employer health plans.
- Payments for your drugs that are made by certain insurance plans and government-funded health programs such as TRICARE and the Veterans Affairs.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- Payments for your drugs made by a third-party with a legal obligation to pay for prescription costs (for example, Workers' Compensation).

*Reminder:* If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan. Call Customer Service to let us know (phone numbers are printed on your member ID card).

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

- **We will help you.** The *Part D Explanation of Benefits* (Part D EOB) report we send to you includes the current amount of your out-of-pocket costs (Section 3 in this chapter tells about this report). When you reach a total of \$5,100 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 3.2 tells what you can do to help make sure that our records of what you have spent are complete and up to date.

## **SECTION 7 During the Catastrophic Coverage Stage, the plan pays most of the cost for your drugs**

### **Section 7.1 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 \$5,100 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. The amount you pay during the Catastrophic Coverage Stage is shown on the *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage*.

## **SECTION 8 What you pay for vaccinations covered by Part D depends on how and where you get them**

### **Section 8.1 Our plan may have separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccine**

Our plan provides coverage for a number of Part D vaccines. We also cover vaccines that are considered medical benefits. You can find out about coverage of these vaccines by going to the *Schedule of Cost Sharing* included with this *Evidence of Coverage*.

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

- The first part of coverage is the cost of **the vaccine medication itself**. The vaccine is a prescription medication.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

### **What do you pay for a Part D vaccination?**

What you pay for a Part D vaccination depends on three things:

#### **1. The type of vaccine** (what you are being vaccinated for).

- Some vaccines are considered medical benefits. You can find out about your coverage of these vaccines by going the *Schedule of Cost Sharing* included with this *Evidence of Coverage*.
- Other vaccines are considered Part D drugs. You can find these vaccines listed in the plan's *List of Covered Drugs (Formulary)*.

#### **2. Where you get the vaccine medication.**

#### **3. Who gives you the vaccine.**

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

- Sometimes when you get your vaccine, you will have to pay the entire cost for both the vaccine medication and for getting the vaccine. 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 vaccine, you will pay only your share of the cost.

To show how this works, here are three common ways you might get a Part D vaccine. Remember you are responsible for all of the costs associated with vaccines (including their administration) during the Deductible Stage (if applicable) and Coverage Gap Stage of your benefit (unless the vaccine is included in a drug tier for which plan supplemental coverage is offered).

**Situation 1:** You buy the Part D vaccine at the pharmacy and you get your vaccine 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 coinsurance or copayment for the vaccine and the cost of giving you the vaccine.
- Our plan will pay the remainder of the costs.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

*Situation 2:* You get the Part D 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 7 of this booklet (*Asking us to pay our share of a bill you have received for covered medical services or drugs*).
- You will be reimbursed the amount you paid less your normal coinsurance or copayment for the vaccine (including administration) less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

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

- You will have to pay the pharmacy the amount of your coinsurance or copayment for the vaccine itself.
- When your doctor gives you the vaccine, 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 7 of this booklet.
- You will be reimbursed the amount charged by the doctor for administering the vaccine less any difference between the amount the doctor charges and what we normally pay. (If you get "Extra Help," we will reimburse you for this difference.)

Please note: Certain vaccines, such as Zostavax (Shingles vaccine) are covered under Part D. For vaccines covered under Part D, please refer to your Drug List for applicable cost sharing. If you have any questions about how your vaccine is covered, you can call Customer Service (phone numbers are printed on your member ID card).

## **Section 8.2 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 for Customer Service are printed on your member ID card.)

- 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.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



## **CHAPTER 7**

***Asking us to pay our share of a bill  
you have received for covered  
medical services or drugs***



## **Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs**

SECTION 1	Situations in which you should ask us to pay our share of the cost of your covered services or drugs.....	110
Section 1.1	If you pay our plan's share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment .....	110
SECTION 2	How to ask us to pay you back or to pay a bill you have received .....	112
Section 2.1	How and where to send us your request for payment.....	112
SECTION 3	We will consider your request for payment and say yes or no .....	113
Section 3.1	We check to see whether we should cover the service or drug and how much we owe .....	113
Section 3.2	If we tell you that we will not pay for all or part of the medical care or drug, you can make an appeal.....	114
SECTION 4	Other situations in which you should save your receipts and send copies to us .....	114
Section 4.1	In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs.....	114



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

### **Section 1.1 If you pay our plan's share of the cost of your covered services or drugs, or if you receive a bill, you can ask us for payment**

Sometimes when you get medical care or 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). It is your right to be paid back by our plan whenever you've paid more than your share of the cost for medical services or drugs that are covered by our plan.

There may also be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

Here are examples of situations in which you may need to ask our plan to pay you back or to pay a bill you have received:

#### **1. When you've received medical care from a provider who is not in our plan's network**

When you received care from a provider who is not part of our network, you are only responsible for paying your share of the cost, not for the entire cost. You should ask the provider to bill the plan for our share of the cost.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back for our share of the cost. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
  - If the provider is owed anything, we will pay the provider directly.
  - If you have already paid more than your share of the cost of the service, we will determine how much you owed and pay you back for our share of the cost.
- **Please note:** While you can get your care from an out-of-network provider, the provider must be eligible to participate in Medicare. Except for emergency care, we cannot pay a provider who is not eligible to participate in Medicare. If the provider is not eligible to participate in Medicare, you will be responsible for the full cost of the services you receive.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **2. When a network provider sends you a bill you think you should not pay**

Network providers should always bill the plan directly, and ask you only for your share of the cost. But sometimes they make mistakes, and ask you to pay more than your share.

- You only have to pay your cost-sharing amount when you get services covered by our plan. We do not allow providers to add additional separate charges, called “balance billing.” This protection (that you never pay more than your cost-sharing amount) applies even if we pay the provider less than the provider charges for a service and even if there is a dispute and we don’t pay certain provider charges. For more information about “balance billing,” go to Chapter 4, Section 1.4.
- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, but you feel that you paid too much, send us the bill along with documentation of any payment you have made and ask us to pay you back the difference between the amount you paid and the amount you owed under the plan.

## **3. If you are retroactively enrolled in our plan.**

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

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

Please call Customer Service for additional information about how to ask us to pay you back and deadlines for making your request. (Phone numbers for Customer Service are printed on your member ID card.)

## **4. 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. (We cover prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 5, Section 2.5 to learn more.)

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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **5. 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, you can ask the pharmacy to call the plan or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself.

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

## **6. 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.

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 9 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 or to pay a bill you have received**

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

Send us your request for payment, along with your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and 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 will help us process the information faster.
- Either download a copy of the form from our website (<https://www.aetnamedicare.com/forms>) or call Customer Service and ask for the form. (Phone numbers for Customer Service are printed on your member ID card.)



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**For medical claims:** Mail your request for payment together with any bills or receipts to us at this address:

Aetna  
P.O. Box 981106  
El Paso, TX 79998-1106

**You must submit your medical claims to us within one calendar year** of the date you received the service, item, or Part B drug.

**For Part D prescription drug claims:** Mail your request for payment together with any bills or receipts to us at this address:

Aetna Pharmacy Management  
P.O. Box 52446  
Phoenix, AZ 85072-2446

**You must submit your Part D prescription drug claims to us within 36 months** of the date you received the service, item, or Part D drug.

Contact Customer Service if you have any questions (phone numbers are printed on your member ID card). If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, 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 service or drug and how much we owe**

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

- If we decide that the medical care or drug is covered and you followed all the rules for getting the care or drug, we will pay for our share of the cost. If you have already paid for the service or drug, we will mail your reimbursement of our share of the cost to you. If you have not paid for the service or drug yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered. Chapter 5 explains the rules you need to follow for getting your Part D prescription drugs covered.)
- If we decide that the medical care or 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 your rights to appeal that decision.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details on how to make this appeal, go to Chapter 9 of this booklet (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*). The appeals process is a formal 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 9. 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 in Chapter 9 that tells what to do for your situation:

- If you want to make an appeal about getting paid back for a medical service, go to Section 5.3 in Chapter 9.
- If you want to make an appeal about getting paid back for a drug, go to Section 6.5 of Chapter 9.

## **SECTION 4 Other situations in which you should save your receipts and send copies to us**

### **Section 4.1 In some cases, you should send copies of your receipts to us 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.

Here are two situations when you should send us copies of 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 our price**

Sometimes when you are in the Deductible Stage (if applicable) and Coverage Gap Stage you can buy your drug **at a network pharmacy** for a price that is lower than our price.

- For example, a pharmacy might offer a special price on the drug. Or you may have a discount card that is outside our 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.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- 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 (if applicable) and Coverage Gap Stage, we may not pay for any share of these drug costs. But sending a copy of 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, we will not pay for any share of these drug costs. But sending a copy of 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.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# **CHAPTER 8**

## ***Your rights and responsibilities***



## Chapter 8. Your rights and responsibilities

SECTION 1	Our plan must honor your rights as a member of the plan.....	118
Section 1.1	We must provide information in a way that works for you (in languages other than English, in Braille, in large print, or other alternate formats, etc.) .....	118
Sección 1.1	Debemos proporcionar información de una manera que funcione para usted (en idiomas distintos del inglés, en Braille, en letra grande on en otros formatos alternativos, etc.) .....	118
Section 1.2	We must treat you with fairness and respect at all times .....	119
Section 1.3	We must ensure that you get timely access to your covered services and drugs.....	119
Section 1.4	We must protect the privacy of your personal health information .....	119
Section 1.5	We must give you information about the plan, its network of providers, and your covered services .....	125
Section 1.6	We must support your right to make decisions about your care.....	127
Section 1.7	You have the right to make complaints and to ask us to reconsider decisions we have made.....	129
Section 1.8	What can you do if you believe you are being treated unfairly or your rights are not being respected? .....	130
Section 1.9	How to get more information about your rights .....	130
SECTION 2	You have some responsibilities as a member of the plan .....	131
Section 2.1	What are your responsibilities? .....	131



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **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, 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 printed on the back cover of this booklet).

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

If you have any trouble getting information from our plan in a format that is accessible and appropriate for you, please call to file a grievance with Customer Service at the number on the back of this booklet. You may also file a complaint with Medicare by calling 1-800-MEDICARE (1-800-633-4227) or directly with the Office for Civil Rights. Contact information is included in this Evidence of Coverage or with this mailing, or you may contact Customer Service for additional information.

### **Sección 1.1 Debemos proporcionar información de una manera que funcione para usted (en idiomas distintos del inglés, en Braille, en letra grande o en otros formatos alternativos, etc.)**

Para obtener información de nosotros de una manera que funcione para usted, llame a Servicios al Cliente (los números de teléfono están impresos en la contraportada de este folleto).

Nuestro plan cuenta con personas y servicios de intérprete gratuitos disponibles para responder preguntas de los miembros con discapacidades o que no hablan inglés. Muchos documentos también están disponibles en español. También podemos ofrecerle información en Braille, en letra grande, u otros formatos alternativos sin costo alguno, si lo necesita. Tenemos que brindarle información sobre los beneficios del plan en un formato que sea accesible y apropiado para usted. Para obtener información de nosotros de una manera que funcione para usted, llame a Servicios al Cliente (los números de teléfono están impresos en la contraportada de este folleto) o comuníquese con el Coordinador de Derechos Civiles de Medicare.

Si tiene algún problema para obtener información de nuestro plan en un formato que sea accesible y apropiado para usted, por favor llame para presentar una queja con el departamento de Servicios al Cliente al número que se encuentra en la parte posterior de este folleto. También puede presentar una queja ante Medicare llamando al 1-800-MEDICARE (1-800-633-4227) o directamente ante la Oficina de Derechos Civiles. La información de contacto se incluye en esta



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Evidencia de Cobertura o en este envío, o puede ponerse en contacto con Servicios al Cliente para obtener información adicional.

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

**You have the right to be treated with respect and recognition of your dignity and your right to privacy.** Our plan must obey laws that protect you from discrimination or unfair treatment.

**We do not discriminate** based on a person's race, ethnicity, national origin, religion, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call us at Customer Service (phone numbers are printed on your member ID card). 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 services and drugs**

You have the right to choose a provider in the plan's network. Call Customer Service to learn which doctors are accepting new patients (phone numbers are printed on your member ID card). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral and still pay the in-network cost-sharing amount.

As a plan member, you have the right to get appointments and covered services from your providers *within a reasonable amount of time*. This includes the right to get timely services from specialists when you need that care. 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 medical care or Part D drugs within a reasonable amount of time, Chapter 9, Section 10 of this booklet tells what you can do. (If we have denied coverage for your medical care or drugs and you don't agree with our decision, Chapter 9, Section 4 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.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- 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 work with your health care provider to decide whether the changes should be made.

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

If you have questions or concerns about the privacy of your personal health information, please call Customer Service (phone numbers are printed on your member ID card).

### **Notice of Privacy Practices**

*Para recibir esta notificación en español por favor llamar al número gratuito de Member Services (Servicios a Miembros) que figura en su tarjeta de identificación.*

*To receive this notice in Spanish, please call the toll-free Customer Service number on your ID card.*

This Notice of Privacy Practices applies to Aetna’s insured health benefit plans. It does not apply to any plans that are self-funded by an employer. If you receive benefits through a group health



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

insurance plan, your employer will be able to tell you if your plan is insured or self-funded. If your plan is self-funded, you may want to ask for a copy of your employer's privacy notice.

***This notice describes how medical information about you may be used and disclosed and how you can get access to this information.***

***Please review it carefully.***

Aetna<sup>1</sup> considers personal information to be confidential. We protect the privacy of that information in accordance with federal and state privacy laws, as well as our own company privacy policies.

This notice describes how we may use and disclose information about you in administering your benefits, and it explains your legal rights regarding the information.

When we use the term "personal information," we mean information that identifies you as an individual, such as your name and Social Security Number, as well as financial, health and other information about you that is nonpublic, and that we obtain so we can provide you with insurance coverage. By "health information," we mean information that identifies you and relates to your medical history (i.e., the health care you receive or the amounts paid for that care).

This notice became effective on April 26, 2013.

### **How Aetna Uses and Discloses Personal Information**

In order to provide you with insurance coverage, we need personal information about you, and we obtain that information from many different sources – particularly you, your employer or benefits plan sponsor if applicable, other insurers, HMOs or third-party administrators (TPAs), and health care providers. In administering your health benefits, we may use and disclose personal information about you in various ways, including:

**Health Care Operations:** We may use and disclose personal information during the course of running our health business – that is, during operational activities such as quality assessment and improvement; licensing; accreditation by independent organizations; performance measurement and outcomes assessment; health services research; and preventive health, disease management, case management and care coordination. For example, we may use the information to provide disease management programs for members with specific conditions, such as diabetes, asthma or heart failure. Other operational activities requiring use and disclosure include administration of reinsurance and stop loss; underwriting and rating; detection and investigation of fraud; administration of pharmaceutical programs and payments; transfer of policies or contracts from

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<sup>1</sup> For purposes of this notice, "Aetna" and the pronouns "we," "us" and "our" refer to all of the HMO and licensed insurer subsidiaries of Aetna Inc., including but not limited to the entities listed on the last page of this notice. These entities have been designated as a single affiliated covered entity for federal privacy purposes.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

and to other health plans; facilitation of a sale, transfer, merger or consolidation of all or part of Aetna with another entity (including due diligence related to such activity); and other general administrative activities, including data and information systems management, and customer service.

**Payment:** To help pay for your covered services, we may use and disclose personal information in a number of ways – in conducting utilization and medical necessity reviews; coordinating care; determining eligibility; determining formulary compliance; collecting premiums; calculating cost-sharing amounts; and responding to complaints, appeals and requests for external review. For example, we may use your medical history and other health information about you to decide whether a particular treatment is medically necessary and what the payment should be – and during the process, we may disclose information to your provider. We also mail Explanation of Benefits forms and other information to the address we have on record for the subscriber (i.e., the primary insured). In addition, we make claims information contained on our secure member website and telephonic claims status sites available to the subscriber and all covered dependents. We also use personal information to obtain payment for any mail order pharmacy services provided to you.

**Treatment:** We may disclose information to doctors, dentists, pharmacies, hospitals and other health care providers who take care of you. For example, doctors may request medical information from us to supplement their own records. We also may use personal information in providing mail order pharmacy services and by sending certain information to doctors for patient safety or other treatment-related reasons.

**Disclosures to Other Covered Entities:** We may disclose personal information to other covered entities, or business associates of those entities for treatment, payment and certain health care operations purposes. For example, if you receive benefits through a group health insurance plan, we may disclose personal information to other health plans maintained by your employer if it has been arranged for us to do so in order to have certain expenses reimbursed.

### **Additional Reasons for Disclosure**

We may use or disclose personal information about you in providing you with treatment alternatives, treatment reminders, or other health-related benefits and services. We also may disclose such information in support of:

- **Plan Administration** – to your employer (if you receive your benefits through a group health insurance plan sponsored by your employer), when we have been informed that appropriate language has been included in your plan documents, or when summary data is disclosed to assist in bidding or amending a group health plan.
- **Research** – to researchers, provided measures are taken to protect your privacy.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- **Business Partners** – to persons who provide services to us and assure us they will protect the information.
- **Industry Regulation** – to state insurance departments, boards of pharmacy, U.S. Food and Drug Administration, U.S. Department of Labor and other government agencies that regulate us.
- **Law Enforcement** – to federal, state and local law enforcement officials.
- **Legal Proceedings** – in response to a court order or other lawful process.
- **Public Welfare** – to address matters of public interest as required or permitted by law (e.g., child abuse and neglect, threats to public health and safety, and national security).

### **Disclosure to Others Involved in Your Health Care**

We may disclose health information about you to a relative, a friend, the subscriber of your health benefits plan or any other person you identify, provided the information is directly relevant to that person's involvement with your health care or payment for that care. For example, if a family member or a caregiver calls us with prior knowledge of a claim, we may confirm whether or not the claim has been received and paid. You have the right to stop or limit this kind of disclosure by calling the toll-free Customer Service number on your ID card.

If you are a minor, you also may have the right to block parental access to your health information in certain circumstances, if permitted by state law. You can contact us using the toll-free Customer Service number on your ID card – or have your provider contact us.

### **Uses and Disclosures Requiring Your Written Authorization**

In all situations other than those described above, we will ask for your written authorization before using or disclosing personal information about you. For example, we will get your authorization:

- for marketing purposes that are unrelated to your benefit plan(s),
- before disclosing any psychotherapy notes,
- related to the sale of your health information, and
- for other reasons as required by law.

If you have given us an authorization, you may revoke it at any time, if we have not already acted on it. If you have questions regarding authorizations, please call the toll-free Customer Service number on your ID card.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



## Your Legal Rights

The federal privacy regulations give you several rights regarding your health information:

- You have the right to ask us to communicate with you in a certain way or at a certain location. For example, if you are covered as an adult dependent, you might want us to send health information to a different address from that of your subscriber. We will accommodate reasonable requests.
- You have the right to ask us to restrict the way we use or disclose health information about you in connection with health care operations, payment and treatment. We will consider, but may not agree to, such requests. You also have the right to ask us to restrict disclosures to persons involved in your health care.
- You have the right to ask us to obtain a copy of health information that is contained in a “designated record set” – medical records and other records maintained and used in making enrollment, payment, claims adjudication, medical management and other decisions. We may ask you to make your request in writing, may charge a reasonable fee for producing and mailing the copies and, in certain cases, may deny the request.
- You have the right to ask us to amend health information that is in a “designated record set.” Your request must be in writing and must include the reason for the request. If we deny the request, you may file a written statement of disagreement.
- You have the right to ask us to provide a list of certain disclosures we have made about you, such as disclosures of health information to government agencies that license us. Your request must be in writing. If you request such an accounting more than once in a 12-month period, we may charge a reasonable fee.
- You have the right to be notified following a breach involving your health information.
- You have the right to know the reasons for an unfavorable underwriting decision. Previous unfavorable underwriting decisions may not be used as the basis for future underwriting decisions unless we make an independent evaluation of the basic facts. Your genetic information cannot be used for underwriting purposes.
- You have the right with very limited exceptions, not to be subjected to pretext interviews.<sup>2</sup>

You may make any of the requests described above (if applicable), may request a paper copy of this notice, or ask questions regarding this notice by calling the toll-free Customer Service number on your ID card.

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<sup>2</sup> Aetna does not participate in pretext interviews.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



You also have the right to file a complaint if you think your privacy rights have been violated. To do so, please send your inquiry to the following address:

Aetna HIPAA Member Rights Team  
P.O. Box 14079  
Lexington, KY 40512-4079

You also may write to the Secretary of the U.S. Department of Health and Human Services. You will not be penalized for filing a complaint.

### **Aetna's Legal Obligations**

The federal privacy regulations require us to keep personal information about you private, to give you notice of our legal duties and privacy practices, and to follow the terms of the notice currently in effect.

### **Safeguarding Your Information**

We guard your information with administrative, technical, and physical safeguards to protect it against unauthorized access and against threats and hazards to its security and integrity. We comply with all applicable state and federal law pertaining to the security and confidentiality of personal information.

### **This Notice is Subject to Change**

We may change the terms of this notice and our privacy policies at any time. If we do, the new terms and policies will be effective for all of the information that we already have about you, as well as any information that we may receive or hold in the future.

Please note that we do not destroy personal information about you when you terminate your coverage with us. It may be necessary to use and disclose this information for the purposes described above even after your coverage terminates, although policies and procedures will remain in place to protect against inappropriate use or disclosure.

### **Section 1.5 We must give you information about the plan, its network of providers, and your covered services**

**You have the right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.** 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 printed on your member ID card):

- **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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

members and the plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare health plans.

- **Information about our network providers including our network pharmacies.**
  - For example, you have the right to get information from us about the qualifications of the providers and pharmacies in our network and how we pay the providers in our network.
  - For a list of the providers in the plan's network, see the *Provider & Pharmacy Directory*.
  - For a list of the pharmacies in the plan's network, see the *Provider & Pharmacy Directory*.
  - For more detailed information about our providers or pharmacies, you can call Customer Service (phone numbers are printed on your member ID card) or visit our website at <http://www.AetnaRetireePlans.com>.
- **Information about your coverage and the rules you must follow when using your coverage.**
  - **You have the right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.**
  - In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
  - To get the details on your Part D prescription drug coverage, see Chapters 5 and 6 of this booklet plus the plan's *List of Covered Drugs (Formulary)*. These chapters, together with the *List of Covered Drugs (Formulary)*, 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 printed on your member ID card).
- **Information about why something is not covered and what you can do about it.**
  - If a medical service or 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 medical service or drug from an out-of-network provider or pharmacy.
  - If you are not happy or if you disagree with a decision we make about what medical care or Part D drug is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

covered, see Chapter 9 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 9 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 a bill you have received for medical care or a Part D prescription drug, see Chapter 7 of this booklet.

## **Section 1.6 We must support your right to make decisions about your care**

### **You have the right to know your treatment options and participate in decisions about your health care**

**You have the right to participate with practitioners in making decisions about your health care.** You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices *in a way that you can understand*.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.
- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say “no.”** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking medication, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 9 of this booklet tells how to ask the plan for a coverage decision.
- **We follow specific rules to help us make your health a top concern:**
  - Our employees are not compensated based on denials of coverage.
  - Our plan does not encourage denials of coverage. In fact, our utilization review staff is trained to focus on the risks of members not adequately using certain services.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- **We're committed to your well-being.** And we want you to have the information you need to get services and use your benefits. At <https://www.aetnamedicare.com>, we have tools and resources to help you get the most from your plan. You can learn more our Quality Management program (including goals and outcomes), and review our Owner's Manual for Medicare members. The Owner's Manual can be found in the site's Connect with Us section. In the Manual you'll find more on:
  - Health programs, screenings and vaccines to keep you healthy
  - How to get routine and preventive health care for women
  - How to get specialty care, hospital services, and behavioral health services (including inpatient, outpatient and partial hospitalization)
  - How to get care when your doctor's office is closed
  - How we make coverage decisions
  - How we review new technology

### **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. You can also contact Customer Service to ask for the forms (phone numbers are printed on your member ID card).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- **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 did not follow the instructions in it, you may file a complaint with the state agency that oversees advance directives. To find the appropriate agency in your state, contact your State Health Insurance Assistance Program (SHIP). Contact information is on Addendum A at the back of this booklet.

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

Coverage determinations are made based only on the appropriateness of care and service and plan coverage. Our Medical Management teams continually reviews new medical technologies, behavioral health treatment, prescription drugs and medical devices to plan coverage. New procedures and technology that are determined to be safe and effective may become covered by our plan and subject to all other terms and conditions, including medical necessity. Our plan does not reward or provide financial incentive to medical providers, our employees or other individuals for issuing denials of coverage.

**You have the right to voice complaints or appeals about the organization or the care it provides.** If you have any problems or concerns about your covered services or care, Chapter 9 of this booklet tells what you can do. It gives the details about how to deal with all types of problems and complaints. 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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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 printed on your member ID card).

### **Section 1.8 What can you do if you believe you are being treated unfairly or your rights are not being respected?**

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

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

#### **Is it about something else?**

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

- You can **call Customer Service** (phone numbers are printed on your member ID card).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or, **you can call Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

### **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 printed on your member ID card).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact **Medicare**.
  - You can visit the Medicare website to read or download the publication "Your Medicare Rights & Protections." (The publication is available at: <https://www.medicare.gov/Pubs/pdf/11534.pdf>.)
  - 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.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



## 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 printed on your member ID card). We're here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this Evidence of Coverage booklet to learn what is covered for you and the rules you need to follow to get your covered services.
  - Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
  - Chapters 5 and 6 give the details about your coverage for Part D prescription drugs.
- **If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.** Please call Customer Service to let us know (phone numbers are printed on your member ID card).
  - 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 services from our plan. This is called “**coordination of benefits**” because it involves coordinating the health and drug benefits you get from our plan with any other health and drug benefits available to you. We'll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 10.)
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care or 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.
  - Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
  - If you have any questions, be sure to ask. 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.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
  - You must pay your plan premiums (if applicable) to continue being a member of our plan.
  - In order to be eligible for our plan, you must have Medicare Part A and Medicare Part B. Some plan members must pay a premium for Medicare Part A. Most plan members must pay a premium for Medicare Part B to remain a member of the plan.
  - For most of your medical services or drugs covered by the plan, you must pay your share of the cost when you get the service or drug. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). The *Schedule of Cost Sharing* included with this *Evidence of Coverage* tells what you must pay for your medical services. The *Prescription Drug Schedule of Cost Sharing* included with this *Evidence of Coverage* tells what you must pay for your Part D prescription drugs.
    - If you get any medical services or drugs that are not covered by our plan or by other insurance you may have, you must pay the full cost.
    - If you disagree with our decision to deny coverage for a service or drug, you can make an appeal. Please see Chapter 9 of this booklet for information about how to make an appeal.
  - If you are required to pay a late enrollment penalty, you must pay the penalty to keep your prescription drug coverage.
  - If you are required to pay the extra amount for Part D because of your yearly income, you must pay the extra amount directly to the government to remain a member of the plan.
- **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 printed on your member ID card).
  - **If you move *outside* of our plan service area, you cannot remain a member of our plan.** (Chapter 1 tells about our service area.) We can help you figure out whether you are moving outside our service area. If you are leaving our service area, you will have a Special Enrollment Period when you can join any Medicare plan available in your new area. We can let you know if we have a plan in your new area.
  - **If you move *within* our service area, we still need to know** so we can keep your membership record up to date and know how to contact you.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



- If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
- **Call Customer Service for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
  - **You have a right to make recommendations regarding the organization's member rights and responsibilities policy.**
  - Phone numbers for Customer Service are printed on your member ID card.
  - For more information on how to reach us, including our mailing address, please see Chapter 2.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **CHAPTER 9**

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

## **Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

BACKGROUND .....	138
SECTION 1 Introduction.....	138
Section 1.1 What to do if you have a problem or concern .....	138
Section 1.2 What about the legal terms? .....	138
SECTION 2 You can get help from government organizations that are not connected with us .....	138
Section 2.1 Where to get more information and personalized assistance .....	138
SECTION 3 To deal with your problem, which process should you use? .....	139
Section 3.1 Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?.....	139
COVERAGE DECISIONS AND APPEALS .....	140
SECTION 4 A guide to the basics of coverage decisions and appeals .....	140
Section 4.1 Asking for coverage decisions and making appeals: the big picture .....	140
Section 4.2 How to get help when you are asking for a coverage decision or making an appeal .....	141
Section 4.3 Which section of this chapter gives the details for your situation?.....	142
SECTION 5 Your medical care: How to ask for a coverage decision or make an appeal .....	142
Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care .....	142
Section 5.2 Step-by-step: How to ask for a coverage decision (how to ask our plan to authorize or provide the medical care coverage you want) .....	144
Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan) .....	147



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

2019 Evidence of Coverage for Aetna Medicare Plan (PPO)  
Chapter 9. What to do if you have a problem or complaint  
(coverage decisions, appeals, complaints)

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Section 5.4	Step-by-step: How a Level 2 Appeal is done .....	150
Section 5.5	What if you are asking us to pay you for our share of a bill you have received for medical care?.....	152
SECTION 6	Your Part D prescription drugs: How to ask for a coverage decision or make an appeal .....	153
Section 6.1	This section tells you what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug.....	153
Section 6.2	What is an exception? .....	155
Section 6.3	Important things to know about asking for exceptions .....	157
Section 6.4	Step-by-step: How to ask for a coverage decision, including an exception .....	158
Section 6.5	Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan) .....	161
Section 6.6	Step-by-step: How to make a Level 2 Appeal.....	164
SECTION 7	How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon .....	166
Section 7.1	During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights.....	166
Section 7.2	Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date.....	168
Section 7.3	Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date.....	171
Section 7.4	What if you miss the deadline for making your Level 1 Appeal?.....	172
SECTION 8	How to ask us to keep covering certain medical services if you think your coverage is ending too soon .....	175
Section 8.1	<i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.....	175
Section 8.2	We will tell you in advance when your coverage will be ending.....	175



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Section 8.3	Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time.....	176
Section 8.4	Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time.....	179
Section 8.5	What if you miss the deadline for making your Level 1 Appeal? .....	180
SECTION 9	Taking your appeal to Level 3 and beyond.....	182
Section 9.1	Levels of Appeal 3, 4, and 5 for Medical Service Appeals .....	182
Section 9.2	Levels of Appeal 3, 4, and 5 for Part D Drug Appeals.....	184
MAKING COMPLAINTS.....		185
SECTION 10	How to make a complaint about quality of care, waiting times, customer service, or other concerns .....	185
Section 10.1	What kinds of problems are handled by the complaint process? .....	185
Section 10.2	The formal name for “making a complaint” is “filing a grievance” .....	187
Section 10.3	Step-by-step: Making a complaint .....	187
Section 10.4	You can also make complaints about quality of care to the Quality Improvement Organization.....	189
Section 10.5	You can also tell Medicare about your complaint .....	190



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## BACKGROUND

### SECTION 1 Introduction

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

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

- For some types of problems, you need to use the **process for coverage decisions and 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 simpler words in place of certain legal terms. For example, this chapter generally says “making a complaint” rather than “filing a grievance,” “coverage decision” rather than “organization determination” or “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.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

We are always available to help you. But in some situations you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Addendum A 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 (<https://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? Or should you use the process for making complaints?**

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

To figure out which part of this chapter will help with your specific problem or concern,  
**START HERE**

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

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

**Yes.** My problem is about benefits or coverage.

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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**No.** My problem is not about benefits or coverage.

Skip ahead to **Section 10** at the end of this chapter: **“How to make a complaint about quality of 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 appeals deals with problems related to your benefits and coverage for medical services and prescription drugs, including problems related to payment. This is the process you use for issues such as whether something is covered or not and the way in which something 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 medical services or drugs. For example, your plan network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases we might decide a service or 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 appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or “fast coverage decision” or fast appeal of a coverage decision.

If we say no to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. If this happens, we will let you know. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

## **Section 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 Customer Service** (phone numbers are printed on your member ID card).
- 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).
- **Your doctor can make a request for you.**
  - For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2. To request any appeal after Level 2, your doctor must be appointed as your representative.
  - For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 or Level 2 Appeal on your behalf. To request any appeal after Level 2, your doctor or other prescriber must be appointed as your representative.
- **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 provider, or other person to be your representative, call Customer Service (phone numbers are printed on your member ID card) and ask for the “Appointment of Representative” form. (The form is also available on Medicare’s website at <https://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>. You may also download the form on our website at <https://www.aetnamedicare.com>). The form gives that person permission to act on your behalf. It must be signed by you and by the person who you would like to act on your behalf. You must give us a copy of the signed form.
- **You also have the right to hire a lawyer to 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.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

### **Section 4.3 Which section of this chapter gives the details for your situation?**

There are four different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- **Section 5** of this chapter: “Your medical care: How to ask for a coverage decision or make an appeal”
- **Section 6** of this chapter: “Your Part D prescription drugs: How to ask for a coverage decision or make an appeal”
- **Section 7** of this chapter: “How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon”
- **Section 8** of this chapter: “How to ask us to keep covering certain medical services if you think your coverage is ending too soon” (*Applies to these services only*: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services)

If you’re not sure which section you should be using, please call Customer Service (phone numbers are printed on your member ID card). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Addendum A at the back of this booklet has the phone numbers for this program).

## **SECTION 5 Your medical care: 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 coverage for medical care or if you want us to pay you back for our share of the cost of your care**

This section is about your benefits for medical care and services. These benefits are described in the *Schedule of Cost Sharing* included with this *Evidence of Coverage*. To keep things simple, we generally refer to “medical care coverage” or “medical care” in the rest of this section, instead of repeating “medical care or treatment or services” every time.

This section tells what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. Our plan will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by the plan.

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**? If you have any questions, please call Customer Service at the telephone number listed on your member ID card.**

3. You have received medical care or services that you believe should be covered by the plan, but we have said we will not pay for this care.
  4. You have received and paid for medical care or services that you believe should be covered by the plan, and you want to ask our plan to reimburse you for this care.
  5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.
- **NOTE: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services,** you need to read a separate section of this chapter because special rules apply to these types of care. Here's what to read in those situations:
    - Chapter 9, Section 7: *How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon.*
    - Chapter 9, Section 8: *How to ask us to keep covering certain medical services if you think your coverage is ending too soon.* This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.
  - For *all other* situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

### Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you want to find out whether we will cover the medical care or services you want?	You can ask us to make a coverage decision for you.  Go to the next section of this chapter, <b>Section 5.2</b> .
Have we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for?	You can make an <b>appeal</b> . (This means you are asking us to reconsider.)  Skip ahead to <b>Section 5.3</b> of this chapter.
Do you want to ask us to pay you back for medical care or services you have already received and paid for?	You can send us the bill.  Skip ahead to <b>Section 5.5</b> of this chapter.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## Section 5.2 Step-by-step: How to ask for a coverage decision

(how to ask our plan to authorize or provide the medical care coverage you want)

### Legal Terms

When a coverage decision involves your medical care, it is called an **“organization determination.”**

**Step 1: You ask our plan to make a coverage decision on the medical care you are requesting.** If your health requires a quick response, you should ask us to make a **“fast coverage decision.”**

### Legal Terms

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

### *How to request coverage for the medical care you want*

- Start by calling, writing, or faxing our plan to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.
- For the details on how to contact us, go to Chapter 2, Section 1 and look for the section called, *How to contact us when you are asking for a coverage decision about your medical care.*

### *Generally we use the standard deadlines for giving you our decision*

When we give you our decision, we will use the “standard” deadlines unless we have agreed to use the “fast” deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days** after we receive your request.

- **However, we can take up to 14 more calendar days** if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an 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, including fast complaints, see Section 10 of this chapter.)



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

- **A fast coverage decision means we will answer within 72 hours.**
  - **However, we can take up to 14 more calendar days** if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
  - If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 10 of this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
  - You can get a fast coverage decision *only* if you are asking for coverage for medical care *you have not yet received*. (You cannot get a fast coverage decision if your request is about payment for medical care you have already received.)
  - You can get a fast coverage decision *only* if using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.
- **If your doctor tells us that your health requires a “fast coverage decision,” we will automatically agree to give you a fast coverage decision.**
- If you ask for a fast coverage decision on your own, without your doctor’s support, we will decide whether your health requires that we give you a fast coverage decision.
  - If we decide that your medical condition does not meet the requirements for a fast coverage 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 asks for the fast coverage decision, we will automatically give a fast coverage decision.
  - The letter will also tell how you can file a “fast complaint” about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 10 of this chapter.)

**Step 2: We consider your request for medical care coverage and give you our answer.**

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

- Generally, for a fast coverage decision, we will give you our answer **within 72 hours**.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- As explained above, we can take up to 14 more calendar days under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
- If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 of this chapter.)
- If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells how to make an appeal.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the medical care coverage we have agreed to provide within 72 hours after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.
- **If our answer is no to part or all of what you requested**, we will send you a detailed written explanation as to why we said no.

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

- Generally, for a standard coverage decision, we will give you our answer **within 14 calendar days of receiving your request**.
  - We can take up to 14 more calendar days (“an extended time period”) under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
  - If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 of this chapter.)
  - If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells how to make an appeal.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 14 calendar days after we received your request. If we extended the time needed to make our coverage decision, we will authorize or provide the coverage by the end of that extended period.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- **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 request for coverage for medical care, you decide if you want to make an appeal.**

- If we say no, you have the right to ask us to reconsider – and perhaps change – this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

**Section 5.3 Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a medical care coverage decision made by our plan)**

Legal Terms
An appeal to the plan about a medical care coverage decision is called a plan <b>“reconsideration.”</b>

**Step 1: You contact us and make your appeal.** If your health requires a quick response, you must ask for a **“fast appeal.”**

**What to do**

- **To start an appeal, you, your doctor, or your representative, must contact us.** For details on how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1 and look for section called, *How to contact us when you are making an appeal about your medical care.*
- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.**
  - If you have someone appealing our decision for you other than your doctor, your appeal must include an Appointment of Representative form authorizing this person to represent you. (To get the form, call Customer Service (phone numbers are printed on your member ID card) and ask for the “Appointment of Representative” form. It is also available on Medicare’s website at <https://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf> or on our website at <https://www.aetnamedicare.com>.) While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the Independent Review Organization to review our decision to dismiss your appeal.

- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1 (*How to contact us when you are making an appeal about your medical care*).
- **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. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
  - You have the right to ask us for a copy of the information regarding your appeal.
  - If you wish, you and your doctor may give us additional information to support your appeal.

***If your health requires it, ask for a “fast appeal” (you can make a request by calling us)***

Legal Terms
A “fast appeal” is also called an <b>“expedited reconsideration.”</b>

- If you are appealing a decision we made about coverage for care you have not yet received, you and/or your doctor will need to decide if you need a “fast appeal.”
- The requirements and procedures for getting a “fast appeal” are the same as those for getting a “fast coverage decision.” To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a “fast appeal,” we will give you a fast appeal.

**Step 2: We consider your appeal and we give you our answer.**

- When our plan is reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said no to your request.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



- We will gather more information if we need it. We may contact you or your doctor to get more information.

### ***Deadlines for a “fast” appeal***

- When 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 us to do so.
  - However, if you ask for more time, or if we need to gather more information that may benefit you, we **can take up to 14 more calendar days**. If we decide to take extra days to make the decision, we will tell you in writing.
  - If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically 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 you about this 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 authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will automatically send your appeal to the Independent Review Organization for a Level 2 Appeal.

### ***Deadlines for a “standard” appeal***

- If we are using the standard deadlines, we must give you our answer **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
  - However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days**. If we decide to take extra days to make the decision, we will tell you in writing.
  - If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 10 of this chapter.)
  - If we do not give you an answer by the deadline above (or by the end of the extended time period if we took extra days), 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 talk about this review organization and explain what happens at Level 2 of the appeals process.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will automatically send your appeal to the Independent Review Organization for a Level 2 Appeal.

**Step 3: If our plan says no to part or all of your appeal, your case will *automatically* be sent on to the next level of the appeals process.**

- To make sure we were following all the rules when we said no to your appeal, **we are required to send your appeal to the “Independent Review Organization.”** When we do this, it means that your appeal is going on to the next level of the appeals process, which is Level 2.

**Section 5.4 Step-by-step: How a Level 2 Appeal is done**

If we say no to your Level 1 Appeal, your case will *automatically* be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews our decision for 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 <b>“Independent Review Entity.”</b> It is sometimes called the <b>“IRE.”</b>

**Step 1: The Independent Review Organization reviews your appeal.**

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us and it is not a government agency. This organization is a company chosen by Medicare to handle the job of being the Independent Review Organization. Medicare oversees its work.
- 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.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

***If you had a “fast” appeal at Level 1, you will also have a “fast” appeal at Level 2***

- If you had a fast appeal to our plan at Level 1, you will automatically receive a fast appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal within 72 hours of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days**.

***If you had a “standard” appeal at Level 1, you will also have a “standard” appeal at Level 2***

- If you had a standard appeal to our plan at Level 1, you will automatically receive a standard appeal at Level 2. The review organization must give you an answer to your Level 2 Appeal **within 30 calendar days** of when it receives your appeal.
- However, if the Independent Review Organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days**.

**Step 2: The Independent Review Organization gives you their answer.**

The Independent Review Organization will tell you its decision in writing and explain the reasons for it.

- **If the review organization says yes to part or all of what you requested**, we must authorize the medical care coverage within 72 hours or provide the service within 14 calendar days after we receive the decision from the review organization for standard requests or within 72 hours from the date the plan receives the decision from the review organization for expedited requests.
- **If this organization says no to part or all of your appeal**, it means they agree with us that your request (or part of your request) for coverage for medical care should not be approved. (This is called “upholding the decision.” It is also called “turning down your appeal.”)
  - If the Independent Review Organization “upholds the decision” you have the right to a Level 3 Appeal. However, to make another appeal at Level 3, the dollar value of the medical care coverage you are requesting must meet a certain minimum. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal, which means that the decision at Level 2 is final. The written notice you get from the Independent Review Organization will tell you how to find out the dollar amount to continue the appeals process.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**Step 3: If your case meets the requirements, you choose whether you want to take your appeal further.**

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If 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. The details on how to do this are in the written notice you got after your Level 2 Appeal.
- The Level 3 Appeal is handled by an Administrative Law Judge or attorney adjudicator. Section 9 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

**Section 5.5 What if you are asking us to pay you for our share of a bill you have received for medical care?**

If you want to ask us for payment for medical care, start by reading Chapter 7 of this booklet: *Asking us to pay our share of a bill you have received for covered medical services or drugs*. Chapter 7 describes the situations in which you may need to ask for reimbursement or to pay a bill you have received from a provider. It also tells how to send us the paperwork that asks us for payment.

**Asking for reimbursement is asking for a coverage decision from us**

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 4.1 of this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service *Schedule of Cost Sharing* included with this *Evidence of Coverage*. We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: *Using the plan's coverage for your medical services*).

**We will say yes or no to your request**

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of your medical care within 60 calendar days after we receive your request. Or, if you haven't paid for the services, we will send the payment directly to the provider. When we send the payment, it's the same as saying *yes* to your request for a coverage decision.)
- If the medical care is *not* covered, or you did *not* follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

the reasons why in detail. (When we turn down your request for payment, it's the same as saying *no* to your request for a coverage decision.)

### **What if you ask for payment and we say that we will not pay?**

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

**To make this appeal, follow the process for appeals that we describe in Section 5.3 of this section.** Go to this section for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)
- If the Independent Review Organization reverses our decision to deny payment, we must send the payment you have requested to you or to the provider within 30 calendar days. If the answer to your appeal is yes at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the provider within 60 calendar days.

## **SECTION 6 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 6.1 This section tells you what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug**

Your benefits as a member of our plan include coverage for many prescription drugs. Please refer to our plan's *List of Covered Drugs (Formulary)*. To be covered, the drug must be used for a medically accepted indication. (A “medically accepted indication” is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3 for more information about a medically accepted indication.)

- **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 (Formulary)*, rules and restrictions on coverage, and cost information, see Chapter 5 (*Using our plan's coverage*)

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**? If you have any questions, please call Customer Service at the telephone number listed on your member ID card.**

for your Part D prescription drugs) and Chapter 6 (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
An initial coverage decision about your Part D drugs is called a <b>“coverage determination.”</b>

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 (Formulary)*
  - 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 drug on a higher cost-sharing tier
- 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 (Formulary)* but we require you to get approval from us before we will cover it for you.)
  - *Please note:* If your pharmacy tells you that your prescription cannot be filled as written, you will get a written notice explaining how to contact us to ask for a coverage decision.
- 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.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

Which of these situations are you in?

If you are in this situation:	This is what you can do:
Do you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover?	You can ask us to make an exception. (This is a type of coverage decision.)  Start with <b>Section 6.2</b> of this chapter.
Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need?	You can ask us for a coverage decision.  Skip ahead to <b>Section 6.4</b> of this chapter.
Do you want to ask 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 <b>Section 6.4</b> of this chapter.
Have we 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 make an appeal. (This means you are asking us to reconsider.)  Skip ahead to <b>Section 6.5</b> of this chapter.

Section 6.2 What is an exception?

If a drug is not covered in the way you would like it to be covered, you can ask us to make an “exception.” An exception is a type of coverage decision. 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. 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 *List of Covered Drugs (Formulary)*.** (We call it the “Drug List” for short.)

Legal Terms

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



- 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 the exceptions cost-sharing tier. You cannot ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.

**2. Removing a restriction on our coverage for a covered drug.** There are extra rules or restrictions that apply to certain drugs on our *List of Covered Drugs (Formulary)* (for more information, go to Chapter 5 and look for Section 4).

Legal Terms
Asking for removal of a restriction on coverage for a drug is sometimes called asking for a <b>"formulary exception."</b>

- The extra rules and restrictions on coverage for certain drugs may include:
  - *Being required to use the generic version* of a drug instead of the brand name drug.
  - *Getting plan approval in advance* before we will agree to cover the drug for you. (This is sometimes called "prior authorization.")
  - *Being required to try a different drug first* before we will agree to cover the drug you are asking for. (This is sometimes called "step therapy.")
  - *Quantity limits.* For some drugs, there are restrictions on the amount of the drug you can have.
- If we agree to make an exception and waive a restriction for you, you can ask for an exception to the copayment or coinsurance amount we require you to pay for the drug.

**3. Changing coverage of a drug to a lower cost-sharing tier.** Every drug on our Drug List is in one of a number of cost-sharing tiers. In general, the lower the cost-sharing tier number, the less you will pay as your share of the cost of the drug.

Legal Terms
Asking to pay a lower price for a covered non-preferred drug is sometimes called asking for a <b>"tiering exception."</b>

- If our drug list contains alternative drug(s) for treating your medical condition that are in a lower cost-sharing tier than your drug, you can ask us to cover your drug at the



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



cost-sharing amount that applies to the alternative drug(s). This would lower your share of the cost for the drug.

- If the drug you're taking is a biological product you can ask us to cover your drug at the cost-sharing amount that applies to the lowest tier that contains brand name alternatives for treating your condition.
- If the drug you're taking is a brand name drug you can ask us to cover your drug at the cost-sharing amount that applies to the lowest tier that contains brand name alternatives for treating your condition.
- If the drug you're taking is a generic drug you can ask us to cover your drug at the cost-sharing amount that applies to the lowest tier that contains either brand or generic alternatives for treating your condition.
- If we approve your request for a tiering exception and there is more than one lower cost-sharing tier with alternative drugs you can't take, you will usually pay the lowest amount.
- You cannot ask us to change the cost-sharing tier for any drug in the specialty drug cost-sharing tier (if applicable to your plan).
- Coverage of any non-formulary drug is not eligible for a tiering exception.
- A drug included under an enhanced drug benefit is not eligible for a tiering exception. (Enhanced drug coverage is offered by some former employer/union/trusts to cover some prescription drugs not normally covered in a Medicare prescription drug plan. If included, this will be identified on page 1 of your *Prescription Drug Schedule of Cost Sharing* under the section "Enhanced Drug Benefit.")

### **Section 6.3 Important things to know about asking for exceptions**

#### **Your doctor must tell us the medical reasons**

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

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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **We can say yes or no to your request**

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say no to your request for an exception, you can ask for a review of our decision by making an appeal. Section 6.5 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 6.4 Step-by-step: How to ask for a coverage decision, including an exception**

**Step 1: You ask us 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 coverage decision.”** **You cannot ask for a fast coverage 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 us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can also access the coverage decision process through our website. For the details, go to Chapter 2, Section 1 and look for the section called, *How to contact us 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 us to pay you back for a drug,** start by reading Chapter 7 of this booklet: *Asking us to pay our share of a bill you have received for covered medical services or drugs*. Chapter 7 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 “supporting statement.”** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (We call this the “supporting statement.”) Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary. See Sections 6.2 and 6.3 for more information about exception requests.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form which is available on our website.

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

Legal Terms
A “fast coverage decision” is called an <b>“expedited coverage determination.”</b>

- When we give you our decision, we will use the “standard” deadlines unless we have agreed to use the “fast” deadlines. A standard coverage decision means we will give you an answer within 72 hours after we receive your doctor’s statement. A fast coverage decision means we will answer within 24 hours after we receive your doctor’s statement.
- **To get a fast coverage decision, you must meet two requirements:**
  - You can get a fast coverage decision *only* if you are asking for a *drug you have not yet received*. (You cannot get a fast coverage decision if you are asking us to pay you back for a drug you have already bought.)
  - You can get a fast coverage 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 coverage decision,” we will automatically agree to give you a fast coverage decision.**
- If you ask for a fast coverage decision on your own (without your doctor’s or other prescriber’s support), we will decide whether your health requires that we give you a fast coverage decision.
  - If we decide that your medical condition does not meet the requirements for a fast coverage 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 coverage decision, we will automatically give a fast coverage decision.
  - The letter will also tell how you can file a complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. It tells how to file a “fast” complaint, which means you would get our answer to your complaint within 24 hours of receiving the complaint. (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 10 of this chapter.)



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**Step 2: We consider your request and we give you our answer.**

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

***Deadlines for a “standard” coverage decision about a drug you have not yet received***

- 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 talk 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 for coverage, we must **provide the coverage** we have agreed to provide **within 72 hours** after we receive your request or doctor’s statement supporting your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how to appeal.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

***Deadlines for a “standard” coverage decision about payment for a drug you have already bought***

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

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

- If we say 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 6.5 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
An appeal to the plan about a Part D drug coverage decision is called a plan “redetermination.”

**Step 1: You contact us 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 us.**
  - For details on how to reach us by phone, fax, or mail, or on our website, for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called, *How to contact us when you are making an appeal about your Part D prescription drugs*.
- **If you are asking for a standard appeal, make your appeal by submitting a written request. 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*).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- **If you are asking for a fast appeal, you may make your appeal in writing or you may call 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).
- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.
- **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. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.**
  - You 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 <b>“expedited redetermination.”</b>

- If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a “fast appeal.”
- The requirements for getting a “fast appeal” are the same as those for getting a “fast coverage decision” in Section 6.4 of this chapter.

**Step 2: We consider your appeal and we give you our answer.**

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

***Deadlines for a “fast” appeal***

- 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 you have any questions, please call Customer Service at the telephone number listed on your member ID card.



- 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 talk 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 after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no and how 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 you believe your health requires it, you should ask for “fast” appeal.
  - 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 we say 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).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## Section 6.6 Step-by-step: How to make a Level 2 Appeal

If we say 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 we 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 “ <b>Independent Review Entity.</b> ” It is sometimes called the “ <b>IRE.</b> ”

**Step 1: To make a Level 2 Appeal, you (or your representative or your doctor or other prescriber) must contact the Independent Review Organization and ask for a review of your case.**

- If we say no to your Level 1 Appeal, the written notice we send you will include **instructions on how to make a Level 2 Appeal** with the Independent Review Organization. These instructions will tell who can make this Level 2 Appeal, what deadlines you must follow, and how to reach the review organization.
- When you make an appeal to the Independent Review Organization, we will send the information we have about your appeal to this organization. This information is called your “case file.” **You have the right to ask us for a copy of your case file.**
- You have a right to give the Independent Review Organization additional information to support your appeal.

**Step 2: The Independent Review Organization does a review of your appeal and gives you an answer.**

- **The Independent Review Organization is an independent organization that is hired by Medicare.** This organization is not connected with us 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 us.
- 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.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



### ***Deadlines for “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** after 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 “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** after it receives your appeal if it is for a drug you have not received yet. If you are requesting that we pay you back for a drug you have already bought, the review organization must give you an answer to your level 2 appeal within 14 calendar days after it receives your request.
- **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.”)

If the Independent Review Organization “upholds the decision” you have the right to a Level 3 Appeal. However, to 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 drug 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 the dollar value that must be in dispute to continue with the appeals process.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If 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.
- The Level 3 Appeal is handled by an Administrative Law Judge or attorney adjudicator. Section 9 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

## **SECTION 7 How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon**

When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury. For more information about our coverage for your hospital care, including any limitations on this coverage, see the *Schedule of Cost Sharing* included with this *Evidence of Coverage*.

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will also help arrange for care you may need after you leave.

- The day you leave the hospital is called your **“discharge date.”**
- When your discharge date has been decided, your doctor or the hospital staff will let you know.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered. This section tells you how to ask.

### **Section 7.1 During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights**

During your covered hospital stay, you will be given a written notice called *An Important Message from Medicare about Your Rights*. Everyone with Medicare gets a copy of this notice whenever they are admitted to a hospital. Someone at the hospital (for example, a caseworker or nurse) must give it to you within two days after you are admitted. If you do not get the notice, ask any hospital employee for it. If you need help, please call Customer Service (phone numbers are printed on your member ID card). You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- 1. Read this notice carefully and ask questions if you don't understand it.** It tells you about your rights as a hospital patient, including:
- Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
  - Your right to be involved in any decisions about your hospital stay, and know who will pay for it.
  - Where to report any concerns you have about quality of your hospital care.
  - Your right to appeal your discharge decision if you think you are being discharged from the hospital too soon.

Legal Terms
The written notice from Medicare tells you how you can <b>"request an immediate review."</b> Requesting an immediate review is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time. (Section 7.2 below tells you how you can request an immediate review.)

**2. You must sign the written notice to show that you received it and understand your rights.**

- You or someone who is acting on your behalf must sign the notice. (Section 4 of this chapter tells how you can give written permission to someone else to act as your representative.)
- Signing the notice shows *only* that you have received the information about your rights. The notice does not give your discharge date (your doctor or hospital staff will tell you your discharge date). Signing the notice **does not mean** you are agreeing on a discharge date.

**3. Keep your copy** of the signed notice so you will have the information about making an appeal (or reporting a concern about quality of care) handy if you need it.

- If you sign the notice more than two days before the day you leave the hospital, you will get another copy before you are scheduled to be discharged.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- To look at a copy of this notice in advance, you can call Customer Service (phone numbers are printed on your member ID card) or 1-800 MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. You can also see it online at <http://www.cms.gov/Medicare/Medicare-General-Information/BNH/HospitalDischargeAppealNotices.html>.

## **Section 7.2 Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date**

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do.
- **Ask for help if you need it.** If you have questions or need help at any time, please call Customer Service (phone numbers are printed on your member ID card). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 of this chapter).

**During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal.** It checks to see if your planned discharge date is medically appropriate for you.

**Step 1: Contact the Quality Improvement Organization for your state and ask for a “fast review” of your hospital discharge. You must act quickly.**

### ***What is the Quality Improvement Organization?***

- This organization is a group of doctors and other health care professionals who are paid by the Federal government. These experts are not part of our plan. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare.

### ***How can you contact this organization?***

- The written notice you received (*An Important Message from Medicare About Your Rights*) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Addendum A at the back of this booklet).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**Act quickly:**

- To make your appeal, you must contact the Quality Improvement Organization *before* you leave the hospital and **no later than your planned discharge date**. (Your “planned discharge date” is the date that has been set for you to leave the hospital).
  - If you meet this deadline, you are allowed to stay in the hospital *after* your discharge date *without paying for it* while you wait to get the decision on your appeal from the Quality Improvement Organization.
  - If you do *not* meet this deadline, and you decide to stay in the hospital after your planned discharge date, *you may have to pay all of the costs* for hospital care you receive after your planned discharge date.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details about this other way to make your appeal, see Section 7.4.

**Ask for a “fast review”:**

- You must ask the Quality Improvement Organization for a **“fast review”** of your discharge. Asking for a “fast review” means you are asking for the organization to use the “fast” deadlines for an appeal instead of using the standard deadlines.

Legal Terms
A <b>“fast review”</b> is also called an <b>“immediate review”</b> or an <b>“expedited review.”</b>

**Step 2: The Quality Improvement Organization conducts an independent review of your case.**

**What happens during this review?**

- Health professionals at the Quality Improvement Organization (we will call them “the reviewers” for short) will ask you (or your representative) why you believe coverage for the services should continue. You don’t have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers informed our plan of your appeal, you will also get a written notice that gives your planned discharge date and explains in detail the reasons



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

#### Legal Terms

This written explanation is called the **“Detailed Notice of Discharge.”** You can get a sample of this notice by calling Customer Service (phone numbers are printed on of your member ID card) or 1-800-MEDICARE (1-800-633-4227, 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.) Or you can see a sample notice online at <https://www.cms.gov/Medicare/Medicare-General-Information/BNH/HospitalDischargeAppealNotices.html>

**Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.**

#### ***What happens if the answer is yes?***

- If the review organization says *yes* to your appeal, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services. (See Chapter 4 of this booklet).

#### ***What happens if the answer is no?***

- If the review organization says *no* to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, **our coverage for your inpatient hospital services will end** at noon on the day *after* the Quality Improvement Organization gives you its answer to your appeal.
- If the review organization says *no* to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost** of hospital care you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**Step 4: If the answer to your Level 1 Appeal is no, you decide if you want to make another appeal.**

- If the Quality Improvement Organization has turned down your appeal, *and* you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to “Level 2” of the appeals process.

**Section 7.3 Step-by-step: How to make a Level 2 Appeal to change your hospital discharge date**

If the Quality Improvement Organization has turned down your appeal, *and* you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

Here are the steps for Level 2 of the appeal process:

**Step 1: You contact the Quality Improvement Organization again and ask for another review.**

- You must ask for this review **within 60 calendar days** after the day the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

**Step 2: The Quality Improvement Organization does a second review of your situation.**

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

**Step 3: Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will decide on your appeal and tell you their decision.**

***If the review organization says yes:***

- **We must reimburse you** for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. **We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.**
- You must continue to pay your share of the costs and coverage limitations may apply.

***If the review organization says no:***

- It means they agree with the decision they made on your Level 1 Appeal and will not change it.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by an Administrative Law Judge or attorney adjudicator.

**Step 4: If the answer is no, you will need to decide whether you want to take your appeal further by going on to Level 3.**

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If the review organization turns down your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by an Administrative Law Judge or attorney adjudicator.
- Section 9 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

**Section 7.4 What if you miss the deadline for making your Level 1 Appeal?**

**You can appeal to us instead**

As explained above in Section 7.2, you must act quickly to contact the Quality Improvement Organization to start your first appeal of your hospital discharge. (“Quickly” means before you leave the hospital and no later than your planned discharge date.) If you miss the deadline for contacting this organization, there is another way to make your appeal.

If you use this other way of making your appeal, *the first two levels of appeal are different.*

**Step-by-Step: How to make a Level 1 Alternate Appeal**

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a “fast review.” A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Legal Terms
A “fast” review (or “fast appeal”) is also called an “ <b>expedited appeal</b> ”.

**Step 1: Contact us and ask for a “fast review.”**

- For details on how to contact us, go to Chapter 2, Section 1 and look for the section called, *How to contact us when you are making an appeal about your medical care.*
- **Be sure to ask for a “fast review.”** This means you are asking us to give you an answer using the “fast” deadlines rather than the “standard” deadlines.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



**Step 2: We do a “fast” review of your planned discharge date, checking to see if it was medically appropriate.**

- During this review, we take a look at all of the information about your hospital stay. We check to see if your planned discharge date was medically appropriate. We will check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- In this situation, we will use the “fast” deadlines rather than the standard deadlines for giving you the answer to this review.

**Step 3: We give you our decision within 72 hours after you ask for a “fast review” (“fast appeal”).**

- **If we say yes to your fast appeal**, it means we have agreed with you that you still need to be in the hospital after the discharge date, and will keep providing your covered inpatient hospital services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply).
- **If we say no to your fast appeal**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends as of the day we said coverage would end.
  - If you stayed in the hospital *after* your planned discharge date, then **you may have to pay the full cost** of hospital care you received after the planned discharge date.

**Step 4: If we say *no* to your fast appeal, your case will *automatically* be sent on to the next level of the appeals process.**

- To make sure we were following all the rules when we said no to your fast appeal, **we are required to send your appeal to the “Independent Review Organization.”** When we do this, it means that you are *automatically* going on to Level 2 of the appeals process.

**Step-by-Step: Level 2 Alternate Appeal Process**

If we say no to your Level 1 Appeal, your case will *automatically* be sent on to the next level of the appeals process. During the Level 2 Appeal, an **Independent Review Organization** reviews the decision we made when we said no to your “fast appeal.” This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the “Independent Review Organization” is the <b>“Independent Review Entity.”</b> It is sometimes called the <b>“IRE.”</b>



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**Step 1: We will automatically forward your case to the Independent Review Organization.**

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying no to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a complaint. The complaint process is different from the appeal process. Section 10 of this chapter tells how to make a complaint.)

**Step 2: The Independent Review Organization does a “fast review” of your appeal. The reviewers give you an answer within 72 hours.**

- **The Independent Review Organization is an 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 handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal of your hospital discharge.
- **If this organization says yes to your appeal,** then we must reimburse you (pay you back) for our share of the costs of hospital care you have received since the date of your planned discharge. We must also continue the plan’s coverage of your inpatient hospital services for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal,** it means they agree with us that your planned hospital discharge date was medically appropriate.
  - The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by an Administrative Law Judge or attorney adjudicator.

**Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.**

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If reviewers say no to your Level 2 Appeal, you decide whether to accept their decision or go on to Level 3 and make a third appeal.
- Section 9 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **SECTION 8 How to ask us to keep covering certain medical services if you think your coverage is ending too soon**

### **Section 8.1 This section is about three services only: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services**

This section is about the following types of care *only*:

- **Home health care services** you are getting.
- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a “skilled nursing facility,” see Chapter 12, *Definitions of important words*.)
- **Rehabilitation care** you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually, this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 12, *Definitions of important words*.)

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information on your covered services, including your share of the cost and any limitations to coverage that may apply, see the *Schedule of Cost Sharing* included with this booklet.

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, *we will stop paying our share of the cost for your care*.

If you think we are ending the coverage of your care too soon, **you can appeal our decision**. This section tells you how to ask for an appeal.

### **Section 8.2 We will tell you in advance when your coverage will be ending**

1. **You receive a notice in writing.** At least two days before our plan is going to stop covering your care, you will receive a notice.
  - The written notice tells you the date when we will stop covering the care for you.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- The written notice also tells what you can do if you want to ask our plan to change this decision about when to end your care, and keep covering it for a longer period of time.

#### Legal Terms

In telling you what you can do, the written notice is telling how you can request a **“fast-track appeal.”** Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care. (Section 8.3 below tells how you can request a fast-track appeal.)

The written notice is called the **“Notice of Medicare Non-Coverage.”** To get a sample copy, call Customer Service (phone numbers are printed on your member ID card) or 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048.) Or see a copy online at <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/MAEDNotices.html>

## 2. You must sign the written notice to show that you received it.

- You or someone who is acting on your behalf must sign the notice. (Section 4 tells how you can give written permission to someone else to act as your representative.)
- Signing the notice shows *only* that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with the plan that it’s time to stop getting the care.

## Section 8.3 Step-by-step: How to make a Level 1 Appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 10 of this chapter tells you how to file a complaint.)

- **Ask for help if you need it.** If you have questions or need help at any time, please call Customer Service (phone numbers are printed on your member ID card). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 of this chapter).

**During a Level 1 Appeal, the Quality Improvement Organization reviews your appeal and decides whether to change the decision made by our plan.**

**Step 1: Make your Level 1 Appeal: contact the Quality Improvement Organization for your state and ask for a review. You must act quickly.**

***What is the Quality Improvement Organization?***

- This organization is a group of doctors and other health care experts who are paid by the Federal government. These experts are not part of our plan. They check on the quality of care received by people with Medicare and review plan decisions about when it's time to stop covering certain kinds of medical care.

***How can you contact this organization?***

- The written notice you received tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Addendum A at the back of this booklet.)

***What should you ask for?***

- Ask this organization for a "fast-track appeal" (to do an independent review) of whether it is medically appropriate for us to end coverage for your medical services.

***Your deadline for contacting this organization.***

- You must contact the Quality Improvement Organization to start your appeal *no later than noon of the day after you receive the written notice telling you when we will stop covering your care.*
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 8.5.

**Step 2: The Quality Improvement Organization conducts an independent review of your case.**

***What happens during this review?***

- Health professionals at the Quality Improvement Organization (we will call them "the reviewers" for short) will ask you (or your representative) why you believe coverage for the



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

services should continue. You don't have to prepare anything in writing, but you may do so if you wish.

- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers informed us of your appeal, and you will also get a written notice from us that explains in detail our reasons for ending our coverage for your services.

Legal Terms
This notice explanation is called the <b>"Detailed Explanation of Non-Coverage."</b>

**Step 3:** Within one full day after they have all the information they need, the reviewers will tell you their decision.

***What happens if the reviewers say yes to your appeal?***

- If the reviewers say yes to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered services (see Chapter 4 of this booklet).

***What happens if the reviewers say no to your appeal?***

- If the reviewers say *no* to your appeal, then **your coverage will end on the date we have told you.** We will stop paying our share of the costs of this care on the date listed on the notice.
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* this date when your coverage ends, then **you will have to pay the full cost** of this care yourself.

**Step 4:** If the answer to your Level 1 Appeal is no, you decide if you want to make another appeal.

- This first appeal you make is "Level 1" of the appeals process. If reviewers say *no* to your Level 1 Appeal – and you choose to continue getting care after your coverage for the care has ended – then you can make another appeal.
- Making another appeal means you are going on to "Level 2" of the appeals process.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **Section 8.4 Step-by-step: How to make a Level 2 Appeal to have our plan cover your care for a longer time**

If the Quality Improvement Organization has turned down your appeal and you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 Appeal. During a Level 2 Appeal, you ask the Quality Improvement Organization to take another look at the decision they made on your first appeal. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* the date when we said your coverage would end.

Here are the steps for Level 2 of the appeal process:

### **Step 1: You contact the Quality Improvement Organization again and ask for another review.**

- You must ask for this review **within 60 days** after the day when the Quality Improvement Organization said *no* to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

### **Step 2: The Quality Improvement Organization does a second review of your situation.**

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

### **Step 3: Within 14 days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.**

#### ***What happens if the review organization says yes to your appeal?***

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

#### ***What happens if the review organization says no?***

- It means they agree with the decision we made to your Level 1 Appeal and will not change it.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by an Administrative Law Judge or attorney adjudicator.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



**Step 4: If the answer is no, you will need to decide whether you want to take your appeal further.**

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers turn down your Level 2 Appeal, you can choose whether to accept that decision or to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by an Administrative Law Judge or attorney adjudicator.
- Section 9 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

**Section 8.5 What if you miss the deadline for making your Level 1 Appeal?**

**You can appeal to us instead**

As explained above in Section 8.3, you must act quickly to contact the Quality Improvement Organization to start your first appeal (within a day or two, at the most). If you miss the deadline for contacting this organization, there is another way to make your appeal. If you use this other way of making your appeal, *the first two levels of appeal are different.*

**Step-by-Step: How to make a Level 1 Alternate Appeal**

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a “fast review.” A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

Here are the steps for a Level 1 Alternate Appeal:

Legal Terms
A “fast” review (or “fast appeal”) is also called an “ <b>expedited appeal</b> ”.

**Step 1: Contact us and ask for a “fast review.”**

- For details on how to contact us, go to Chapter 2, Section 1 and look for the section called, *How to contact us when you are making an appeal about your medical care.*
- **Be sure to ask for a “fast review.”** This means you are asking us to give you an answer using the “fast” deadlines rather than the “standard” deadlines.

**Step 2: We do a “fast” review of the decision we made about when to end coverage for your services.**

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending the plan’s coverage for services you were receiving.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



- We will use the “fast” deadlines rather than the standard deadlines for giving you the answer to this review.

**Step 3: We give you our decision within 72 hours after you ask for a “fast review” (“fast appeal”).**

- **If we say yes to your fast appeal**, it means we have agreed with you that you need services longer, and will keep providing your covered services for as long as it is medically necessary. It also means that we have agreed to reimburse you for our share of the costs of care you have received since the date when we said your coverage would end. (You must pay your share of the costs and there may be coverage limitations that apply.)
- **If we say no to your fast appeal**, then your coverage will end on the date we told you and we will not pay any share of the costs after this date.
- If you continued to get home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* the date when we said your coverage would end, then **you will have to pay the full cost** of this care yourself.

**Step 4: If we say *no* to your fast appeal, your case will *automatically* go on to the next level of the appeals process.**

- To make sure we were following all the rules when we said no to your fast appeal, **we are required to send your appeal to the “Independent Review Organization.”** When we do this, it means that you are *automatically* going on to Level 2 of the appeals process.

**Step-by-Step: Level 2 Alternate Appeal Process**

If we say no to your Level 1 Appeal, your case will *automatically* be sent on to the next level of the appeals process. During the Level 2 Appeal, the **Independent Review Organization** reviews the decision we made when we said no to your “fast appeal.” This organization decides whether the decision we made should be changed.

Legal Terms
The formal name for the “Independent Review Organization” is the <b>“Independent Review Entity.”</b> It is sometimes called the <b>“IRE.”</b>

**Step 1: We will automatically forward your case to the Independent Review Organization.**

- We are required to send the information for your Level 2 Appeal to the Independent Review Organization within 24 hours of when we tell you that we are saying no to your first appeal. (If you think we are not meeting this deadline or other deadlines, you can make a



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

complaint. The complaint process is different from the appeal process. Section 10 of this chapter tells how to make a complaint.)

**Step 2: The Independent Review Organization does a “fast review” of your appeal. The reviewers give you an answer within 72 hours.**

- **The Independent Review Organization is an 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 handle the job of being the Independent Review Organization. Medicare oversees its work.
- Reviewers at the Independent Review Organization will take a careful look at all of the information related to your appeal.
- **If this organization says yes to your appeal,** then we must reimburse you (pay you back) for our share of the costs of care you have received since the date when we said your coverage would end. We must also continue to cover the care for as long as it is medically necessary. You must continue to pay your share of the costs. If there are coverage limitations, these could limit how much we would reimburse or how long we would continue to cover your services.
- **If this organization says no to your appeal,** it means they agree with the decision our plan made to your first appeal and will not change it.
  - The notice you get from the Independent Review Organization will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal.

**Step 3: If the Independent Review Organization turns down your appeal, you choose whether you want to take your appeal further.**

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If reviewers say no to your Level 2 Appeal, you can choose whether to accept that decision or whether to go on to Level 3 and make another appeal. At Level 3, your appeal is reviewed by an Administrative Law Judge or attorney adjudicator.
- Section 9 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

## **SECTION 9 Taking your appeal to Level 3 and beyond**

### **Section 9.1 Levels of Appeal 3, 4, and 5 for Medical Service 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 you have any questions, please call Customer Service at the telephone number listed on your member ID card.

If the dollar value of the item or medical service 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 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.

**Level 3 Appeal** A judge (called an **Administrative Law Judge**) or an **attorney adjudicator who works for the Federal government** will review your appeal and give you an answer.

- **If the Administrative Law Judge or attorney adjudicator says yes to your appeal, the appeals process *may* or *may not* be over** - We will decide whether to appeal this decision to Level 4. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 3 decision that is favorable to you.
  - If we decide *not* to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Administrative Law Judge's or attorney adjudicator's decision.
  - If we decide to appeal the decision, we will send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- **If the Administrative Law Judge or attorney adjudicator says no to your appeal, the appeals process *may* or *may not* be over.**
  - If you decide to accept this decision that turns down your appeal, the appeals process is over.
  - If you do not want to accept the decision, you can continue to the next level of the review process. If the Administrative Law Judge or attorney adjudicator says no to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

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

- **If the answer is yes, or if the Council denies our request to review a favorable Level 3 Appeal decision, the appeals process *may* or *may not* be over** — We will decide whether to appeal this decision to Level 5. Unlike a decision at Level 2 (Independent Review Organization), we have the right to appeal a Level 4 decision that is favorable to you.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- If we decide *not* to appeal the decision, we must authorize or provide you with the service within 60 calendar days after receiving the Council's decision.
- If we decide to appeal the decision, we will let you know in writing.
- **If the answer is no or if the Council denies the review request, 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. If the Council says no to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 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.

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

- This is the last step of the appeals process.

## **Section 9.2 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 value of the drug you have appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. If the dollar amount is less, you cannot appeal any further. The written response you receive to your Level 2 Appeal will explain who to contact and what to do to ask for a Level 3 Appeal.

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

**Level 3 Appeal** **A judge (called an Administrative Law Judge) or an attorney adjudicator who works for the Federal government** will review your appeal and give you an answer.

- **If the answer is yes, the appeals process is over.** What you asked for in the appeal has been approved. We must **authorize or provide the drug coverage** that was approved by the Administrative Law Judge or attorney adjudicator **within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days** after we receive the decision.
- **If the answer is no, the appeals process *may or may not* be over.**



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- 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 Law Judge or attorney adjudicator says no to your appeal, the notice you get will tell you what to do next if you choose to continue with your appeal.

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

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

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

- This is the last step of the appeals process.

## MAKING COMPLAINTS

### SECTION 10 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 10.1 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 questions, please call Customer Service at the telephone number listed on your member ID card.

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

<b>Complaint</b>	<b>Example</b>
<b>Quality of your medical care</b>	<ul style="list-style-type: none"><li>• Are you unhappy with the quality of the care you have received (including care in the hospital)?</li></ul>
<b>Respecting your privacy</b>	<ul style="list-style-type: none"><li>• Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?</li></ul>
<b>Disrespect, poor customer service, or other negative behaviors</b>	<ul style="list-style-type: none"><li>• Has someone been rude or disrespectful to you?</li><li>• Are you unhappy with how our Customer Service has treated you?</li><li>• Do you feel you are being encouraged to leave the plan?</li></ul>
<b>Waiting times</b>	<ul style="list-style-type: none"><li>• Are you having trouble getting an appointment, or waiting too long to get it?</li><li>• Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by our Customer Service or other staff at the plan?<ul style="list-style-type: none"><li>◦ Examples include waiting too long on the phone, in the waiting room, when getting a prescription, or in the exam room.</li></ul></li></ul>
<b>Cleanliness</b>	<ul style="list-style-type: none"><li>• Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor’s office?</li></ul>
<b>Information you get from us</b>	<ul style="list-style-type: none"><li>• Do you believe we have not given you a notice that we are required to give?</li><li>• Do you think written information we have given you is hard to understand?</li></ul>



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

<p><b>Timeliness</b>                  (These types of complaints are all related to the <i>timeliness</i> of our actions related to coverage decisions and appeals)</p>	<p>The process of asking for a coverage decision and making appeals is explained in Sections 4-9 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.</p> <p>However, if you have already asked us for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:</p> <ul style="list-style-type: none"> <li>• If you have asked us to give you a “fast coverage decision” or a “fast appeal,” and we have said we will not, you can make a complaint.</li> <li>• If you believe we are not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint.</li> <li>• When a coverage decision we made is reviewed and we are told that we must cover or reimburse you for certain medical services or drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.</li> <li>• When we do not give you a decision on time, we are required to forward your case to the Independent Review Organization. If we do not do that within the required deadline, you can make a complaint.</li> </ul>
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## Section 10.2 The formal name for “making a complaint” is “filing a grievance”

Legal Terms
<ul style="list-style-type: none"> <li>• What this section calls a “<b>complaint</b>” is also called a “<b>grievance.</b>”</li> <li>• Another term for “<b>making a complaint</b>” is “<b>filing a grievance.</b>”</li> <li>• Another way to say “<b>using the process for complaints</b>” is “<b>using the process for filing a grievance.</b>”</li> </ul>

## Section 10.3 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. Please contact our Customer Service at the number



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



on your member ID card for additional information. (For TTY assistance please call 711.) We're available 8 a.m. to 6 p.m. local time, Monday through Friday. Calls to these numbers are toll free. Customer Service also has free language interpreter services available for non-English speakers.

- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to your complaint in writing.
  - Send your written complaint (also known as a grievance) to:  
  
Aetna Medicare Part C Grievance & Appeal Unit  
P.O. Box 14067  
Lexington, KY 40512
  - Be sure to provide all pertinent information or you may also download the form on our website at <https://www.aetnamedicare.com>. Under the "Choose a topic to help us find the right process for you" drop down menu, select "Quality of care or other services." This will allow you to select the "How to submit a complaint (grievance)" list which contains our printable complaint form and information on how to submit an online complaint.
  - The grievance must be submitted within 60 days of the event or incident. For written complaints, we will send you a written notice stating the result of our review. This notice will include a description of our understanding of your grievance, and our decision in clear terms. We must address your grievance as quickly as your case requires based on your health status, but no later than 30 days after receiving your complaint. We may extend the time frame by up to 14 days if you ask for an extension or if we identify a need for additional information and the delay is in your best interest.
  - You also have the right to ask for a fast "expedited" grievance. An expedited or "fast" grievance is a type of complaint that must be resolved within 24 hours from the time you contact us. You have the right to request a "fast" grievance if you disagree with:
    - Our plan to take a 14-day extension on an organization determination or reconsideration, or
    - Our denial of your request to expedite an organization determination or reconsideration for health services or
    - Our denial of your request to expedite a coverage determination or redetermination for a prescription drug.
  - The expedited/fast complaint (grievance) process is as follows: You or an authorized representative may call or fax your complaint and mention that you want the fast,



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



or expedited, grievance process. Call 1-800-932-2159 (expedited only) or fax your complaint to 1-724-741-4956. Upon receipt of the complaint, we will promptly investigate the issue you have identified. If we agree with your complaint, we will cancel the 14-day extension, or expedite the determination or appeal as you originally requested. Regardless of whether we agree or not, we will notify you of our decision by phone within 24 hours and send written follow-up shortly thereafter.

- **Whether you call or write, you should contact Customer Service right away.** The complaint must be made within 60 calendar 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 coverage decision” or a “fast appeal,” we will automatically give you a “fast” complaint.** If you have a “fast” complaint, it means we will give you **an answer within 24 hours.**

Legal Terms
What this section calls a “fast complaint” is also called an “expedited 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 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint. If we decide to take extra days, we will tell you in writing.
- **If 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 10.4 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 us by using the step-by-step process outlined above.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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 us).
  - The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the Federal government to check and improve the care given to Medicare patients.
  - To find the name, address, and phone number of the Quality Improvement Organization for your state, look in Addendum A at the back of this booklet. If you make a complaint to this organization, we will work 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 us and also to the Quality Improvement Organization.

### **Section 10.5 You can also tell Medicare about your complaint**

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to <https://www.medicare.gov/MedicareComplaintForm/home.aspx>. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users can call 1-877-486-2048.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# **CHAPTER 10**

## ***Ending your membership in the plan***

## Chapter 10. Ending your membership in the plan

SECTION 1	Introduction.....	193
Section 1.1	This chapter focuses on ending your membership in our plan.....	193
SECTION 2	When can you end your membership in our plan?.....	193
Section 2.1	You can end your membership during the general Medicare Annual Enrollment Period.....	194
Section 2.2	Where can you get more information about when you can end your membership? .....	194
SECTION 3	How do you end your membership in our plan?.....	195
Section 3.1	Usually, you end your membership by enrolling in another plan.....	195
SECTION 4	Until your membership ends, you must keep getting your medical services and drugs through our plan.....	195
Section 4.1	Until your membership ends, you are still a member of our plan.....	195
SECTION 5	We must end your membership in the plan in certain situations.....	196
Section 5.1	When must we end your membership in the plan? .....	196
Section 5.2	We <u>cannot</u> ask you to leave our plan for any reason related to your health .....	197
Section 5.3	You have the right to make a complaint if we end your membership in our plan.....	197



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## SECTION 1 Introduction

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

Ending your membership in our plan 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.
  - As a member of an employer/union/trust group retiree plan, you may voluntarily end your membership at other times as permitted by your plan sponsor. There are also certain specific times during the year, or certain situations, when you may voluntarily end your membership in the plan. Section 2 tells you *when* you can end your membership in the plan.
  - The process for voluntarily 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 you do not choose to leave, but 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 medical care and prescription drugs through our plan until your membership ends.

**It is important that you consider your decision to disenroll from our plan carefully PRIOR to disenrolling. Since disenrollment from our plan could affect your employer or union health benefits, you could permanently lose your employer or union health coverage. If you are considering disenrolling from our plan and have not done so already, please consult with your plan benefits administrator.**

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

Because you are enrolled in our plan through your former employer/union/trust, you are allowed to make plan changes at other times permitted by your plan sponsor.

If your former employer/union/trust plan holds an annual Open Enrollment Period, you may be able to make a change to your health coverage at that time. Your plan benefits administrator will let you know when your Open Enrollment Period begins and ends, what plan choices are available to you, and the effective date of coverage.

All members have the opportunity to leave the plan during the Annual Enrollment Period and during the Medicare Advantage Open Enrollment Period. In certain situations, you may also be eligible to leave the plan at other times of the year. Because of your special situation (enrollment



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

through your former employer/union/trust's group plan) you are eligible to end your membership at any time through a Special Enrollment Period.

### **Section 2.1 You can end your membership during the general Medicare Advantage Annual Enrollment Period**

Notify your retiree medical benefits plan sponsor's benefits administrator that you would like to disenroll from our plan. The administrator will contact us and we will take the necessary steps to cancel your membership.

If you decide to disenroll from our plan and enroll in an individual Medicare Advantage plan, Original Medicare or another retiree medical benefits administrator-sponsored Medicare Advantage plan, you may want to verify that your disenrollment from our plan aligns with the timeframe for enrolling in the new plan. This will help you avoid a lapse in health care coverage. Enrolling in an individual market Medicare Advantage plan during the general Medicare Advantage Annual Enrollment Period held from October 15 to December 7 will end your membership in this plan.

**Note:** If you're in a drug management program, you may not be able to change plans. Chapter 3, Section 10 tells you more about drug management programs.

- **If you receive "Extra Help" from Medicare to pay for your prescription drugs:**  
If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you have opted out of automatic enrollment.

**Note:** If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a Part D late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage means the coverage is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.) See Chapter 1, Section 5 for more information about the late enrollment penalty.

**It is important that you consider your decision to disenroll from our plan carefully PRIOR to disenrolling. Since disenrollment from our plan could affect your employer or union health benefits, you could permanently lose your employer or union health coverage. If you are considering disenrolling from our plan and have not done so already, please consult with your plan benefits administrator.**

### **Section 2.2 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 printed on your member ID card).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

- You can find the information in the **Medicare & You 2019** 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 the Medicare website (<https://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 Usually, you end your membership by enrolling in another plan

**It is important that you consider your decision to disenroll from our plan carefully PRIOR to disenrolling. Since disenrollment from our plan could affect your employer or union health benefits, you could permanently lose your employer or union health coverage. If you are considering disenrolling from our plan and have not done so already, please consult with your plan benefits administrator.**

There are two ways you can ask to be disenrolled:

- You can make a request in writing to us. Contact Customer Service if you need more information on how to do this (phone numbers are printed on your member ID card).
- --or-- You can contact your benefits administrator.

**Note:** If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage for a continuous period of 63 days or more, you may need to pay a Part D late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage means the coverage is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.) See Chapter 1, Section 5 for more information about the late enrollment penalty.

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

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

If you leave our plan, 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 medical care and 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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

only covered if they are filled at a network pharmacy including through our mail-order pharmacy services.

- **If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged** (even if you are discharged after your new health coverage begins).

## **SECTION 5 We must end your membership in the plan in certain situations**

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

**We must end your membership in the plan if any of the following happen:**

- If you no longer have Medicare Part A and Part B.
- If you move out of our service area.
- If you are away from our service area for more than six months.
  - If you move or take a long trip, you need to call Customer Service to find out if the place you are moving or traveling to is in our plan's area. (Phone numbers for Customer Service are printed on your member ID card.)
- If you become incarcerated (go to prison).
- If you are not a United States citizen or lawfully present in the United States.
- 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. (We cannot make you leave our plan for this reason unless we get permission from Medicare first.)
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical 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 medical care. (We cannot make you leave our plan for this reason unless we get permission from Medicare first.)
  - If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



- If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our plan and you will lose prescription drug coverage.

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

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

- You can call **Customer Service** for more information (phone numbers are printed on your member ID card).

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

We are not allowed to 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 file a grievance or make a complaint about our decision to end your membership. You can also look in Chapter 9, Section 10 for information about how to make a complaint.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# **CHAPTER 11**

## ***Legal notices***

**Chapter 11. Legal notices**

SECTION 1 Notice about governing law ..... 200

SECTION 2 Notice about nondiscrimination ..... 200

SECTION 3 Notice about Medicare Secondary Payer subrogation rights ..... 200

SECTION 4 Notice about recovery of overpayments ..... 202

SECTION 5 National Coverage Determinations..... 202



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

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

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. This Medicare Advantage plan has been designed solely for retirees of your benefits plan sponsor.

## **SECTION 2 Notice about nondiscrimination**

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

## **SECTION 3 Notice about Medicare Secondary Payer subrogation rights**

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Aetna Medicare Plan (PPO), as a Medicare Advantage Organization, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any State laws.

In some situations, other parties should pay for your medical care before your Medicare Advantage (MA) health plan. In those situations, your Medicare Advantage plan may pay, but have the right to get the payments back from these other parties. Medicare Advantage plans may not be the primary payer for medical care you receive. These situations include those in which the Federal Medicare Program is considered a secondary payer under the Medicare Secondary Payer laws. For information on the Federal Medicare Secondary Payer program, Medicare has written a booklet with general information about what happens when people with Medicare have additional insurance. It's called *Medicare and Other Health Benefits: Your Guide to Who Pays First* (publication number 02179). You can get a copy by calling 1-800-MEDICARE, 24 hours a day, 7 days a week, or by visiting the <https://www.medicare.gov> website.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

The plan's rights to recover in these situations are based on the terms of this health plan contract, as well as the provisions of the federal statutes governing the Medicare Program. Your MA plan coverage is always secondary to any payment made or reasonably expected to be made under:

- A workers compensation law or plan of the United States or a State,
- Any non-fault based insurance, including automobile and non-automobile no-fault and medical payments insurance,
- Any liability insurance policy or plan (including a self-insured plan) issued under an automobile or other type of policy or coverage, and
- Any automobile insurance policy or plan (including a self-insured plan), including, but not limited to, uninsured and underinsured motorist coverages.

Since your MA plan is always secondary to any automobile no-fault (Personal Injury Protection) or medical payments coverage, you should review your automobile insurance policies to ensure that appropriate policy provisions have been selected to make your automobile coverage primary for your medical treatment arising from an automobile accident.

As outlined herein, in these situations, your MA plan may make payments on your behalf for this medical care, subject to the conditions set forth in this provision for the plan to recover these payments from you or from other parties. Immediately upon making any conditional payment, your MA plan shall be subrogated to (stand in the place of) all rights of recovery you have against any person, entity or insurer responsible for causing your injury, illness or condition or against any person, entity or insurer listed as a primary payer above.

In addition, if you receive payment from any person, entity or insurer responsible for causing your injury, illness or condition or you receive payment from any person, entity or insurer listed as a primary payer above, your MA plan has the right to recover from, and be reimbursed by you for all conditional payments the plan has made or will make as a result of that injury, illness or condition.

Your MA plan will automatically have a lien, to the extent of benefits it paid for the treatment of the injury, illness or condition, upon any recovery whether by settlement, judgment or otherwise. The lien may be enforced against any party who possesses funds or proceeds representing the amount of benefits paid by the Plan including, but not limited to, you, your representatives or agents, any person, entity or insurer responsible for causing your injury, illness or condition or any person, entity or insurer listed as a primary payer above.

By accepting benefits (whether the payment of such benefits is made to you or made on your behalf to any health care provider) from your MA plan, you acknowledge that the plan's recovery rights are a first priority claim and are to be paid to the plan before any other claim for your damages. The plan shall be entitled to full reimbursement on a first-dollar basis from any payments, even if such payment to the plan will result in a recovery to you which is insufficient to make you whole or to compensate you in part or in whole for the damages you sustained. Your



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

MA plan is not required to participate in or pay court costs or attorney fees to any attorney hired by you to pursue your damage claims.

Your MA plan is entitled to full recovery regardless of whether any liability for payment is admitted by any person, entity or insurer responsible for causing your injury, illness or condition or by any person, entity or insurer listed as a primary payer above. The plan is entitled to full recovery regardless of whether the settlement or judgment received by you identifies the medical benefits the plan provided or purports to allocate any portion of such settlement or judgment to payment of expenses other than medical expenses. The MA plan is entitled to recover from any and all settlements or judgments, even those designated as for pain and suffering, non-economic damages and/or general damages only.

You, and your legal representatives, shall fully cooperate with the plan's efforts to recover its benefits paid. It is your duty to notify the plan within 30 days of the date when notice is given to any party, including an insurance company or attorney, of your intention to pursue or investigate a claim to recover damages or obtain compensation due to your injury, illness or condition. You and your agents or representatives shall provide all information requested by the plan or its representatives. You shall do nothing to prejudice your MA plan's subrogation or recovery interest or to prejudice the plan's ability to enforce the terms of this provision. This includes, but is not limited to, refraining from making any settlement or recovery that attempts to reduce or exclude the full cost of all benefits provided by the plan.

Failure to provide requested information or failure to assist your MA plan in pursuit of its subrogation or recovery rights may result in you being personally responsible for reimbursing the plan for benefits paid relating to the injury, illness or condition as well as for the plan's reasonable attorney fees and costs incurred in obtaining reimbursement from you. For more information, see 42 U.S.C. § 1395y(b)(2)(A)(ii) and the Medicare statutes.

## **SECTION 4 Notice about recovery of overpayments**

If the benefits paid by this *Evidence of Coverage*, plus the benefits paid by other plans, exceeds the total amount of expenses, Aetna has the right to recover the amount of that excess payment from among one or more of the following: (1) any person to or for whom such payments were made; (2) other Plans; or (3) any other entity to which such payments were made. This right of recovery will be exercised at Aetna's discretion. You shall execute any documents and cooperate with Aetna to secure its right to recover such overpayments, upon request by Aetna.

## **SECTION 5 National Coverage Determination**

Sometimes, Medicare adds coverage under Original Medicare for new services during the year. If Medicare adds coverage for any services during 2019, either Medicare or our plan will cover those services. When we receive coverage updates from Medicare, called National Coverage Determinations, we'll post the coverage updates on our website(s) at <http://www.AetnaRetireePlans.com>. You can also call Customer Service to obtain the coverage updates that have been posted for the benefit year.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# **CHAPTER 12**

## ***Definitions of important words***

## Chapter 12. Definitions of important words

**Ambulatory Surgical Center** – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

**Annual Enrollment Period** – A set time each fall when all Medicare members can change their health or drug plans or switch to Original Medicare. The general Medicare Advantage Annual Enrollment Period is from October 15 until December 7.

**Appeal** – An appeal is something you do if you disagree with our decision to deny a request for coverage of 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 our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for a drug, item, or service you think you should be able to receive. Chapter 9 explains appeals, including the process involved in making an appeal.

**Balance Billing** – When a provider (such as a doctor or hospital) bills a patient more than the plan's allowed cost-sharing amount. As a member of our plan, you only have to pay our plan's cost-sharing amounts when you get services covered by our plan. We do not allow providers to "balance bill" or otherwise charge you more than the amount of cost-sharing your plan says you must pay.

**Benefit Period** – The way that both our plan and Original Medicare measures your use of skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

**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 \$5,100 in covered drugs during the covered year.

**Centers for Medicare & Medicaid Services (CMS)** – The Federal agency that administers Medicare. Chapter 2 explains how to contact CMS.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



**Coinsurance** – An amount you may be required to pay as your share of the cost for services or prescription drugs after you pay any deductibles (if applicable). Coinsurance is usually a percentage (for example, 20%).

**Combined Maximum Out-of-Pocket Amount** – This is the most you will pay in a year for all services from both network (preferred) providers and out-of-network (non-preferred) providers. See Chapter 4, Section 1, 3 for information about your combined maximum out-of-pocket amount.

**Complaint** – The formal name for “making a complaint” is “filing a grievance.” 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. See also “Grievance,” in this list of definitions.

**Comprehensive Outpatient Rehabilitation Facility (CORF)** – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

**Copayment ( or “copay”)** – An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor’s visit, hospital outpatient visit, or a prescription drug. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor’s visit or prescription drug.

**Cost-sharing** – Cost-sharing refers to amounts that a member has to pay when services or drugs are received. (This is in addition to the plan’s monthly premium, if applicable.) Cost-sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed “copayment” amount that a plan requires when a specific service or drug is received; or (3) any “coinsurance” amount, a percentage of the total amount paid for a service or drug, that a plan requires when a specific service drug is received. A “daily cost-sharing rate” may apply when your doctor prescribes less than a full month’s supply of certain drugs for you and you are required to pay a copayment.

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

**Coverage Determination** – A decision about whether a drug prescribed for you is covered by the plan and the amount, if any, you are required to pay for the prescription. In general, if you bring your prescription to a pharmacy and the pharmacy tells you the prescription isn’t covered under your plan, that isn’t a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called “coverage decisions” in this booklet. Chapter 9 explains how to ask us for a coverage decision.

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



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**Covered Services** – The general term we use in this EOC to mean all of the health care services and supplies that are covered by our plan.

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

**Custodial Care** – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don’t have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn’t pay for custodial care.

**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, or you can call the number printed on your member ID card.

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

**Deductible** – The amount (if applicable) you must pay for health care or prescriptions before our plan begins to pay.

**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).

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

**Durable Medical Equipment (DME)** – Certain medical equipment that is ordered by your doctor for medical reasons. Examples include walkers, wheelchairs, crutches, powered mattress systems, diabetic supplies, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, or hospital beds ordered by a provider for use in the home.

**Emergency** – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

**Emergency Care** – Covered services that are: (1) rendered by a provider qualified to furnish emergency services; and 2) needed to treat, evaluate, or stabilize an emergency medical condition.

**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 preferred lower 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).

**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.

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

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

**Home Health Aide** – A home health aide provides services that don’t need the skills of a licensed nurse or therapist, such as help with personal care (e.g., bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

**Hospice** – A member who has 6 months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

**Hospital Inpatient Stay** – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an “outpatient.”

**Income Related Monthly Adjustment Amount (IRMAA)** – If your income is above a certain limit, you will pay an income-related monthly adjustment amount in addition to your plan premium.



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For example, individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

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

**Initial Coverage Stage** – This is the stage before your total drug costs including amounts you have paid and what your plan has paid on your behalf for the year have reached \$3,820.

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

**Institutional Special Needs Plan (SNP)** – A Special Needs Plan that enrolls eligible individuals who continuously reside or are expected to continuously reside for 90 days or longer in a long-term care (LTC) facility. These LTC facilities may include a skilled nursing facility (SNF); nursing facility (NF); (SNF/NF); an intermediate care facility for the mentally retarded (ICF/MR); and/or an inpatient psychiatric facility. An institutional Special Needs Plan to serve Medicare residents of LTC facilities must have a contractual arrangement with (or own and operate) the specific LTC facility(ies).

**Institutional Equivalent Special Needs Plan (SNP)** – An institutional Special Needs Plan that enrolls eligible individuals living in the community but requiring an institutional level of care based on the State assessment. The assessment must be performed using the same respective State level of care assessment tool and administered by an entity other than the organization offering the plan. This type of Special Needs Plan may restrict enrollment to individuals that reside in a contracted assisted living facility (ALF) if necessary to ensure uniform delivery of specialized care.

**List of Covered Drugs (Formulary or "Drug List")** – A list of prescription drugs covered 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 (LIS)** – See "Extra Help."

**Medicaid (or Medical Assistance)** – A joint Federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Addendum A for information about how to contact Medicaid in your state.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

**Medically Accepted Indication** – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3 for more information about a medically accepted indication.

**Medically Necessary** – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

**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). People with Medicare can get their Medicare health coverage through Original Medicare, a Medicare Cost Plan (where available), a PACE plan (where available), or a Medicare Advantage Plan.

**Medicare Advantage Open Enrollment Period** – A set time each year when members in a Medicare Advantage Plan can cancel their plan enrollment and switch to Original Medicare or make changes to your Part D coverage. Enrolling in an individual market Medicare Advantage plan during the general Medicare Advantage Annual Enrollment Period held from October 15 – December 7 will end your membership in this plan.

**Medicare Advantage (MA) Plan** – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. When you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan, and are not paid for under Original Medicare. 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** – A Medicare Cost Plan is a plan operated by a Health Maintenance Organization (HMO) or Competitive Medical Plan (CMP) in accordance with a cost-reimbursed contract under section 1876(h) of the Act.

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

**Medicare-Covered Services** – Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and B.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.



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

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

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

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

**Network** – A group of doctors, hospitals, pharmacies, and other health care experts contracted by Aetna to provide covered services to its members (see Chapter 1, Section 3.2).

**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.

**Network Provider** – “Provider” is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the State to provide health care services. We call them “**network providers**” when they have an agreement with our plan to accept our payment as payment in full, and in some cases to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as “plan providers.”

**Organization Determination** – The Medicare Advantage Plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. Organization determinations are called “coverage decisions” in this booklet. Chapter 9 explains how to ask us for a coverage decision.

**Original Medicare** (“Traditional Medicare” or “Fee-for-service” Medicare) – Original Medicare is offered by the government, and not a private health plan such as 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



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share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

**Out-of-Network Pharmacy** – A pharmacy that 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.

**Out-of-Network Provider or Out-of-Network Facility** – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

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

**PACE plan** – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

**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.

**Part D Late Enrollment Penalty** – An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more. You pay this higher amount as long as you have a Medicare drug plan. There are some exceptions. For example, if you receive “Extra Help” from Medicare to pay your prescription drug plan costs, you will not pay a late enrollment penalty.

**Plan's reimbursement rate** – The amount a network provider agrees to accept as payment in full under its contract with us. The plan's reimbursement rate is determined by our contract with our providers. Sometimes in our contracts we pay a set amount for each covered service that you receive based upon a fee schedule. Other times our provider contracts are value based contracts. This means that we pay providers for coordinating member care, improving clinical outcomes and



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efficiencies and providing covered services. When your provider has a value based contract with us, we will calculate the amount you have to pay, where applicable, using either a fee schedule in the provider contract or the Medicare payment rate for participating providers.

**Preferred Cost-sharing** – Preferred cost-sharing means lower cost-sharing for certain covered Part D drugs at certain network pharmacies (if included in your plan).

**Preferred Provider Organization (PPO) Plan** – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Your PPO plan has an annual limit on your out-of-pocket costs for services.

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

**Primary Care Provider (PCP)** – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. Our plan does not require you to choose a plan provider to be your PCP, however we encourage you to do so. See Chapter 3, Section 2.1 for information about Primary Care Providers.

**Prior Authorization** – Approval in advance to get services, or approval to get drugs that may or may not be on our formulary. Some in-network medical services are covered only if you, your doctor, or other network provider gets “prior authorization” from our plan. In a PPO, you do not need prior authorization to obtain out-of-network services. However, you may want to check with the plan before getting services from out-of-network providers to confirm that the service is covered by your plan and to understand your cost-sharing responsibility. Covered services that need prior authorization are marked in the *Schedule of Cost Sharing* included with this *Evidence of Coverage*. Some drugs are covered only if you, your doctor, or other network provider gets “prior authorization” from us. Covered drugs that need prior authorization are marked in the formulary.

**Prosthetics and Orthotics** – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

**Quality Improvement Organization (QIO)** – A group of practicing doctors and other health care experts paid by the Federal government to check and improve the care given to Medicare patients. See Addendum A for information about how to contact the QIO for your state.



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**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.

**Rehabilitation Services** – These services include physical therapy, speech and language therapy, and occupational therapy.

**Reimbursement** – Some plan sponsors offer retirees allowances towards the purchase of hearing aids or prescription eyewear as additional plan benefits. When these benefits are available, the member will generally pay out of pocket towards the hearing aid or eyewear and submit the paid receipt to Aetna for repayment. All reimbursement will be made to the member directly. Aetna will not send these reimbursements to a provider.

**Service Area** – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (non-emergency) services. The plan may disenroll you if you permanently move out of the plan's service area.

**Skilled Nursing Facility (SNF) Care** – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

**Special Enrollment Period** – A set time when members can change their health or drug plan or return to Original Medicare. Situations in which you may be eligible for a Special Enrollment Period include: if you move outside the service area, if you are getting "Extra Help" with your prescription drug costs, if you move into a nursing home, if we violate our contract with you, or if you are a member of our plan through your former employer/union/ trust group retiree plan.

**Special Needs Plan** – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

**Standard Cost-sharing** – Standard cost-sharing is cost-sharing other than preferred cost-sharing (if included in your plan) offered at a network pharmacy.

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

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

**Urgently Needed Services** – Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## Addendum A – Important Contact Information for State Agencies

Alabama		
AIDS Drug Assistance Program (ADAP)	<b>Alabama Department of Public Health  Alabama AIDS Drug Assistance Program</b> 201 Monroe St. Ste. 1400 Montgomery, AL 36104 <b>Fax:</b> 1-334-206-6221 <b>Website:</b> <a href="http://www.adph.org/aids">http://www.adph.org/aids</a>	<b>Toll-free:</b> 1-866-574-9964 <b>Local:</b> 1-334-206-7926 <b>TTY/TDD:</b> 711
Alabama		
State Medical Assistance Office	<b>Alabama Medicaid Agency</b> 501 Dexter Ave. Montgomery, AL 36104 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.medicaid.alabama.gov">http://www.medicaid.alabama.gov</a>	<b>Toll-free:</b> 1-800-362-1504 <b>Local:</b> 1-334-242-5000
Alabama		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776
Alabama		
SHIP – State Health Insurance Assistance Program	<b>Alabama Dept of Senior Services</b> 201 Monroe St. Ste. 350 Montgomery, AL 36104 <b>Fax:</b> 1-334-242-5594 <b>Website:</b> <a href="http://www.alabamaageline.gov">http://www.alabamaageline.gov</a>	<b>Toll-free:</b> 1-800-243-5463 <b>Local:</b> 1-334-242-5743 <b>TTY/TDD:</b> 711
Alabama		
State Department of Insurance	<b>Alabama Department of Insurance</b> P O Box 303351 Montgomery, AL 36130-3351 <b>Fax:</b> 1-334-956-7932 <b>Website:</b> <a href="http://www.aldoi.gov">http://www.aldoi.gov</a>	<b>Toll-free:</b> 1-800-433-3966 In State Only <b>Local:</b> 1-334-241-4141 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

<b>Alabama</b>		
Drug Assistance Program (SPAP)	<b>SenioRX</b> <b>Alabama Dept of Senior Services</b> 201 Monroe St. Ste. 350 Montgomery, AL 36104 <b>Fax:</b> 1-334-242-5594 <b>Website:</b> <a href="http://www.alabamaageline.gov/">http://www.alabamaageline.gov/</a>	<b>Toll-free:</b> 1-800-243-5463 <b>Local:</b> 1-334-242-5743 <b>TTY/TDD:</b> 711
<b>Alaska</b>		
AIDS Drug Assistance Program (ADAP)	<b>Alaskan AIDS Assistance Association</b> 1057 W Fireweed Ln., Ste. 102 Anchorage, AK 99503 <b>Fax:</b> 1-907-263-2051 <b>Website:</b> <a href="http://www.alaskan aids.org">http://www.alaskan aids.org</a>	<b>Toll-free:</b> 1-800-478-2437 In State Only <b>Local:</b> 1-907-263-2050 <b>TTY/TDD:</b> 711
<b>Alaska</b>		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford road, Suite 202 Annapolis Junction, MD 20701 <b>Fax:</b> 1-844-420-6671 <b>Appeals Fax:</b> 1-855-694-2929 <b>Website:</b> <a href="http://bfccqioarea5.com">http://bfccqioarea5.com</a>	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-866-868-2289
<b>Alaska</b>		
SHIP – State Health Insurance Assistance Program	<b>Medicare Information Office</b> 400 Gambill Street, Ste 303 Anchorage, AK 99501 <b>Fax:</b> 1-907-269-2045 <b>Website:</b> <a href="http://medicare.alaska.gov">http://medicare.alaska.gov</a>	<b>Toll-free:</b> 1-800-478-6065 In State Only <b>Local:</b> 1-907-269-3680 <b>TTY/TDD:</b> 711
<b>Alaska</b>		
State Department of Insurance	<b>State of Alaska</b> <b>Department of Commerce, Community, and Economic Development</b> <b>Division of Insurance</b> 550 West 7th Ave. Suite 1560 Anchorage, AK 99501 <b>Fax:</b> 1-907-269-7910 <b>Website:</b> <a href="https://www.insurance.alaska.gov">https://www.insurance.alaska.gov</a>	<b>Toll-free:</b> 1-800-467-8725 In State Only <b>Local:</b> 1-907-269-7900 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Alaska		
State Medical Assistance Office	<b>Department of Health and Social Services – Public Assistance/Conduent Alaska Medicaid</b> 1835 S. Bragaw St., Ste 200 Anchorage, AK 99508 <b>Fax:</b> 1-907-465-3068 <b>Website:</b> <a href="http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx">http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx</a>	<b>Toll-free:</b> 1-800-780-9972 <b>Local:</b> 1-907-644-6800 <b>TTY/TDD:</b> 1-888-431-5890
Arizona		
AIDS Drug Assistance Program (ADAP)	<b>Arizona AIDS Drug Assistance Program</b> 150 N. 18th Ave., Ste. 130 Phoenix, AZ 85007 <b>Fax:</b> 1-602-364-3263 <b>Website:</b> <a href="http://www.azdhs.gov/phs/hiv/adap/index.htm">http://www.azdhs.gov/phs/hiv/adap/index.htm</a>	<b>Toll-free:</b> 1-800-334-1540 <b>Local:</b> 1-602-364-3610 <b>TTY/TDD:</b> 711
Arizona		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6672 <b>Appeals Fax:</b> 1-855-694-2929 <b>Website:</b> <a href="http://bfccqioarea5.com">http://bfccqioarea5.com</a>	<b>Toll-free:</b> 1-877-588-1123 <b>TTY/TDD:</b> 1-855-887-6668
Arizona		
SHIP – State Health Insurance Assistance Program	<b>State Health Insurance Assistance Program (SHIP)</b> 1789 W. Jefferson St., Site Code 6271 Phoenix, AZ 85007 <b>Fax:</b> 1-602-542-6655 <b>Website:</b> <a href="https://des.az.gov/services/aging-and-adult/state-health-insurance/ship-offices">https://des.az.gov/services/aging-and-adult/state-health-insurance/ship-offices</a>	<b>Toll-free:</b> 1-800-432-4040 <b>Local:</b> 1-602-542-4446 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Arizona		
State Department of Insurance	<b>Arizona Department of Insurance</b> 2910 N. 44th St., Ste. 210 Phoenix, AZ 85018 <b>Fax:</b> 1-602-364-2505 <b>Website:</b> <a href="http://insurance.az.gov">http://insurance.az.gov</a>	<b>Toll-free:</b> 1-800-325-2548 In State Only <b>Local:</b> 1-602-364-2499 <b>TTY/TDD:</b> 711
Arizona		
State Medical Assistance Office	<b>Arizona Health Care Cost Containment System (AHCCCS)</b> 801 E. Jefferson St., Mail Drop 3800 Phoenix, AZ 85034 <b>Fax:</b> 1-602-252-6536 <b>Website:</b> <a href="http://www.azahcccs.gov/">http://www.azahcccs.gov/</a>	<b>Toll-free:</b> 1-855-432-7587 <b>Local:</b> 1-602-417-4000 <b>TTY/TDD:</b> 711
Arkansas		
AIDS Drug Assistance Program (ADAP)	<b>Arkansas Department of Health – STI/HIV/Hepatitis C Section AIDS Drug Assistance Program</b> Arkansas Dept. of Health, 4815 W. Markham St. Little Rock, AR 72205 <b>Fax:</b> 1-501-661-2082 <b>Website:</b> <a href="http://www.healthy.arkansas.gov/programsServices/infectiousDisease/hivStdHepatitisC/Pages/ADAP.aspx">http://www.healthy.arkansas.gov/programsServices/infectiousDisease/hivStdHepatitisC/Pages/ADAP.aspx</a>	<b>Toll-free:</b> 1-888-499-6544 <b>Local:</b> 1-501-661-2408 <b>TTY/TDD:</b> 711
Arkansas		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776



If you have questions, please call Customer Service at 1-866-282-0631.

Arkansas		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Information Program (SHIIP)</b> 1200 W. Third St., Little Rock, AR 72201 <b>Fax:</b> 1-501-371-2781 <b>Website:</b> <a href="http://insurance.arkansas.gov/shiip.htm">http://insurance.arkansas.gov/shiip.htm</a>	<b>Toll-free:</b> 1-800-224-6330 <b>Local:</b> 1-501-371-2782 <b>TTY/TDD:</b> 711
Arkansas		
State Department of Insurance	<b>Arkansas Insurance Department Consumer Services Division</b> 1200 W. Third St., Little Rock, AR 72201 <b>Fax:</b> 1-501-371-2618 <b>Website:</b> <a href="http://www.insurance.arkansas.gov/">http://www.insurance.arkansas.gov/</a>	<b>Toll-free:</b> 1-800-282-9134 <b>Local:</b> 1-501-371-2600 <b>TTY/TDD:</b> 711
Arkansas		
State Medical Assistance Office	<b>Arkansas Medicaid</b> PO Box 1437, Little Rock, AR 72203 <b>Website:</b> <a href="https://www.medicaid.state.ar.us">https://www.medicaid.state.ar.us</a>	<b>Toll-free:</b> 1-800-482-5431 <b>Local:</b> 1-501-682-8233 <b>TTY/TDD:</b> 711
California		
AIDS Drug Assistance Program (ADAP)	<b>Office of Aids; California Department of Public Health</b> PO Box 997426, MS 7700, Sacramento, CA 95899-7377 <b>Fax Appeals:</b> 1-800-424-5927 <b>Website:</b> <a href="https://www.cdph.ca.gov/Programs/aids/Pages/OAContactInformation.aspx">https://www.cdph.ca.gov/Programs/aids/Pages/OAContactInformation.aspx</a>	<b>Toll-free:</b> 1-844-421-7050 <b>Local:</b> 1-916-558-1784 <b>TTY/TDD:</b> MCI from TDD 1-800-735-2929 or MCI from voice telephone 1-800-735-2922. Sprint from TDD 1-888-877-5378 or Sprint from voice telephone 1-888-877-5379



If you have questions, please call Customer Service at 1-866-282-0631.

California		
SHIP – State Health Insurance Assistance Program	<b>California Health Insurance Counseling &amp; Advocacy Program (HICAP)</b> 1300 National Dr., Ste. 200 Sacramento, CA 95834 <b>Fax:</b> 1-916-928-2267 <b>Website:</b> <a href="http://www.aging.ca.gov/HICAP">http://www.aging.ca.gov/HICAP</a>	<b>Toll-free:</b> 1-800-434-0222 In State Only <b>Local:</b> 916-419-7500 <b>TTY/TDD:</b> 1-800-735-2929
California		
State Department of Insurance	<b>California Department of Insurance</b> 300 S. Spring St, South Tower, Los Angeles, CA 90013 <b>Fax:</b> 1-916-445-5280 <b>Website:</b> <a href="http://www.insurance.ca.gov">http://www.insurance.ca.gov</a>	<b>Toll-free:</b> 1-800-927-4357 In State Only <b>Local:</b> 1-213-897-8921 <b>TTY/TDD:</b> 1-800-482-4833
California		
State Medical Assistance Office	<b>Medi-Cal</b> P.O. Box 997417, MS 4607 Sacramento, CA 95899 <b>Website:</b> <a href="http://www.medi-cal.ca.gov">http://www.medi-cal.ca.gov</a>	<b>Toll-free:</b> 1-800-541-5555 In State Only <b>Local:</b> 1-916-636-1980 <b>TTY/TDD:</b> 711
Colorado		
AIDS Drug Assistance Program (ADAP)	<b>Colorado Dept of Public Health and Environment AIDS Drug Assistance Program</b> 4300 Cherry Creek Drive South, A3-3800 Denver, CO 80246 <b>Fax:</b> 1-303-691-7736 <b>Website:</b> <a href="https://www.colorado.gov/pacific/cdphe/colorado-aids-drug-assistance-program-adap">https://www.colorado.gov/pacific/cdphe/colorado-aids-drug-assistance-program-adap</a>	<b>Local:</b> 1-303-692-2000 <b>TTY/TDD:</b> 711
Colorado		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776



If you have questions, please call Customer Service at 1-866-282-0631.

Colorado		
SHIP – State Health Insurance Assistance Program	<b>State Health Insurance Assistance Program (SHIP)</b> 1560 Broadway, Suite 850 Denver, CO 80202 <b>Fax:</b> 1-303-894-7455 <b>Website:</b> <a href="https://www.colorado.gov/pacific/dora/senior-healthcare-medicare">https://www.colorado.gov/pacific/dora/senior-healthcare-medicare</a>	<b>Toll-free:</b> 1-888-696-7213 <b>TTY/TDD:</b> 711
Colorado		
State Pharmaceutical Assistance Program	<b>Colorado Department of Public Health and Environment</b> 4300 Cherry Creek Drive, South Denver, CO 80246 <b>Website:</b> <a href="https://www.colorado.gov/">https://www.colorado.gov/</a>	<b>Toll-free:</b> 1-888-696-7213 <b>Local:</b> 1-303-692-2783 <b>TTY/TDD:</b> 711
Colorado		
State Department of Insurance	<b>Department of Regulatory Agencies Division of Insurance</b> 1560 Broadway, Suite 850 Denver, CO 80202 <b>Website:</b> <a href="http://www.colorado.gov/pacific/dora/division-insurance">www.colorado.gov/pacific/dora/division-insurance</a>	<b>Toll-free:</b> 1-800-930-3745 <b>Local:</b> 1-303-894-7499 <b>TTY/TDD:</b> 711
Colorado		
State Medical Assistance Office	<b>Health First Colorado Medicaid Program</b> 1570 Grant Street, Denver, CO 80203 <b>Fax:</b> 1-303-866-4411 <b>Website:</b> <a href="https://www.healthfirstcolorado.com/">https://www.healthfirstcolorado.com/</a>	<b>Toll-free:</b> 1-800-221-3943 <b>Local:</b> 1-303-866-2993 <b>TTY/TDD:</b> 711
Connecticut		
AIDS Drug Assistance Program (ADAP)	<b>Connecticut AIDS Drug Assistance Program (CADAP)</b> Department of Social Services Medical Operations Unit #4, 55 Farmington Avenue Hartford, CT 06105 <b>Website:</b> <a href="http://www.ct.gov/dss">http://www.ct.gov/dss</a>	<b>Toll-free:</b> 1-800-233-2503 In State Only <b>Local:</b> 1-860-509-8000 Out Of State Only / Dept. Of Public Health <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.



<b>Connecticut</b>		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6671 <b>Appeals Fax:</b> 1-855-236-2423 <b>Website:</b> <a href="http://bfccqioarea1.com/">http://bfccqioarea1.com/</a>	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-866-868-2289
<b>Connecticut</b>		
SHIP – State Health Insurance Assistance Program	<b>CHOICES</b> 55 Farmington Ave., 12th Floor Hartford, CT 06105 <b>Fax:</b> 1-860-424-5301 <b>Website:</b> <a href="http://www.ct.gov/agingservices">http://www.ct.gov/agingservices</a>	<b>Toll-free:</b> 1-800-994-9422 In State Only <b>Local:</b> 1-860-424-5274 Out Of State Only <b>TTY/TDD:</b> 711
<b>Connecticut</b>		
State Department of Insurance	<b>Connecticut Insurance Department</b> 153 Market St., 7th Floor Hartford, CT 06103 <b>Website:</b> <a href="http://www.ct.gov/cid/site/default.asp">http://www.ct.gov/cid/site/default.asp</a>	<b>Toll-free:</b> 1-800-203-3447 <b>Local:</b> 1-860-297-3800 <b>TTY/TDD:</b> 711
<b>Connecticut</b>		
State Pharmaceutical Assistance Program	<b>Connecticut Pharmaceutical Assistance Contract to the Elderly and Disabled Program (PACE)</b> P.O. BOX 5011 Hartford, CT 06102 <b>Website:</b> <a href="http://www.ct.gov/agingservices/site/default.asp">http://www.ct.gov/agingservices/site/default.asp</a>	<b>Toll-free:</b> 1-800-423-5026 <b>Local:</b> 1-860-269-2029 <b>TTY/TDD:</b> 711
<b>Connecticut</b>		
State Medical Assistance Office	<b>Department of Social Services HUSKY Health Program</b> 55 Farmington Ave., Hartford, CT 06015 <b>Website:</b> <a href="http://www.huskyhealth.com">http://www.huskyhealth.com</a>	<b>Toll-free:</b> 1-855-626-6632 <b>Local:</b> 1-877-284-8759 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Delaware		
AIDS Drug Assistance Program (ADAP)	<b>Delaware HIV Consortium</b> 100 W. 10th St., Ste. 415 Wilmington, DE 19801 <b>Fax:</b> 1-302-654-5472 <b>Website:</b> <a href="http://www.delawarehiv.org/services/adap/">http://www.delawarehiv.org/services/adap/</a>	<b>Local:</b> 1-302-654-5471 <b>TTY/TDD:</b> 711
Delaware		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7129 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-455-8708 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
Delaware		
SHIP – State Health Insurance Assistance Program	<b>Delaware Medicare Assistance Bureau</b> 841 Silver Lake Blvd., Dover, DE 19904 <b>Fax:</b> 1-302-736-7979 <b>Website:</b> <a href="http://insurance.delaware.gov/division/dmab">http://insurance.delaware.gov/division/dmab</a>	<b>Toll-free:</b> 1-800-336-9500 <b>Local:</b> 1-302-674-7364 <b>TTY/TDD:</b> 711
Delaware		
State Department of Insurance	<b>Delaware Department of Insurance</b> 841 Silver Lake Blvd., Dover, DE 19904 <b>Fax:</b> 1-302-739-5280 <b>Website:</b> <a href="http://insurance.delaware.gov/">http://insurance.delaware.gov/</a>	<b>Toll-free:</b> 1-800-282-8611 <b>Local:</b> 1-302-674-7300 <b>TTY/TDD:</b> 711
Delaware		
State Medical Assistance Office	<b>Division of Medicaid &amp; Medical Assistance</b> 1901 N. Du Pont Highway, PO Box 906, Lewis Bldg. New Castle, DE 19720 <b>Fax:</b> 1-302-255-4425 or 1-302-255-4454 <b>Website:</b> <a href="http://dhss.delaware.gov">http://dhss.delaware.gov</a>	<b>Toll-free:</b> 1-800-372-2022 <b>Local:</b> 1-302-255-9500 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

<b>Delaware</b>		
State Pharmaceutical Assistance Program	<b>Delaware Chronic Renal Disease Program</b> 11-13 North Church Ave Milford, DE 19963 <b>Website:</b> <a href="http://www.dhss.delaware.gov/dhss/dmma/crdprog.html">http://www.dhss.delaware.gov/dhss/dmma/crdprog.html</a>	<b>Toll-free:</b> 1-800-464-4357 <b>Local:</b> 1-302-424-7180 <b>TTY/TDD:</b> 711
<b>District of Columbia</b>		
AIDS Drug Assistance Program (ADAP)	<b>DC AIDS Drug Assistance Program</b> 899 N. Capitol St. NE, Suite 400 Washington, DC 20002 <b>Fax:</b> 1-202-673-4365 <b>Website:</b> <a href="http://doh.dc.gov/service/dc-aids-drug-assistance-program">http://doh.dc.gov/service/dc-aids-drug-assistance-program</a>	<b>Local:</b> 1-202-671-4815 <b>TTY/TDD:</b> 711
<b>District of Columbia</b>		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7129 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-455-8708 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
<b>District of Columbia</b>		
SHIP – State Health Insurance Assistance Program	<b>Health Insurance Counseling Project (HICP)</b> 650 20th St. NW, Washington, DC 20052 <b>Fax:</b> 1-202-293-4043 <b>Website:</b> <a href="http://dcoa.dc.gov/service/health-insurance">http://dcoa.dc.gov/service/health-insurance</a>	<b>Local:</b> 1-202-994-6272 <b>TTY/TDD:</b> 711
<b>District of Columbia</b>		
State Department of Insurance	<b>District of Columbia Insurance, Securities and Banking</b> 1050 First St. NE, Suite 801 Washington, DC 20002 <b>Fax:</b> 1-202-535-1196 <b>Website:</b> <a href="http://disb.dc.gov/">http://disb.dc.gov/</a>	<b>Local:</b> 1-202-727-8000 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

<b>District of Columbia</b>		
State Medical Assistance Office	<b>District of Columbia Medicaid</b> 441 4th Street, NW, 900S, Washington, DC 20001 <b>Website:</b> <a href="https://www.dc-medicaid.com/">https://www.dc-medicaid.com/</a>	<b>Local:</b> 1-202-727-5355 <b>TTY/TDD:</b> 711
<b>Florida</b>		
AIDS Drug Assistance Program (ADAP)	<b>HIV/AIDS Section</b> 4052 Bald Cypress Way Tallahassee, FL 32399 <b>Website:</b> <a href="http://www.floridahealth.gov/diseases-and-conditions/aids/adap">http://www.floridahealth.gov/diseases-and-conditions/aids/adap</a>	<b>Toll-free:</b> 1-800-352-2437 <b>Local:</b> 1-850-245-4335 <b>TTY/TDD:</b> 711
<b>Florida</b>		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7129 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-455-8708 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
<b>Florida</b>		
SHIP – State Health Insurance Assistance Program	<b>Florida SHINE</b> 4040 Esplanade Way, Ste. 270 Tallahassee, FL 32399 <b>Fax:</b> 1-850-414-2150 <b>Website:</b> <a href="http://www.floridaSHINE.org">http://www.floridaSHINE.org</a>	<b>Toll-free:</b> 1-800-963-5337 <b>TTY/TDD:</b> 711
<b>Florida</b>		
State Department of Insurance	<b>Florida Office of Insurance Regulation</b> 200 E. Gaines St., Tallahassee, FL 32399 <b>Website:</b> <a href="http://www.floir.com">http://www.floir.com</a>	<b>Toll-free:</b> 1-877-693-5236 <b>Local:</b> 1-850-413-3140 <b>TTY/TDD:</b> 1-800-640-0886
<b>Florida</b>		
State Medical Assistance Office	<b>Agency for Health Care Administration</b> 2727 Mahan Dr., Mail Stop #58 Tallahassee, FL 32308 <b>Website:</b> <a href="http://ahca.myflorida.com/">http://ahca.myflorida.com/</a>	<b>Toll-free:</b> 1-888-419-3456 <b>Local:</b> 1-850-487-1111 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Georgia		
AIDS Drug Assistance Program (ADAP)	<b>Georgia DHR, Division of Public Health – Georgia Department of Human Services: ADAP/HICP Manager</b> 2 Peachtree St. NW, 12th Floor Atlanta, GA 30303 <b>Website:</b> <a href="http://dph.georgia.gov/adap-program">http://dph.georgia.gov/adap-program</a>	<b>Local:</b> 1-404-657-3100 <b>TTY/TDD:</b> 711
Georgia		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7129 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-455-8708 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
Georgia		
SHIP – State Health Insurance Assistance Program	<b>GeorgiaCares</b> 2 Peachtree St. NW, 33rd Floor Atlanta, GA 30303 <b>Website:</b> <a href="http://www.mygeorgiacares.org">http://www.mygeorgiacares.org</a>	<b>Toll-free:</b> 1-866-552-4464 <b>TTY/TDD:</b> 711
Georgia		
State Department of Insurance	<b>Office of Insurance and Safety Fire Commissioner</b> 2 Martin Luther King Jr. Dr., West Tower, Ste. 704 Atlanta, GA 30334 <b>Fax:</b> 1-404-657-8542 <b>Website:</b> <a href="http://www.oci.ga.gov">http://www.oci.ga.gov</a>	<b>Toll-free:</b> 1-800-656-2298 <b>Local:</b> 1-404-656-2070 <b>TTY/TDD:</b> 711
Georgia		
State Medical Assistance Office	<b>Georgia Department of Community Health</b> 2 Peachtree St. NW, Atlanta, GA 30303 <b>Website:</b> <a href="http://dch.georgia.gov/medicaid">http://dch.georgia.gov/medicaid</a>	<b>Toll-free:</b> 1-866-211-0950 <b>Local:</b> 1-404-656-4507 <b>TTY/TDD:</b> 711



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Hawaii		
AIDS Drug Assistance Program (ADAP)	<b>HIV Drug Assistance Program</b> 3627 Kilauea Ave., Ste. 306 Honolulu, HI 96816 <b>Website:</b> <a href="http://health.hawaii.gov/harmreduction/hiv-aids/hiv-programs/hiv-medical-management-services/">http://health.hawaii.gov/harmreduction/hiv-aids/hiv-programs/hiv-medical-management-services/</a>	<b>Local:</b> 1-808-733-9360 <b>TTY/TDD:</b> 711
Hawaii		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6672 <b>Appeals Fax:</b> 1-855-694-2929 <b>Website:</b> <a href="http://bfccqioarea5.com">http://bfccqioarea5.com</a>	<b>Toll-free:</b> 1-877-588-1123 <b>TTY/TDD:</b> 1-855-887-6668
Hawaii		
SHIP – State Health Insurance Assistance Program	<b>Hawaii SHIP</b> No. 1 Capitol District, 250 S. Hotel St. Ste. 406 Honolulu, HI 96813 <b>Fax:</b> 1-808-586-0185 <b>Website:</b> <a href="http://hawaiiiship.org">http://hawaiiiship.org</a>	<b>Toll-free:</b> 1-888-875-9229 <b>Local:</b> 1-808-586-7299 <b>TTY/TDD:</b> 711
Hawaii		
State Department of Insurance	<b>Department of Commerce and Consumer Affairs, Insurance Division</b> 335 Merchant St., Rm. 213 Honolulu, HI 96813 <b>Fax:</b> 1-808-586-2806 <b>Website:</b> <a href="http://cca.hawaii.gov/ins/">http://cca.hawaii.gov/ins/</a>	<b>Local:</b> 1-808-586-2790 <b>TTY/TDD:</b> 711
Hawaii		
State Medical Assistance Office	<b>Dept. of Human Services of Hawaii, Med-Quest Division</b> PO Box 700190, Kapolei, HI 96709 <b>Fax:</b> 1-808-587-3543 <b>Website:</b> <a href="http://humanservices.hawaii.gov/mqd">http://humanservices.hawaii.gov/mqd</a>	<b>Toll-free:</b> 1-800-316-8005 <b>Local:</b> 1-808-524-3370 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Idaho		
AIDS Drug Assistance Program (ADAP)	<b>IDAGAP (Idaho AIDS Drug Assistance Program)</b> 450 W. State St., PO Box 83720 Boise, ID 83720 <b>Fax:</b> 1-208-332-7346 <b>Website:</b> <a href="http://healthandwelfare.idaho.gov/Health/HIV,STD,HepatitisPrograms/HIVCare/tabid/391/Default.aspx">http://healthandwelfare.idaho.gov/Health/HIV,STD,HepatitisPrograms/HIVCare/tabid/391/Default.aspx</a>	<b>Local:</b> 1-208-334-5612 <b>TTY/TDD:</b> 711
Idaho		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6672 <b>Appeals Fax:</b> 1-855-694-2929 <b>Website:</b> <a href="http://bfccqioarea5.com">http://bfccqioarea5.com</a>	<b>Toll-free:</b> 1-877-588-1123 <b>TTY/TDD:</b> 1-855-887-6668
Idaho		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Benefit Advisors (SHIBA)</b> 700 W. State St., 3rd floor PO Box 83720 Boise, ID 83720 <b>Fax:</b> 1-208-334-4389 <b>Website:</b> <a href="http://www.doi.idaho.gov/shiba/">http://www.doi.idaho.gov/shiba/</a>	<b>Toll-free:</b> 1-800-247-4422 <b>TTY/TDD:</b> 711
Idaho		
State Department of Insurance	<b>Idaho Department of Insurance</b> 700 W. State St., 3rd Floor, PO Box 83720 Boise, ID 83720 <b>Fax:</b> 1-208-334-4398 <b>Website:</b> <a href="http://doi.idaho.gov/">http://doi.idaho.gov/</a>	<b>Toll-free:</b> 1-800-721-3272 In State Only <b>Local:</b> 1-208-334-4250 <b>TTY/TDD:</b> 711
Idaho		
State Medical Assistance Office	<b>Department of Health and Welfare: Idaho Medicaid Program</b> PO Box 83720, Boise, ID 83720 <b>Fax:</b> 1-866-434-8278 <b>Website:</b> <a href="http://idalink.idaho.gov">idalink.idaho.gov</a>	<b>Toll-free:</b> 1-877-456-1233 <b>Local:</b> 1-208-334-6700 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Idaho		
State Pharmaceutical Assistance Program	<b>Idaho AIDS Drug Assistance Program (IDAGAP)</b> PO Box 83720 Boise, ID 83720 <b>Fax:</b> 1-208-334-5531 <b>Website:</b> <a href="http://www.211.idaho.gov/">http://www.211.idaho.gov/</a>	<b>Toll-free:</b> 1-800-926-2588 <b>Local:</b> 1-208-334-5943 <b>TTY/TDD:</b> 711
Illinois		
AIDS Drug Assistance Program (ADAP)	<b>Illinois Dept of Public Health – AIDS Drug Assistance Program: ADAP Administrator</b> 535 W. Jefferson Street, First Floor Springfield, IL 62761 <b>Fax:</b> 1-217-785-8013 <b>Website:</b> <a href="http://www.idph.state.il.us/health/aids/adap.htm">http://www.idph.state.il.us/health/aids/adap.htm</a>	<b>Toll-free:</b> 1-800-825-3518 In State Only <b>Local:</b> 1-217-782-4977 <b>TTY/TDD:</b> 1-800-547-0466
Illinois		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7130 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-455-8708 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
Illinois		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Program (SHIP)</b> One Natural Resources Way, Suite 100 Springfield, IL 62702 <b>Fax:</b> 1-217-785-4477 <b>Website:</b> <a href="http://www.illinois.gov/aging/ship/Pages/default.aspx">http://www.illinois.gov/aging/ship/Pages/default.aspx</a>	<b>Toll-free:</b> 1-800-252-8966 <b>TTY/TDD:</b> 711
Illinois		
State Department of Insurance	<b>Illinois Department of Insurance</b> 320 West Washington St., Springfield, IL 62767 <b>Website:</b> <a href="http://insurance.illinois.gov/">http://insurance.illinois.gov/</a>	<b>Toll-free:</b> 1-877-527-9431 <b>Local:</b> 1-217-782-4515 <b>TTY/TDD:</b> 1-217-782-5020



If you have questions, please call Customer Service at 1-866-282-0631.



Illinois		
State Medical Assistance Office	<b>Illinois Department of Healthcare and Family Services (Medicaid)</b> 401 South Clinton Street, 6th Floor Chicago, IL 60607 <b>Website:</b> <a href="http://www2.illinois.gov/hfs/Pages/default.aspx">http://www2.illinois.gov/hfs/Pages/default.aspx</a>	<b>Toll-free:</b> 1-800-226-0768 <b>Local:</b> 1-217-782-4977 <b>TTY/TDD:</b> 1-800-447-6404
Indiana		
AIDS Drug Assistance Program (ADAP)	<b>Indiana State Department of Health AIDS Drug Assistance Plan</b> 2 N. Meridian St., Indianapolis, IN 46204 <b>Website:</b> <a href="http://www.in.gov/isdh/17740.htm">http://www.in.gov/isdh/17740.htm</a>	<b>Toll-free:</b> 1-866-588-4948 <b>Local:</b> 1-317-233-7450 <b>TTY/TDD:</b> 711
Indiana		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7130 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-855-408-8557 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
Indiana		
SHIP – State Health Insurance Assistance Program	<b>State Health Insurance Assistance Program (SHIP)</b> 311 West Washington Street, Suite 300 Indianapolis, IN 46204 <b>Website:</b> <a href="http://www.medicare.in.gov">http://www.medicare.in.gov</a>	<b>Toll-free:</b> 1-800-452-4800 <b>Local:</b> 1-765-608-2318 <b>TTY/TDD:</b> 1-866-846-0139
Indiana		
State Department of Insurance	<b>Indiana Department of Insurance</b> 311 W. Washington St., Suite 300 Indianapolis, IN 46204 <b>Fax:</b> 1-317-232-5251 <b>Website:</b> <a href="http://www.in.gov/idoi">http://www.in.gov/idoi</a>	<b>Toll-free:</b> 1-800-622-4461 <b>Local:</b> 1-317-232-2385 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

<b>Indiana</b>		
State Medical Assistance Office	<b>Indiana Family and Social Services Administration</b> 402 W. Washington St. P.O. Box 7083 Indianapolis, IN 46207 <b>Website:</b> <a href="http://indianamedicaid.com">http://indianamedicaid.com</a>	<b>Toll-free:</b> 1-800-403-0864 <b>Local:</b> 1-317-713-9627 <b>TTY/TDD:</b> 711
<b>Indiana</b>		
State Pharmaceutical Assistance Program	<b>HoosierRx</b> PO Box 6224, Indianapolis, IN 46206 <b>Fax:</b> 1-317-234-3709 <b>Website:</b> <a href="http://www.in.gov/fssa/elderly/hoosierx">http://www.in.gov/fssa/elderly/hoosierx</a>	<b>Toll-free:</b> 1-866-267-4679 <b>Local:</b> 1-317-234-1381 <b>TTY/TDD:</b> 711
<b>Iowa</b>		
AIDS Drug Assistance Program (ADAP)	<b>Iowa Dept of Public Health – Bureau of HIV, STD and Hepatitis: ADAP Coordinator</b> 321 East 12th Street, Des Moines, IA 50319 <b>Fax:</b> 1-515-725-2011 <b>Website:</b> <a href="http://idph.iowa.gov/hivstdhep/hiv/support">http://idph.iowa.gov/hivstdhep/hiv/support</a>	<b>Local:</b> 1-515-281-0926 <b>TTY/TDD:</b> 711
<b>Iowa</b>		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7130 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-855-408-8557 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
<b>Iowa</b>		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Information Program (SHIIP)</b> 601 Locust St. 4th floor, Two Ruan Center Des Moines, IA 50309 <b>Website:</b> <a href="http://www.shiip.state.ia.us/">http://www.shiip.state.ia.us/</a>	<b>Toll-free:</b> 1-800-351-4664 <b>TTY/TDD:</b> 1-800-735-2942



If you have questions, please call Customer Service at 1-866-282-0631.

Iowa		
State Department of Insurance	<b>Iowa Insurance Division</b> 601 Locust St. 4th Floor, Two Ruan Center Des Moines, IA 50309 <b>Website:</b> <a href="http://www.iid.state.ia.us">http://www.iid.state.ia.us</a>	<b>Toll-free:</b> 1-877-955-1212 In State Only <b>Local:</b> 1-515-281-5705 Des Moines <b>TTY/TDD:</b> 711
Iowa		
State Medical Assistance Office	<b>Iowa Department of Human Services (DHS) – Iowa Medicaid Enterprise (IME)</b> P.O. Box 36510, Des Moines, IA 50315 <b>Fax:</b> 1-515-725-1351 <b>Website:</b> <a href="http://dhs.iowa.gov/">http://dhs.iowa.gov/</a>	<b>Toll-free:</b> 1-800-338-8366 <b>Local:</b> 1-515-256-4606 <b>TTY/TDD:</b> 711
Kansas		
AIDS Drug Assistance Program (ADAP)	<b>Kansas Dept of Health and Environment – STI/HIV Section: AIDS Drug Assistance Program Coordinator</b> 1000 SW Jackson, Suite 210 Topeka, KS 66612 <b>Fax:</b> 1-785-559-4225 <b>Website:</b> <a href="http://www.kdheks.gov/sti_hiv/ryan_white_care.htm">http://www.kdheks.gov/sti_hiv/ryan_white_care.htm</a>	<b>Local:</b> 1-785-296-6174 <b>TTY/TDD:</b> 711
Kansas		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7130 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-855-408-8557 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776



If you have questions, please call Customer Service at 1-866-282-0631.

Kansas		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Counseling for Kansas (SHICK)</b> 503 S. Kansas Avenue, Topeka, KS 66603 <b>Fax:</b> 1-785-296-0256 <b>Website:</b> <a href="http://www.kdads.ks.gov/commissions/commission-on-aging/medicare-programs/shick">http://www.kdads.ks.gov/commissions/commission-on-aging/medicare-programs/shick</a>	<b>Toll-free:</b> 1-800-860-5260 <b>Local:</b> 1-785-291-3357 <b>TTY/TDD:</b> 711
Kansas		
State Department of Insurance	<b>Kansas Insurance Department</b> 420 SW 9th Street, Topeka, KS 66612 <b>Fax:</b> 1-785-296-5806 <b>Appeals Fax:</b> <b>Website:</b> <a href="http://www.ksinsurance.org/">http://www.ksinsurance.org/</a>	<b>Toll-free:</b> 1-800-432-2484 In State Only <b>Local:</b> 1-785-296-7829 <b>TTY/TDD:</b> 711
Kansas		
State Medical Assistance Office	<b>KanCare-Kansas Medicaid Program</b> PO Box 3599, Topeka, KS 66601 <b>Fax:</b> 1-800-498-1255 <b>Website:</b> <a href="http://www.kancare.ks.gov/">http://www.kancare.ks.gov/</a>	<b>Toll-free:</b> 1-800-792-4884 <b>TTY/TDD:</b> 711
Kentucky		
AIDS Drug Assistance Program (ADAP)	<b>Kentucky Department for Public Health – Cabinet for Health &amp; Family Services, Division of Epidemiology: KADAP Coordinator</b> 275 E. Main St., Mail Stop HS2E-C#980 Frankfort, KY 40621 <b>Fax:</b> 1-877-353-9380 <b>Website:</b> <a href="http://chfs.ky.gov/dph/epi/hiv aids/services.htm">http://chfs.ky.gov/dph/epi/hiv aids/services.htm</a>	<b>Toll-free:</b> 1-866-510-0005 <b>Local:</b> 1-502-564-6539 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

<b>Kentucky</b>		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776
<b>Kentucky</b>		
SHIP – State Health Insurance Assistance Program	<b>State Health Insurance Assistance Program (SHIP)</b> 275 E. Main St., 3E-E, Frankfort, KY 40621 <b>Website:</b> <a href="http://www.chfs.ky.gov/dail/ship.htm">http://www.chfs.ky.gov/dail/ship.htm</a>	<b>Toll-free:</b> 1-877-293-7447 <b>Local:</b> 1-502-564-6930 <b>TTY/TDD:</b> 711
<b>Kentucky</b>		
State Department of Insurance	<b>Kentucky Department of Insurance</b> P.O. Box 517, Frankfort, KY 40602 <b>Website:</b> <a href="http://insurance.ky.gov/">http://insurance.ky.gov/</a>	<b>Toll-free:</b> 1-800-595-6053 <b>Local:</b> 1-502-564-3630 <b>TTY/TDD:</b> 1-800-648-6056
<b>Kentucky</b>		
State Medical Assistance Office	<b>Kentucky Department for Medicaid Services</b> 275 E. Main St., Frankfort, KY 40621 <b>Website:</b> <a href="http://www.chfs.ky.gov/dms">http://www.chfs.ky.gov/dms</a>	<b>Toll-free:</b> 1-800-635-2570 <b>Local:</b> 1-502-564-4321 <b>TTY/TDD:</b> 711
<b>Louisiana</b>		
AIDS Drug Assistance Program (ADAP)	<b>Louisiana Health Access Program (LA HAP)</b> 1450 Poydras Street, Ste. 2136 New Orleans, LA 70112 <b>Fax:</b> 1-504-568-3157 <b>Website:</b> <a href="http://www.lahap.org">http://www.lahap.org</a>	<b>Local:</b> 1-504-568-7474 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Louisiana		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776
Louisiana		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Information Program (SHIIP)</b> P.O. Box 94214 Baton Rouge, LA 70804 <b>Fax:</b> 1-225-342-3078 <b>Website:</b> <a href="http://www.ldi.la.gov/SHIIP">http://www.ldi.la.gov/SHIIP</a>	<b>Toll-free:</b> 1-800-259-5300 <b>Local:</b> 1-225-342-5301 <b>TTY/TDD:</b> 1-800-325-0778
Louisiana		
State Department of Insurance	<b>Louisiana Department of Insurance</b> 1702 N. Third Street Baton Rouge, LA 70802 <b>Fax:</b> 1-225-342-3078 <b>Website:</b> <a href="http://www.ldi.state.la.us/">http://www.ldi.state.la.us/</a>	<b>Toll-free:</b> 1-800-259-5300 <b>Local:</b> 1-225-342-5900 <b>TTY/TDD:</b> 711
Louisiana		
State Medical Assistance Office	<b>Louisiana Department of Health – Louisiana Medicaid</b> PO Box 629 Baton Rouge, LA 70821 <b>Fax:</b> 1-877-523-2987 <b>Website:</b> <a href="http://ldh.louisiana.gov/index.cfm/subhome/1">http://ldh.louisiana.gov/index.cfm/subhome/1</a>	<b>Toll-free:</b> 1-888-342-6207 <b>TTY/TDD:</b> 711
Maine		
AIDS Drug Assistance Program (ADAP)	<b>Positive Maine</b> 286 Water St., 11 State House Station, Augusta, ME 04333 <b>Fax:</b> 1-207-287-3498 <b>Website:</b> <a href="http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/contacts/adap.shtml">http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/contacts/adap.shtml</a>	<b>Local:</b> 1-207-287-3747 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Maine		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6671 <b>Appeals Fax:</b> 1-855-236-2423 <b>Website:</b> <a href="http://bfccqioarea1.com/">http://bfccqioarea1.com/</a>	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-866-868-2289
Maine		
SHIP – State Health Insurance Assistance Program	<b>State Health Insurance Assistance Program (SHIP)</b> 41 Anthony Ave., Augusta, ME 04333 <b>Fax:</b> 1-207-287-9229 <b>Website:</b> <a href="http://www.maine.gov/dhhs/oads/index.html">http://www.maine.gov/dhhs/oads/index.html</a>	<b>Toll-free:</b> 1-800-262-2232 <b>TTY/TDD:</b> 711
Maine		
State Department of Insurance	<b>Department of Professional and Financial Regulation</b> <b>Maine Bureau of Insurance</b> 34 State House Station, Augusta, ME 04333 <b>Fax:</b> 1-207-624-8599 <b>Website:</b> <a href="http://www.maine.gov/insurance">http://www.maine.gov/insurance</a>	<b>Toll-free:</b> 1-800-300-5000 <b>Local:</b> 1-207-624-8475 <b>TTY/TDD:</b> 711
Maine		
State Medical Assistance Office	<b>MaineCare</b> 114 Corn Shop lane, Farmington, ME 04938 <b>Fax:</b> 1-207-778-8429 <b>Website:</b> <a href="http://www.maine.gov/dhhs/oms/member/">http://www.maine.gov/dhhs/oms/member/</a>	<b>Toll-free:</b> 1-800-977-6740 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Maine		
State Pharmaceutical Assistance Program	<b>Maine Rx Plus / Maine Low Cost Drugs for the Elderly or Disabled Program</b> 242 State St., Augusta, ME 04333 <b>Fax:</b> 1-207-287-8601 <b>Website:</b> <a href="http://www.maine.gov/dhhs/oads/">http://www.maine.gov/dhhs/oads/</a>	<b>Toll-free:</b> 1-866-796-2463 <b>TTY/TDD:</b> 711
Maryland		
AIDS Drug Assistance Program (ADAP)	<b>Maryland Department of Health and Mental Hygiene – AIDS Administration and Client Services: Deputy Chief for Client Services</b> 500 N. Calvert Street, Baltimore, MD 21202 <b>Fax:</b> 1-410-333-2608 <b>Website:</b> <a href="http://phpa.dhmf.maryland.gov/OIDPCS/CHCS/pages/madap.aspx">http://phpa.dhmf.maryland.gov/OIDPCS/CHCS/pages/madap.aspx</a>	<b>Toll-free:</b> 1-800-205-6308 <b>Local:</b> 1-410-767-6535 <b>TTY/TDD:</b> 711
Maryland		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7129 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-455-8708 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
Maryland		
SHIP – State Health Insurance Assistance Program	<b>State Health Insurance Assistance Program (SHIP)</b> 301 West Preston Street, Suite 1007 Baltimore, MD 21201 <b>Fax:</b> 1-410-333-7943 <b>Website:</b> <a href="http://www.aging.maryland.gov">http://www.aging.maryland.gov</a>	<b>Toll-free:</b> 1-800-243-3425 <b>Local:</b> 1-410-767-1100 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.



Maryland		
State Department of Insurance	<b>Maryland Insurance Administration</b> 200 St. Paul Place, Suite 2700 Baltimore, MD 21202 <b>Fax:</b> 1-410-468-2270 <b>Website:</b> <a href="http://www.mdinsurance.state.md.us/">http://www.mdinsurance.state.md.us/</a>	<b>Toll-free:</b> 1-800-492-6116 <b>Local:</b> 1-410-468-2000 <b>TTY/TDD:</b> 1-800-735-2258
Maryland		
State Medical Assistance Office	<b>Maryland Department of Health and Mental Hygiene</b> 201 West Preston Street, Baltimore, MD 21201 <b>Website:</b> <a href="https://mmcp.dhmfh.maryland.gov/SitePages/Home.aspx">https://mmcp.dhmfh.maryland.gov/SitePages/Home.aspx</a>	<b>Toll-free:</b> 1-877-463-3464 <b>Local:</b> 1-410-767-6500 <b>TTY/TDD:</b> 711
Maryland		
State Pharmaceutical Assistance Program	<b>Maryland Senior Prescription Drug Assistance Program (SPDAP)</b> 628 Hebron Avenue, Suite 502 Glastonbury, CT 06033 <b>Fax:</b> 1-800-847-8217 <b>Website:</b> <a href="http://marylandspdap.com">http://marylandspdap.com</a>	<b>Toll-free:</b> 1-800-551-5995 <b>TTY/TDD:</b> 1-800-877-5156
Massachusetts		
AIDS Drug Assistance Program (ADAP)	<b>Office of HIV/AIDS – HDAP: Coordinator</b> 38 Chauncy St., Suite 500 Boston, MA 02111 <b>Fax:</b> 1-617-502-1703 <b>Website:</b> <a href="http://www.mass.gov/eohhs/gov/departments/dph/programs/id/hiv-aids/">http://www.mass.gov/eohhs/gov/departments/dph/programs/id/hiv-aids/</a>	<b>Toll-free:</b> 1-800-228-2714 <b>Local:</b> 1-617-502-1700 <b>TTY/TDD:</b> 711
Massachusetts		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6671 <b>Appeals Fax:</b> 1-855-236-2423 <b>Website:</b> <a href="http://bfccqioarea1.com/">http://bfccqioarea1.com/</a>	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-866-868-2289



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Massachusetts		
SHIP – State Health Insurance Assistance Program	<b>Serving Health Information Needs of Elders (SHINE)</b> One Ashburton Place, 5th Floor Boston, MA 02108 <b>Fax:</b> 1-617-727-9368 <b>Website:</b> <a href="http://www.mass.gov/elders/healthcare/shine/serving-the-health-information-needs-of-elders.html">http://www.mass.gov/elders/healthcare/shine/serving-the-health-information-needs-of-elders.html</a>	<b>Toll-free:</b> 1-800-243-4636 <b>Local:</b> 1-617-727-7750 <b>TTY/TDD:</b> 711
Massachusetts		
State Department of Insurance	<b>Office of Consumer Affairs and Business Regulation</b> <b>Massachusetts Division of Insurance</b> 1000 Washington St, Suite 810 Boston, MA 02118 <b>Website:</b> <a href="http://www.mass.gov/ocabr/government/o-ca-agencies/doi-lp/">http://www.mass.gov/ocabr/government/o-ca-agencies/doi-lp/</a>	<b>Toll-free:</b> 1-877-563-4467 <b>Local:</b> 1-617-521-7794 <b>TTY/TDD:</b> 711
Massachusetts		
State Medical Assistance Office	<b>Office of Health and Human Services of Massachusetts</b> One Ashburton Place, 11th Floor Boston, MA 02108 <b>Website:</b> <a href="http://www.mass.gov/masshealth">http://www.mass.gov/masshealth</a>	<b>Toll-free:</b> 1-800-841-2900 <b>Local:</b> 1-617-847-3700 <b>TTY/TDD:</b> 711
Massachusetts		
State Pharmaceutical Assistance Program	<b>Massachusetts Prescription Advantage</b> P.O. Box 15153, Worcester, MA 01615 <b>Website:</b> <a href="http://www.mass.gov/elders/healthcare/prescription-advantage/prescription-advantage-overview.html">http://www.mass.gov/elders/healthcare/prescription-advantage/prescription-advantage-overview.html</a>	<b>Toll-free:</b> 1-800-243-4636 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Michigan		
AIDS Drug Assistance Program (ADAP)	<b>Michigan Department of Community Health: ADAP Coordinator</b> 109 Michigan Avenue, 9th Floor Lansing, MI 48913 <b>Fax:</b> 1-517-335-7723 <b>Website:</b> <a href="http://www.michigan.gov/mdhhs/">http://www.michigan.gov/mdhhs/</a>	<b>Toll-free:</b> 1-888-826-6565 <b>TTY/TDD:</b> 711
Michigan		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7130 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-855-408-8557 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
Michigan		
SHIP – State Health Insurance Assistance Program	<b>MMAP, Inc.</b> 6105 W. St. Joseph Hwy., #204 Lansing, MI 48917 <b>Fax:</b> 1-517-373-4092 <b>Website:</b> <a href="http://mmapinc.org">http://mmapinc.org</a>	<b>Toll-free:</b> 1-800-803-7174 <b>TTY/TDD:</b> 711
Michigan		
State Department of Insurance	<b>Department of Insurance and Financial Services</b> P.O. Box 30220, Lansing, MI 48909 <b>Fax:</b> 1-517-284-8837 <b>Website:</b> <a href="http://www.michigan.gov/difs">http://www.michigan.gov/difs</a>	<b>Toll-free:</b> 1-877-999-6442 <b>Local:</b> 1-517-284-8800 <b>TTY/TDD:</b> 711
Michigan		
State Medical Assistance Office	<b>Michigan Department Community Health</b> 201 Townsend Street, Lansing, MI 48913 <b>Website:</b> <a href="http://www.michigan.gov/mdch">http://www.michigan.gov/mdch</a>	<b>Toll-free:</b> 1-800-642-3195 <b>Local:</b> 1-517-373-3740 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Minnesota		
AIDS Drug Assistance Program (ADAP)	<b>Minnesota Department of Human Services – HIV/AIDS Unit: Program Administrator</b> MDHS Program HH P.O. Box 64972, St. Paul, MN 55164 <b>Fax:</b> 1-651-431-7414 <b>Website:</b> <a href="http://mn.gov/dhs/people-we-serve/adults/health-care/hiv-aids/programs-services/medications.jsp">http://mn.gov/dhs/people-we-serve/adults/health-care/hiv-aids/programs-services/medications.jsp</a>	<b>Toll-free:</b> 1-800-657-3761 <b>Local:</b> 1-651-431-2414 <b>TTY/TDD:</b> 711
Minnesota		
SHIP – State Health Insurance Assistance Program	<b>Minnesota State Health Insurance Assistance Program/Senior LinkAge Line</b> 2365 N McKnight Rd., St. Paul, MN 55109 <b>Website:</b> <a href="http://www.mnaging.org/">http://www.mnaging.org/</a>	<b>Toll-free:</b> 1-800-333-2433 <b>TTY/TDD:</b> 711
Minnesota		
State Department of Insurance	<b>Department of Commerce of Minnesota</b> 85 7th Place East, Suite 500 St Paul, MN 55101 <b>Fax:</b> 1-651-539-1547 <b>Website:</b> <a href="http://www.commerce.state.mn.us/">http://www.commerce.state.mn.us/</a>	<b>Toll-free:</b> 1-800-657-3602 <b>Local:</b> 1-651-539-1500 <b>TTY/TDD:</b> 711
Minnesota		
State Medical Assistance Office	<b>Department of Human Services of Minnesota – MinnesotaCare</b> PO Box 64838, St Paul, MN 55164 <b>Website:</b> <a href="http://mn.gov/dhs/">http://mn.gov/dhs/</a>	<b>Toll-free:</b> 1-800-657-3672 <b>Local:</b> 1-651-431-2801 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Mississippi		
AIDS Drug Assistance Program (ADAP)	<b>Mississippi Department of Health – Care and Services Division, Office of STD/HIV: ADAP Director</b> 570 East Woodrow Wilson, Jackson, MS 39215 <b>Fax:</b> 1-601-362-4782 <b>Website:</b> <a href="http://msdh.ms.gov/msdhsite/_static/14,13047,150.html">http://msdh.ms.gov/msdhsite/_static/14,13047,150.html</a>	<b>Toll-free:</b> 1-888-343-7373 <b>Local:</b> 1-601-362-4879 <b>TTY/TDD:</b> 711
Mississippi		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776
Mississippi		
SHIP – State Health Insurance Assistance Program	<b>MS State Health Insurance Assistance Program (SHIP)</b> 200 S Lamar Street Jackson, MS 39201 <b>Website:</b> <a href="http://www.mdhs.state.ms.us/programs-and-services-for-seniors/state-health-insurance-assistance-program/">http://www.mdhs.state.ms.us/programs-and-services-for-seniors/state-health-insurance-assistance-program/</a>	<b>Toll-free:</b> 1-844-822-4622 <b>Local:</b> 1-601-359-4366 <b>TTY/TDD:</b> 711
Mississippi		
State Department of Insurance	<b>Mississippi Insurance Department</b> P.O. Box 79, Jackson, MS 39205 <b>Fax:</b> 1-601-359-1077 <b>Website:</b> <a href="http://www.mid.ms.gov/">http://www.mid.ms.gov/</a>	<b>Toll-free:</b> 1-800-562-2957 <b>Local:</b> 1-601-359-3569 <b>TTY/TDD:</b> 711
Mississippi		
State Medical Assistance Office	<b>Mississippi Division of Medicaid</b> 550 High Street, Suite 1000 Jackson, MS 39201 <b>Fax:</b> 1-601-359-6294 <b>Website:</b> <a href="https://www.medicaid.ms.gov/">https://www.medicaid.ms.gov/</a>	<b>Toll-free:</b> 1-800-421-2408 <b>Local:</b> 1-601-359-6050 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Missouri		
AIDS Drug Assistance Program (ADAP)	<b>Missouri Department of Health and Senior Services – Prevention and Care Programs, Section of Communicable Disease Prevention: HIV Care Coordinator</b> 930 Wildwood Drive, Jefferson City, MO 65109 <b>Fax:</b> 1-573-751-6447 <b>Website:</b> <a href="http://health.mo.gov/living/healthcondiseases/communicable/hiv aids/casemgmt.php">http://health.mo.gov/living/healthcondiseases/communicable/hiv aids/casemgmt.php</a>	<b>Toll-free:</b> 1-866-628-9891 <b>Local:</b> 1-573-751-6439 <b>TTY/TDD:</b> 711
Missouri		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7130 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-855-408-8557 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
Missouri		
SHIP – State Health Insurance Assistance Program	<b>CLAIM</b> 200 N. Keene St., Suite 101 Columbia, MO 65201 <b>Website:</b> <a href="http://www.missouricclaim.org">http://www.missouricclaim.org</a>	<b>Toll-free:</b> 1-800-390-3330 <b>Local:</b> 1-573-817-8320 <b>TTY/TDD:</b> 711
Missouri		
State Department of Insurance	<b>Missouri Department of Insurance</b> PO Box 690, Jefferson City, MO 65102 <b>Fax:</b> 1-573-526-4898 <b>Website:</b> <a href="http://www.insurance.mo.gov">http://www.insurance.mo.gov</a>	<b>Toll-free:</b> 1-800-726-7390 <b>Local:</b> 1-573-751-4126 <b>TTY/TDD:</b> 711
Missouri		
State Medical Assistance Office	<b>Missouri Department of Social Services MO HealthNet Division</b> P.O. Box 6500 Jefferson City, MO 65102 <b>Fax:</b> 1-573-751-6564 <b>Website:</b> <a href="http://www.dss.mo.gov/mhd/">http://www.dss.mo.gov/mhd/</a>	<b>Toll-free:</b> 1-800-392-2161 <b>Local:</b> 1-573-751-3425 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

<b>Missouri</b>		
State Pharmaceutical Assistance Program	<b>Missouri Rx Plan</b> P.O. Box 6500 Jefferson City, MO 65102 <b>Website:</b> <a href="https://dss.mo.gov/morx/">https://dss.mo.gov/morx/</a>	<b>Toll-free:</b> 1-800-375-1406 <b>TTY/TDD:</b> 711
<b>Montana</b>		
AIDS Drug Assistance Program (ADAP)	<b>Montana Dept. of Public Health and Human Services – STD/HIV Section: Manager</b> 1400 Broadway, Cogswell Building, Room C211 Helena, MT 59620 <b>Fax:</b> 1-406-444-6842 <b>Website:</b> <a href="http://dphhs.mt.gov/publichealth/hivstd.aspx">http://dphhs.mt.gov/publichealth/hivstd.aspx</a>	<b>Local:</b> 1-406-444-4744 <b>TTY/TDD:</b> 711
<b>Montana</b>		
SHIP – State Health Insurance Assistance Program	<b>Montana State Health Insurance Assistance Program (SHIP)</b> 2030 – 11th Ave, Helena, MT 59604 <b>Website:</b> <a href="http://dphhs.mt.gov/SLTC/services/aging/SHIP">http://dphhs.mt.gov/SLTC/services/aging/SHIP</a>	<b>Toll-free:</b> 1-800-551-3191 <b>TTY/TDD:</b> 711
<b>Montana</b>		
State Department of Insurance	<b>Commissioner of Securities and Insurance – Consumer Service Division</b> 840 Helena Ave., Helena, MT 59601 <b>Fax:</b> 1-406-444-3497 <b>Website:</b> <a href="http://csimt.gov/your-insurance/health/">http://csimt.gov/your-insurance/health/</a>	<b>Toll-free:</b> 1-800-332-6148 <b>Local:</b> 1-406-444-2040 <b>TTY/TDD:</b> 1-406-444-3426
<b>Montana</b>		
State Medical Assistance Office	<b>Montana Medicaid</b> 2030 11th Avenue, Helena, MT 59601 <b>Website:</b> <a href="http://www.dphhs.mt.gov">http://www.dphhs.mt.gov</a>	<b>Toll-free:</b> 1-800-362-8312 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

<b>Montana</b>		
State Pharmaceutical Assistance Program	<b>Montana Big Sky Rx Program</b> P.O. Box 202915, Helena, MT 59620 <b>Fax:</b> 1-406-444-3846 <b>Website:</b> <a href="http://dphhs.mt.gov/MontanaHealthcarePrograms/BigSky.aspx">http://dphhs.mt.gov/ MontanaHealthcarePrograms/BigSky.aspx</a>	<b>Toll-free:</b> 1-866-369-1233 <b>Local:</b> 1-406-444-1233 <b>TTY/TDD:</b> 711
<b>Nebraska</b>		
AIDS Drug Assistance Program (ADAP)	<b>Nebraska Department of Health and Human Services – Infectious Diseases Prevention: ADAP Coordinator</b> 988106 Nebraska Medical Center, Omaha, NE 68198 <b>Fax:</b> 1-402-553-5527 <b>Website:</b> <a href="http://dhhs.ne.gov/publichealth/Pages/dpc_ryan_white.aspx">http://dhhs.ne.gov/publichealth/ Pages/dpc_ryan_white.aspx</a>	<b>Toll-free:</b> 1-866-632-2437 <b>Local:</b> 1-402-559-4673 <b>TTY/TDD:</b> 711
<b>Nebraska</b>		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7130 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-855-408-8557 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
<b>Nebraska</b>		
SHIP – State Health Insurance Assistance Program	<b>Nebraska Senior Health Insurance Information Program (SHIIP)</b> 941 O Street Suite 400 Lincoln, NE 68508 <b>Website:</b> <a href="http://www.doi.nebraska.gov/shiip/">http://www.doi.nebraska.gov/ shiip/</a>	<b>Toll-free:</b> 1-800-234-7119 <b>Local:</b> 1-402-471-2201 <b>TTY/TDD:</b> 711
<b>Nebraska</b>		
State Department of Insurance	<b>Nebraska Department of Insurance</b> 941 O Street Suite 220 , P.O. Box 82089, Lincoln, NE 68501 <b>Website:</b> <a href="http://www.doi.nebraska.gov/">http://www.doi.nebraska.gov/</a>	<b>Toll-free:</b> 1-877-564-7323 In State Only <b>Local:</b> 1-402-471-2201 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.



Nebraska		
State Medical Assistance Office	<b>Nebraska Department of Health and Human Services System</b> 301 Centennial Mall South, Lincoln, NE 68509 <b>Website:</b> <a href="http://www.Accessnebraska.ne.gov">www.Accessnebraska.ne.gov</a>	<b>Toll-free:</b> 1-855-632-7633 <b>Local:</b> 1-402-471-3121 <b>TTY/TDD:</b> 711
Nevada		
AIDS Drug Assistance Program (ADAP)	<b>Department of Human Resources – Communicable Disease Program, Bureau of Community Health: ADAP Coordinator</b> 4001 S. Virginia St., Suite F. Reno, NV 89502 <b>Fax:</b> 1-775-684-4056 <b>Website:</b> <a href="http://dphb.nv.gov/Programs/HIV-Ryan/Ryan_White_Part_B_-_Home">http://dphb.nv.gov/Programs/HIV-Ryan/Ryan_White_Part_B_-_Home</a>	<b>Toll-free:</b> 1-877-385-2345 <b>Local:</b> 1-775-284-8989 <b>TTY/TDD:</b> 711
Nevada		
SHIP – State Health Insurance Assistance Program	<b>State Health Insurance Assistance Program (SHIP)</b> 3416 Goni Road, Suite D-132 Carson City, NV 89706 <b>Website:</b> <a href="http://adsd.nv.gov/Programs/Seniors/SHIP/SHIP_Prog/">http://adsd.nv.gov/Programs/Seniors/SHIP/SHIP_Prog/</a>	<b>Toll-free:</b> 1-800-307-4444 <b>Local:</b> 1-702-486-3478 <b>TTY/TDD:</b> 711
Nevada		
State Department of Insurance	<b>Nevada Department of Business and Industry – Division of Insurance</b> 1818 E. College Pkwy, Ste. 103 Carson City, NV 89706 <b>Fax:</b> 1-775-687-0787 <b>Website:</b> <a href="http://doi.state.nv.us/">http://doi.state.nv.us/</a>	<b>Toll-free:</b> 1-888-872-3234 <b>Local:</b> 1-775-687-0700 <b>TTY/TDD:</b> 711
Nevada		
State Medical Assistance Office	<b>Nevada Department of Health and Human Services</b> 1210 S. Valley View, Suite 104 Las Vegas, NV 89102 <b>Website:</b> <a href="http://dhhs.nv.gov/">http://dhhs.nv.gov/</a>	<b>Toll-free:</b> 1-800-992-0900 <b>Local:</b> 1-702-668-4200 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Nevada		
State Pharmaceutical Assistance Program	<b>Nevada Senior Rx Program – Department of Health and Human Services</b> 3416 Goni Road, Suite D-132 Carson City, NV 89706 <b>Fax:</b> 1-775-687-0576 <b>Website:</b> <a href="http://adsd.nv.gov/Programs/Seniors/SeniorRx/SrRxProg/">http://adsd.nv.gov/Programs/ Seniors/SeniorRx/SrRxProg/</a>	<b>Toll-free:</b> 1-866-303-6323 <b>Local:</b> 1-775-687-4210 <b>TTY/TDD:</b> 711
New Hampshire		
AIDS Drug Assistance Program (ADAP)	<b>New Hampshire Dept of Health and Human Services</b> 29 Hazen Drive, Concord, NH 03301 <b>Fax:</b> 1-603-271-4934 <b>Website:</b> <a href="http://www.dhhs.nh.gov/dphs/bchs/std/care.htm">http://www.dhhs.nh.gov/dphs/ bchs/std/care.htm</a>	<b>Toll-free:</b> 1-800-852-3345 (In State Only) <b>Local:</b> 1-603-271-4502 <b>TTY/TDD:</b> 711
New Hampshire		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6671 <b>Appeals Fax:</b> 1-855-236-2423 <b>Website:</b> <a href="http://bfccqioarea1.com/">http://bfccqioarea1.com/</a>	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-866-868-2289
New Hampshire		
SHIP – State Health Insurance Assistance Program	<b>NH SHIP – ServiceLink Resource Center</b> 67 Water St., Suite 105 Laconia, NH 03246 <b>Website:</b> <a href="http://www.servicelink.nh.gov">www.servicelink.nh.gov</a>	<b>Toll-free:</b> 1-866-634-9412 <b>TTY/TDD:</b> 711
New Hampshire		
State Department of Insurance	<b>New Hampshire Insurance Department</b> 21 South Fruit Street, Suite 14 Concord, NH 03301 <b>Fax:</b> 1-603-271-1406 <b>Website:</b> <a href="http://www.nh.gov/insurance">http://www.nh.gov/insurance</a>	<b>Toll-free:</b> 1-800-852-3416 <b>Local:</b> 1-603-271-2261 <b>TTY/TDD:</b> 1-800-735-2964



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New Hampshire		
State Medical Assistance Office	<b>NH Medicaid</b> 129 Pleasant St., Main Building Concord, NH 03301 <b>Fax:</b> 1-603-271-4230 <b>Website:</b> <a href="https://www.dhhs.nh.gov/ombp/medicaid/index.htm">https://www.dhhs.nh.gov/ombp/medicaid/index.htm</a>	<b>Toll-free:</b> 1-800-852-3345 Ext. 4344 <b>Local:</b> 1-603-271-4344 <b>TTY/TDD:</b> 1-800-735-2964
New Jersey		
AIDS Drug Assistance Program (ADAP)	<b>New Jersey Department of Health and Senior Services – Division of HIV/AIDS Services: Coordinator Primary and Preventive Health Services</b> PO Box 360, Trenton, NJ 08625 <b>Fax:</b> 1-609-588-7037 <b>Website:</b> <a href="http://www.state.nj.us/health/">http://www.state.nj.us/health/</a>	<b>Toll-free:</b> 1-877-613-4533 <b>Local:</b> 1-609-588-7038 <b>TTY/TDD:</b> 711
New Jersey		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Drive, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6671 <b>Appeals Fax:</b> 1-855-236-2423 <b>Website:</b> <a href="http://bfccqioarea1.com/">http://bfccqioarea1.com/</a>	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-866-868-2289
New Jersey		
SHIP – State Health Insurance Assistance Program	<b>State Health Insurance Assistance Program (SHIP)</b> PO Box 715, Trenton, NJ 08625 <b>Website:</b> <a href="http://www.state.nj.us/humanservices/doas/services/ship/">http://www.state.nj.us/humanservices/doas/services/ship/</a>	<b>Toll-free:</b> 1-800-792-8820 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

New Jersey		
State Department of Insurance	<b>State of New Jersey – Department of Banking and Insurance</b> 20 West State Street, PO Box 325 Trenton, NJ 08625 <b>Fax:</b> 1-609-984-5263 <b>Website:</b> <a href="http://www.state.nj.us/dobi/index.html">http://www.state.nj.us/dobi/index.html</a>	<b>Toll-free:</b> 1-800-446-7467 <b>Local:</b> 1-609-292-7272 <b>TTY/TDD:</b> 711
New Jersey		
State Medical Assistance Office	<b>Division of Medical Assistance and Health Services</b> PO Box 712, Trenton, NJ 08625 <b>Website:</b> <a href="http://www.state.nj.us/humanservices/dmahs">http://www.state.nj.us/humanservices/dmahs</a>	<b>Toll-free:</b> 1-800-356-1561 <b>TTY/TDD:</b> 711
New Jersey		
State Pharmaceutical Assistance Program	<b>New Jersey Pharmaceutical Assistance to the Aged and Disabled Program (PAAD)</b> P.O. Box 715, PAAD-HAAAD Trenton, NJ 08625 <b>Website:</b> <a href="http://www.state.nj.us/humanservices/doas/services/paad/">http://www.state.nj.us/humanservices/doas/services/paad/</a>	<b>Toll-free:</b> 1-800-792-9745 <b>TTY/TDD:</b> 711
New Jersey		
State Pharmaceutical Assistance Program	<b>New Jersey Senior Gold Prescription Discount Program</b> P.O. Box 715, PAAD-HAAAD Trenton, NJ 08625 <b>Website:</b> <a href="http://www.state.nj.us/humanservices/doas/services/seniorgold/">http://www.state.nj.us/humanservices/doas/services/seniorgold/</a>	<b>Toll-free:</b> 1-800-792-9745 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

New Mexico		
AIDS Drug Assistance Program (ADAP)	<b>New Mexico Department of Health – Infectious Disease Bureau: ADAP Coordinator</b> 1190 St. Francis Drive, Suite S1200 Santa Fe, NM 87502 <b>Website:</b> <a href="http://nmhivguide.org/search_detail.php?id=75">http://nmhivguide.org/search_detail.php?id=75</a>	<b>Local:</b> 1-505-827-2435 <b>TTY/TDD:</b> 711
New Mexico		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776
New Mexico		
SHIP – State Health Insurance Assistance Program	<b>Benefits Counseling Program</b> P.O. Box 27118, Santa Fe, NM 87502 <b>Website:</b> <a href="http://www.nmaging.state.nm.us/">http://www.nmaging.state.nm.us/</a>	<b>Toll-free:</b> 1-800-432-2080 <b>Local:</b> 1-505-476-4846 <b>TTY/TDD:</b> 711
New Mexico		
State Department of Insurance	<b>Office of Superintendent of Insurance</b> 1120 Paseo De Peralta, 4th Floor Santa Fe, NM 87501 <b>Website:</b> <a href="http://www.osi.state.nm.us/">http://www.osi.state.nm.us/</a>	<b>Toll-free:</b> 1-855-427-5674 <b>Local:</b> 1-505-827-4601 <b>TTY/TDD:</b> 711
New Mexico		
State Medical Assistance Office	<b>New Mexico Medicaid</b> P.O. Box 2348, Santa Fe, NM 87504 <b>Website:</b> <a href="http://www.hsd.state.nm.us/">http://www.hsd.state.nm.us/</a>	<b>Toll-free:</b> 1-888-997-2583 <b>Local:</b> 1-505-827-3100 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

New York		
AIDS Drug Assistance Program (ADAP)	<b>AIDS Institute – Department of Health – HIV Uninsured Care Programs: Director</b> PO Box 2052, Albany, NY 12220 <b>Fax:</b> 1-518-459-2749 <b>Website:</b> <a href="https://www.health.ny.gov/diseases/aids/general/resources/adap/">https://www.health.ny.gov/diseases/aids/general/resources/adap/</a>	<b>Toll-free:</b> 1-800-542-2437 <b>Local:</b> 1-518-459-1641 <b>TTY/TDD:</b> 711
New York		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6671 <b>Appeals Fax:</b> 1-855-236-2423 <b>Website:</b> <a href="http://bfccqioarea1.com/">http://bfccqioarea1.com/</a>	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-866-868-2289
New York		
SHIP – State Health Insurance Assistance Program	<b>Health Insurance Information Counseling and Assistance Program (HIICAP)</b> 162 Washington Ave Albany, NY 12210 <b>Fax:</b> 1-518-447-7188 <b>Website:</b> <a href="http://www.aging.ny.gov/HealthBenefits/Index.cfm">http://www.aging.ny.gov/HealthBenefits/Index.cfm</a>	<b>Toll-free:</b> 1-800-701-0501 <b>Local:</b> 1-518-447-7177 <b>TTY/TDD:</b> 711
New York		
State Department of Insurance	<b>New York State Department of Financial Services – Consumer Assistance Unit</b> One Commerce Plaza, Albany, NY 12257 <b>Website:</b> <a href="http://www.dfs.ny.gov/insurance/dfs_insurance.htm">http://www.dfs.ny.gov/insurance/dfs_insurance.htm</a>	<b>Toll-free:</b> 1-800-342-3736 <b>Local:</b> 1-212-480-6400 <b>TTY/TDD:</b> 711



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New York		
State Medical Assistance Office	<b>New York State Department of Health</b> Corning Tower, Empire State Plaza Albany, NY 12237 <b>Website:</b> <a href="http://www.health.ny.gov/health_care/medicaid/index.htm">http://www.health.ny.gov/health_care/medicaid/index.htm</a>	<b>Toll-free:</b> 1-800-541-2831 <b>TTY/TDD:</b> 711
New York		
State Pharmaceutical Assistance Program	<b>New York State EPIC (Senior Pharmaceutical Insurance Coverage)</b> P.O. Box 15018, Albany, NY 12212 <b>Fax:</b> 1-518-452-3576 <b>Website:</b> <a href="http://www.health.ny.gov/health_care/epic/">http://www.health.ny.gov/health_care/epic/</a>	<b>Toll-free:</b> 1-800-332-3742 <b>TTY/TDD:</b> 1-800-290-9138
North Carolina		
AIDS Drug Assistance Program (ADAP)	<b>North Carolina Dept of Health and Human Services – HIV/STD Prevention and Care Branch, Division of Public Health, Interim ADAP</b> 1902 Mail Service Center Raleigh, NC 27699 <b>Fax:</b> 1-919-715-5221 <b>Website:</b> <a href="http://epi.publichealth.nc.gov/cd/hiv/adap.html">http://epi.publichealth.nc.gov/cd/hiv/adap.html</a>	<b>Toll-free:</b> 1-877-466-2232 In State Only <b>Local:</b> 1-919-733-9161 <b>TTY/TDD:</b> 711
North Carolina		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7129 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-455-8708 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776



If you have questions, please call Customer Service at 1-866-282-0631.

North Carolina		
SHIP – State Health Insurance Assistance Program	<b>Seniors Health Insurance Information Program (SHIIP)</b> 325 N. Salisbury Street, Albemarie Bldg Raleigh, NC 27699 <b>Fax:</b> 1-919-807-6901 <b>Website:</b> <a href="http://www.ncdoi.com/SHIIP/">http://www.ncdoi.com/SHIIP/</a>	<b>Toll-free:</b> 1-855-408-1212 <b>Local:</b> 1-919-807-6901 <b>TTY/TDD:</b> 711
North Carolina		
State Department of Insurance	<b>North Carolina Department of Insurance – Services for Consumers</b> 325 N. Salisbury Street, Raleigh, NC 27603 <b>Fax:</b> 1-919-733-6495 <b>Website:</b> <a href="http://www.ncdoi.com">http://www.ncdoi.com</a>	<b>Toll-free:</b> 1-855-408-1212 <b>Local:</b> 1-919-807-6000 <b>TTY/TDD:</b> 711
North Carolina		
State Medical Assistance Office	<b>North Carolina Department of Health and Human Services – Medicaid</b> 2501 Mail Service Center, Raleigh, NC 27699 <b>Fax:</b> 1-919-733-6608 <b>Website:</b> <a href="http://dma.ncdhhs.gov/">http://dma.ncdhhs.gov/</a>	<b>Toll-free:</b> 1-800-662-7030 <b>Local:</b> 1-919-855-4100 <b>TTY/TDD:</b> 711
North Carolina		
State Pharmaceutical Assistance Program	<b>North Carolina HIV SPAP</b> 1902 Mail Service Center Raleigh, NC 27699 <b>Website:</b> <a href="https://epi.publichealth.nc.gov/cd/hiv/hmap.html">https://epi.publichealth.nc.gov/cd/hiv/hmap.html</a>	<b>Toll-free:</b> 1-877-466-2232 In State Only <b>Local:</b> 1-919-733-7301 <b>TTY/TDD:</b> 711
North Dakota		
AIDS Drug Assistance Program (ADAP)	<b>North Dakota Department of Health: Prevention and ADAP Coordinator</b> 2635 East Main Avenue, Bismarck, ND 58506 <b>Fax:</b> 1-701-328-0356 <b>Website:</b> <a href="http://www.ndhealth.gov/HIV">http://www.ndhealth.gov/HIV</a>	<b>Toll-free:</b> 1-800-472-2180 In State Only <b>Local:</b> 1-701-328-2378 <b>TTY/TDD:</b> 1-800-366-6889



If you have questions, please call Customer Service at 1-866-282-0631.



North Dakota		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776
North Dakota		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Counseling (SHIC)</b> 600 E. Boulevard Ave., Bismarck, ND 58505 <b>Fax:</b> 1-701-328-9610 <b>Website:</b> <a href="http://www.nd.gov/ndins/shic/">http://www.nd.gov/ndins/shic/</a>	<b>Toll-free:</b> 1-888-575-6611 <b>Local:</b> 1-701-328-2440 <b>TTY/TDD:</b> 1-800-366-6888
North Dakota		
State Department of Insurance	<b>North Dakota Insurance Department</b> State Capitol, fifth floor 600 E. Boulevard Ave., Bismarck, ND 58505 <b>Fax:</b> 1-701-328-4880 <b>Website:</b> <a href="http://www.state.nd.us/ndins/">http://www.state.nd.us/ndins/</a>	<b>Toll-free:</b> 1-800-247-0560 <b>Local:</b> 1-701-328-2440 <b>TTY/TDD:</b> 1-800-366-6888
North Dakota		
State Medical Assistance Office	<b>North Dakota, Department of Human Services – North Dakota Medical Services</b> 600 E Boulevard Ave, Dept 325 Bismarck, ND 58505 <b>Fax:</b> 1-701-328-1544 <b>Website:</b> <a href="http://www.nd.gov/dhs/services/medicalserv/medicaid/">http://www.nd.gov/dhs/services/medicalserv/medicaid/</a>	<b>Toll-free:</b> 1-800-755-2604 <b>Local:</b> 1-701-328-7068 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Ohio		
AIDS Drug Assistance Program (ADAP)	<b>Ohio Department of Health – HIV Care Services – Ohio Department of Health: OHDAP Administrator</b> 246 N. High Street, 6th Floor Columbus, OH 43215 <b>Fax:</b> 1-866-448-6337 <b>Website:</b> <a href="http://www.odh.ohio.gov/odhPrograms/hastpac/hivcare/aids1.aspx">http://www.odh.ohio.gov/odhPrograms/hastpac/hivcare/aids1.aspx</a>	<b>Toll-free:</b> 1-800-777-4775 <b>Local:</b> 1-614-466-6374 <b>TTY/TDD:</b> 711
Ohio		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7130 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-855-408-8557 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
Ohio		
SHIP – State Health Insurance Assistance Program	<b>Ohio Senior Health Insurance Information Program (OSHIIP)</b> 50 W. Town Street, Third Floor – Suite 300 Columbus, OH 43215 <b>Fax:</b> 1-614-752-0740 <b>Website:</b> <a href="http://www.insurance.ohio.gov/Consumer/Pages/ConsumerTab2.aspx">http://www.insurance.ohio.gov/Consumer/Pages/ConsumerTab2.aspx</a>	<b>Toll-free:</b> 1-800-686-1578 <b>TTY/TDD:</b> 711
Ohio		
State Department of Insurance	<b>Ohio Department of Insurance</b> 50 W. Town Street, Third Floor – Suite 300 Columbus, OH 43215 <b>Fax:</b> 1-614-644-3744 <b>Website:</b> <a href="http://www.insurance.ohio.gov">http://www.insurance.ohio.gov</a>	<b>Toll-free:</b> 1-800-686-1526 <b>Local:</b> 1-614-644-2658 <b>TTY/TDD:</b> 711
Ohio		
State Medical Assistance Office	<b>Ohio Department of Medicaid</b> 50 West Town Street, Suite 400 Columbus, OH 43215 <b>Website:</b> <a href="http://medicaid.ohio.gov/">http://medicaid.ohio.gov/</a>	<b>Toll-free:</b> 1-800-324-8680 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Oklahoma		
AIDS Drug Assistance Program (ADAP)	<b>Oklahoma State Department of Health – HIV/STD Service: HDAP/ADAP Programs Manager</b> 1000 N.E. 10th Street, Oklahoma City, OK 73117 <b>Website:</b> <a href="http://www.ok.gov/health/Disease,_Prevention,_Preparedness/HIV_STD_Service/">http://www.ok.gov/health/Disease,_Prevention,_Preparedness/HIV_STD_Service/</a>	<b>Toll-free:</b> 1-800-522-0203 <b>Local:</b> 1-405-271-4636 <b>TTY/TDD:</b> 711
Oklahoma		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776
Oklahoma		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Counseling Program (SHIP)</b> 3625 NW 56th St., Suite 100, Oklahoma City, OK 73112 <b>Fax:</b> 1-405-522-4492 <b>Website:</b> <a href="http://www.ok.gov/oid/Consumers/Information_for_Seniors/SHIP.html">http://www.ok.gov/oid/Consumers/Information_for_Seniors/SHIP.html</a>	<b>Toll-free:</b> 1-800-763-2828 In State Only <b>Local:</b> 1-405-521-6628 <b>TTY/TDD:</b> 1-877-588-6025
Oklahoma		
State Department of Insurance	<b>Oklahoma Insurance Department – Consumer Service Division</b> Five Corporate Plaza, 3625 NW 56th St., Suite 100 Oklahoma City, OK 73112 <b>Fax:</b> 1-405-521-6635 <b>Website:</b> <a href="https://www.ok.gov/oid">https://www.ok.gov/oid</a>	<b>Toll-free:</b> 1-800-522-0071 In State Only <b>Local:</b> 1-405-521-2828 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

<b>Oklahoma</b>		
State Medical Assistance Office	<b>Oklahoma Health Care Authority (SoonerCare)</b> 4345 N.Lincoln Blvd, Oklahoma City, OK 73105 <b>Website:</b> www.okhca.org	<b>Toll-free:</b> 1-800-987-7767 <b>Local:</b> 1-405-522-7300 <b>TTY/TDD:</b> 711
<b>Oregon</b>		
AIDS Drug Assistance Program (ADAP)	<b>Oregon Department of Human Resources – HIV/STD/TB Program: HIV Client Service Manager</b> 800 NE Oregon Street Suite 1105, Portland, OR 97232 <b>Fax:</b> 1-971-673-0177 <b>Website:</b> https://www.oregon.gov/DHS/pages/index.aspx	<b>Toll-free:</b> 1-800-805-2313 <b>Local:</b> 1-971-673-0144 <b>TTY/TDD:</b> 1-971-673-0372
<b>Oregon</b>		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6672 <b>Appeals Fax:</b> 1-855-694-2929 <b>Website:</b> http://bfccqioarea5.com	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-855-887-6668
<b>Oregon</b>		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Benefits Assistance (SHIBA)</b> P.O. Box 14480 Salem, OR 97309 <b>Fax:</b> 1-503-947-7092 <b>Website:</b> http://oregonshiba.org	<b>Toll-free:</b> 1-800-722-4134 <b>Local:</b> 1-503-947-7979 <b>TTY/TDD:</b> 1-800-735-2900



If you have questions, please call Customer Service at 1-866-282-0631.

Oregon		
State Department of Insurance	<b>Oregon Department of Consumer and Business Services</b> <b>Division of Financial Regulation</b> P.O .Box 14480 Salem, OR 97309 <b>Fax:</b> 1-503-947-7092 <b>Website:</b> <a href="http://www.insurance.oregon.gov">http://www.insurance.oregon.gov</a>	<b>Toll-free:</b> 1-888-877-4894 <b>Local:</b> 1-503-947-7984 <b>TTY/TDD:</b> 711
Oregon		
State Medical Assistance Office	<b>Oregon Health Plan</b> 500 Summer St. NE, Salem, OR 97301 <b>Fax:</b> 1-503-378-5628 <b>Website:</b> <a href="http://www.oregon.gov/oha/healthplan/pages/index.aspx">http://www.oregon.gov/oha/healthplan/pages/index.aspx</a>	<b>Toll-free:</b> 1-800-699-9075 <b>Local:</b> 1-503-945-5772 <b>TTY/TDD:</b> 1-503-378-6791
Pennsylvania		
AIDS Drug Assistance Program (ADAP)	<b>Department of Health – Division of Pharmacy Program Operations, Bureau of Fee for Service Programs: SPBP Administrator</b> P.O. Box 80888, Harrisburg, PA 17105 <b>Fax:</b> 1-888-656-0372 <b>Website:</b> <a href="http://www.health.pa.gov/spbp">http://www.health.pa.gov/spbp</a>	<b>Toll-free:</b> 1-800-922-9384 <b>TTY/TDD:</b> 711
Pennsylvania		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6671 <b>Appeals Fax:</b> 1-855-236-2423 <b>Website:</b> <a href="http://bfccqioarea1.com/">http://bfccqioarea1.com/</a>	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-866-868-2289



If you have questions, please call Customer Service at 1-866-282-0631.

Pennsylvania		
SHIP – State Health Insurance Assistance Program	<b>APPRISE</b> 555 Walnut Street, 5th Floor Harrisburg, PA 17101 <b>Website:</b> <a href="http://www.aging.pa.gov/aging-services/insurance">http://www.aging.pa.gov/aging-services/insurance</a>	<b>Toll-free:</b> 1-800-783-7067 <b>Local:</b> 1-717-783-1550 <b>TTY/TDD:</b> 711
Pennsylvania		
State Department of Insurance	<b>Pennsylvania Insurance Department</b> 1326 Strawberry Square, Harrisburg, PA 17120 <b>Fax:</b> 1-717-787-8585 <b>Website:</b> <a href="http://www.insurance.pa.gov">http://www.insurance.pa.gov</a>	<b>Toll-free:</b> 1-877-881-6388 <b>Local:</b> 1-717-787-2317 <b>TTY/TDD:</b> 711
Pennsylvania		
State Medical Assistance Office	<b>Department of Human Services</b> P.O. Box 2675, Harrisburg, PA 17105 <b>Website:</b> <a href="http://www.dhs.pa.gov/citizens/healthcaremedicalassistance">http://www.dhs.pa.gov/citizens/healthcaremedicalassistance</a>	<b>Toll-free:</b> 1-800-692-7462 <b>TTY/TDD:</b> 711
Pennsylvania		
State Pharmaceutical Assistance Program	<b>Pharmaceutical Assistance Contract for the Elderly (PACE) – (PACENET)</b> 555 Walnut St, 5th floor Harrisburg, PA 17105 <b>Fax:</b> 1-888-656-0372 <b>Website:</b> <a href="http://www.aging.pa.gov/prescriptions">http://www.aging.pa.gov/prescriptions</a>	<b>Toll-free:</b> 1-800-225-7223 <b>Local:</b> 1-717-651-3600 <b>TTY/TDD:</b> 711
Rhode Island		
AIDS Drug Assistance Program (ADAP)	<b>Rhode Island Department Health – Office of HIV/AIDS and Viral Hepatitis: Assistant ADAP Coordinator</b> 3 Capitol Hill Providence, RI 02908 <b>Fax:</b> 1-401-222-1797 <b>Website:</b> <a href="http://www.health.ri.gov/diseases/hivaids/about/stayinghealthy/">http://www.health.ri.gov/diseases/hivaids/about/stayinghealthy/</a>	<b>Local:</b> 1-401-222-5960 <b>TTY/TDD:</b> 711



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Rhode Island		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6671 <b>Appeals Fax:</b> 1-844-420-6671 <b>Website:</b> <a href="http://bfccqioarea1.com/">http://bfccqioarea1.com/</a>	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-866-868-2289
Rhode Island		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Program (SHIP)</b> 74 West Road, Hazard Bldg Cranston, RI 02920 <b>Website:</b> <a href="http://www.dea.ri.gov/insurance/">http://www.dea.ri.gov/insurance/</a>	<b>Local:</b> 1-401-462-0510 <b>TTY/TDD:</b> 711
Rhode Island		
State Department of Insurance	<b>State of Rhode Island Department of Business Regulation – Division of Insurance</b> 1511 Pontiac Avenue, Bldg. #69-2 Cranston, RI 02920 <b>Fax:</b> 1-401-462-9532 <b>Website:</b> <a href="http://www.dbr.state.ri.us">http://www.dbr.state.ri.us</a>	<b>Local:</b> 1-401-462-9500 <b>TTY/TDD:</b> 711
Rhode Island		
State Medical Assistance Office	<b>Rhode Island Department of Human Services</b> 57 Howard Avenue, Cranston, RI 02920 <b>Website:</b> <a href="http://www.dhs.ri.gov">http://www.dhs.ri.gov</a>	<b>Toll-free:</b> 1-855-697-4347 <b>Local:</b> 1-401-462-5300 <b>TTY/TDD:</b> 1-800-745-6575
Rhode Island		
State Pharmaceutical Assistance Program	<b>Rhode Island Pharmaceutical Assistance for the Elderly (RIPAE) – Attention RIPAE Rhode Island Department of Elderly Affairs</b> 25 Howard Avenue, Louis Pateur Bldg., 2nd floor Cranston, RI 02920 <b>Website:</b> <a href="http://www.dea.state.ri.us/programs/prescription_assist.php">http://www.dea.state.ri.us/programs/prescription_assist.php</a>	<b>Local:</b> 1-401-462-3000 <b>TTY/TDD:</b> 1-401-462-0740



If you have questions, please call Customer Service at 1-866-282-0631.

South Carolina		
AIDS Drug Assistance Program (ADAP)	<b>South Carolina Department of Health &amp; Env. Control – HIV/AIDS Division: ADAP Director</b> 2600 Bull Street. Columbia, SC 29201 <b>Fax:</b> 1-803-898-0475 <b>Website:</b> <a href="http://www.scdhec.gov/Health/DiseasesandConditions/InfectiousDiseases/HIVandSTDs/AIDSDrugAssistancePlan/">http://www.scdhec.gov/Health/DiseasesandConditions/InfectiousDiseases/HIVandSTDs/AIDSDrugAssistancePlan/</a>	<b>Toll-free:</b> 1-800-856-9954 <b>Local:</b> 1-803-898-3432 <b>TTY/TDD:</b> 711
South Carolina		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7129 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-455-8708 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
South Carolina		
SHIP – State Health Insurance Assistance Program	<b>(I-CARE) Insurance Counseling Assistance and Referrals for Elders</b> 1301 Gervais Street, Suite 350 Columbia, SC 29201 <b>Fax:</b> 1-803-734-9886 <b>Website:</b> <a href="http://aging.sc.gov/">http://aging.sc.gov/</a>	<b>Toll-free:</b> 1-800-868-9095 <b>Local:</b> 1-803-734-9900 <b>TTY/TDD:</b> 711
South Carolina		
State Department of Insurance	<b>South Carolina Department of Insurance</b> 1201 Main Street, Suite 1000 Columbia, SC 29201 <b>Fax:</b> 1-803-737-6231 <b>Website:</b> <a href="http://www.doi.sc.gov">http://www.doi.sc.gov</a>	<b>Toll-free:</b> 1-800-768-3467 <b>Local:</b> 1-803-737-6160 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.



South Carolina		
State Medical Assistance Office	<b>Healthy Connection South Carolina Medicaid Program</b> P. O. Box 8206, Columbia, SC 29202 <b>Fax:</b> 1-877-552-4672 <b>Fax Appeals:</b> 1-888-835-2086 <b>Website:</b> <a href="https://www.scchoices.com">https://www.scchoices.com</a>	<b>Toll-free:</b> 1-877-552-4642 <b>Local:</b> 1-803-898-2500 <b>TTY/TDD:</b> 1-877-552-4670
South Dakota		
AIDS Drug Assistance Program (ADAP)	<b>Health Department – Office of Disease Prevention; HIV Surveillance, Ryan White CARE Programs: Ryan White CARE/ADAP Program Manager</b> 600 East Capital Avenue, Pierre, SD 57501 <b>Fax:</b> 1-605-773-5683 <b>Website:</b> <a href="https://doh.sd.gov/diseases/infectious/ryanwhite/">https://doh.sd.gov/diseases/infectious/ryanwhite/</a>	<b>Toll-free:</b> 1-800-592-1861 <b>Local:</b> 1-605-773-3361 <b>TTY/TDD:</b> 711
South Dakota		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776
South Dakota		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Information &amp; Insurance Education (SHIINE)</b> 2300 W 46th Street Sioux Falls, SD 57105 <b>Website:</b> <a href="http://www.shiine.net">http://www.shiine.net</a>	<b>Toll-free:</b> 1-800-536-8197 <b>Local:</b> 1-605-333-3314 <b>TTY/TDD:</b> 711
South Dakota		
State Department of Insurance	<b>South Dakota Department of Labor and Regulation – Division of Insurance</b> 124 S. Euclid Ave., 2nd Floor Pierre, SD 57501 <b>Fax:</b> 1-605-773-5369 <b>Website:</b> <a href="http://dlr.sd.gov/insurance/">http://dlr.sd.gov/insurance/</a>	<b>Local:</b> 1-605-773-3563 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

South Dakota		
State Medical Assistance Office	<b>Department of Social Services</b> 700 Governors Drive, Pierre, SD 57501 <b>Fax:</b> 1-605-773-5246 <b>Website:</b> <a href="http://dss.sd.gov/medicaid/">http://dss.sd.gov/medicaid/</a>	<b>Toll-free:</b> 1-800-597-1603 <b>Local:</b> 1-605-773-3495 <b>TTY/TDD:</b> 711
Tennessee		
AIDS Drug Assistance Program (ADAP)	<b>Tennessee Department of Health – HIV/AIDS/STD Section: Ryan White Part B Medical Services Program</b> 710 James Robertson Parkway, Nashville, TN 37243 <b>Fax:</b> 1-615-253-1686 <b>Website:</b> <a href="https://www.tn.gov/health/health-program-areas/std0/std/ryanwhite.html">https://www.tn.gov/health/health-program-areas/std0/std/ryanwhite.html</a>	<b>Toll-free:</b> 1-800-525-2437 <b>Local:</b> 1-615-741-7500 <b>TTY/TDD:</b> 711
Tennessee		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776
Tennessee		
SHIP – State Health Insurance Assistance Program	<b>TN SHIP</b> 502 Deaderick Street, 9th Floor Nashville, TN 37243 <b>Fax:</b> 1-615-741-3309 <b>Website:</b> <a href="https://www.tn.gov/aging/">https://www.tn.gov/aging/</a>	<b>Toll-free:</b> 1-877-801-0044 <b>Local:</b> 1-615-741-2056 <b>TTY/TDD:</b> 711
Tennessee		
State Department of Insurance	<b>Tennessee Department of Commerce and Insurance – Insurance Division</b> 500 James Robertson Parkway, Davy Crockett Tower, 12th Floor Nashville, TN 37243 <b>Fax:</b> 1-615-532-7389 <b>Website:</b> <a href="http://www.tennessee.gov/commerce">www.tennessee.gov/commerce</a>	<b>Toll-free:</b> 1-800-342-4029 <b>Local:</b> 1-615-741-2218 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

<b>Tennessee</b>		
State Medical Assistance Office	<b>TennCare Division of Health Care and Finance</b> 310 Great Circle Rd., Nashville, TN 37243 <b>Website:</b> <a href="https://www.tn.gov/tenncare.html">https://www.tn.gov/tenncare.html</a>	<b>Toll-free:</b> 1-800-342-3145 <b>Local:</b> 1-855-259-0701 <b>TTY/TDD:</b> 711
<b>Texas</b>		
AIDS Drug Assistance Program (ADAP)	<b>Texas Department of State Health Services – Department of State Health Services</b> <b>Attn: MSJA</b> P.O. Box 149347, MC 1873, Austin, TX 78714 <b>Fax:</b> 1-512-533-3178 <b>Website:</b> <a href="https://www.dshs.texas.gov/hivstd/meds/">https://www.dshs.texas.gov/hivstd/meds/</a>	<b>Toll-free:</b> 1-800-255-1090 <b>Local:</b> 1-512-533-3000 <b>TTY/TDD:</b> 1-800-735-2989
<b>Texas</b>		
SHIP – State Health Insurance Assistance Program	<b>Dept. of Aging and Disability Services/ Health Information Counseling and Advocacy Program (HICAP)</b> 701 W. 51st St., Austin, TX 78751 <b>Fax:</b> 1-512-475-1771 <b>Website:</b> <a href="http://www.tdi.texas.gov/consumer/hicap/">http://www.tdi.texas.gov/consumer/hicap/</a>	<b>Toll-free:</b> 1-800-252-9240 <b>TTY/TDD:</b> 711
<b>Texas</b>		
State Department of Insurance	<b>Texas Department of Insurance</b> P.O. Box 149104, Austin, TX 78714 <b>Fax:</b> 1-512-490-1045 <b>Website:</b> <a href="http://www.tdi.texas.gov/">http://www.tdi.texas.gov/</a>	<b>Toll-free:</b> 1-800-578-4677 <b>Local:</b> 1-512-676-6000 <b>TTY/TDD:</b> 711



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Texas		
State Medical Assistance Office	<b>Texas Health and Human Services Commission</b> PO BOX 149024, Austin, TX 78714 <b>Website:</b> <a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a>	<b>Toll-free:</b> 1-877-541-7905 <b>Local:</b> 1-512-424-6500 <b>TTY/TDD:</b> 711
Texas		
State Pharmaceutical Assistance Program	<b>Texas Kidney Health Care Program</b> Department of State Health Services, MC 1938, PO Box 149347 Austin, TX 78714 <b>Fax:</b> 1-512-776-7162 <b>Website:</b> <a href="https://www.dshs.state.tx.us/kidney/default.shtm">https://www.dshs.state.tx.us/kidney/default.shtm</a>	<b>Toll-free:</b> 1-800-222-3986 <b>Local:</b> 1-512-776-7150 <b>TTY/TDD:</b> 711
Utah		
AIDS Drug Assistance Program (ADAP)	<b>Utah Department of Health – Bureau of Communicable Disease Control, Treatment and Care Services Program: ADAP Coordinator</b> Cannon Health Building, 288 North 1460 West, Salt Lake City, UT 84116 <b>Fax:</b> 1-801-536-0978 <b>Website:</b> <a href="http://health.utah.gov/epi/treatment/">http://health.utah.gov/epi/treatment/</a>	<b>Toll-free:</b> 1-888-222-2542 <b>Local:</b> 1-801-538-6003 <b>TTY/TDD:</b> 711
Utah		
Quality Improvement Organization	<b>KEPRO</b> 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131 <b>Fax:</b> 1-844-878-7921 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-430-9504 <b>Local:</b> 1-216-447-9604 <b>TTY/TDD:</b> 1-855-843-4776



If you have questions, please call Customer Service at 1-866-282-0631.

Utah		
SHIP – State Health Insurance Assistance Program	<b>Senior Health Insurance Information Program (SHIP)</b> 195 North 1950 West, Salt Lake City, UT 84116 <b>Fax:</b> 1-801-538-4395 <b>Website:</b> <a href="https://daas.utah.gov/seniors/">https://daas.utah.gov/seniors/</a>	<b>Toll-free:</b> 1-800-541-7735 <b>Local:</b> 1-801-538-3910 <b>TTY/TDD:</b> 711
Utah		
State Department of Insurance	<b>Utah Insurance Department</b> State Office Building Rm 3110 350 N. State St. Salt Lake City, UT 84114 <b>Fax:</b> 1-801-538-3829 <b>Website:</b> <a href="http://www.insurance.utah.gov">http://www.insurance.utah.gov</a>	<b>Toll-free:</b> 1-800-439-3805 <b>Local:</b> 1-801-538-3800 <b>TTY/TDD:</b> 711
Utah		
State Medical Assistance Office	<b>Utah Department of Health Medicaid</b> P.O. Box 143106, Salt Lake City, UT 84114 <b>Fax:</b> 1-801-538-6805 <b>Website:</b> <a href="http://health.utah.gov/medicaid/">http://health.utah.gov/medicaid/</a>	<b>Toll-free:</b> 1-800-662-9651 <b>Local:</b> 1-801-538-6155 <b>TTY/TDD:</b> 711
Vermont		
AIDS Drug Assistance Program (ADAP)	<b>Vermont Dept. of Health: ADAP Coordinator</b> 108 Cherry Street Burlington, VT 05402 <b>Fax:</b> 1-802-865-7754 <b>Website:</b> <a href="http://healthvermont.gov/prevent/aids/aids_index.aspx">http://healthvermont.gov/prevent/aids/aids_index.aspx</a>	<b>Toll-free:</b> 1-800-464-4343 <b>Local:</b> 1-802-863-7200 <b>TTY/TDD:</b> 711
Vermont		
Quality Improvement Organization	<b>Livanta</b> 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701-1105 <b>Fax:</b> 1-844-420-6671 <b>Appeals Fax:</b> 1-855-236-2423 <b>Website:</b> <a href="http://bfccqioarea1.com/">http://bfccqioarea1.com/</a>	<b>Toll-free:</b> 1-866-815-5440 <b>TTY/TDD:</b> 1-866-868-2289



If you have questions, please call Customer Service at 1-866-282-0631.

Vermont		
SHIP – State Health Insurance Assistance Program	<b>State Health Insurance Assistance Program (SHIP)</b> HC 2 South, 280 State Drive Waterbury, VT 05671-2070 <b>Fax:</b> 1-802-241-0385 <b>Website:</b> <a href="http://www.cvaa.org/ship.html">http://www.cvaa.org/ship.html</a>	<b>Toll-free:</b> 1-800-642-5119 <b>Local:</b> 1-802-241-0294 <b>TTY/TDD:</b> 711
Vermont		
State Department of Insurance	<b>Vermont Department of Financial Regulation – Insurance Division</b> 89 Main Street, Montpelier, VT 05620 <b>Fax:</b> 1-802-828-3306 <b>Website:</b> <a href="http://www.dfr.vermont.gov/insurance/insurance-division">http://www.dfr.vermont.gov/insurance/insurance-division</a>	<b>Toll-free:</b> 1-800-964-1784 <b>Local:</b> 1-802-828-3301 <b>TTY/TDD:</b> 711
Vermont		
State Medical Assistance Office	<b>Green Mountain Care</b> 280 State Drive Waterbury, VT 05671 <b>Website:</b> <a href="http://greenmountaincare.org">http://greenmountaincare.org</a>	<b>Toll-free:</b> 1-800-250-8427 <b>TTY/TDD:</b> 711
Vermont		
State Pharmaceutical Assistance Program	<b>Vermont Health Access Plan (VHAP – Pharmacy), VSCRIPT, and VSCRIPT Expanded</b> 280 State Drive Waterbury, VT 05671 <b>Website:</b> <a href="http://dcf.vermont.gov/benefits/prescription">http://dcf.vermont.gov/benefits/prescription</a>	<b>Toll-free:</b> 1-800-250-8427 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Virginia		
AIDS Drug Assistance Program (ADAP)	<b>Virginia Department of Health – HIV Care Services, Division of Disease Prevention: ADAP</b> 109 Governor Street, HCS Unit, 1st Floor Richmond, VA 23219 <b>Fax:</b> 1-804-864-8050 <b>Website:</b> <a href="http://www.vdh.virginia.gov/disease-prevention/virginia-aids-drug-assistance-program-adap/">http://www.vdh.virginia.gov/disease-prevention/virginia-aids-drug-assistance-program-adap/</a>	<b>Toll-free:</b> 1-855-362-0658 <b>Local:</b> 1-804-864-8145 <b>TTY/TDD:</b> 711
Virginia		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7129 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-455-8708 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
Virginia		
SHIP – State Health Insurance Assistance Program	<b>Virginia Insurance Counseling and Assistance Program (VICAP)</b> 1610 Forest Avenue, Suite 100 Henrico, VA 23229 <b>Fax:</b> 1-804-662-9354 <b>Website:</b> <a href="http://www.vda.virginia.gov">http://www.vda.virginia.gov</a>	<b>Toll-free:</b> 1-800-552-3402 <b>Local:</b> 1-804-662-9333 <b>TTY/TDD:</b> 711
Virginia		
State Department of Insurance	<b>Virginia State Corporation Commission – Bureau of Insurance</b> P.O. Box 1157, Richmond, VA 23218 <b>Website:</b> <a href="http://www.scc.virginia.gov/boi/index.aspx">http://www.scc.virginia.gov/boi/index.aspx</a>	<b>Toll-free:</b> 1-800-552-7945 In State Only <b>Local:</b> 1-804-371-9741 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Virginia		
State Medical Assistance Office	<b>Department of Medical Assistance Services</b> 600 East Broad Street, Richmond, VA 23219 <b>Website:</b> <a href="http://dmasva.dmas.virginia.gov/default.aspx">http://dmasva.dmas.virginia.gov/default.aspx</a>	<b>Toll-free:</b> 1-800-643-2273 <b>Local:</b> 1-804-786-7933 <b>TTY/TDD:</b> 1-800-343-0634
Virginia		
State Pharmaceutical Assistance Program	<b>Virginia Division for the Aging</b> 1610 Forest Avenue, Henrico, VA 23229 <b>Fax:</b> 1-804-662-9354 <b>Website:</b> <a href="http://www.vda.virginia.gov/prescripassist1.asp">http://www.vda.virginia.gov/prescripassist1.asp</a>	<b>Toll-free:</b> 1-800-552-3402 <b>Local:</b> 1-804-662-9333 <b>TTY/TDD:</b> 711
Washington		
AIDS Drug Assistance Program (ADAP)	<b>Washington State Health Department – HIV Client</b> P.O. Box 47841, Olympia, WA 98504 <b>Fax:</b> 1-360-664-2216 <b>Website:</b> <a href="http://www.doh.wa.gov/YouandYourFamily/IllnessandDisease/HIVAIDS/HIVCareClientServices/ADAPandEIP">http://www.doh.wa.gov/YouandYourFamily/IllnessandDisease/HIVAIDS/HIVCareClientServices/ADAPandEIP</a>	<b>Toll-free:</b> 1-877-376-9316 <b>Local:</b> 1-360-236-3426 <b>TTY/TDD:</b> 711
Washington		
SHIP – State Health Insurance Assistance Program	<b>Statewide Health Insurance Benefits Advisors (SHIBA)</b> P.O. Box 40256, Olympia, WA 98504 <b>Website:</b> <a href="https://www.insurance.wa.gov/shiba">https://www.insurance.wa.gov/shiba</a>	<b>Toll-free:</b> 1-800-562-6900 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.



Washington		
State Department of Insurance	<b>Washington State Office of the Insurance Commissioner</b> P.O. Box 40255, Olympia, WA 98504 <b>Website:</b> <a href="http://www.insurance.wa.gov/">http://www.insurance.wa.gov/</a>	<b>Toll-free:</b> 1-800-562-6900 <b>Local:</b> 1-360-725-7000 <b>TTY/TDD:</b> 1-800-208-2620
Washington		
State Medical Assistance Office	<b>Washington State Health Care Authority</b> P.O. Box 11699, Tacoma, WA 98411 <b>Website:</b> <a href="http://www.hca.wa.gov/medicaid/Pages/index.aspx">http://www.hca.wa.gov/medicaid/Pages/index.aspx</a>	<b>Toll-free:</b> 1-800-562-3022 <b>TTY/TDD:</b> 1-800-848-5429
Washington		
State Pharmaceutical Assistance Program	<b>Washington State Health Insurance Pool</b> PO Box 1090, Great Bend, KS 67530 <b>Fax:</b> 1-620-793-1199 <b>Website:</b> <a href="https://www.wship.org/">https://www.wship.org/</a>	<b>Toll-free:</b> 1-800-877-5187 <b>TTY/TDD:</b> 711
West Virginia		
AIDS Drug Assistance Program (ADAP)	<b>West Virginia Department of Health &amp; Social Services – Division of Surveillance and Disease Control: HIV Care Coordinator</b> 40 12th Street, Wheeling, WV 26003 <b>Fax:</b> 1-740-695-3252 <b>Website:</b> <a href="http://www.dhhr.wv.gov/oeps/std-hiv-hep/HIV_AIDS/caresupport/Pages/ADAP.aspx">http://www.dhhr.wv.gov/oeps/std-hiv-hep/HIV_AIDS/caresupport/Pages/ADAP.aspx</a>	<b>Toll-free:</b> 1-800-434-9443 In State Only <b>Local:</b> 1-304-232-6822 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

West Virginia		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7129 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-844-455-8708 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
West Virginia		
SHIP – State Health Insurance Assistance Program	<b>West Virginia State Health Insurance Assistance Program (WV SHIP)</b> 1900 Kanawha Blvd. East, Charleston, WV 25305 <b>Fax:</b> 1-304-558-0004 <b>Website:</b> <a href="http://www.wvship.org">http://www.wvship.org</a>	<b>Toll-free:</b> 1-877-987-4463 <b>Local:</b> 1-304-558-3317 <b>TTY/TDD:</b> 711
West Virginia		
State Department of Insurance	<b>West Virginia Offices of the Insurance Commissioner</b> PO Box 50540, Charleston, WV 25305 <b>Fax:</b> 1-304-558-4965 <b>Website:</b> <a href="http://www.wvinsurance.gov">http://www.wvinsurance.gov</a>	<b>Toll-free:</b> 1-888-879-9842 <b>Local:</b> 1-304-558-3386 <b>TTY/TDD:</b> 711
West Virginia		
State Medical Assistance Office	<b>West Virginia Bureau for Medical Services</b> 350 Capitol Street, Room 251 Charleston, WV 25301 <b>Website:</b> <a href="http://www.dhhr.wv.gov/bms/">http://www.dhhr.wv.gov/bms/</a>	<b>Toll-free:</b> 1-800-642-8589 <b>Local:</b> 1-304-558-1700 <b>TTY/TDD:</b> 711
Wisconsin		
AIDS Drug Assistance Program (ADAP)	<b>Wisconsin Department of Health &amp; Family Services: ADAP Coordinator</b> P.O. Box 2659 Madison, WI 53701 <b>Fax:</b> 1-608-266-1288 <b>Website:</b> <a href="https://www.dhs.wisconsin.gov/aids-hiv/adap.htm">https://www.dhs.wisconsin.gov/aids-hiv/adap.htm</a>	<b>Toll-free:</b> 1-800-991-5532 <b>Local:</b> 1-608-267-6875 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Wisconsin		
Quality Improvement Organization	<b>KEPRO</b> 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609 <b>Fax:</b> 1-844-834-7130 <b>Website:</b> <a href="http://www.keproqio.com">http://www.keproqio.com</a>	<b>Toll-free:</b> 1-855-408-8557 <b>Local:</b> 1-813-280-8256 <b>TTY/TDD:</b> 1-855-843-4776
Wisconsin		
SHIP – State Health Insurance Assistance Program	<b>Wisconsin SHIP</b> 1402 Pankratz Street, Suite 111 Madison, WI 53704 <b>Fax:</b> 1-608-246-7001 <b>Website:</b> <a href="https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm">https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm</a>	<b>Toll-free:</b> 1-800-242-1060 <b>TTY/TDD:</b> 711
Wisconsin		
State Department of Insurance	<b>Wisconsin Office of the Commissioner of Insurance</b> 125 South Webster Street, Madison, WI 53703 <b>Website:</b> <a href="https://oci.wi.gov/pages/homepage.aspx">https://oci.wi.gov/pages/homepage.aspx</a>	<b>Toll-free:</b> 1-800-236-8517 <b>Local:</b> 1-608-266-3585 <b>TTY/TDD:</b> 1-608-266-3586
Wisconsin		
State Medical Assistance Office	<b>Wisconsin Department of Health</b> 1 West Wilson Street, Madison, WI 53703 <b>Fax:</b> 1-888-409-1979 <b>Website:</b> <a href="https://www.dhs.wisconsin.gov/medicaid">https://www.dhs.wisconsin.gov/medicaid</a>	<b>Toll-free:</b> 1-800-362-3002 <b>Local:</b> 1-608-266-1865 <b>TTY/TDD:</b> 711
Wisconsin		
State Pharmaceutical Assistance Program	<b>Wisconsin SeniorCare</b> P.O. Box 6710, Madison, WI 53716 <b>Website:</b> <a href="http://www.dhs.wisconsin.gov/seniorcare/">http://www.dhs.wisconsin.gov/seniorcare/</a>	<b>Toll-free:</b> 1-800-657-2038 <b>TTY/TDD:</b> 711



If you have questions, please call Customer Service at 1-866-282-0631.

Wyoming		
AIDS Drug Assistance Program (ADAP)	<b>Wyoming Department of Health – Communicable Disease Unit</b> 6101 Yellowstone Rd, Suite 510 Cheyenne, WY 82002 <b>Fax:</b> 1-307-777-7382 <b>Website:</b> <a href="http://health.wyo.gov/publichealth/communicable-disease-unit/">http://health.wyo.gov/publichealth/communicable-disease-unit/</a>	<b>Local:</b> 1-307-777-7529 <b>TTY/TDD:</b> 711
Wyoming		
SHIP – State Health Insurance Assistance Program	<b>Wyoming State Health Insurance Information Program (WSHIIP)</b> PO Box BD, Riverton, WY 82501 <b>Fax:</b> 1-307-856-4466 <b>Website:</b> <a href="http://www.wyomingseniors.com/services/wyoming-state-health-insurance-information-program">http://www.wyomingseniors.com/services/wyoming-state-health-insurance-information-program</a>	<b>Toll-free:</b> 1-800-856-4398 <b>Local:</b> 1-307-856-6880 <b>TTY/TDD:</b> 711
Wyoming		
State Department of Insurance	<b>Wyoming Insurance Department</b> 106 East 6th Avenue, Cheyenne, WY 82002 <b>Fax:</b> 1-307-777-2446 <b>Website:</b> <a href="http://insurance.state.wy.us/">http://insurance.state.wy.us/</a>	<b>Local:</b> 1-307-777-7401 <b>TTY/TDD:</b> 711
Wyoming		
State Medical Assistance Office	<b>Wyoming Medicaid</b> 6101 Yellowstone Rd, Ste. 259-D Cheyenne, WY 82002 <b>Fax:</b> 1-855-329-5205 <b>Website:</b> <a href="http://www.health.wyo.gov">www.health.wyo.gov</a>	<b>Toll-free:</b> 1-855-294-2127 <b>Local:</b> 1-307-777-7656 <b>TTY/TDD:</b> 1-855-889-4325



If you have questions, please call Customer Service at 1-866-282-0631.

## Addendum B – Aetna Medicare Plan (PPO) Service Areas\*

Your Aetna Medicare Plan (PPO) is available in all counties within the 50 states, Washington D.C., and the Territories of Puerto Rico, U.S. Virgin Islands and Guam. Below is a list of our network based service areas.

<b>Alabama</b>			
Barbour Chambers	Dale Henry	Houston Macon	Mobile Russell
<b>Arizona</b>			
Graham La Paz	Maricopa Pima	Pinal Santa Cruz	
<b>California</b>			
Fresno Los Angeles	Orange Riverside	San Bernardino San Diego	San Francisco Ventura
<b>Colorado</b>			
Adams Arapahoe	Boulder Broomfield	Denver Douglas	El Paso Jefferson
<b>Connecticut</b>			
Fairfield Hartford	Litchfield Middlesex New Haven	New London Tolland	Windham
<b>Delaware</b>			
Kent	New Castle	Sussex	
<b>District of Columbia</b>			
Washington DC			
<b>Florida</b>			



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2019 Evidence of Coverage for Aetna Medicare Plan (PPO)  
Addendum B: Aetna Medicare Plan (PPO) Service Areas\*

Bradford	Collier	Lake	Orange	Saint Johns
Brevard	DeSoto	Lee	Osceola	Saint Lucie
Broward	Duval	Manatee	Palm Beach	Sarasota
Charlotte	Hernando	Marion	Pasco	Seminole
Citrus	Highlands	Martin	Pinellas	Volusia
Clay	Hillsborough	Miami-Dade	Polk	
	Indian River	Nassau		
<b>Georgia</b>				
Appling	Crawford	Hancock	McIntosh	Stewart
Baldwin	Crisp	Haralson	Monroe	Sumter
Banks	Dawson	Harris	Morgan	Talbot
Barrow	DeKalb	Hart	Muscogee	Taliaferro
Bartow	Dooly	Heard	Murray	Tattnall
Ben Hill	Dougherty	Henry	Newton	Taylor
Bibb	Douglas	Houston	Oconee	Terrell
Bleckley	Echols	Irwin	Oglethorpe	Tift
Bryan	Effingham	Jackson	Paulding	Toombs
Burke	Elbert	Jasper	Peach	Towns
Butts	Emanuel	Johnson	Pickens	Treutlen
Camden	Evans	Jones	Pike	Turner
Charlton	Fannin	Lamar	Polk	Twiggs
Chatham	Fayette	Laurens	Putnam	Union
Chattahoochee	Forsyth	Lee	Quitman	Upson
Cherokee	Franklin	Liberty	Rabun	Walton
Clarke	Fulton	Lincoln	Randolph	Warren
Clayton	Gilmer	Long	Richmond	Washington
Clinch	Glynn	Lumpkin	Rockdale	Wayne
Cobb	Greene	Madison	Schley	White
Coffee	Gwinnett	Marion	Spalding	Worth
Columbia	Habersham	Meriwether	Stephens	
Coweta	Hall	McDuffie		
<b>Illinois</b>				



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Addendum B: Aetna Medicare Plan (PPO) Service Areas\*

Bond	Ford	Logan	Morgan	Stark
Boone	Fulton	Macoupin	Moultrie	Vermilion
Bureau	Iroquois	Madison	Ogle	Warren
Calhoun	Jersey	Marshall	Peoria	Washington
Cook	Kane	Mason	Piatt	White
DeKalb	Kankakee	McHenry	Putnam	Will
Douglas	Kendall	Menard	Rock Island	Winnebago
Du Page	Lee	Mercer	Sangamon	Woodford
Edgar	Livingston	Monroe	St. Clair	
<b>Indiana</b>				
Adams	Decatur	Jefferson	Noble	Steuben
Allen	Fayette	Jennings	Ohio	St. Joseph
Benton	Floyd	Johnson	Parke	Switzerland
Blackford	Fountain	LaGrange	Porter	Tipton
Boone	Franklin	LaPorte	Posey	Union
Brown	Gibson	Lake	Pulaski	Vanderburgh
Carroll	Hamilton	Madison	Putnam	Wabash
Cass	Hancock	Marion	Randolph	Warren
Clark	Harrison	Marshall	Ripley	Warrick
Clinton	Hendricks	Miami	Rush	Washington
Crawford	Henry	Montgomery	Scott	Wells
De Kalb	Huntington	Morgan	Shelby	White
Dearborn	Jasper	Newton	Starke	Whitley
<b>Iowa</b>				
Polk	Pottawattamie	Scott	Story	
<b>Kansas</b>				
Franklin	Johnson	Leavenworth	Miami	
<b>Kentucky</b>				
Anderson	Carter	Harrison	Mason	Powell
Boone	Clark	Henderson	Meade	Rowan
Bourbon	Fayette	Henry	Montgomery	Scott
Boyd	Franklin	Jefferson	Nelson	Shelby
Bullitt	Grant	Kenton	Oldham	Spencer
Campbell	Greenup	Larue	Pendleton	Woodford
Carroll	Hardin	Lawrence		



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2019 Evidence of Coverage for Aetna Medicare Plan (PPO)  
Addendum B: Aetna Medicare Plan (PPO) Service Areas\*

<b>Louisiana</b>				
Ascension Assumption Bossier Caddo East Baton Rouge	Iberville Jefferson Lafourche Livingston Orleans	St. Bernard St. Charles St. James St. John the Baptist	St. Landry St. Martin St. Mary	St. Tammany Terrebonne West Baton Rouge
<b>Maine</b>				
Androscoggin Aroostook Cumberland	Franklin Hancock Kennebec	Knox Lincoln Oxford	Penobscot Piscataquis Sagadahoc	Somerset Waldo York
<b>Maryland</b>				
Anne Arundel Baltimore Baltimore City Calvert	Caroline Carroll Cecil Charles Dorchester	Frederick Garrett Harford Howard Kent	Montgomery Prince Georges Queen Annes Saint Marys Talbot	Washington Wicomico Worcester
<b>Massachusetts</b>				
Bristol Essex	Hampden Middlesex	Norfolk Plymouth	Suffolk Worcester	
<b>Michigan</b>				
Allegan Antrim Arenac Benzie Branch Calhoun Clare Genesee	Gladwin Grand Traverse Gratiot Hillsdale Kalamazoo Kalkaska Kent Leelanau	Livingston Macomb Midland Missaukee Monroe Muskegon Newaygo	Oakland Oceana Ogemaw Otsego Ottawa Roscommon St. Clair	Saginaw Sanilac St. Joseph Tuscola Washtenaw Wayne Wexford
<b>Mississippi</b>				
DeSoto				
<b>Missouri</b>				



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2019 Evidence of Coverage for Aetna Medicare Plan (PPO)  
Addendum B: Aetna Medicare Plan (PPO) Service Areas\*

Benton Christian Clay Crawford Dade	Dallas Greene Henry Hickory Jackson	Jefferson Johnson Lawrence Lincoln Platte	Polk Ray Saint Charles Saint Louis City Stone	Warren Washington Webster Wright
<b>Nebraska</b>				
Dodge	Douglas	Lancaster	Sarpy	Washington
<b>Nevada</b>				
Clark	Washoe			
<b>New Jersey</b>				
Atlantic Bergen Burlington Camden Cape May	Cumberland Essex Gloucester Hudson	Hunterdon Mercer Middlesex Monmouth	Morris Ocean Passaic Salem	Somerset Sussex Union Warren
<b>New Mexico</b>				
Bernalillo Cibola	Sandoval Socorro	Torrance Valencia		
<b>New York</b>				
Albany Bronx Broome Cayuga Chemung Chenango Columbia Cortland	Delaware Dutchess Greene Jefferson Kings Lewis Livingston Madison Monroe	Nassau New York Oneida Onondaga Ontario Orange Orleans Oswego	Putnam Queens Rensselaer Richmond Rockland Saratoga Schenectady Schuyler Seneca	St. Lawrence Steuben Suffolk Sullivan Tioga Tompkins Ulster Westchester Yates
<b>North Carolina</b>				



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2019 Evidence of Coverage for Aetna Medicare Plan (PPO)  
Addendum B: Aetna Medicare Plan (PPO) Service Areas\*

Alamance	Cleveland	Guilford	Mecklenburg	Sampson
Alexander	Cumberland	Harnett	Montgomery	Scotland
Alleghany	Davidson	Henderson	Orange	Stanly
Burke	Davie	Hoke	Person	Stokes
Cabarrus	Durham	Iredell	Polk	Union
Caldwell	Forsyth	Johnston	Randolph	Vance
Caswell	Franklin	Lee	Richmond	Wake
Catawba	Gaston	Lincoln	Rockingham	Wilkes
Chatham	Gates	Mcdowell	Rowan	Yadkin
<b>Ohio</b>				
Adams	Darke	Hocking	Miami	Scioto
Allen	Defiance	Holmes	Monroe	Seneca
Ashland	Delaware	Huron	Montgomery	Shelby
Ashtabula	Erie	Jackson	Morgan	Stark
Athens	Fairfield	Jefferson	Morrow	Summit
Auglaize	Fayette	Knox	Muskingum	Trumbull
Belmont	Franklin	Lake	Noble	Tuscarawas
Brown	Fulton	Lawrence	Ottawa	Union
Butler	Gallia	Licking	Paulding	Van Wert
Carroll	Geauga	Logan	Perry	Vinton
Champaign	Greene	Lorain	Pickaway	Warren
Clark	Guernsey	Lucas	Pike	Washington
Clermont	Hamilton	Madison	Portage	Wayne
Clinton	Hancock	Mahoning	Preble	Williams
Columbiana	Hardin	Marion	Putnam	Wood
Coshocton	Harrison	Medina	Richland	Wyandot
Crawford	Henry	Meigs	Ross	
Cuyahoga	Highland	Mercer	Sandusky	
<b>Oklahoma</b>				
Canadian	Kingfisher	Logan	Marshall	Pawnee
Cleveland	Lincoln	Major	Oklahoma	Seminole
Creek			Osage	Tulsa
<b>Pennsylvania</b>				



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Addendum B: Aetna Medicare Plan (PPO) Service Areas\*

Adams	Centre	Franklin	Mckean	Snyder
Allegheny	Chester	Fulton	Mercer	Somerset
Armstrong	Clarion	Greene	Mifflin	Sullivan
Beaver	Clearfield	Huntingdon	Monroe	Susquehanna
Bedford	Clinton	Indiana	Montgomery	Tioga
Berks	Columbia	Jefferson	Montour	Union
Blair	Crawford	Juniata	Northampton	Venango
Bradford	Cumberland	Lackawanna	Northumberland	Warren
Bucks	Dauphin	Lancaster	Perry	Washington
Butler	Delaware	Lawrence	Philadelphia	Wayne
Cambria	Elk	Lebanon	Pike	Westmoreland
Cameron	Erie	Lehigh	Potter	Wyoming
Carbon	Fayette	Luzerne	Schuylkill	York
	Forest	Lycoming		
<b>Rhode Island</b>				
Kent	Newport			
<b>South Carolina</b>				
Abbeville	Charleston	Greenville	Pickens	Union
Anderson	Chester	Laurens	Spartanburg	York
<b>South Dakota</b>				
Lincoln				
<b>Tennessee</b>				
Cheatham	Fayette	Shelby	Trousdale	Williamson
Davidson	Rutherford			
<b>Texas</b>				



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

2019 Evidence of Coverage for Aetna Medicare Plan (PPO)  
Addendum B: Aetna Medicare Plan (PPO) Service Areas\*

Anderson	Crosby	Hartley	Madison	Runnels
Aransas	Dallas	Houston	Marion	Rusk
Archer	Dawson	Haskell	Martin	San Jacinto
Armstrong	Deaf Smith	Hays	Mason	San Patricio
Atascosa	Delta	Henderson	Matagorda	San Saba
Austin	Denton	Hidalgo	McCulloch	Schleicher
Bailey	DeWitt	Hill	McLennan	Shackelford
Bandera	Dickens	Hockley	McMullen	Shelby
Bastrop	Dimmit	Hood	Medina	Smith
Baylor	Donley	Hopkins	Menard	Somervell
Bee	Duval	Hutchinson	Milam	Starr
Bexar	El Paso	Irion	Mills	Sterling
Blanco	Ellis	Jack	Montague	Stonewall
Borden	Falls	Jefferson	Montgomery	Sutton
Bosque	Fannin	Jim Hogg	Moore	Swisher
Brazoria	Fayette	Jim Wells	Morris	Tarrant
Brazos	Fisher	Johnson	Motley	Taylor
Briscoe	Floyd	Jones	Nacogdoches	Terry
Brooks	Fort Bend	Karnes	Navarro	Throckmorton
Burleson	Franklin	Kendall	Nolan	Travis
Burnet	Freestone	Kenedy	Nueces	Trinity
Caldwell	Galveston	Kent	Oldham	Tyler
Callahan	Garza	Kerr	Orange	Upshur
Cameron	Gillespie	Kimble	Palo Pinto	Van Zandt
Camp	Glasscock	Kleberg	Panola	Walker
Carson	Goliad	Knox	Parker	Waller
Cass	Gonzales	Lamb	Polk	Washington
Castro	Gray	Lampasas	Potter	Webb
Chambers	Grayson	LaSalle	Rains	Wharton
Cherokee	Gregg	Lavaca	Randall	Wheeler
Clay	Grimes	Lee	Reagan	Willacy
Cochran	Guadalupe	Leon	Real	Williamson
Coke	Hale	Liberty	Red River	Wilson
Coleman	Hall	Limestone	Refugio	Wise
Collin	Hamilton	Llano	Roberts	Wood
Comal	Hardin	Lubbock	Robertson	Young
Concho	Harris	Lynn	Rockwall	Zavala
Cooke	Harrison			
Coryell				



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2019 Evidence of Coverage for Aetna Medicare Plan (PPO)  
Addendum B: Aetna Medicare Plan (PPO) Service Areas\*

<b>Utah</b>				
Box Elder Davis	Duchesne Morgan	Rich Salt Lake Summit	Tooele Utah	Wasatch Weber
<b>Virginia</b>				
Alexandria City Amelia Arlington Botetourt Caroline Charles City Chesterfield Colonial Heights City Craig Danville City Dinwiddie Essex Fairfax Fairfax City	Falls Church City Fauquier Fluvanna Franklin Franklin City Fredericksburg City Gloucester Goochland Grayson Greene Hampton City Hanover	Henrico Henry Hopewell City Isle of Wight James City King and Queen King George King William Lancaster Loudoun Louisa Madison Manassas City Manassas Park City	Martinsville City Mathews Middlesex Nelson New Kent Newport News City Northumberland Petersburg City Pittsylvania Poquoson City Portsmouth City Powhatan Prince George Prince William	Richmond City Roanoke Roanoke City Salem City Spotsylvania Stafford Sussex Westmoreland Williamsburg City York
<b>Washington</b>				
King Kitsap	Mason	Pierce	Snohomish	Thurston
<b>West Virginia</b>				
Cabell Kanawha	Marshall Mason	Ohio	Putnam	Wood
<b>Wisconsin</b>				
Kenosha Milwaukee	Ozaukee Racine	Sheboygan Washington	Walworth Waukesha	



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

## **Non-Discrimination Notice**

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Aetna provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters; and written information in other formats (large print, audio, accessible electronic formats, other formats). Aetna also provides free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages. If you need these services, contact the Aetna Medicare Customer Service Department at the phone number on your member identification card.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Aetna Medicare Grievance Department, P.O. Box 14067, Lexington, KY 40512. You can also file a grievance by phone by calling the phone number on your member identification card (TTY: 711). If you need help filing a grievance, the Aetna Medicare Customer Service Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>. You can also contact the Aetna Civil Rights Coordinator by phone at 1-855-348-1369, by email at [MedicareCRCoordinator@aetna.com](mailto:MedicareCRCoordinator@aetna.com), or by writing to Aetna Medicare Grievance Department, ATTN: Civil Rights Coordinator, P.O. Box 14067, Lexington, KY 40512. Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, Coventry Health Care plans and their affiliates (Aetna).



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability. Aetna provides free aids/services to people with disabilities and to people who need language assistance. If you need a qualified interpreter, written information in other formats, translation or other services, contact the phone number on your member identification card. If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance in writing with the Aetna Medicare Grievance Department, P.O. Box 14067, Lexington, KY 40512. You can also file a grievance by phone by calling the phone number on your member identification card (TTY: 711). You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD). You can also contact the Aetna Civil Rights Coordinator by phone at 1-855-348-1369, by email at [MedicareCRCoordinator@aetna.com](mailto:MedicareCRCoordinator@aetna.com), or by writing to Aetna Medicare Grievance Department, ATTN: Civil Rights Coordinator, P.O. Box 14067 Lexington, KY 40512.

#### **TTY: 711**

#### **ENGLISH:**

ATTENTION: If you speak a language other than English, free language assistance services are available. Visit our website at [www.aetnamedicare.com](http://www.aetnamedicare.com) or call the phone number on your member identification card. (English)

#### **ESPAÑOL (SPANISH):**

ATENCIÓN: Si usted habla español, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web en [www.aetnamedicare.com](http://www.aetnamedicare.com) o llame al número de teléfono que se indica en su tarjeta de identificación de afiliado.

#### **简体中文(CHINESE):**

请注意：如果您说中文，您可以获得免费的语言援助服务。访问我们的网站[www.aetnamedicare.com](http://www.aetnamedicare.com) 或致电您会员卡上的电话号码。

#### **TAGALOG (TAGALOG - FILIPINO):**

PAUNAWA: Kung nagsasalita ka ng Tagalog, may makukuhang libreng tulong na serbisyo para sa wika. Puntahan ang aming website sa [www.aetnamedicare.com](http://www.aetnamedicare.com) o tawagan ang numero ng telepono sa inyong ID kard ng miyembro.

#### **FRANÇAIS (FRENCH):**

ATTENTION : Si vous parlez le français, des services gratuits d'aide linguistique sont disponibles. Visitez notre site Web à l'adresse [www.aetnamedicare.com](http://www.aetnamedicare.com) ou appelez le numéro de téléphone figurant sur votre carte d'adhérent.

#### **TIẾNG VIỆT (VIETNAMESE):**

LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí. Xin truy cập trang web của chúng tôi tại [www.aetnamedicare.com](http://www.aetnamedicare.com) hoặc gọi số điện thoại ghi trên thẻ chứng minh thành viên của quý vị.

#### **DEUTSCH (GERMAN):**

ACHTUNG: Wenn Sie deutsch sprechen, steht ein kostenloser Dolmetscherservice zur Verfügung. Besuchen Sie unsere Website unter [www.aetnamedicare.com](http://www.aetnamedicare.com) oder rufen Sie unter der auf Ihrem Mitgliedsausweis aufgeführten Telefonnummer an.

### 한국어 (KOREAN):

주의: 한국어를 하시는 분들을 위해 무료 통역 서비스가 제공됩니다. [www.aetnamedicare.com](http://www.aetnamedicare.com)에서 웹사이트를 방문하거나 귀하의 회원 ID 카드에 제공된 전화번호로 문의해 주시기 바랍니다.

### РУССКИЙ (RUSSIAN):

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться нашими бесплатными услугами переводчиков. Посетите наш веб-сайт по адресу [www.aetnamedicare.com](http://www.aetnamedicare.com) или позвоните по телефону, указанному на вашей карточке-удостоверении.

### العربية (ARABIC):

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية سوف تتوفر لك مجانًا. تفضل بزيارة الموقع الإلكتروني الخاص بنا [www.aetnamedicare.com](http://www.aetnamedicare.com) أو اتصل برقم الهاتف الموجود على بطاقة هوية العضو الخاصة بك.

### हिंदी (HINDI):

ध्यान दें: अगर आप बात करने में सक्षम हैं हिंदी, तो निशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। हमारी वेबसाइट [www.aetnamedicare.com](http://www.aetnamedicare.com) पर विजिट करें या अपने सदस्य पहचान कार्ड पर दिए गए फोन नंबर पर कॉल करें।

### ITALIANO (ITALIAN):

ATTENZIONE: Se parli italiano, sono disponibili servizi di assistenza linguistica gratuiti. Visita il nostro sito web [www.aetnamedicare.com](http://www.aetnamedicare.com) o chiama il numero telefonico riportato sulla tua tessera personale.

### PORTUGUÊS (PORTUGUESE):

ATENÇÃO: Se você fala português, serviços gratuitos de ajuda para esse idioma estão disponíveis. Visite nosso site [www.aetnamedicare.com](http://www.aetnamedicare.com) ou ligue para o número listado em seu cartão de identificação de associado.

### KREYOL AYISYEN (FRENCH CREOLE):

ATANSYON: Si ou pale Kreyòl Ayisyen, gen sèvis èd gratis nan lang ki disponib pou ou. Ale sou sitwèb nou nan [www.aetnamedicare.com](http://www.aetnamedicare.com) oswa rele nimewo telefòn ki nan kat idantifikasyon manm ou.

### POLSKI (POLISH):

UWAGA! Osoby mówiące po polsku, mogą skorzystać z bezpłatnych usług pomocy językowej. Proszę wejść na naszą stronę internetową [www.aetnamedicare.com](http://www.aetnamedicare.com) lub zadzwonić pod numer telefonu podany na karcie identyfikacyjnej członka.

### 日本語 (JAPANESE):

ご注意：日本語を話す方を対象に、無料の言語支援サービスを用意しております。当社ウェブサイト [www.aetnamedicare.com](http://www.aetnamedicare.com)をご覧ください。か、会員カードに記載の電話番号までお電話ください。

### SHQIP (ALBANIAN):

KUJDES: Nëqoftëse flisni shqip, shërbimet e ndihmës gjuhësore janë në dispozicion tuaj falas. Vizitoni Faqen tonë të Internetit në adresën: [www.aetnamedicare.com](http://www.aetnamedicare.com) ose telefononi në numrin e telefonit që paraqitet në kartën e identifikimit të anëtarësisë tuaj.

### አማርኛ (AMHARIC):

ማሳሰቢያ: አማርኛ የሚናገሩ ከሆነ፣ የነጻ የቋንቋ እርዳታ አገልግሎቶች ማግኘት ይችላሉ። ድረ ገጻችንን በ [www.aetnamedicare.com](http://www.aetnamedicare.com) ይጎብኙ ወይም በአባልነት መታወቂያዎት ላይ ያለውን ስልክ ቁጥር ይደውሉ።

### Հայերեն (ARMENIAN):

Ուշադրություն: Եթե դուք խոսում եք հայերեն, անվճար լեզվական օգնության ծառայությունները հասանելի են: Այցելեք մեր կայքը [www.aetnamedicare.com](http://www.aetnamedicare.com) կամ զանգահարեք հեռախոսահամարը Ձեր անդամ նույնականացման քարտը:



## বাংলা (BENGALI):

মনোযোগ: যদি আপনি বাংলা ভাষায় কথা বলেন, তাহলে বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আমাদের ওয়েবসাইট [www.aetnamedicare.com](http://www.aetnamedicare.com) ভিজিট করুন অথবা আপনার সদস্য পরিচয় পত্রে দেওয়া ফোন নম্বরে কল করুন।

## ភាសាខ្មែរ (MON-KHMER, CAMBODIAN):

ប្រយ័ត្ន៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃសម្រាប់អ្នក។ សូមចូលមើលគេហទំព័ររបស់យើងនៅ [www.aetnamedicare.com](http://www.aetnamedicare.com)  
ឬទូរស័ព្ទមកលេខដែលមាននៅលើកាតសម្គាល់សមាជិករបស់អ្នក។

## HRVATSKI (CROATIAN):

PAŽNJA: Ako govorite hrvatski, na raspolaganju su Vam besplatne jezičke usluge. Posjetite našu internetsku stranicu na [www.aetnamedicare.com](http://www.aetnamedicare.com) ili nazovite telefonski broj koji se nalazi na Vašoj osobnoj iskaznici člana.

## THON MUONYJÄN (DINKA):

MAAT NJÏEC KU PÏN APEI: Na yin jam Thon muonyjän, kuony loiloi ë looi abec ye Dinka atöthiin. Neem wephtäit da akïn [www.aetnamedicare.com](http://www.aetnamedicare.com) tädä yuöp ye namba töu ë kaan eyi njic ke yi raanden.

## NEDERLANDS (DUTCH):

LET OP: Als u Nederlands spreekt, is er gratis taalhulp beschikbaar. Bezoek onze website op [www.aetnamedicare.com](http://www.aetnamedicare.com) of bel met het telefoonnummer op uw lidmaatschapskaart.

## ΕΛΛΗΝΙΚΑ (GREEK):

ΠΡΟΣΟΧΗ: Εάν μιλάτε ελληνικά, παρέχονται δωρεάν υπηρεσίες γλωσσικής βοήθειας. Επισκεφθείτε τον ιστότοπο [www.aetnamedicare.com](http://www.aetnamedicare.com) ή καλέστε το τηλέφωνο που αναγράφεται στην ταυτότητα μέλους σας.

## ગુજરાતી (GUJARATI):

ધ્યાન આપશો: જો તમે ગુજરાતી બોલતા હો, તો ભાષા સહાયતા સેવાઓ મફતમાં ઉપલબ્ધ છે. અમારી વેબસાઇટ [www.aetnamedicare.com](http://www.aetnamedicare.com) જુઓ અથવા તમારા સભ્ય ઓળખ કાર્ડ પર આપેલા ફોન નંબર પર કોલ કરો.

## HMOOB (HMONG):

LUS CEEV: Yog koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj. Mus hauv peb tus website [www.aetnamedicare.com](http://www.aetnamedicare.com) lossis hu rau tus xov tooj nyob ntawm koj daim npav tswv cuab.

## ພາສາລາວ (LAO):

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າ <ພາສາລາວ> ແມ່ນມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້. ເຂົ້າເບິ່ງເວັບໄຊທ໌ຂອງພວກເຮົາໄດ້ທີ່ [www.aetnamedicare.com](http://www.aetnamedicare.com) ຫຼື ໂທຫາເບີໂທລະສັບຢູ່ໃນບັດສະມາຊິກຂອງທ່ານ.

## DINE' (NAVAJO):

Bilagáana bizaad doo bee yáníłti'da dóo saad nááná ła' bee yáníłti'go, ata' hane' t'áá jíík'e bee áká i'doolwołígíí hóló. Béesh nitsékeesí bee na'ídíkid bá haz'ánígí ąą'ádíłíł éí doodago béesh bee hane'í bee nihich'í' hodíłnih díí naaltsoos bikáá'jį'. (Navajo)

## PENNSYLVANIA DEITCH (PENNSYLVANIA DUTCH):

BASS UFF: Wann du Pennsylvania Deitch schwetzcht kannscht du hilf griege in dei eegni schprooch innings as es dich enich eppes koschte zellt. Pshooch unsa website an [www.aetnamedicare.com](http://www.aetnamedicare.com) odda ruf die nummer uff dei ID Kaarte.

## فارسی (PERSIAN):

توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات کمک‌های زبانی به صورت رایگان به شما ارائه می‌شود. از وبسایت ما به نشانی [www.aetnamedicare.com](http://www.aetnamedicare.com) دیدن فرمایید و یا با شماره تلفن قید شده بر روی کارت شناسایی عضویت خود تماس بگیرید.

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਮੁਫਤ ਭਾਸ਼ਾ ਸਬੰਧੀ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਸਾਡੀ ਵੈੱਬਸਾਈਟ [www.aetnamedicare.com](http://www.aetnamedicare.com) 'ਤੇ ਜਾਓ ਜਾਂ ਆਪਣੇ ਮੈਂਬਰ ਪਛਾਣ ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਕਾਲ ਕਰੋ।

ATENȚIE: Dacă vorbești română, serviciile de asistență lingvistică sunt disponibile gratuit. Vizitează site-ul nostru la [www.aetnamedicare.com](http://www.aetnamedicare.com) sau sună la numărul de telefon de pe cardul de identificare de membru.

[illegible]

ข้อควรพิจารณา: หากคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือด้านภาษาได้ฟรี  
โปรดเยี่ยมชมเว็บไซต์ของเราที่ [www.aetnamedicare.com](http://www.aetnamedicare.com)  
หรือติดต่อหมายเลขโทรศัพท์ที่ระบุไว้ในบัตรสมาชิกของคุณ

УВАГА: якщо ви розмовляєте українською мовою, для вас доступні безкоштовні послуги перекладача. Відвідайте наш веб-сайт [www.aetnamedicare.com](http://www.aetnamedicare.com), або зателефонуйте на номер, вказаний у вашому членському посвідченні.

توجہ فرمائیں: اگر آپ اردو زبان بولتے ہیں، تو مفت لسانی معاونت کی سروسز دستیاب ہیں۔ [www.aetnamedicare.com](http://www.aetnamedicare.com) پر ہماری ویب سائٹ ملاحظہ کریں یا اپنے رکن شناختی کارڈ پر موجود فون نمبر پر کال کریں۔

שימו לב: אם אתם מדברים עברית, זמינים שירותי סיוע בשפה שלכם ללא תשלום. בקרו באתר האינטרנט שלנו [www.aetnamedicare.com](http://www.aetnamedicare.com) או התקשרו למספר הטלפון שמופיע על כרטיס החברות שלכם.





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## Aetna Medicare Plan (PPO) Customer Service

Method	Customer Service – Contact Information
<b>CALL</b> 	<p>Please call the telephone number printed on your member ID card or our general customer service center at 1-888-267-2637.</p> <p>Calls to this number are free. We're available 8 a.m. to 6 p.m. local time, Monday through Friday.</p> <p>Customer Service also has free language interpreter services available for non-English speakers.</p>
<b>TTY</b> 	<p>711</p> <p>Calls to this number are free. We're available 8 a.m. to 6 p.m. local time, Monday through Friday.</p>
<b>WRITE</b> 	<p>Aetna Medicare P.O. Box 14088 Lexington, KY 40512-4088</p>
<b>WEBSITE</b> 	<p><a href="http://www.AetnaRetireePlans.com">http://www.AetnaRetireePlans.com</a></p>

## State Health Insurance Assistance Program (SHIP)

SHIP is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare. Contact information for your state's SHIP is on Addendum A of this *Evidence of Coverage*.

**PRA Disclosure Statement** According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1051. If you have comments or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.



If you have any questions, please call Customer Service at the telephone number listed on your member ID card.

# 2019 Comprehensive Formulary

## Aetna Medicare (List of Covered Drugs) GRP B2 Plus 3 Tier

**PLEASE READ: THIS DOCUMENT CONTAINS INFORMATION  
ABOUT THE DRUGS WE COVER IN THIS PLAN.**

This formulary was updated on 10/01/2018. For more recent information or other questions, please contact Aetna Medicare Member Services at **1-800-594-9390** or for **TTY users: 711**, 8 a.m. to 6 p.m. local time, Monday through Friday, or visit **<https://www.AetnaRetireePlans.com>**, choose "Manage your prescription drugs".

**Formulary ID Number: 19076 Version 5**

**aetna<sup>®</sup>**

# Table of contents

Mail-order Pharmacy	3
What is the Aetna Medicare Comprehensive Formulary?	4
Can the Formulary (drug list) change?	4
How do I use the Formulary?	5
What are generic drugs?	5
Are there any restrictions on my coverage?	5
What if my drug is not on the Formulary?	6
How do I request an exception to the Aetna Medicare Formulary?	6
What do I do before I can talk to my doctor about changing my drugs or requesting an exception?	6
For more information	7
<b>Aetna Medicare Formulary</b>	<b>8</b>
Drug tier copay levels	9
Formulary key	10
<b>Drug list</b>	<b>10</b>
<b>Index of Drugs</b>	<b>89</b>
<b>Enhanced drug list</b>	<b>109</b>



Aetna Medicare is a PDP, HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal.

You must continue to pay your Medicare Part B premium.

The formulary and/or pharmacy network may change at any time. You will receive notice when necessary. Members who get “Extra Help” are not required to fill prescriptions at preferred network pharmacies in order to get Low Income Subsidy (LIS) copays.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

## Mail-order Pharmacy

For mail order, you can get prescription drugs shipped to your home through our preferred mail-order delivery program, which is called Aetna Rx Home Delivery®. Typically, mail-order drugs arrive within 7 to 14 days. You can call **1-800-594-9390 (TTY: 711)**, 8 a.m. to 6 p.m. local time, Monday through Friday, if you do not receive your mail-order drugs within this timeframe. Members may have the option to sign up for automated mail-order delivery.

ATTENTION: If you speak Spanish or Chinese, language assistance services, free of charge, are available to you. Call the number on your ID card.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación.

注意：如果您使用中文，您可以免費獲得語言援助服務。請撥打您的會員身分卡上的電話號碼。

**Note to existing members:** This formulary has changed since last year. Please review this document to make sure that it still contains the drugs you take.

When this drug list (formulary) refers to “we,” “us,” or “our,” it means Aetna Medicare. When it refers to “plan” or “our plan,” it means Aetna.

This document includes a list of the drugs (formulary) for our plan which is current as of 10/01/2018. For an updated formulary, please contact us. Our contact information, along with the date we last updated the formulary, appears on the front and back cover pages.

### **You must generally use network pharmacies to use your prescription drug benefit.**

Benefits, formulary, pharmacy network, and/or copayments/coinsurance may change on January 1, 2020, and from time to time during the year.

## What is the Aetna Medicare Comprehensive Formulary?

A formulary is a list of covered drugs selected by our plan in consultation with a team of health care providers, which represents the prescription therapies believed to be a necessary part of a quality treatment program. We will generally cover the drugs listed in our formulary as long as the drug is medically necessary, the prescription is filled at an Aetna Medicare network pharmacy, and other plan rules are followed. For more information on how to fill your prescriptions, please review your Prescription Drug Schedule of Cost Sharing.

### Can the Formulary (drug list) change?

Generally, if you are taking a drug on our 2019 formulary that was covered at the beginning of the year, we will not discontinue or reduce coverage of the drug during the 2019 coverage year except when a new, less expensive generic drug becomes available, when new information about the safety or effectiveness of a drug is released, or the drug is removed from the market. (See bullets below for more information on changes that affect members currently taking the drug.) Other types of formulary changes, such as removing a drug from our formulary, will not affect members who are currently taking the drug. It will remain available at the same cost-sharing for those members taking it for the remainder of the coverage year.

Below are changes to the drug list that will also affect members currently taking a drug:

- **New generic drugs.** We may immediately remove a brand name drug on our Drug List if we are replacing it with a new generic drug that will appear on the same or lower cost sharing tier and with the same or fewer restrictions. Also, when adding the new generic drug, we may decide to keep the brand name drug on our Drug List, but immediately move it to a different cost-sharing tier or add new restrictions. If you are currently taking that

brand name drug, we may not tell you in advance before we make that change, but we will later provide you with information about the specific change(s) we have made.

- If we make such a change, you or your prescriber can ask us to make an exception and continue to cover the brand name drug for you. The notice we provide you will also include information on the steps you may take to request an exception, and you can also find information in the section below entitled "How do I request an exception to the Aetna Medicare Formulary?"
- **Drugs removed from the market.** If the Food and Drug Administration deems a drug on our formulary to be unsafe or the drug's manufacturer removes the drug from the market, we will immediately remove the drug from our formulary and provide notice to members who take the drug.
- **Other changes.** We may make other changes that affect members currently taking a drug. For instance, we may add a new generic drug to replace a brand name drug currently on the formulary or add new restrictions to the brand name drug or move it to a different cost-sharing tier.) Or we may make changes based on new clinical guidelines. If we remove drugs from our formulary, or add prior authorization, quantity limits and/or step therapy restrictions on a drug or move a drug to a higher cost-sharing tier, we must notify affected members of the change at least 30 days before the change becomes effective, or at the time the member requests a refill of the drug, at which time the member will receive a 30-day supply of the drug.

The enclosed formulary is current as of 10/01/2018. To get updated information about the drugs covered by our plan, please contact us. Our contact information appears on the front and back cover pages.

## How do I use the Formulary?

There are two ways to find your drug within the formulary:

### **Medical Condition**

The formulary begins on page 10. The drugs in this formulary are grouped into categories depending on the type of medical conditions that they are used to treat. For example, drugs used to treat a heart condition are listed under the category, "Cardiovascular Agents". If you know what your drug is used for, look for the category name in the list that begins on page 10. Then look under the category name for your drug.

### **Alphabetical Listing**

If you are not sure what category to look under, you should look for your drug in the Index that begins on page 89. The Index provides an alphabetical list of all of the drugs included in this document. Both brand name drugs and generic drugs are listed in the Index. Look in the Index and find your drug. Next to your drug, you will see the page number where you can find coverage information. Turn to the page listed in the Index and find the name of your drug in the first column of the list.

## What are generic drugs?

Our plan covers both brand name drugs and generic drugs. A generic drug is approved by the FDA as having the same active ingredient as the brand name drug. Generally, generic drugs cost less than brand name drugs.

## Are there any restrictions on my coverage?

Some covered drugs may have additional requirements or limits on coverage. These requirements and limits may include:

- **Prior Authorization:** Our plan requires you or your physician to get prior authorization for certain drugs. This means that you will need to get approval from us before you fill your prescriptions. If you don't get approval, we may not cover the drug.
- **Quantity Limits:** For certain drugs, our plan limits the amount of the drug that we will cover. For example, our plan provides 30 tablets per 30 days per prescription for *candesartan*. This may be in addition to a standard one-month or three-month supply.
- **Step Therapy:** In some cases, our plan requires you to first try certain drugs to treat your medical condition before we will cover another drug for that condition. For example, if Drug A and Drug B both treat your medical condition, we may not cover Drug B unless you try Drug A first. If Drug A does not work for you, we will then cover Drug B.

### **You can find out if your drug has any additional requirements or limits by looking in the formulary that begins on page 10.**

You can also get more information about the restrictions applied to specific covered drugs by visiting our Website. We have posted online documents that explain our prior authorization and step therapy restrictions. You may also ask us to send you a copy.

Our contact information, along with the date we last updated the formulary, appears on the front and back cover pages.

You can ask us to make an exception to these restrictions or limits or for a list of other, similar drugs that may treat your health condition. See the section, "How do I request an exception to the Aetna Medicare formulary?" on page 6 for information about how to request an exception.

## What if my drug is not on the Formulary?

If your drug is not included in this formulary (list of covered drugs), you should first contact Member Services and ask if your drug is covered.

If you learn that our plan does not cover your drug, you have two options:

- You can ask Member Services for a list of similar drugs that are covered by our plan. When you receive the list, show it to your doctor and ask him or her to prescribe a similar drug that is covered by our plan.
- You can ask us to make an exception and cover your drug. See below for information about how to request an exception.

## How do I request an exception to the Aetna Medicare Formulary?

You can ask us to make an exception to our coverage rules. There are several types of exceptions that you can ask us to make.

- You can ask us to cover a drug even if it is not on our formulary. If approved, this drug will be covered at a pre-determined cost-sharing level, and you would not be able to ask us to provide the drug at a lower cost-sharing level.
- You can ask us to cover a formulary drug at a lower cost-sharing level if this drug is not on the specialty tier. If approved this would lower the amount you must pay for your drug.
- You can ask us to waive coverage restrictions or limits on your drug. For example, for certain drugs, our plan limits the amount of the drug that we will cover. If your drug has a quantity limit, you can ask us to waive the limit and cover a greater amount.

Generally, we will only approve your request for an exception if the alternative drugs included on the plan's formulary, the lower cost-sharing drug or additional utilization restrictions would not be as effective in treating your condition and/or would cause you to have adverse medical effects.

You should contact us to ask us for an initial coverage decision for a formulary, *tiering* or utilization restriction exception. **When you request a formulary, tiering or utilization restriction exception you should submit a statement from your prescriber or physician supporting your request.**

Generally, we must make our decision within 72 hours of getting your prescriber's supporting statement. You can request an expedited (fast) exception if you or your doctor believe that your health could be seriously harmed by waiting up to 72 hours for a decision. If your request to expedite is granted, we must give you a decision no later than 24 hours after we get a supporting statement from your doctor or other prescriber.

## What do I do before I can talk to my doctor about changing my drugs or requesting an exception?

As a new or continuing member in our plan you may be taking drugs that are not on our formulary. Or, you may be taking a drug that is on our formulary but your ability to get it is limited. For example, you may need a prior authorization from us before you can fill your prescription. You should talk to your doctor to decide if you should switch to an appropriate drug that we cover or request a formulary exception so that we will cover the drug you take. While you talk to your doctor to determine the right course of action for you, we may cover your drug in certain cases during the first 90 days you are a member of our plan.

For each of your drugs that is not on our formulary or if your ability to get your drugs is limited, we will cover a temporary 30-day supply. If your prescription is written for fewer days, we'll allow refills to provide up to a maximum 30-day supply of medication. After your first 30-day supply, we will not pay for these drugs, even if you have been a member of the plan less than 90 days.

If you are a resident of a long-term care facility, we will allow you to refill your prescription until we have provided you with a 31-day transition supply, consistent with dispensing increment, (unless you have a prescription written for fewer days). We will cover more than one refill of these drugs for the first 90 days you are a member of our plan. If you need a drug that is not on our formulary or if your ability to get your drugs is limited, but you are past the first 90 days of membership in our plan, we will cover a 31-day emergency supply of that drug (unless you have a prescription for fewer days) while you pursue a formulary exception.

If you experience a change in your setting of care (such as being discharged or admitted to a long term care facility), your physician or pharmacy can request a one-time prescription override. This one-time override will provide you with temporary coverage (up to a 30-day supply) for the applicable drug(s).

## For more information

For more detailed information about our plan's prescription drug coverage, please review your Evidence of Coverage and other plan materials.

If you have questions about our plan, please contact us. Our contact information, along with the date we last updated the formulary, appears on the front and back cover pages.

If you have general questions about Medicare prescription drug coverage, please call Medicare at **1-800-MEDICARE (1-800-633-4227)** 24 hours a day/7 days a week. **TTY** users should call **1-877-486-2048**.

Or, visit <http://www.medicare.gov>.

# Aetna Medicare Formulary

The comprehensive formulary that begins on page 10 provides coverage information about the drugs covered by our plan. If you have trouble finding your drug in the list, turn to the Index that begins on page 89.

The first column of the chart lists the drug name. Brand name drugs are capitalized (e.g., LEVEMIR) and generic drugs are listed in lower-case italics (e.g., *candesartan*).

The information in the Requirements/Limits column tells you if our plan has any special requirements for coverage of your drug.

<b>QL</b>	Quantity Limits
<b>PA</b>	Prior Authorization
<b>ST</b>	Step Therapy
<b>LA</b>	Limited Access
<b>MO</b>	Mail-order Delivery
<b>B/D</b>	Part B vs. D Prior Authorization

**QL:** Quantity Limits. For certain drugs, our plan limits the amount of the drug that we will cover. For example, our plan provides 30 tablets per 30 days per prescription for *candesartan*.

**PA:** Prior Authorization. Our plan requires you or your provider to get prior authorization for certain drugs. This means that you will need to get approval from us before you fill your prescriptions. If you don't get approval, we may not cover the drug.

**ST:** Step Therapy. In some cases, our plan requires you to first try certain drugs to treat your medical condition, before we will cover another drug for that condition. For example, if Drug A and Drug B both treat your medical condition, we may not cover Drug B unless you try Drug A first. If Drug A does not work for you, we will then cover Drug B.

**LA:** Limited Access. These prescriptions may be available only at certain pharmacies. For more Information, consult your Pharmacy Directory or call Aetna Member Services at **1-800-594-9390 (TTY: 711)**, 8 a.m. to 6 p.m. local time, Monday through Friday.

**MO:** Mail Order. For certain kinds of drugs, you can use Aetna Rx Home Delivery services. Generally, the drugs available through mail order are drugs that you take on a regular basis, for a chronic or long-term medical condition. The drugs available through our plan's mail-order service are marked as "mail-order" drugs in our Drug List or MO. For more information, consult your Pharmacy Directory or call Aetna Member Services at **1-800-594-9390 (TTY: 711)**, 8 a.m. to 6 p.m. local time, Monday through Friday.

**B/D:** Part B versus Part D. This prescription drug has a Part B versus Part D administrative prior authorization requirement. This drug may be covered under Medicare Part B or D depending upon the circumstances. Information may need to be submitted describing the use and setting of the drug to make the determination.

# Drug tier copay levels

This 2019 comprehensive formulary is a listing of brand-name and generic drugs. Aetna Medicare's 2019 formulary covers most drugs identified by Medicare as Part D drugs, and your copay may differ depending upon the tier at which the drug resides.

The copay tiers for covered prescription medications are listed below. Copay amounts and coinsurance percentages for each tier vary by Aetna Medicare plan. Look in the 2019 Prescription Drug Benefits Chart (The Prescription Drug Schedule of Cost Sharing) that was included in your Evidence of Coverage (EOC) packet.

Copay tier	Type of drug
<b>Tier 1</b>	Generic Drugs
<b>Tier 2</b>	Preferred Brand Drugs
<b>Tier 3</b>	Non-Preferred Brand Drugs

## You may have drug coverage in the Coverage Gap Stage

There are four "drug payment stages" of a Medicare Prescription Drug Plan. How much you pay for a Part D drug depends on which drug payment stage you are in. Your plan may include supplemental coverage for some drugs during the Coverage Gap stage of the plan. Look in the 2019 Prescription Drug Benefits Chart (Prescription Drug Schedule of Cost Sharing) that was included in your EOC packet. The Prescription Drug Benefits Chart will tell you if your plan provides coverage in the gap, and how much you will pay for covered drugs. If you need assistance finding this information, call the number on the back of your ID card.

## Key\*

Drug name	Drug tier	Requirements/Limits
UPPERCASE = Brand-name prescription drugs	1, 2, 3 = Copay tier level	QL = Quantity Limit PA = Prior Authorization ST = Step Therapy LA = Limited Access MO = Mail-order Delivery B/D = Part B vs. Part D
<i>Lowercase italics</i> = Generic medications		

## Drug name Drug tier Requirements/Limits

### ANALGESICS

#### **Analgesics**

<i>ascomp/codeine</i>	1	QL (180 EA per 30 days) PA MO
<i>bupap tabs 300mg; 50mg</i>	1	QL (180 EA per 30 days) PA
<i>butalbital/acetaminophen/caffeine/codeine</i>	1	QL (180 EA per 30 days) PA MO
<i>butalbital/acetaminophen/caffeine caps</i>	1	QL (180 EA per 30 days) PA MO
<i>butalbital/acetaminophen/caffeine tabs 325mg; 50mg; 40mg</i>	1	QL (180 EA per 30 days) PA MO
<i>butalbital/aspirin/caffeine</i>	1	QL (180 EA per 30 days) PA MO
<i>butalbital/aspirin/caffeine/codeine</i>	1	QL (180 EA per 30 days) PA MO
<i>esgic caps</i>	1	QL (180 EA per 30 days) PA MO
<i>phrenilin forte caps 300mg; 50mg; 40mg</i>	1	QL (180 EA per 30 days) PA
<i>zebutal caps 325mg; 50mg; 40mg</i>	1	QL (180 EA per 30 days) PA MO

#### **Nonsteroidal Anti-inflammatory Drugs**

CAMBIA	3	PA MO
<i>celecoxib caps 400mg</i>	1	QL (30 EA per 30 days) MO
<i>celecoxib caps 100mg, 200mg, 50mg</i>	1	QL (60 EA per 30 days) MO
<i>diclofenac potassium</i>	1	MO
<i>diclofenac sodium dr</i>	1	MO
<i>diclofenac sodium er</i>	1	MO
<i>diclofenac sodium/misoprostol</i>	1	MO
<i>diclofenac sodium transdermal soln 1.5%</i>	1	QL (450 ML per 30 days) PA MO
<i>diflunisal tabs 500mg</i>	1	MO
DUEXIS	3	MO
<i>etodolac er</i>	1	MO
<i>etodolac caps, tabs</i>	1	MO
<i>fenoprofen calcium caps 400mg</i>	1	MO
<i>fenoprofen calcium tabs 600mg</i>	1	MO
FLECTOR	3	QL (60 EA per 30 days) PA MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.



Drug name	Drug tier	Requirements/Limits
<i>flurbiprofen tabs</i>	1	MO
<i>ibuprofen susp</i>	1	MO
<i>ibuprofen tabs 400mg, 600mg, 800mg</i>	1	MO
<i>ibu tabs 600mg, 800mg</i>	1	MO
<i>indomethacin er</i>	1	PA MO
<i>indomethacin immediate release caps</i>	1	PA MO
<i>ketoprofen er cp24 200mg</i>	1	MO
<i>ketoprofen caps 50mg, 75mg</i>	1	MO
<i>ketorolac tromethamine inj 30mg/ml</i>	1	QL (20 ML per 30 days) PA
<i>ketorolac tromethamine inj 15mg/ml, 30mg/ml, 60mg/2ml</i>	1	QL (20 ML per 30 days) PA MO
<i>ketorolac tromethamine tabs 10mg</i>	1	QL (20 EA per 30 days) PA MO
<i>meclofenamate sodium caps</i>	1	MO
<i>meloxicam tabs</i>	1	MO
<i>nabumetone tabs</i>	1	MO
<i>naproxen dr tabs 375mg, 500mg</i>	1	MO
<i>naproxen sodium er tb24 375mg</i>	1	MO
<i>naproxen sodium er tb24 500mg</i>	1	MO
<i>naproxen sodium tabs 275mg, 550mg</i>	1	MO
<i>naproxen tabs 250mg, 375mg, 500mg</i>	1	MO
<i>naproxen susp</i>	1	MO
<i>oxaprozin</i>	1	MO
PENNSAID SOLN 2%	3	QL (224 GM per 28 days) PA MO
<i>piroxicam caps</i>	1	MO
<i>profeno</i>	1	
<i>sulindac tabs</i>	1	MO
VIMOVO TBEC 20MG; 500MG	3	MO
VIMOVO TBEC 20MG; 375MG	3	MO
<b>Opioid Analgesics, Long-acting</b>		
<i>buprenorphine weekly patch 7.5mcg/hr</i>	1	QL (4 EA per 28 days) PA
<i>buprenorphine weekly patch 10mcg/hr, 15mcg/hr, 20mcg/hr, 5mcg/hr</i>	1	QL (4 EA per 28 days) PA MO
<i>fentanyl transdermal patches</i>	1	QL (15 EA per 30 days) PA MO
HYSINGLA ER	2	QL (30 EA per 30 days) PA MO
<i>methadone hcl tabs</i>	1	QL (180 EA per 30 days) PA MO
<i>methadone hcl oral soln</i>	1	QL (3000 ML per 30 days) PA MO
<i>methadone hcl oral conc</i>	1	QL (360 ML per 30 days) PA MO
<i>methadone hcl inj</i>	1	PA

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>morphine sulfate er cp24 (generic Avinza) 120mg, 30mg, 45mg, 60mg, 75mg, 90mg</i>	1	QL (30 EA per 30 days) PA MO
<i>morphine sulfate er cp24 (generic Kadian) 100mg, 10mg, 20mg, 30mg, 50mg, 60mg, 80mg</i>	1	QL (60 EA per 30 days) PA MO
<i>morphine sulfate er tbcr (generic MS Contin) 100mg, 200mg, 30mg, 60mg</i>	1	QL (60 EA per 30 days) PA MO
<i>morphine sulfate er tbcr (generic MS Contin) 15mg</i>	1	QL (90 EA per 30 days) PA MO
NUCYNTA ER TB12 100MG, 200MG, 250MG, 50MG	2	QL (60 EA per 30 days) PA MO
NUCYNTA ER TB12 150MG	2	QL (90 EA per 30 days) PA MO
<i>tramadol hcl er cp24 100mg, 200mg, 300mg</i>	1	QL (30 EA per 30 days) PA MO
<i>tramadol hcl er tb24 100mg, 200mg, 300mg</i>	1	QL (30 EA per 30 days) PA MO
<b>Opioid Analgesics, Short-acting</b>		
<i>acetaminophen/codeine tabs</i>	1	QL (180 EA per 30 days) MO
<i>acetaminophen/codeine oral soln</i>	1	QL (4500 ML per 30 days) MO
<i>butorphanol tartrate nasal soln</i>	1	QL (5 ML per 30 days) MO
<i>butorphanol tartrate inj 1mg/ml</i>	1	
<i>butorphanol tartrate inj 2mg/ml</i>	1	MO
<i>codeine sulfate tabs</i>	1	QL (180 EA per 30 days) MO
<i>endocet tabs 325mg; 10mg, 325mg; 2.5mg, 325mg; 5mg, 325mg; 7.5mg</i>	1	QL (180 EA per 30 days)
<i>fentanyl citrate oral transmucosal lozenge</i>	1	QL (120 EA per 30 days) PA MO
FENTORA TABS 100MCG, 200MCG, 400MCG, 600MCG, 800MCG	3	QL (120 EA per 30 days) PA MO
<i>hydrocodone/acetaminophen oral soln 325mg/15ml; 7.5mg/15ml</i>	1	QL (5550 ML per 30 days) MO
<i>hydrocodone/acetaminophen tabs 10mg/300mg, 5mg/300mg, 7.5mg/325mg, 2.5/325mg</i>	1	QL (180 EA per 30 days) MO
<i>hydrocodone/acetaminophen tabs 325mg; 10mg, 325mg; 5mg, 325mg; 7.5mg</i>	1	QL (180 EA per 30 days) MO
<i>hydrocodone/ibuprofen tabs 10mg; 200mg, 5mg; 200mg, 7.5mg; 200mg</i>	1	QL (150 EA per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>hydromorphone hcl immediate release tabs</i>	1	QL (180 EA per 30 days) MO
<i>hydromorphone hcl oral soln</i>	1	QL (2400 ML per 30 days) MO
<i>hydromorphone hcl inj 10mg/ml, 50mg/5ml</i>	1	B/D
<i>hydromorphone hcl inj 1mg/ml, 2mg/ml, 4mg/ml</i>	1	B/D MO
<i>ibudone tabs 5mg; 200mg</i>	1	QL (150 EA per 30 days)
<i>lorcet</i>	1	QL (180 EA per 30 days)
<i>lorcet hd</i>	1	QL (180 EA per 30 days)
<i>lorcet plus tabs 325mg; 7.5mg</i>	1	QL (180 EA per 30 days)
<i>meperidine hcl tabs</i>	1	QL (120 EA per 30 days) PA MO
<i>meperidine hcl oral soln</i>	1	QL (3600 ML per 30 days) PA MO
<i>meperidine hcl inj 10mg/ml, 25mg/ml</i>	1	PA
<i>meperidine hcl inj 100mg/ml, 50mg/ml</i>	1	PA MO
<i>morphine sulfate inj 0.5mg/ml, 10mg/ml, 150mg/30ml, 1mg/ml pf, 25mg/ml, 2mg/ml, 4mg/ml, 50mg/ml, 5mg/ml, 8mg/ml</i>	1	B/D
<i>morphine sulfate inj 1mg/ml</i>	1	B/D MO
<i>morphine sulfate oral soln 100mg/5ml</i>	1	QL (180 ML per 30 days) MO
<i>morphine sulfate oral soln 10mg/5ml</i>	1	QL (1800 ML per 30 days) MO
<i>morphine sulfate oral soln 20mg/5ml</i>	1	QL (900 ML per 30 days) MO
<i>morphine sulfate tabs 30mg</i>	1	QL (180 EA per 30 days) MO
<i>morphine sulfate tabs 15mg</i>	1	QL (60 EA per 30 days) MO
<i>nalbuphine hcl inj 10mg/ml, 20mg/ml</i>	1	MO
<i>oxycodone hcl caps</i>	1	QL (180 EA per 30 days) MO
<i>oxycodone hcl oral conc</i>	1	QL (180 ML per 30 days) MO
<i>oxycodone hcl soln</i>	1	QL (5400 ML per 30 days) MO
<i>oxycodone hcl tabs 30mg</i>	1	QL (120 EA per 30 days) MO
<i>oxycodone hcl tabs 10mg, 15mg, 20mg, 5mg</i>	1	QL (180 EA per 30 days) MO
<i>oxycodone/acetaminophen tabs 325mg; 10mg, 325mg; 2.5mg, 325mg; 5mg, 325mg; 7.5mg</i>	1	QL (180 EA per 30 days) MO
<i>oxycodone/aspirin tabs 325mg; 4.835mg</i>	1	QL (180 EA per 30 days) MO
<i>oxycodone/ibuprofen</i>	1	QL (120 EA per 30 days) MO
<i>oxymorphone hcl immediate release tabs</i>	1	QL (180 EA per 30 days) MO
<i>pentazocine/naloxone hcl</i>	1	QL (360 EA per 30 days) PA MO
<i>tramadol hcl immediate release tabs</i>	1	QL (240 EA per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>tramadol hydrochloride/acetaminophen</i>	1	QL (240 EA per 30 days) MO
<i>vicodin es tabs 300mg; 7.5mg</i>	1	QL (180 EA per 30 days)
<i>vicodin hp tabs 300mg; 10mg</i>	1	QL (180 EA per 30 days)
<i>vicodin tabs 300mg; 5mg</i>	1	QL (180 EA per 30 days)
<b>ANESTHETICS</b>		
<b>Local Anesthetics</b>		
<i>lidocaine hcl inj 0.5%, 1%, 1.5%, 2%, 4%</i>	1	
<i>lidocaine hcl topical soln 4%</i>	1	MO
<i>lidocaine viscous oral topical soln</i>	1	MO
<i>lidocaine/prilocaine crea</i>	1	QL (30 GM per 30 days) PA MO
<i>lidocaine oint</i>	1	QL (35.44 GM per 30 days) PA MO
<i>lidocaine ptch</i>	1	QL (90 EA per 30 days) PA MO
<b>ANTI-ADDICTION/SUBSTANCE ABUSE TREATMENT AGENTS</b>		
<b>Alcohol Deterrents/Anti-craving</b>		
<i>acamprosate calcium dr</i>	1	MO
<i>disulfiram tabs</i>	1	MO
<i>naltrexone hcl tabs</i>	1	MO
VIVITROL INJ	3	
<b>Opioid Dependence Treatments</b>		
<i>buprenorphine hcl/naloxone hcl subl</i>	1	QL (90 EA per 30 days) MO
<i>buprenorphine hcl subl</i>	1	QL (90 EA per 30 days) PA MO
SUBOXONE FILM 12MG; 3MG	3	QL (60 EA per 30 days) MO
SUBOXONE FILM 2MG; 0.5MG, 4MG; 1MG, 8MG; 2MG	3	QL (90 EA per 30 days) MO
<b>Opioid Reversal Agents</b>		
<i>naloxone hcl inj 0.4mg/ml, 2mg/2ml, 4mg/10ml</i>	1	MO
NARCAN NASAL SPRAY	2	MO
<b>Smoking Cessation Agents</b>		
<i>bupropion hcl sr tb12 150mg</i>	1	QL (60 EA per 30 days) MO
CHANTIX CONTINUING MONTH PAK	3	PA MO
CHANTIX STARTING MONTH PAK	3	PA MO
CHANTIX TABS 0.5MG, 1MG	3	PA MO
NICOTROL INHALER	3	MO
NICOTROL NASAL SPRAY	3	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<b>ANTIBACTERIALS</b>		
<b><i>Aminoglycosides</i></b>		
<i>amikacin sulfate inj 1gm/4ml, 500mg/2ml</i>	1	MO
<i>gentamicin sulfate inj 10mg/ml</i>	1	MO
<i>gentamicin sulfate/0.9% sodium chloride inj 1.2mg/ml, 1.6mg/ml, 1mg/ml, 2mg/ml</i>	1	
<i>gentamicin sulfate inj 40mg/ml</i>	1	MO
<i>isotonic gentamicin inj 0.8mg/ml; 0.9%</i>	1	MO
<i>neomycin sulfate tabs</i>	1	MO
<i>paromomycin sulfate caps</i>	1	MO
<i>streptomycin sulfate inj 1gm</i>	1	MO
<i>tobramycin sulfate inj 1.2gm, 10mg/ml, 40mg/ml</i>	1	
<i>tobramycin sulfate inj 1.2gm/30ml, 80mg/2ml</i>	1	MO
<b><i>Antibacterials, Other</i></b>		
<i>baciim inj</i>	1	
<i>bacitracin inj 50000unit</i>	1	MO
<i>chloramphenicol sodium succinate inj</i>	1	
<i>clindamycin hcl caps</i>	1	MO
<i>clindamycin palmitate hcl oral soln 75mg/5ml</i>	1	MO
<i>clindamycin phosphate in d5w inj</i>	1	
<i>clindamycin phosphate inj 900mg/60ml</i>	1	
<i>clindamycin phosphate vaginal crea 2%</i>	1	MO
<i>clindamycin phosphate inj 150mg/ml, 300mg/2ml, 600mg/4ml, 9000mg/60ml</i>	1	
<i>clindamycin phosphate inj 600mg/4ml</i>	1	MO
CLINDAMYCIN/SODIUM CHLORIDE IV SOLN	3	
<i>colestimethate sodium inj</i>	1	PA MO
<i>daptomycin inj 500mg</i>	1	
ISOPROPYL ALCOHOL WIPES	2	
<i>lansoprazole/amoxicillin/clarithromycin</i>	1	QL (224 EA per 365 days) MO
<i>linezolid inj</i>	1	PA
<i>linezolid oral susp</i>	1	QL (1800 ML per 28 days) PA MO
<i>linezolid tabs</i>	1	QL (56 EA per 28 days) PA MO
MACROBID	3	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>methenamine hippurate</i>	1	MO
<i>methenamine mandelate tabs 0.5gm, 1gm</i>	1	MO
<i>metronidazole in nacl 0.79%</i>	1	
<i>metronidazole vaginal gel</i>	1	MO
<i>metronidazole caps 375mg</i>	1	MO
<i>metronidazole inj 5mg/ml</i>	1	
<i>metronidazole tabs 250mg, 500mg</i>	1	MO
MONUROL	3	MO
<i>nitrofurantoin macrocrystals</i>	1	MO
<i>nitrofurantoin monohydrate</i>	1	MO
<i>nitrofurantoin susp</i>	1	MO
SIVEXTRO INJ	3	
SIVEXTRO TABS	3	MO
SYNERCID INJ 500MG	3	
<i>tigecycline inj</i>	1	
<i>tinidazole</i>	1	MO
<i>trimethoprim tabs</i>	1	MO
VANCOMYCIN HCL INJ 0.9%; 500MG/100ML, 0.9%; 750MG/150ML	3	
<i>vancomycin hcl caps 125mg</i>	1	QL (120 EA per 30 days) MO
<i>vancomycin hcl caps 250mg</i>	1	MO
VANCOMYCIN HCL IN 0.9% SODIUM CHLORIDE INJ 1GM/200ML	3	
<i>vancomycin hcl inj 1000mg, 100gm, 10gm, 5000mg, 750mg</i>	1	
<i>vancomycin hcl inj 500mg</i>	1	MO
VANCOMYCIN VAGINAL GEL	3	MO
XIFAXAN TABS 550MG	3	PA MO
<b><i>Beta-lactam, Cephalosporins</i></b>		
<i>cefaclor er tb12 500mg</i>	1	MO
<i>cefaclor caps</i>	1	MO
<i>cefaclor oral susp 125mg/5ml, 250mg/5ml, 375mg/5ml</i>	1	MO
<i>cefadroxil</i>	1	MO
CEFAZOLIN/ DEXTROSE INJ 1GM/50ML	3	
<i>cefazolin sodium inj 100gm, 1gm, 20gm, 300gm</i>	1	
<i>cefazolin sodium inj 10gm, 1gm, 500mg</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
CEFAZOLIN/DEXTROSE INJ 2GM/100ML	3	
<i>cefdinir</i>	1	MO
<i>cefepime inj 1gm, 2gm</i>	1	MO
<i>cefiximine oral susp</i>	1	MO
<i>cefotaxime sodium inj 10gm, 2gm, 500mg</i>	1	
<i>cefotaxime sodium inj 1gm</i>	1	MO
<i>cefotetan inj</i>	1	
<i>cefoxitin sodium inj 10gm, 1gm, 2gm</i>	1	
<i>cefpodoxime proxetil</i>	1	MO
<i>cefprozil</i>	1	MO
CEFTAZIDIME/DEXTROSE IV INJ	3	
<i>ceftazidime inj 6gm</i>	1	
<i>ceftazidime inj 1gm, 2gm</i>	1	MO
<i>ceftriaxone sodium inj 100gm, 1gm</i>	1	
<i>ceftriaxone sodium inj 10gm, 1gm, 250mg, 2gm, 500mg</i>	1	MO
<i>ceftriaxone/dextrose iv soln</i>	1	
<i>cefuroxime axetil tabs</i>	1	MO
<i>cefuroxime sodium inj 1.5gm, 7.5gm</i>	1	
<i>cefuroxime sodium inj 750mg</i>	1	MO
<i>cephalexin</i>	1	MO
SUPRAX CAPS	2	MO
SUPRAX CHEW 100MG	3	
SUPRAX CHEW 200MG	3	MO
SUPRAX ORAL SUSP 500MG/5ML	2	
<i>tazicef inj 1gm, 2gm, 6gm</i>	1	
TEFLARO	3	
<b>Beta-lactam, Other</b>		
AZACTAM IN ISO-OSMOTIC DEXTROSE INJ 1GM/50ML, 2GM/50ML	3	
AZACTAM INJ 1GM, 2GM	3	
<i>aztreonam inj 1gm</i>	1	MO
<i>aztreonam inj 2gm</i>	1	MO
<i>imipenem/cilastatin</i>	1	MO
INVANZ INJ 1GM	3	
INVANZ INJ 1GM	3	MO
<i>meropenem vial</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<b>Beta-lactam, Penicillins</b>		
<i>amoxicillin/clavulanate potassium</i>	1	MO
<i>amoxicillin/clavulanate potassium er</i>	1	MO
<i>amoxicillin chew 125mg, 250mg</i>	1	MO
<i>amoxicillin caps, oral susp, tabs</i>	1	MO
<i>ampicillin sodium inj 10gm, 125mg, 1gm, 250mg, 2gm</i>	1	
<i>ampicillin sodium inj 1gm, 2gm, 500mg</i>	1	MO
<i>ampicillin-sulbactam inj</i>	1	
<i>ampicillin caps 500mg</i>	1	MO
AUGMENTIN ES-600 ORAL SUSP	3	MO
AUGMENTIN XR	3	
AUGMENTIN ORAL SUSP 125MG/5ML	3	MO
AUGMENTIN ORAL SUSP 250MG/5ML	3	MO
AUGMENTIN TABS 500MG, 875MG	3	MO
BICILLIN L-A INJ 1200000UNIT/2ML, 2400000UNIT/4ML, 600000UNIT/ML	3	MO
<i>dicloxacillin sodium</i>	1	MO
<i>nafcillin sodium inj 1gm, 2gm</i>	1	
<i>nafcillin sodium inj 2gm</i>	1	MO
<i>nafcillin sodium inj 10gm</i>	1	
<i>oxacillin sodium inj 10gm, 1gm</i>	1	
<i>oxacillin sodium inj 2gm</i>	1	MO
PENICILLIN G POTASSIUM IN ISO-OSMOTIC DEXTROSE INJ	3	
<i>penicillin g potassium inj 20000000unit, 5000000unit</i>	1	MO
<i>penicillin g procaine inj</i>	1	MO
<i>penicillin g sodium inj</i>	1	
<i>penicillin v potassium</i>	1	MO
<i>piperacillin sodium/tazobactam sodium inj 3gm; 0.375gm</i>	1	
<i>piperacillin sodium/ tazobactam sodium 36gm; 4.5gm</i>	1	
<i>piperacillin/tazobactam inj 12gm; 1.5gm, 2gm; 0.25gm, 4gm; 0.5gm</i>	1	
<b>Macrolides</b>		
AZITHROMYCIN 1 GM PACK FOR ORAL SUSPENSION	2	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.



Drug name	Drug tier	Requirements/Limits
<i>azithromycin oral susp, tabs</i>	1	MO
<i>azithromycin inj 500mg</i>	1	MO
<i>clarithromycin er</i>	1	MO
<i>clarithromycin oral susp, tabs</i>	1	MO
DIFICID	3	MO
E.E.S. 400 TABS	3	MO
ERY-TAB	3	MO
ERYTHROCIN LACTOBIONATE INJ 500MG	3	
ERYTHROCIN STEARATE TABS 250MG	3	MO
<i>erythromycin base tabs</i>	1	MO
<i>erythromycin ethylsuccinate tabs</i>	1	MO
<i>erythromycin stearate tabs 250mg</i>	1	MO
<i>erythromycin caps dr 250mg</i>	1	MO
<b>Quinolones</b>		
<i>ciprofloxacin er</i>	1	MO
<i>ciprofloxacin hcl tabs 100mg, 250mg, 750mg</i>	1	MO
<i>ciprofloxacin hydrochloride</i>	1	MO
<i>ciprofloxacin iv in d5w 200mg/100ml iv soln</i>	1	
<i>ciprofloxacin iv in d5w 400mg/200ml iv soln</i>	1	MO
CIPROFLOXACIN OTIC SOLN	2	MO
<i>ciprofloxacin inj</i>	1	
<i>ciprofloxacin oral susp 250mg/5ml</i>	1	
<i>ciprofloxacin oral susp 500mg/5ml</i>	1	MO
<i>levofloxacin in d5w iv soln</i>	1	
<i>levofloxacin inj 25mg/ml</i>	1	
<i>levofloxacin oral soln 25mg/ml</i>	1	MO
<i>levofloxacin tabs 250mg, 500mg, 750mg</i>	1	MO
<i>moxifloxacin hcl/sodium chloride 400mg/250ml iv soln</i>	1	
MOXIFLOXACIN HCL INJ	1	
<i>moxifloxacin hcl tabs</i>	1	MO
<i>moxifloxacin hcl ophthalmic soln</i>	1	MO
<i>ofloxacin tabs 300mg, 400mg</i>	1	MO
<b>Sulfonamides</b>		
<i>sulfadiazine tabs</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>sulfamethoxazole/trimethoprim ds</i>	1	MO
<i>sulfamethoxazole/trimethoprim tabs</i>	1	MO
<i>sulfamethoxazole/trimethoprim inj, susp</i>	1	MO
<b>Tetracyclines</b>		
<i>doxy 100 inj</i>	1	MO
<i>doxycycline hyclate dr</i>	1	MO
<i>doxycycline hyclate caps, inj</i>	1	MO
<i>doxycycline hyclate tabs 100mg, 150mg, 20mg, 75mg</i>	1	MO
<i>doxycycline monohydrate caps, tabs</i>	1	MO
<i>doxycycline oral sup 25mg/5ml</i>	1	MO
<i>minocycline hcl er 65mg, 115mg</i>	1	ST MO
<i>minocycline hcl caps</i>	1	MO
<i>minocycline hcl tabs</i>	1	ST MO
<i>minocycline hcl er tabs 45mg, 90mg, 135mg</i>	1	ST MO
<i>morgidox 1x100mg caps</i>	1	
<i>morgidox 1x50mg caps</i>	1	
<i>morgidox 2x100mg caps</i>	1	
<i>okebo</i>	1	
<i>tetracycline hydrochloride</i>	1	MO

## ANTICONVULSANTS

### Anticonvulsants, Other

APTiom TABS 200MG	3	QL (180 EA per 30 days) MO
APTiom TABS 600MG, 800MG	3	QL (60 EA per 30 days) MO
APTiom TABS 400MG	3	QL (90 EA per 30 days) MO
BRIVIACT INJ	3	PA
BRIVIACT ORAL SOLN, TABS	3	PA MO
FYCOMPA SUSP	3	QL (720 ML per 30 days) PA MO
FYCOMPA TABS 2MG	3	QL (60 EA per 30 days) PA MO
FYCOMPA TABS 10MG, 12MG, 8MG	3	QL (30 EA per 30 days) PA MO
FYCOMPA TABS 4MG, 6MG	3	QL (60 EA per 30 days) PA MO
<i>levetiracetam er</i>	1	MO
<i>levetiracetam oral soln, tabs</i>	1	MO
<i>levetiracetam inj 5mg/ml, 10mg/ml, 15mg/ml</i>	1	
<i>levetiracetam inj 500mg/5ml</i>	1	MO
<i>roweepra</i>	1	
<i>roweepra xr</i>	1	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
SPRITAM	3	MO
<b>Calcium Channel Modifying Agents</b>		
CELONTIN CAPS 300MG	3	MO
<i>ethosuximide</i>	1	MO
LYRICA ORAL SOLN	2	QL (946 ML per 30 days) MO
LYRICA CAPS 100MG, 150MG, 25MG, 50MG, 75MG	2	QL (120 EA per 30 days) MO
LYRICA CAPS 225MG, 300MG	2	QL (60 EA per 30 days) MO
LYRICA CAPS 200MG	2	QL (90 EA per 30 days) MO
<i>zonisamide</i>	1	MO
<b>Gamma-aminobutyric Acid (GABA) Augmenting Agents</b>		
<i>clonazepam odt tbdp 1mg</i>	1	QL (120 EA per 30 days) MO
<i>clonazepam odt tbdp 2mg</i>	1	QL (300 EA per 30 days) MO
<i>clonazepam odt tbdp 0.125mg, 0.25mg, 0.5mg</i>	1	QL (90 EA per 30 days) MO
<i>clonazepam tabs 1mg</i>	1	QL (120 EA per 30 days) MO
<i>clonazepam tabs 2mg</i>	1	QL (300 EA per 30 days) MO
<i>clonazepam tabs 0.5mg</i>	1	QL (90 EA per 30 days) MO
DIASTAT ACUDIAL	3	MO
DIASTAT PEDIATRIC GEL 2.5MG	3	MO
<i>diazepam gel 10mg, 2.5mg, 20mg</i>	1	MO
<i>divalproex sodium dr</i>	1	MO
<i>divalproex sodium er</i>	1	MO
<i>divalproex sodium sprinkle caps</i>	1	MO
<i>gabapentin soln</i>	1	QL (2160 ML per 30 days) MO
<i>gabapentin caps</i>	1	QL (90 EA per 30 days) MO
<i>gabapentin tabs 600mg</i>	1	QL (180 EA per 30 days) MO
<i>gabapentin tabs 800mg</i>	1	QL (90 EA per 30 days) MO
GABITRIL TABS 12MG, 16MG	3	MO
GABITRIL TABS 2MG, 4MG	3	MO
ONFI SUSP	3	PA MO
ONFI TABS 10MG, 20MG	3	PA MO
<i>phenobarbital elix</i>	1	QL (1500 ML per 30 days) PA MO
<i>phenobarbital tabs 100mg, 15mg, 16.2mg, 30mg, 32.4mg, 60mg, 64.8mg, 97.2mg</i>	1	QL (120 EA per 30 days) PA MO
<i>primidone tabs</i>	1	MO
SABRIL TABS	3	QL (180 EA per 30 days) PA LA
<i>tiagabine hydrochloride</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>valproate sodium inj 100mg/ml</i>	1	
<i>valproic acid caps, soln</i>	1	MO
<i>vigabatrin 500mg pack oral susp</i>	1	QL (180 EA per 30 days) PA
<b>Glutamate Reducing Agents</b>		
<i>felbamate</i>	1	MO
<i>lamotrigine er</i>	1	MO
<i>lamotrigine odt</i>	1	MO
<i>lamotrigine starter kit/blue</i>	1	MO
<i>lamotrigine starter kit/green</i>	1	MO
<i>lamotrigine starter kit/orange</i>	1	MO
<i>lamotrigine chew, tabs</i>	1	MO
<i>topiramate er</i>	1	MO
<i>topiramate sprinkle caps, tabs</i>	1	MO
<b>Sodium Channel Agents</b>		
BANZEL	3	PA MO
<i>carbamazepine er</i>	1	MO
<i>carbamazepine chew, susp, tabs</i>	1	MO
DILANTIN INFATABS CHEW TABS	2	MO
DILANTIN-125 ORAL SUSP	3	MO
DILANTIN CAPS	2	MO
<i>epitol</i>	1	
<i>fosphenytoin sodium inj 100mg pe/2ml</i>	1	
<i>fosphenytoin sodium inj 500mg pe/10ml</i>	1	MO
<i>oxcarbazepine</i>	1	MO
PEGANONE TABS 250MG	3	MO
PHENYTEK	2	MO
<i>phenytoin sodium er caps</i>	1	MO
<i>phenytoin sodium inj</i>	1	
<i>phenytoin chew, susp</i>	1	MO
VIMPAT INJ	3	
VIMPAT ORAL SOLN	3	QL (1200 ML per 30 days) MO
VIMPAT TABS 50MG	3	QL (120 EA per 30 days) MO
VIMPAT TABS 100MG, 150MG, 200MG	3	QL (60 EA per 30 days) MO
<b>ANTIDEMENTIA AGENTS</b>		
<b>Antidementia Agents, Other</b>		
<i>ergoloid mesylates tabs</i>	1	PA MO
NAMZARIC	3	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<b>Cholinesterase Inhibitors</b>		
<i>donepezil hcl odt</i>	1	QL (30 EA per 30 days) MO
<i>donepezil hcl tabs 23mg, 5mg</i>	1	QL (30 EA per 30 days) MO
<i>donepezil hcl tabs 10mg</i>	1	QL (60 EA per 30 days) MO
<i>galantamine hydrobromide er caps</i>	1	QL (30 EA per 30 days) MO
<i>galantamine hydrobromide soln</i>	1	QL (200 ML per 30 days) MO
<i>galantamine hydrobromide tabs</i>	1	QL (60 EA per 30 days) MO
<i>rivastigmine patch</i>	1	QL (30 EA per 30 days) MO
<i>rivastigmine tartrate</i>	1	QL (60 EA per 30 days) MO
<b>N-methyl-D-aspartate (NMDA) Receptor Antagonist</b>		
<i>memantine hcl</i>	1	QL (60 EA per 30 days) PA MO
<i>memantine hcl titration pak</i>	1	QL (98 EA per 365 days) PA MO
<i>memantine hydrochloride er</i>	1	PA MO
<i>memantine hydrochloride soln</i>	1	QL (360 ML per 30 days) PA MO
<b>ANTIDEPRESSANTS</b>		
<b>Antidepressants, Other</b>		
<i>bupropion hcl sr tb12 100mg, 150mg, 200mg</i>	1	QL (60 EA per 30 days) MO
<i>bupropion hcl xl</i>	1	QL (30 EA per 30 days) MO
<i>bupropion hcl tabs</i>	1	QL (180 EA per 30 days) MO
<i>mirtazapine odt</i>	1	QL (30 EA per 30 days) MO
<i>mirtazapine tabs</i>	1	QL (30 EA per 30 days) MO
TRINTELLIX TABS 5MG	3	QL (120 EA per 30 days) MO
TRINTELLIX TABS 20MG	3	QL (30 EA per 30 days) MO
TRINTELLIX TABS 10MG	3	QL (60 EA per 30 days) MO
<b>Monoamine Oxidase Inhibitors</b>		
EMSAM PATCH	3	QL (30 EA per 30 days) PA MO
MARPLAN	3	QL (180 EA per 30 days) MO
<i>phenelzine sulfate</i>	1	MO
<i>tranylcypromine sulfate</i>	1	MO
<b>SSRIs/SNRIs (Selective Serotonin Reuptake Inhibitors/Serotonin and Norepinephrine Reuptake Inhibitor</b>		
<i>citalopram hydrobromide soln</i>	1	QL (600 ML per 30 days) MO
<i>citalopram hydrobromide tabs 10mg</i>	1	QL (120 EA per 30 days) MO
<i>citalopram hydrobromide tabs 40mg</i>	1	QL (30 EA per 30 days) MO
<i>citalopram hydrobromide tabs 20mg</i>	1	QL (60 EA per 30 days) MO
DESVENLAFAXINE ER TB24 (BRANDED)	2	QL (30 EA per 30 days) MO
GENERIC KHEDEZLA 100MG, 50MG		

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>desvenlafaxine er tb24 (generic Pristiq) 100mg, 25mg, 50mg</i>	1	QL (30 EA per 30 days) MO
<i>duloxetine hcl dr caps 20mg, 40mg, 60mg</i>	1	QL (60 EA per 30 days) MO
<i>duloxetine hcl dr caps 30mg</i>	1	QL (90 EA per 30 days) MO
<i>escitalopram oxalate soln</i>	1	QL (600 ML per 30 days) MO
<i>escitalopram oxalate tabs 20mg</i>	1	QL (30 EA per 30 days) MO
<i>escitalopram oxalate tabs 10mg, 5mg</i>	1	QL (45 EA per 30 days) MO
FETZIMA TITRATION PACK	3	PA MO
FETZIMA ER CAP 20MG	3	QL (180 EA per 30 days) PA MO
FETZIMA ER CAP 120MG, 80MG	3	QL (30 EA per 30 days) PA MO
FETZIMA ER CAP 40MG	3	QL (90 EA per 30 days) PA MO
<i>fluoxetine dr caps 90mg</i>	1	QL (4 EA per 28 days) MO
<i>fluoxetine hcl caps 20mg</i>	1	QL (120 EA per 30 days) MO
<i>fluoxetine hcl caps 10mg</i>	1	QL (30 EA per 30 days) MO
<i>fluoxetine hcl caps 40mg</i>	1	QL (60 EA per 30 days) MO
<i>fluoxetine hcl soln</i>	1	MO
FLUOXETINE HCL TABS 60MG	2	MO
<i>fluoxetine hcl tabs (generic Prozac) 10mg, 20mg</i>	1	MO
FLUOXETINE TABS	2	MO
<i>fluvoxamine maleate</i>	1	MO
<i>fluvoxamine maleate er</i>	1	QL (60 EA per 30 days) MO
<i>maprotiline hcl</i>	1	MO
<i>nefazodone hcl</i>	1	MO
<i>olanzapine/fluoxetine</i>	1	QL (30 EA per 30 days) MO
<i>paroxetine hcl er tb24 37.5mg</i>	1	QL (60 EA per 30 days) MO
<i>paroxetine hcl er tb24 12.5mg, 25mg</i>	1	QL (90 EA per 30 days) MO
<i>paroxetine hcl tabs 10mg, 20mg</i>	1	QL (30 EA per 30 days) MO
<i>paroxetine hcl tabs 30mg, 40mg</i>	1	QL (60 EA per 30 days) MO
PAXIL SUSP	3	QL (900 ML per 30 days) MO
<i>sertraline hcl conc</i>	1	QL (300 ML per 30 days) MO
<i>sertraline hcl tabs 25mg</i>	1	QL (30 EA per 30 days) MO
<i>sertraline hcl tabs 100mg, 50mg</i>	1	QL (60 EA per 30 days) MO
<i>trazodone hcl tabs</i>	1	MO
<i>venlafaxine hcl</i>	1	MO
<i>venlafaxine hcl er cp24 37.5mg, 75mg</i>	1	QL (30 EA per 30 days) MO
<i>venlafaxine hcl er cp24 150mg</i>	1	QL (60 EA per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>venlafaxine hcl er tb24 225mg, 37.5mg, 75mg</i>	1	QL (30 EA per 30 days) MO
<i>venlafaxine hcl er tb24 150mg</i>	1	QL (60 EA per 30 days) MO
<i>venlafaxine hydrochloride er tb24 37.5mg, 75mg</i>	1	QL (30 EA per 30 days) MO
VIIBRYD STARTER PACK	3	MO
VIIBRYD TABS	3	QL (30 EA per 30 days) MO
<b>Tricyclics</b>		
<i>amitriptyline hcl tabs</i>	1	PA MO
<i>amoxapine</i>	1	MO
<i>chlordiazepoxide/amitriptyline</i>	1	PA MO
<i>clomipramine hcl caps</i>	1	PA MO
<i>desipramine hcl tabs</i>	1	MO
<i>doxepin hcl caps, conc</i>	1	PA MO
<i>imipramine hcl tabs</i>	1	PA MO
<i>imipramine pamoate caps</i>	1	PA MO
<i>nortriptyline hcl caps, soln</i>	1	MO
<i>perphenazine/amitriptyline</i>	1	PA MO
<i>protriptyline hcl</i>	1	MO
<i>trimipramine maleate caps</i>	1	PA MO
<b>ANTIEMETICS</b>		
<b>Antiemetics, Other</b>		
<i>dimenhydrinate inj</i>	1	
<i>meclizine hcl tabs</i>	1	MO
<i>phenadoz supp 25mg</i>	1	PA
<i>phenadoz supp 12.5mg</i>	1	PA MO
<i>phenergan supp</i>	1	PA
<i>promethazine hcl supp 12.5mg, 25mg, 50mg</i>	1	PA MO
<i>promethegan supp 12.5mg, 25mg</i>	1	PA
<i>promethegan supp 50mg</i>	1	PA MO
<i>scopolamine transdermal patch</i>	1	QL (10 EA per 30 days) PA MO
<i>trimethobenzamide hcl caps 300mg</i>	1	PA MO
<b>Emetogenic Therapy Adjuncts</b>		
<i>aprepitant</i>	1	B/D MO
<i>dronabinol</i>	1	QL (60 EA per 30 days) PA MO
EMEND ORAL SUSP	3	B/D
<i>granisetron hcl tabs</i>	1	QL (60 EA per 30 days) B/D MO
<i>ondansetron hcl oral soln</i>	1	QL (900 ML per 30 days) B/D MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>ondansetron hcl inj 40mg/20ml, 4mg/2ml</i>	1	MO
<i>ondansetron hcl tabs 24mg</i>	1	B/D
<i>ondansetron hcl tabs 4mg, 8mg</i>	1	B/D MO
<i>ondansetron odt</i>	1	B/D MO
SANCUSO	3	QL (4 EA per 28 days) MO

## ANTIFUNGALS

### **Antifungals**

ABELCET	3	B/D
AMBISOME INJ	3	B/D
<i>amphotericin b inj</i>	1	B/D MO
<i>caspofungin acetate inj 50mg</i>	1	
<i>caspofungin acetate inj 70mg</i>	1	MO
<i>ciclodan topical soln</i>	1	
<i>ciclopirox nail lacquer</i>	1	MO
<i>ciclopirox olamine crea</i>	1	QL (90 GM per 30 days) MO
<i>ciclopirox susp</i>	1	MO
<i>ciclopirox gel</i>	1	QL (100 GM per 30 days) MO
<i>ciclopirox sham</i>	1	QL (120 ML per 30 days) MO
<i>clotrimazole/betamethasone dipropionate lotn</i>	1	QL (30 ML per 30 days) MO
<i>clotrimazole/betamethasone dipropionate crea</i>	1	QL (45 GM per 30 days) MO
<i>clotrimazole lozg</i>	1	MO
<i>clotrimazole topical soln</i>	1	QL (30 ML per 30 days) MO
<i>clotrimazole crea</i>	1	QL (45 GM per 30 days) MO
<i>econazole nitrate crea</i>	1	QL (85 GM per 30 days) MO
ERTACZO CREA	3	QL (60 GM per 30 days) MO
<i>fluconazole in d5w iv inj 200mg/100ml, 400mg/200ml</i>	1	
<i>fluconazole in sodium chloride 0.9% iv soln 200mg/100ml, 400mg/200ml</i>	1	
<i>fluconazole oral susp, tabs</i>	1	MO
<i>flucytosine caps</i>	1	MO
<i>griseofulvin microsize oral susp, tabs</i>	1	MO
<i>griseofulvin ultramicrosize tabs 125mg, 250mg</i>	1	MO
<i>itraconazole caps</i>	1	PA MO
<i>ketoconazole tabs</i>	1	MO
<i>ketoconazole foam</i>	1	QL (100 GM per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.



Drug name	Drug tier	Requirements/Limits
<i>ketoconazole sham</i>	1	QL (120 ML per 30 days) MO
<i>ketoconazole crea</i>	1	QL (60 GM per 30 days) MO
<i>miconazole 3 supp</i>	1	MO
MYCAMINE INJ 100MG	3	
MYCAMINE INJ 50MG	3	MO
<i>naftifine hcl 1% cream</i>	1	QL (90 GM per 30 days) MO
<i>naftifine hcl 2% cream</i>	1	QL (60 GM per 30 days) MO
NOXAFIL SUSP	3	QL (630 ML per 30 days) MO
NOXAFIL TBEC	3	QL (93 EA per 30 days) MO
<i>nyamyc</i>	1	
<i>nystatin/triamcinolone</i>	1	QL (60 GM per 30 days) MO
<i>nystatin powd, susp, tabs</i>	1	MO
<i>nystatin crea, oint</i>	1	QL (30 GM per 30 days) MO
<i>nystop</i>	1	MO
<i>oxiconazole nitrate</i>	1	QL (90 GM per 30 days) MO
<i>terbinafine hcl tabs</i>	1	MO
<i>terconazole</i>	1	MO
<i>voriconazole inj</i>	1	
<i>voriconazole oral susp, tabs</i>	1	MO

#### ANTIGOUT AGENTS

##### **Antigout Agents**

<i>allopurinol tabs</i>	1	MO
<i>colchicine caps</i>	1	QL (60 EA per 30 days) MO
<i>colchicine tabs 0.6mg</i>	1	QL (120 EA per 30 days) MO
COLCRYS	2	QL (120 EA per 30 days) MO
MITIGARE	2	QL (60 EA per 30 days) MO
<i>probenecid/colchicine</i>	1	MO
<i>probenecid tabs</i>	1	MO
ULORIC	2	ST MO

#### ANTIMIGRAINE AGENTS

##### **Ergot Alkaloids**

<i>dihydroergotamine mesylate inj</i>	1	PA MO
<i>dihydroergotamine mesylate nasal soln</i>	1	QL (8 ML per 28 days) PA MO
<i>ergotamine tartrate/cafeine</i>	1	MO

##### **Serotonin (5-HT) 1b/1d Receptor Agonists**

<i>almotriptan malate</i>	1	QL (8 EA per 30 days) MO
<i>eletriptan hydrobromide</i>	1	QL (12 EA per 30 days) MO
<i>frovatriptan succinate</i>	1	QL (12 EA per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>naratriptan hcl</i>	1	QL (9 EA per 30 days) MO
<i>rizatriptan benzoate odt</i>	1	QL (12 EA per 30 days) MO
<i>rizatriptan benzoate tabs</i>	1	QL (12 EA per 30 days) MO
<i>sumatriptan succinate refill inj 6mg/0.5ml</i>	1	QL (4 ML per 30 days)
<i>sumatriptan succinate refill inj 4mg/0.5ml</i>	1	QL (4 ML per 30 days) MO
<i>sumatriptan succinate inj</i>	1	QL (4 ML per 30 days) MO
<i>sumatriptan succinate tabs</i>	1	QL (9 EA per 30 days) MO
<i>sumatriptan/naproxen sodium</i>	1	QL (9 EA per 30 days) MO
<i>sumatriptan nasal spray</i>	1	QL (12 EA per 30 days) MO
<i>zolmitriptan odt</i>	1	QL (6 EA per 30 days) MO
<i>zolmitriptan tabs</i>	1	QL (6 EA per 30 days) MO

## ANTIMYASTHENIC AGENTS

### ***Parasympathomimetics***

GUANIDINE HCL	3	
<i>pyridostigmine bromide er</i>	1	MO
<i>pyridostigmine bromide tabs</i>	1	MO

## ANTIMYCOBACTERIALS

### ***Antimycobacterials, Other***

<i>dapsone tabs 100mg, 25mg</i>	1	MO
<i>rifabutin</i>	1	MO

### ***Antituberculars***

<i>cycloserine</i>	1	MO
<i>ethambutol hcl tabs</i>	1	MO
<i>isoniazid tabs</i>	1	MO
<i>isoniazid inj</i>	1	
<i>isoniazid syrp</i>	1	MO
PASER	3	MO
PRIFTIN	3	MO
<i>pyrazinamide tabs</i>	1	MO
<i>rifampin inj</i>	1	
<i>rifampin caps</i>	1	MO
RIFATER	3	MO
SIRTURO	3	PA LA
TRECTOR	3	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<b>ANTINEOPLASTICS</b>		
<b><i>Alkylating Agents</i></b>		
BENDEKA INJ	3	
<i>busulfan inj</i>	1	
CYCLOPHOSPHAMIDE CAPS	3	B/D MO
<i>cyclophosphamide inj</i>	1	
GLEOSTINE	3	
HEXALEN	3	MO
KISQALI FEMARA 200MG-2.5MG CO-PACK	3	PA
KISQALI FEMARA 400MG-2.5MG CO-PACK	3	PA
KISQALI FEMARA 600MG-2.5MG CO-PACK	3	PA
LEUKERAN	3	MO
MATULANE	3	LA
<i>melphalan hcl tablet</i>	1	
<i>melphalan inj</i>	1	B/D MO
MUSTARGEN	3	
<i>thiotepa inj 15mg</i>	1	
VALCHLOR	3	QL (60 GM per 30 days) PA MO
<b><i>Antiandrogens</i></b>		
<i>bicalutamide</i>	1	MO
ERLEADA	3	PA LA
<i>flutamide</i>	1	MO
<i>nilutamide</i>	1	MO
XTANDI	3	PA LA
ZYTIGA	3	PA LA
<b><i>Antiangiogenic Agents</i></b>		
POMALYST	3	PA LA
REVLIMID	3	QL (28 EA per 28 days) PA LA
THALOMID CAPS 100MG, 50MG	3	QL (30 EA per 30 days) PA
THALOMID CAPS 150MG, 200MG	3	QL (60 EA per 30 days) PA
<b><i>Antiestrogens/Modifiers</i></b>		
EMCYT	3	MO
FARESTON	3	MO
SOLTAMOX	3	MO
<i>tamoxifen citrate tabs</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<b>Antimetabolites</b>		
<i>clofarabine</i>	1	
DROXIA	2	MO
<i>fluorouracil inj 1gm/20ml</i>	1	B/D
<i>hydroxyurea caps</i>	1	MO
<i>mercaptopurine tabs</i>	1	MO
PURIXAN	3	
TABLOID	3	MO
<b>Antineoplastics, Other</b>		
ABRAXANE	3	
<i>adrucil</i>	1	B/D
ALIMTA	3	
AVASTIN	3	PA LA
<i>bleomycin sulfate</i>	1	B/D
BORTEZOMIB	3	PA
<i>carboplatin</i>	1	
<i>cisplatin</i>	1	
<i>cladribine</i>	1	B/D
<i>cytarabine aqueous inj</i>	1	B/D
<i>dacarbazine</i>	1	
<i>dactinomycin</i>	1	
<i>daunorubicin hcl inj 5mg/ml</i>	1	
<i>decitabine</i>	1	
<i>dexrazoxane</i>	1	
DOCETAXEL INJ 160MG/16ML, 20MG/2ML, 80MG/8ML	3	
<i>docetaxel inj 20mg/ml</i>	1	
<i>docetaxel inj 160mg/8ml, 200mg/10ml, 80mg/4ml</i>	1	
<i>doxorubicin hcl liposome</i>	1	
<i>doxorubicin hcl inj 10mg, 2mg/ml, 50mg</i>	1	B/D
<i>epirubicin hcl inj 200mg/100ml, 50mg/25ml</i>	1	
FASLODEX	3	
<i>fludarabine phosphate</i>	1	
<i>fluorouracil inj 2.5gm/50ml, 5gm/100ml</i>	1	B/D
<i>gemcitabine</i>	1	
<i>gemcitabine hcl</i>	1	
HERCEPTIN INJ 440MG	3	PA

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>idarubicin hcl</i>	1	
IFEX	3	
<i>ifosfamide</i>	1	
INTRON A INJ 10MU/ML, 10MU, 18MU	3	
<i>irinotecan</i>	1	
KADCYLA	3	
KISQALI	3	PA
<i>leucovorin calcium tabs</i>	1	MO
<i>leucovorin calcium inj 100mg, 200mg, 350mg, 500mg, 50mg</i>	1	
<i>levoleucovorin calcium inj 175mg/17.5ml (10mg/ml)</i>	1	B/D
LEVOLEUCOVORIN INJ 175MG	3	B/D
<i>levoleucovorin inj 175mg/17.5ml, 250mg/25ml, 50mg</i>	1	B/D
LONSURF	3	PA
LYNPARZA TABS 100MG, 150MG	3	PA LA MO
<i>mitomycin inj 20mg, 5mg</i>	1	
<i>mitomycin inj 40mg</i>	1	
<i>mitoxantrone hcl inj 2mg/ml</i>	1	
<i>mutamycin inj 20mg, 5mg</i>	1	
<i>mutamycin inj 40mg</i>	1	
NERLYNX	3	PA LA
NINLARO	3	PA
NIPENT INJ	3	
<i>oxaliplatin</i>	1	
<i>paclitaxel inj 100mg/16.7ml, 150mg/25ml, 300mg/50ml, 30mg/5ml</i>	1	
<i>romidepsin</i>	1	
RUBRACA	3	PA LA
RYDAPT	3	PA
SYNRIBO	3	PA
TAXOTERE INJ 80MG/4ML	3	
TRISENOX INJ 12MG/6ML	3	
VELCADE	3	PA
VERZENIO	3	PA LA
<i>vinblastine sulfate inj 1mg/ml</i>	1	B/D
<i>vincasar pfs</i>	1	B/D
<i>vincristine sulfate</i>	1	B/D

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>vinorelbine tartrate</i>	1	
YERVOY	3	PA
ZEJULA	3	PA LA MO
ZOLINZA	3	PA
<b>Aromatase Inhibitors, 3rd Generation</b>		
<i>anastrozole tabs</i>	1	MO
<i>exemestane</i>	1	MO
<i>letrozole</i>	1	MO
<b>Enzyme Inhibitors</b>		
<i>etoposide inj 100mg/5ml, 1gm/50ml, 500mg/25ml</i>	1	
<i>toposar inj 100mg/5ml, 1gm/50ml, 500mg/25ml</i>	1	
TOPOTECAN HCL INJ 4MG/4ML	3	
<i>topotecan hcl inj 4mg</i>	1	
<b>Molecular Target Inhibitors</b>		
AFINITOR	3	QL (30 EA per 30 days) PA
AFINITOR DISPERZ TBSO 2MG	3	QL (150 EA per 30 days) PA
AFINITOR DISPERZ TBSO 5MG	3	QL (60 EA per 30 days) PA
AFINITOR DISPERZ TBSO 3MG	3	QL (90 EA per 30 days) PA
ALECENSA	3	PA LA
ALUNBRIG	3	PA LA
BELEODAQ	3	PA
BOSULIF	3	PA
CABOMETYX	3	QL (30 EA per 30 days) PA LA
CALQUENCE	3	PA LA MO
CAPRELSA	3	PA LA MO
COMETRIQ	3	PA LA MO
COTELLIC	3	PA LA
ERIVEDGE	3	PA LA
FARYDAK	3	PA LA
GILOTRIF	3	PA LA MO
IBRANCE	3	PA LA
ICLUSIG	3	PA LA MO
IDHIFA	3	PA LA
<i>imatinib mesylate tabs 400mg</i>	1	QL (60 EA per 30 days) PA
<i>imatinib mesylate tabs 100mg</i>	1	QL (90 EA per 30 days) PA
IMBRUVICA TABS	3	PA LA

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
IMBRUVICA CAPS 70MG	3	PA LA
IMBRUVICA CAPS 140MG	3	PA LA MO
INLYTA TABS 5MG	3	QL (120 EA per 30 days) PA LA
INLYTA TABS 1MG	3	QL (180 EA per 30 days) PA LA
IRESSA	3	PA LA MO
JAKAFI	3	QL (60 EA per 30 days) PA LA
LENVIMA 10 MG DAILY DOSE	3	PA LA MO
LENVIMA 14 MG DAILY DOSE	3	PA LA MO
LENVIMA 18 MG DAILY DOSE	3	PA LA MO
LENVIMA 20 MG DAILY DOSE	3	PA LA MO
LENVIMA 24 MG DAILY DOSE	3	PA LA MO
LENVIMA 8 MG DAILY DOSE	3	PA LA MO
LYNPARZA CAPS 50MG	3	PA LA MO
MEKINIST	3	PA LA
NEXAVAR	3	PA LA
ODOMZO	3	PA LA
SPRYCEL	3	PA
STIVARGA	3	PA LA
SUTENT	3	PA
TAFINLAR	3	PA LA
TAGRISSO	3	PA LA
TARCEVA TABS 100MG, 150MG	3	QL (30 EA per 30 days) PA LA
TARCEVA TABS 25MG	3	QL (90 EA per 30 days) PA LA
TASIGNA	3	PA
TYKERB	3	PA LA
VENCLEXTA STARTING PACK	3	PA LA MO
VENCLEXTA TABS 10MG, 50MG	3	PA LA MO
VENCLEXTA TABS 100MG	3	PA LA MO
VOTRIENT	3	PA LA
XALKORI	3	PA LA
ZELBORAF	3	PA LA
ZYDELIG	3	PA LA MO
ZYKADIA	3	PA LA
<b>Monoclonal Antibody/Antibody-Drug Conjugate</b>		
HERCEPTIN INJ 150MG	3	PA
KEYTRUDA	3	PA
MYLOTARG	3	PA LA
RITUXAN HYCELA	3	PA LA

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
RITUXAN INJ	3	PA LA
TECENTRIQ	3	PA LA
<b>Retinoids</b>		
<i>bexarotene</i>	1	PA
PANRETIN GEL	3	QL (60 GM per 30 days) MO
TARGRETIN GEL	3	QL (60 GM per 30 days) PA
<i>tretinoin caps 10mg</i>	1	MO
<b>Treatment Adjuncts</b>		
ELITEK	3	
<i>mesna</i>	1	
MESNEX TABS	3	MO
<b>ANTIPARASITICS</b>		
<b>Anthelmintics</b>		
ALBENZA	3	MO
BILTRICIDE	2	MO
EMVERM	3	MO
<i>ivermectin tabs</i>	1	MO
<b>Antiprotozoals</b>		
ALINIA	3	MO
<i>atovaquone</i>	1	PA MO
<i>atovaquone/proguanil hcl</i>	1	MO
<i>chloroquine phosphate tabs</i>	1	MO
COARTEM	3	MO
<i>hydroxychloroquine sulfate tabs</i>	1	MO
<i>mefloquine hcl</i>	1	MO
NEBUPENT	3	B/D MO
PENTAM 300	3	MO
<i>primaquine phosphate tabs</i>	1	MO
<i>quinine sulfate caps 324mg</i>	1	PA MO
<b>Pediculicides/Scabicides</b>		
<i>lindane sham</i>	1	MO
<i>malathion lotion</i>	1	MO
<i>permethrin crea</i>	1	MO
<b>ANTIPARKINSON AGENTS</b>		
<b>Anticholinergics</b>		
<i>benztropine mesylate inj, tabs</i>	1	PA MO
<i>trihexyphenidyl hcl</i>	1	PA MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.



Drug name	Drug tier	Requirements/Limits
<b>Antiparkinson Agents, Other</b>		
<i>amantadine hcl caps, syrp, tabs</i>	1	MO
<i>entacapone</i>	1	MO
<b>Dopamine Agonists</b>		
APOKYN INJ 30MG/3ML	3	QL (60 ML per 30 days) PA LA
<i>bromocriptine mesylate caps, tabs</i>	1	MO
NEUPRO	3	MO
<i>pramipexole dihydrochloride</i>	1	MO
<i>pramipexole dihydrochloride er</i>	1	QL (30 EA per 30 days) MO
<i>ropinirole er tab 6mg</i>	1	QL (120 EA per 30 days) MO
<i>ropinirole er tab 4mg</i>	1	QL (150 EA per 30 days) MO
<i>ropinirole er tab 2mg</i>	1	QL (30 EA per 30 days) MO
<i>ropinirole er tab 12mg</i>	1	QL (60 EA per 30 days) MO
<i>ropinirole er tab 8mg</i>	1	QL (90 EA per 30 days) MO
<i>ropinirole hcl</i>	1	MO
<b>Dopamine Precursors/L- Amino Acid Decarboxylase Inhibitors</b>		
<i>carbidopa/levodopa er</i>	1	MO
<i>carbidopa/levodopa odt</i>	1	MO
<i>carbidopa/levodopa tabs</i>	1	MO
<i>carbidopa/levodopa/entacapone</i>	1	MO
<i>carbidopa tabs</i>	1	MO
STALEVO 100	3	ST MO
STALEVO 125	3	ST MO
STALEVO 150	3	ST MO
STALEVO 200	3	ST MO
STALEVO 50	3	ST MO
STALEVO 75	3	ST MO
<b>Monoamine Oxidase B (MAO-B) Inhibitors</b>		
<i>rasagiline mesylate tabs</i>	1	MO
<i>selegiline hcl caps, tabs</i>	1	MO
<b>ANTIPSYCHOTICS</b>		
<b>1st Generation/Typical</b>		
<i>chlorpromazine hcl tabs</i>	1	MO
<i>chlorpromazine hcl inj 50mg/2ml</i>	1	
<i>chlorpromazine hcl inj 25mg/ml</i>	1	MO
<i>compro supp</i>	1	MO
<i>fluphenazine decanoate inj</i>	1	MO
<i>fluphenazine hcl conc, elix, inj, tabs</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>haloperidol decanoate inj</i>	1	MO
<i>haloperidol lactate inj</i>	1	MO
<i>haloperidol conc, tabs</i>	1	MO
<i>loxapine succinate caps</i>	1	MO
<i>perphenazine tabs</i>	1	MO
<i>pimozide</i>	1	MO
<i>prochlorperazine edisylate inj</i>	1	MO
<i>prochlorperazine maleate tabs</i>	1	MO
<i>prochlorperazine supp 25mg</i>	1	MO
<i>thioridazine hcl tabs 100mg, 10mg, 25mg, 50mg</i>	1	PA MO
<i>thiothixene caps 10mg, 1mg, 2mg, 5mg</i>	1	MO
<i>trifluoperazine hcl tabs</i>	1	MO
<b>2nd Generation/Atypical</b>		
ABILIFY MAINTENA INJ	3	QL (1 EA per 28 days) MO
<i>aripiprazole odt</i>	1	QL (60 EA per 30 days) MO
<i>aripiprazole tabs</i>	1	QL (30 EA per 30 days) MO
<i>aripiprazole soln</i>	1	QL (900 ML per 30 days) MO
ARISTADA INJ 441MG/1.6ML	3	QL (1.6 ML per 28 days)
ARISTADA INJ 662MG/2.4ML	3	QL (2.4 ML per 28 days)
ARISTADA INJ 882MG/3.2ML	3	QL (3.2 ML per 28 days)
ARISTADA INJ 1064MG/3.9ML	3	QL (3.9 ML per 56 days)
FANAPT	3	QL (60 EA per 30 days) MO
FANAPT TITRATION PACK	3	
GEODON INJ	3	QL (6 EA per 3 days) MO
INVEGA SUSTENNA INJ 39MG/0.25ML	3	QL (0.25 ML per 28 days) MO
INVEGA SUSTENNA INJ 78MG/0.5ML	3	QL (0.5 ML per 28 days) MO
INVEGA SUSTENNA INJ 117MG/0.75ML	3	QL (0.75 ML per 28 days) MO
INVEGA SUSTENNA INJ 156MG/ML	3	QL (1 ML per 28 days) MO
INVEGA SUSTENNA INJ 234MG/1.5ML	3	QL (1.5 ML per 28 days) MO
INVEGA TRINZA INJ 273MG/0.875ML	3	QL (0.88 ML per 90 days)
INVEGA TRINZA INJ 410MG/1.315ML	3	QL (1.32 ML per 90 days)
INVEGA TRINZA INJ 546MG/1.75ML	3	QL (1.75 ML per 90 days)
INVEGA TRINZA INJ 819MG/2.625ML	3	QL (2.63 ML per 90 days)
LATUDA TABS 120MG, 40MG	3	QL (30 EA per 30 days) MO
LATUDA TABS 20MG, 60MG, 80MG	3	QL (60 EA per 30 days) MO
NUPLAZID TABS 17MG	3	QL (60 EA per 30 days) PA LA
<i>olanzapine odt</i>	1	QL (30 EA per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>olanzapine inj</i>	1	MO
<i>olanzapine tabs 10mg, 15mg, 20mg, 5mg, 7.5mg</i>	1	QL (30 EA per 30 days) MO
<i>olanzapine tabs 2.5mg</i>	1	QL (60 EA per 30 days) MO
<i>paliperidone er tb24 1.5mg, 3mg, 9mg</i>	1	QL (30 EA per 30 days) MO
<i>paliperidone er tb24 6mg</i>	1	QL (60 EA per 30 days) MO
<i>quetiapine fumarate er tb24 50mg</i>	1	QL (180 EA per 30 days) MO
<i>quetiapine fumarate er tb24 150mg, 200mg</i>	1	QL (30 EA per 30 days) MO
<i>quetiapine fumarate er tb24 300mg, 400mg</i>	1	QL (60 EA per 30 days) MO
<i>quetiapine fumarate tabs 200mg</i>	1	QL (120 EA per 30 days) MO
<i>quetiapine fumarate tabs 25mg</i>	1	QL (180 EA per 30 days) MO
<i>quetiapine fumarate tabs 300mg, 400mg</i>	1	QL (60 EA per 30 days) MO
<i>quetiapine fumarate tabs 100mg, 50mg</i>	1	QL (90 EA per 30 days) MO
REXULTI TABS 0.5MG	3	QL (180 EA per 30 days) MO
REXULTI TABS 3MG, 4MG	3	QL (30 EA per 30 days) MO
REXULTI TABS 0.25MG	3	QL (360 EA per 30 days) MO
REXULTI TABS 2MG	3	QL (60 EA per 30 days) MO
REXULTI TABS 1MG	3	QL (90 EA per 30 days) MO
RISPERDAL CONSTA INJ 12.5MG, 25MG	3	QL (2 EA per 28 days) MO
RISPERDAL CONSTA INJ 37.5MG, 50MG	3	QL (2 EA per 28 days) MO
<i>risperidone odt tbdp 4mg</i>	1	QL (120 EA per 30 days) MO
<i>risperidone odt tbdp 1mg, 2mg</i>	1	QL (60 EA per 30 days) MO
<i>risperidone odt tbdp 0.25mg, 0.5mg, 3mg</i>	1	QL (90 EA per 30 days) MO
<i>risperidone soln</i>	1	MO
<i>risperidone tabs 4mg</i>	1	QL (120 EA per 30 days) MO
<i>risperidone tabs 1mg, 2mg</i>	1	QL (60 EA per 30 days) MO
<i>risperidone tabs 0.25mg, 0.5mg, 3mg</i>	1	QL (90 EA per 30 days) MO
SAPHRIS SUBL 5MG	3	QL (120 EA per 30 days) MO
SAPHRIS SUBL 2.5MG	3	QL (240 EA per 30 days) MO
SAPHRIS SUBL 10MG	3	QL (60 EA per 30 days) MO
VRAYLAR CAP THERAPY PACK	3	PA MO
VRAYLAR CAPS 3MG, 4.5MG, 6MG	3	QL (30 EA per 30 days) PA MO
VRAYLAR CAPS 1.5MG	3	QL (60 EA per 30 days) PA MO
<i>ziprasidone hcl</i>	1	QL (60 EA per 30 days) MO
ZYPREXA RELPREVV INJ 210MG	3	QL (2 EA per 28 days) PA
ZYPREXA RELPREVV INJ 405MG	3	QL (1 EA per 28 days) PA
ZYPREXA RELPREVV INJ 300MG	3	QL (2 EA per 28 days) PA

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<b>Treatment-Resistant</b>		
<i>clozapine odt</i>	1	
<i>clozapine tabs 100mg, 200mg, 25mg, 50mg</i>	1	
VERSACLOZ	3	QL (600 ML per 30 days) PA
<b>ANTISPASTICITY AGENTS</b>		
<b>Antispasticity Agents</b>		
<i>baclofen tabs 10mg, 20mg</i>	1	MO
<i>dantrolene sodium caps</i>	1	MO
<i>tizanidine hcl caps, tabs</i>	1	MO
<b>ANTIVIRALS</b>		
<b>Anti-cytomegalovirus (CMV) Agents</b>		
<i>ganciclovir inj 500mg</i>	1	B/D
PREVMIS TABS	3	QL (28 EA per 28 days) MO
<i>valganciclovir oral soln</i>	1	MO
<i>valganciclovir tabs</i>	1	MO
<b>Anti-hepatitis B (HBV) Agents</b>		
<i>adefovir dipivoxil</i>	1	QL (30 EA per 30 days) MO
BARACLUDE SOLN	3	MO
<i>entecavir</i>	1	QL (30 EA per 30 days) MO
EPIVIR HBV SOLN	3	MO
<i>lamivudine tabs 100mg</i>	1	MO
VEMLIDY	3	MO
<b>Anti-hepatitis C (HCV) Agents, Direct Acting Agents</b>		
EPCLUSA	2	PA
HARVONI	2	PA
MAVYRET	2	PA
VOSEVI	2	PA
ZEPATIER	2	PA
<b>Anti-hepatitis C (HCV) Agents, Other</b>		
INTRON A INJ 50MU, 18MU	3	
<i>moderiba tabs</i>	1	
PEGASYS	3	PA
PEGASYS PROCLICK INJ 180MCG/0.5ML	3	PA
REBETOL SOLN	3	
RIBASPHERE RIBAPAK TABS 800 DOSE PACK, 1000 DOSE PACK, 1200 DOSE PACK	3	
RIBASPHERE RIBAPAK TABS 600 DOSE	3	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>ribasphere caps 200mg</i>	1	
RIBASPHERE TABS 400MG	3	
RIBASPHERE TABS 600MG	3	
<i>ribasphere tabs 200mg</i>	1	
<i>ribavirin caps 200mg</i>	1	
<i>ribavirin tabs 200mg</i>	1	
SYLATRON	3	PA
<b>Anti-HIV Agents, Integrase Inhibitors (INSTI)</b>		
ATRIPLA	3	MO
BIKTARVY	3	MO
GENVOYA	3	MO
ISENTRESS PACK FOR ORAL SUSP	2	MO
ISENTRESS TABS	3	MO
ISENTRESS CHEW 25MG	2	MO
ISENTRESS CHEW 100MG	3	MO
TIVICAY TABS 10MG	2	MO
TIVICAY TABS 25MG, 50MG	3	MO
<b>Anti-HIV Agents, Non-nucleoside Reverse Transcriptase Inhibitors (NNRTI)</b>		
COMPLERA	3	MO
EDURANT	3	MO
<i>efavirenz caps 50mg</i>	1	MO
<i>efavirenz caps 200mg</i>	1	MO
<i>efavirenz tabs</i>	1	MO
INTELENCE TABS 25MG	3	
INTELENCE TABS 100MG, 200MG	3	MO
<i>nevirapine er</i>	1	MO
<i>nevirapine tabs</i>	1	MO
ODEFSEY	3	MO
RESCRIPTOR	3	MO
STRIBILD	3	MO
SUSTIVA TABS	3	MO
SUSTIVA CAPS 50MG	3	MO
SUSTIVA CAPS 200MG	3	MO
VIRAMUNE SUSP	3	MO
<b>Anti-HIV Agents, Nucleoside and Nucleotide Reverse Transcriptase Inhibitors (NRTI)</b>		
<i>abacavir</i>	1	MO
<i>abacavir sulfate/lamivudine/zidovudine</i>	1	MO
<i>abacavir/lamivudine</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
DESCOVY	3	MO
<i>didanosine cpdr 200mg, 250mg, 400mg</i>	1	MO
EMTRIVA	2	MO
EPZICOM	3	MO
JULUCA	3	
<i>lamivudine/zidovudine</i>	1	MO
<i>lamivudine soln 10mg/ml</i>	1	MO
<i>lamivudine tabs 150mg, 300mg</i>	1	MO
<i>stavudine caps</i>	1	MO
SYMFI	3	QL (30 EA per 30 days)
SYMFI LO	3	QL (30 EA per 30 days) MO
<i>tenofovir disoproxil fumarate</i>	1	MO
TRIUMEQ	3	MO
TRUVADA TABS 133MG; 200MG, 167MG; 250MG, 200MG; 300MG	3	QL (30 EA per 30 days) MO
TRUVADA TABS 100MG; 150MG	3	QL (60 EA per 30 days) MO
VIDEX EC CPDR 125MG	3	MO
VIDEX PEDIATRIC POWDER FOR ORAL SOLN	3	MO
VIREAD POWD	3	MO
VIREAD TABS 150MG, 200MG, 250MG	3	MO
ZERIT ORAL SOLN	3	MO
<i>zidovudine</i>	1	MO
<b><i>Anti-HIV Agents, Other</i></b>		
FUZEON INJ	3	
ISENTRESS HD	3	MO
SELZENTRY SOLN	3	
SELZENTRY TABS 25MG	3	
SELZENTRY TABS 75MG	3	
SELZENTRY TABS 150MG, 300MG	3	MO
TROGARZO INJ	3	
TYBOST	3	MO
<b><i>Anti-HIV Agents, Protease Inhibitors</i></b>		
APTIVUS SOLN	3	
APTIVUS CAPS	3	MO
<i>atazanavir sulfate</i>	1	MO
CRIXIVAN CAPS 200MG, 400MG	3	MO
EVOTAZ	3	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>fosamprenavir calcium</i>	1	MO
INVIRASE	3	MO
KALETRA TABS 100MG; 25MG	3	MO
KALETRA TABS 200MG; 50MG	3	MO
LEXIVA SUSP	3	MO
<i>lopinavir/ritonavir</i>	1	MO
NORVIR CAPS	2	
NORVIR TABS	2	MO
NORVIR SOLN	3	MO
PREZCOBIX	3	MO
PREZISTA SUSP	3	QL (400 ML per 30 days) MO
PREZISTA TABS 75MG	2	QL (480 EA per 30 days) MO
PREZISTA TABS 150MG	3	QL (240 EA per 30 days) MO
PREZISTA TABS 800MG	3	QL (30 EA per 30 days) MO
PREZISTA TABS 600MG	3	QL (60 EA per 30 days) MO
REYATAZ	3	MO
<i>ritonavir</i>	1	MO
VIRACEPT	3	MO
<b>Anti-influenza Agents</b>		
<i>oseltamivir phosphate</i>	1	MO
RELENZA DISKHALER	2	QL (120 EA per 365 days) MO
<i>rimantadine hcl</i>	1	MO
<b>Antitherpetic Agents</b>		
<i>acyclovir sodium inj 50mg/ml</i>	1	B/D
<i>acyclovir caps, susp, tabs</i>	1	MO
<i>acyclovir oint</i>	1	QL (30 GM per 30 days) MO
<i>famciclovir tabs 500mg</i>	1	QL (21 EA per 30 days) MO
<i>famciclovir tabs 125mg, 250mg</i>	1	QL (60 EA per 30 days) MO
<i>valacyclovir hcl tabs 1gm</i>	1	MO
<i>valacyclovir hydrochloride</i>	1	MO
<b>ANXIOLYTICS</b>		
<b>Anxiolytics, Other</b>		
<i>buspirone hcl tabs</i>	1	MO
<i>meprobamate</i>	1	PA MO
<b>Benzodiazepines</b>		
<i>alprazolam er tb24 0.5mg, 1mg</i>	1	QL (30 EA per 30 days) MO
<i>alprazolam er tb24 3mg</i>	1	QL (60 EA per 30 days) MO
<i>alprazolam er tb24 2mg</i>	1	QL (90 EA per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>alprazolam intensol oral soln conc</i>	1	QL (300 ML per 30 days) MO
<i>alprazolam immediate release tabs 0.25mg, 0.5mg</i>	1	QL (120 EA per 30 days) MO
<i>alprazolam immediate release tabs 1mg, 2mg</i>	1	QL (150 EA per 30 days) MO
<i>chlordiazepoxide hcl</i>	1	QL (120 EA per 30 days) MO
<i>clorazepate dipotassium tabs 15mg</i>	1	QL (180 EA per 30 days) MO
<i>clorazepate dipotassium tabs 3.75mg, 7.5mg</i>	1	QL (90 EA per 30 days) MO
<i>diazepam intensol oral soln conc 5mg/ml</i>	1	MO
<i>diazepam inj 5mg/ml</i>	1	QL (240 ML per 30 days) MO
<i>diazepam oral soln 1mg/ml</i>	1	QL (1200 ML per 30 days) MO
<i>diazepam tabs 10mg, 2mg, 5mg</i>	1	QL (120 EA per 30 days) MO
<i>flurazepam hcl</i>	1	QL (30 EA per 30 days) MO
<i>lorazepam oral conc</i>	1	QL (150 ML per 30 days) MO
<i>lorazepam inj 2mg/ml, 4mg/ml</i>	1	QL (150 ML per 30 days) MO
<i>lorazepam tabs 0.5mg</i>	1	QL (120 EA per 30 days) MO
<i>lorazepam tabs 2mg</i>	1	QL (150 EA per 30 days) MO
<i>lorazepam tabs 1mg</i>	1	QL (180 EA per 30 days) MO
<i>oxazepam</i>	1	QL (120 EA per 30 days) MO
<i>temazepam</i>	1	QL (30 EA per 30 days) MO
<i>triazolam</i>	1	QL (60 EA per 30 days) MO

## BIPOLAR AGENTS

### Mood Stabilizers

<i>lithium carbonate er tabs</i>	1	MO
<i>lithium carbonate caps, tabs</i>	1	MO
LITHIUM ORAL SOLN	3	MO

## BLOOD GLUCOSE REGULATORS

### Antidiabetic Agents

<i>acarbose</i>	1	QL (90 EA per 30 days) MO
AVANDIA TABS 2MG, 4MG	3	QL (60 EA per 30 days) MO
BYDUREON BCISE INJ	2	QL (3.4 ML per 28 days) MO
BYDUREON INJ	2	QL (4 EA per 28 days) MO
BYDUREON PEN	2	QL (4 EA per 28 days) MO
BYETTA INJ 5MCG/0.02ML	3	QL (1.2 ML per 30 days) MO
BYETTA INJ 10MCG/0.04ML	3	QL (2.4 ML per 30 days) MO
FARXIGA TABS 10MG	2	QL (30 EA per 30 days) MO
FARXIGA TABS 5MG	2	QL (60 EA per 30 days) MO
<i>glimepiride</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.



Drug name	Drug tier	Requirements/Limits
<i>glipizide er</i>	1	MO
<i>glipizide xl</i>	1	MO
<i>glipizide/metformin hcl</i>	1	MO
<i>glipizide tabs</i>	1	MO
<i>glyburide micronized</i>	1	PA MO
<i>glyburide/metformin hcl</i>	1	PA MO
<i>glyburide tabs</i>	1	PA MO
JANUMET	2	QL (60 EA per 30 days) MO
JANUMET XR TB24 1000MG; 100MG	2	QL (30 EA per 30 days) MO
JANUMET XR TB24 1000MG; 50MG, 500MG; 50MG	2	QL (60 EA per 30 days) MO
JANUVIA	2	QL (30 EA per 30 days) MO
JARDIANCE TABS 25MG	2	QL (30 EA per 30 days) MO
JARDIANCE TABS 10MG	2	QL (60 EA per 30 days) MO
JENTADUETO	2	QL (60 EA per 30 days) MO
JENTADUETO XR TB24 5MG; 1000MG	2	QL (30 EA per 30 days) MO
JENTADUETO XR TB24 2.5MG; 1000MG	2	QL (60 EA per 30 days) MO
KORLYM	3	PA LA MO
<i>metformin hcl er tb24 (generic Glucophage XR) 500mg, 750mg</i>	1	MO
<i>metformin hcl er tb24 (generic Glumetza and Fortamet) 500mg</i>	1	QL (150 EA per 30 days) PA MO
<i>metformin hcl tabs 1000mg, 850mg</i>	1	MO
<i>metformin hydrochloride tabs 500mg</i>	1	MO
<i>miglitol</i>	1	QL (90 EA per 30 days) MO
<i>nateglinide</i>	1	MO
OZEMPIC INJ 2MG/1.5ML (1MG DOSE)	2	QL (1.5 ML per 28 days) MO
OZEMPIC INJ 2MG/1.5ML (0.25MG AND 0.5MG DOSE)	2	QL (3 ML per 28 days) MO
<i>pioglitazone hcl</i>	1	QL (30 EA per 30 days) MO
<i>pioglitazone hcl-glimepiride</i>	1	QL (30 EA per 30 days) MO
<i>pioglitazone hcl/metformin hcl</i>	1	QL (90 EA per 30 days) MO
<i>repaglinide/metformin hydrochloride</i>	1	QL (150 EA per 30 days) MO
<i>repaglinide tabs 0.5mg, 1mg</i>	1	QL (120 EA per 30 days) MO
<i>repaglinide tabs 2mg</i>	1	QL (240 EA per 30 days) MO
SYMLINPEN 120	3	QL (10.8 ML per 30 days) PA MO
SYMLINPEN 60	3	QL (12 ML per 30 days) PA MO
SYNJARDY XR TB24 25MG; 1000MG	2	QL (30 EA per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
SYNJARDY XR TB24 10MG; 1000MG, 12.5MG; 1000MG, 5MG; 1000MG	2	QL (60 EA per 30 days) MO
SYNJARDY TABS 5MG; 500MG	2	QL (120 EA per 30 days) MO
SYNJARDY TABS 12.5MG; 1000MG, 12.5MG; 500MG, 5MG; 1000MG	2	QL (60 EA per 30 days) MO
<i>tolazamide tabs 250mg, 500mg</i>	1	MO
<i>tolbutamide</i>	1	MO
TRADJENTA	2	QL (30 EA per 30 days) MO
TRULICITY	2	QL (2 ML per 28 days) MO
VICTOZA	2	QL (9 ML per 30 days) MO
XIGDUO XR TB24 10MG; 1000MG, 10MG; 500MG	2	QL (30 EA per 30 days) MO
XIGDUO XR TB24 2.5MG; 1000MG, 5MG; 1000MG, 5MG; 500MG	2	QL (60 EA per 30 days) MO
<b><i>Glycemic Agents</i></b>		
GLUCAGEN HYPOKIT	2	MO
GLUCAGON EMERGENCY KIT	2	MO
PROGLYCEM	3	MO
<b><i>Insulins</i></b>		
BASAGLAR KWIKPEN	2	MO
FIASP	2	MO
FIASP FLEXTOUCH	2	MO
HUMULIN R U-500 (CONCENTRATED)	3	B/D MO
HUMULIN R U-500 KWIKPEN	3	MO
LEVEMIR	2	MO
LEVEMIR FLEXTOUCH	2	MO
NOVOLIN 70/30 (BRAND RELION NOT COVERED)	2	MO
NOVOLIN N (BRAND RELION NOT COVERED)	2	MO
NOVOLIN R (BRAND RELION NOT COVERED)	2	MO
NOVOLOG	2	MO
NOVOLOG FLEXPEN	2	MO
NOVOLOG MIX 70/30	2	MO
NOVOLOG MIX 70/30 PREFILLED FLEXPEN	2	MO
NOVOLOG PENFILL	2	MO
SOLIQUA 100/33 PREFILLED PEN	2	QL (30 ML per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
TRESIBA FLEXTOUCH	2	MO
XULTOPHY 100/3.6 PREFILLED PEN	2	QL (15 ML per 30 days) MO
<b>BLOOD PRODUCTS/MODIFIERS/VOLUME EXPANDERS</b>		
<b><i>Anticoagulants</i></b>		
COUMADIN TABS	2	MO
ELIQUIS	2	MO
ELIQUIS STARTER PACK	2	MO
<i>enoxaparin sodium</i>	1	MO
<i>fondaparinux sodium</i>	1	MO
FRAGMIN INJ	3	MO
HEPARIN SODIUM/D5W INJ	3	
HEPARIN SODIUM/SODIUM CHLORIDE 0.45%	2	
HEPARIN SODIUM/SODIUM CHLORIDE 0.9%	2	
<i>heparin sodium inj 10000unit/ml, 1000unit/ml, 20000unit/ml, 5000unit/0.5ml, 5000unit/ml</i>	1	MO
<i>jantoven</i>	1	MO
PRADAXA	3	MO
<i>warfarin sodium tabs</i>	1	MO
XARELTO	2	MO
XARELTO STARTER PACK	2	MO
ZONTIVITY	3	MO
<b><i>Blood Formation Modifiers</i></b>		
<i>anagrelide hydrochloride</i>	1	MO
ARANESP ALBUMIN FREE INJ 60MCG/0.3ML	3	QL (1.2 ML per 28 days) PA
ARANESP ALBUMIN FREE INJ 10MCG/0.4ML, 40MCG/0.4ML	3	QL (1.6 ML per 28 days) PA
ARANESP ALBUMIN FREE INJ 25MCG/0.42ML	3	QL (1.68 ML per 28 days) PA
ARANESP ALBUMIN FREE INJ 25MCG/ML, 40MCG/ML, 60MCG/ML	3	QL (4 ML per 28 days) PA
ARANESP ALBUMIN FREE INJ 500MCG/ML	3	QL (1 ML per 21 days) PA
ARANESP ALBUMIN FREE INJ 150MCG/0.3ML	3	QL (1.2 ML per 28 days) PA
ARANESP ALBUMIN FREE INJ 200MCG/0.4ML	3	QL (1.6 ML per 28 days) PA

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
ARANESP ALBUMIN FREE INJ 100MCG/0.5ML	3	QL (2 ML per 28 days) PA
ARANESP ALBUMIN FREE INJ 300MCG/0.6ML	3	QL (2.4 ML per 28 days) PA
ARANESP ALBUMIN FREE INJ 100MCG/ML, 200MCG/ML, 300MCG/ML	3	QL (4 ML per 28 days) PA
<i>azacitidine</i>	1	PA
GRANIX	3	PA
NEUPOGEN	3	PA
PROCRIT INJ 10000UNIT/ML, 2000UNIT/ML, 3000UNIT/ML, 4000UNIT/ML	2	PA
PROCRIT INJ 20000UNIT/ML, 40000UNIT/ML	2	PA
PROMACTA TABS 25MG	3	QL (180 EA per 30 days) PA LA
PROMACTA TABS 12.5MG	3	QL (360 EA per 30 days) PA LA
PROMACTA TABS 75MG	3	QL (60 EA per 30 days) PA LA
PROMACTA TABS 50MG	3	QL (90 EA per 30 days) PA LA
<b>Hemostasis Agents</b>		
<i>tranexamic acid inj</i>	1	
<i>tranexamic acid tabs</i>	1	QL (30 EA per 30 days) MO
<b>Platelet Modifying Agents</b>		
<i>aspirin/dipyridamole</i>	1	QL (60 EA per 30 days) MO
BRILINTA	2	MO
<i>cilostazol</i>	1	MO
<i>clopidogrel tabs 300mg</i>	1	QL (2 EA per 365 days)
<i>clopidogrel tabs 75mg</i>	1	QL (30 EA per 30 days) MO
<i>dipyridamole tabs</i>	1	PA MO
<i>prasugrel</i>	1	MO
<b>CARDIOVASCULAR AGENTS</b>		
<b>Alpha-adrenergic Agonists</b>		
<i>clonidine hcl immediate release tabs</i>	1	MO
<i>clonidine hcl weekly patch</i>	1	QL (8 EA per 28 days) MO
<i>guanfacine hcl</i>	1	PA MO
<i>methyldopa tabs 250mg, 500mg</i>	1	PA MO
<i>midodrine hcl</i>	1	MO
NORTHERA	3	PA LA
<b>Alpha-adrenergic Blocking Agents</b>		
<i>doxazosin mesylate tabs</i>	1	MO
<i>prazosin hcl caps</i>	1	MO

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Drug name	Drug tier	Requirements/Limits
<i>terazosin hcl caps</i>	1	MO
<b>Angiotensin II Receptor Antagonists</b>		
<i>amlodipine/olmesartan medoxomil</i>	1	QL (30 EA per 30 days) MO
<i>amlodipine/valsartan</i>	1	QL (30 EA per 30 days) MO
<i>amlodipine/ valsartan/hydrochlorothiazide</i>	1	QL (30 EA per 30 days) MO
<i>candesartan cilexetil</i>	1	QL (30 EA per 30 days) MO
<i>candesartan cilexetil/hydrochlorothiazide tabs 32mg; 12.5mg, 32mg; 25mg</i>	1	QL (30 EA per 30 days) MO
<i>candesartan cilexetil/hydrochlorothiazide tabs 16mg; 12.5mg</i>	1	QL (60 EA per 30 days) MO
EDARBI	3	QL (30 EA per 30 days) ST MO
EDARBYCLOR	3	QL (30 EA per 30 days) ST MO
<i>eprosartan mesylate</i>	1	QL (30 EA per 30 days) MO
<i>irbesartan</i>	1	QL (30 EA per 30 days) MO
<i>irbesartan/hydrochlorothiazide</i>	1	QL (30 EA per 30 days) MO
<i>losartan potassium/hydrochlorothiazide</i>	1	QL (30 EA per 30 days) MO
<i>losartan potassium tabs 100mg</i>	1	QL (30 EA per 30 days) MO
<i>losartan potassium tabs 25mg, 50mg</i>	1	QL (60 EA per 30 days) MO
<i>olmesartan medoxomil/amlodipine/ hydrochlorothiazide</i>	1	QL (30 EA per 30 days) MO
<i>olmesartan medoxomil/ hydrochlorothiazide</i>	1	QL (30 EA per 30 days) MO
<i>olmesartan medoxomil tabs</i>	1	QL (30 EA per 30 days) MO
<i>telmisartan</i>	1	QL (30 EA per 30 days) MO
<i>telmisartan/amlodipine</i>	1	QL (30 EA per 30 days) MO
<i>telmisartan/hydrochlorothiazide</i>	1	QL (30 EA per 30 days) MO
<i>valsartan/hydrochlorothiazide</i>	1	QL (30 EA per 30 days) MO
<i>valsartan tabs 320mg</i>	1	QL (30 EA per 30 days) MO
<i>valsartan tabs 160mg, 40mg, 80mg</i>	1	QL (60 EA per 30 days) MO
<b>Angiotensin-converting Enzyme (ACE) Inhibitors</b>		
<i>benazepril hcl/hydrochlorothiazide</i>	1	MO
<i>benazepril hcl tabs</i>	1	MO
<i>captopril/hydrochlorothiazide</i>	1	MO
<i>captopril tabs</i>	1	MO
<i>enalapril maleate/hydrochlorothiazide</i>	1	MO
<i>enalapril maleate tabs</i>	1	MO
<i>fosinopril sodium</i>	1	MO
<i>fosinopril sodium/hydrochlorothiazide</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>lisinopril/hydrochlorothiazide</i>	1	MO
<i>lisinopril tabs</i>	1	MO
<i>moexipril tabs</i>	1	MO
<i>moexipril/hydrochlorothiazide</i>	1	MO
<i>perindopril erbumine</i>	1	MO
<i>quinapril</i>	1	MO
<i>quinapril/hydrochlorothiazide</i>	1	MO
<i>ramipril</i>	1	MO
<i>trandolapril</i>	1	MO
<i>trandolapril/verapamil hcl er</i>	1	MO
<b>Antiarrhythmics</b>		
<i>amiodarone hcl tabs</i>	1	MO
<i>amiodarone hcl inj 50mg/ml, 900mg/18ml</i>	1	
<i>disopyramide phosphate caps</i>	1	PA MO
<i>dofetilide</i>	1	
<i>flecainide acetate</i>	1	MO
<i>lidocaine hcl in d5w inj 4mg/ml</i>	1	
<i>lidocaine hcl inj 10mg/ml, 20mg/ml</i>	1	
<i>mexiletine hcl</i>	1	MO
MULTAQ	3	MO
NORPACE CR	3	MO
<i>pacerone tabs 100mg, 200mg, 400mg</i>	1	
<i>propafenone hcl er caps</i>	1	MO
<i>propafenone hcl tabs</i>	1	MO
<i>quinidine gluconate cr</i>	1	MO
<i>quinidine gluconate er</i>	1	MO
<i>quinidine sulfate tabs</i>	1	MO
<i>sorine</i>	1	
<i>sotalol af</i>	1	MO
<i>sotalol hcl</i>	1	MO
<b>Beta-adrenergic Blocking Agents</b>		
<i>acebutolol hcl caps</i>	1	MO
<i>atenolol/chlorthalidone</i>	1	MO
<i>atenolol tabs</i>	1	MO
<i>betaxolol hcl tabs 10mg, 20mg</i>	1	MO
<i>bisoprolol fumarate</i>	1	MO
<i>bisoprolol fumarate/hydrochlorothiazide</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
BYSTOLIC TABS 10MG, 2.5MG, 5MG	3	QL (30 EA per 30 days) MO
BYSTOLIC TABS 20MG	3	QL (60 EA per 30 days) MO
<i>carvedilol phosphate er caps</i>	1	QL (30 EA per 30 days) MO
<i>carvedilol tabs</i>	1	MO
<i>labetalol hcl inj, tabs</i>	1	MO
<i>metoprolol succinate er tabs</i>	1	MO
<i>metoprolol tartrate tabs</i>	1	MO
<i>metoprolol tartrate cartridge inj 1mg/ml</i>	1	
<i>metoprolol tartrate vial inj 5mg/5ml</i>	1	MO
<i>metoprolol/hydrochlorothiazide</i>	1	MO
<i>nadolol/bendroflumethiazide</i>	1	MO
<i>nadolol tabs 20mg, 40mg, 80mg</i>	1	MO
<i>pindolol tabs</i>	1	MO
<i>propranolol hcl er</i>	1	MO
<i>propranolol hcl inj</i>	1	
<i>propranolol hcl oral soln</i>	1	MO
<i>propranolol hcl tabs 10mg, 20mg, 40mg, 80mg</i>	1	MO
<i>propranolol hcl tabs 60mg</i>	1	MO
<i>propranolol/hydrochlorothiazide</i>	1	MO
<i>timolol maleate tabs 10mg, 20mg, 5mg</i>	1	MO
<b>Calcium Channel Blocking Agents</b>		
<i>afeditab cr</i>	1	
<i>amlodipine besylate/atorvastatin calcium</i>	1	MO
<i>amlodipine besylate/benazepril hydrochloride</i>	1	QL (30 EA per 30 days) MO
<i>amlodipine besylate tabs</i>	1	MO
<i>cartia xt</i>	1	
<i>dilt-xr</i>	1	MO
<i>diltiazem cd caps 24hr 180mg</i>	1	
<i>diltiazem cd caps 24hr 120mg, 240mg, 300mg</i>	1	MO
<i>diltiazem hcl cd caps 24hr 360mg</i>	1	MO
<i>diltiazem hcl er caps, tabs</i>	1	MO
<i>diltiazem hcl immediate release tabs</i>	1	MO
<i>diltiazem hcl inj 100mg, 125mg/25ml, 25mg/5ml, 50mg/10ml</i>	1	
<i>felodipine er</i>	1	MO
<i>isradipine</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>matzim la</i>	1	MO
<i>nicardipine hcl caps</i>	1	MO
<i>nifedical xl 24hr tab 60mg</i>	1	
<i>nifedipine er</i>	1	MO
<i>nifedipine caps</i>	1	PA MO
<i>nimodipine caps</i>	1	MO
<i>nisoldipine er</i>	1	MO
NYMALIZE	3	
<i>taztia xt</i>	1	
<i>verapamil hcl er</i>	1	MO
<i>verapamil hcl sr caps 24hr</i>	1	MO
<i>verapamil hcl sr tabs 240mg</i>	1	MO
<i>verapamil hcl tabs</i>	1	MO
<i>verapamil hcl inj</i>	1	MO
<b>Cardiovascular Agents, Other</b>		
CORLANOR	3	MO
DEMSER	3	PA MO
<i>digitek</i>	1	
<i>digox</i>	1	
DIGOXIN ORAL SOLN	2	MO
<i>digoxin inj 0.25mg/ml</i>	1	MO
<i>digoxin tabs 125mcg, 250mcg</i>	1	MO
ENTRESTO	2	MO
<i>pentoxifylline cr</i>	1	MO
<i>pentoxifylline er</i>	1	MO
RANEXA	2	MO
TEKTURNA	3	MO
TEKTURNA HCT	3	MO
<b>Diuretics, Carbonic Anhydrase Inhibitors</b>		
<i>acetazolamide er caps</i>	1	MO
<i>acetazolamide tabs</i>	1	MO
<i>methazolamide</i>	1	MO
<b>Diuretics, Loop</b>		
<i>bumetanide inj, tabs</i>	1	MO
<i>furosemide oral soln, tabs</i>	1	MO
<i>furosemide inj</i>	1	MO
<i>torsemide tabs</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.



Drug name	Drug tier	Requirements/Limits
<b>Diuretics, Potassium-sparing</b>		
<i>amiloride tabs</i>	1	MO
<i>amiloride/hydrochlorothiazide</i>	1	MO
<i>eplerenone</i>	1	MO
<i>spironolactone/hydrochlorothiazide</i>	1	MO
<i>spironolactone tabs</i>	1	MO
<i>triamterene/hydrochlorothiazide caps 25mg; 50mg</i>	1	
<i>triamterene/hydrochlorothiazide caps 25mg; 37.5mg</i>	1	MO
<i>triamterene/hydrochlorothiazide tabs</i>	1	MO
<b>Diuretics, Thiazide</b>		
<i>chlorothiazide tabs</i>	1	MO
<i>chlorthalidone tabs 25mg, 50mg</i>	1	MO
<i>hydrochlorothiazide caps, tabs</i>	1	MO
<i>indapamide tabs</i>	1	MO
<i>methyclothiazide tabs</i>	1	MO
<i>metolazone</i>	1	MO
<b>Dyslipidemics, Fibrin Acid Derivatives</b>		
<i>fenofibrate micronized caps 134mg, 200mg, 67mg</i>	1	MO
<i>fenofibrate caps 130mg, 150mg, 43mg, 50mg</i>	1	MO
<i>fenofibrate tabs</i>	1	MO
<i>fenofibric acid dr caps</i>	1	MO
FENOFIBRIC ACID TABS	2	MO
<i>gemfibrozil tabs</i>	1	MO
LIPOFEN	3	MO
<b>Dyslipidemics, HMG CoA Reductase Inhibitors</b>		
ALTOPREV TABS 24HR 40MG, 60MG	3	QL (30 EA per 30 days) ST MO
ALTOPREV TABS 24HR 20MG	3	QL (60 EA per 30 days) ST MO
<i>atorvastatin calcium</i>	1	QL (30 EA per 30 days) MO
<i>fluvastatin caps</i>	1	QL (60 EA per 30 days) MO
<i>fluvastatin er tabs</i>	1	QL (30 EA per 30 days) MO
LIVALO	3	QL (30 EA per 30 days) ST MO
<i>lovastatin</i>	1	MO
<i>pravastatin sodium</i>	1	QL (30 EA per 30 days) MO
<i>rosuvastatin calcium</i>	1	QL (30 EA per 30 days) MO
<i>simvastatin tabs</i>	1	QL (30 EA per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<b>Dyslipidemics, Other</b>		
<i>cholestyramine light</i>	1	MO
<i>cholestyramine pack, powd</i>	1	MO
<i>colestipol hcl</i>	1	MO
<i>ezetimibe</i>	1	MO
<i>ezetimibe/simvastatin</i>	1	QL (30 EA per 30 days) MO
JUXTAPID	3	PA LA MO
KYNAMRO	3	PA
<i>niacin er tabs 500mg, 750mg, 1000mg</i>	1	MO
NIACOR	3	MO
<i>omega-3-acid ethyl esters caps 1gm</i>	1	QL (120 EA per 30 days) MO
PRALUENT	3	PA
<i>prevalite</i>	1	MO
VASCEPA	3	MO
WELCHOL	2	MO
<b>Vasodilators, Direct-acting Arterial/Venous</b>		
BIDIL	3	MO
ISORDIL TITRADOSE TABS 40MG, 5MG	3	MO
<i>isosorbide dinitrate er tabs 40mg</i>	1	MO
<i>isosorbide dinitrate tabs 10mg, 20mg, 30mg, 5mg</i>	1	MO
<i>isosorbide mononitrate er tabs</i>	1	MO
<i>isosorbide mononitrate immediate release tabs</i>	1	MO
<i>minitran</i>	1	
NITRO-BID	2	MO
NITRO-DUR PT24 0.3MG/HR, 0.8MG/HR	3	MO
<i>nitroglycerin patch</i>	1	MO
<i>nitroglycerin tongue pumpspray</i>	1	MO
<i>nitroglycerin inj 5mg/ml</i>	1	
<i>nitroglycerin subl 0.3mg, 0.4mg, 0.6mg</i>	1	MO
<b>Vasodilators, Direct-acting Arterial</b>		
<i>hydralazine hcl inj, tabs</i>	1	MO
<i>minoxidil tabs</i>	1	MO
<b>CENTRAL NERVOUS SYSTEM AGENTS</b>		
<b>Attention Deficit Hyperactivity Disorder Agents, Amphetamines</b>		
<i>amphetamine/dextroamphetamine 24hr er caps</i>	1	QL (30 EA per 30 days) PA MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>amphetamine/dextroamphetamine tabs 5mg, 7.5mg, 10mg, 12.5mg, 15mg, 30mg</i>	1	QL (60 EA per 30 days) PA MO
<i>amphetamine/dextroamphetamine tabs 20mg</i>	1	QL (90 EA per 30 days) PA MO
<i>dextroamphetamine sulfate er caps</i>	1	QL (120 EA per 30 days) PA MO
<i>dextroamphetamine sulfate tabs</i>	1	QL (180 EA per 30 days) PA MO
<i>dextroamphetamine sulfate soln</i>	1	QL (1800 ML per 30 days) PA MO
VYVANSE	3	QL (30 EA per 30 days) PA MO
<i>zenzedi tabs 10mg, 5mg</i>	1	QL (180 EA per 30 days) PA
<b>Attention Deficit Hyperactivity Disorder Agents, Non-amphetamines</b>		
<i>atomoxetine caps 10mg, 18mg, 25mg</i>	1	QL (120 EA per 30 days) MO
<i>atomoxetine caps 100mg, 60mg, 80mg</i>	1	QL (30 EA per 30 days) MO
<i>atomoxetine caps 40mg</i>	1	QL (60 EA per 30 days) MO
<i>clonidine hcl er tabs 0.1mg</i>	1	MO
<i>dexmethylphenidate hcl er caps</i>	1	QL (30 EA per 30 days) PA MO
<i>dexmethylphenidate hcl immediate release tabs</i>	1	QL (60 EA per 30 days) PA MO
<i>guanfacine er tabs</i>	1	QL (30 EA per 30 days) MO
<i>metadate er tabs 20mg</i>	1	QL (90 EA per 30 days) PA
<i>methylphenidate hcl cd caps (generic metadate cd)</i>	1	QL (30 EA per 30 days) PA MO
<i>methylphenidate hcl er caps 24hr (generic ritalin la) 60mg</i>	1	QL (30 EA per 30 days) PA MO
<i>methylphenidate hcl er caps 24hr (generic Ritalin LA) 20mg, 40mg</i>	1	QL (30 EA per 30 days) PA MO
<i>methylphenidate hcl er caps 24hr (generic Ritalin LA) 30mg</i>	1	QL (60 EA per 30 days) PA MO
<i>methylphenidate hcl er tab (generic Concerta) 18mg, 27mg, 36mg, 54mg</i>	1	QL (30 EA per 30 days) PA MO
<i>methylphenidate hcl er tab 10mg, 20mg</i>	1	QL (90 EA per 30 days) PA MO
<i>methylphenidate hcl chew</i>	1	QL (180 EA per 30 days) PA MO
<i>methylphenidate hcl tabs</i>	1	QL (90 EA per 30 days) PA MO
<i>methylphenidate hcl er caps 24hr (generic Ritalin LA) 10mg</i>	1	QL (30 EA per 30 days) PA MO
<i>methylphenidate hcl er tab (generic Concerta) 72mg</i>	1	QL (30 EA per 30 days) PA
<i>methylphenidate hydrochloride soln 5mg/5ml</i>	1	QL (1800 ML per 30 days) PA MO
<i>methylphenidate hydrochloride soln 10mg/5ml</i>	1	QL (900 ML per 30 days) PA MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<b>Central Nervous System, Other</b>		
AUSTEDO TABS 12MG, 9MG	3	QL (120 EA per 30 days) PA LA MO
AUSTEDO TABS 6MG	3	QL (60 EA per 30 days) PA LA MO
NUEDEXTA	3	QL (60 EA per 30 days) PA MO
<i>riluzole</i>	1	MO
<i>tetrabenazine tabs 25mg</i>	1	QL (120 EA per 30 days) PA
<i>tetrabenazine tabs 12.5mg</i>	1	QL (90 EA per 30 days) PA
XENAZINE TABS 25MG	3	QL (120 EA per 30 days) PA
XENAZINE TABS 12.5MG	3	QL (90 EA per 30 days) PA
<b>Multiple Sclerosis Agents</b>		
AMPYRA	3	PA LA
BETASERON	3	QL (14 EA per 28 days) PA
GILENYA CAPS 0.5MG	3	QL (28 EA per 28 days) PA
<i>glatiramer acetate inj 40mg/ml</i>	1	QL (12 ML per 28 days) PA
<i>glatiramer acetate inj 20mg/ml</i>	1	QL (30 ML per 30 days) PA
<i>glatopa inj 40mg/ml</i>	1	QL (12 ML per 28 days) PA
<i>glatopa inj 20mg/ml</i>	1	QL (30 ML per 30 days) PA
REBIF	3	QL (6 ML per 28 days) PA
REBIF REBIDOSE	3	QL (6 ML per 28 days) PA
REBIF REBIDOSE TITRATION PACK	3	QL (8.4 ML per 365 days) PA
REBIF TITRATION PACK	3	QL (8.4 ML per 365 days) PA
<b>DENTAL AND ORAL AGENTS</b>		
<b>Dental and Oral Agents</b>		
<i>cevimeline hcl</i>	1	MO
<i>chlorhexidine gluconate oral soln</i>	1	MO
<i>clinpro 5000</i>	1	MO
<i>dentagel</i>	1	QL (56 GM per 30 days) MO
<i>fluoridex</i>	1	
<i>fluoridex sensitivity relief/sls free</i>	1	
<i>oralone dental paste</i>	1	
<i>paroex</i>	1	
<i>periogard</i>	1	
<i>phos-flur gel</i>	1	QL (56 GM per 30 days)
<i>pilocarpine hcl tabs 7.5mg</i>	1	MO
<i>pilocarpine hcl tabs 5mg</i>	1	MO
<i>sf gel 1.1%</i>	1	QL (56 GM per 30 days) MO
<i>triamcinolone acetonide dental paste</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
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**DERMATOLOGICAL AGENTS**

***Dermatological Agents***

<i>acitretin</i>	1	PA MO
<i>ammonium lactate crea, lotn</i>	1	MO
<i>amnesteem</i>	1	
<i>avita crea</i>	1	QL (45 GM per 30 days) PA
<i>avita gel</i>	1	QL (45 GM per 30 days) PA MO
<i>calcipotriene/betamethasone dipropionate oint</i>	1	QL (100 GM per 30 days) PA MO
<i>calcipotriene crea, oint</i>	1	QL (120 GM per 30 days) PA MO
<i>calcipotriene soln</i>	1	QL (60 ML per 30 days) PA MO
<i>calcitrene</i>	1	QL (120 GM per 30 days) PA MO
<i>calcitriol oint 3mcg/gm</i>	1	QL (100 GM per 30 days) MO
CARAC	3	QL (30 GM per 30 days) PA MO
<i>claravis</i>	1	
<i>clindacin etz pledgets (swabs)</i>	1	MO
<i>clindacin-p pad 1%</i>	1	MO
CLINDAGEL	3	QL (75 ML per 30 days) MO
<i>clindamycin phosphate foam 1%</i>	1	MO
<i>clindamycin phosphate gel 1%</i>	1	MO
<i>clindamycin phosphate lotn 1%</i>	1	MO
<i>clindamycin phosphate external soln 1%</i>	1	MO
<i>clindamycin phosphate swab 1%</i>	1	MO
<i>clindamycin/benzoyl peroxide</i>	1	MO
<i>dapsone gel 5%</i>	1	QL (90 GM per 30 days) MO
<i>diclofenac sodium gel 3%</i>	1	QL (100 GM per 30 days) PA MO
<i>diclofenac sodium gel 1%</i>	1	QL (1000 GM per 30 days) PA MO
<i>doxepin hydrochloride crea 5%</i>	1	QL (45 GM per 30 days) PA MO
<i>doxycycline cpdr 40mg</i>	1	QL (30 EA per 30 days) PA MO
<i>ery pad 2%</i>	1	MO
<i>erythromycin/benzoyl peroxide</i>	1	MO
<i>erythromycin gel 2%</i>	1	MO
<i>erythromycin pads 2%</i>	1	MO
<i>erythromycin soln 2%</i>	1	MO
FINACEA	3	QL (50 GM per 30 days) MO
<i>fluocinolone acetonide body</i>	1	QL (118.28 ML per 30 days) MO
<i>fluocinolone acetonide scalp</i>	1	QL (118.28 ML per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>fluorouracil crea 0.5%</i>	1	QL (30 GM per 30 days) PA MO
<i>fluorouracil crea 5%</i>	1	QL (40 GM per 30 days) PA MO
<i>fluorouracil external soln 2%, 5%</i>	1	QL (10 ML per 30 days) MO
<i>gentamicin sulfate crea 0.1%</i>	1	MO
<i>gentamicin sulfate oint 0.1%</i>	1	MO
<i>imiquimod crea</i>	1	QL (24 EA per 30 days) MO
<i>isotretinoin caps</i>	1	
<i>mafenide acetate</i>	1	QL (250 EA per 30 days) MO
<i>methoxsalen caps</i>	1	MO
<i>metronidazole crea 0.75%</i>	1	MO
<i>metronidazole gel 0.75%, 1%</i>	1	MO
<i>metronidazole lotn 0.75%</i>	1	MO
<i>mupirocin</i>	1	QL (30 GM per 30 days) MO
<i>myorisan</i>	1	
<i>neuac gel 1.2; 5%</i>	1	QL (45 GM per 30 days) MO
NORITATE	3	QL (60 GM per 30 days) MO
ORACEA	3	QL (30 EA per 30 days) PA MO
PICATO GEL 0.05%	2	QL (2 EA per 30 days) MO
PICATO GEL 0.015%	2	QL (3 EA per 30 days) MO
<i>podofilox soln</i>	1	MO
REGRANEX	3	QL (30 GM per 30 days) PA MO
<i>rosadan 0.75% crea, gel</i>	1	
SANTYL	3	MO
<i>selenium sulfide lotn</i>	1	MO
<i>silver sulfadiazine</i>	1	MO
SSD 1% CREA	2	
<i>sulfacetamide sodium lotn 10%</i>	1	MO
SULFAMYLON	3	MO
<i>tacrolimus oint 0.03%, 0.1%</i>	1	QL (60 GM per 30 days) MO
<i>tazarotene crea</i>	1	QL (60 GM per 30 days) PA MO
TAZORAC CREA 0.05%	3	QL (60 GM per 30 days) PA MO
<i>tretinoin microsphere gel 0.04%, 0.1%</i>	1	QL (50 GM per 30 days) PA MO
<i>tretinoin microsphere pump gel 0.04%, 0.1%</i>	1	QL (50 GM per 30 days) PA MO
<i>tretinoin crea 0.025%, 0.05%, 0.1%</i>	1	QL (45 GM per 30 days) PA MO
<i>tretinoin gel 0.01%, 0.025%, 0.05%</i>	1	QL (45 GM per 30 days) PA MO
<i>zenatane</i>	1	
ZYCLARA CREA	3	QL (56 EA per 28 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
ZYCLARA PUMP	3	QL (15 GM per 30 days) MO
<b>ELECTROLYTES/MINERALS/METALS/VITAMINS</b>		
<b><i>Electrolyte/Mineral Replacement</i></b>		
AMINOSYN 7%/ELECTROLYTES	3	B/D
AMINOSYN 8.5%/ELECTROLYTES	3	B/D
AMINOSYN II 8.5%/ELECTROLYTES	3	B/D
AMINOSYN II INJ 10%, 8.5%	3	B/D
AMINOSYN M INJ 3.5%	3	B/D
AMINOSYN-HBC	3	B/D
AMINOSYN-PF 10%	3	B/D
AMINOSYN-PF 7%	3	B/D
AMINOSYN-RF	3	B/D
AMINOSYN INJ 10%, 8.5%	3	B/D
CLINIMIX 2.75%/DEXTROSE 5%	3	B/D
CLINIMIX 4.25%/DEXTROSE 10%	3	B/D
CLINIMIX 4.25%/DEXTROSE 20%	3	B/D
CLINIMIX 4.25%/DEXTROSE 25%	3	B/D
CLINIMIX 4.25%/DEXTROSE 5%	3	B/D
CLINIMIX 5%/DEXTROSE 15%	3	B/D
CLINIMIX 5%/DEXTROSE 20%	3	B/D
CLINIMIX 5%/DEXTROSE 25%	3	B/D
<i>clinisol sf 15%</i>	1	B/D
DEXTROSE 10%/NACL 0.45%	3	
DEXTROSE 5% /ELECTROLYTE #48	2	
VIAFLEX		
<i>dextrose 10%</i>	1	
<i>dextrose 10%/nacl 0.2%</i>	1	
<i>dextrose 2.5%/nacl 0.45%</i>	1	
<i>dextrose 5%</i>	1	MO
<i>dextrose 5%/lactated ringers</i>	1	
<i>dextrose 5%/nacl 0.2%</i>	1	
DEXTROSE 5%/NACL 0.225%	3	
<i>dextrose 5%/nacl 0.3%</i>	1	
<i>dextrose 5%/nacl 0.33%</i>	1	
<i>dextrose 5%/nacl 0.45%</i>	1	
<i>dextrose 5%/nacl 0.9%</i>	1	MO
<i>dextrose 50%</i>	1	B/D
<i>dextrose 70%</i>	1	B/D

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>fluoride chew 0.5mg (1.1mg), 1mg (2.2mg)</i>	1	MO
<i>fluoritab chew 0.5mg (1.1mg), 1mg (2.2mg)</i>	1	
FREAMINE HBC 6.9%	3	B/D
FREAMINE III	3	B/D
<i>glucose 5%</i>	1	MO
HEPATAMINE	3	B/D
INTRALIPID INJ 20GM/100ML	2	B/D
INTRALIPID INJ 30GM/100ML	3	B/D
IONOSOL-MB/DEXTROSE 5%	3	
ISOLYTE-P/DEXTROSE 5%	3	
ISOLYTE-S INJ (PLAIN)	3	
<i>kcl 0.075%/d5w/nacl 0.45%</i>	1	
<i>kcl 0.15%/d5w/nacl 0.2%</i>	1	
<i>kcl 0.15%/d5w/nacl 0.225%</i>	1	
<i>kcl 0.15%/d5w/nacl 0.45%</i>	1	
<i>kcl 0.15%/d5w/nacl 0.9%</i>	1	
<i>kcl 0.3%/d5w/nacl 0.45%</i>	1	
<i>kcl 0.3%/d5w/nacl 0.9%</i>	1	
<i>klor-con 10</i>	1	MO
<i>klor-con 8</i>	1	MO
<i>klor-con m10</i>	1	MO
KLOR-CON M15	2	MO
<i>klor-con m20</i>	1	MO
KLOR-CON POW 20MEQ	2	
<i>klor-con sprinkle</i>	1	
<i>klor-con/ef tabs</i>	1	MO
<i>lactated ringers viaflex inj</i>	1	
<i>ludent</i>	1	MO
MAGNESIUM SULFATE IN D5W INJ 1GM/100ML	2	
MAGNESIUM SULFATE INJ 20GM/500ML, 2GM/50ML, 40GM/1000ML, 4GM/100ML, 4GM/50ML	3	
<i>magnesium sulfate inj 50%</i>	1	MO
NEPHRAMINE	3	B/D
NORMOSOL-M IN D5W	3	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.



Drug name	Drug tier	Requirements/Limits
NORMOSOL-R	3	
NORMOSOL-R IN D5W	3	
NUTRILIPID	2	B/D
PLASMA-LYTE A	3	
PLASMA-LYTE-148	3	
<i>plenamine</i>	1	B/D
<i>potassium chloride cr tbc 10meq, 20meq</i>	1	MO
<i>potassium chloride er cpcr 8meq, 10meq</i>	1	MO
<i>potassium chloride er tbc 10meq, 20meq, 8meq</i>	1	MO
<i>potassium chloride sr tbc 8meq</i>	1	MO
<i>potassium chloride/dextrose/sodium chloride</i>	1	
POTASSIUM CHLORIDE/DEXTROSE INJ 5%; 40MEQ/L	3	
<i>potassium chloride/dextrose inj 5%; 20meq/l</i>	1	
<i>potassium chloride/sodium chloride inj 20meq/l; 0.45%, 40meq/l; 0.9%</i>	1	
<i>potassium chloride/sodium chloride inj 20meq/l; 0.9%</i>	1	MO
<i>potassium chloride oral soln</i>	1	MO
<i>potassium chloride inj 10meq/50ml, 20meq/100ml, 40meq/100ml</i>	1	
<i>potassium chloride inj 10meq/100ml, 2meq/ml, 20meq/50ml</i>	1	MO
<i>potassium citrate er tabs</i>	1	MO
PREMASOL INJ 10%	3	B/D
PREMASOL INJ 6%	1	B/D
PROCALAMINE	3	B/D
PROSOL	3	B/D
<i>ringers injection inj 4.5meq/l; 156meq/l; 4meq/l; 147meq/l</i>	1	
<i>sodium chloride 0.45% inj</i>	1	
<i>sodium chloride inj 0.9%, 14.6%, 3%, 23.4%, 5%</i>	1	MO
<i>sodium fluoride chew 0.5 mg (1.1mg)</i>	1	MO
<i>sodium fluoride soln 0.5mg/ml (1.1mg/ml)</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>sodium fluoride tabs 1mg (2.2mg)</i>	1	
<i>sterile water irrigation plastic bottle</i>	1	MO
TPN ELECTROLYTES INJ	3	B/D
TRAVASOL INJ 10%	3	B/D
TROPHAMINE INJ 10%	3	B/D
<b><i>Electrolyte/Mineral/Metal Modifiers</i></b>		
CHEMET	3	MO
DEPEN TITRATABS	3	MO
EXJADE	3	PA
<i>fomepizole</i>	1	
JADENU SPRINKLE GRANULES	3	PA LA
JADENU TABS	3	PA LA
<i>kionex susp</i>	1	MO
<i>levocarnitine</i>	1	MO
<i>sodium bicarbonate inj</i>	1	MO
<i>sodium bicarbonate partial fill 4.2%</i>	1	
<i>sodium polystyrene sulfonate rectal susp</i>	1	
<i>sodium polystyrene sulfonate powd, oral susp</i>	1	MO
<i>sps oral susp 15gm/60ml</i>	1	
<i>trientine hydrochloride</i>	1	PA MO
<b><i>Phosphate Binders</i></b>		
AURYXIA	3	QL (360 EA per 30 days) MO
<i>calcium acetate caps 667mg</i>	1	MO
<i>calcium acetate tabs 667mg</i>	1	MO
RENAGEL TABS 400MG	3	ST
RENAGEL TABS 800MG	3	ST MO
<i>sevelamer carbonate</i>	1	MO
<b><i>Vitamins</i></b>		
BAL-CARE DHA	2	MO
CITRANATAL 90 DHA	2	MO
CITRANATAL B-CALM	2	MO
CITRANATAL BLOOM	2	MO
CITRANATAL HARMONY CAPS	2	
CITRANATAL RX TABS	2	MO
COMPLETENATE	2	MO
CONCEPT DHA	2	MO
CONCEPT OB	2	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
DUET DHA 400	2	
DUET DHA BALANCED	2	
ELITE-OB	2	
ENBRACE HR	2	MO
FOLET ONE	2	MO
FOLIVANE-OB	2	MO
HEMENATAL OB	2	MO
HEMENATAL OB + DHA	2	MO
MARNATAL-F CAPS	2	
<i>multi-vitamin/fluoride chew 0.5mg</i>	1	
<i>multi vitamin/fluoride chew 1mg</i>	1	MO
<i>multi-vit/fluoride drops 0.25 mg/ml</i>	1	MO
<i>multi-vit/iron/fluoride drops 0.25 mg/ml</i>	1	MO
<i>multi-vitamin/fluoride/iron drops 0.25 mg/ml</i>	1	MO
<i>multi-vitamin/fluoride drops 0.5 mg/ml</i>	1	MO
<i>multivitamin with fluoride chew 0.25mg</i>	1	MO
<i>multivitamin/fluoride soln 0.5mg/ml</i>	1	
<i>mvc-fluoride</i>	1	MO
NATACHEW CHEW 120MG; 2700UNIT; 400UNIT; 12MCG; 0; 0; 1MG; 28MG; 20MG; 10MG; 3MG; 0; 2MG; 20UNIT	2	MO
NATELLE ONE CAPS 30MG; 102MG; 250MG; 0.625MG; 28MG; 1MG; 25MG; 30UNIT	2	MO
NESTABS ABC	2	
NESTABS ONE	2	MO
NESTABS TABS 65MG; 155MG; 450UNIT; 55MG; 10MCG; 32MG; 1000MCG; 100MCG; 50MG; 3MG; 120MG; 3MG; 30UNIT; 10MG	2	MO
NEXA PLUS CAPS 28MG; 0; 250MCG; 660MG; 160MG; 0; 800UNIT; 350MG; 55MG; 29MG; 1.25MG; 25MG; 30UNIT	2	MO
NIVA-PLUS	2	MO
O-CAL PRENATAL	2	MO
OB COMPLETE GOLD	2	MO
OB COMPLETE ONE	2	MO
OB COMPLETE PETITE	2	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
OB COMPLETE PREMIER	2	MO
OB COMPLETE/DHA	2	MO
OB COMPLETE TABS	2	
PNV PRENATAL PLUS MULTIVITAMIN	2	MO
PNV TABS 29-1	2	MO
<i>poly-vitamin/fluoride drops 0.25mg</i>	1	
PREFERA OB TABS 30MCG; 10MG; 400UNIT; 0.8MG; 12MCG; 10UNIT; 1MG; 34MG; 0; 17MG; 0; 250MCG; 50MG; 1.6MG; 65MCG; 1.5MG; 4.5MG	2	
PREFERAOB +DHA	2	MO
PREFERAOB ONE	2	MO
PRENAISSANCE	2	MO
PRENAISSANCE PLUS	2	MO
PRENATA	2	MO
PRENATAL 19 CHEW 100MG; 1000UNIT; 200MG; 7MG; 400UNIT; 12MCG; 29MG; 1MG; 15MG; 20MG; 3MG; 3MG; 30UNIT; 20MG	2	MO
PRENATAL 19 TABS 100MG; 1000UNIT; 200MG; 7MG; 400UNIT; 12MCG; 25MG; 29MG; 1MG; 15MG; 20MG; 3MG; 3MG; 30UNIT; 20MG	2	MO
PRENATAL PLUS IRON TABS 120MG; 0; 200MG; 400UNIT; 2MG; 12MCG; 1MG; 29MG; 20MG; 10MG; 3MG; 1.84MG; 22UNIT; 4000UNIT; 25MG	2	MO
PRENATE AM	2	MO
PRENATE CHEW TABS	2	MO
PRENATE ELITE TABS 600MCG; 75MG; 2600UNIT; 330MCG; 155MG; 600UNIT; 1.5MG; 13MCG; 20MG; 400MCG; 25MG; 21MG; 150MCG; 21MG; 3.5MG; 3MG; 40UNIT; 15MG	2	
PRENATE ENHANCE	2	
PRENATE ESSENTIAL CAPS 600MCG; 90MG; 280MCG; 155MG; 220UNIT; 13MCG; 300MG; 40MG; 18MG; 400MCG; 50MG; 150MCG; 26MG; 10UNIT	2	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
PRENATE MINI CAPS 600MCG; 60MG; 280MCG; 80MG; 1000UNIT; 13MCG; 350MG; 0; 400MCG; 18MG; 0; 25MG; 150MCG; 26MG; 10UNIT; 25MG	2	MO
PRENATE PIXIE	2	MO
PRENATE RESTORE	2	
PREPLUS TABS 120MG; 0; 200MG; 400UNIT; 2MG; 12MCG; 27MG; 1MG; 20MG; 10MG; 3MG; 1.84MG; 22MG; 4000UNIT; 25MG	2	MO
PRETAB	2	
PRIMACARE CAPS	2	
PROVIDA DHA	2	MO
PROVIDA OB	2	
PUREFE OB PLUS	2	
RELNATE DHA	2	MO
SE-NATAL 19	2	MO
SELECT-OB	2	MO
TARON-PREX	2	MO
THRIVITE RX	2	MO
TL-SELECT	2	MO
<i>tri-vit/fluoride soln 0.5mg/ml</i>	1	MO
<i>tri-vitamin/fluoride soln 0.25mg/ml</i>	1	MO
TRICARE PRENATAL DHA ONE/FOLATE	2	MO
TRICARE PRENATAL TABS	2	MO
TRINATAL RX 1	2	MO
TRISTART DHA	2	MO
TRISTART ONE	2	
ULTIMATECARE ONE	2	
VENA-BAL DHA	2	MO
VIRT-C DHA	2	MO
VIRT-PN	2	MO
VIRT-PN DHA CAPS 85MG; 140MG; 200UNIT; 12MCG; 300MG; 27MG; 400MCG; 600MCG; 45MG; 25MG; 10UNIT	2	MO
VIRT-PN PLUS	2	MO
VITAFOL FE+	2	MO
VITAFOL GUMMIES	2	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
VITAFOL ULTRA	2	
VITAFOL-NANO	2	
VITAFOL-OB	2	
VITAFOL-ONE	2	MO
VITAMEDMD ONE RX/QUATREFOLIC	2	MO
<i>vitamins a/d/c/fluoride</i>	1	
VOL-NATE	2	MO
VOL-PLUS	2	MO
VP-GGR-B6 PRENATAL	2	
VP-HEME ONE	2	MO
VP-PNV-DHA	2	MO
ZATEAN-PN DHA	2	MO
ZATEAN-PN PLUS	2	MO

## GASTROINTESTINAL AGENTS

### ***Antispasmodics, Gastrointestinal***

<i>dicyclomine hcl caps</i>	1	MO
<i>dicyclomine hcl inj</i>	1	
<i>dicyclomine hcl oral soln</i>	1	MO
<i>dicyclomine hydrochloride tabs</i>	1	MO
<i>glycopyrrolate inj 0.4mg/2ml</i>	1	
<i>glycopyrrolate inj 0.2mg/ml, 1mg/5ml, 4mg/20ml</i>	1	MO
<i>glycopyrrolate tabs 1mg, 2mg</i>	1	MO
<i>methscopolamine bromide tabs</i>	1	MO

### ***Gastrointestinal Agents, Other***

<i>cromolyn sodium conc oral soln 100mg/5ml</i>	1	MO
<i>diphenatol</i>	1	
<i>diphenoxylate/atropine</i>	1	MO
GATTEX	3	PA LA
<i>loperamide hcl caps</i>	1	MO
<i>metoclopramide hcl tabs</i>	1	MO
<i>metoclopramide hcl inj, oral soln</i>	1	MO
<i>metoclopramide odt</i>	1	MO
MOVANTIK TABS 25MG	2	QL (30 EA per 30 days) MO
MOVANTIK TABS 12.5MG	2	QL (60 EA per 30 days) MO
RELISTOR INJ	3	PA MO
SYMPROIC	2	PA MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>ursodiol caps, tabs</i>	1	MO
<b>Histamine2 (H2) receptor Antagonists</b>		
<i>cimetidine hcl soln</i>	1	MO
<i>cimetidine tabs</i>	1	MO
<i>famotidine premixed inj 20mg/50ml</i>	1	
<i>famotidine inj 200mg/20ml, 20mg/2ml, 40mg/4ml</i>	1	
<i>famotidine oral susp 40mg/5ml</i>	1	MO
<i>famotidine tabs 20mg, 40mg</i>	1	MO
<i>nizatidine</i>	1	MO
<i>ranitidine hcl caps, syrp</i>	1	MO
<i>ranitidine hcl inj 150mg/6ml, 50mg/2ml</i>	1	MO
<i>ranitidine hcl tabs 150mg, 300mg</i>	1	MO
<b>Irritable Bowel Syndrome Agents</b>		
<i>alosetron hydrochloride</i>	1	QL (60 EA per 30 days) MO
AMITIZA CAPS 8MCG	2	QL (180 EA per 30 days) MO
AMITIZA CAPS 24MCG	2	QL (60 EA per 30 days) MO
LINZESS	2	QL (30 EA per 30 days) MO
<b>Laxatives</b>		
<i>constulose</i>	1	
<i>enulose</i>	1	
<i>gavilyte-c</i>	1	MO
<i>gavilyte-g</i>	1	MO
<i>gavilyte-n/flavor pack</i>	1	MO
<i>generlac</i>	1	MO
GOLYTELY	2	MO
<i>lactulose soln</i>	1	MO
MOVIPREP	3	MO
NULYTELY/FLAVOR PACKS	2	MO
OSMOPREP	3	MO
<i>peg-3350/electrolytes</i>	1	MO
<i>peg-3350/nacl/na bicarbonate/kcl</i>	1	MO
<i>polyethylene glycol 3350 pack, powd</i>	1	MO
PREPOPIK	3	MO
SUPREP BOWEL PREP KIT	3	MO
<i>trilyte</i>	1	
<b>Protectants</b>		
CARAFATE	3	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>misoprostol</i>	1	MO
SUCRALFATE SUSP	3	MO
<i>sucalfate tabs</i>	1	MO
<b>Proton Pump Inhibitors</b>		
DEXILANT	3	QL (30 EA per 30 days) MO
<i>esomeprazole magnesium caps</i>	1	QL (30 EA per 30 days) MO
<i>esomeprazole sodium inj</i>	1	
ESOMEPRAZOLE STRONTIUM CPDR 49.3MG	3	QL (60 EA per 30 days) MO
<i>lansoprazole cps dr, odt tabs</i>	1	QL (30 EA per 30 days) MO
<i>omeprazole/sodium bicarbonate caps</i>	1	QL (30 EA per 30 days) MO
<i>omeprazole cpdr 10mg, 20mg</i>	1	QL (30 EA per 30 days) MO
<i>omeprazole cpdr 40mg</i>	1	QL (60 EA per 30 days) MO
<i>pantoprazole sodium inj</i>	1	
<i>pantoprazole sodium tbec 20mg</i>	1	QL (30 EA per 30 days) MO
<i>pantoprazole sodium tbec 40mg</i>	1	QL (60 EA per 30 days) MO
<i>rabeprazole sodium tabs</i>	1	MO

#### GENETIC OR ENZYME DISORDER: REPLACEMENT, MODIFIERS, TREATMENT

##### *Genetic or Enzyme Disorder: Replacement, Modifiers, Treatment*

ADAGEN	3	PA LA MO
ALDURAZYME	3	PA LA
ARALAST NP	3	PA LA
CARBAGLU	3	PA LA MO
CERDELGA	3	PA
CEREZYME INJ 400UNIT	3	PA LA
CREON CPEP 120000UNIT; 24000UNIT; 76000UNIT, 15000UNIT; 3000UNIT; 9500UNIT, 180000UNIT; 36000UNIT; 114000UNIT, 30000UNIT; 6000UNIT; 19000UNIT, 60000UNIT; 12000UNIT; 38000UNIT	2	MO
CYSTADANE	3	LA MO
CYSTAGON	3	PA LA
FABRAZYME	3	PA LA
KUVAN	3	PA LA
LUMIZYME	3	PA LA
NAGLAZYME	3	PA LA
ORFADIN CAPS 10MG, 20MG, 2MG, 5MG	3	PA LA MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.



Drug name	Drug tier	Requirements/Limits
PROLASTIN-C	3	PA LA MO
<i>sodium phenylbutyrate powd, tabs</i>	1	PA
ZEMAIRA	3	PA LA
ZENPEP CPEP 42000UNIT; 10000UNIT; 32000UNIT	3	
ZENPEP CPEP 105000UNIT; 25000UNIT; 79000UNIT, 14000UNIT; 3000UNIT; 10000UNIT, 168000UNIT; 40000UNIT; 126000UNIT, 24000UNIT; 5000UNIT; 17000UNIT, 63000UNIT; 15000UNIT; 47000UNIT, 84000UNIT; 20000UNIT; 63000UNIT	3	MO

## GENITOURINARY AGENTS

### Antispasmodics, Urinary

<i>darifenacin hydrobromide er</i>	1	QL (30 EA per 30 days) MO
<i>flavoxate hcl</i>	1	MO
MYRBETRIQ TB24 50MG	3	QL (30 EA per 30 days) MO
MYRBETRIQ TB24 25MG	3	QL (60 EA per 30 days) MO
<i>oxybutynin chloride er tab 24hr 5mg</i>	1	QL (30 EA per 30 days) MO
<i>oxybutynin chloride er tab 24hr 10mg, 15mg</i>	1	QL (60 EA per 30 days) MO
<i>oxybutynin chloride tabs</i>	1	QL (120 EA per 30 days) MO
<i>oxybutynin chloride syrp</i>	1	QL (600 ML per 30 days) MO
<i>tolterodine tartrate</i>	1	QL (60 EA per 30 days) MO
<i>tolterodine tartrate er</i>	1	QL (30 EA per 30 days) MO
TOVIAZ	2	QL (30 EA per 30 days) MO
<i>trospium chloride</i>	1	QL (60 EA per 30 days) MO
<i>trospium chloride er</i>	1	QL (30 EA per 30 days) MO
VESICARE	3	QL (30 EA per 30 days) MO

### Benign Prostatic Hypertrophy Agents

<i>alfuzosin hcl er</i>	1	QL (30 EA per 30 days) MO
<i>dutasteride/tamsulosin hydrochloride</i>	1	QL (30 EA per 30 days) MO
<i>dutasteride caps</i>	1	QL (30 EA per 30 days) MO
<i>finasteride tabs 5mg</i>	1	QL (30 EA per 30 days) MO
RAPAFLO	3	QL (30 EA per 30 days) MO
<i>tamsulosin hcl</i>	1	QL (60 EA per 30 days) MO

### Genitourinary Agents, Other

<i>acetic acid 0.25% irrigation soln</i>	1	MO
<i>bethanechol chloride tabs</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
ELMIRON	3	MO
sodium chloride 0.9% irrigation soln	1	MO
<b>HORMONAL AGENTS, STIMULANT/REPLACEMENT/MODIFYING (ADRENAL)</b>		
<b><i>Hormonal Agents, Stimulant/Replacement/Modifying (Adrenal)</i></b>		
<i>ala-cort crea 1%</i>	1	
<i>ala-cort crea 2.5%</i>	1	QL (30 GM per 30 days)
<i>alclometasone dipropionate</i>	1	MO
<i>augmented betamethasone dipropionate</i>	1	MO
<i>betamethasone dipropionate crea, lotn, oint</i>	1	MO
<i>betamethasone valerate crea, foam, lotn, oint</i>	1	MO
<i>budesonide delayed release caps 3mg</i>	1	MO
<i>clobetasol propionate emollient crea</i>	1	QL (60 GM per 30 days) MO
<i>clobetasol propionate emollient foam</i>	1	QL (100 GM per 30 days) MO
<i>clobetasol propionate foam</i>	1	QL (100 GM per 30 days) MO
<i>clobetasol propionate lotn, sham</i>	1	QL (118 ML per 30 days) MO
<i>clobetasol propionate spray</i>	1	QL (125 ML per 30 days) MO
<i>clobetasol propionate soln</i>	1	QL (50 ML per 30 days) MO
<i>clobetasol propionate crea, gel, oint</i>	1	QL (60 GM per 30 days) MO
<i>clodan shampoo</i>	1	QL (118 ML per 30 days)
<i>colocort</i>	1	
<i>cortisone acetate tabs 25mg</i>	1	MO
<i>deltasone tabs 20mg</i>	1	
<i>desonide lotn</i>	1	QL (118 ML per 30 days) MO
<i>desonide crea, oint</i>	1	QL (60 GM per 30 days) MO
<i>desoximetasone crea, oint</i>	1	QL (100 GM per 30 days) MO
<i>desoximetasone gel</i>	1	QL (60 GM per 30 days) MO
<i>dexamethasone sodium phosphate inj 10mg/ml</i>	1	
<i>dexamethasone sodium phosphate inj 100mg/10ml, 10mg/ml pf, 120mg/30ml, 20mg/5ml, 4mg/ml</i>	1	MO
<i>dexamethasone elix, soln</i>	1	MO
<i>dexamethasone tabs 0.5mg, 0.75mg, 1.5mg, 1mg, 2mg, 4mg, 6mg</i>	1	MO
DEXAMTHASONE INTENSOL ORAL SOLN CONC	3	MO
<i>diflorasone diacetate</i>	1	QL (60 GM per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>fludrocortisone acetate tabs</i>	1	MO
<i>fluocinolone acetonide crea 0.025%</i>	1	QL (120 GM per 30 days) MO
<i>fluocinolone acetonide crea 0.01%</i>	1	QL (60 GM per 30 days) MO
<i>fluocinolone acetonide oint 0.025%</i>	1	QL (120 GM per 30 days) MO
<i>fluocinolone acetonide topical soln 0.01%</i>	1	QL (90 ML per 30 days) MO
<i>fluocinonide emulsified base crea</i>	1	QL (120 GM per 30 days) MO
<i>fluocinonide crea 0.05%</i>	1	QL (120 GM per 30 days) MO
<i>fluocinonide gel, oint</i>	1	QL (60 GM per 30 days) MO
<i>fluocinonide soln</i>	1	QL (60 ML per 30 days) MO
<i>flurandrenolide crea</i>	1	QL (120 GM per 30 days) MO
<i>fluticasone propionate crea 0.05%</i>	1	MO
<i>fluticasone propionate lotn 0.05%</i>	1	QL (120 ML per 30 days) MO
<i>fluticasone propionate oint 0.005%</i>	1	MO
<i>halobetasol propionate crea, oint</i>	1	QL (50 GM per 30 days) MO
<i>hydrocortisone butyrate (lipophilic) crea</i>	1	QL (60 GM per 30 days) MO
<i>hydrocortisone butyrate lotn</i>	1	QL (118 ML per 30 days) MO
<i>hydrocortisone butyrate crea, oint</i>	1	QL (45 GM per 30 days) MO
<i>hydrocortisone butyrate soln</i>	1	QL (60 ML per 30 days) MO
<i>hydrocortisone valerate crea, oint</i>	1	QL (60 GM per 30 days) MO
<i>hydrocortisone crea 1%</i>	1	MO
<i>hydrocortisone crea 2.5%</i>	1	QL (30 GM per 30 days) MO
<i>hydrocortisone enem, tabs</i>	1	MO
<i>hydrocortisone lotn 2.5%</i>	1	MO
<i>hydrocortisone oint 1%, 2.5%</i>	1	QL (30 GM per 30 days) MO
<i>methylprednisolone acetate inj 40mg/ml, 80mg/ml</i>	1	MO
<i>methylprednisolone dose pack tbpk</i>	1	MO
<i>methylprednisolone sodiumsuccinate inj 1000mg, 125mg, 40mg</i>	1	MO
<i>methylprednisolone tabs</i>	1	MO
MICORT-HC	3	QL (28.4 GM per 30 days) MO
<i>mometasone furoate crea 0.1%</i>	1	MO
<i>mometasone furoate oint 0.1%</i>	1	MO
<i>mometasone furoate soln/lotn 0.1%</i>	1	MO
<i>nolix crea</i>	1	QL (120 GM per 30 days)
<i>prednicarbate oint, emollient crea</i>	1	QL (60 GM per 30 days) MO
<i>prednisolone sodium phosphate odt</i>	1	MO
<i>prednisolone sodium phosphate oral soln 20mg/5ml</i>	1	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>prednisolone sodium phosphate oral soln 10mg/5ml, 15mg/5ml, 25mg/5ml, 5mg/5ml</i>	1	MO
<i>prednisolone oral soln</i>	1	MO
PREDNISONE INTENSOL ORAL SOLN CONC	3	B/D MO
<i>prednisone oral soln dose pack</i>	1	MO
<i>prednisone tabs 10mg, 1mg, 2.5mg, 20mg, 50mg, 5mg</i>	1	MO
<i>procto-med hc</i>	1	
<i>procto-pak</i>	1	MO
<i>proctosol hc topical crea</i>	1	MO
<i>proctozone-hc</i>	1	MO
SOLU-CORTEF INJ 1000MG	3	
SOLU-CORTEF INJ 100MG, 250MG, 500MG	3	MO
TEXACORT SOLN 2.5%	3	MO
<i>triamcinolone acetonide topical spray 0.147mg/gm</i>	1	MO
<i>triamcinolone acetonide crea 0.025%, 0.1%, 0.5%</i>	1	MO
<i>triamcinolone acetonide inj 40mg/ml</i>	1	MO
<i>triamcinolone acetonide lotn 0.025%, 0.1%</i>	1	MO
<i>triamcinolone acetonide oint 0.025%, 0.1%, 0.5%</i>	1	MO
<i>triderm</i>	1	

## **HORMONAL AGENTS, STIMULANT/REPLACEMENT/MODIFYING (PITUITARY)**

### ***Hormonal Agents, Stimulant/Replacement/Modifying (Pituitary)***

<i>desmopressin acetate inj, nasal soln, tabs</i>	1	MO
GENOTROPIN 12MG, 5MG	3	PA
GENOTROPIN MINIQUICK INJ 0.2MG	3	PA
GENOTROPIN MINIQUICK INJ 0.4MG, 0.6MG, 0.8MG, 1.2MG, 1.4MG, 1.6MG, 1.8MG, 1MG, 2MG	3	PA
INCRELEX	3	PA LA
STIMATE SOLN	3	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
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<b>HORMONAL AGENTS, STIMULANT/REPLACEMENT/MODIFYING (SEX HORMONES/MODIFIERS)</b>		
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**Anabolic Steroids**

ANADROL-50	3	PA MO
<i>oxandrolone tabs 2.5mg</i>	1	QL (120 EA per 30 days) PA MO
<i>oxandrolone tabs 10mg</i>	1	QL (60 EA per 30 days) PA MO

**Androgens**

ANDRODERM PATCH 2MG/24HR, 4MG/24HR	3	QL (30 EA per 30 days) PA MO
<i>danazol caps</i>	1	MO
<i>testosterone cypionate inj</i>	1	MO
<i>testosterone enanthate inj</i>	1	MO
<i>testosterone gel 12.5mg/act pump</i>	1	QL (300 GM per 30 days) PA MO
<i>testosterone gel 10mg/act pump</i>	1	QL (120 GM per 30 days) PA MO
<i>testosterone gel 1% (25MG, 50MG)</i>	1	QL (300 GM per 30 days) PA MO
<i>testosterone soln 30mg/act</i>	1	QL (180 ML per 30 days) PA MO

**Estrogens**

<i>altavera</i>	1	
<i>alyacen 1/35</i>	1	
<i>alyacen 7/7/7</i>	1	
<i>amabelz</i>	1	PA MO
<i>amethia</i>	1	
AMETHIA LO	2	
<i>amethyst</i>	1	
<i>apri</i>	1	
<i>aranelle</i>	1	
<i>ashlyna</i>	1	
<i>aubra</i>	1	
<i>aviane</i>	1	
<i>balziva</i>	1	
<i>bekyree</i>	1	
<i>blisovi 24 fe</i>	1	MO
<i>blisovi fe 1.5/30</i>	1	
<i>blisovi fe 1/20</i>	1	
<i>briellyn</i>	1	
CAMRESE	2	
CAMRESE LO	2	
<i>caziant</i>	1	
<i>chateal</i>	1	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>cryselle-28</i>	1	MO
<i>cyclafem 1/35</i>	1	MO
<i>cyclafem 7/7/7</i>	1	
<i>cyred</i>	1	
<i>dasetta 1/35</i>	1	
<i>dasetta 7/7/7</i>	1	
<i>daysee</i>	1	MO
DELESTROGEN INJ 10MG/ML	3	MO
<i>delyla</i>	1	
<i>desogestrel/ethinyl estradiol</i>	1	MO
<i>drospirenone/ethinyl estradiol</i>	1	MO
<i>drospirenone/ethinyl estradiol/levomefolate calcium</i>	1	MO
<i>elinest</i>	1	
<i>emoquette</i>	1	
<i>enpresse-28</i>	1	
<i>enskyce</i>	1	MO
<i>estarylla</i>	1	
ESTRACE CREA	3	MO
<i>estradiol valerate inj 20mg/ml, 40mg/ml</i>	1	MO
<i>estradiol/norethindrone acetate</i>	1	PA MO
<i>estradiol vaginal crea, vaginal tabs</i>	1	MO
<i>estradiol oral tabs</i>	1	PA MO
<i>estradiol weekly patch</i>	1	QL (4 EA per 28 days) PA MO
<i>estradiol twice weekly patch</i>	1	QL (8 EA per 28 days) PA MO
ESTRING	3	QL (1 EA per 90 days) MO
<i>estropipate tabs</i>	1	PA MO
<i>ethynodiol diacetate/ethinyl estradiol</i>	1	MO
<i>falmina</i>	1	
<i>fayosim</i>	1	MO
<i>femynor</i>	1	
<i>fyavolv</i>	1	PA MO
GIANVI	2	MO
<i>gildagia</i>	1	
<i>introvale</i>	1	
<i>isibloom</i>	1	
<i>jinteli</i>	1	PA
JOLESSA	2	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>juleber</i>	1	
<i>junel 1.5/30</i>	1	
<i>junel 1/20</i>	1	
<i>junel fe 1.5/30</i>	1	MO
<i>junel fe 1/20</i>	1	MO
<i>junel fe 24</i>	1	
<i>kaitlib fe</i>	1	MO
<i>kariva</i>	1	
<i>kelnor 1/35</i>	1	MO
<i>kelnor 1/50</i>	1	MO
<i>kimidess</i>	1	
<i>kurvelo</i>	1	
<i>larin 1.5/30</i>	1	
<i>larin 1/20</i>	1	
<i>larin 24 fe</i>	1	
<i>larin fe 1.5/30</i>	1	
<i>larin fe 1/20</i>	1	
<i>larissia</i>	1	
LEENA	2	MO
<i>lessina</i>	1	
<i>levonest</i>	1	
<i>levonorgestrel/ethinyl estradiol</i>	1	MO
<i>levora 0.15/30-28</i>	1	
<i>lillow</i>	1	
<i>lopreeza</i>	1	PA
<i>loryna</i>	1	
<i>low-ogestrel</i>	1	
<i>luteru</i>	1	
<i>marlissa</i>	1	MO
<i>melodetta 24 fe</i>	1	
<i>mibelas 24 fe</i>	1	MO
MICROGESTIN 1.5/30	2	MO
MICROGESTIN 1/20	2	
MICROGESTIN FE 1.5/30	2	
MICROGESTIN FE 1/20	2	
<i>mili</i>	1	
<i>mimvey</i>	1	PA
<i>mimvey lo</i>	1	PA

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>mono-linyah</i>	1	
MONONESSA	2	
<i>myzilra</i>	1	MO
<i>necon 0.5/35-28</i>	1	
NECON 7/7/7	2	
<i>nikki</i>	1	
<i>norethindrone acetate/ethinyl estradiol/ferrous fumarate chew tabs</i>	1	MO
<i>norethindrone acetate/ethinyl estradiol chew</i>	1	MO
<i>norethindrone acetate/ethinyl estradiol tabs 20mcg; 1mg</i>	1	MO
<i>norethindrone acetate/ethinyl estradiol tabs 2.5mcg; 0.5mg, 5mcg; 1mg</i>	1	PA MO
<i>norethindrone/ethinyl estradiol/ferrous fumarate tabs</i>	1	MO
<i>norgestimate/ethinyl estradiol tabs</i>	1	MO
<i>nortrel 0.5/35 (28)</i>	1	MO
<i>nortrel 1/35</i>	1	
<i>nortrel 7/7/7</i>	1	
NUVARING	3	MO
OCELLA	2	
<i>orsythia</i>	1	
<i>philith</i>	1	
<i>pimtrea</i>	1	
<i>pirmella 1/35</i>	1	
<i>pirmella 7/7/7</i>	1	MO
<i>portia-28</i>	1	
PREMARIN CREA	3	MO
PREMARIN INJ	3	PA MO
PREMARIN TABS 0.3MG, 0.45MG, 0.625MG, 0.9MG, 1.25MG	3	PA MO
PREMPRO	3	PA MO
<i>previfem</i>	1	MO
<i>quasense</i>	1	
<i>rajani</i>	1	
<i>reclipsen</i>	1	
RIVELSA	2	
<i>setlakin</i>	1	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.



Drug name	Drug tier	Requirements/Limits
<i>sprintec 28</i>	1	
<i>sronyx</i>	1	MO
<i>syeda</i>	1	
<i>tarina fe 1/20</i>	1	
TILIA FE	2	
<i>tri femynor</i>	1	
<i>tri-estarylla</i>	1	
<i>tri-legest fe</i>	1	MO
<i>tri-linyah</i>	1	
<i>tri-lo-estarylla</i>	1	
<i>tri-lo-marzia</i>	1	
<i>tri-lo-sprintec</i>	1	MO
<i>tri-mili</i>	1	
<i>tri-sprintec</i>	1	MO
<i>tri-vylibra</i>	1	
TRINESSA	2	
TRINESSA LO	2	
<i>trivora-28</i>	1	
<i>tydemy</i>	1	
<i>velivet</i>	1	MO
<i>vestura</i>	1	
<i>vienva</i>	1	
<i>vioarele</i>	1	MO
<i>vyfemla</i>	1	MO
<i>vylibra</i>	1	
<i>wera</i>	1	
<i>wymzya fe</i>	1	
<i>yuvafem</i>	1	MO
<i>zarah</i>	1	
<i>zenchent</i>	1	
<i>zovia 1/35e</i>	1	
<i>zovia 1/50e</i>	1	
<b>Progesterone Agonists/Antagonists</b>		
ELLA	3	
<b>Progestins</b>		
<i>camila</i>	1	MO
<i>deblitane</i>	1	
DEPO-PROVERA INJ 400MG/ML	3	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>errin</i>	1	MO
<i>heather</i>	1	
<i>hydroxyprogesterone caproate inj</i> <i>1.25gm/5ml</i>	1	PA
<i>jencycla</i>	1	
JOLIVETTE	2	
<i>lyza</i>	1	
<i>medroxyprogesterone acetate inj, tabs</i>	1	MO
<i>megestrol acetate susp, tabs</i>	1	PA MO
NORA-BE	2	
<i>norethindrone acetate tabs 5mg</i>	1	MO
<i>norethindrone tabs 0.35mg</i>	1	MO
<i>norlyda</i>	1	
<i>norlyroc</i>	1	
<i>progesterone caps, inj</i>	1	MO
<i>sharobel</i>	1	
<i>tulana</i>	1	
<b>Selective Estrogen Receptor Modifying Agents</b>		
DUAVEE	3	PA MO
<i>raloxifene hydrochloride</i>	1	MO

#### **HORMONAL AGENTS, STIMULANT/REPLACEMENT/MODIFYING (THYROID)**

##### ***Hormonal Agents, Stimulant/Replacement/Modifying (Thyroid)***

LEVO-T	3	
LEVOTHYROXINE SODIUM INJ	3	MO
<i>levothyroxine sodium tabs</i>	1	MO
LEVOXYL TABS 100MCG, 112MCG, 125MCG, 137MCG, 150MCG, 175MCG, 200MCG, 25MCG, 50MCG, 75MCG, 88MCG	2	MO
<i>liothyronine sodium tabs</i>	1	MO
<i>liothyronine sodium inj</i>	1	
SYNTHROID TABS	3	MO
UNITHROID	2	

#### **HORMONAL AGENTS, SUPPRESSANT (ADRENAL)**

##### ***Hormonal Agents, Suppressant (Adrenal)***

LYSODREN	2	MO
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#### **HORMONAL AGENTS, SUPPRESSANT (PITUITARY)**

##### ***Hormonal Agents, Suppressant (Pituitary)***

<i>cabergoline</i>	1	MO
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\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>leuprolide acetate inj</i>	1	PA
LUPRON DEPOT (1-MONTH) INJ 3.75MG	3	PA
LUPRON DEPOT (3-MONTH) INJ 11.25MG	3	PA
LUPRON DEPOT-PED (1-MONTH) INJ 11.25MG, 15MG, 7.5MG	3	PA
LUPRON DEPOT-PED (3-MONTH)	3	PA
<i>octreotide acetate</i>	1	PA
SIGNIFOR INJ 0.3MG/ML, 0.6MG/ML, 0.9MG/ML	3	PA LA MO
SOMATULINE DEPOT	3	PA
SOMAVERT	3	PA LA
SYNAREL	3	MO
TRELSTAR MIXJECT INJ 11.25MG, 3.75MG	3	PA

#### HORMONAL AGENTS, SUPPRESSANT (THYROID)

##### **Antithyroid Agents**

<i>methimazole tabs 10mg, 5mg</i>	1	MO
<i>propylthiouracil tabs</i>	1	MO

#### IMMUNOLOGICAL AGENTS

##### **Angioedema Agents**

BERINERT	3	QL (24 EA per 30 days) PA LA
FIRAZYR	3	QL (27 ML per 30 days) PA

##### **Immune Suppressants**

<i>azathioprine inj</i>	1	B/D
<i>azathioprine tabs</i>	1	B/D MO
BENLYSTA	3	PA
<i>cyclosporine modified</i>	1	B/D MO
<i>cyclosporine inj</i>	1	B/D
<i>cyclosporine caps</i>	1	B/D MO
<i>gengraf caps 100mg, 25mg</i>	1	B/D
<i>gengraf soln</i>	1	B/D MO
HUMIRA PEDIATRIC CROHNS DISEASE STARTER PACK	2	PA
HUMIRA PEN	2	QL (6 EA per 28 days) PA
HUMIRA PEN-CD/UC/HS STARTER INJ 40MG/0.8ML	2	PA

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
HUMIRA PEN-PS/UV STARTER INJ 40MG/0.8ML	2	PA
HUMIRA INJ 10MG/0.1ML, 10MG/0.2ML, 20MG/0.2ML, 20MG/0.4ML	2	QL (2 EA per 28 days) PA
HUMIRA INJ 40MG/0.4ML, 40MG/0.8ML	2	QL (6 EA per 28 days) PA
<i>methotrexate sodium inj 1gm/40ml, 1gm, 250mg/10ml</i>	1	
<i>methotrexate sodium inj 50mg/2ml</i>	1	MO
<i>methotrexate tabs</i>	1	MO
<i>mycophenolate mofetil inj</i>	1	B/D
<i>mycophenolate mofetil caps, tabs</i>	1	B/D MO
<i>mycophenolate mofetil oral susp</i>	1	B/D MO
<i>mycophenolic acid dr</i>	1	B/D MO
NULOJIX	3	B/D
RAPAMUNE SOLN	3	B/D MO
REMICADE	3	PA
SANDIMMUNE ORAL SOLN	2	B/D MO
<i>sirolimus tabs</i>	1	B/D MO
<i>tacrolimus caps 0.5mg, 1mg, 5mg</i>	1	B/D MO
XATMEP	3	
XELJANZ	2	QL (60 EA per 30 days) PA
XELJANZ XR	2	QL (30 EA per 30 days) PA
ZORTRESS	3	B/D MO
<b><i>Immunizing Agents, Passive</i></b>		
BIVIGAM	3	PA
CARIMUNE NANOFILTERED INJ 12GM, 6GM	3	PA
FLEBOGAMMA DIF	3	PA
GAMASTAN S/D	2	B/D
GAMMAGARD LIQUID	3	PA
GAMMAGARD S/D INJ 5GM, 10GM	3	PA
GAMMAKED	3	PA
GAMMAPLEX 5%, 10%	3	PA
GAMUNEX-C	3	PA
OCTAGAM INJ 10GM/100ML, 1GM/20ML, 20GM/200ML, 25GM/500ML, 2GM/20ML, 5GM/50ML	3	PA

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
OCTAGAM INJ 10GM/200ML, 2.5GM/50ML, 5GM/100ML	3	PA MO
PRIVIGEN	3	PA
<b><i>Immunomodulators</i></b>		
ACTIMMUNE	3	PA
ARCALYST	3	PA
<i>leflunomide tabs</i>	1	MO
RIDAURA	3	MO
XOLAIR	3	PA LA
<b><i>Vaccines</i></b>		
ACTHIB INJ	2	
ADACEL	2	
BCG VACCINE	2	
BEXSERO	2	
BOOSTRIX	2	
DAPTACEL INJ 23MCG/0.5ML; 15LF/0.5ML; 5LF/0.5ML	2	
DIPHThERIA/TETANUS TOXOIDS ADSORBED PEDIATRIC	2	B/D
ENGRIX-B	2	B/D
GARDASIL 9	2	
HAVRIX INJ 1440ELU/ML, 720ELU/0.5ML	2	
HIBERIX	2	
IMOVAX RABIES (H.D.C.V.)	2	B/D
INFANRIX	2	
IPOL INACTIVATED IPV	2	
IXIARO	2	
KINRIX	2	
M-M-R II	2	
MENACTRA	2	
MENVEO	2	
PEDIARIX	2	
PEDVAX HIB INJ 7.5MCG/0.5ML	2	
PENTACEL	2	
PROQUAD	2	
QUADRACEL	2	
RABAVERT	2	B/D
RECOMBIVAX HB	2	B/D
ROTARIX	2	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
ROTATEQ SOLN	2	
SHINGRIX	2	QL (2 EA per 999 days)
TENIVAC	2	B/D
TETANUS/DIPHTHERIA TOXOIDS- ADSORBED	2	B/D
TRUMENBA	2	
TWINRIX	2	
TYPHIM VI	2	
VAQTA	2	
VARIVAX	2	
YF-VAX	2	
ZOSTAVAX	2	QL (1 EA per 999 days)

### INFLAMMATORY BOWEL DISEASE AGENTS

#### ***Aminosalicylates***

APRISO	2	QL (120 EA per 30 days) MO
<i>balsalazide disodium caps</i>	1	MO
CANASA SUPP 1000MG	3	QL (42 EA per 30 days) MO
DELZICOL	3	MO
<i>mesalamine dr tabs 800mg</i>	1	MO
<i>mesalamine kit</i>	1	QL (1680 EA per 28 days) MO
<i>mesalamine enem</i>	1	QL (1680 ML per 28 days) MO

#### ***Sulfonamides***

<i>sulfasalazine tabs, dr tabs</i>	1	MO
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### METABOLIC BONE DISEASE AGENTS

#### ***Metabolic Bone Disease Agents***

<i>alendronate sodium soln</i>	1	MO
<i>alendronate sodium tabs 10mg, 40mg, 5mg</i>	1	QL (30 EA per 30 days) MO
<i>alendronate sodium tabs 35mg, 70mg</i>	1	QL (4 EA per 28 days) MO
<i>calcitonin-salmon nasal soln</i>	1	MO
<i>calcitriol caps 0.25mcg, 0.5mcg</i>	1	MO
<i>calcitriol inj 1mcg/ml</i>	1	
<i>calcitriol oral soln 1mcg/ml</i>	1	MO
<i>doxercalciferol caps, inj</i>	1	MO
<i>etidronate disodium</i>	1	MO
FORTEO INJ 600MCG/2.4ML	3	PA
<i>ibandronate sodium tabs</i>	1	QL (1 EA per 30 days) MO
<i>ibandronate sodium inj</i>	1	QL (3 ML per 90 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
NATPARA	3	PA
<i>pamidronate disodium</i>	1	
<i>paricalcitol caps</i>	1	MO
<i>paricalcitol inj 2mcg/ml</i>	1	
<i>paricalcitol inj 5mcg/ml</i>	1	MO
PROLIA	3	QL (1 ML per 166 days)
RAYALDEE	3	MO
<i>risedronate sodium dr tabs 35mg</i>	1	QL (4 EA per 28 days) MO
<i>risedronate sodium tabs 150mg</i>	1	QL (1 EA per 28 days) MO
<i>risedronate sodium tabs 35mg</i>	1	QL (12 EA per 84 days) MO
<i>risedronate sodium tabs 30mg, 5mg</i>	1	QL (30 EA per 30 days) MO
SENSIPAR TABS 30MG, 90MG	3	QL (120 EA per 30 days)
SENSIPAR TABS 60MG	3	QL (60 EA per 30 days)
XGEVA	3	PA
<i>zoledronic acid inj 4mg/100ml, 4mg/5ml, 5mg/100ml</i>	1	

#### MISCELLANEOUS THERAPEUTIC AGENTS

##### *Miscellaneous Therapeutic Agents*

ALCOHOL PREP PADS	2	MO
BD INSULIN SYRINGE	2	MO
SAFETYGLIDE/1ML/29G X 1/2"		
BD INSULIN SYRINGE	2	MO
ULTRAFINE/0.3ML/31G X 5/16"		
BD INSULIN SYRINGE	2	MO
ULTRAFINE/0.5ML/30G X 1/2"		
BD INSULIN SYRINGE	2	MO
ULTRAFINE/1ML/31G X 5/16"		
BD PEN NEEDLE/ULTRAFINE/29G X 12.7MM	2	MO
CURITY GAUZE PADS 2"X2"	2	MO
ENDARI	3	PA LA MO
HAEGARDA INJ 3000UNIT	3	QL (20 EA per 30 days) PA LA
HAEGARDA INJ 2000UNIT	3	QL (30 EA per 30 days) PA LA
<i>methergine tabs</i>	1	MO
ORFADIN SUSP 4MG/ML	3	PA LA MO

#### OPHTHALMIC AGENTS

##### *Ophthalmic Prostaglandin and Prostanoid Analogs*

COMBIGAN	2	MO
<i>latanoprost soln</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
LUMIGAN	2	MO
TRAVATAN Z	2	MO
<b>Ophthalmic Agents, Other</b>		
ATROPINE SULFATE OPHTHALMIC SOLN 1%	2	MO
AZASITE	3	MO
<i>bacitracin/neomycin/polymyxin ophthalmic oint</i>	1	MO
<i>bacitracin/polymyxin b ophthalmic oint</i>	1	MO
<i>bacitracin ophthalmic oint 500unit/gm</i>	1	MO
BESIVANCE	2	MO
BLEPHAMIDE S.O.P. OINT	3	MO
CILOXAN OINT	2	MO
<i>ciprofloxacin hcl ophthalmic soln 0.3%</i>	1	MO
CYSTARAN	3	PA LA MO
<i>erythromycin oint 5mg/gm</i>	1	MO
<i>gatifloxacin soln</i>	1	MO
<i>gentak oint</i>	1	MO
<i>gentamicin sulfate ophthalmic soln 0.3%</i>	1	MO
<i>levofloxacin ophthalmic soln 0.5%</i>	1	MO
MOXEZA	2	MO
NATACYN	3	MO
<i>neo-polycin</i>	1	MO
<i>neomycin/bacitracin/polymyxin ophthalmic oint</i>	1	MO
<i>neomycin/polymyxin/bacitracin/ hydrocortisone ophthalmic oint</i>	1	MO
<i>neomycin/polymyxin/dexamethasone</i>	1	MO
<i>neomycin/polymyxin/gramicidin</i>	1	MO
<i>neomycin/polymyxin/hydrocortisone ophthalmic susp 1%; 3.5mg/ml; 10000unit/ml</i>	1	MO
<i>ofloxacin ophthalmic soln 0.3%</i>	1	MO
<i>polycin</i>	1	
<i>polymyxin b sulfate/trimethoprim sulfate</i>	1	MO
<i>proparacaine hcl</i>	1	MO
RESTASIS	2	QL (60 EA per 30 days) MO
RESTASIS MULTIDOSE	2	QL (5.5 ML per 30 days) MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.



Drug name	Drug tier	Requirements/Limits
<i>sodium sulfacetamide ophthalmic soln 10%</i>	1	MO
<i>sulfacetamide sodium/prednisolone sodium phosphate ophthalmic soln</i>	1	MO
<i>sulfacetamide sodium oint 10%</i>	1	MO
<i>sulfacetamide sodium ophthalmic soln 10%</i>	1	MO
TOBRADEX OINT	2	MO
TOBRADEX ST SUSP	2	MO
<i>tobramycin sulfate ophthalmic soln 0.3%</i>	1	MO
<i>tobramycin/dexamethasone susp</i>	1	MO
<i>trifluridine</i>	1	MO
<i>trimethoprim sulfate/polymyxin b sulfate</i>	1	MO
ZIRGAN	3	MO
ZYLET	2	MO
<b>Ophthalmic Anti-allergy Agents</b>		
<i>azelastine hcl ophthalmic soln 0.05%</i>	1	MO
BEPREVE	2	MO
<i>cromolyn sodium ophthalmic soln 4%</i>	1	MO
<i>epinastine hcl</i>	1	MO
LASTACAFT	3	MO
<i>olopatadine hcl ophthalmic soln (generic pataday) 0.2%</i>	1	MO
<i>olopatadine hcl ophthalmic soln (generic Patanol) 0.1%</i>	1	MO
PAZEO	2	MO
<b>Ophthalmic Anti-inflammatories</b>		
ALREX	2	MO
<i>bromfenac</i>	1	MO
BROMSITE	3	MO
<i>dexamethasone sodium phosphate ophthalmic soln 0.1%</i>	1	MO
<i>diclofenac sodium ophthalmic soln 0.1%</i>	1	MO
DUREZOL	2	MO
<i>fluorometholone</i>	1	MO
<i>flurbiprofen sodium ophthalmic soln 0.03%</i>	1	MO
ILEVRO	2	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>ketorolac tromethamine ophthalmic soln 0.4%, 0.5%</i>	1	MO
LOTEMAX	2	MO
PRED FORTE	3	MO
<i>prednisolone acetate ophthalmic soln 1%</i>	1	MO
<i>prednisolone sodium phosphate ophthalmic soln 1%</i>	1	MO
PROLENSA	2	MO
<b>Ophthalmic Antiglaucoma Agents</b>		
ALPHAGAN P SOLN 0.1%	2	MO
<i>apraclonidine</i>	1	MO
AZOPT	2	MO
<i>betaxolol hcl soln 0.5%</i>	1	MO
BETOPTIC-S	2	MO
<i>brimonidine tartrate</i>	1	MO
<i>carteolol hcl</i>	1	MO
<i>dorzolamide hcl</i>	1	MO
<i>dorzolamide hcl/timolol maleate</i>	1	MO
<i>levobunolol hcl soln 0.5%</i>	1	MO
<i>metipranolol</i>	1	
PHOSPHOLINE IODIDE SOLR 0.125%	3	
<i>pilocarpine hcl soln 1%, 2%, 4%</i>	1	MO
SIMBRINZA	2	MO
<i>timolol maleate ophthalmic gel forming</i>	1	MO
<i>timolol maleate soln 0.25%, 0.5%</i>	1	MO
<i>timolol maleate once-daily ophthalmic soln 0.5%</i>	1	MO

## OTIC AGENTS

### Otic Agents

<i>acetasol hc</i>	1	
<i>acetic acid otic soln</i>	1	MO
CIPRO HC OTIC SUSP	3	MO
CIPRODEX	2	MO
<i>fluocinolone acetonide otic oil 0.01%</i>	1	QL (20 ML per 30 days) MO
<i>hydrocortisone/acetic acid</i>	1	MO
<i>neomycin/polymyxin/hydrocortisone otic soln</i>	1	MO
<i>neomycin/polymyxin/hydrocortisone otic susp 1%; 3.5mg/ml; 10000unit/ml</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>ofloxacin otic soln 0.3%</i>	1	MO
<b>RESPIRATORY TRACT/PULMONARY AGENTS</b>		
<b><i>Anti-inflammatories, Inhaled Corticosteroids</i></b>		
ADVAIR DISKUS	2	QL (60 EA per 30 days) MO
ADVAIR HFA	2	QL (12 GM per 30 days) MO
ARNUITY ELLIPTA AEPB 100MCG/ACT, 200MCG/ACT	2	QL (30 EA per 30 days) MO
BREO ELLIPTA	2	QL (60 EA per 30 days) MO
<i>budesonide susp 0.25mg/2ml, 0.5mg/2ml, 1mg/2ml</i>	1	B/D MO
FLOVENT DISKUS AEPB 100MCG/BLIST, 50MCG/BLIST	2	QL (120 EA per 30 days) MO
FLOVENT DISKUS AEPB 250MCG/BLIST	2	QL (240 EA per 30 days) MO
FLOVENT HFA AERO 44MCG/ACT	2	QL (21.2 GM per 30 days) MO
FLOVENT HFA AERO 110MCG/ACT, 220MCG/ACT	2	QL (24 GM per 30 days) MO
<i>flunisolide soln 0.025%</i>	1	MO
<i>fluticasone propionate susp 50mcg/act</i>	1	QL (16 GM per 30 days) MO
<i>mometasone furoate susp 50mcg/act</i>	1	QL (34 GM per 30 days) MO
NASONEX	3	QL (34 GM per 30 days) ST MO
PULMICORT FLEXHALER	3	QL (2 EA per 30 days) MO
SYMBICORT	2	QL (10.2 GM per 30 days) MO
TRELEGY ELLIPTA	2	QL (60 EA per 30 days) MO
<i>triamcinolone acetonide aero 55mcg/act</i>	1	MO
<b><i>Antihistamines</i></b>		
<i>azelastine hcl nasal soln 0.1%, 0.15%</i>	1	QL (30 ML per 25 days) MO
<i>carbinoxamine maleate soln</i>	1	PA MO
<i>carbinoxamine maleate tabs 4mg</i>	1	PA MO
<i>carbinoxamine maleate tabs 6mg</i>	1	PA MO
<i>cetirizine hcl soln 1mg/ml</i>	1	QL (300 ML per 30 days) MO
<i>clemastine fumarate tabs 2.68mg</i>	1	PA MO
<i>cyproheptadine hcl syrp, tabs</i>	1	PA MO
<i>desloratadine</i>	1	QL (30 EA per 30 days) MO
<i>desloratadine odt</i>	1	QL (30 EA per 30 days) MO
<i>diphenhydramine hcl inj 50mg/ml</i>	1	PA MO
<i>hydroxyzine hcl inj, syrp</i>	1	PA MO
<i>hydroxyzine hcl tabs 10mg, 25mg</i>	1	PA MO
<i>hydroxyzine hydrochloride tabs 50mg</i>	1	PA MO
<i>hydroxyzine pamoate caps</i>	1	PA MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>levocetirizine dihydrochloride tabs</i>	1	QL (30 EA per 30 days) MO
<i>levocetirizine dihydrochloride soln</i>	1	QL (300 ML per 30 days) MO
<i>olopatadine hcl nasal soln 0.6%</i>	1	QL (30.5 GM per 30 days) MO
<i>promethazine hcl plain syrp 6.25mg/5ml</i>	1	PA MO
<i>promethazine hcl inj 25mg/ml, 50mg/ml</i>	1	PA MO
<i>promethazine hcl syrp 6.25mg/5ml</i>	1	PA MO
<i>promethazine hcl tabs 12.5mg, 25mg, 50mg</i>	1	PA MO
<i>promethazine vc plain</i>	1	PA MO
<i>promethazine/phenylephrine</i>	1	PA MO
<b>Antileukotrienes</b>		
<i>montelukast sodium chew, granules, tabs</i>	1	QL (30 EA per 30 days) MO
<i>zafirlukast</i>	1	QL (60 EA per 30 days) MO
<b>Bronchodilators, Anticholinergic</b>		
ATROVENT HFA	3	QL (25.8 GM per 30 days) MO
COMBIVENT RESPIMAT	3	QL (8 GM per 30 days) MO
INCRUSE ELLIPTA	2	QL (30 EA per 30 days) MO
<i>ipratropium bromide/albuterol sulfate neb</i>	1	B/D MO
<i>ipratropium bromide inhalation soln</i>	1	B/D MO
<i>ipratropium bromide nasal soln 0.03%</i>	1	QL (30 ML per 30 days) MO
<i>ipratropium bromide nasal soln 0.06%</i>	1	QL (45 ML per 30 days) MO
<b>Bronchodilators, Sympathomimetic</b>		
<i>albuterol sulfate er tabs</i>	1	MO
<i>albuterol sulfate nebu</i>	1	B/D MO
<i>albuterol sulfate syrp, tabs</i>	1	MO
BEVESPI AEROSPHERE	2	QL (10.7 GM per 30 days) MO
<i>epinephrine junior inj 0.15mg/0.3ml</i>	1	QL (2 EA per 30 days)
<i>epinephrine inj 0.15mg/0.15ml, 0.3mg/0.3ml</i>	1	QL (2 EA per 30 days) MO
EPIPEN 2-PAK	3	QL (2 EA per 30 days) MO
EPIPEN-JR 2-PAK	3	QL (2 EA per 30 days) MO
<i>levalbuterol hcl nebu 0.31mg/3ml, 0.63mg/3ml, 1.25mg/3ml</i>	1	B/D MO
LEVALBUTEROL TARTRATE HFA	2	QL (30 GM per 30 days) MO
<i>levalbuterol nebu 1.25mg/0.5ml</i>	1	B/D MO
<i>metaproterenol sulfate syrp, tabs</i>	1	MO
SEREVENT DISKUS	2	QL (60 EA per 30 days) MO
<i>terbutaline sulfate inj, tabs</i>	1	MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
VENTOLIN HFA	2	QL (36 GM per 30 days) MO
<b>Cystic Fibrosis Agents</b>		
CAYSTON	3	PA LA MO
KALYDECO	3	PA MO
ORKAMBI	3	PA MO
PULMOZYME	3	PA
<i>tobramycin nebu 300mg/5ml</i>	1	QL (280 ML per 56 days) B/D
<b>Mast Cell Stabilizers</b>		
<i>cromolyn sodium nebu 20mg/2ml</i>	1	B/D MO
<b>Phosphodiesterase Inhibitors, Airways Disease</b>		
<i>aminophylline inj</i>	1	
DALIRESP TABS 250MCG	3	
DALIRESP TABS 500MCG	3	MO
THEO-24	3	MO
<i>theophylline cr tab 12hr 100mg, 200mg</i>	1	MO
<i>theophylline er tb24</i>	1	MO
<i>theophylline er tb12 300mg, 450mg</i>	1	MO
<i>theophylline oral soln 80mg/15ml</i>	1	MO
<b>Pulmonary Antihypertensives</b>		
ADEMPAS	3	QL (90 EA per 30 days) PA LA
<i>epoprostenol sodium</i>	1	PA LA
LETAIRIS	3	QL (30 EA per 30 days) PA LA
OPSUMIT	3	QL (30 EA per 30 days) PA LA
REMODULIN	3	PA LA
<i>sildenafil tabs 20mg</i>	1	QL (90 EA per 30 days) PA
<i>sildenafil inj</i>	1	QL (1125 ML per 30 days) PA
TRACLEER TABS 62.5MG	3	QL (120 EA per 30 days) PA LA
TRACLEER TABS 125MG	3	QL (60 EA per 30 days) PA LA
VENTAVIS	3	PA
<b>Pulmonary Fibrosis Agents</b>		
ESBRIET	3	PA
OFEV	3	PA
<b>Respiratory Tract Agents, Other</b>		
<i>acetylcysteine inj</i>	1	
<i>acetylcysteine inhalation soln</i>	1	B/D MO
ANORO ELLIPTA	2	QL (60 EA per 30 days) MO
<i>ribavirin nebu soln 6gm</i>	1	

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
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## SKELETAL MUSCLE RELAXANTS

### *Skeletal Muscle Relaxants*

<i>chlorzoxazone tabs 250mg</i>	1	QL (180 EA per 30 days) PA
<i>chlorzoxazone tabs 500mg</i>	1	QL (180 EA per 30 days) PA MO
<i>cyclobenzaprine hcl tabs</i>	1	QL (90 EA per 30 days) PA MO

## SLEEP DISORDER AGENTS

### *GABA Receptor Modulators*

<i>eszopiclone</i>	1	QL (30 EA per 30 days) PA MO
<i>zaleplon caps 5mg</i>	1	QL (30 EA per 30 days) PA MO
<i>zaleplon caps 10mg</i>	1	QL (60 EA per 30 days) PA MO
<i>zolpidem tartrate</i>	1	QL (30 EA per 30 days) PA MO

### *Sleep Disorders, Other*

<i>armodafinil</i>	1	QL (30 EA per 30 days) PA MO
HETLIOZ	3	PA LA MO
<i>modafinil tabs 100mg</i>	1	QL (30 EA per 30 days) PA MO
<i>modafinil tabs 200mg</i>	1	QL (60 EA per 30 days) PA MO
<i>phenobarbital sodium inj 130mg/ml, 65mg/ml</i>	1	PA
SILENOR TABS 6MG	2	QL (30 EA per 30 days) MO
SILENOR TABS 3MG	2	QL (60 EA per 30 days) MO
XYREM	3	QL (540 ML per 30 days) PA LA MO

\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

# Index of Drugs

Drug name	Page	Drug name	Page	Drug name	Page
<i>abacavir</i>	39	<i>alclometasone</i>	68	AMINOSYN 8.5%/	57
<i>abacavir/lamivudine</i>	39	<i>dipropionate</i>		ELECTROLYTES	
<i>abacavir sulfate/</i>	39	ALCOHOL PREP PADS	81	AMINOSYN 10%, 8.5%	57
<i>lamivudine/zidovudine</i>		ALDURAZIME	66	AMINOSYN-HBC	57
ABELCET	26	ALECENSA	32	AMINOSYN II 8.5%/	57
ABILIFY MAINTENA	36	<i>alendronate sodium</i>	80	ELECTROLYTES	
ABRAXANE	30	<i>alfuzosin hcl</i>	67	AMINOSYN II 10%, 8.5%	57
<i>acamprosate calcium dr</i>	14	ALIMTA	30	AMINOSYN M 3.5%	57
<i>acarbose</i>	42	ALINIA	34	AMINOSYN-PF 7%	57
<i>acebutolol hcl</i>	48	<i>allopurinol</i>	27	AMINOSYN-PF 10%	57
<i>acetaminophen/codeine</i>	12	<i>almotriptan malate</i>	27	AMINOSYN-RF	57
<i>acetasol hc</i>	84	<i>alosetron hydrochloride</i>	65	<i>amiodarone</i>	48
<i>acetazolamide</i>	50	ALPHAGAN P	84	AMITIZA	65
<i>acetazolamide er</i>	50	<i>alprazolam</i>	42	<i>amitriptyline</i>	25
<i>acetic acid</i>	67, 84	<i>alprazolam er</i>	41	<i>amlodipine besylate/</i>	49
<i>acetylcysteine</i>	87	<i>alprazolam intensol</i>	42	<i>atorvastatin calcium</i>	
<i>acitretin</i>	55	ALREX	83	<i>amlodipine besylate/</i>	49
ACTHIB	79	<i>altavera</i>	71	<i>benazepril hydrochloride</i>	
ACTIMMUNE	79	ALTOPREV	51	<i>amlodipine/olmesartan</i>	47
<i>acyclovir</i>	41	ALUNBRIG	32	<i>medoxomil</i>	
ADACEL	79	<i>alyacen 1/35</i>	71	<i>amlodipine/valsartan</i>	47
ADAGEN	66	<i>alyacen 7/7/7</i>	71	<i>amlodipine/valsartan/</i>	47
<i>adefovir dipivoxil</i>	38	<i>amabelz</i>	71	<i>hydrochlorothiazide</i>	
ADEMPAS	87	<i>amantadine hcl</i>	35	<i>ammonium lactate</i>	55
<i>adrucil</i>	30	AMBISOME	26	<i>amnestem</i>	55
ADVAIR DISKUS	85	<i>amethia</i>	71	<i>amolodipine besylate</i>	49
ADVAIR HFA	85	AMETHIA LO	71	<i>amoxapine</i>	25
<i>afeditab cr</i>	49	<i>amethyst</i>	71	<i>amoxicillin</i>	18
AFINITOR	32	<i>amikacin sulfate</i>	15	<i>amoxicillin/clavulanate</i>	18
AFINITOR DISPERZ	32	<i>amiloride</i>	51	<i>potassium</i>	
<i>ala-cort</i>	68	<i>amiloride/</i>	51	<i>amoxicillin/clavulanate</i>	18
ALBENZA	34	<i>hydrochlorothiazide</i>		<i>potassium er</i>	
<i>albuterol sulfate</i>	86	<i>aminophylline</i>	87	<i>amphetamine/</i>	52,
<i>albuterol sulfate er</i>	86	AMINOSYN 7%/	57	<i>dextroamphetamine</i>	53
		ELECTROLYTES		<i>amphotericin b</i>	26
				<i>ampicillin</i>	18
				<i>ampicillin sodium</i>	18

Drug name	Page	Drug name	Page	Drug name	Page
<i>ampicillin-sulbactam</i>	18	<i>augmented</i>	68	BD INSULIN SYRINGE	81
AMPYRA	54	<i>betamethasone</i>		ULTRAFINE/0.3ML/31G	
ANADROL-50	71	<i>dipropionate</i>		X 5/16	
<i>anagrelide hydrochloride</i>	45	AUGMENTIN	18	BD INSULIN SYRINGE	81
<i>anastrozole</i>	32	AUGMENTIN ES-600	18	ULTRAFINE/0.5ML/30G	
ANDRODERM	71	AUGMENTIN XR	18	X 1/2	
ANORO ELLIPTA	87	AURYXIA	60	BD INSULIN SYRINGE	81
APOKYN	35	AUSTEDO	54	ULTRAFINE/1ML/31G X	
<i>apraclonidine</i>	84	AVANDIA	42	5/16	
<i>aprepitant</i>	25	AVASTIN	30	BD PEN NEEDLE/	81
<i>apri</i>	71	<i>aviane</i>	71	ULTRAFINE/29G X	
APRISO	80	<i>avita</i>	55	12.7MM	
APTIOM	20	<i>azacitidine</i>	46	<i>bekyree</i>	71
APTIVUS	40	AZACTAM	17	BELEODAQ	32
ARALAST NP	66	AZACTAM IN ISO-	17	<i>benazepril hcl</i>	47
<i>aranelle</i>	71	OSMOTIC DEXTROSE		<i>benazepril hcl/</i>	47
ARANESP ALBUMIN	45,	AZASITE	82	<i>hydrochlorothiazide</i>	
FREE	46	<i>azathioprine</i>	77	BENDEKA	29
ARCALYST	79	<i>azelastine hcl</i>	83,	BENLYSTA	77
<i>aripiprazole</i>	36		85	<i>benztropine mesylate</i>	34
<i>aripiprazole odt</i>	36	<i>azithromycin</i>	19	BEPREVE	83
ARISTADA	36	AZITHROMYCIN	18	BERINERT	77
<i>armodafinil</i>	88	AZOPT	84	BESIVANCE	82
ARNUITY ELLIPTA	85	<i>aztreonam</i>	17	<i>betamethasone</i>	68
<i>ascomp/codeine</i>	10	<i>baciim</i>	15	<i>dipropionate</i>	
<i>ashlyna</i>	71	<i>bacitracin</i>	15,	<i>betamethasone valerate</i>	68
<i>aspirin/dipyridamole</i>	46		82	BETASERON	54
<i>atazanavir sulfate</i>	40	<i>bacitracin/neomycin/</i>	82	<i>betaxolol hcl</i>	48,
<i>atenolol</i>	48	<i>polymyxin</i>		84	
<i>atenolol/chlorthalidone</i>	48	<i>bacitracin/polymyxin b</i>	82	<i>bethanechol chloride</i>	67
<i>atomoxetine</i>	53	<i>baclofen 10mg, 20mg</i>	38	BETOPTIC-S	84
<i>atorvastatin calcium</i>	51	BAL-CARE DHA	60	BEVESPI AEROSPHERE	86
<i>atovaquone</i>	34	<i>balsalazide disodium</i>	80	<i>bexarotene</i>	34
<i>atovaquone/proguanil</i>	34	<i>balziva</i>	71	BEXSERO	79
<i>hcl</i>		BANZEL	22	<i>bicalutamide</i>	29
ATRIPLA	39	BARACLUDE	38	BICILLIN L-A	18
ATROVENT HFA	86	BASAGLAR KWIKPEN	44	BIDIL	52
<i>aubra</i>	71	BCG VACCINE	79	BIKTARVY	39
		BD INSULIN SYRINGE	81	BILTRICIDE	34
		SAFETYGLIDE/1ML/29G		<i>bisoprolol fumarate</i>	48
		X 1/2			



Drug name	Page	Drug name	Page	Drug name	Page
<i>bisoprolol fumarate/</i>	48	<i>butalbital/aspirin/</i>	10	<i>carbidopa/levodopa/</i>	35
<i>hydrochlorothiazide</i>		<i>caffeine</i>		<i>entacapone</i>	
BIVIGAM	78	<i>butalbital/aspirin/</i>	10	<i>carbidopa/levodopa er</i>	35
<i>bleomycin sulfate</i>	30	<i>caffeine/codeine</i>		<i>carbidopa/levodopa odt</i>	35
BLEPHAMIDE	82	<i>butorphanol tartrate</i>	12	<i>carbinoxamine maleate</i>	85
BLEPHAMIDE S.O.P.	82	BYDUREON	42	<i>carboplatin</i>	30
OINT		BYDUREON BCISE	42	CARIMUNE	78
<i>blisovi 24 fe</i>	71	BYDUREON PEN	42	NANOFILTERED	
<i>blisovi fe 1.5/30</i>	71	BYETTA	42	<i>carteolol hcl</i>	84
<i>blisovi fe 1/20</i>	71	BYSTOLIC	49	<i>cartia xt</i>	49
BOOSTRIX	79	<i>cabergoline</i>	76	<i>carvedilol</i>	49
BORTEZOMIB	30	CABOMETYX	32	<i>carvedilol phosphate er</i>	49
BOSULIF	32	<i>calcipotriene</i>	55	<i>caspofungin acetate</i>	26
BREO ELLIPTA	85	<i>calcipotriene/</i>	55	CAYSTON	87
<i>briellyn</i>	71	<i>betamethasone</i>		<i>caziant</i>	71
BRILINTA	46	<i>dipropionate</i>		<i>cefaclor</i>	16
<i>brimonidine tartrate</i>	84	<i>calcitonin-salmon</i>	80	<i>cefaclor er</i>	16
BRIVIACT	20	<i>calcitrene</i>	55	<i>cefadroxil</i>	16
<i>bromfenac</i>	83	<i>calcitriol</i>	55, 80	CEFAZOLIN/DEXTROSE	16, 17
<i>bromocriptine mesylate</i>	35	<i>calcium acetate</i>	60	<i>cefazolin sodium</i>	16
BROMSITE	83	CALQUENCE	32	<i>cefdinir</i>	17
<i>budesonide</i>	68, 85	CAMBIA	10	<i>cefepime</i>	17
<i>bumetanide</i>	50	<i>camila</i>	75	<i>cefiximine</i>	17
<i>bupap</i>	10	CAMRESE	71	<i>cefotaxime sodium</i>	17
<i>buprenorphine</i>	11	CAMRESE LO	71	<i>cefotetan</i>	17
<i>buprenorphine hcl</i>	14	CANASA	80	<i>cefoxitin sodium</i>	17
<i>buprenorphine hcl/</i>	14	<i>candesartan cilexetil</i>	47	<i>cefpodoxime proxetil</i>	17
<i>naloxone hcl</i>		<i>candesartan cilexetil/</i>	47	<i>cefprozil</i>	17
<i>bupropion hcl</i>	23	<i>hydrochlorothiazide</i>		<i>ceftazidime</i>	17
<i>bupropion hcl sr</i>	14, 23	CAPRELSA	32	CEFTAZIDIME/	17
<i>bupropion hcl xl</i>	23	<i>captopril</i>	47	DEXTROSE	
<i>buspiron</i>	41	<i>captopril/</i>	47	<i>ceftriaxone/dextrose</i>	17
<i>busulfan</i>	29	<i>hydrochlorothiazide</i>		<i>ceftriaxone sodium</i>	17
<i>butalbital/</i>	10	CARAC	55	<i>cefuroxime axetil</i>	17
<i>acetaminophen/caffeine</i>		CARAFATE	65	<i>cefuroxime sodium</i>	17
<i>butalbital/</i>	10	CARBAGLU	66	<i>celecoxib</i>	10
<i>acetaminophen/caffeine/</i>		<i>carbamazepin</i>	22	CELONTIN	21
<i>codeine</i>		<i>carbamazepine er</i>	22	<i>cephalexin</i>	17
		<i>carbidopa</i>	35	CERDELGA	66
		<i>carbidopa/levodopa</i>	35		

Drug name	Page	Drug name	Page	Drug name	Page
CEREZYME	66	<i>cisplatin</i>	30	CLINIMIX 5%/DEXTROSE 20%	57
<i>cetirizine hcl</i>	85	<i>citalopram</i>	23	CLINIMIX 5%/DEXTROSE 25%	57
<i>cevimeline hcl</i>	54	<i>hydrobromide</i>		<i>clinisol sf 15%</i>	57
CHANTIX	14	CITRANATAL 90 DHA	60	<i>clinpro 5000</i>	54
CHANTIX CONTINUING MONTH PAK	14	CITRANATAL B-CALM	60	<i>clobetasol propionate emollient</i>	68
CHANTIX STARTING MONTH PAK	14	CITRANATAL BLOOM	60	<i>clobetasol propionate emollient foam</i>	68
<i>chateal</i>	71	CITRANATAL HARMONY	60	<i>clodan</i>	68
CHEMET	60	CITRANATAL RX	60	<i>clofarabine</i>	30
<i>chloramphenicol sodium succinate</i>	15	<i>cladribine</i>	30	<i>clomipramine hcl</i>	25
<i>chlordiazepoxide/ amitriptyline</i>	25	<i>claravis</i>	55	<i>clonazepam</i>	21
<i>chlordiazepoxide hcl</i>	42	<i>clarithromycin</i>	19	<i>clonazepam odt</i>	21
<i>chlorhexidine gluconate</i>	54	<i>clarithromycin er</i>	19	<i>clonidine hcl</i>	46
<i>chloroquine phosphate</i>	34	<i>clemastine fumarate</i>	85	<i>clonidine hcl er</i>	53
<i>chlorothiazide</i>	51	<i>clindacin etz pledgets (swabs)</i>	55	<i>clopidogrel</i>	46
<i>chlorpromazine hcl</i>	35	<i>clindacin-p</i>	55	<i>clorazepate dipotassium</i>	42
<i>chlorthalidone</i>	51	CLINDAGEL	55	<i>clotrimazole</i>	26
<i>chlorzoxazone</i>	88	<i>clindamycin/benzoyl peroxide</i>	55	<i>clotrimazole/ betamethasone dipropionate</i>	26
<i>cholestyramine</i>	52	<i>clindamycin hcl</i>	15	<i>clozapine</i>	38
<i>cholestyramine light</i>	52	<i>clindamycin palmitate hcl</i>	15	<i>clozapine odt</i>	38
<i>ciclodan</i>	26	<i>clindamycin phosphate</i>	15, 55	COARTEM	34
<i>ciclopirox</i>	26	<i>clindamycin phosphate in d5w</i>	15	<i>codeine sulfate</i>	12
<i>ciclopirox nail lacquer</i>	26	CLINDAMYCIN/SODIUM CHLORIDE	15	<i>colchicine</i>	27
<i>ciclopirox olamine</i>	26	CLINIMIX 2.75%/DEXTROSE 5%	57	COLCRYS	27
<i>cilostazol</i>	46	CLINIMIX 4.25%/DEXTROSE 5%	57	<i>colestimethate sodium</i>	15
CILOXAN	82	CLINIMIX 4.25%/DEXTROSE 10%	57	<i>colestipol hcl</i>	52
<i>cimetidine</i>	65	CLINIMIX 4.25%/DEXTROSE 20%	57	<i>colocort</i>	68
<i>cimetidine hcl</i>	65	CLINIMIX 4.25%/DEXTROSE 25%	57	COMBIGAN	81
CIPRODEX	84	CLINIMIX 5%/DEXTROSE 15%	57	COMBIVENT RESPIMAT	86
<i>ciprofloxacin</i>	19			COMETRIQ	32
CIPROFLOXACIN	19			COMPLERA	39
<i>ciprofloxacin er</i>	19			COMPLETENATE	60
<i>ciprofloxacin hcl</i>	19, 82			<i>compro</i>	35
<i>ciprofloxacin hydrochloride</i>	19			CONCEPT DHA	60
<i>ciprofloxacin iv in d5w</i>	19			CONCEPT OB	60
CIPRO HC	84				

Drug name	Page	Drug name	Page	Drug name	Page
<i>constulose</i>	65	<i>daysee</i>	72	DEXTROSE 5% /	57
CORLANOR	50	<i>deblitane</i>	75	ELECTROLYTE #48	
<i>cortisone acetate</i>	68	<i>decitabine</i>	30	VIAFLEX	
COTELLIC	32	DELESTROGEN	72	<i>dextrose 5%/lactated</i>	57
COUMADIN	45	<i>deltasone</i>	68	<i>ringers</i>	
CREON	66	<i>delyla</i>	72	<i>dextrose 5%/nacl 0.2%</i>	57
CRIXIVAN	40	DELZICOL	80	<i>dextrose 5%/nacl 0.3%</i>	57
<i>cromolyn sodium</i>	64, 83, 87	DEMSEER	50	<i>dextrose 5%/nacl 0.9%</i>	57
<i>cryselle-28</i>	72	<i>dentagel</i>	54	<i>dextrose 5%/nacl 0.33%</i>	57
CURITY GAUZE PADS 2	81	DEPEN TITRATABS	60	<i>dextrose 5%/nacl 0.45%</i>	57
<i>cyclafem 1/35</i>	72	DEPO-PROVERA	75	DEXTROSE 5%/NACL	57
<i>cyclafem 7/7/7</i>	72	DESCOVY	40	0.225%	
<i>cyclobenzaprine hcl</i>	88	<i>desipramine hcl</i>	25	<i>dextrose 10%</i>	57
<i>cyclophosphamide</i>	29	<i>desloratadine</i>	85	<i>dextrose 10%/nacl 0.2%</i>	57
CYCLOPHOSPHAMIDE	29	<i>desloratadine odt</i>	85	DEXTROSE 10%/NACL	57
<i>cycloserine</i>	28	<i>desmopressin acetate</i>	70	0.45%	
<i>cyclosporine</i>	77	<i>desogestrel/ethinyl</i>	72	<i>dextrose 50%</i>	57
<i>cyclosporine modified</i>	77	<i>estradiol</i>		<i>dextrose 70%</i>	57
<i>cyproheptadine hcl</i>	85	<i>desonide</i>	68	DIASTAT ACUDIAL	21
<i>cyred</i>	72	<i>desoximetasone</i>	68	DIASTAT PEDIATRIC	21
CYSTADANE	66	<i>desvenlafaxine er</i>	24	<i>diazepam</i>	21, 42
CYSTAGON	66	DESVENLAFAXINE ER	23	<i>diazepam intensol</i>	42
CYSTARAN	82	<i>dexamethasone</i>	68	<i>diclofenac potassium</i>	10
<i>cytarabine aqueous</i>	30	DEXAMETHASONE	68	<i>diclofenac sodium</i>	10, 55, 83
<i>dacarbazine</i>	30	INTENSOL		<i>diclofenac sodium dr</i>	10
<i>dactinomycin</i>	30	<i>dexamethasone sodium</i>	68, 83	<i>diclofenac sodium er</i>	10
DALIRESP	87	<i>phosphate</i>	83	<i>diclofenac sodium/</i>	10
<i>danazol</i>	71	DEXILANT	66	<i>misoprostol</i>	
<i>dantrolene sodium</i>	38	<i>dexmethylphenidate hcl</i>	53	<i>dicloxacillin sodium</i>	18
<i>dapsone</i>	28, 55	<i>dexmethylphenidate hcl</i>	53	<i>dicyclomine hcl</i>	64
DAPTACEL	79	<i>er</i>		<i>dicyclomine</i>	64
<i>daptomycin</i>	15	<i>dexrazoxane</i>	30	<i>hydrochloride</i>	
<i>darifenacin</i>	67	<i>dextroamphetamine</i>	53	<i>didanosine</i>	40
<i>hydrobromide er</i>		<i>sulfate</i>		DIFICID	19
<i>dasetta 1/35</i>	72	<i>dextroamphetamine</i>	53	<i>diflorasone diacetate</i>	68
<i>dasetta 7/7/7</i>	72	<i>sulfate er</i>		<i>diflunisal</i>	10
<i>daunorubicin</i>	30	<i>dextrose 2.5%/nacl</i>	57	<i>digitek</i>	50
		0.45%		<i>digox</i>	50
		<i>dextrose 5%</i>	57		

Drug name	Page	Drug name	Page	Drug name	Page
<i>digoxin</i>	50	<i>doxycycline hyclate</i>	20	<i>enalapril maleate/</i>	47
DIGOXIN	50	<i>doxycycline hyclate dr</i>	20	<i>hydrochlorothiazide</i>	
<i>dihydroergotamine</i>	27	<i>doxycycline monohydrate</i>	20	ENBRACE HR	61
<i>mesylate</i>		<i>dronabinol</i>	25	ENDARI	81
DILANTIN	22	<i>drospirenone/ethinyl</i>	72	<i>endocet</i>	12
DILANTIN-125	22	<i>estradiol</i>		ENERGIX-B	79
DILANTIN INFATABS	22	<i>drospirenone/ethinyl</i>	72	<i>enoxaparin sodium</i>	45
<i>diltiazem cd</i>	49	<i>estradiol/levomefolate</i>		<i>enpresse-28</i>	72
<i>diltiazem hcl</i>	49	<i>calcium</i>		<i>enskyce</i>	72
<i>dilt-xr</i>	49	DROXIA	30	<i>entacapone</i>	35
<i>dimenhydrinate</i>	25	DUAVEE	76	<i>entecavir</i>	38
<i>diphenatol</i>	64	DUET DHA	61	ENTRESTO	50
<i>diphenhydramine hcl</i>	85	DUET DHA BALANCED	61	<i>enulose</i>	65
<i>diphenoxylate/atropine</i>	64	DUEXIS	10	EPCLUSA	38
DIPHThERIA/TETANUS	79	<i>duloxetine hcl dr</i>	24	<i>epinastine hcl</i>	83
TOXOIDS ADSORBED		DUREZOL	83	<i>epinephrine</i>	86
PEDIATRIC		<i>dutasteride</i>	67	<i>epinephrine junior</i>	86
<i>dipyridamole</i>	46	<i>dutasteride/tamsulosin</i>	67	EIPEN 2-PAK	86
<i>disopyramide phosphate</i>	48	<i>hydrochloride</i>		EIPEN-JR 2-PAK	86
<i>disulfiram</i>	14	<i>econazole nitrate</i>	26	<i>epirubicin hcl</i>	30
<i>divalproex sodium</i>	21	EDARBI	47	<i>epitol</i>	22
<i>divalproex sodium dr</i>	21	EDARBYCLOR	47	EPIVIR	38
<i>divalproex sodium er</i>	21	EDURANT	39	EPIVIR HBV	38
<i>docetaxel</i>	30	E.E.S. 400	19	<i>eplerenone</i>	51
DOCETAXEL	30	<i>efavirenz</i>	39	<i>epoprostenol sodium</i>	87
<i>dofetilide</i>	48	<i>eletriptan hydrobromide</i>	27	<i>eprosartan mesylate</i>	47
<i>donepezil hcl</i>	23	<i>elinest</i>	72	EPZICOM	40
<i>donepezil hcl odt</i>	23	ELIQUIS	45	<i>ergoloid mesylates</i>	22
<i>dorzolamide hcl</i>	84	ELIQUIS STARTER PACK	45	<i>ergotamine tartrate/</i>	27
<i>dorzolamide hcl/timolol</i>	84	ELITEK	34	<i>caffeine</i>	
<i>maleate</i>		ELITE-OB	61	ERIVEDGE	32
<i>doxazosin mesylate</i>	46	ELLA	75	ERLEADA	29
<i>doxepin hcl</i>	25	ELMIRON	68	<i>errin</i>	76
<i>doxepin hydrochloride</i>	55	EMCYT	29	ERTACZO	26
<i>doxercalciferol</i>	80	EMEND	25	<i>ery</i>	55
<i>doxorubicin hcl</i>	30	<i>emoquette</i>	72	ERY-TAB	19
<i>doxorubicin hcl liposome</i>	30	EMSAM	23	ERYTHROCIN	19
<i>doxy 100</i>	20	EMTRIVA	40	LACTOBIONATE	
<i>doxycycline</i>	20,	EMVERM	34	ERYTHROCIN STEARATE	19
	55	<i>enalapril maleate</i>	47		

Drug name	Page	Drug name	Page	Drug name	Page
<i>erythromycin</i>	19, 55, 82	<i>falmina</i>	72	<i>fluconazole in sodium chloride</i>	26
<i>erythromycin base</i>	19	<i>famciclovir</i>	41	<i>fluconazole oral susp</i>	26
<i>erythromycin/benzoyl peroxide</i>	55	<i>famotidine</i>	65	<i>flucytosine</i>	26
<i>erythromycin ethylsuccinate</i>	19	<i>famotidine premixed</i>	65	<i>fludarabine phosphate</i>	30
<i>erythromycin stearate</i>	19	FANAPT	36	<i>fludrocortisone acetate</i>	69
ESBRIET	87	FANAPT TITRATION	36	<i>flunisolide</i>	85
<i>escitalopram oxalate</i>	24	PACK		<i>fluocinolone acetonide</i>	69
<i>esgic</i>	10	FARESTON	29	<i>fluocinolone acetonide body</i>	55
<i>esomeprazole</i>	66	FARXIGA	42	<i>fluocinolone acetonide otic oil</i>	84
<i>esomeprazole magnesium</i>	66	FARYDAK	32	<i>fluocinolone acetonide scalp</i>	55
<i>esomeprazole sodium</i>	66	FASLODEX	30	<i>fluocinolone acetonide topical</i>	69
ESOMEPRAZOLE	66	<i>fayosim</i>	72	<i>fluocinolone acetonide</i>	69
STRONTIUM		<i>felbamate</i>	22	<i>fluocinonide</i>	69
<i>estarylla</i>	72	<i>felodipine er</i>	49	<i>fluocinonide emulsified base</i>	69
ESTRACE	72	<i>femynor</i>	72	<i>fluoride chew</i>	58
<i>estradiol</i>	72	<i>fenofibrate</i>	51	<i>fluoridex</i>	54
<i>estradiol/norethindrone acetate</i>	72	<i>fenofibrate micronized</i>	51	<i>fluoridex sensitivity relief/ sls free</i>	54
<i>estradiol vaginal</i>	72	FENOFIBRIC ACID	51	<i>fluoritab</i>	58
<i>estradiol valerate</i>	72	<i>fenofibric acid dr</i>	51	<i>fluorometholone</i>	83
ESTRING	72	<i>fenoprofen calcium</i>	10	<i>fluorouracil</i>	30, 56
<i>estropipate</i>	72	<i>fentanyl citrate oral transmucosal</i>	12	<i>fluorouracil external</i>	56
<i>eszopiclone</i>	88	<i>fentanyl transdermal</i>	11	FLUOXETINE	24
<i>ethambutol hcl</i>	28	FENTORA	12	<i>fluoxetine dr</i>	24
<i>ethosuximide</i>	21	FETZIMA ER	24	<i>fluoxetine hcl</i>	24
<i>ethynodiol diacetate/ ethinyl estradiol</i>	72	FETZIMA TITRATION	24	FLUOXETINE HCL	24
<i>etidronate disodium</i>	80	PACK		<i>fluphenazine decanoate</i>	35
<i>etodolac</i>	10	FIASP	44	<i>fluphenazine hcl</i>	35
<i>etodolac er</i>	10	FIASP FLEXTOUCH	44	<i>flurandrenolide</i>	69
<i>etoposide</i>	32	FINACEA	55	<i>flurazepam hcl</i>	42
EVOTAZ	40	<i>finasteride</i>	67	<i>flurbiprofen</i>	11
<i>exemestane</i>	32	FIRAZYR	77	<i>flurbiprofen sodium</i>	83
EXJADE	60	<i>flavoxate hcl</i>	67	<i>flutamide</i>	29
<i>ezetimibe</i>	52	FLEBOGAMMA DIF	78	<i>fluticasone propionate</i>	69, 85
<i>ezetimibe/simvastatin</i>	52	<i>flecainide acetate</i>	48		
FABRAZYME	66	FLECTOR	10		
		FLOVENT DISKUS	85		
		FLOVENT HFA	85		
		<i>fluconazole</i>	26		
		<i>fluconazole in d5w</i>	26		

Drug name	Page	Drug name	Page	Drug name	Page
<i>fluvastatin</i>	51	<i>gavilyte-n/fluor pack</i>	65	<i>griseofulvin microsize</i>	26
<i>fluvastatin er</i>	51	<i>gemcitabine</i>	30	<i>griseofulvin</i>	26
<i>fluvoxamine maleate</i>	24	<i>gemcitabine hcl</i>	30	<i>ultramicrosize</i>	
<i>fluvoxamine maleate er</i>	24	<i>gemfibrozil</i>	51	<i>guanfacine er</i>	53
FOLET ONE	61	<i>generlac</i>	65	<i>guanfacine hcl</i>	46
FOLIVANE-OB	61	<i>gengraf</i>	77	GUANIDINE HCL	28
<i>fomepizole</i>	60	GENOTRIPIN	70	HAEGARDA	81
<i>fondaparinux sodium</i>	45	GENOTROPIN	70	<i>halobetasol</i>	36, 69
FORTEO	80	MINIQUICK		<i>haloperidol decanoate</i>	36
<i>fosamprenavir calcium</i>	41	<i>gentak</i>	82	<i>haloperidol lactate</i>	36
<i>fosinopril sodium</i>	47	<i>gentamicin sulfate</i>	15, 56, 82	HARVONI	38
<i>fosinopril sodium/ hydrochlorothiazide</i>	47	<i>gentamicin sulfate/0.9% sodium chloride</i>	15	HAVRIX	79
<i>fosphenytoin sodium</i>	22	GENVOYA	39	<i>heather</i>	76
FRAGMIN	45	GEODON	36	HEMENATAL OB	61
FREAMINE HBC	58	GIANVI	72	HEMENATAL OB + DHA	61
FREAMINE III	58	<i>gildagia</i>	72	<i>heparin sodium</i>	45
<i>frovatriptan succinate</i>	27	GILENYA	54	HEPARIN SODIUM/D5W	45
<i>furosemide</i>	50	GILOTRIF	32	HEPARIN SODIUM/ SODIUM CHLORIDE	45
FUZEON	40	<i>glatiramer acetate</i>	54	HEPATAMINE	58
<i>fyavolv</i>	72	<i>glatopa</i>	54	HERCEPTIN	30, 33
FYCOMPA	20	GLEOSTINE	29	HETLIOZ	88
<i>gabapentin</i>	21	<i>glimepiride</i>	42	HEXALEN	29
GABITRIL	21	<i>glipizide</i>	43	HIBERIX	79
<i>galantamine</i>	23	<i>glipizide er</i>	43	HUMIRA	78
<i>hydrobromide</i>		<i>glipizide/metformin hcl</i>	43	HUMIRA PEDIATRIC	77
<i>galantamine</i>	23	<i>glipizide xl</i>	43	CROHNS DISEASE	
<i>hydrobromide er</i>		GLUCAGEN HYPOKIT	44	STARTER PACK	
GAMASTAN S/D	78	GLUCAGON	44	HUMIRA PEN	77, 78
GAMMAGARD LIQUID	78	EMERGENCY KIT		HUMULIN R	44
GAMMAGARD S/D	78	<i>glucose 5%</i>	58	HUMULIN R U-500	44
GAMMAKED	78	<i>glyburide</i>	43	(CONCENTRATED)	
GAMMAPLEX	78	<i>glyburide/metformin hcl</i>	43	HUMULIN R U-500	44
GAMUNEX-C	78	<i>glyburide micronized</i>	43	KWIKPEN	
<i>ganciclovir</i>	38	<i>glycopyrrolate</i>	64	<i>hydralazine hcl</i>	52
GARDASIL 9	79	GOLYTELY	65	<i>hydrochlorothiazide</i>	51
<i>gatifloxacin</i>	82	<i>granisetron hcl</i>	25	<i>hydrocodone/ acetaminophen</i>	12
GATTEX	64	GRANIX	46		
<i>gavilyte-c</i>	65				
<i>gavilyte-g</i>	65				

Drug name	Page	Drug name	Page	Drug name	Page
<i>hydrocodone/ibuprofen</i>	12	<i>indapamide</i>	51	<i>isosorbide mononitrate</i>	52
<i>hydrocortisone</i>	69	<i>indomethacin</i>	11	<i>er</i>	
<i>hydrocortisone/acetic acid</i>	84	<i>indomethacin er</i>	11	<i>isotonic gentamicin</i>	15
<i>hydrocortisone butyrate</i>	69	INFANRIX	79	<i>isotretinoin</i>	56
<i>hydrocortisone butyrate (lipophilic)</i>	69	INLYTA	33	<i>isradipine</i>	49
<i>hydrocortisone valerate</i>	69	INTELENCE	39	<i>itraconazole</i>	26
<i>hydromorphone hcl</i>	13	INTRALIPID	58	<i>ivermectin</i>	34
<i>hydroxychloroquine sulfate</i>	34	INTRON A	31, 38	IXIARO	79
<i>hydroxyprogesterone caproate</i>	76	<i>introvale</i>	72	JADENU	60
<i>hydroxyurea</i>	30	INVANZ	17	JAKAFI	33
<i>hydroxyzine hcl</i>	85	INVEGA SUSTENNA	36	<i>jantoven</i>	45
<i>hydroxyzine</i>	85	INVEGA TRINZA	36	JANUMET	43
<i>hydrochloride</i>		INVIRASE	41	JANUMET XR	43
<i>hydroxyzine pamoate</i>	85	IONOSOL-MB/	58	JANUVIA	43
HYSINGLA ER	11	DEXTROSE 5%		JARDIANCE	43
<i>ibandronate sodium</i>	80	IPOL INACTIVATED IPV	79	<i>jencycla</i>	76
IBRANCE	32	<i>ipratropium bromide</i>	86	JENTADUETO	43
<i>ibu</i>	11	<i>ipratropium bromide/ albuterol sulfate</i>	86	JETNADUETO XR	43
<i>ibudone</i>	13	<i>ipratropium bromide nasal</i>	86	<i>jinteli</i>	72
<i>ibuprofen</i>	11	<i>irbesartan</i>	47	JOLESSA	72
ICLUSIG	32	<i>irbesartan/ hydrochlorothiazide</i>	47	JOLIVETTE	76
<i>idarubicin hcl</i>	31	IRESSA	33	<i>juleber</i>	73
IDHIFA	32	<i>irinotecan</i>	31	JULUCA	40
IFEX	31	ISENTRESS	39	<i>junel 1.5/30</i>	73
<i>ifosfamide</i>	31	ISENTRESS HD	40	<i>junel 1/20</i>	73
ILEVRO	83	<i>isibloom</i>	72	<i>junel fe 1.5/30</i>	73
<i>imatinib mesylate</i>	32	ISOLYTE-P/DEXTROSE 5%	58	<i>junel fe 1/20</i>	73
IMBRUVICA	32, 33	ISOLYTE-S (PLAIN)	58	<i>junel fe 24</i>	73
<i>imipenem/cilastatin</i>	17	<i>isoniazid</i>	28	JUXTAPID	52
<i>imipramine hcl</i>	25	ISOPROPYL ALCOHOL	15	KADCYLA	31
<i>imipramine pamoate</i>	25	WIPES		<i>kaitlib fe</i>	73
<i>imiquimod</i>	56	ISORDIL TITRADOSE	52	KALETRA	41
IMOVAX RABIES (H.D.C.V.)	79	<i>isosorbide dinitrate</i>	52	KALYDECO	87
INCRELEX	70	<i>isosorbide dinitrate er</i>	52	<i>kariva</i>	73
INCRUSE ELLIPTA	86	<i>isosorbide mononitrate</i>	52	<i>kcl 0.3%/d5w/nacl 0.9%</i>	58
				<i>kcl 0.3%/d5w/nacl 0.45%</i>	58
				<i>kcl 0.15%/d5w/nacl 0.2%</i>	58
				<i>kcl 0.15%/d5w/nacl 0.9%</i>	58
				<i>kcl 0.15%/d5w/nacl 0.45%</i>	58

Drug name	Page	Drug name	Page	Drug name	Page
<i>kcl 0.15%/d5w/nacl</i>	58	<i>lamivudine/zidovudine</i>	40	<i>leuprolide acetate</i>	77
<i>0.225%</i>		<i>lamotrigine</i>	22	<i>levalbuterol</i>	86
<i>kcl 0.075%/d5w/nacl</i>	58	<i>lamotrigine er</i>	22	<i>levalbuterol hcl</i>	86
<i>0.45%</i>		<i>lamotrigine odt</i>	22	LEVAlBUTEROL	86
<i>kelnor 1/35</i>	73	<i>lamotrigine starter kit/</i>	22	TARTRATE HFA	
<i>kelnor 1/50</i>	73	<i>blue</i>		LEVEMIR	44
<i>ketoconazole</i>	26, 27	<i>lamotrigine starter kit/</i>	22	LEVEMIR FLEXTOUCH	44
<i>ketoprofen</i>	11	<i>green</i>		<i>levetiracetam</i>	20
<i>ketoprofen er</i>	11	<i>lamotrigine starter kit/</i>	22	<i>levetiracetam er</i>	20
<i>ketorolac tromethamine</i>	11, 84	<i>orange</i>		<i>levobunolol hcl</i>	84
KEYTRUDA	33	<i>lansoprazole</i>	66	<i>levocarnitine</i>	60
<i>kimidess</i>	73	<i>lansoprazole/amoxicillin/</i>	15	<i>levocetirizine</i>	86
KINRIX	79	<i>clarithromycin</i>		<i>dihydrochloride</i>	
<i>kionex</i>	60	<i>larin 1.5/30</i>	73	<i>levofloxacin</i>	19, 82
KISQALI	29, 31	<i>larin 1/20</i>	73	<i>levofloxacin in d5w</i>	19
KISQALI FEMARA	29	<i>larin 24 fe</i>	73	<i>levoleucovorin</i>	31
200MG-2.5MG CO-PACK		<i>larin fe 1.5/30</i>	73	LEVOLEUCOVORIN	31
KISQALI FEMARA	29	<i>larin fe 1/20</i>	73	<i>levoleucovorin calcium</i>	31
400MG-2.5MG CO-PACK		<i>larissia</i>	73	<i>levonest</i>	73
KISQALI FEMARA	29	LASTACFT	83	<i>levonorgestrel/ethinyl</i>	73
600MG-2.5MG CO-PACK		<i>latanoprost</i>	81	<i>estradiol</i>	
KLOR-CON	58	LATUDA	36	<i>levora</i>	73
<i>klor-con 8</i>	58	LEENA	73	LEVO-T	76
<i>klor-con 10</i>	58	<i>leflunomide</i>	79	<i>levothyroxine sodium</i>	76
<i>klor-con/ef</i>	58	LENVIMA 8 MG DAILY	33	LEVOTHYROXINE	76
<i>klor-con m10</i>	58	DOSE		SODIUM	
KLOR-CON M15	58	LENVIMA 10 MG DAILY	33	LEVOXYL	76
<i>klor-con m20</i>	58	DOSE		LEXIVA	41
<i>klor-con sprinkle</i>	58	LENVIMA 14 MG DAILY	33	<i>lidocaine</i>	14
KORLYM	43	DOSE		<i>lidocaine hcl</i>	14, 48
<i>kurvelo</i>	73	LENVIMA 18 MG DAILY	33	<i>lidocaine hcl in d5w</i>	48
KUVAN	66	DOSE		<i>lidocaine hcl topical</i>	14
KYNAMRO	52	LENVIMA 20 MG DAILY	33	<i>lidocaine/prilocaine</i>	14
<i>labetalol hcl</i>	49	DOSE		<i>lidocaine viscous</i>	14
<i>lactated ringers viaflex</i>	58	<i>lessina</i>	73	<i>lillow</i>	73
<i>lactulose</i>	65	LETAIRIS	87	<i>lindane</i>	34
<i>lamivudine</i>	38, 40	<i>letrozole</i>	32	<i>linezolid</i>	15
		<i>leucovorin calcium</i>	31	LINZESS	65
		LEUKERAN	29	<i>liothyronine sodium</i>	76



Drug name	Page	Drug name	Page	Drug name	Page
LIPOFEN	51	MACROBID	15	<i>mesalamine kit</i>	80
<i>lisinopril</i>	48	<i>mafenide acetate</i>	56	<i>mesna</i>	34
<i>lisinopril/</i>	48	<i>magnesium sulfate</i>	58	MESNEX	34
<i>hydrochlorothiazide</i>		MAGNESIUM SULFATE	58	<i>metadate er</i>	53
LITHIUM	42	MAGNESIUM SULFATE	58	<i>metaproterenol sulfate</i>	86
<i>lithium carbonate</i>	42	IN D5W		<i>metformin hcl</i>	43
<i>lithium carbonate er</i>	42	<i>malathion</i>	34	<i>metformin hcl er</i>	43
LIVALO	51	<i>maprotiline hcl</i>	24	<i>metformin hydrochloride</i>	43
LONSURF	31	<i>marlissa</i>	73	<i>methadone hcl</i>	11
<i>loperamide hcl</i>	64	MARNATAL-F	61	<i>methazolamide</i>	50
<i>lopinavir/ritonavir</i>	41	MARPLAN	23	<i>methenamine hippurate</i>	16
<i>lopreeza</i>	73	MATULANE	29	<i>methenamine mandelate</i>	16
<i>lorazepam</i>	42	<i>matzim la</i>	50	<i>methergine</i>	81
<i>lorcet</i>	13	MAVYRET	38	<i>methimazole</i>	77
<i>lorcet hd</i>	13	<i>meclizine hcl</i>	25	<i>methotrexate</i>	78
<i>lorcet plus</i>	13	<i>meclofenamate sodium</i>	11	<i>methotrexate sodium</i>	78
<i>loryna</i>	73	<i>medroxyprogesterone</i>	76	<i>methoxsalen</i>	56
<i>losartan potassium</i>	47	<i>acetate</i>		<i>methscopolamine</i>	64
<i>losartan potassium/</i>	47	<i>mefloquine hcl</i>	34	<i>bromide</i>	
<i>hydrochlorothiazide</i>		<i>megestrol acetate</i>	76	<i>methyclothiazide</i>	51
LOTEMAX	84	MEKINIST	33	<i>methyldopa</i>	46
<i>lovastatin</i>	51	<i>melodetta 24 fe</i>	73	<i>methylphenidate hcl</i>	53
<i>low-ogestrel</i>	73	<i>meloxicam</i>	11	<i>methylphenidate hcl cd</i>	53
<i>loxapine succinate</i>	36	<i>melphalan</i>	29	<i>methylphenidate hcl er</i>	53
<i>ludent</i>	58	<i>melphalan hcl</i>	29	<i>methylphenidate</i>	53
LUMIGAN	82	<i>memantine hcl</i>	23	<i>hydrochloride</i>	
LUMIZYME	66	<i>memantine hcl titration</i>	23	<i>methylprednisolone</i>	69
LUPRON DEPOT	77	<i>pak</i>		<i>methylprednisolone</i>	69
(1-MONTH)		<i>memantine</i>	23	<i>acetate</i>	
LUPRON DEPOT	77	<i>hydrochloride</i>		<i>methylprednisolone dose</i>	69
(3-MONTH)		<i>memantine</i>	23	<i>pack</i>	
LUPRON DEPOT-PED	77	<i>hydrochloride er</i>		<i>methylprednisolone</i>	69
(1-MONTH)		MENACTRA	79	<i>sodiumsuccinate</i>	
LUPRON DEPOT-PED	77	MENVEO	79	<i>metipranolol</i>	84
(3-MONTH)		<i>meperidine hcl</i>	13	<i>metoclopramide hcl</i>	64
<i>lutra</i>	73	<i>meprobamate</i>	41	<i>metoclopramide odt</i>	64
LYNPARZA	31, 33	<i>mercaptopurine</i>	30	<i>metolazone</i>	51
LYRICA	21	<i>meropenem vial</i>	17	<i>metoprolol/</i>	49
LYSODREN	76	<i>mesalamine</i>	80	<i>hydrochlorothiazide</i>	
<i>lyza</i>	76	<i>mesalamine dr</i>	80	<i>metoprolol succinate er</i>	49
				<i>metoprolol tartrate</i>	49

Drug name	Page	Drug name	Page	Drug name	Page
<i>metronidazole</i>	16, 56	<i>morgidox 1x50mg</i>	20	<i>nalbuphine hcl</i>	13
<i>metronidazole in nacl</i>	16	<i>morgidox 1x100mg</i>	20	<i>naloxone hcl</i>	14
0.79%		<i>morgidox 2x100mg</i>	20	<i>naltrexone hcl</i>	14
<i>metronidazole vaginal gel</i>	16	<i>morphine sulfate</i>	13	NAMZARIC	22
<i>mexiletine hcl</i>	48	<i>morphine sulfate er</i>	12	<i>naproxen</i>	11
<i>mibelas 24 fe</i>	73	MOVANTIK	64	<i>naproxen dr</i>	11
<i>miconazole 3 supp</i>	27	MOVIPREP	65	<i>naproxen sodium</i>	11
MICORT-HC	69	MOXEZA	82	<i>naproxen sodium er</i>	11
MICROGESTIN 1.5/30	73	<i>moxifloxacin hcl</i>	19	<i>naratriptan hcl</i>	28
MICROGESTIN 1/20	73	MOXIFLOXACIN HCL	19	NARCAN NASAL SPRAY	14
MICROGESTIN FE 1.5/30	73	<i>moxifloxacin hcl/sodium</i>	19	NASONEX	85
MICROGESTIN FE 1/20	73	<i>chloride</i>		NATACHEW	61
<i>midodrine hcl</i>	46	MULTAQ	48	NATACYN	82
<i>miglitol</i>	43	<i>multi vitamin/fluoride</i>	61	<i>nateglinide</i>	43
<i>mili</i>	73	<i>multi-vitamin/fluoride</i>	61	NATELLE ONE	61
<i>mimvey</i>	73	<i>multivitamin/fluoride</i>	61	NATPARA	81
<i>mimvey lo</i>	73	<i>multi-vitamin/fluoride/</i>	61	NEBUPENT	34
<i>minitran</i>	52	<i>iron</i>		<i>necon 0.5/35-28</i>	74
<i>minocycline hcl</i>	20	<i>multivitamin with</i>	61	NECON 7/7/7	74
<i>minocycline hcl er</i>	20	<i>fluoride</i>		<i>nefazodone hcl</i>	24
<i>minoxidil</i>	52	<i>multi-vit/fluoride</i>	61	<i>neomycin/bacitracin/</i>	82
<i>mirtazapine</i>	23	<i>multi-vit/iron/fluoride</i>	61	<i>polymyxin</i>	
<i>mirtazapine odt</i>	23	<i>mupirocin</i>	56	<i>neomycin/polymyxin/</i>	82
<i>misoprostol</i>	66	MUSTARGEN	29	<i>bacitracin/</i>	
MITIGARE	27	<i>mutamycin</i>	31	<i>hydrocortisone</i>	
<i>mitomycin</i>	31	<i>mvc-fluoride</i>	61	<i>neomycin/polymyxin/</i>	82
<i>mitoxantrone hcl</i>	31	MYCAMINE	27	<i>dexamethasone</i>	
M-M-R II	79	<i>mycophenolate mofetil</i>	78	<i>neomycin/polymyxin/</i>	82
<i>modafinil</i>	88	<i>mycophenolic acid dr</i>	78	<i>gramicidin</i>	
<i>moderiba</i>	38	MYLOTARG	33	<i>neomycin/polymyxin/</i>	82,
<i>moexipril</i>	48	<i>myorisan</i>	56	<i>hydrocortisone</i>	84
<i>moexipril/</i>	48	MYRBETRIQ	67	<i>neomycin sulfate</i>	15
<i>hydrochlorothiazide</i>		<i>myzilra</i>	74	<i>neo-polycin</i>	82
<i>mometasone furoate</i>	69, 85	<i>nabumetone</i>	11	NEPHRAMINE	58
<i>mono-lynyah</i>	74	<i>nadolol</i>	49	NERLYNX	31
MONONESSA	74	<i>nadolol/</i>	49	NESTABS	61
<i>montelukast sodium</i>	86	<i>bendroflumethiazide</i>		NESTABS ABC	61
MONUROL	16	<i>nafcillin sodium</i>	18	NESTABS ONE	61
		<i>naftifine hcl</i>	27	<i>neuac</i>	56
		NAGLAZYME	66	NEUPOGEN	46
				NEUPRO	35

Drug name	Page	Drug name	Page	Drug name	Page
<i>nevirapine</i>	39	<i>norgestimate/ethinyl</i>	74	<i>nystop</i>	27
<i>nevirapine er</i>	39	<i>estradiol</i>		OB COMPLETE	62
NEXA PLUS	61	NORITATE	56	OB COMPLETE/DHA	62
NEXAVAR	33	<i>norlyda</i>	76	OB COMPLETE GOLD	61
<i>niacin er</i>	52	<i>norlyroc</i>	76	OB COMPLETE ONE	61
NIACOR	52	NORMOSOL-M IN D5W	58	OB COMPLETE PETITE	61
<i>nicardipine hcl</i>	50	NORMOSOL-R	59	OB COMPLETE PREMIER	62
NICOTROL INHALER	14	NORMOSOL-R IN D5W	59	O-CAL PRENATAL	61
NICOTROL NASAL	14	NORPACE	48	OCELLA	74
SPRAY		NORPACE CR	48	OCTAGAM	78, 79
<i>nifedical xl</i>	50	NORTHERA	46	<i>octreotide acetate</i>	77
<i>nifedipine</i>	50	<i>nortrel 0.5/35 (28)</i>	74	ODEFSEY	39
<i>nifedipine er</i>	50	<i>nortrel 1/35</i>	74	ODOMZO	33
<i>nikki</i>	74	<i>nortrel 7/7/7</i>	74	OFEV	87
<i>nilutamide</i>	29	<i>nortriptyline hcl</i>	25	<i>ofloxacin</i>	19, 82, 85
<i>nimodipine</i>	50	NORVIR	41	<i>okebo</i>	20
NINLARO	31	NORVIR SOLN	41	<i>olanzapine</i>	37
NIPENT	31	NOVOLIN 70/30	44	<i>olanzapine/fluoxetine</i>	24
<i>nisoldipine er</i>	50	NOVOLIN N	44	<i>olanzapine odt</i>	36
NITRO-BID	52	NOVOLIN R	44	<i>olmesartan medoxomil</i>	47
NITRO-DUR	52	NOVOLOG	44	<i>olmesartan medoxomil/</i>	47
<i>nitrofurantoin</i>	16	NOVOLOG FLEXPEN	44	<i>amlodipine/</i>	
<i>nitrofurantoin</i>	16	NOVOLOG MIX 70/30	44	<i>hydrochlorothiazide</i>	
<i>macrocrystals</i>		NOVOLOG MIX 70/30	44	<i>olmesartan medoxomil/</i>	47
<i>nitrofurantoin</i>	16	PREFILLED FLEXPEN		<i>hydrochlorothiazide</i>	
<i>monohydrate</i>		NOVOLOG PENFILL	44	<i>olmesartan medoxomil/</i>	47
<i>nitroglycerin</i>	52	NOXAFIL	27	<i>hydrochlorothiazide</i>	
NIVA-PLUS	61	NUCYNTA	12	<i>olopatadine hcl</i>	83, 86
<i>nizatidine</i>	65	NUCYNTA ER	12	<i>omega-3-acid ethyl</i>	52
<i>nolix</i>	69	NUEDEXTA	54	<i>esters 1gm</i>	
NORA-BE	76	NULOJIX	78	<i>omeprazole</i>	66
<i>norethindrone</i>	76	NULYTELY/FLAVOR	65	<i>omeprazole/sodium</i>	66
<i>norethindrone acetate</i>	76	PACKS		<i>bicarbonate</i>	
<i>norethindrone acetate/</i>	74	NUPLAZID	36	<i>ondansetron hcl</i>	25, 26
<i>ethinyl estradiol</i>		NUTRILIPID	59	<i>ondansetron odt</i>	26
<i>norethindrone acetate/</i>	74	NUVARING	74	ONFI	21
<i>ethinyl estradiol/ferrous</i>		<i>nyamyc</i>	27	OPSUMIT	87
<i>fumarate</i>		NYMALIZE	50	ORACEA	56
<i>norethindrone/ethinyl</i>	74	<i>nystatin</i>	27		
<i>estradiol/ferrous</i>		<i>nystatin/triamcinolone</i>	27		
<i>fumarate</i>					

Drug name	Page	Drug name	Page	Drug name	Page
<i>oralone dental paste</i>	54	PEDVAX HIB	79	<i>pilocarpine hcl</i>	54, 84
ORFADIN	66, 81	<i>peg-3350/electrolytes</i>	65	<i>pimozide</i>	36
ORKAMBI	87	<i>peg-3350/nacl/na bicarbonate/kcl</i>	65	<i>pimtrea</i>	74
<i>orsythia</i>	74	PEGANONE	22	<i>pindolol</i>	49
<i>oseltamivir phosphate</i>	41	PEGASYS	38	<i>pioglitazone hcl</i>	43
OSMOPREP	65	PEGASYS PROCLICK	38	<i>pioglitazone hcl- glimepiride</i>	43
<i>oxacillin sodium</i>	18	<i>penicillin g potassium</i>	18	<i>pioglitazone hcl/ metformin hcl</i>	43
<i>oxaliplatin</i>	31	PENICILLIN G	18	<i>piperacillin sodium/ tazobactam sodium</i>	18
<i>oxandrolone</i>	71	POTASSIUM IN ISO- OSMOTIC DEXTROSE		<i>piperacillin sodium/ tazobactam sodium</i>	18
<i>oxaprozin</i>	11	<i>penicillin g procaine</i>	18	<i>piperacillin sodium/ tazobactam sodium</i>	18
<i>oxazepam</i>	42	<i>penicillin g sodium</i>	18	<i>piperacillin/ tazobactam</i>	18
<i>oxcarbazepine</i>	22	<i>penicillin v potassium</i>	18	<i>pirmella 1/35</i>	74
<i>oxiconazole nitrate</i>	27	PENNSAID	11	<i>pirmella 7/7/7</i>	74
<i>oxybutynin chloride</i>	67	PENTACEL	79	<i>piroxicam</i>	11
<i>oxybutynin chloride er</i>	67	PENTAM 300	34	PLASMA-LYTE-148	59
<i>oxycodone/ acetaminophen</i>	13	<i>pentazocine/naloxone hcl</i>	13	PLASMA-LYTE A	59
<i>oxycodone/aspirin</i>	13	<i>pentoxifylline cr</i>	50	<i>plenamine</i>	59
<i>oxycodone hcl</i>	13	<i>pentoxifylline er</i>	50	PNV 29-1	62
<i>oxycodone/ibuprofen</i>	13	<i>perindopril erbumine</i>	48	PNV PRENATAL PLUS MULTIVITAMIN	62
<i>oxymorphone hcl</i>	13	<i>periogard</i>	54	<i>podofilox</i>	56
OZEMPIC	43	<i>permethrin</i>	34	<i>polycin</i>	82
<i>pacerone</i>	48	<i>perphenazine</i>	36	<i>polyethylene glycol 3350</i>	65
<i>paclitaxel</i>	31	<i>perphenazine/ amitriptyline</i>	25	<i>polymyxin b sulfate/ trimethoprim sulfate</i>	82
<i>paliperidone er</i>	37	<i>phenadoz</i>	25	<i>poly-vitamin/fluoride</i>	62
<i>pamidronate disodium</i>	81	<i>phenelzine sulfate</i>	23	POMALYST	29
PANRETIN	34	<i>phenergan supp</i>	25	<i>portia-28</i>	74
<i>pantoprazole sodium</i>	66	<i>phenobarbital</i>	21	<i>potassium chloride</i>	59
<i>paricalcitol</i>	81	<i>phenobarbital sodium</i>	88	<i>potassium chloride cr</i>	59
<i>paroex</i>	54	PHENYTEK	22	<i>potassium chloride/ dextrose</i>	59
<i>paromomycin sulfate</i>	15	<i>phenytoin</i>	22	POTASSIUM CHLORIDE/ DEXTROSE	59
<i>paroxetine</i>	24	<i>phenytoin sodium</i>	22	<i>potassium chloride/ dextrose/sodium chloride</i>	59
<i>paroxetine hcl</i>	24	<i>phenytoin sodium er</i>	22	<i>potassium chloride er</i>	59
<i>paroxetine hcl er</i>	24	<i>philith</i>	74		
PASER	28	<i>phos-flur</i>	54		
PATADAY	83	PHOSPHOLINE IODIDE	84		
PAXIL	24	<i>phrenilin forte</i>	10		
PAZEO	83	PICATO	56		
PEDIARIX	79				

Drug name	Page	Drug name	Page	Drug name	Page
<i>potassium chloride/ sodium chloride</i>	59	PRENATE MINI	63	<i>promethazine/ phenylephrine</i>	86
<i>potassium chloride sr</i>	59	PRENATE PIXIE	63	<i>promethazine vc plain</i>	86
<i>potassium citrate er</i>	59	PRENATE RESTORE	63	<i>promethegan</i>	25
PRADAXA	45	PREPLUS	63	<i>propafenone hcl</i>	48
PRALUENT	52	PREPOPIK	65	<i>propafenone hcl er</i>	48
<i>pramipexole</i>	35	PRETAB	63	<i>proparacaine hcl</i>	82
<i>dihydrochloride</i>		<i>prevalite</i>	52	<i>propranolol hcl</i>	49
<i>pramipexole</i>	35	<i>previfem</i>	74	<i>propranolol hcl er</i>	49
<i>dihydrochloride er</i>		PREVYMIS	38	<i>propranolol/ hydrochlorothiazide</i>	49
<i>prasugrel</i>	46	PREZCOBIX	41	<i>propylthiouracil</i>	77
<i>pravastatin sodium</i>	51	PREZISTA	41	PROQUAD	79
<i>prazosin hcl</i>	46	PRIFTIN	28	PROSOL	59
PRED FORTE	84	PRIMACARE	63	<i>protriptyline hcl</i>	25
<i>prednicarbate</i>	69	<i>primaquine phosphate</i>	34	PROVIDA DHA	63
<i>prednisolone</i>	70	<i>primidone</i>	21	PROVIDA OB	63
<i>prednisolone acetate</i>	84	PRIVIGEN	79	PULMICORT FLEXHALER	85
<i>prednisolone sodium phosphate</i>	69, 70, 84	<i>probenecid</i>	27	PULMOZYME	87
<i>prednisone</i>	70	<i>probenecid/colchicine</i>	27	PUREFE OB PLUS	63
<i>prednisone dose pack</i>	70	PROCALAMINE	59	PURIXAN	30
PREDNISONE INTENSOL	70	<i>prochlorperazine</i>	36	<i>pyrazinamide</i>	28
PREFERA OB	62	<i>prochlorperazine edisylate</i>	36	<i>pyridostigmine bromide</i>	28
PREFERAOB +DHA	62	<i>prochlorperazine maleate</i>	36	<i>pyridostigmine bromide er</i>	28
PREFERAOB ONE	62	PROCRT	46	QUADRACEL	79
PREMARIN	74	<i>procto-med hc</i>	70	<i>quasense</i>	74
PREMARIN CREA	74	<i>procto-pak</i>	70	<i>quetiapine fumarate</i>	37
PREMASOL 10%	59	<i>proctosol hc</i>	70	<i>quetiapine fumarate er</i>	37
PREMPRO	74	<i>proctozone-hc</i>	70	<i>quinapril</i>	48
PRENAISSANCE	62	<i>profeno</i>	11	<i>quinapril/ hydrochlorothiazide</i>	48
PRENAISSANCE PLUS	62	<i>progesterone</i>	76	<i>quinidine gluconate cr</i>	48
PRENATA	62	<i>progesterone,</i>	76	<i>quinidine gluconate er</i>	48
PRENATAL 19	62	PROGLYCEM	44	<i>quinidine sulfate</i>	48
PRENATAL PLUS IRON	62	PROLASTIN-C	67	<i>quinine sulfate</i>	34
PRENATE AM	62	PROLENSA	84	RABAVERT	79
PRENATE CHEW	62	PROLIA	81	<i>rabeprazole sodium</i>	66
PRENATE ELITE	62	PROMACTA	46	<i>rajani</i>	74
PRENATE ENHANCE	62	<i>promethazine hcl</i>	25, 86	<i>raloxifene hydrochloride</i>	76
PRENATE ESSENTIAL	62	<i>promethazine hcl syrp</i>	86		

Drug name	Page	Drug name	Page	Drug name	Page
<i>ramipril</i>	48	RIFATER	28	<i>sertraline hcl</i>	24
RANEXA	50	<i>riluzole</i>	54	<i>setlakin</i>	74
<i>ranitidine</i>	65	<i>rimantadine hcl</i>	41	<i>sevelamer carbonate</i>	60
<i>ranitidine hcl</i>	65	<i>ringers injection</i>	59	<i>sf</i>	54
RAPAFLO	67	<i>risedronate sodium</i>	81	<i>sharobel</i>	76
RAPAMUNE	78	<i>risedronate sodium dr</i>	81	SHINGRIX	80
<i>rasagiline mesylate</i>	35	RISPERDAL CONSTA	37	SIGNIFOR	77
RAYALDEE	81	<i>risperidone</i>	37	<i>sildenafil</i>	87
REBETOL	38	<i>risperidone odt</i>	37	SILENOR	88
REBIF	54	<i>ritonavir</i>	41	<i>silver sulfadiazine</i>	56
REBIF REBIDOSE	54	RITUXAN	34	SIMBRINZA	84
REBIF REBIDOSE	54	RITUXAN HYCELA	33	<i>simvastatin</i>	51
TITRATION PACK		<i>rivastigmine patch</i>	23	<i>sirolimus</i>	78
REBIF TITRATION PACK	54	<i>rivastigmine tartrate</i>	23	SIRTURO	28
<i>reclipsen</i>	74	RIVELSA	74	SIVEXTRO	16
RECOMBIVAX HB	79	<i>rizatriptan benzoate</i>	28	<i>sodium bicarbonate</i>	60
REGRANEX	56	<i>rizatriptan benzoate odt</i>	28	<i>sodium bicarbonate</i>	60
RELENZA DISKHALER	41	<i>romidepsin</i>	31	<i>partial fill 4.2%</i>	
RELISTOR	64	<i>ropinirole er</i>	35	<i>sodium chloride</i>	59
RELNATE DHA	63	<i>ropinirole hcl</i>	35	<i>sodium chloride 0.9%</i>	68
REMICADE	78	<i>rosadan</i>	56	<i>irrigation soln</i>	
REMODULIN	87	<i>rosuvastatin calcium</i>	51	<i>sodium chloride 0.45%</i>	59
RENAGEL	60	ROTARIX	79	<i>sodium fluoride</i>	59,
<i>repaglinide</i>	43	ROTATEQ	80		60
<i>repaglinide/metformin</i>	43	<i>roweepra</i>	20	<i>sodium phenylbutyrate</i>	67
<i>hydrochloride</i>		<i>roweepra xr</i>	20	<i>sodium polystyrene</i>	60
RESCRIPTOR	39	RUBRACA	31	<i>sulfonate</i>	
RESTASIS	82	RYDAPT	31	<i>sodium sulfacetamide</i>	83
RESTASIS MULTIDOSE	82	SABRIL	21	SOLQUA 100/33	44
REVLIMID	29	SANCUSO	26	PREFILLED PEN	
REXULTI	37	SANTYL	56	SOLTAMOX	29
REYATAZ	41	SAPHRIS	37	SOLU-CORTEF	70
<i>ribasphere</i>	39	<i>scopolamine</i>	25	SOMATULINE DEPOT	77
RIBASPHERE	39	SELECT-OB	63	SOMAVERT	77
RIBASPHERE RIBAPAK	38	<i>selegeline hcl</i>	35	<i>sorine</i>	48
<i>ribavirin</i>	39	<i>selenium sulfide</i>	56	<i>sotalol af</i>	48
<i>ribavirin nebu</i>	87	SELZENTRY	40	<i>sotalol hcl</i>	48
RIDAURA	79	SE-NATAL	19	<i>spironolactone</i>	51
<i>rifabutin</i>	28	SENSIPAR	81	<i>spironolactone/</i>	51
<i>rifampin</i>	28	SEREVENT DISKUS	86	<i>hydrochlorothiazide</i>	
				<i>sprintec</i>	28
					75

Drug name	Page	Drug name	Page	Drug name	Page
SPRITAM	21	SUPREP BOWEL PREP	65	<i>telmisartan/amlodipine</i>	47
SPRYCEL	33	SUSTIVA	39	<i>telmisartan/</i>	47
<i>sps susp 15gm/60ml</i>	60	SUTENT	33	<i>hydrochlorothiazide</i>	
<i>sronyx</i>	75	<i>syeda</i>	75	<i>temazepam</i>	42
SSD	56	SYLATRON	39	TENIVAC	80
STALEVO 50	35	SYMBICORT	85	<i>tenofovir disoproxil</i>	40
STALEVO 75	35	SYMFI	40	<i>fumarate</i>	
STALEVO 100	35	SYMFI LO	40	<i>terazosin hcl</i>	47
STALEVO 125	35	SYMLINPEN 60	43	<i>terbinafine hcl</i>	27
STALEVO 150	35	SYMLINPEN 120	43	<i>terbutaline sulfate</i>	86
STALEVO 200	35	SYMPROIC	64	<i>terconazole</i>	27
<i>stavudine</i>	40	SYNAREL	77	<i>testosterone</i>	71
<i>sterile water irrigation</i>	60	SYNERCID	16	<i>testosterone cypionate</i>	71
<i>plastic bottle</i>		SYNJARDY	44	<i>testosterone enanthate</i>	71
STIMATE	70	SYNJARDY XR	43, 44	<i>testosterone gel</i>	71
STIVARGA	33	SYNRIBO	31	<i>testosterone gel pump</i>	71
<i>streptomycin sulfate</i>	15	SYNTHROID	76	TETANUS/DIPHThERIA	80
STRIBILD	39	TABLOID	30	TOXOIDS-ADSORBED	
SUBOXONE	14	<i>tacrolimus</i>	56, 78	<i>tetrabenazine</i>	54
<i>sucralfate</i>	66	TAFINLAR	33	<i>tetracycline</i>	20
SUCRALFATE	66	TAGRISSO	33	<i>hydrochloride</i>	
<i>sulfacetamide sodium</i>	56, 83	<i>tamoxifen citrate</i>	29	TEXACORT	70
<i>sulfacetamide sodium/</i>	83	<i>tamsulosin hcl</i>	67	THALOMID	29
<i>prednisolone sodium</i>		TARCEVA	33	THEO-24	87
<i>phosphate</i>		TARGRETIN	34	<i>theophylline</i>	87
<i>sulfadiazine</i>	19	<i>tarina fe 1/20</i>	75	<i>theophylline cr</i>	87
<i>sulfamethoxazole/</i>	20	TARON-PREX	63	<i>theophylline er</i>	87
<i>trimethoprim</i>		TASIGNA	33	<i>thioridazine</i>	36
<i>sulfamethoxazole/</i>	20	TAXOTERE	31	<i>thiotepa</i>	29
<i>trimethoprim ds</i>		<i>tazarotene</i>	56	<i>thiothixene</i>	36
SULFAMYLON	56	<i>tazicef</i>	17	THRIVITE RX	63
<i>sulfasalazine</i>	80	TAZORAC	56	<i>tiagabine hydrochloride</i>	21
<i>sulindac</i>	11	<i>taztia xt</i>	50	<i>tigecycline</i>	16
<i>sumatriptan</i>	28	TECENTRIQ	34	TILIA FE	75
<i>sumatriptan/naproxen</i>	28	TEFLARO	17	<i>timolol maleate</i>	49, 84
<i>sodium</i>		TEKTURNA	50	<i>tinidazole</i>	16
<i>sumatriptan succinate</i>	28	TEKTURNA HCT	50	TIVICAY	39
<i>sumatriptan succinate</i>	28	<i>telmisartan</i>	47	<i>tizanidine hcl</i>	38
<i>refill</i>				TL-SELECT	63
SUPRAX	17				

Drug name	Page	Drug name	Page	Drug name	Page
TOBRADEX	83	<i>tretinoin microsphere</i>	56	<i>tri-vit/fluoride</i>	63
TOBRADEX ST SUSP	83	<i>pump</i>		<i>trivora-28</i>	75
<i>tobramycin/</i>	83	<i>triamcinolone acetonide</i>	70,	<i>tri-vylibra</i>	75
<i>dexamethasone</i>			85	TROGARZO	40
<i>tobramycin nebu</i>	87	<i>triamcinolone acetonide</i>	54	TROPHAMINE 10%	60
<i>tobramycin sulfate</i>	15,	<i>dental paste</i>		<i>trospium chloride</i>	67
	83	<i>triamterene/</i>	51	<i>trospium chloride er</i>	67
<i>tolazamide</i>	44	<i>hydrochlorothiazide</i>		TRULICITY	44
<i>tolbutamide</i>	44	<i>triazolam</i>	42	TRUMENBA	80
<i>tolterodine tartrate</i>	67	TRICARE PRENATAL	63	TRUVADA	40
<i>tolterodine tartrate er</i>	67	TRICARE PRENATAL	63	<i>tulana</i>	76
<i>topiramate</i>	22	DHA ONE/FOLATE		TWINRIX	80
<i>topiramate er</i>	22	<i>triderm</i>	70	TYBOST	40
<i>toposar</i>	32	<i>trientine hydrochloride</i>	60	<i>tydemy</i>	75
<i>topotecan hcl</i>	32	<i>tri-estarylla</i>	75	TYKERB	33
TOPOTECAN HCL	32	<i>tri femynor</i>	75	TYPHIM VI	80
<i>torsemide</i>	50	<i>trifluoperazine hcl</i>	36	ULORIC	27
TOVIAZ	67	<i>trifluridine</i>	83	ULTIMATECARE ONE	63
TPN ELECTROLYTES	60	<i>trihexyphenidyl hcl</i>	34	UNITHROID	76
TRACLEER	87	<i>tri-legest fe</i>	75	<i>ursodiol</i>	65
TRADJENTA	44	<i>tri-lynyah</i>	75	<i>valacyclovir hcl</i>	41
<i>tramadol hcl</i>	13	<i>tri-lo-estarylla</i>	75	<i>valacyclovir</i>	41
<i>tramadol hcl er</i>	12	<i>tri-lo-marzia</i>	75	<i>hydrochloride</i>	
<i>tramadol hydrochloride/</i>	14	<i>tri-lo-sprintec</i>	75	VALCHLOR	29
<i>acetaminophen</i>		<i>trilyte</i>	65	<i>valganciclovir</i>	38
<i>trandolapril</i>	48	<i>trimethobenzamide hcl</i>	25	<i>valproate sodium</i>	22
<i>trandolapril/verapamil</i>	48	<i>trimethoprim</i>	16	<i>valproic acid</i>	22
<i>hcl er</i>		<i>trimethoprim sulfate/</i>	83	<i>valsartan</i>	47
<i>tranexamic acid</i>	46	<i>polymyxin b sulfate</i>		<i>valsartan/</i>	47
<i>tranylcypromine sulfate</i>	23	<i>tri-mili</i>	75	<i>hydrochlorothiazide</i>	
TRAVASOL 10%	60	<i>trimipramine maleate</i>	25	VANCOMYCIIN HCL	16
TRAVATAN Z	82	TRINATAL RX 1	63	IN 0.9% SODIUM	
<i>trazodone hcl</i>	24	TRINESSA	75	CHLORIDE	
TRECTOR	28	TRINESSA LO	75	<i>vancomycin hcl</i>	16
TRELEGY ELLIPTA	85	TRINTELLIX	23	VANCOMYCIN HCL	16
TRELSTAR MIXJECT	77	TRISENOX	31	VANDAZOLE	16
TRESIBA FLEXTOUCH	45	<i>tri-sprintec</i>	75	VAQTA	80
<i>tretinoin</i>	34,	TRISTART DHA	63	VARIVAX	80
	56	TRISTART ONE	63	VASCEPA	52
<i>tretinoin microsphere</i>	56	TRIUMEQ	40	VELCADE	31
		<i>tri-vitamin/fluoride</i>	63		



Drug name	Page	Drug name	Page	Drug name	Page
<i>velivet</i>	75	VIREAD	40	XGEVA	81
VEMLIDY	38	VIRT-C DHA	63	XIFAXAN	16
VENA-BAL DHA	63	VIRT-PN	63	XIGDUO XR	44
VENCLEXTA	33	VIRT-PN DHA	63	XOLAIR	79
VENCLEXTA STARTING	33	VIRT-PN PLUS	63	XTANDI	29
PACK		VITAFOL FE+	63	XULTOPHY	45
<i>venlafaxine hcl</i>	24, 25	VITAFOL GUMMIES	63	XYREM	88
<i>venlafaxine hcl er</i>	24, 25	VITAFOL-NANO	64	YERVOY	32
<i>venlafaxine</i>	25	VITAFOL-OB	64	YF-VAX	80
<i>hydrochloride er</i>		VITAFOL-ONE	64	<i>yuvaferm</i>	75
VENTAVIS	87	VITAFOL ULTRA	64	<i>zafirlukast</i>	86
VENTOLIN HFA	87	VITAMEDMD ONE RX/	64	<i>zaleplon</i>	88
<i>verapamil hcl</i>	50	QUATREFOLIC		<i>zarah</i>	75
<i>verapamil hcl er</i>	50	<i>vitamins a/d/c/fluoride</i>	64	ZATEAN-PN DHA	64
<i>verapamil hcl sr</i>	50	VIVITROL	14	ZATEAN-PN PLUS	64
VERSACLOZ	38	VOL-NATE	64	<i>zebutal</i>	10
VERZENIO	31	VOL-PLUS	64	ZEJULA	32
VESICARE	67	<i>voriconazole</i>	27	ZELBORAF	33
<i>vestura</i>	75	VOSEVI	38	ZEMAIRA	67
<i>vicodin</i>	14	VOTRIENT	33	<i>zenatane</i>	56
<i>vicodin es</i>	14	VP-GGR-B6 PRENATAL	64	<i>zenchent</i>	75
<i>vicodin hp</i>	14	VP-HEME ONE	64	ZENPEP	67
VICTOZA	44	VP-PNV-DHA	64	<i>zenzedi</i>	53
VIDEX EC	40	VRAYLAR	37	ZEPATIER	38
VIDEX PEDIATRIC	40	VRAYLAR CAP THERAPY	37	ZERIT	40
<i>vienna</i>	75	PACK		<i>zidovudine</i>	40
<i>vigabatrin</i>	22	<i>vyfemla</i>	75	<i>ziprasidone hcl</i>	37
VIIBRYD	25	<i>vylibra</i>	75	ZIRGAN	83
VIIBRYD STARTER PACK	25	VYVANSE	53	<i>zoledronic acid</i>	81
VIMOVO	11	<i>warfarin sodium</i>	45	ZOLINZA	32
VIMPAT	22	WELCHOL	52	<i>zolmitriptan</i>	28
<i>vinblastine sulfate</i>	31	<i>wera</i>	75	<i>zolmitriptan odt</i>	28
<i>vincasar pfs</i>	31	<i>wymzya fe</i>	75	<i>zolpidem tartrate</i>	88
<i>vincristine sulfate</i>	31	XALKORI	33	<i>zonisamide</i>	21
<i>vinorelbine tartrate</i>	32	XARELTO	45	ZONTIVITY	45
<i>violele</i>	75	XARELTO STARTER PACK	45	ZORTRESS	78
VIRACEPT	41	XATMEP	78	ZOSTAVAX	80
VIRAMUNE	39	XELJANZ	78	<i>zovia 1/35e</i>	75
		XELJANZ XR	78	<i>zovia 1/50e</i>	75
		XENAZINE	54		

**Drug name   Page**

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ZYCLARA	56, 57
ZYDELIG	33
ZYKADIA	33
ZYLET	83
ZYPREXA RELPREVV	37
ZYTIGA	29

## Enhanced Drug Benefit List\*

**Please check your Prescription Drug Schedule of Cost Sharing to find out if your plan includes an “Enhanced Drug Benefit.”** The enhanced drugs are listed in this guide by Enhanced Drug Benefit Categories. If your plan includes enhanced drug benefits, look for the Enhanced Drug Benefit Category in the following pages to determine which drugs are covered. For example, if your Prescription Drug Schedule of Cost Sharing says that your plan includes coverage for “Vitamins and Minerals” and “Erectile Dysfunction”, find the lists titled “Vitamins and Minerals” and “Erectile Dysfunction” to find which drugs are covered. For more information, call the toll free telephone number on your Aetna identification card or our member service center at **1-800-594-9390**. Representatives are available to assist you 8 a.m. to 6 p.m. local time, Monday through Friday. For TTY assistance please dial **711**.

### Key\*\*

Drug name	Drug tier	Requirements/Limits
UPPERCASE = Brand-name prescription drugs	1, 2, 3 = Copay tier level	QL = Quantity Limit PA = Prior Authorization
<i>Lowercase italics</i> = Generic medications		

Drug name	Drug tier	Requirements/Limits
<b>COSMETIC</b>		
<i>alphaquin hp</i>	1	
AVAGE	2	
BOTOX COSMETIC	2	
EPIQUIN MICRO	2	
<i>finasteride</i>	1	
<i>hydroquinone</i>	1	
<i>hydroquinone time release</i>	1	
KYBELLA	2	
LATISSE	2	
LUSTRA	2	
LUSTRA-AF	2	
LUSTRA-ULTRA	2	
<i>melpaque hp</i>	1	
<i>melquin hp</i>	1	

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Drug name	Drug tier	Requirements/Limits
<i>nuquin hp</i>	1	
PERLANE	2	
PERLANE-L	2	
PROPECIA	2	
REFISSA	2	
<i>remergent hq</i>	1	
RENOVA PUMP	2	
RESTYLANE	2	
RESTYLANE-L	2	
<i>skin bleaching</i>	1	
<i>skin bleaching/sunscreen</i>	1	
<i>tl hydroquinone</i>	1	
<i>tretinoin emollient</i>	1	
TRI-LUMA	2	
VANIQA	2	
<b>COUGH AND COLD</b>		
<i>benzonatate</i>	1	
<i>biotuss</i>	1	
<i>biotuss pediatric</i>	1	
<i>bromfed dm</i>	1	
CARBAPHEN 12	2	
CARBAPHEN 12 PED	2	
<i>centergy dm</i>	1	
CODAR AR	2	
CPB WC	2	
DECON-A	2	
DECON-G	2	
<i>dextromethorphan hbr/phenylephrine hcl/chlorpheniramine</i>	1	
<i>entre-b</i>	1	
EXACTUSS	2	
<i>exefen-ir</i>	1	
FLOWTUSS	2	

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Drug name	Drug tier	Requirements/Limits
GILPHEX TR	2	
GILTUSS	2	
<i>giltuss pediatric</i>	1	
GILTUSS TR CAPS 14MG; 288MG; 7MG	2	
GILTUSS TR TABS 28MG; 388MG; 10MG	2	
GILTUSS TR TB12 30MG; 600MG; 20MG	2	
<i>guaifenesin/dextromethorphan sr</i>	1	
HDC DM	2	
HYCOFENIX	2	
<i>hydrocodone bitartrate/</i>	1	
<i>chlorpheniramine maleate/pse</i>		
<i>hydrocodone bitartrate/homatropine</i>	1	
<i>methylbromide</i>		
<i>hydrocodone polistirex/chlorpheniramine</i>	1	
<i>polistirex</i>		
<i>hydromet</i>	1	
<i>lexuss 210</i>	1	
MUCINEX DM	2	
NARIZ	2	
NASOTUSS	2	
NEOTUSS PLUS	2	
<i>nohist-dm</i>	1	
<i>nortuss-de</i>	1	
NORTUSS-EX	2	
OBREDON	2	
<i>phenylephrine/guaifenesin</i>	1	
PROHIST CD	2	
PROHIST CF	2	
PROMETHAZINE VC/CODEINE	2	
<i>promethazine/codeine</i>	1	
<i>promethazine/dextromethorphan</i>	1	
RELHIST	2	
RHINOLAR	2	
TESSALON PERLES	2	

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Drug name	Drug tier	Requirements/Limits
TGQ 15DM/5PEH/2CPM	2	
TGQ 30PSE/150GFN/15DM	2	
TGQ 30PSE/3BRM/15DM	2	
TUSNEL PED-C	2	
TUSSICAPS	2	
<i>tussigon</i>	1	
TUSSIONEX PENNKINETIC EXTENDED RELEASE	2	
TUZISTRA XR	2	
VAZOTAN	2	
VIRAVAN-DM CHEW	2	
VITUZ	2	
ZONATUSS	2	
<i>zotex-12d</i>	1	
ZOTEX-C	2	
ZUTRIPRO	2	
<b>ERECTILE DYSFUNCTION</b>		
CAVERJECT	2	QL (6 EA per 30 days)
CAVERJECT IMPULSE	2	QL (6 EA per 30 days)
CIALIS	2	QL (6 EA per 30 days)
EDEX	2	QL (6 EA per 30 days)
LEVITRA	2	QL (6 EA per 30 days)
MUSE	2	QL (6 EA per 30 days)
<i>papaverine/phentolamine mes/ alprostadil</i>	1	QL (5 ML per 30 days)
<i>papaverine-phentolamine mes/ alprostadil</i>	1	QL (5 ML per 30 days)
<i>papaverine-phentolamine mesylate</i>	1	QL (5 ML per 30 days)
STAXYN	2	QL (6 EA per 30 days)
STENDRA	2	QL (6 EA per 30 days)
VIAGRA	2	QL (6 EA per 30 days)
<b>FERTILITY</b>		
BRAVELLE	2	
<i>clomiphene citrate</i>	1	

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Drug name	Drug tier	Requirements/Limits
FOLLISTIM AQ	2	
<i>ganirelix acetate</i>	1	
GONAL-F	2	
GONAL-F RFF	2	
GONAL-F RFF REDIJECT	2	
MENOPUR	2	
OVIDREL	2	
ENDOMETRIN	2	
CETROTIDE INJ 3MG	2	
CETROTIDE INJ 0.25MG	2	
<b>MISCELLANEOUS</b>		
<i>aero otic hc</i>	1	
ALA-QUIN	2	
ALCORTIN A	2	
ALOQUIN	2	
<i>aminobenzoate potassium</i>	1	
ANALPRAM-HC	2	
ANALPRAM-HC SINGLES	2	
<i>anucort-hc</i>	1	
ANUSOL-HC	2	
<i>benzoyl peroxide 8%</i>	1	
CETACAINE	2	
<i>choline magnesium trisalicylate liqd</i>	1	
CORTANE-B	2	
CORTANE-B AQUEOUS	2	
CORTANE-B-OTIC	2	
<i>cortic-nd</i>	1	
<i>covaryx</i>	1	
<i>covaryx hs</i>	1	
<i>cyotic</i>	1	
<i>cytra k crystals</i>	1	
CYTRA-3	2	
DECON-G	2	

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Drug name	Drug tier	Requirements/Limits
<i>dermazene</i>	1	
DONNATAL	2	
<i>eemt</i>	1	
<i>eemt hs</i>	1	
<i>esterified estrogens/methyltestosterone</i>	1	
<i>exotic-hc</i>	1	
<i>grx hicort 25</i>	1	
<i>hemorrhoidal-hc</i>	1	
<i>hydrocortisone acetate</i>	1	
<i>hydrocortisone acetate/pramoxine</i>	1	
<i>hydrocortisone/iodoquinol</i>	1	
<i>isometheptene/dichloralphenazone/ acetaminophen</i>	1	
<i>isoxsuprine hcl</i>	1	
<i>nodolor</i>	1	
NOVACORT	2	
OTICIN HC NR	2	
<i>oto-end 10</i>	1	
<i>otomax-hc</i>	1	
POTABA	2	
<i>potassium citrate-citric acid crystals</i>	1	
<i>potassium p-aminobenzoate</i>	1	
PRAMOSONE	2	
PRAMOSONE E	2	
PROCTOCORT	2	
<i>rectacort-hc</i>	1	
<i>taron-crystals</i>	1	
VYTONE	2	
<b>VITAMINS AND MINERALS</b>		
ACTIVE FE	2	
ADRENAL C FORMULA	2	
ADVANCED AM/PM	2	
<i>airavite</i>	1	

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Drug name	Drug tier	Requirements/Limits
ALBAFORT INJ 100MCG/ML; 50MG/ML; 20%; 12.5MG/ML; 1MG/ML; 2MG/ML; 0.5MG/ML; 12.5MG/ML	2	
<i>aminobenzoate potassium pack</i>	1	
ANIMI-3	2	
ANIMI-3/VITAMIN D	2	
AP-ZEL	2	
AQUASOL A PARENTERAL	2	
ASCOR	2	
<i>ascorbic acid inj 500mg/ml</i>	1	
ASTAMED MYO	2	
ATABEX EC	2	
AVAILNEX	2	
AXONA	2	
<i>b-6 folic acid</i>	1	
BACMIN	2	
<i>b-complex 100</i>	1	
BIFERARX	2	
<i>biocel</i>	1	
<i>bp multinatal plus</i>	1	
BP VIT 3	2	
<i>b-plex</i>	1	
<i>b-plex plus</i>	1	
CARDIOTEK-RX	2	
CENFOL	2	
CENTRATEX	2	
CEREFOLIN	2	
CEREFOLIN NAC	2	
CIFEREX	2	
CITRANATAL ASSURE MISC 120MG; 124MG; 400UNIT; 2MG; 300MG; 50MG; 0.75MG; 0; 1MG; 35MG; 0; 20MG; 150MCG; 25MG; 3.4MG; 3MG; 30UNIT; 25MG	2	

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Drug name	Drug tier	Requirements/Limits
<i>cod liver oil</i>	1	
<i>complete natal dha</i>	1	
<i>corvita</i>	1	
<i>corvita 150</i>	1	
CORVITE	2	
CORVITE 150	2	
CORVITE FE	2	
<i>corvite free</i>	1	
<i>cyanocobalamin</i>	1	
CYFOLEX	2	
DEPLIN 15	2	
DEPLIN 7.5	2	
<i>dialyvite</i>	1	
DIALYVITE 3000	2	
DIALYVITE 5000	2	
DIALYVITE SUPREME D	2	
DIALYVITE/ZINC	2	
DIVISTA	2	
DRISDOL	2	
DURACHOL	2	
ELFOLATE PLUS	2	
ENLYTE	2	
ENTERAGAM	2	
ERGOCAL	2	
<i>ergocalciferol</i>	1	
<i>fabb</i>	1	
FE 90 PLUS	2	
FERAHEME	2	
FERIVA 21/7	2	
FERIVAFA	2	
<i>ferocon</i>	1	
<i>ferottrinsic</i>	1	
FERRALET 90	2	

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Drug name	Drug tier	Requirements/Limits
FERRAPLUS 90	2	
<i>ferrocite plus</i>	1	
<i>ferrogels forte</i>	1	
FERRO-PLEX HEMATINIC	2	
FERROTRIN	2	
FIBRIK	2	
<i>folbee</i>	1	
FOLBEE AR	2	
<i>folbee plus</i>	1	
<i>folbee plus cz</i>	1	
<i>folbic</i>	1	
FOLBIC RF	2	
FOLGARD OS	2	
FOLGARD RX	2	
<i>folic acid inj 5mg/ml</i>	1	
<i>folic acid tabs 1mg</i>	1	
<i>folic acid/cyanocobalamin/pyridoxine hydrochloride</i>	1	
<i>folic acid/vitamin b-6/vitamin b-12</i>	1	
FOLI-D	2	
FOLIKA-V	2	
FOLIVANE-F	2	
FOLIVANE-PLUS	2	
FOLIXAPURE	2	
<i>folplex 2.2</i>	1	
FOLTANX	2	
FOLTANX RF	2	
FOLTRATE	2	
<i>foltrin</i>	1	
FOLTX	2	
FORTAVIT	2	
FOSTEUM	2	
FOSTEUM PLUS	2	

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Drug name	Drug tier	Requirements/Limits
FOVEX	2	
FUSION PLUS	2	
FUSION SPRINKLES	2	
GABADONE	2	
<i>hematinic plus complex</i>	1	
<i>hematinic plus vitamins/minerals</i>	1	
<i>hematinic/folic acid</i>	1	
<i>hematogen</i>	1	
HEMATOGEN FA	2	
<i>hematogen forte</i>	1	
HEMATRON-AF	2	
HEMETAB	2	
HEMOCYTE PLUS	2	
HEMOCYTE-F ELIX	2	
<i>hemocyte-f tabs</i>	1	
<i>hemocyte-plus</i>	1	
<i>hydroxocobalamin inj</i>	1	
HYPERTENSA	2	
ICAR-C PLUS	2	
<i>iferex 150 forte</i>	1	
<i>infed</i>	1	
<i>infuvite adult</i>	1	
<i>infuvite pediatric</i>	1	
INJECTAFER	2	
INTEGRA F	2	
INTEGRA PLUS	2	
IROSPAN 24/6	2	
KOSHER PRENATAL PLUS IRON	2	
LIMBREL	2	
LIMBREL250	2	
LIMBREL500	2	
LIPICHOL 540	2	
LISTER-V	2	

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Drug name	Drug tier	Requirements/Limits
<i>l-methyl-b6-b12</i>	1	
<i>l-methylfolate</i>	1	
L-METHYLFOLATE CA ME-CBL NAC	2	
<i>l-methylfolate ca/p-5-p/me-cbl</i>	1	
<i>l-methylfolate calcium</i>	1	
L-METHYLFOLATE FORMULA 15	2	
L-METHYLFOLATE FORMULA 7.5	2	
L-METHYLFOLATE FORTE	2	
L-METHYL-MC	2	
L-METHYL-MC NAC	2	
<i>lmthf/pyridoxine hcl/cyanocobalamin</i>	1	
<i>lysiplex plus</i>	1	
M.V.I. ADULT	2	
M.V.I.-12 WITHOUT VITAMIN K	2	
MAXFE	2	
MEPHYTON	2	
METAFOLBIC	2	
METAFOLBIC PLUS	2	
METAFOLBIC PLUS RF	2	
METANX	2	
<i>methionine/inositol/choline/ cyanocobalamin</i>	1	
<i>multi-b-plus</i>	1	
MULTIGEN	2	
MULTIGEN FOLIC	2	
MULTIGEN PLUS	2	
<i>myferon 150 forte</i>	1	
MYNATAL	2	
<i>mynatal ultracaplet</i>	1	
<i>mynate 90 plus</i>	1	
<i>mynephrocaps</i>	1	
NASCOBAL	2	
NATALVIRT FLT	2	

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Drug name	Drug tier	Requirements/Limits
NATALVIT	2	
NEEVO DHA CAPS 0; 85MG; 110MG; 5MCG; 27MG; 1.13MG; 60MG; 1MG; 18MG; 220MCG; 25MG; 1.4MG; 60MCG; 0; 1.4MG; 15MG	2	
NEPHPLEX RX	2	
NEPHROCAPS	2	
NEPHRON FA	2	
<i>nephronex</i>	1	
NEPHRO-VITE RX	2	
NESTABS DHA	2	
NEUREPA	2	
NEURIN-SL	2	
<i>niacin powd</i>	1	
NICADAN	2	
NICAZEL	2	
NICAZEL FORTE	2	
NICOMIDE TABS 0.5MG; 100MCG; 2MG; 750MG; 50MCG; 27MG	2	
NOXIFOL-D	2	
<i>nufol</i>	1	
NUTRICAP	2	
<i>nutrifac zx</i>	1	
NUTRIVIT	2	
OBSTETRIX DHA	2	
<i>obstetrix ec</i>	1	
OCUVEL	2	
PERCURA	2	
PHYSICIANS EZ USE B-12 COMPLIANCE KIT	2	
PHYTONADIONE	1	
PNV PRENATAL PLUS MULTIVITAMIN + DHA	2	
PNV-VP-U	2	

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Drug name	Drug tier	Requirements/Limits
PODIAPN	2	
<i>poly-iron 150 forte</i>	1	
<i>polysaccharide iron forte</i>	1	
POTABA CAPS	2	
<i>pr natal 400</i>	1	
<i>pr natal 400 ec</i>	1	
<i>pr natal 430</i>	1	
<i>pr natal 430 ec</i>	1	
PRENA 1 TRUE	2	
PRENA1 CHEW	2	
PRENA1 PEARL	2	
<i>prenaisance harmony dha</i>	1	
PRENAISSANCE NEXT-B	2	
PRENATAL + DHA	2	
<i>prenatal tabs 100mg; 0; 0; 263mg; 400unit; 4mcg; 27mg; 0.8mg; 18mg; 2.6mg; 1.7mg; 1.5mg; 11unit; 4000unit; 25mg</i>	1	
PRENATAL-U	2	
PROFERRIN-FORTE	2	
PROTECT PLUS	2	
PROTECTIRON	2	
PROTEOLIN	2	
PULMONA	2	
PUREFE PLUS	2	
<i>purevit dualfe plus</i>	1	
<i>pyridoxine hcl inj</i>	1	
<i>renal caps</i>	1	
RENATABS	2	
RENATABS WITH IRON	2	
<i>rena-vite rx</i>	1	
<i>reno caps</i>	1	
REQ 49+	2	
REVESTA	2	

\*These prescription drugs are not normally covered in a Medicare Prescription Drug Plan. Check your Prescription Drug Schedule of Cost Sharing to find out if you have coverage for these drugs. The amount you pay when you fill a prescription for these drugs does not count towards your total drug costs (that is, the amount you pay does not help you qualify for catastrophic coverage). In addition, if you are receiving extra help to pay for your prescriptions, you will not get any extra help to pay for these drugs.

\*\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
RHEUMATE	2	
R-NATAL OB	2	
ROXIFOL-D	2	
SELECT-OB+DHA	2	
SENTRA AM	2	
SENTRA PM	2	
<i>se-tan plus</i>	1	
SIDEROL	2	
<i>sodium ferric gluconate complex/sucrose</i>	1	
STROVITE FORTE	2	
STROVITE ONE	2	
SUPERVITE	2	
SUPPORT	2	
SUPPORT-500	2	
SYNAGEX	2	
SYNATEK	2	
TANDEM F	2	
TANDEM PLUS	2	
TARON FORTE	2	
THERAMINE	2	
<i>thiamine hcl inj</i>	1	
<i>tl gard rx</i>	1	
TL G-FOL OS	2	
<i>tl icon</i>	1	
<i>tl-hem 150</i>	1	
TL-ICARE	2	
TOZAL	2	
TREPADONE	2	
TRIADVANCE	2	
TRICARE PRENATAL COMPLEAT	2	
<i>tricon</i>	1	
TRIFERIC PACK	2	
<i>trigels-f forte</i>	1	

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Drug name	Drug tier	Requirements/Limits
TRINATAL GT	2	
<i>triphrocaps</i>	1	
UDAMIN SP	2	
<i>urosex</i>	1	
VASCAZEN	2	
VASCULERA	2	
VAYACOG	2	
VAYARIN	2	
VAYAROL	2	
<i>v-c forte</i>	1	
VENOFER	2	
<i>vicap forte</i>	1	
<i>vic-forte</i>	1	
<i>vinate ii</i>	1	
VINATE M	2	
VIRT-ADVANCE	2	
<i>virt-caps</i>	1	
<i>virt-vite</i>	1	
<i>virt-vite forte</i>	1	
<i>virt-vite plus</i>	1	
<i>vita s forte</i>	1	
<i>vitacel</i>	1	
VITAFOL TABS	2	
VITAFOL-OB+DHA	2	
VITAJECT	2	
VITAL-D RX	2	
<i>vitamax pediatric</i>	1	
VITAMEDMD REDICHEW RX	2	
<i>vita-min</i>	1	
<i>vitamin b-complex 100</i>	1	
<i>vitamin d</i>	1	
VITAMIN K1	1	
VITAROCA PLUS	2	

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\*\*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

Drug name	Drug tier	Requirements/Limits
<i>vol-care rx</i>	1	
VP-GSTN	2	
<i>vp-precip caps 10mg; 125mg; 250mg</i>	1	
VP-ZEL	2	
<i>wheat germ</i>	1	
XAQUIL XR	2	
<i>xyzbac</i>	1	
<b>WEIGHT LOSS</b>		
ADIPEX-P	2	PA
APPTRIM	2	PA
APPTRIM-D	2	PA
BELVIQ	2	PA
BELVIQ XR	2	PA
<i>benzphetamine hcl tabs 50mg</i>	1	PA
BONTRIL PDM	2	PA
CONTRAVE	2	PA
<i>diethylpropion hcl</i>	1	PA
<i>diethylpropion hcl er</i>	1	PA
LOMAIRA	2	PA
MEDACTIV	2	PA
<i>phendimetrazine tartrate</i>	1	PA
<i>phendimetrazine tartrate er</i>	1	PA
<i>phentermine hcl</i>	1	PA
QSYMIA	2	PA
REGIMEX	2	PA
SAXENDA	2	PA
XENICAL	2	PA

\*These prescription drugs are not normally covered in a Medicare Prescription Drug Plan. Check your Prescription Drug Schedule of Cost Sharing to find out if you have coverage for these drugs. The amount you pay when you fill a prescription for these drugs does not count towards your total drug costs (that is, the amount you pay does not help you qualify for catastrophic coverage). In addition, if you are receiving extra help to pay for your prescriptions, you will not get any extra help to pay for these drugs.

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Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Aetna Medicare Customer Service Department at the phone number on your member identification card.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Aetna Medicare Grievance Department, P.O. Box 14067, Lexington, KY 40512. You can also file a grievance by phone by calling the phone number on your member identification card (TTY: 711). If you need help filing a grievance, the Aetna Medicare Customer Service Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can also contact the Aetna Civil Rights Coordinator by phone at 1-855-348-1369, by email at [MedicareCRCoordinator@aetna.com](mailto:MedicareCRCoordinator@aetna.com), or by writing to Aetna Medicare Grievance Department, ATTN: Civil Rights Coordinator, P.O. Box 14067, Lexington, KY 40512.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, Coventry Health Care plans and their affiliates (Aetna).

## **TTY: 711**

If you speak a language other than English, free language assistance services are available. Visit our website or call the phone number on your member identification card. (English)

Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en su tarjeta de identificación de miembro. (Spanish)

如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打您會員卡上的電話號碼。(Traditional Chinese)

Kung hindi Ingles ang wikang inyong sinasalita, may maaari kayong kuning mga libreng serbisyo ng tulong sa wika. Bisitahin ang aming website o tawagan ang numero ng telepono na nasa inyong identification card bilang miyembro. (Tagalog)

Si vous parlez une autre langue que l'anglais, des services d'assistance linguistique gratuits vous sont proposés. Visitez notre site Internet ou appelez le numéro figurant sur votre carte d'identification de membre. (French)

Nếu quý vị nói một ngôn ngữ khác với Tiếng Anh, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí. Xin vào trang mạng của chúng tôi hoặc gọi số điện thoại trên thẻ hội viên của quý vị. (Vietnamese)

Wenn Sie eine andere Sprache als Englisch sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Besuchen Sie unsere Website oder rufen Sie die Telefonnummer auf Ihrem Mitgliederausweis an. (German)

영어가 아닌 언어를 쓰시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 저희 웹사이트를 방문하시거나 귀하의 ID 카드에 기재되어 있는 번호로 전화해 주십시오. (Korean)

Если вы не владеете английским и говорите на другом языке, вам могут предоставить бесплатную языковую помощь. Посетите наш веб-сайт или позвоните по номеру, указанному на вашей идентификационной карточке участника плана. (Russian)

إذا كنت تتحدث لغة غير الإنجليزية، فإن خدمات المساعدة اللغوية المجانية متاحة. تفضل بزيارة موقعنا على الويب أو اتصل برقم الهاتف الموضح على بطاقة هوية العضو الخاصة بك. (Arabic)

अगर आप अंग्रेजी के अलावा कोई अन्य भाषा बोलते हैं, तो मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। हमारी वेबसाइट पर जाएं या अपने सदस्य पहचान कार्ड पर दिए गए फोन नंबर पर कॉल करें। (Hindi)

Nel caso Lei parlasse una lingua diversa dall'inglese, sono disponibili servizi di assistenza linguistica gratuiti. Visiti il nostro sito web oppure chiami il numero di telefono presente sul Suo tesserino identificativo. (Italian)

Caso você seja falante de um idioma diferente do inglês, serviços gratuitos de assistência a idiomas estão disponíveis. Acesse nosso site ou ligue para o número de telefone presente em seu cartão de identificação de membros. (Portuguese)

Si ou pale yon lòt lang ki pa Anglè, wap jwenn sèvis asistans pou lang gratis ki disponib. Vizite sitwèb nou an oswa rele nan nimewo telefòn ki sou kat idantifikasyon manm ou an. (Haitian Creole)

Jeżeli nie posługują się Państwo językiem angielskim, dostępne są bezpłatne usługi wsparcia językowego. Proszę odwiedzić naszą witrynę lub zadzwonić pod numer podany na Państwa karcie członkowskiej. (Polish)

英語をお話にならない方は、無料の言語支援サービスを受けることができます。弊社ウェブサイトにごアクセスするか、またはメンバーIDカードに記載の電話番号にお問い合わせください。 (Japanese)

Nëse nuk flisni gjuhën angleze, shërbime ndihmëse gjuhësore pa pagesë janë në dispozicionin tuaj. Vizitoni faqen tonë në internet ose merrni në telefon numrin e telefonit në kartën tuaj identifikuese të anëtarit. (Albanian)

ከእንግሊዝኛ ሌላ ቋንቋ የሚናገሩ ከሆነ ነጻ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይቻላል። የእኛን ድረ-ገጽ ይጎብኙ ወይም በእርስዎ የአባልነት መታወቂያ ካርድ ላይ ያለውን ስልክ ቁጥር በመጠቀም ይደውሉ። (Amharic)

Եթե խոսում եք անգլերենից բացի մեկ այլ լեզվով, ապա Ձեզ համար հասանելի են լեզվական աջակցման անվճար ծառայություններ: Այցելեք մեր վեբ կայքը կամ զանգահարեք Ձեր անդամի նույնականացման քարտի վրա նշված հեռախոսահամարով: (Armenian)

যদি আপনি ইংরেজী ব্যতীত অন্য কোনো ভাষায় কথা বলেন তাহলে বিনামূল্যের দোভাষীর পরিষেবা উপলব্ধ আছে। আমাদের ওয়েবসাইট দেখুন এবং আপনার সদস্য পরিচয়পত্রে থাকা ফোন নম্বরে ফোন করুন। (Bengali)

Yoo afaan Ingilifa allati affan birraa dubbattan tajaajili gargarsa afaani(qooqqa) biliissan niarggama. Kannafu websitti keenya illala hookan telefoona waarraqa miseensa irra jirran bilbilla. (Cushite-Oromo)

បើអ្នកនិយាយភាសាផ្សេងក្រៅពីភាសាអង់គ្លេស សេវាកម្មជំនួយផ្នែកភាសាមាន ផ្តល់ជូនអ្នកដោយឥតគិតថ្លៃ។ សូមចូលមើលគេហទំព័ររបស់យើង ឬហៅទៅកាន់ លេខទូរស័ព្ទដែលមាននៅលើប័ណ្ណសម្គាល់សមាជិករបស់អ្នក។ (Khmer)

Ako govorite neki jezik koji nije engleski, dostupne su besplatne jezičke usluge. Posetite našu internet stranicu ili nazovite broj telefona na vašoj članskoj identifikacijskoj kartici. (Serbo-Croatian)

Nem yöt tēn internet tēdē ke yī cōl akuēn cōtmec biāk kak anyuth duyic. Na ye jam thuōgdēt tēnē thoŋ ē Dīŋlith, ke kuōny luilooi ē thok ē path aa tō thīn. Nem yöt tēn internet tēdē ke yī cōl akuēn cōtmec biāk kak anyuth duyic. (Dinka)

Als u een andere taal spreekt dan Engels, is er gratis taalondersteuning beschikbaar. Bezoek onze website of bel naar het telefoonnummer op uw lidkaart. (Dutch)

Εάν ομιλείτε άλλη γλώσσα εκτός της Αγγλικής, υπάρχουν δωρεάν υπηρεσίες στη γλώσσα σας. Επισκεφθείτε την ιστοσελίδα μας ή καλέστε τον αριθμό τηλεφώνου που αναγράφεται στην κάρτα ταυτότητας μέλους που έχετε. (Greek)

જો તમે અંગ્રેજી સિવાયની ભાષા બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ ઉપલબ્ધ છે. અમારી વેબસાઇટની મુલાકાત લો અથવા તમારા સભ્ય ઓળખ કાર્ડ પરના ફોન નંબર પર કોલ કરો. (Gujarati)

Yog hais tias koj hais ib hom lus uas tsis yog lus Askiv, muaj cov kev pab cuam txhais lus dawb pub rau koj. Mus saib peb lub website los yog hu rau tus xov tooj nyob rau saum koj tus kheej daim npav tswv cuab. (Hmong)

ຖ້າທ່ານເວົ້າພາສານອກເໝືອຈາກອັງກິດ, ການບໍ່ຮຶກການ ຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສັຽຄ່າແມ່ນມີໃຫ້ທ່ານ. ໄປທີ່ເວັບໄຊທ໌ຂອງພວກເຮົາ ຫຼື ໂທຕາມເບີທີ່ຢູ່ເທິງບັດໄອດີສະມາຊິກຂອງທ່ານ. (Lao)

Doo bilagáana bizaad bee yánilti'góó dóó nááná la' saad bee yánilti'go, ata' hane' t'áá jíik'e bee níká i'doolwoł kodéé'. Béesh nitsékeesi bee ná'idikid bá haz'ánigi, website, ąą'ádíililgo díníil'įł éi doodago béesh bee hane' bee nihich'į' hodíilnih ei bee nééhozin, identification card, biniyé neiyítánigíí bikáá'. (Navajo)

Wann du en Schprooch anners as Englisch schwetzscht, Schprooch Hilfe mitaus Koscht iss meeglich. Bsuch unsere Website odder ruf die Nummer uff dei Member Identification Kaard uff. (Pennsylvania Dutch)

اگر به زبان دیگری بجز انگلیسی گفتگو می کنید، کمک زبانی رایگان فراهم می باشد. به وبسایت ما مراجعه نمایید و یا به شماره تلفن پشت کارت عضویت خود تلفن کنید. (Farsi)

ਜੇ ਤੁਸੀਂ ਅੰਗ੍ਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਕੋਈ ਹੋਰ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਮੁਫਤ ਭਾਸ਼ਾ ਸਬੰਧੀ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਸਾਡੀ ਵੈੱਬਸਾਈਟ 'ਤੇ ਜਾਓ ਜਾਂ ਆਪਣੇ ਮੈਂਬਰ ਪਛਾਣ ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਕਾਲ ਕਰੋ। (Punjabi)

Dacă vorbiți o altă limbă decât engleza, aveți la dispoziție servicii gratuite de asistență lingvistică. Vizitați site-ul nostru sau sunați la numărul de telefon de pe cartela de identificare a membrului. (Romanian)

[illegible]

หากคุณพูดภาษาอื่นนอกเหนือจากภาษาอังกฤษ สามารถขอรับบริการช่วยเหลือด้านภาษาได้ฟรี เข้าไปที่เว็บไซต์ของเรา

หรือโทรศัพท์หมายเลขโทรศัพท์ที่แสดงไว้บนบัตรประจำตัวสมาชิกของคุณ (Thai)

Якщо ви не говорите англійською, до ваших послуг безкоштовна служба мовної підтримки. Відвідайте наш веб-сайт або зателефонуйте за номером телефону, що вказаний на вашій членській картці.  
(Ukrainian)

اگر آپ انگریزی کے علاوہ دوسری زبان بولتے ہیں تو، زبان سے متعلق مدد کی مفت خدمات دستیاب ہیں۔ ہماری ویب سائٹ ملاحظہ کریں یا اپنے ممبر کے شناختی کارڈ پر درج فون نمبر پر کال کریں۔ (Urdu)

אויב איר רעדט א שפראך איסער ענגליש, זענען שפראך הילף סערוויסעס אוועילעבל. באזוכט אונזער וועבזייטל אדער רופט דעם טעלעפאן נומער אויף אייער מעמבער אידענטיפיקאציע קארטל. (Yiddish)



This formulary was updated on 10/01/2018. For more recent information or other questions, please contact Aetna Medicare Member Services at **1-800-594-9390** or for **TTY users: 711**, 8 a.m. to 6 p.m. local time, Monday through Friday, or visit **<https://www.AetnaRetireePlans.com>**, choose “Manage your prescription drugs”.



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