

Aetna MedicareSM Plan (PPO) offered by Aetna Life Insurance Company

Annual Notice of Changes for 2021

You are currently enrolled as a member of Aetna Medicare Plan (PPO). Next year, there will be some changes to the plan's costs and benefits. *This booklet tells about the changes.*

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 2021 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 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, including specialists you see regularly, 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?
 - How do your total plan costs compare to other Medicare coverage options?
- Think about whether you are happy with our plan.

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 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 plan 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 www.medicare.gov/plan-compare website.
 - Review the list in the back of your Medicare & You handbook.
 - Look in Section 2.2 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 2.2 to learn more about your choices.

4. ENROLL: To change plans, call your plan benefits administrator for information

Additional Resources

- This document is available for free in Spanish.
- Please contact our Member Services at the telephone number on your member ID card or call our general Member Services at 1-888-267-2637 for additional information. (TTY users should call 711). Hours are 8 a.m. to 9 p.m. ET, Monday through Friday.
- This document may be made available in other formats such as braille, large print or other alternate formats. Please contact Member Services for more information.
- Out-of-network/non-contracted providers are under no obligation to treat Aetna members, except in emergency situations. Please call our Member Services 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 www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information.

About Aetna Medicare Plan (PPO)

- Aetna Medicare is a HMO, PPO plan with a Medicare contract. Our SNPs also have contracts with State Medicaid programs. 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 2021

The table below compares the 2020 costs and 2021 costs for Aetna Medicare Plan (PPO) in several important areas. **Please note this is only a summary of changes.** A copy of the *Evidence of Coverage* is located on our website at www.AetnaRetireePlans.com. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

Cost	2020 (this year)	2021 (next year)
Deductible	In-network: \$300	In-network: \$300
	Combined in-network and out-of-network deductible: \$300	Combined in-network and out-of-network deductible: \$300
Maximum out-of-pocket amounts This is the <u>most</u> you will pay out-of-pocket for your covered services. (See Section 1.2 for details.)	From network providers: \$3,400	From network providers: \$3,400
	From network and out-of-network providers combined: \$3,400	From network and out-of-network providers combined: \$3,400
Doctor office visits	<u>In-network:</u>	<u>In-network:</u>
	Primary care visits: \$5 copay per visit.	Primary care visits: \$5 copay per visit.
	Specialist visits: \$25 copay per visit.	Specialist visits: \$25 copay per visit.
	<u>Out-of-network:</u>	<u>Out-of-network:</u>
	Primary care visits: 20% of the total cost per visit.	Primary care visits: 20% of the total cost per visit.
	Specialist visits: 20% of the total cost per visit.	Specialist visits: 20% of the total cost per visit.

Cost	2020 (this year)	2021 (next year)
<p>Inpatient hospital stays 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><u>In-network:</u> \$0 per stay</p> <p><u>Out-of-network:</u> 20% per stay</p>	<p><u>In-network:</u> \$0 per stay</p> <p><u>Out-of-network:</u> 20% per stay</p>
<p>Part D prescription drug coverage (See Section 1.6 for details.)</p>	<p>Deductible: No Deductible</p> <p>Cost sharing during the Initial Coverage Stage: Generic: You pay \$10</p> <p>Preferred Brand: You pay \$30</p> <p>Non-Preferred Brand: You pay \$45</p>	<p>Deductible: No Deductible</p> <p>Cost sharing during the Initial Coverage Stage: Generic: You pay \$10</p> <p>Preferred Brand: You pay \$30</p> <p>Non-Preferred Brand: You pay \$45</p> <p>Specialty: You pay \$75</p>

Annual Notice of Changes for 2021

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SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 – Changes to the Monthly Premium

Your coverage is provided through a contract with your former employer/union/trust. 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 an annual coupon book detailing your premium amount.

You must also continue to pay your Medicare Part B premium.

- 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. Please see Section 5 regarding “Extra Help” from Medicare.

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	2020 (this year)	2021 (next year)
<p>In-network maximum out-of-pocket amount</p> <p>Your costs for covered medical services (such as copays and deductibles, if applicable) from network providers count toward your in-network 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.</p>	<p>\$3,400</p>	<p>\$3,400</p> <p>Once you have paid \$3,400 out-of-pocket for covered services, you will pay nothing for your covered services from network providers for the rest of the calendar year.</p>

Cost	2020 (this year)	2021 (next year)
<p>Combined maximum out-of-pocket amount</p> <p>Your costs for covered medical services (such as copays 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) does not count toward your maximum out-of-pocket amount.</p>	<p>\$3,400</p>	<p style="text-align: center;">\$3,400</p> <p>Once you have paid \$3,400 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.</p>

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 www.AetnaRetireePlans.com. You may also call Member Services for updated provider information or to ask us to mail you a *Provider Directory*. **Please review the 2021 *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, we must 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 your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider to manage 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 2021 Pharmacy Directory to see which pharmacies are in our network.** Our network includes pharmacies with preferred cost sharing, which may offer you lower cost sharing than the standard cost sharing offered by network pharmacies for some drugs. Page 1 of the *Prescription Drug Schedule of Cost Sharing* lists the name of your network and whether or not the network includes pharmacies with preferred cost sharing. Please refer to this network name when looking for 2021 network pharmacies. The *Prescription Drug Schedule of Cost Sharing* is enclosed in this packet.

An updated *Pharmacy Directory* is located on our website at www.AetnaRetireePlans.com. You may also call Member Services for updated pharmacy information or to ask us to mail you a *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 2021 *Schedule of Cost Sharing* included in this package.

Cost	2020 (this year)	2021 (next year)
Diagnostic colonoscopies, including services provided at ambulatory surgical centers	In-Network: You pay a \$50 copay if a polyp is found or biopsy is performed during a covered screening colonoscopy.	In-Network: You pay a \$0 copay if a polyp is found or biopsy is performed during a covered screening colonoscopy.

Cost	2020 (this year)	2021 (next year)
Diagnostic colonoscopies, including services provided at outpatient hospital facilities	In-Network: You pay a \$50 copay if a polyp is found or biopsy is performed during a covered screening colonoscopy.	In-Network: You pay a \$0 copay if a polyp is found or biopsy is performed during a covered screening colonoscopy.
Diagnostic mammograms	In-Network: You pay a \$5 copay for each Medicare-covered service.	In-Network: There is no coinsurance, copayment, or deductible for diagnostic mammograms.
Health and wellness programs - telemonitoring	Telemonitoring benefit is <u>not</u> covered.	Covered
Hearing aid reimbursement	\$1,000 once every 36 months	\$2,000 once every 36 months
Help during a COVID-19 public health emergency	During the COVID-19 public health emergency, we offered temporarily expanded coverage, including broad coverage of telehealth services, zero dollar telehealth visits, PCP visits, and inpatient COVID testing.	If a COVID-19 public health emergency is in effect, members have additional coverage to help ensure care continuity and provide care in the home when appropriate. If a declaration is in effect, please reach out to Member Services at the number on the back of your ID card for more information.
Other health care professional services	In-Network: You pay a \$0 copay for an in-home assessment.	In-Network: You pay a \$0 copay for an in-home assessment or a virtual assessment.
Telehealth additional services - primary care physician (PCP)	In-Network: Telehealth services are <u>not</u> covered.	In-Network: You pay a \$5 copay for each primary care physician service.
Telehealth additional services - primary care physician (PCP)	Out-of-Network: Telehealth services are <u>not</u> covered.	Out-of-Network: You pay 20% of the total cost for each primary care physician service.
Telehealth additional services - mental health (individual sessions)	In-Network: Telehealth services are <u>not</u> covered.	In-Network: You pay a \$0 copay for each mental health service (individual sessions).

Cost	2020 (this year)	2021 (next year)
Telehealth additional services - mental health (individual sessions)	Out-of-Network: Telehealth services are <u>not</u> covered.	Out-of-Network: You pay 20% of the total cost for each mental health service (individual sessions).
Telehealth additional services - mental health (group sessions)	In-Network: Telehealth services are <u>not</u> covered.	In-Network: You pay a \$0 copay for each mental health service (group sessions).
Telehealth additional services - mental health (group sessions)	Out-of-Network: Telehealth services are <u>not</u> covered.	Out-of-Network: You pay 20% of the total cost for each mental health service (group sessions).
Telehealth additional services - psychiatric (individual sessions)	In-Network: Telehealth services are <u>not</u> covered.	In-Network: You pay a \$0 copay for each psychiatric service (individual sessions).
Telehealth additional services - psychiatric (individual sessions)	Out-of-Network: Telehealth services are <u>not</u> covered.	Out-of-Network: You pay 20% of the total cost for each psychiatric service (individual sessions).
Telehealth additional services - psychiatric (group sessions)	In-Network: Telehealth services are <u>not</u> covered.	In-Network: You pay a \$0 copay for each psychiatric service (group sessions).
Telehealth additional services - psychiatric (group sessions)	Out-of-Network: Telehealth services are <u>not</u> covered.	Out-of-Network: You pay 20% of the total cost for each psychiatric service (group sessions).
Telehealth additional services - urgent care	In-Network: Telehealth services are <u>not</u> covered.	In-Network: You pay a \$20 copay for each urgently needed service.
Telehealth additional services - urgent care	Out-of-Network: Telehealth services are <u>not</u> covered.	Out-of-Network: You pay a \$20 copay for each urgently needed service.

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 provided electronically.

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.
 - 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 Member Services.
- **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 are required to cover a temporary supply of a non-formulary drug in the first 90 days of the plan year or the first 90 days of membership to avoid a gap in therapy. To learn more about when you can get a temporary supply and how to ask for one, see Chapter 5, Section 5.2 of the *Evidence of Coverage*. During the time when you are getting a temporary supply of a drug, you should talk with your doctor 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. Meanwhile, you and your doctor will need to decide what to do before your temporary supply of the drug runs out.

- **Perhaps you can find a different drug** covered by the plan that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your doctor to find a covered drug that might work for you.
- You 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* which is located on our website at www.AetnaRetireePlans.com. Look for Chapter 9, Section 6 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Transition applies to all Part D prescription medications not included on the formulary, or that are on our formulary but with a restriction, such as prior authorization or step therapy. A transition supply will be provided to you at the point-of-sale with exceptions where certain drugs require coverage determination whether it should be covered under Medicare Part B or Part D benefit. In such case, it

might require your doctor or pharmacy to provide additional information; therefore, the issue may not be resolved at point-of-sale.

- If you are a currently enrolled member who does not request an exception before January 1, 2021, and your current Part D eligible drug therapy coverage is negatively impacted by a formulary change, we will cover up to a 30-day temporary supply of the drug starting on January 1st.
- 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 action on working with your doctor to find appropriate alternatives or to file your exception requests before January 1st. 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* which is located on our website at www.AetnaRetireePlans.com. Look for Chapter 9 of the *Evidence of Coverage (What to do if you have a problem or complaint)*.

Most of the changes in the Drug List are new for the beginning of each year. However, during the year, we might make other changes that are allowed by Medicare rules.

When we make these changes to the Drug List during the year, you can still work with your doctor (or other prescriber) and ask us to make an exception to cover the drug. We will also continue to update our online Drug List as scheduled and provide other required information to reflect drug changes. (To learn more about changes we may make to the Drug List, see Chapter 5, Section 6 of the *Evidence of Coverage*.)

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, 2020, please call Member Services and ask for the “LIS Rider.”

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 in the enclosed *Prescription Drug Schedule of Cost Sharing*.)

Changes to the Deductible Stage

Stage	2020 (this year)	2021 (next year)
Stage 1: Yearly Deductible Stage	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 may be changing from copayment to coinsurance or coinsurance to copayment. Please see the following chart for the changes from 2020 to 2021.

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	2020 (this year)	2021 (next year)
<p>Stage 2: Initial Coverage Stage</p> <p>During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost.</p> <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 or preferred cost sharing. For information about the costs for a long-term supply or for mail-order prescriptions, look in the <i>2021 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>Your cost for a one-month supply filled at a network pharmacy:</p> <p>Standard cost sharing Generic: You pay \$10</p> <p>Preferred Brand: You pay \$30</p> <p>Non-Preferred Brand: You pay \$45</p> <p>Once your total drug costs have reached \$4,020, you will move to the next stage (the Coverage Gap Stage).</p>	<p>Your cost for a one-month supply filled at a network pharmacy:</p> <p>Standard cost sharing Generic: You pay \$10</p> <p>Preferred Brand: You pay \$30</p> <p>Non-Preferred Brand: You pay \$45</p> <p>Specialty: You pay \$75</p> <p>Preferred cost sharing Generic: You pay \$9</p> <p>Preferred Brand: You pay \$30</p> <p>Non-Preferred Brand: You pay \$45</p> <p>Specialty: You pay \$75</p> <p>Once your total drug costs have reached \$4,130, 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 *2021 Prescription Drug Schedule of Cost Sharing* included in this packet.

SECTION 2 Deciding Which Plan to Choose

Section 2.1 – If you want to stay in Aetna Medicare Plan (PPO)

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

Section 2.2 – 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 timely. 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.
- – *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. If you do not enroll in a Medicare drug plan, please see Section 1.1 regarding a potential Part D late enrollment penalty.

It is important that you carefully consider your decision before changing your 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 your plan benefits administrator for information.

To learn more about Original Medicare and the different types of Medicare plans, read *Medicare & You 2021*, call your State Health Insurance Assistance Program (see Section 4), or call Medicare (see Section 6.2).

You can also find information about plans in your area by using the Medicare Plan Finder on the Medicare website. Go to www.medicare.gov/plan-compare. **Here, you can find information about costs, coverage, and quality ratings for Medicare plans.**

Step 2: Change your coverage

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from Aetna Medicare Plan (PPO).
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Aetna Medicare Plan (PPO).
- To **change to Original Medicare without a prescription drug plan**, you must either:
 - Send us a written request to disenroll. Contact Member Services if you need more information on how to do this (phone numbers are in Section 6.1 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 3 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 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 at any time during the year.

It is important that you carefully consider your decision before changing your 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 your plan benefits administrator for information.

SECTION 4 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 5 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 am and 7 pm, 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. 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 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 6 Questions?

Section 6.1 – Getting Help from Aetna Medicare Plan (PPO)

Questions? We're here to help. Please call Member Services at the telephone number on your member ID card or call our general Member Services at 1-888-267-2637. (TTY only, call 711). We are available for phone calls 8 a.m. to 9 p.m. ET, Monday through Friday. Calls to these numbers are free.

Read your 2021 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 2021. For details, look in the 2021 *Evidence of Coverage* and the *Schedule of Cost Sharing* for Aetna Medicare Plan (PPO). 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 located on our website at www.AetnaRetireePlans.com. 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 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).

Section 6.2 – Getting Help from Medicare

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 (www.medicare.gov). It has information about cost, coverage, and quality ratings to help you compare Medicare health plans. You can find 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 www.medicare.gov/plan-compare).

Read *Medicare & You 2021*

You can read the *Medicare & You 2021* 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 (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.

See the 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 formulary, provider and/or pharmacy network may change at any time. You will receive notice when necessary.

Aetna Medicare's pharmacy network includes limited lower cost, preferred pharmacies in: Rural Nebraska, Rural Kansas, Suburban West Virginia, Rural Maine, Suburban Arizona, Rural Michigan, Urban Michigan. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including whether there are any lower-cost preferred pharmacies in your area, please call the number on your ID card (TTY: 711) or consult the online pharmacy directory at www.AetnaRetireePlans.com.

Members who get "Extra Help" are not required to fill prescriptions at preferred network pharmacies in order to get Low Income Subsidy (LIS) copays.

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex and does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you speak a language other than English, free language assistance services are available. Visit our website at or call the phone number listed in this material.

In addition, your health plan provides auxiliary aids and services, free of charge, when necessary to ensure that people with disabilities have an equal opportunity to communicate effectively with us. Your health plan also provides language assistance services, free of charge, for people with limited English proficiency. If you need these services, call Customer Care at the phone number on your benefit ID 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 at https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf.

ESPAÑOL (SPANISH): 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 este documento.

繁體中文 (CHINESE): 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本文件中所列的電話號碼。

Aetna Life Insurance Company

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

Group Agreement Effective Date: **01/01/2021**

Group/Account Number: **457441**

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)*.) If you have questions, please call Member Services at the telephone number listed on your member ID card.


Annual Deductible	FOR SERVICES RECEIVED IN-NETWORK	FOR SERVICES RECEIVED IN-NETWORK & OUT-OF- NETWORK COMBINED
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.	<p>\$300</p> <p>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</p>	<p>\$300</p> <p>Out-of-network: Deductible waived for Preventive Services, Emergency Room Visits, Emergency Ambulance, Urgent Care, and applicable Riders and Temporomandibular Joint Dysfunction</p>
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).	<p>Maximum out-of-pocket amount for in-network services:</p> <p>\$3,400</p>	<p>Combined maximum out-of-pocket amount for in- <u>and</u> out-of-network services:</p> <p>\$3,400</p>

Important information regarding the services listed below in the Schedule of Cost Sharing:



If you receive services from:	If your plan services include:	You will pay:
A primary care physician (PCP): <ul style="list-style-type: none"> • Family Practitioner • Pediatrician • Internal Medicine • General Practitioner And get more than one covered service during the single visit:	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.
An outpatient facility, specialist or doctor who is not a PCP 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.



Medical Benefits Chart



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


Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services In-network	What you must pay (after any deductible listed on page 1) when you get these services Out-of-network
<p> Abdominal aortic aneurysm screening</p> <p>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.</p>	<p>There is no coinsurance, copayment, or deductible for members eligible for this preventive screening.</p>	<p>You pay 20% of the total cost for members eligible for this preventive screening.</p>
<p>Acupuncture for chronic low back pain</p> <p>Covered services include:</p> <p>Up to 12 visits in 90 days are covered for Medicare beneficiaries under the following circumstances:</p> <p>For the purpose of this benefit, chronic low back pain is defined as:</p> <ul style="list-style-type: none"> • Lasting 12 weeks or longer; • nonspecific, in that it has no identifiable systemic cause (i.e., not associated with metastatic, inflammatory, infectious, etc. disease); • not associated with surgery; and • not associated with pregnancy. <p>An additional eight sessions will be covered for those patients demonstrating an improvement. No more than 20 acupuncture treatments may be administered annually.</p> <p>Treatment must be discontinued if the patient is not improving or is regressing.</p>	<p>You pay a \$25 copay for each Medicare-covered acupuncture visit.</p>	<p>You pay 20% of the total cost for each Medicare-covered acupuncture visit.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p>Ambulance services</p> <ul style="list-style-type: none"> 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 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 <p>Prior authorization rules may apply for non-emergency transportation services received in-network. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of non-emergency transportation services when provided by an out-of-network provider.</p>	<p>You pay a \$25 copay for each Medicare-covered one-way trip.</p>	<p>You pay a \$25 copay for each Medicare-covered one-way trip.</p>
<p>Annual routine physical</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 non-Medicare benefit is in addition to the</p>	<p>You pay a \$0 copay for the exam.</p>	<p>You pay 20% of the total cost of the exam.</p>



<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p>Medicare-covered annual wellness visit and the “Welcome to Medicare” preventive visit. You may schedule your annual routine physical once per calendar year.</p> <p>Preventive labs, screenings, and/or diagnostic tests received during this visit are subject to your lab and diagnostic test coverage. Please see “Outpatient diagnostic tests and therapeutic services and supplies” for more information.</p>		
<p> Annual wellness visit</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>Note: 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>You pay 20% of the total cost for the annual wellness visit.</p>
<p> Bone mass measurement</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>You pay 20% of the total cost for Medicare-covered bone mass measurement.</p>


<p>Services that are covered for you</p>		<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
	<p>Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39 • One screening mammogram every 12 months for women age 40 and older • Clinical breast exams once every 24 months 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p> <p>There is no coinsurance, copayment, or deductible for diagnostic mammograms.</p>	<p>You pay 20% of the total cost for covered screening mammograms.</p> <p>You pay 20% of the total cost for each diagnostic mammogram.</p>
	<p>Cardiac rehabilitation services</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>You pay a \$20 copay for each Medicare-covered cardiac rehabilitation visit.</p>	<p>You pay 20% of the total cost for each Medicare-covered cardiac rehabilitation visit.</p>
	<p>Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</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>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>	<p>You pay 20% of the total cost for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>

Services that are covered for you		What you must pay (after any deductible listed on page 1) when you get these services In-network	What you must pay (after any deductible listed on page 1) when you get these services Out-of-network
	<p>Cardiovascular disease testing</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>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every 5 years.</p>	<p>You pay 20% of the total cost for cardiovascular disease testing that is covered once every 5 years.</p>
	<p>Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months • If you are at high risk of cervical or vaginal cancer or you are of childbearing age and have had an abnormal Pap test within the past 3 years: one Pap test every 12 months 	<p>There is no coinsurance, copayment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>	<p>You pay 20% of the total cost for Medicare-covered preventive Pap and pelvic exams.</p>
	<p>Chiropractic services</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • We cover manual manipulation of the spine to correct subluxation <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>You pay a \$20 copay for each Medicare-covered visit.</p>	<p>You pay 20% of the total cost for each Medicare-covered visit.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>Chiropractic services-additional (non-Medicare covered)</p> <p>In addition to the chiropractic service described above, we cover additional services you receive from a licensed chiropractor.</p> <p>We cover unlimited visits each calendar year with a licensed chiropractor for additional services.</p>	<p>You pay a \$20 copay for each visit.</p>	<p>You pay a \$20 copay for each visit.</p>
<p> Colorectal cancer screening</p> <p>For people 50 and older, the following are covered:</p> <ul style="list-style-type: none"> • Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months <p>One of the following every 12 months:</p> <ul style="list-style-type: none"> • Guaiac-based fecal occult blood test (gFOBT) • Fecal immunochemical test (FIT) <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"> • Screening colonoscopy (or screening barium enema as an alternative) every 24 months <p>For people not at high risk of colorectal cancer, we cover:</p> <ul style="list-style-type: none"> • Screening colonoscopy every 10 years (120 months), but not within 48 months of a screening sigmoidoscopy 	<p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p> <p>If a polyp is removed or a biopsy is performed during a Medicare-covered screening colonoscopy, the polyp removal and associated pathology, will be covered at \$0 copay as these procedures were during a preventive service.</p> <p>If you have had polyps removed during a previous colonoscopy or have a prior history of colon cancer, ongoing colonoscopies</p>	<p>You pay 20% of the total cost for a Medicare-covered colorectal cancer screening exam.</p> <p>If a polyp is removed or a biopsy is performed during a Medicare-covered screening colonoscopy, the polyp removal and associated pathology will be covered subject to the outpatient surgery cost-sharing.</p> <p>If you have had polyps removed during a previous colonoscopy or have a prior history of colon cancer, ongoing colonoscopies are considered diagnostic, are not considered preventive screenings, and are</p>


<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
	<p>are considered diagnostic, are not considered preventive screenings, and are subject to the outpatient surgery cost-sharing.</p> <p>(See “Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers” for more information.)</p>	<p>subject to the outpatient surgery cost-sharing.</p> <p>(See “Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers” for more information.)</p>
<p>Compression stockings</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>You pay a \$0 copay per pair.</p>	<p>You pay 20% of the total cost per pair.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p>Dental services</p> <p>In general, preventive dental services (such as cleaning, routine dental exams, and dental x-rays) are not covered by Original Medicare.</p> <p>Medicare-covered services include:</p> <ul style="list-style-type: none"> • 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>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>You pay a \$25 copay for each Medicare-covered (non-routine) dental care service.</p>	<p>You pay 20% of the total cost for each Medicare-covered (non-routine) dental care service.</p>
<p> Depression screening</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/or referrals.</p>	<p>There is no coinsurance, copayment, or deductible for an annual depression screening visit.</p>	<p>You pay 20% of the total cost for an annual depression screening visit.</p>
<p> Diabetes screening</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</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered diabetes screening tests.</p>	<p>You pay 20% of the total cost for the Medicare-covered diabetes screening tests.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>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> Diabetes self-management training, diabetic services and supplies</p> <p>For all people who have diabetes (insulin and non-insulin users). Covered services include:</p> <ul style="list-style-type: none"> Supplies to monitor your blood glucose: Blood glucose monitor, blood glucose test strips, lancet devices and lancets, and glucose-control solutions for checking the accuracy of test strips and monitors. 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. Diabetes self-management training is covered under certain conditions. Urine Test Strips <p>Prior authorization rules may apply. Your network provider is responsible for requesting prior authorization.</p>	<p>You pay a \$0 copay for each Medicare-covered diabetic service or supply.</p> <p>You pay a \$0 copay for each pair of Medicare-covered diabetic shoes/inserts.</p> <p>\$0 copay for members eligible for the Medicare-covered diabetes self-management training preventive benefit.</p> <p>You pay a \$0 copay for urine test strips.</p>	<p>You pay 20% of the total cost for each Medicare-covered diabetic service or supply.</p> <p>You pay 20% of the total cost for each pair of Medicare-covered diabetic shoes/inserts.</p> <p>You pay 20% of the total cost for members eligible for the Medicare-covered diabetes self-management training preventive benefit.</p> <p>You pay 20% of the total cost for urine test strips.</p>


Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services In-network	What you must pay (after any deductible listed on page 1) when you get these services Out-of-network
<p>Durable medical equipment (DME) and related supplies</p> <p>(For a definition of “durable medical equipment,” see the final chapter (“Definitions of important words”) of the <i>Evidence of Coverage</i>.)</p> <p>Covered items include, but are not limited to: wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, and walkers.</p> <p>We cover all medically necessary DME covered by Original Medicare. If our supplier in your area does not carry a particular brand or manufacturer, you may ask them if they can special order it for you. The most recent list of suppliers is available on our website at www.AetnaRetireePlans.com.</p> <p>In addition, your plan also covers foot orthotics.</p> <p>In addition, your plan also covers wigs for hair loss due to chemotherapy.</p> <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>You pay a \$0 copay for each Medicare-covered item.</p> <p>You pay a \$0 copay for foot orthotics.</p> <p>Wigs: \$0</p>	<p>You pay 20% of the total cost for each Medicare-covered item.</p> <p>You pay 20% of the total cost for foot orthotics.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>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.</p> <p>Cost sharing for necessary emergency services furnished out-of-network is the same as for such services furnished in-network.</p> <p>This coverage is available worldwide (i.e., outside of the United States).</p>	<p>You pay a \$75 copay for each Medicare-covered emergency room visit.</p> <p>If you are immediately admitted to the hospital, your cost sharing amount for the emergency room visit will be waived.</p> <p>If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must move to an network hospital in order to pay the in-network cost-sharing amount for the part of your stay after you are stabilized. If you stay at the out-of-network hospital, your stay will be covered but you will pay the out-of-network cost-sharing amount for the part of your stay after you are stabilized.</p>	<p>You pay a \$75 copay for each Medicare-covered emergency room visit.</p> <p>If you are immediately admitted to the hospital, your cost sharing amount for the emergency room visit will be waived.</p> <p>If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must move to an network hospital in order to pay the in-network cost-sharing amount for the part of your stay after you are stabilized. If you stay at the out-of-network hospital, your stay will be covered but you will pay the out-of-network cost-sharing amount for the part of your stay after you are stabilized.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p> Health and wellness education programs</p> <ul style="list-style-type: none"> <p>Fitness Benefit You are covered for a basic membership to a SilverSneakers® participating fitness facility. At-home fitness kits and online classes are also available for members that do not reside near a participating club or prefer to exercise at home. Members may order one fitness kit per year.</p> <p>24-Hour Nurse Line Talk to a registered nurse 24 hours a day, 7 days a week. Get answers about medical tests, procedures and treatment options.</p> <p>Resources for LivingSM 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.</p> 	<p>SilverSneakers® Fitness Program is included in your plan. There is no coinsurance, copayment, or deductible for this service. We're here to help and give you more information.</p> <ul style="list-style-type: none"> Call us at 1-888-423-4632. (For TTY/TDD assistance please dial 711.) Visit www.silversneakers.com to find a participating location near you. <p>Included in your plan. There is no coinsurance, copayment, or deductible for the 24-Hour Nurse Line service.</p> <p>Call us at 1-800-556-1555.(For TTY/TDD assistance please dial 711.)</p> <p>Included in your plan. There is no coinsurance, copayment, or deductible for this service.</p> <p>Call Resources for Living at 1-866-370-4842.</p>	


<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<ul style="list-style-type: none"> <p>• Telemonitoring If you are diagnosed with CHF and meet additional clinical criteria, such as a recent CHF related hospital stay, you may be eligible to participate in a program to help manage your CHF. Eligible members will be contacted by an Aetna care team member.</p> <p>Eligible members who agree to participate in the remote monitoring program and adhere to the care management requirements will receive telemonitoring equipment. This will help to monitor your weight and blood pressure on a regular basis. Your Aetna care team will receive this information to help you and your doctor manage your CHF.</p> <p>• Written health education materials Written health education materials, such as plan issued newsletters and websites, and information on community resources.</p> 	<p>Included in your plan.</p> <p>Included in your plan.</p>	
<p>Hearing services 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.</p> <ul style="list-style-type: none"> <p>• Our plan covers one non-Medicare covered hearing exam every 12 months</p> 	<p>You pay a \$25 copay for each Medicare-covered hearing and balance evaluation.</p> <p>You pay a \$0 copay for the non-Medicare covered hearing exam.</p>	<p>You pay 20% of the total cost for each Medicare-covered hearing and balance evaluation</p> <p>You pay 20% of the total cost for the non-Medicare covered hearing exam.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<ul style="list-style-type: none"> Hearing aid reimbursement <p>You may see any licensed hearing provider who accepts Medicare patients in the U.S. and has not opted out of Original Medicare. You pay the provider for services and submit an itemized billing statement showing proof of payment to our plan. You must submit your documentation within 365 days from the date of service to be eligible for reimbursement. If approved, it can take up to 45 days for you to receive payment. If your request is incomplete, such as no itemization of services, or there is missing information, you will be notified by mail. You will then have to supply the missing information, which will delay the processing time.</p> <p>Notes: If you use a non-licensed provider you will not receive reimbursement. If you use a provider that has opted out of Medicare you will not receive reimbursement. You are responsible for any charges above the reimbursement amount.</p> <p>Amounts you pay for hearing aids do not count toward your annual maximum out-of-pocket amount.</p>	<p>Our plan will reimburse you up to \$2,000 once every 36 months towards the cost of hearing aids.</p>	

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p> HIV screening</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"> • One screening exam every 12 months <p>For women who are pregnant, we cover:</p> <ul style="list-style-type: none"> • Up to three screening exams during a pregnancy 	<p>There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered preventive HIV screening.</p>	<p>You pay 20% of the total cost for members eligible for Medicare-covered preventive HIV screening.</p>
<p>Home health agency care</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 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"> • 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) • Physical therapy, occupational therapy, and speech therapy • Medical and social services • Medical equipment and supplies <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-</p>	<p>You pay a \$0 copay for each Medicare-covered home health visit.</p> <p>You pay a \$0 copay for each Medicare-covered durable medical equipment item.</p>	<p>You pay 20% of the total cost for each Medicare-covered home health visit.</p> <p>You pay 20% of the total cost for each Medicare-covered durable medical equipment item.</p>

Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services In-network	What you must pay (after any deductible listed on page 1) when you get these services Out-of-network
<p>authorization of the service when provided by an out-of-network provider.</p>		
<p>Home infusion therapy Home infusion therapy involves the intravenous or subcutaneous administration of drugs or biologicals to an individual at home. The components needed to perform home infusion include the drug (for example, antivirals, immune globulin), equipment (for example, a pump), and supplies (for example, tubing and catheters).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Professional services, including nursing services, furnished in accordance with the plan of care • Patient training and education not otherwise covered under the durable medical equipment benefit • Remote monitoring • Monitoring services for the provision of home infusion therapy and home infusion drugs furnished by a qualified home infusion therapy supplier 	<p>You pay a \$25 copay for Medicare-covered home infusion therapy professional services, training and education, and monitoring.</p> <p>Please note that home infusion drugs, pumps and devices provided during a home infusion therapy visit are covered separately under your “DME and related supplies” benefit.</p>	<p>You pay 20% of the total cost for Medicare-covered home infusion therapy professional services, training and education, and monitoring.</p> <p>Please note that home infusion drugs, pumps and devices provided during a home infusion therapy visit are covered separately under your “DME and related supplies” benefit.</p>
<p>Hospice care</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. Your</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>	<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>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p>hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Drugs for symptom control and pain relief • Short-term respite care • Home care <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 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> If you need non-emergency, non-urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan’s network:</p> <ul style="list-style-type: none"> • If you obtain the covered services from a network provider, you only pay the plan cost-sharing amount for in-network services • If you obtain the covered services from an out-of-network provider, you pay the plan cost sharing for out-of-network services <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</p>		

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>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>) of your <i>Evidence of Coverage</i>.</p> <p>Note: 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 (one time only) for a terminally ill person who hasn't elected the hospice benefit.</p>	<p>Hospice consultations are included as part of Inpatient Hospital Care. Physician service cost sharing may apply for outpatient consultations.</p>	<p>Hospice consultations are included as part of Inpatient Hospital Care. Physician service cost sharing may apply for outpatient consultations.</p>
<p> Immunizations</p> <p>Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine • Flu shots, once each flu season in the fall and winter, with additional flu shots if medically necessary • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B • Other vaccines if you are at risk and they meet Medicare Part B coverage rules <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>You pay a \$0 copay for other Medicare-covered Part B vaccines.</p> <p>You may have to pay an office visit cost-</p>	<p>\$0 copay for pneumonia, influenza, and Hepatitis B vaccines.</p> <p>You pay 20% of the total cost 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</p>


<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
	<p>share if you get other services at the same time that you get vaccinated.</p>	<p>time that you get vaccinated.</p>
<p>Inpatient hospital care</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"> • Semi-private room (or a private room if medically necessary) • Meals including special diets • Regular nursing services • Costs of special care units (such as intensive care or coronary care units) • Drugs and medications • Lab tests • X-rays and other radiology services • Necessary surgical and medical supplies • Use of appliances, such as wheelchairs • Operating and recovery room costs • Physical, occupational, and speech language therapy • Inpatient substance abuse services • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and 	<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>For Medicare-covered hospital stays, you pay:</p> <p>20% per stay</p> <p>Cost-sharing is charged for each inpatient stay.</p> <p>If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at a network hospital.</p>


<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p>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.</p> <ul style="list-style-type: none"> • Blood - including storage and administration. All components of blood are covered beginning with the first pint used. • Physician services <p>Note: 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</p>		

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>at www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf 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>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>		
<p>Inpatient mental health care</p> <ul style="list-style-type: none"> Covered services include mental health care services that require a hospital stay There is no limit to the number of days covered by our plan <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</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>For Medicare-covered hospital stays, you pay:</p> <p>20% per stay</p> <p>Cost-sharing is charged for each inpatient stay.</p>
<p>Inpatient stay: Covered services received in a hospital or SNF during a non-covered inpatient stay</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</p>	<p>You pay a \$5 copay for each Medicare-covered primary care doctor visit.</p> <p>You pay a \$25 copay for each Medicare-covered specialist visit.</p>	<p>You pay 20% of the total cost for each Medicare-covered primary care doctor visit.</p> <p>You pay 20% of the total cost for each Medicare-covered specialist visit.</p>


<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>skilled nursing facility (SNF). Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Physician services • Diagnostic tests (like lab tests) • X-ray, radium, and isotope therapy including technician materials and services • Surgical dressings • Splints, casts and other devices used to reduce fractures and dislocations • 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 • 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 • Physical therapy, speech therapy, and occupational therapy <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>You pay a \$0 copay for each Medicare-covered diagnostic procedure or test.</p> <p>You pay a \$0 copay for each Medicare-covered lab service.</p> <p>You pay a \$5 copay for each Medicare-covered X-ray.</p> <p>You pay a \$50 copay for each Medicare-covered diagnostic radiology and complex imaging service.</p> <p>You pay a \$0 copay for each Medicare-covered therapeutic radiology service.</p>	<p>You pay 20% of the total cost for each Medicare-covered diagnostic procedure or test.</p> <p>You pay 20% of the total cost for each Medicare-covered lab service.</p> <p>You pay 20% of the total cost for each Medicare-covered X-ray.</p> <p>You pay 20% of the total cost for each Medicare-covered diagnostic radiology and complex imaging service.</p> <p>You pay 20% of the total cost for each Medicare-covered therapeutic radiology service.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
	<p>You pay a \$5 copay for Medicare-covered medical supply items received from a PCP.</p> <p>You pay a \$25 copay for Medicare-covered medical supply items received from other providers.</p> <p>You pay a \$0 copay for each Medicare-covered prosthetic and orthotic item.</p> <p>You pay a \$0 copay for each Medicare-covered DME item.</p> <p>You pay a \$20 copay for each Medicare-covered physical, speech or occupational therapy visit.</p>	<p>You pay 20% of the total cost for Medicare-covered medical supply items.</p> <p>You pay 20% of the total cost for each Medicare-covered prosthetic and orthotic item.</p> <p>You pay 20% of the total cost for each Medicare-covered DME item.</p> <p>You pay 20% of the total cost for each Medicare-covered physical, speech or occupational therapy visit.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>Meals</p> <p>Benefit covers up to 14 home-delivered meals over a 7-day period.</p> <p>After discharge from an inpatient hospital stay to your home, you may be eligible to receive meals to help you recover from your injuries or manage your health conditions. To be covered, such meals must be ordered by a licensed health care provider or your Care Manager and may not be merely for convenience or comfort purposes. Meals will be delivered to your home.</p> <p>Note: Observation stays do not qualify you for this benefit.</p> <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization.</p>	<p>\$0 copay for meals. Covered up to 14 home-delivered meals provided after discharge home from an inpatient hospital stay.</p>	
<p> Medical nutrition therapy</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 2 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</p>	<p>There is no coinsurance, copayment, or deductible for members eligible for Medicare-covered medical nutrition therapy services.</p>	<p>You pay 20% of the total cost for Medicare-covered medical nutrition therapy services.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>renew their order yearly if your treatment is needed into the next calendar year.</p>		
<p> Medicare Diabetes Prevention Program (MDPP)</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>You pay 20% of the total cost for the Medicare-covered MDPP benefit.</p>
<p>Medicare Part B prescription drugs</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"> • 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 • Drugs you take using durable medical equipment (such as nebulizers) that were authorized by the plan • Clotting factors you give yourself by injection if you have hemophilia • Immunosuppressive drugs, if you were enrolled in Medicare at the time of the organ transplant • Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a 	<p>You pay a \$0 copay per prescription or refill.</p> <p>You pay a \$0 copay for each chemotherapy or infusion therapy Part B drug.</p> <p>You pay a \$25 copay for the administration of the chemotherapy drug as well as for infusion therapy.</p>	<p>You pay 20% of the total cost per prescription or refill.</p> <p>You pay 20% of the total cost per chemotherapy or infusion therapy Part B drug.</p> <p>You pay 20% of the total cost for the administration of the chemotherapy drug as well as for infusion therapy.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p>doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug</p> <ul style="list-style-type: none"> • Antigens • Certain oral anti-cancer drugs and anti-nausea drugs • 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) • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases <p>Part B drugs may be subject to step therapy requirements. The following link will take you to a list of Part B Drugs that may be subject to Step Therapy: aetna.com/partb-step.</p> <p>We also cover some vaccines under our Part B and Part D prescription drug benefit.</p> <p>Chapter 5 of the <i>Evidence of Coverage</i> 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 of the <i>Evidence of Coverage</i>.</p> <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>		

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p> Obesity screening and therapy to promote sustained weight loss</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>You pay 20% of the total cost for preventive obesity screening and therapy.</p>
<p>Opioid treatment program services</p> <p>Opioid use disorder treatment services are covered under Part B of Original Medicare. Members of our plan receive coverage for these services through our plan. Covered services include:</p> <ul style="list-style-type: none"> • FDA-approved opioid agonist and antagonist treatment medications and the dispensing and administration of such medications, if applicable • Substance use counseling • Individual and group therapy • Toxicology testing <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>You pay a \$0 copay for each Medicare-covered service.</p>	<p>You pay 20% of the total cost for each Medicare-covered service.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays • Radiation (radium and isotope) therapy including technician materials and supplies • Surgical supplies, such as dressings • Diagnostic radiology and complex imaging such as: MRI, MRA, PET scan • Splints, casts and other devices used to reduce fractures and dislocations • Laboratory tests • Blood - including storage and administration. All components of blood are covered beginning with the first pint used • Other outpatient diagnostic tests <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>Your cost-share is based on:</p> <ul style="list-style-type: none"> • the tests/services/ supplies you receive • the provider of the tests/services/supplies • the setting where the tests/services/supplies are performed <p>You pay a \$5 copay for each Medicare-covered X-ray.</p> <p>You pay a \$50 copay for each Medicare-covered diagnostic radiology and complex imaging service.</p> <p>You pay a \$0 copay for each Medicare-covered lab service.</p> <p>You pay a \$0 copay for each Medicare-covered diagnostic procedure or test.</p> <p>You pay a \$0 copay for each Medicare-covered therapeutic radiology service.</p>	<p>You pay 20% of the total cost for each Medicare-covered X-ray.</p> <p>You pay 20% of the total cost for each Medicare-covered diagnostic radiology and complex imaging service.</p> <p>You pay 20% of the total cost for each Medicare-covered lab service.</p> <p>You pay 20% of the total cost for each Medicare-covered diagnostic procedure or test.</p> <p>You pay 20% of the total cost for each Medicare-covered therapeutic radiology service.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
	<p>You pay a \$5 copay for Medicare-covered medical supply items received from a PCP.</p> <p>You pay a \$25 copay for Medicare-covered medical supply items received from other providers.</p>	<p>You pay 20% of the total cost for Medicare-covered medical supply items.</p>
<p>Outpatient hospital observation</p> <p>Observation services are hospital outpatient services given to determine if you need to be admitted as an inpatient or can be discharged.</p> <p>For outpatient hospital observation services to be covered, they must meet the Medicare criteria and be considered reasonable and necessary. Observation services are covered only when provided by the order of a physician or another individual authorized by state licensure law and hospital staff bylaws to admit patients to the hospital or order outpatient tests.</p> <p>Note: 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</p>	<p>Your cost share for Observation Care is based upon the Medicare-covered services you receive.</p>	<p>Your cost share for Observation Care is based upon the Medicare-covered services you receive.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>“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 www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf 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>Outpatient hospital services</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"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery • Laboratory and diagnostic tests billed by the hospital • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it • X-rays and other radiology services billed by the hospital • Medical supplies such as splints and casts • Certain drugs and biologicals that you can't give yourself 	<p>You pay a \$50 copay per facility visit.</p>	<p>You pay 20% of the total cost of the facility visit.</p>
	<p>Your cost-share is based on:</p> <ul style="list-style-type: none"> • the tests/services/ supplies you receive • the provider of the tests/services/supplies • the setting where the tests/services/supplies are performed 	
	<p>You pay a \$5 copay for each Medicare-covered primary care doctor visit.</p>	<p>You pay 20% of the total cost for each Medicare-covered primary care doctor visit.</p>
<p>You pay a \$25 copay for each Medicare-covered specialist visit.</p>	<p>You pay 20% of the total cost for each Medicare-covered specialist visit.</p>	

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p>Note: 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. 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 www.medicare.gov/sites/default/files/2018-09/11435-Are-You-an-Inpatient-or-Outpatient.pdf 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>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>You pay a \$0 copay for each Medicare-covered lab service.</p> <p>You pay a \$0 copay for each Medicare-covered diagnostic procedure and test.</p> <p>You pay a \$0 copay for each Medicare-covered mental health service (individual session).</p> <p>You pay a \$0 copay for each Medicare-covered mental health service (group session).</p> <p>You pay a \$5 copay for each Medicare-covered X-ray.</p> <p>You pay a \$50 copay for each Medicare-covered diagnostic radiology and complex imaging service.</p>	<p>You pay 20% of the total cost for each Medicare-covered lab service.</p> <p>You pay 20% of the total cost for each Medicare-covered diagnostic procedure and test.</p> <p>You pay 20% of the total cost for each Medicare-covered mental health service (individual session).</p> <p>You pay 20% of the total cost for each Medicare-covered mental health service (group session).</p> <p>You pay 20% of the total cost for each Medicare-covered X-ray.</p> <p>You pay 20% of the total cost for each Medicare-covered diagnostic radiology and complex imaging service.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
	<p>You pay a \$0 copay for each Medicare-covered therapeutic radiology service.</p> <p>You pay a \$0 copay for each Medicare-covered partial hospitalization visit.</p> <p>You pay a \$5 copay for Medicare-covered medical supply items received from a PCP.</p> <p>You pay a \$25 copay for Medicare-covered medical supply items received from other providers.</p> <p>You pay a \$0 copay per prescription or refill for certain drugs and biologicals that you can't give yourself.</p>	<p>You pay 20% of the total cost for each Medicare-covered therapeutic radiology service.</p> <p>You pay 20% of the total cost for each Medicare-covered partial hospitalization visit.</p> <p>You pay 20% of the total cost for Medicare-covered medical supply items.</p> <p>You pay 20% of the total cost per prescription or refill for certain drugs and biologicals that you can't give yourself.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
	<p>You pay a \$75 copay for each Medicare-covered emergency room visit.</p> <p>If you are immediately admitted to the hospital, your cost sharing amount for the emergency room visit will be waived.</p> <p>If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must move to a network hospital in order to pay the in-network cost-sharing amount for the part of your stay after you are stabilized. If you stay at the out-of-network hospital, your stay will be covered but you will pay the out-of-network cost-sharing amount for the part of your stay after you are stabilized.</p>	<p>You pay a \$75 copay for each Medicare-covered emergency room visit.</p> <p>If you are immediately admitted to the hospital, your cost sharing amount for the emergency room visit will be waived.</p> <p>If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must move to a network hospital in order to pay the in-network cost-sharing amount for the part of your stay after you are stabilized. If you stay at the out-of-network hospital, your stay will be covered but you will pay the out-of-network cost-sharing amount for the part of your stay after you are stabilized.</p>
<p>Outpatient mental health care Covered services include:</p>	<p>You pay a \$0 copay for each Medicare-</p>	<p>You pay 20% of the total cost for each</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</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>We also cover some telehealth visits with psychiatric and mental health professionals. See “Physician/Practitioner services, including doctor’s office visits” for information about telehealth outpatient mental health care.</p> <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>covered mental health service (individual session).</p> <p>You pay a \$0 copay for each Medicare-covered mental health service (group session).</p>	<p>Medicare-covered mental health service (individual session).</p> <p>You pay 20% of the total cost for each Medicare-covered mental health service (group session).</p>
<p>Outpatient rehabilitation services</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>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-</p>	<p>You pay a \$20 copay for each Medicare-covered outpatient rehabilitation service visit.</p>	<p>You pay 20% of the total cost for each Medicare-covered outpatient rehabilitation service visit.</p>


<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>authorization of the service when provided by an out-of-network provider.</p>		
<p>Outpatient substance abuse services</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"> • 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 • Brief interventions or advice focuses on increasing insight and awareness regarding substance use and motivation toward behavioral change <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>For each Medicare-covered outpatient substance abuse session, you pay \$0</p>	<p>For each Medicare-covered outpatient substance abuse session, you pay 20%</p>



<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers</p> <p>Note: 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>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>Your cost-share is based on:</p> <ul style="list-style-type: none"> • the tests/services/supplies you receive • the provider of the tests/services/supplies • the setting where the tests/services/supplies are performed. 	<p>You pay 20% of the total cost for each Medicare-covered outpatient hospital facility visit.</p> <p>You pay 20% of the total cost for each Medicare-covered ambulatory surgical center visit.</p>
<p>Partial hospitalization services</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>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>You pay a \$0 copay for each Medicare-covered visit.</p>	<p>You pay 20% of the total cost for each Medicare-covered visit.</p>


<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>Physician/Practitioner services, including doctor's office visits</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Medically-necessary medical care or surgery services furnished in a physician's office, certified ambulatory surgical center, hospital outpatient department, or any other location • Consultation, diagnosis, and treatment by a specialist • Basic hearing and balance exams performed by your specialist, if your doctor orders it to see if you need medical treatment • Certain telehealth services, including: <ul style="list-style-type: none"> ○ Primary care physician services ○ Mental health services (individual sessions) ○ Mental health services (group sessions) ○ Psychiatric services (individual sessions) ○ Psychiatric services (group sessions) ○ Urgently needed services ○ This coverage is in addition to the telehealth services described below. For more details on your additional telehealth coverage, please review the Aetna Medicare Telehealth Coverage Policy at AetnaMedicare.com/Telehealth. ○ You have the option of getting these services through an in-person visit or by telehealth. If you choose to get one of these services by 	<p>Your cost-share is based on:</p> <ul style="list-style-type: none"> • the tests/services/ supplies you receive • the provider of the tests/services/ supplies • the setting where the tests/services/ supplies are performed 	
	<p>You pay a \$5 copay for each Medicare-covered primary care doctor visit (including telehealth services, nationally contracted walk-in clinic services, and urgently needed services).</p>	<p>You pay 20% of the total cost for each Medicare-covered primary care doctor visit (including telehealth services and urgently needed services).</p>
	<p>You pay a \$25 copay for each Medicare-covered specialist visit (including surgery second opinion, telehealth services, and urgently needed services).</p>	<p>You pay 20% of the total cost for each Medicare-covered specialist visit (including surgery second opinion, telehealth services, and urgently needed services).</p>
	<p>You pay a \$25 copay for each Medicare-covered hearing and balance exam.</p>	<p>You pay 20% of the total cost for each Medicare-covered hearing and balance exam.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>telehealth, you must use a network provider who offers the service by telehealth.</p> <ul style="list-style-type: none"> ○ Members should contact their doctor for information on what telehealth services they offer and how to schedule a telehealth visit. Depending on location, members may also have the option to schedule a MinuteClinic Video Visit. Members can find out if these visits are available in their area at www.cvs.com/minuteclinic/virtual-care/video-visit. ● Some telehealth services including consultation, diagnosis, and treatment by a physician or practitioner, for patients in certain rural areas or other places approved by Medicare ● Telehealth services for monthly end-stage renal disease-related visits for home dialysis members in a hospital-based or critical access hospital-based renal dialysis center, renal dialysis facility, or the member’s home ● Telehealth services to diagnose, evaluate, or treat symptoms of a stroke ● Virtual check-ins (for example, by phone or video chat) with your doctor for 5-10 minutes if: <ul style="list-style-type: none"> ○ You’re not a new patient and ○ The check-in isn’t related to an office visit in the past 7 days and ○ The check-in doesn’t lead to an office visit within 24 hours or the soonest available appointment 	<p>Certain additional telehealth services, including those for:</p> <p>You pay a \$5 copay for each primary care physician service.</p> <p>You pay a \$0 copay for each mental health service (individual sessions).</p> <p>You pay a \$0 copay for each mental health service (group sessions).</p> <p>You pay a \$0 copay for each psychiatric service (individual sessions).</p> <p>You pay a \$0 copay for each psychiatric service (group sessions).</p> <p>You pay a \$20 copay for each urgently needed service.</p> <p>You pay a \$25 copay for each Medicare-covered (non-routine) dental care service.</p>	<p>Certain additional telehealth services, including those for:</p> <p>You pay 20% of the total cost for each primary care physician service.</p> <p>You pay 20% of the total cost for each mental health service (individual sessions).</p> <p>You pay 20% of the total cost for each mental health service (group sessions).</p> <p>You pay 20% of the total cost for each psychiatric service (individual sessions).</p> <p>You pay 20% of the total cost for each psychiatric service (group sessions).</p> <p>You pay a \$20 copay for each urgently needed service.</p> <p>You pay 20% of the total cost for each Medicare-covered (non-routine) dental care service.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<ul style="list-style-type: none"> • Evaluation of video and/or images you send to your doctor, and interpretation and follow-up by your doctor within 24 hours if: <ul style="list-style-type: none"> ○ You're not a new patient and ○ The evaluation isn't related to an office visit in the past 7 days and ○ The evaluation doesn't lead to an office visit within 24 hours or the soonest available appointment • Consultation your doctor has with other doctors by phone, internet, or electronic health record if you're not a new patient • Second opinion by another network provider prior to surgery • 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) • Allergy testing <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>You pay a \$0 copay for Medicare-covered allergy testing.</p>	<p>You pay a \$0 copay for Medicare-covered allergy testing.</p>


Services that are covered for you	What you must pay (after any deductible listed on page 1) when you get these services In-network	What you must pay (after any deductible listed on page 1) when you get these services Out-of-network
	<p>Podiatry services</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs) • Routine foot care for members with certain medical conditions affecting the lower limbs 	<p>You pay a \$25 copay for each Medicare-covered podiatry service.</p>
<p>Podiatry services-additional (non-Medicare covered)</p> <p>The reduction of nails, including mycotic nails and the removal of corns and calluses.</p>	<p>For each non-Medicare covered podiatry service, you pay \$20.</p>	<p>You pay 20% of the total cost for each non-Medicare covered podiatry service.</p>
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam • Prostate Specific Antigen (PSA) test 	<p>There is no coinsurance, copayment, or deductible for an annual PSA test.</p>	<p>You pay 20% of the total cost for an annual PSA test.</p>
<p>Prosthetic devices and related supplies</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>You pay a \$0 copay for each Medicare-covered item.</p>	<p>You pay 20% of the total cost for each Medicare-covered item.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>		
<p>Pulmonary rehabilitation services 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>You pay a \$20 copay for each Medicare-covered pulmonary rehabilitation visit.</p>	<p>You pay 20% of the total cost for each Medicare-covered pulmonary rehabilitation visit.</p>
<p> Screening and counseling to reduce alcohol misuse We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol, but aren't alcohol dependent. 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>	<p>You pay 20% of the total cost for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for lung cancer with low dose computed tomography (LDCT) For qualified individuals, a LDCT is covered every 12 months. Eligible members are: people aged 55 – 77 years who have no signs or symptoms of lung</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered counseling and shared</p>	<p>You pay 20% of the total cost for the Medicare-covered counseling and shared decision making visit or for the LDCT.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>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>decision making visit or for the LDCT.</p>	
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</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</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered screening for STIs and counseling for STIs preventive benefit.</p>	<p>You pay 20% of the total cost for the Medicare-covered screening for STIs and counseling for STIs preventive benefit.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a 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>		
<p>Services to treat kidney disease</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • 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 • Outpatient dialysis treatments (including dialysis treatments when temporarily out of the service area, as explained in Chapter 3 of the Evidence of Coverage) • Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care) • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments) • Home dialysis equipment and supplies • 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) <p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B Drugs,</p>	<p>You pay a \$0 copay for self-dialysis training and kidney disease education services.</p> <p>You pay a \$0 copay for in- and out-of area outpatient dialysis.</p> <p>See “Inpatient Hospital Care” for more information on Inpatient services</p> <p>You pay a \$0 copay for home dialysis equipment and supplies.</p> <p>You pay a \$0 copay for Medicare-covered home support services.</p>	<p>You pay 20% of the total cost for self-dialysis training and kidney disease education services.</p> <p>You pay a \$0 copay for in- and out-of area outpatient dialysis.</p> <p>See “Inpatient Hospital Care” for more information on Inpatient services</p> <p>You pay 20% of the total cost for home dialysis equipment and supplies.</p> <p>You pay 20% of the total cost for Medicare-covered home support services.</p>


<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>please go to the section, "Medicare Part B prescription drugs."</p> <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>		
<p>Skilled nursing facility (SNF) care</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"> • Semiprivate room (or a private room if medically necessary) • Meals, including special diets • Skilled nursing services • Physical therapy, occupational therapy, and speech therapy • 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.) • Blood - including storage and administration. All components of blood are covered beginning with the first pint used. 	<p>For Medicare-covered SNF stays, you pay: \$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>	<p>For Medicare-covered SNF stays, you pay: 20%</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>


<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<ul style="list-style-type: none"> • Medical and surgical supplies ordinarily provided by SNFs • Laboratory tests ordinarily provided by SNFs • X-rays and other radiology services ordinarily provided by SNFs • Use of appliances such as wheelchairs ordinarily provided by SNFs • Physician/Practitioner services <p>Generally, you will get your SNF care from network facilities. However, under certain conditions listed below, you may be able to pay in-network cost sharing for a facility that isn't a network provider, if the facility accepts our plan's amounts for payment.</p> <ul style="list-style-type: none"> • A nursing home or continuing care retirement community where you were living right before you went to the hospital (as long as it provides skilled nursing facility care) • A SNF where your spouse is living at the time you leave the hospital <p>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>		
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</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</p>	<p>There is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco</p>	<p>You pay 20% of the total cost for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p>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.</p> <p>Each counseling attempt includes up to four face-to-face visits.</p>	<p>use cessation preventive benefits.</p>	
<p>Supervised Exercise Therapy (SET)</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"> • Consist of sessions lasting 30-60 minutes, comprising a therapeutic exercise-training program for PAD in patients with claudication • Be conducted in a hospital outpatient setting or a physician’s office • Be delivered by qualified auxiliary personnel necessary to ensure benefits exceed harms, and who are trained in exercise therapy for PAD • Be under the direct supervision of a physician, physician assistant, or nurse practitioner/clinical nurse specialist who 	<p>You pay a \$20 copay for each Medicare-covered session.</p>	<p>You pay 20% of the total cost for each Medicare-covered session.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p>must be trained in both basic and advanced life support techniques</p> <p>SET may be covered beyond 36 sessions over 12 weeks for an additional 36 sessions over an extended period of time if deemed medically necessary by a health care provider.</p>		
<p>Transportation services (non-emergency transportation that is not covered by Medicare)</p> <p>Coverage includes trips to and from providers or facilities for services that your plan covers. The transportation service will accommodate urgent requests for hospital discharge, dialysis and trips that your medical provider considers urgent. The service will try to accommodate specific physical limitations or requirements. However, it limits services to wheelchair, taxi or sedan transportation vehicles.</p> <ul style="list-style-type: none"> • Transportation services are administered through Access2Care • To arrange for transport, call 1-855-814-1699, Monday through Friday, from 8 a.m. to 8 p.m., in all time zones. (For TTY/TDD assistance please dial 711.) • You must schedule transportation service at least 72 hours before the appointment • You must cancel more than two hours in advance, or Access2Care will deduct the trip from the remaining number of trips available • This program doesn't support stretcher vans/ambulances • The driver's role is limited to helping the member in and out of the vehicle 	<p>\$0 copay per trip.</p> <p>We cover 24 one-way trips to and from plan-approved locations each year.</p> <p>Trips must be within 60 miles of provider location.</p>	

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p>Temporomandibular Joint Dysfunction (TMJ)</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>Prior authorization rules may apply for network services. Your network provider is responsible for requesting prior authorization. Our plan recommends pre-authorization of the service when provided by an out-of-network provider.</p>	<p>\$0 copay for each visit.</p>	<p>\$0 copay for each visit.</p>
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <p>Cost sharing for necessary urgently needed services furnished out-of-network is the same as for such services furnished in-network.</p> <p>Coverage is available worldwide (i.e., outside of the United States).</p>	<p>You pay a \$20 copay for each Medicare-covered urgent care visit received at an urgent care facility.</p>	<p>You pay a \$20 copay for each Medicare-covered urgent care visit received at an urgent care facility.</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services Out-of-network</p>
<p> Vision care</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • 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. • 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, African-Americans who are age 50 and older, and Hispanic Americans who are 65 or older • For people with diabetes, screening for diabetic retinopathy is covered once per year • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens. (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) 	<p>You pay a \$25 copay for exams to diagnose and treat diseases and conditions of the eye.</p> <p>You pay a \$0 copay for one glaucoma screening every 12 months.</p> <p>You pay a \$0 copay for one diabetic retinopathy screening every 12 months.</p> <p>You pay a \$0 copay for one pair of eyeglasses or contact lenses after each cataract surgery.</p> <p>Coverage includes conventional eyeglasses or contact lenses. Excluded is coverage for designer frames and</p>	<p>You pay 20% of the total cost for exams to diagnose and treat diseases and conditions of the eye.</p> <p>You pay 20% of the total cost for one glaucoma screening every 12 months.</p> <p>You pay 20% of the total cost for one diabetic retinopathy screening every 12 months.</p> <p>You pay a \$0 copay for one pair of eyeglasses or contact lenses after each cataract surgery.</p> <p>Coverage includes conventional eyeglasses or contact lenses. Excluded is coverage for designer frames and</p>

<p>Services that are covered for you</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>In-network</p>	<p>What you must pay (after any deductible listed on page 1) when you get these services</p> <p>Out-of-network</p>
<p>Our plan covers one non-Medicare covered eye exam every 12 months.</p>	<p>progressive lenses instead of traditional lenses, bifocals, or trifocals.</p> <p>You pay a \$0 copay for one non-Medicare covered eye exam.</p>	<p>progressive lenses instead of traditional lenses, bifocals, or trifocals.</p> <p>You pay 20% of the total cost for one non-Medicare covered eye exam.</p>
<p> “Welcome to Medicare” preventive visit</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>Important: 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>	<p>You pay 20% of the total cost 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.

Aetna Life Insurance Company

Former Employer/Union/Trust Name: STATE OF MAINE

Group Agreement Effective Date: 01/01/2021

Group/Account Number: 457441

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.")

Annual Deductible Amount:	\$0
Formulary Type:	GRP B2 Plus
Number of Cost Share Tiers:	4 Tier
Initial Coverage Limit:	\$4,130
True Out-of-Pocket Amount:	\$6,550
<p>Retail Pharmacy Network: P1</p> <p>The name of your pharmacy network is listed above. The Aetna Medicare pharmacy network includes pharmacies that offer standard cost-sharing and pharmacies that offer preferred cost-sharing. Your cost-sharing may be less at pharmacies with preferred cost-sharing. You may go to either type of network pharmacy to receive your covered prescription drugs.</p> <p>The pharmacy network includes limited lower-cost, preferred pharmacies in rural areas of Kansas, Maine, Michigan, and Nebraska, suburban areas of Arizona and West Virginia, and urban areas of Michigan. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. To find a network pharmacy, or find up-to-date information about our network pharmacies, including whether there are any lower-cost preferred pharmacies in your area, please call Member Services at the number on the back of your member ID card or consult the online <i>Pharmacy Directory</i> at www.AetnaRetireePlans.com.</p> <p>Members who get "Extra Help" are not required to fill prescriptions at preferred network pharmacies in order to get Low Income Subsidy (LIS) copays.</p>	

Enhanced Drug Benefit

We offer additional coverage for some prescription drugs not normally covered in a Medicare prescription drug plan, including the following:

- Drugs when used for weight loss
- Drugs when used to promote fertility
- Prescription vitamin and mineral products (except prenatal vitamins and fluoride preparations)
- Drugs when used for the treatment of erectile dysfunction
- DESI drugs

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 (Drug List) that is available online. 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 Member Services for more information.

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
- Tier Four – Specialty drugs: Includes high-cost/unique brand and generic 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 \$4,130 in total covered prescription drug expenses.

Standard Cost Share: Chart below lists amount you pay at a pharmacy that offers standard cost sharing:

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)
Tier 1 Generic drugs	You pay \$10	You pay \$10	You pay \$10	You pay \$10	You pay \$9
Tier 2 Preferred brand drugs	You pay \$30	You pay \$30	You pay \$30	You pay \$30	You pay \$30
Tier 3 Non-preferred brand drugs	You pay \$45	You pay \$45	You pay \$45	You pay \$45	You pay \$45
Tier 4 Specialty drugs - Includes high-cost/unique brand and generic drugs	You pay \$75	You pay \$75	You pay \$75	Limited to one-month supply	Limited to one-month supply

*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.

Preferred Cost Share: Chart below lists amount you pay at a pharmacy that offers preferred cost sharing:

Initial Coverage	One-Month Supply			Extended Supply	
	Preferred 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)	Preferred retail cost sharing (up to a 90-day supply)	Preferred mail order cost sharing (up to a 90-day supply)
Tier 1 Generic drugs	You pay \$9	You pay \$10	You pay \$10	You pay \$9	You pay \$9
Tier 2 Preferred brand drugs	You pay \$30	You pay \$30	You pay \$30	You pay \$30	You pay \$30
Tier 3 Non-preferred brand drugs	You pay \$45	You pay \$45	You pay \$45	You pay \$45	You pay \$45
Tier 4 Specialty drugs - Includes high-cost/ unique brand and generic drugs	You pay \$75	You pay \$75	You pay \$75	Limited to one-month supply	Limited to one-month supply

*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.

Coverage Gap Stage: Amount you pay after you reach \$4,130 in total covered prescription drug expenses and until you reach \$6,550 in out-of-pocket covered prescription drug costs.

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

Standard Cost Share: Chart below lists amount you pay, during the coverage gap, at a pharmacy that offers standard cost sharing:

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)
Tier 1 Generic drugs	You pay \$10	You pay \$10	You pay \$10	You pay \$10	You pay \$9
Tier 2 Preferred brand drugs	You pay \$30	You pay \$30	You pay \$30	You pay \$30	You pay \$30
Tier 3 Non-preferred brand drugs	You pay \$45	You pay \$45	You pay \$45	You pay \$45	You pay \$45
Tier 4 Specialty drugs - Includes high-cost/unique brand and generic drugs	You pay \$75	You pay \$75	You pay \$75	Limited to one-month supply	Limited to one-month supply

*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.

Preferred Cost Share: Chart below lists amount you pay, during the coverage gap, at a pharmacy that offers preferred cost sharing:

Supplemental Gap Coverage	One-Month Supply			Extended Supply	
	Preferred 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)	Preferred retail cost sharing (up to a 90-day supply)	Preferred mail order cost sharing (up to a 90-day supply)
Tier 1 Generic drugs	You pay \$9	You pay \$10	You pay \$10	You pay \$9	You pay \$9
Tier 2 Preferred brand drugs	You pay \$30	You pay \$30	You pay \$30	You pay \$30	You pay \$30
Tier 3 Non-preferred brand drugs	You pay \$45	You pay \$45	You pay \$45	You pay \$45	You pay \$45
Tier 4 Specialty drugs - Includes high-cost/unique brand and generic drugs	You pay \$75	You pay \$75	You pay \$75	Limited to one-month supply	Limited to one-month supply

*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.

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 \$6,550 in out-of-pocket prescription drug costs.

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

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 2021 Group Formulary (List of Covered Drugs)* for more information.

Online documents make it easy to find the info you need

Did you know? Your essential plan documents are online at **AetnaRetireePlans.com**. This includes your Evidence of Coverage (EOC) and your plan's formulary, too. Online documents are **kinder to the environment** — saving both trees and landfill space. And they're **more portable**, too. You can access them anytime, anywhere, from any device, no matter if it's your computer, tablet or smartphone.

Save time when you search online

You can usually locate info more quickly in an online document by:

- Pressing the **“CTRL” and “F” keys** at the same time on your computer keyboard
- Clicking the magnifying glass icon () on your smartphone or tablet

Both allow you to jump to specific words or phrases wherever they appear in the document.

Prefer larger text?

Simply use the "zoom" feature on your device or web browser to make the text larger.

Get to know your plan documents

Your EOC: a guide to what's covered

Your **EOC** is a description of coverage under your Medicare plan. It also outlines how to get services and your member rights.

Your formulary: a list of prescription drugs your plan covers

Along with the drug name, the formulary has each drug's tier level, which can affect how much you'll pay for the drug. It also lists any special requirements, such as prior authorization, quantity limits or step therapy.

Tip: how to use the formulary

Online you can get a list of all the prescription drugs we cover or just look for a specific drug. In the full drug list, or formulary, we show drugs under the medical condition they're used to treat (such as "Antiviral") and in an alphabetical index. This makes it easier for you and your doctor to find a drug that works best with your treatment plan.

Your provider directory: the key to unlocking our provider network

Your provider directory lists the doctors, hospitals and health care facilities in your plan's network. In it you'll find primary care physicians, specialists such as cardiologists and podiatrists, and other providers to help you reach your best health.

Rest assured, even if your doctor or hospital doesn't appear in the provider directory network, you may still be able to see them depending on your plan. You may pay more for out-of-network services. Please check your EOC or call us at the number on your member ID card.

Your pharmacy directory: a road map for finding a network pharmacy

Our pharmacy network includes national chains as well as local options for your prescription drugs. You'll find a list of them in your pharmacy directory.

Be sure you have the most up-to-date info. Your 2021 documents are currently available on our website. To view/download your documents:

Material	Where to find 2021 info	Call to request printed material
Your EOC name PPO with RX	AetnaRetireePlans.com	Call 1-866-325-5908
Your Formulary name 2021 GRP B2 Plus (4 Tier) Formulary - MAPD	AetnaRetireePlans.com	Call 1-866-325-5908
Pharmacy directory	AetnaRetireePlans.com	Call the number on your ID card
Provider directory	AetnaRetireePlans.com	Call the number on your ID card

We're here to help

Need help finding a network provider who accepts the plan or Pharmacy? Want to know if your prescription is covered? Just have general questions about your plan? Simply call us at the number on your member ID card.

Aetna Medicare is a HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal.

Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

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 formulary, provider and/or pharmacy network may change at any time. You will receive notice when necessary.



January 1 – December 31, 2021

Evidence of Coverage:

Your Medicare Health Benefits and Services and Prescription Drug Coverage as a Member of *Aetna MedicareSM Plan (PPO)*

This booklet gives you the details about your Medicare health care and prescription drug coverage from January 1 – December 31, 2021. 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 MedicareSM Plan (PPO)*, is offered by Aetna Medicare. (When this *Evidence of Coverage* says “we,” “us,” or “our,” it means Aetna Medicare. When it says “plan” or “our plan,” it means *Aetna MedicareSM Plan (PPO)*.)

This document is available for free in Spanish.

Please contact our Member Services at the telephone number printed on your member ID card for additional information. You may also call our general Member Services center at 1-888-267-2637 (TTY users should call 711.) Hours are 8 a.m. to 9 p.m. ET, 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, 2022.

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 Member Services number or see this *Evidence of Coverage* for more information, including the cost-sharing that applies to out-of-network services.

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OMB Approval 0938-1051 (Expires: December 31, 2021)

2021_EGWP_C2_AE_HMOe_PPO_EOC

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Getting started as a member

Chapter 1. Getting started as a member

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Chapter 1. Getting started as a member**SECTION 1 Introduction****Section 1.1 You are enrolled in *Aetna MedicareSM 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 have chosen to get your Medicare health care and your prescription drug coverage through our plan, *Aetna MedicareSM Plan (PPO)*.

There are different types of Medicare health plans. *Aetna MedicareSM 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.

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: www.irs.gov/affordable-care-act/individuals-and-families for more information.

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 *Aetna MedicareSM Plan (PPO)*.

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 Member Services (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 *Aetna MedicareSM Plan (PPO)* 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."

Chapter 1. Getting started as a member

The contract is in effect for months in which you are enrolled in *Aetna MedicareSM Plan (PPO)* between January 1, 2021 and December 31, 2021.

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 *Aetna MedicareSM Plan (PPO)* after December 31, 2021. We can also choose to stop offering the plan, or to offer it in a different service area, after December 31, 2021.

Medicare must approve our plan each year

Medicare (the Centers for Medicare & Medicaid Services) must approve *Aetna MedicareSM Plan (PPO)* each year. Your former employer/union/trust can continue to get 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
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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

Section 2.2	What are Medicare Part A and Medicare Part B?
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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, home infusion therapy, and other outpatient services) and certain items (such as durable medical equipment (DME) and supplies).

Section 2.3	Here is the plan service area for <i>Aetna MedicareSM Plan (PPO)</i>
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Although Medicare is a Federal program, *Aetna MedicareSM Plan (PPO)* 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 service area. Addendum B at the back of this booklet lists the *Aetna Medicare Plan (PPO)* service areas.

Chapter 1. Getting started as a member

If you plan to 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 Member Services 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 *Aetna MedicareSM Plan (PPO)* if you are not eligible to remain a member on this basis. *Aetna MedicareSM Plan (PPO)* 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. Here's a sample membership card to show you what yours will look like:



Do NOT use your red, white, and blue Medicare card for covered medical services while you are a member of this plan. If you use your Medicare card instead of your *Aetna MedicareSM Plan (PPO)* membership card, you may have to pay the full cost of medical services yourself. Keep your Medicare card in a safe place. You may be asked to show it if you need hospital services, hospice services, or participate in routine research studies.

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Here's why this is so important: If you get covered services using your red, white, and blue Medicare card instead of using your *Aetna MedicareSM 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 Member Services right away and we will send you a new card. (Phone numbers for Member Services are printed on your member ID card.)

Section 3.2	The <i>Provider Directory</i>: Your guide to all providers in the plan's network
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The *Provider Directory* lists our network providers and durable medical equipment suppliers.

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. The most recent list of providers and suppliers is available on our website at aetnaretireplans.com.

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

As a member of our plan, you can choose to receive care from out-of-network providers. 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. However, if you use an out-of-network provider, your share of the costs for your covered services may be higher. 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 Directory*, you can request a copy from Member Services (phone numbers are printed on your member ID card). You may ask Member Services for more information about our network providers, including their qualifications.

Section 3.3	The <i>Pharmacy Directory</i>: Your guide to pharmacies in our network
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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 *Pharmacy Directory* to find the network pharmacy you want to use. There are changes to our network of pharmacies for next year. An updated *Pharmacy Directory* is

Chapter 1. Getting started as a member

located on our website at aetnaretireeplans.com. You may also call Member Services for updated provider information or to ask us to mail you a *Pharmacy Directory*. **Please review the 2021 *Pharmacy Directory* to see which pharmacies are in our network.**

The *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 *Pharmacy Directory*, you can get a copy from Member Services (phone numbers are printed on your member ID card). At any time, you can call Member Services to get up-to-date information about changes in the pharmacy network. You can also find this information on our website at aetnaretireeplans.com.

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 *Aetna MedicareSM Plan (PPO)*. 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 *Aetna MedicareSM Plan (PPO)* Drug List.

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

We will provide you a copy of the Drug List. To get the most complete and current information about which drugs are covered, you can visit the plan's website aetnaretireeplans.com or call Member Services (phone numbers are printed 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. The Part D EOB provides more information about the drugs you take, such as increases in price and other drugs with lower cost sharing that may be available. You should consult with your prescriber about these lower cost options. 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 Member Services (phone numbers are printed on your member ID card).

Chapter 1. Getting started as a member

SECTION 4 Your monthly premium for *Aetna MedicareSM Plan (PPO)*

Section 4.1 How much is your plan premium?

As a member of our plan, you may pay a monthly plan premium. 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).

Your coverage is provided through a contract with your former employer or union. Please contact the employer's or union's benefits administrator for information about your plan premium, if any.

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 sent 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 Member Services and ask for the "LIS Rider." (Phone numbers for Member Services are printed on your member ID card.)

In some situations, your plan premium could be more

In some situations, your plan premium could be more than the amount listed above in Section 4.1. These situations are described below.

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 other creditable prescription drug coverage. Chapter 1, Section 5 explains the Part D late enrollment penalty.

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- If you have a Part D late enrollment penalty and do not pay it, you could be disenrolled from the plan.

Some members may be required to pay an extra charge, known as the Part D Income Related Monthly Adjustment Amount, also known as IRMAA, because, 2 years ago, they had a modified adjusted gross income, above a certain amount, on their IRS tax return. Members subject to an IRMAA will have to pay the standard premium amount and this extra charge, which will be added to their premium. Chapter 1, Section 6 explains the IRMAA in further detail.

SECTION 5 Do you have to pay the Part D “late enrollment penalty”?

Section 5.1	What is the Part D “late enrollment penalty”?
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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 Part D 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 other 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 Part D 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?
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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. 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%.

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Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2020, this average premium amount was \$32.74. This amount may change for 2021.

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 \$32.74, which equals \$4.58. This rounds to \$4.60. This amount would be added **to the monthly premium for someone with a Part D late enrollment penalty**.

There are three important things to note about this monthly Part D 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 notice must state that you had "creditable" prescription drug coverage that expected to pay as much as Medicare's standard prescription drug plan pays.

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- 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 2021 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?
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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 Member Services 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?
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If your modified adjusted gross income as reported on your IRS tax return from 2 years ago is above a certain amount, you’ll pay the standard premium amount and an Income Related Monthly Adjustment Amount, also known as IRMAA. IRMAA is an extra charge added to your premium.

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.**

Chapter 1. Getting started as a member

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 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.**

If your modified adjusted gross income as reported on your IRS tax return from 2 years ago is above a certain amount, you'll pay the standard premium amount and an Income Related Monthly Adjustment Amount, also known as IRMAA. IRMAA is an extra charge added to your premium.

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 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

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call 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 2021* gives information about the Medicare premiums in the section called “2021 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 2021* from the Medicare website (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

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 **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 Member Services 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 payment coupon in our office no later than the 10th of each month to prevent your account from becoming delinquent. All monthly plan premium payments should be sent to the address listed on your payment coupons.

Coupon Book

Your coupon book should arrive within 30 days of your selection or the date we received your enrollment application, or 10 days prior to your effective date. Be sure to include your coupon with your check to ensure the appropriate credit is applied to your account. In the event that you need a replacement coupon book or you wish to change your payment

Chapter 1. Getting started as a member

method, please call Member Services for assistance (phone numbers are printed on your member ID card).

Option 2: You can pay at a CVS Pharmacy

If Aetna bills you directly for your total plan premium, you may pay your monthly total plan premium at any retail CVS location (excluding CVS Pharmacies in Target and Schnucks) if a barcode is printed on your payment coupons. You can do this by taking your payment coupons and having it rung up at the register like any prescription or item you are purchasing. The CVS Associate will ask you how much you would like to pay towards your premium and you will need to confirm the amount on the credit card machine. You will then be able to pay the premium along with any other items you are purchasing with cash or credit cards.

You do not need to fill a prescription or use CVS Pharmacies for any of your prescriptions in order to take advantage of this payment method. You do not need to sign up for any CVS loyalty programs to use this payment method. A unique barcode is assigned to each member so you may not use another person's payment coupons to pay your bill. This payment method is only available to members with a barcode printed on their monthly payment coupons. If you have any questions about this payment method, please contact Member Services and not CVS associates. (Phone numbers are printed on your member ID card).

Option 3: 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 between the 10th and 15th day of every month unless it is a weekend or bank holiday, then the deduction will occur the next business day. 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 between the 10th and 15th day of every month unless it is a weekend or bank holiday, then the deduction will occur the next business day. If you are interested in enrolling in these programs, please contact Member Services (phone numbers are printed on your member ID card).

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

If you are having trouble paying your premium on time, please contact Member Services to see if we can direct you to programs that will help with your plan premium. (Phone numbers for Member Services are printed on your member ID card.)

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Section 7.2 Can we change your monthly plan premium during the year?

No. We are not allowed to change the amount we charge for the plan's monthly plan premium during the year. If the monthly plan premium changes for next year we will tell you in 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 part of the member's monthly plan premium. 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 plan premium, in some cases, 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 lose Extra Help, you may be subject to the late enrollment penalty if you go 63 days or more in a row without Part D or other creditable prescription drug coverage.

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 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.

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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 Member Services (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 Member Services (phone numbers are printed 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 1.3 of this booklet.

Chapter 1. Getting started as a member**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 employer group health coverage), 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 or a 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 you or your family member is still working, your group health 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 you or your spouse is still working, your group health 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)

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 Member Services (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.

CHAPTER 2

*Important phone numbers
and resources*

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 (how to contact us, including how to reach Member Services at the plan)

How to contact our plan's Member Services

For assistance with claims, billing, or member card questions, please call or write to *Aetna MedicareSM Plan (PPO)* Member Services. We will be happy to help you.

Method	Member Services – Contact Information
CALL	<p>Please call the telephone number printed on your member ID card or our general Member Services center at 1-888-267-2637. We're available 8 a.m. to 9 p.m. ET, Monday through Friday.</p> <p>Calls to this number are free.</p> <p>Member Services also has free language interpreter services available for non-English speakers.</p>
TTY	<p>711</p> <p>Calls to this number are free.</p> <p>We're available 8 a.m. to 9 p.m. ET, Monday through Friday.</p>
WRITE	<p>Aetna Medicare P.O. Box 14088 Lexington, KY 40512</p>
WEBSITE	<p>aetnaretireplans.com</p>

Chapter 2. Important phone numbers and resources

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
CALL	Please call the telephone number printed on your member ID card or our general Member Services center at 1-888-267-2637. We're available 8 a.m. to 9 p.m. ET, Monday through Friday. Calls to this number are free.
TTY	711 Calls to this number are free. We're available 8 a.m. to 9 p.m. ET, Monday through Friday.
WRITE	Medicare Appeals & Grievance Department P.O. Box 14079 Lexington, KY 40512-4079

Chapter 2. Important phone numbers and resources

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
CALL	Please call the telephone number printed on your member ID card or our general Member Services center at 1-888-267-2637. We're available 8 a.m. to 9 p.m. ET, Monday through Friday. Calls to this number are free.
TTY	711 Calls to this number are free. We're available 8 a.m. to 9 p.m. ET, Monday through Friday.
FAX	1-724-741-4953
WRITE	Aetna Medicare Part C Appeals & Grievances P.O. Box 14067 Lexington, KY 40512

Chapter 2. Important phone numbers and resources

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
CALL	Please call the telephone number printed on your member ID card or our general Member Services center at 1-888-267-2637. We’re available 8 a.m. to 9 p.m. ET, Monday through Friday. Calls to this number are free.
TTY	711 Calls to this number are free. We’re available 8 a.m. to 9 p.m. ET, Monday through Friday.
FAX	1-724-741-4956
WRITE	Aetna Medicare Part C Grievance & Appeal Unit P.O. Box 14067 Lexington, KY 40512
MEDICARE WEBSITE	You can submit a complaint about <i>Aetna MedicareSM Plan (PPO)</i> directly to Medicare. To submit an online complaint to Medicare go to www.medicare.gov/MedicareComplaintForm/home.aspx .

Chapter 2. Important phone numbers and resources

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
CALL	1-800-414-2386 Calls to this number are free. We’re available 8 a.m. to 9 p.m. ET, Monday through Friday.
TTY	711 Calls to this number are free. We’re available 8 a.m. to 9 p.m. ET, Monday through Friday.
FAX	1-800-408-2386
WRITE	Aetna Medicare Coverage Determinations P.O. Box 7773 London, KY 40742
WEBSITE	aetnaretireeplans.com

Chapter 2. Important phone numbers and resources

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
CALL	Expedited appeal phone number: 1-800-282-5366. Calls to this number are free. We're available 24 hours a day, 7 days a week.
TTY	711 Calls to this number are free. We're available 24 hours a day, 7 days a week.
FAX	1-724-741-4954
WRITE	Aetna Medicare Part D Appeals & Grievances P.O. Box 14579 Lexington, KY 40512
WEBSITE	aetnaretireplans.com

Chapter 2. Important phone numbers and resources

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
CALL	Please call the telephone number printed on your member ID card or our general Member Services center at 1-888-267-2637. We're available 8 a.m. to 9 p.m. ET, Monday through Friday. Calls to this number are free.
TTY	711 Calls to this number are free. We're available 8 a.m. to 9 p.m. ET, Monday through Friday.
FAX	1-724-741-4956
WRITE	Aetna Medicare Grievances P.O. Box 14067 Lexington, KY 40512
MEDICARE WEBSITE	You can submit a complaint about <i>Aetna MedicareSM Plan (PPO)</i> directly to Medicare. To submit an online complaint to Medicare, go to www.medicare.gov/MedicareComplaintForm/home.aspx .

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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*).

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	<p>For Prescription Drug Claims: Aetna Pharmacy Management P.O. Box 52446 Phoenix, AZ 85072-2446</p> <p>For Medical Claims: Aetna P.O. Box 981106 El Paso, TX 79998-1106</p>
WEBSITE	aetnaretireeplans.com

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	<p>1-800-MEDICARE or 1-800-633-4227</p> <p>Calls to this number are free.</p> <p>24 hours a day, 7 days a week.</p>

Chapter 2. Important phone numbers and resources

Method	Medicare – Contact Information
TTY	<p>1-877-486-2048</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free.</p>
WEBSITE	<p>www.medicare.gov</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> <p>Medicare Eligibility Tool: Provides Medicare eligibility status information.</p> <p>Medicare Plan Finder: 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.</p> <p>You can also use the website to tell Medicare about any complaints you have about <i>Aetna MedicareSM Plan (PPO)</i>:</p> <p>Tell Medicare about your complaint: You can submit a complaint about <i>Aetna MedicareSM Plan (PPO)</i> directly to Medicare. To submit a complaint to Medicare, go to 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.</p> <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>

Chapter 2. Important phone numbers and resources

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 booklet for 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 booklet 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 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.

Chapter 2. Important phone numbers and resources**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.

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
CALL	<p>1-800-772-1213</p> <p>Calls to this number are free.</p> <p>Available 7:00 am to 7:00 pm, Monday through Friday.</p> <p>You can use Social Security’s automated telephone services to get recorded information and conduct some business 24 hours a day.</p>
TTY	<p>1-800-325-0778</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free.</p> <p>Available 7:00 am to 7:00 pm, Monday through Friday.</p>
WEBSITE	www.ssa.gov

Chapter 2. Important phone numbers and resources

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+).)

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 booklet.**

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:

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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 member 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 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.

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 Member Services if you have questions (phone numbers are printed on your member ID card).

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

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

Chapter 2. Important phone numbers and resources

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 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 of 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 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 75% of the price for generic drugs and you pay the remaining 25% of the price. For generic drugs, the amount paid by the plan (75%) 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 MedicareSM Plan (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 Member Services (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 booklet. *Note:* To be eligible for

Chapter 2. Important phone numbers and resources

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 booklet.**

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 Section 3 of this Chapter) 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 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 booklet 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.

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Method	Railroad Retirement Board – Contact Information
<p>CALL</p>	<p>1-877-772-5772 Calls to this number are free.</p> <p>If you press “0,” you may speak with an RRB representative from 9:00 am to 3:30 pm, Monday, Tuesday, Thursday, and Friday, and from 9:00 am to 12:00 pm on Wednesday.</p> <p>If you press “1”, you may access the automated RRB HelpLine and recorded information 24 hours a day, including weekends and holidays.</p>
<p>TTY</p>	<p>1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are <i>not</i> free.</p>
<p>WEBSITE</p>	<p>rrb.gov/</p>

SECTION 9 Do you have “group insurance” or other health insurance from an 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. You can also call Aetna’s Member Services if you have any questions. (Phone numbers for Member Services 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 other prescription drug coverage through your (or your spouse’s) employer or retiree group, please contact **that group’s benefits administrator**. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.

CHAPTER 3

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

Chapter 3. Using the plan’s coverage for your medical services

Chapter 3. Using the plan’s coverage for your medical services

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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

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.

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*.

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

As a Medicare health plan, *Aetna MedicareSM Plan (PPO)* must cover all services covered by Original Medicare and must follow Original Medicare's coverage rules.

Aetna MedicareSM Plan (PPO) will generally cover your medical care as long as:

The care you receive is included in the plan's *Schedule of Cost Sharing*.

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.

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).

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

- The providers in our network are listed in the *Provider Directory*. You can also see the Provider directory at aetnaretireeplans.com.
- If you use an out-of-network provider, your share of the costs for your covered services may be higher.
- **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
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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. Your network PCP will appear on your member ID card. If your member ID card does not show a PCP or the one you want to use, please contact us so we can update our files.

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 Directory* or access our website at aetnaretireeplans.com for a complete listing of PCPs in your area.

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

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.

What is the role of the PCP in making decisions about or obtaining prior authorization?

In some cases, your PCP (or other network provider) 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*.

How do you choose your PCP?

You can select your PCP by using the *Provider Directory*, or by accessing our website at aetnaretireeplans.com, or getting help from Member Services (phone numbers are printed on your member ID card).

However, you can change your PCP (as explained later in this section) for any reason, any time by contacting Member Services at the number on your member ID card with your PCP choice.

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

Changing your 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 and you would have to find a new PCP in our plan or you will pay more for covered services. Contact us immediately if your member ID

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

card does not show the PCP you want to use. We will update your file and send you a new member ID card to reflect the change in PCP.

To change your PCP, call Member Services 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 Member Services 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 PCP you want to switch to is accepting new patients. Member Services 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 PCP.

Section 2.2	How to get care from specialists and other network providers
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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 Directory* or access our website at aetnaretireplans.com 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 PCP or other provider is responsible for getting prior authorization.

Services and items requiring prior authorization are listed in the *Schedule of Cost Sharing*. 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.

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

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 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 to manage your care.

You may contact Member Services at the number on your member 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 Directory* or at our website at aetnaretireeplans.com. If you choose to continue using a provider who is no longer part of our network, you may pay more for covered services.

Section 2.3	How to get care from out-of-network providers
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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. However, **if you use an out-of-network provider, your share of the costs for your covered services may be higher.** 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

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

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 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.

If you are using an out-of-network provider for emergency care, urgently needed services, or out-of-area dialysis, you may not have to pay a higher cost-sharing amount. See Section 3 for more information about these situations.

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
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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:

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

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 Member Services 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 emergency room in any other way could endanger your health. For more information, see the *Schedule of Cost Sharing*.

Our plan covers worldwide emergency and urgent care services outside of the United States under the following circumstances: emergency services, including emergency or urgently needed care and emergency ambulance transportation from the scene of an emergency to the nearest medical treatment facility. Transportation back to the United States from another country is not covered. Pre-scheduled and/or elective procedures are not covered.

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. If you get your follow-up care from out-of-network providers, you will pay the higher out-of-network cost-sharing.

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.

However, after the doctor has said that it was *not* an emergency, the amount of cost sharing that you pay will depend on whether you get the care from network providers or out-of-network providers. If you get the care from network providers, your share of the costs will usually be lower than if you get the care from out-of-network providers.

Chapter 3. Using the plan's coverage for your medical services**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. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible. 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?

In most situations, if you are in the plan's service area and you use an out-of-network provider, you will pay a higher share of the costs for your care.

If you need to locate an urgent care facility, you can find an in-network urgent care center near you by using the *Provider Directory*, going to our website at aetnaretireeplans.com, or getting help from Member Services (phone numbers are printed on your member ID card).

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

When you are outside the service area and cannot get care from a network provider, our plan will cover urgently needed services that you get from any provider at the lower in-network cost-sharing amount.

Our plan covers worldwide emergency and urgent care services outside of the United States under the following circumstances: emergency services, including emergency or urgently needed care and emergency ambulance transportation from the scene of an emergency to the nearest medical treatment facility. Transportation back to the United States from another country is not covered. Pre-scheduled and/or elective procedures are not covered.

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: aetnaretireeplans.com for information on how to obtain needed care during a disaster.

Generally, if you cannot use a network provider during a disaster, your plan will allow you to obtain care from out-of-network providers at in-network cost sharing. 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.

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

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

Aetna MedicareSM Plan (PPO) covers all medical servicesSM that are medically necessary, these services are listed in the plan's *Schedule of Cost Sharing*, 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 Member Services 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 Member Services when you want to know how much of your benefit limit you have already used.

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.

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

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 or your PCP. 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 Member Services (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?
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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.

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.

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

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 (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?
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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 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.

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

Section 6.2 Receiving Care From a Religious Non-Medical Health Care Institution

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.

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 of DME that you must rent.

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 Aetna MedicareSM Plan (PPO), however, you usually will not acquire ownership of rented DME items no matter how many copayments you make for the item while a member of our plan. Under certain limited circumstances we will transfer ownership of the DME item to you. Call Member

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

Services (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 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.

SECTION 8 Rules for Oxygen Equipment, Supplies, and Maintenance

Section 8.1	What oxygen benefits are you entitled to?
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If you qualify for Medicare oxygen equipment coverage, then for as long as you are enrolled, *Aetna MedicareSM Plan (PPO)* will cover:

- Rental of oxygen equipment
- Delivery of oxygen and oxygen contents
- Tubing and related oxygen accessories for the delivery of oxygen and oxygen contents
- Maintenance and repairs of oxygen equipment

If you leave *Aetna MedicareSM Plan (PPO)* or no longer medically require oxygen equipment, then the oxygen equipment must be returned to the owner.

Section 8.2	What is your cost sharing? Will it change after 36 months?
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Your cost sharing for Medicare oxygen equipment coverage is listed in the *Schedule of Cost Sharing*.

Your cost sharing will not change after being enrolled for 36 months in *Aetna MedicareSM Plan (PPO)*.

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

If prior to enrolling in *Aetna MedicareSM Plan (PPO)* you had made 36 months of rental payment for oxygen equipment coverage, your cost sharing in *Aetna MedicareSM Plan (PPO)* is listed in the *Schedule of Cost Sharing*.

Section 8.3	What happens if you leave your plan and return to Original Medicare?
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If you return to Original Medicare, then you start a new 36-month cycle which renews every five years. For example, if you had paid rentals for oxygen equipment for 36 months prior to joining *Aetna MedicareSM Plan (PPO)*, join *Aetna MedicareSM Plan (PPO)* for 12 months, and then return to Original Medicare, you will pay full cost sharing for oxygen equipment coverage.

Similarly, if you made payments for 36 months while enrolled in *Aetna MedicareSM Plan (PPO)* and then return to Original Medicare, you will pay full cost sharing for oxygen equipment coverage.

CHAPTER 4

*Medical Benefits Chart
(what is covered and what you pay)*

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

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

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

To support you, your family, and help prevent spread of COVID-19, Aetna is offering \$0 COVID-19 diagnostic tests for the full plan year, regardless of whether you live in an area that has declared a COVID-19 public health emergency.

If you live in an area that has declared a COVID-19 public health emergency, Aetna will offer the additional covered benefits described below which vary based on your plan's standard covered benefits (see the Schedule of Cost Sharing for your covered benefits). You may call Aetna Member Services at the number on the back of your ID card for more information.

If you would otherwise be charged a primary care cost share, it will be waived for both in-person and telehealth visits during the public health emergency.

Even if your plan does not cover mental health and psychiatric services (group and individual sessions) provided via telehealth, for the duration of the public health emergency you will be covered for these visits and pay your in-person cost share.

If you are diagnosed with COVID-19 during the public health emergency, you may be eligible to receive a package of plan determined and approved supplies to assist with your recovery and address any other clinically appropriate recommendations at the time of the diagnosis.

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 (Schedule of Cost Sharing)* that lists your covered services and shows how much you will pay for each covered service as a member of *Aetna MedicareSM Plan (PPO)*. 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
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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.)

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

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 Member Services.

Section 1.2 What is your plan deductible?

Your plan's deductible (if applicable) is shown on page 1 of the *Schedule of Cost Sharing*. This is the amount you have to pay out-of-pocket before we will pay our share for your covered medical services. Until you have paid the deductible amount, you must pay the full cost 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 in-network 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.

The services not subject to the deductible may vary based on whether they are received from in-network or out-of-network providers. Refer to page 1 of the *Schedule of Cost Sharing* for a full list of services that are not subject to the plan deductible.

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

Under our plan, there are two different limits on what you have to pay out-of-pocket for covered medical services. These amounts are shown on page 1 of your *Schedule of Cost Sharing*.

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

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,

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

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. These services are noted in the Medical Benefits Chart (*Schedule of Cost Sharing*.) 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 *Aetna MedicareSM Plan (PPO)*, 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. You will generally have higher copays when you obtain care from out-of-network providers.

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 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 Member Services (phone numbers are printed on your member ID card).

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

SECTION 2 Use the *Medical Benefits Chart (Schedule of Cost Sharing)* to 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* lists the services Aetna MedicareSM Plan (PPO) covers and what you pay out-of-pocket for each service. The services listed in the Medical Benefits Chart (*Schedule of Cost Sharing*) 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 Medical Benefits Chart are covered as in-network services *only* if your doctor or other network provider gets approval in advance (sometimes called "prior authorization") from Aetna MedicareSM Plan (PPO).

- 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 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.

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

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 2021 Handbook*. View it online at 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 2021, either Medicare or our plan will cover those services.

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 not covered by this plan. If a service is “excluded,” it means that this 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.)

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.

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

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.	✓	
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.	✓	

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

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Cosmetic surgery or procedures		<p style="text-align: center;">✓</p> <p>Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member.</p> <p>Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.</p>
Routine dental care, such as cleanings, fillings or dentures.		<p style="text-align: center;">✓</p> <p>Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i>.</p>
Non-routine dental care.		<p style="text-align: center;">✓</p> <p>Dental care required to treat illness or injury may be covered as inpatient or outpatient care.</p>
Routine chiropractic care		<p style="text-align: center;">✓</p> <p>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>.</p>
Routine foot care		<p style="text-align: center;">✓</p> <p>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>.</p>

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

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Home-delivered meals		<p style="text-align: center;">✓</p> Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i> .
Orthopedic shoes		<p style="text-align: center;">✓</p> 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		<p style="text-align: center;">✓</p> Orthopedic or therapeutic shoes for people with diabetic foot disease. Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i> .
Routine hearing exams, hearing aids, or exams to fit hearing aids.		<p style="text-align: center;">✓</p> 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.		<p style="text-align: center;">✓</p> 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> .
Reversal of sterilization procedures and or non-prescription contraceptive supplies.	<p>✓</p>	

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

Services not covered by Medicare	Not covered under any condition	Covered only under specific conditions
Acupuncture		<p style="text-align: center;">✓</p> Additional coverage may be provided by your former employer. See your <i>Schedule of Cost Sharing</i> .
Naturopath services (uses natural or alternative treatments).	<p>✓</p>	

*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.

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

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

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



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 sent 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 Member Services and ask for the "LIS Rider." (Phone numbers for Member Services are printed on your member ID card.)

SECTION 1 Introduction

Section 1.1	This chapter describes your coverage for Part D drugs
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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, *Aetna MedicareSM Plan (PPO)* 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* 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*.

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.

Chapter 5. Using the plan's coverage for your Part D prescription drugs**Section 1.2 Basic rules for the plan's Part D drug coverage**

The plan will generally cover your drugs as long as you follow these basic rules:

You must 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 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* shows both standard and preferred cost-sharing (if included in your plan).

Chapter 5. Using the plan's coverage for your Part D prescription drugs**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 Directory*, visit our website (aetnaretireeplans.com), or call Member Services (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 *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. Or 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 Member Services (phone numbers are printed on your member ID card) or use the *Pharmacy Directory*. You can also find information on our website at aetnaretireeplans.com.

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 Member Services.

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.

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

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 *Pharmacy Directory* or call Member Services (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 Member Services (phone numbers are printed on your member ID card).

Usually a mail-order pharmacy order will get to you in no more than 10 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 Member Services (phone numbers are printed 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 Member Services (phone numbers are printed 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

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

prescription from a health care provider to see if you want the medication filled and shipped immediately. This will give you 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 Member Services (phone numbers are printed 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. 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 our program that automatically prepares mail order refills, please contact us by calling Member Services (phone numbers are printed 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 Member Services (phone numbers are printed on your member ID card).

Section 2.4	How can you get a long-term supply of drugs?
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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 *Pharmacy Directory* tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Member Services for more information (phone numbers are printed on your member ID card).

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

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.

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 Member Services** to see if there is a network pharmacy nearby. (Phone numbers for Member Services 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.)

Chapter 5. Using the plan's coverage for your Part D prescription drugs**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 references, such as the American Hospital Formulary Service Drug Information and the DRUGDEX Information System.

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.

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

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*.

Your tier structure will be one of the following:

Drug Tier	Two Tier Plan	Three Tier Plan	Four Tier Plan	Five Tier Plan
Tier 1	Generic Drugs	Generic Drugs	Generic Drugs	Preferred Generic Drugs
Tier 2	Brand Drugs	Preferred Brand Drugs*	Preferred Brand Drugs*	Generic Drugs
Tier 3		Non-Preferred Drugs*/Non-Preferred Brand Drugs	Non-Preferred Drugs*/Non-Preferred Brand Drugs	Preferred Brand Drugs*
Tier 4			Specialty Drugs	Non-Preferred Drugs*/Non-Preferred Brand Drugs
Tier 5				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 provided electronically.
2. Visit the plan’s website (aetnaretireplans.com). The Drug List on the website is always the most current.
3. Call Member Services 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 Member Services are printed on your member ID card.)

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

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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 getting approval in advance helps guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by the plan.

Trying a different drug first

This requirement encourages you to try 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?
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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 Member Services (phone numbers are printed on your member ID card) or check our website (aetnaretireplans.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 Member Services 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
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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

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

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.

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?
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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.

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

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

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 Member Services (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 Member Services 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 Member Services are printed on your member ID card.)

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

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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.

We must follow Medicare requirements before we change 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 Member Services for more information (phone numbers are printed on your member ID card).

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 or both)

- We may immediately remove a brand name drug on our Drug List if we are replacing it with a newly approved generic version of the same 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 higher cost-sharing tier or add new restrictions or both.

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- 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 9 (*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 both. We also might make changes based on FDA boxed warnings or new clinical guidelines recognized by Medicare. We must give you at least 30 days' advance notice of the change or give you notice of the change and a 30-day refill of the drug you are taking at a network pharmacy.
- After you receive notice of the change, 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 9 (*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.

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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 Drug List in the new benefit year 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 covered under our 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 references, such as the American Hospital Formulary Service Drug Information and the DRUGDEX Information System. If the use is not supported by any of these references, then our plan cannot cover its "off-label use."

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

Non-prescription drugs (also called over-the-counter drugs).

Drugs when used to promote fertility.

Drugs when used for the relief of cough or cold symptoms.

Drugs when used for cosmetic purposes or to promote hair growth.

Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations.

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 towards 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 Member Services for more information. Phone numbers for Member Services 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
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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.

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Section 8.2 What if you don't have your membership card with you?

If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to call the plan to get the necessary information.

If the pharmacy is not able to get the necessary information, **you may have to pay the full cost of the prescription when you pick it up.** (You can then **ask us to reimburse you** for our share. See Chapter 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 *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 Member Services (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

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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 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?
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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?
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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

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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 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
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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
- Unsafe amounts of opioid pain medications

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
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We have a program that can help make sure our members safely use their prescription opioid medications, and other medications that are frequently abused. This program is called a Drug Management Program (DMP). If you use opioid medications that you get from

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

several doctors or pharmacies, we may talk to your doctors to make sure your use of opioid medications is appropriate and medically necessary. Working with your doctors, if we decide your use of prescription opioid or benzodiazepine medications is not safe, 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 a certain pharmacy(ies)

Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain doctor(s)

Limiting the amount of opioid or benzodiazepine medications we will cover for you

If we think 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 limitations we think should apply to you. You will also have an opportunity to tell us which doctors or pharmacies you prefer to use, and about any other information you think is important for us to know. After you've had the opportunity to respond, if we decide to limit your coverage for these medications, we will send you another letter confirming the limitation. If you think we made a mistake or you disagree with our determination that you are at-risk for prescription drug misuse or with the limitation, you and your prescriber have the right to ask us for an appeal. If you choose to appeal, we will review your case and give you a decision. If we continue to deny any part of your request related to the limitations that apply to your access to medications, we will automatically send your case to an independent reviewer outside of our plan. See Chapter 9 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, you are receiving hospice, palliative, or end-of-life care, or live in a long-term care facility.

Section 10.3	Medication Therapy Management (MTM) program to help members manage their medications
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We have a program that can help our members with complex health needs.

This program is voluntary and free to members. A team of pharmacists and doctors developed the program for us. This program can help make sure that our members get the most benefit from the drugs they take. Our program is called a Medication Therapy Management (MTM) program.

Some members who take medications for different medical conditions and have high drug costs 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.

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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 Member Services (phone numbers are printed on your member ID card).

CHAPTER 6

*What you pay for your Part D
prescription drugs*

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Chapter 6. What you pay for your Part D prescription drugs



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 sent 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 Member Services and ask for the “LIS Rider.” (Phone numbers for Member Services 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
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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 drug coverage through an Enhanced Drug Benefit. See the *Prescription Drug Schedule of Cost Sharing* 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 Member Services (phone numbers are printed on your member ID card). You can also find the Drug List on our website at aetnaretireplans.com. The Drug List on the website is always the most current.

Chapter 6. What you pay for your Part D prescription drugs

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 *Pharmacy Directory*. In most situations you must use a network pharmacy to get your covered drugs (see Chapter 5 for the details). The *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 *Aetna MedicareSM Plan (PPO)* members?

As shown in the table below, there are "drug payment stages" for your prescription drug coverage under *Aetna MedicareSM Plan (PPO)*. 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.

Chapter 6. What you pay for your Part D prescription drugs

<p>Stage 1 <i>Yearly Deductible Stage</i></p>	<p>Stage 2 <i>Initial Coverage Stage</i></p>	<p>Stage 3 <i>Coverage Gap Stage</i></p>	<p>Stage 4 <i>Catastrophic Coverage Stage</i></p>
<p>The amounts you pay during these stages are listed in the <i>Prescription Drug Schedule of Cost Sharing</i>.</p>			
<p>If your plan has a deductible and it applies to all tiers: During this stage, you pay the full cost of your Part D drugs. You stay in this stage until you have paid the amount of your deductible.</p> <p>If your plan has a deductible and it applies to some tiers: During this stage, you pay the full cost 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>.</p> <p>If your plan has no deductible: Because there is no deductible for the plan, this payment stage does not apply to you. (Details are in Section 4 of this chapter.)</p>	<p>If your plan has a deductible: After you (or others on your behalf) have met your plan deductible, the plan pays its share of the cost of your drugs and you pay your share.</p> <p>If your plan has no deductible: You begin in this stage when you fill your first prescription of the year. You stay in this stage until your year-to-date “total drug costs” (your payments plus any Part D plan’s payments) total \$4,130. (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 25% 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 in the <i>Prescription Drug Schedule of Cost Sharing</i>.</p> <p>You stay in this stage until your year-to-date “out-of-pocket costs” (your payments) reach a total of \$6,550. This amount and rules for counting costs toward this amount have been set by Medicare. (Details are in Section 6 of this chapter.)</p>	<p>During this stage, the plan will pay most of the cost of your drugs for the rest of the calendar year (through December 31, 2021). (Details are in Section 7 of this chapter.)</p>

Chapter 6. What you pay for your Part D prescription drugs**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. The Part D EOB provides more information about the drugs you take, such as increases in price and other drugs with lower cost sharing that may be available. You should consult with your prescriber about these lower cost options. 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 drug 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.

Drug price information. This information will display cumulative percentage increases for each prescription claim.

Available lower cost alternative prescriptions. This will include information about other drugs with lower cost sharing for each prescription claim that may be available.

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.

Chapter 6. What you pay for your Part D prescription drugs

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 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 Member Services (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, 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
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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 in the year. Your plan's deductible amount (if applicable) is listed in the *Prescription Drug Schedule of Cost Sharing*. **You must pay the full cost of your drugs on tiers that the deductible applies** until you reach the plan's deductible amount. For all other drugs you will not have to pay any deductible and will start receiving coverage immediately.

Chapter 6. What you pay for your Part D prescription drugs

Your **“full cost”** is usually lower than the normal full price of the drug, since our plan has negotiated lower costs for most drugs.

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), for your drugs, you leave the Deductible Stage and move on to the next drug payment stage, which is the Initial Coverage Stage.

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
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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 in *the Prescription Drug Schedule of Cost Sharing*.

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 *Pharmacy Directory*.

Chapter 6. What you pay for your Part D prescription drugs

Generally, we will cover your prescriptions *only* if they are filled at one of our network pharmacies. Some of our network pharmacies 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).

Section 5.2	Refer to your <i>Prescription Drug Schedule of Cost Sharing</i> for your costs for a <i>one-month</i> supply of a drug
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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*, 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
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Typically, the amount you pay for a prescription drug covers you 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.

Chapter 6. What you pay for your Part D prescription drugs

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 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 what you pay when you get a long-term (up to a 90-day) supply of a drug.

Please note: If your covered drug costs are 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 \$4,130**

You stay in the Initial Coverage Stage until the total amount for the prescription drugs you have filled and refilled reaches the **\$4,130 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).

Chapter 6. What you pay for your Part D prescription drugs

- 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 2021, 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 \$4,130 limit in a year.

We will let you know if you reach this \$4,130 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 25% of the costs for generic drugs

Section 6.1	You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$6,550
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The amount of your cost-sharing during the Coverage Gap Stage is shown in the *Prescription Drug Schedule of Cost Sharing*.

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 in the *Prescription Drug Schedule of Cost Sharing*.

Chapter 6. What you pay for your Part D prescription drugs

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 25% of the cost for generic drugs and the plan pays the rest. For generic drugs, the amount paid by the plan (75%) 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 in the *Prescription Drug Schedule of Cost Sharing*.

You continue paying the discounted price for brand name drugs and no more than 25% of the costs of generic drugs until your yearly out-of-pocket payments reach a maximum amount that Medicare has set. In 2021, that amount is \$6,550.

Medicare has rules about what counts and what does *not* count as your out-of-pocket costs. When you reach an out-of-pocket limit of \$6,550, 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
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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.

Chapter 6. What you pay for your Part D prescription drugs

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 \$6,550 in out-of-pocket costs within the calendar year, you will move from the Coverage Gap Stage to the Catastrophic Coverage Stage.

Chapter 6. What you pay for your Part D prescription drugs

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 Veterans Affairs.

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 Member Services 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 \$6,550 in out-of-pocket costs for the year, this report will tell you that you have left the Coverage Gap Stage and have moved on to the Catastrophic Coverage Stage.

Make sure we have the information we need. Section 3.2 tells what you can do to help make sure that our records of what you have spent are complete and up to date.

Chapter 6. What you pay for your Part D prescription drugs

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
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You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the \$6,550 limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year.

During this stage, the plan will pay most of the cost for your drugs. The amount you pay during the Catastrophic Coverage Stage is shown in the *Prescription Drug Schedule of Cost Sharing*.

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*.

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.

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 to the *Schedule of Cost Sharing*.

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.**

Chapter 6. What you pay for your Part D prescription drugs

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 the 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.

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

Chapter 6. What you pay for your Part D prescription drugs

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 Member Services (phone numbers are printed on your member ID card).

Section 8.2	You may want to call us at Member Services before you get a vaccination
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The rules for coverage of vaccinations are complicated. We are here to help. We recommend that you call us first at Member Services whenever you are planning to get a vaccination. (Phone numbers for Member Services 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.

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

Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs

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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
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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. (Your share of the cost may be higher for an out-of-network provider than for a network provider.) 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.

Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs

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 Member Services for additional information about how to ask us to pay you back and deadlines for making your request. (Phone numbers for Member Services 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.

Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs

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
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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 (aetnaretireplans.com) or call Member Services and ask for the form. (Phone numbers for Member Services are printed 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

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 claim 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 85077-2446

Contact Member Services 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
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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.

Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs

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.

Chapter 7. Asking us to pay our share of a bill you have received for covered medical services or drugs

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.

CHAPTER 8

Your rights and responsibilities

Chapter 8. Your rights and responsibilities

Chapter 8. Your rights and responsibilities

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Chapter 8. Your rights and responsibilities

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.)
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To get information from us in a way that works for you, please call Member Services (phone numbers are printed on your member ID card).

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 Member Services (phone numbers are printed on your member ID card).

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 Member Services at the number on your member ID card. 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 Member Services 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.)
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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 para miembros al número que figura en su tarjeta de identificación de miembro.

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 para miembros al número que figura en su tarjeta de

Chapter 8. Your rights and responsibilities

identificación de miembro. 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 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 ensure that you get timely access to your covered services and drugs
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You have the right to choose a provider in the plan's network. Call Member Services 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 1.3	We must protect the privacy of your personal health information
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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.

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.

Chapter 8. Your rights and responsibilities

- 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 Member Services (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 Member Services 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 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.

Aetna¹ 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 October 9, 2018.

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 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.

¹ 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.

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** (Group Plans)– to your employer, as applicable, 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.
- **Business Associates** – to persons who provide services to us and assure us they will protect the information.
- **Industry Regulation** – to Government agencies that regulate us (different countries and U.S. state insurance departments).
- **Workers' Compensation** – to comply with workers' compensation laws.
- **Law Enforcement** – to Government 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).
- **As Required by Law** – to comply with legal obligations and requirements.
- **Decedents** – to a coroner or medical examiner for the purpose of identifying a deceased person, determining a cause of death, or as authorized by law; and to funeral directors as necessary to carry out their duties.
- **Organ Procurement** – to respond to organ donation groups for the purpose of facilitating donation and transplantation.

Required Disclosures: We **must** use and disclose your personal information in the following manner:

- To you or someone who has the legal right to act for you (your personal representative) in order to administer your rights as described in this notice; and
- To the Secretary of the Department of Health and Human Services, as necessary, for HIPAA compliance and enforcement purposes.

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 Member Services 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 Member Services 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 in writing at any time, if we have not already acted on it. If you have questions regarding authorizations, please call the toll-free Member Services number on your 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 (e.g. Explanation of benefits (EOB) and other claim 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.¹

¹ Aetna does not participate in pretext interviews.

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 Member Services number on your 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:

HIPAA Member Rights Team
Aetna Inc.
P.O. Box 14079
Lexington, KY 40512-4079

You may stop the paper mailing of your EOB and other claim information by visiting www.aetna.com and click "Log In/Register". Follow the prompts to complete the one-time registration. Then you can log in any time to view past copies of EOBs and other claim information.

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.

Coverage may be underwritten or administered by one or more of the following companies: Aetna Health Inc.; Aetna Health of California Inc.; Aetna Dental of California Inc.; Group Dental Service of Maryland Inc.; Aetna Health of the Carolinas Inc.; Aetna Health of Illinois Inc.; Aetna Dental Inc.; Aetna Health of Washington Inc.; Aetna Life Insurance Company; Aetna Insurance Company of Connecticut; Aetna Health Insurance Company of Connecticut; and Aetna Health Insurance Company of New York. Mail order pharmacy services may be provided by Aetna Rx Home Delivery, LLC.

Chapter 8. Your rights and responsibilities**Section 1.4 We must give you information about the plan, its network of providers, and your covered services**

As a member of Aetna MedicareSM Plan (PPO), 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 Member Services (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 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 Directory*.
- For a list of the pharmacies in the plan's network, see the *Pharmacy Directory*.
- For more detailed information about our providers or pharmacies, you can call Member Services (phone numbers are printed on your member ID card) or visit our website at aetnaretireeplans.com.

Information about your coverage and the rules you must follow when using your 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 Member Services (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

Chapter 8. Your rights and responsibilities

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 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 1.5	We must support your right to make decisions about your care
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You have the right to know your treatment options and participate in 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

Chapter 8. Your rights and responsibilities

coverage decision. Chapter 9 of this booklet tells how to ask the plan for a coverage decision.

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 Member Services to ask for the forms (phone numbers are printed 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

Chapter 8. Your rights and responsibilities

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 1.6	You have the right to make complaints and to ask us to reconsider decisions we have made
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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 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 Member Services (phone numbers are printed on your member ID card).

Section 1.7	What can you do if you believe you are being treated unfairly or your rights are not being respected?
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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 Member Services** (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.

Chapter 8. Your rights and responsibilities

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 1.8 How to get more information about your rights

There are several places where you can get more information about your rights:

You can **call Member Services** (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 “Medicare Rights & Protections.” (The publication is available at: www.medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-Protections.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.

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 Member Services (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 Member Services 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

Chapter 8. Your rights and responsibilities

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.

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:

- 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* tells what you must pay for your medical services. The *Prescription Drug Schedule of Cost Sharing* 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 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.

Chapter 8. Your rights and responsibilities

Tell us if you move. If you are going to move, it's important to tell us right away. Call Member Services (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 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 Member Services for help if you have questions or concerns. We also welcome any suggestions you may have for improving our plan.

- Phone numbers and calling hours for Member Services are printed on your member ID card.
- For more information on how to reach us, including our mailing address, please see Chapter 2.

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)**

**Chapter 9. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

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Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

SECTION 1 Introduction

Section 1.1	What to do if you have a problem or concern
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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?
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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” or “at-risk 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
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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.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 (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.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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.”**

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

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 Review Organization that is not connected to us. (In some situations, your case will be automatically sent to the Independent Review Organization for a Level 2 Appeal. 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 Member Services** (phone numbers are printed on your member ID card).

You **can get free help** from your State Health Insurance Assistance Program (see Section 2 of this chapter).

Your doctor can make a request for you.

- For medical care or Part B prescription drugs, 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.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- 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 Member Services (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 www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf). 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.

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 Member Services (phone numbers are printed on your member ID card). You can also get help or information from

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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.

<p>Section 5.1</p>	<p>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</p>
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This section is about your benefits for medical care and services. These benefits are described in the *Schedule of Cost Sharing*. 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. The term “medical care” includes medical items and services as well as Medicare Part B prescription drugs. In some cases, different rules apply to a request for a Part B prescription drug. In those cases, we will explain how the rules for Part B prescription drugs are different from the rules for medical items and services.

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.
3. You have received medical care 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 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:

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(coverage decisions, appeals, complaints)**

- 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:
To find out whether we will cover the medical care you want.	You can ask us to make a coverage decision for you. Go to the next section of this chapter, Section 5.2 .
If 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 appeal . (This means you are asking us to reconsider.) Skip ahead to Section 5.3 of this chapter.
If you want to ask us to pay you back for medical care you have already received and paid for.	You can send us the bill. Skip ahead to Section 5.5 of this chapter.

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.”**

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 **for a medical item or service.** If your request is for a **Medicare Part B prescription drug, we will give you an answer within 72 hours** after we receive your request.

However, for a request **for a medical item or service 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. We can’t take extra time to make a decision if your request is for a Medicare Part B prescription drug.

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

A fast coverage decision means we will answer within 72 hours if your request is for a medical item or service. If your request is for a Medicare Part B prescription drug, we will answer within 24 hours.

- **However,** for a request **for a medical item or service we can take up to 14 more calendar days** if we find that some information that may benefit

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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. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

- 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 ask for 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 on a request for a medical item or service, we will give you our answer **within 72 hours**. If your request is for a Medicare Part B prescription drug, we will answer **within 24 hours**.

- 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. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- 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), or 24 hours if your request is for a Part B prescription drug, you have the right to appeal. Section 5.3 below tells how to make an appeal.

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 on a request for a medical item or service, we will give you our answer **within 14 calendar days of receiving your request**. If your request is for a Medicare Part B prescription drug, we will give you an answer **within 72 hours** of receiving your request.

- For a request for a medical item or service, 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. We can’t take extra time to make a decision if your request is for a Medicare Part B prescription drug.
- 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), or 72 hours if your request is for a Part B prescription drug, you have the right to appeal. Section 5.3 below tells how to make an 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.

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).

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 **“reconsideration.”**

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 Member Services (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 www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf.) 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 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, explain the reason your appeal is late when you make your appeal. 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

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 “expedited reconsideration.”

If you are appealing a decision we made about coverage for care that 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.

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 your request is for a medical item or service. If we decide to take extra days to make the decision, we will tell you in writing. We can't take

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extra time to make a decision if your request is for a Medicare Part B prescription drug.

- 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 Review 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 on a request for a medical item or service **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. If your request is for a Medicare Part B prescription drug you have not yet received, we will give you our answer **within 7 calendar days** after we receive your appeal. 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 your request is for a medical item or service. If we decide to take extra days to make the decision, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
- 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 applicable deadline above (or by the end of the extended time period if we took extra days on your request for a medical item or service), 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 authorize or provide the coverage we have agreed to provide within 30 calendar days if

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your request is for a medical item or service, or **within 7 calendar days** if your request is for a Medicare Part B prescription drug.

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 **“Independent Review Entity.”** It is sometimes called the **“IRE.”**

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.

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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 your request is for a medical item or service and the Independent Review Organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days**. The Independent Review Organization can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

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. If your request is for a medical item or service, the review organization must give you an answer to your Level 2 Appeal **within 30 calendar days** of when it receives your appeal. If your request is for a Medicare Part B prescription drug, the review organization must give you an answer to your Level 2 Appeal **within 7 calendar days** of when it receives your appeal.

However, if your request is for a medical item or service and the Independent Review Organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days**. The Independent Review Organization can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

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 a request for a medical item or service, 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 we receive the decision from the review organization for expedited requests.

If the review organization says yes to part or all of a request for a Medicare Part B prescription drug, we must authorize or provide the Part B prescription drug under dispute within **72 hours** after we receive the decision from the review organization for **standard requests** or within **24 hours** from the date we receive 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.”)

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- 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.

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 get 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?
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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 (see the *Schedule of Cost Sharing*). 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,

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 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.

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
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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.)

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 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 “ coverage determination. ”

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

You ask us to make an exception, including:

- Asking us to cover a Part D drug that is not on the plan’s *List of Covered Drugs (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, the pharmacy will give you 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.

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:

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Which of these situations are you in?

If you are in this situation:	This is what you can do:
If 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 Section 6.2 of this chapter.
If 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 Section 6.4 of this chapter.
If 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 Section 6.4 of this chapter.
If 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 Section 6.5 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:

- 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

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 **“formulary exception.”**

The extra rules and restrictions on coverage for certain drugs 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 **“tiering exception.”**

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 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 biological product alternatives for treating your condition.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- 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.

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).

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.

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
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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 or are likely to cause an adverse reaction or other harm.

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.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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
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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 asking 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.

We must accept any written request, including a request submitted on the CMS Model Coverage Determination Request Form 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 “expedited coverage determination.”

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 ask for 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.)

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

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Review 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 you can 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 Review 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 you can appeal.

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 Review 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.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 you can 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 us when you are making an appeal about your Part D prescription drugs.*).

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 us 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

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 “expedited redetermination.”

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 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 you can appeal our decision.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 for a drug you have not received yet. 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 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

- 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 you can appeal our decision.

If you are requesting that we pay you back 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 give you a decision within 14 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 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 30 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 you can 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).

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 **“Independent Review Entity.”** It is sometimes called the **“IRE.”**

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.

Deadlines for “fast” appeal at Level 2

If your health requires it, ask the Independent Review Organization for a “fast appeal.”

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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.

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).

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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*.

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 Member Services (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.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- 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 your right to 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 **“request an immediate review.”** 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 will be asked to sign the written notice to show that you received it and understand your rights.**

You or someone who is acting on your behalf will be asked to 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 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.

To look at a copy of this notice in advance, you can call Member Services (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

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

also see the notice online at www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html

Section 7.2	Step-by-step: How to make a Level 1 Appeal to change your hospital discharge date
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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 Member Services (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.)

Act quickly:

To make your appeal, you must contact the Quality Improvement Organization *before* you leave the hospital and **no later than midnight the day of your discharge**. (Your “planned discharge date” is the date that has been set for you to leave the hospital.)

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- 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, and you still wish to appeal, you must make an 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 “fast review” is also called an “immediate review” or an “expedited review.”

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.

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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 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 Member Services (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 you can see a sample notice online at www.cms.gov/Medicare/Medicare-General-Information/BNI/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.

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.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 stay 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.

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.

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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, whichever comes first.) 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 **“expedited appeal.”**

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 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

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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

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 “Independent Review Entity.” It is sometimes called the “IRE.”

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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.

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(coverage decisions, appeals, complaints)**

SECTION 8 How to ask us to keep covering certain medical services if you think your coverage is ending too soon

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
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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*.

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
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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.

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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.”**

2. You will be asked to sign the written notice to show that you received it.

You or someone who is acting on your behalf will be asked to 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 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 Member Services (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.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 *by noon of the day before the effective date on the Notice of Medicare Non-Coverage.*

If you miss the deadline for contacting the Quality Improvement Organization, and you still wish to file an appeal, you must make an 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 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.

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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 “**Detailed Explanation of Non-Coverage.**”

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.

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

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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.

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

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 **“expedited appeal.”**

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.

We will use the “fast” deadlines rather than the standard deadlines for giving you the answer to this review.

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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

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 “Independent Review Entity.” It is sometimes called the “IRE.”

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.)

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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 Appeal Levels 3, 4 and 5 for Medical Service Requests

This section may be appropriate for you if you have made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals have been turned down.

If the dollar value of the 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.

Chapter 9. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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 the value of the item or medical service meets the required dollar value.

- 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.

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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 Appeal Levels 3, 4 and 5 for Part D Drug Requests

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 **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 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.

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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.

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

Complaint	Example
Quality of your medical care	Are you unhappy with the quality of the care you have received (including care in the hospital)?
Respecting your privacy	Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?
Disrespect, poor customer service, or other negative behaviors	Has someone been rude or disrespectful to you? Are you unhappy with how our Member Services has treated you? Do you feel you are being encouraged to leave the plan?
Waiting times	Are you having trouble getting an appointment, or waiting too long to get it? Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by our Member Services or other staff at the plan? <ul style="list-style-type: none"> ○ Examples include waiting too long on the phone, in the waiting room, when getting a prescription, or in the exam room.
Cleanliness	Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?
Information you get from us	Do you believe we have not given you a notice that we are required to give? Do you think written information we have given you is hard to understand?
Timeliness (These types of complaints are all related to the <i>timeliness</i> of our actions related to coverage decisions and appeals)	The process of asking for a coverage decision and making appeals is explained in Sections 4-9 of this chapter. If you are asking for a coverage decision or making an appeal, you use that process, not the complaint process. 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: 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.

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Complaint	Example
	<p>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.</p> <p>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.</p> <p>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.</p>

Section 10.2 The formal name for “making a complaint” is “filing a grievance”

Legal Terms
<p>What this section calls a “complaint” is also called a “grievance.”</p> <p>Another term for “making a complaint” is “filing a grievance.”</p> <p>Another way to say “using the process for complaints” is “using the process for filing a grievance.”</p>

Section 10.3 Step-by-step: Making a complaint

Step 1: Contact us promptly – either by phone or in writing.

Usually, calling Member Services is the first step. If there is anything else you need to do, Member Services will let you know. Please call the telephone number printed on your member ID card or our general Member Services center at 1-888-267-2637 (TTY 711). We’re available 8 a.m. to 9 p.m. ET, Monday through Friday.

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 the address listed in *Chapter 2: Important Phone Numbers and Resources (How to contact us when you are making a complaint about your medical care).*

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- Be sure to provide all pertinent information or you may also download the form on our website at aetnaretireeplans.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 can call, fax, or mail your complaint and mention that you want the fast complaint or expedited grievance process. Call the phone number, fax, or write your complaint and send it to the address listed in Chapter 2: Important Phone Numbers and Resources (How to contact us when you’re making a complaint about your Part D prescription drugs or How to contact us when you are making a complaint about your medical care). The fastest way to submit a fast complaint is to call or fax us. The fastest way to file a grievance is to call us. When we receive your complaint, we will promptly investigate the issue you have identified. If we agree with your complaint, we will cancel the 14-calendar-day extension, or expedite the determination or appeal as you originally requested. Regardless of whether we agree or not, we will investigate your complaint and notify you of our decision within 24 hours

Whether you call or write, you should contact Member Services right away. The complaint must be made within 60 calendar days after you had the problem you want to complain about.

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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 within 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 by using the step-by-step process outlined above.

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

You can make your complaint to the Quality Improvement Organization. If you prefer, you can make your complaint about the quality of care you received directly to this organization (*without* making the complaint to 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.

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(coverage decisions, appeals, complaints)**

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
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You can submit a complaint about *Aetna MedicareSM Plan (PPO)* directly to Medicare. To submit a complaint to Medicare, go to 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.

CHAPTER 10

Ending your membership in the plan

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Chapter 10. Ending your membership in the plan

SECTION 1 Introduction

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

Ending your membership in *Aetna MedicareSM Plan (PPO)* may be **voluntary** (your own choice) or **involuntary** (not your own choice):

You might leave our plan because you have decided that you *want* to leave.

- There are only certain times during the year, or certain situations, when you may 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 through your former employer/union/trust's group plan) you are eligible to end your membership at any time through a Special Enrollment Period.

Chapter 10. Ending your membership in the plan**Section 2.1 You can end your membership during the 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.

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 for 63 or more days in a row, you may have 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 Member Services** (phone numbers are printed on your member ID card).

You can find the information in the ***Medicare & You 2021*** 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.

Chapter 10. Ending your membership in the plan

- You can also download a copy from the Medicare website (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

There are two ways you can ask to be disenrolled:

You can make a request in writing to us. Contact Member Services 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 have 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 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 *Aetna MedicareSM Plan (PPO)*, 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

Chapter 10. Ending your membership in the plan

are 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 *Aetna MedicareSM Plan (PPO) must end your membership in the plan in certain situations*

Section 5.1 <i>When must we end your membership in the plan?</i>
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Aetna MedicareSM Plan (PPO) 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 Member Services to find out if the place you are moving or traveling to is in our plan's area. (Phone numbers for Member Services 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 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.

Chapter 10. Ending your membership in the plan

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 **Member Services** for more information (phone numbers are printed on your member ID card).

Section 5.2	We <u>cannot</u> ask you to leave our plan for any reason related to your health
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Aetna MedicareSM Plan (PPO) is 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
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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.

CHAPTER 11

Legal notices

Chapter 11. Legal notices

Chapter 11. Legal notices

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Chapter 11. Legal notices

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.

SECTION 2 Notice about nondiscrimination

Our plan must obey laws that protect you from discrimination or unfair treatment. **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 within the service area. 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.

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 Member Services (phone numbers are printed on your member ID card). If you have a complaint, such as a problem with wheelchair access, Member Services can help.

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 MedicareSM 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

Chapter 11. Legal notices

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 www.medicare.gov website.

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 Medicare Advantage 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 Medicare Advantage 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 Medicare Advantage 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 Medicare Advantage 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 Medicare Advantage 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 Medicare Advantage 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

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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 Medicare Advantage 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 Medicare Advantage 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 Medicare Advantage 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 Medicare Advantage 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 Medicare Advantage 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 Medicare Advantage 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.

Chapter 11. Legal notices

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 2021, 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 aetnaretireeplans.com. You can also call Member Services to obtain the coverage updates that have been posted for the benefit year.

SECTION 6 Independent Contractors

Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

CHAPTER 12

Definitions of important words

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 members can change their health or drug plans or switch to Original Medicare. The 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 *Aetna MedicareSM Plan (PPO)*, 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 hospital and 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 \$6,550 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.

Chapter 12. Definitions of important words

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. 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.

Chapter 12. Definitions of important words

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

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.

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

Chapter 12. Definitions of important words

function of a limb. 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 decision 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.”

Chapter 12. Definitions of important words

Income Related Monthly Adjustment Amount (IRMAA) – If your modified adjusted gross income as reported on your IRS tax return from 2 years ago is above a certain amount, you'll pay the standard premium amount and an Income Related Monthly Adjustment Amount, also known as IRMAA. IRMAA is an extra charge added to your premium. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

Independent Practice Associations (IPA) – Negotiate with insurers to provide services for insureds on a flat fee or retainer basis. They allow physicians to remain independent while still collaborating with other doctors to achieve best practices and negotiate with insurers as a group.

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 \$4,130.

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.

In-Network Maximum Out-of-Pocket Amount – The most you will pay for covered services received from network (preferred) providers. After you have reached this limit, you will not have to pay anything when you get covered services from network providers for the rest of the contract year. However, until you reach your combined out-of-pocket amount, you must continue to pay your share of the costs when you seek care from an out-of-network (non-preferred) provider. See Chapter 4, Section 1.3 for information about your in-network maximum out-of-pocket amount.

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 at the back of this booklet for information about how to contact Medicaid in your state.

Chapter 12. Definitions of important words

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 Advantage health plan that is offered in their area.

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.

Chapter 12. Definitions of important words

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).

Member Services – 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 Member Services.

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.”

Non-Medicare Covered Services – Services that are not normally covered when you have Original Medicare. These are usually extra benefits you may receive as a member of a Medicare Advantage plan.

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

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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 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

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continuous period of 63 days or more after you are first eligible to join a Part D plan. 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.

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. Member cost sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both in-network (preferred) and out-of-network (non-preferred) providers.

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. See Chapter 3, Section 2.1 for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services or certain drugs that may or may not be on our formulary. In the network portion of a PPO, some in-network medical services are covered only if 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 obtaining services from out-of-network providers to confirm that the service is covered by your plan and what your cost-sharing responsibility is. Covered services that need prior authorization are marked in the *Schedule of Cost Sharing*. Some drugs are covered only if your doctor or other network provider gets “prior authorization” from us. Covered drugs that need prior authorization are marked in the 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

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Medicare patients. See Addendum A for information about how to contact the QIO for your state.

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.

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.

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Urgently Needed Services – Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

Addendum A – Important Contact Information for State Agencies

Quality Improvement Organizations (QIO)	
Region 1: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	KEPRO , 5700 Lombardo Center Dr., Suite 100, Seven Hills, OH 44131, Toll-free Phone: 888-319-8452, Fax: 844-878-7921, TTY: 855-843-4776, Website: www.keproqio.com
Region 2: New Jersey, New York, Puerto Rico, Virgin Islands	Livanta BFCC-QIO Program, 10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701, Toll-free Phone: 866-815-5440, Fax: 855-236-2423, TTY: 866-868-2289, Website: www.livantaqio.com
Region 3: Delaware, Maryland, Pennsylvania, Virginia, Washington, DC, West Virginia	Livanta BFCC-QIO Program, 10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701, Toll-free Phone: 888-396-4646, Fax: 855-236-2423, TTY: 888-985-2660, Website: www.livantaqio.com
Region 4: Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee	KEPRO , 5201 W. Kennedy Blvd., Suite 900, Tampa, FL 33609, Toll-free Phone: 888-317-0751, Fax: 844-878-7921, TTY: 855-843-4776, Website: www.keproqio.com
Region 5: Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin	Livanta BFCC-QIO Program, 10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701, Toll-free Phone: 888-524-9900, Fax: 855-236-2423, TTY: 888-985-8775, Website: www.livantaqio.com
Region 6: Arkansas, Louisiana, New Mexico, Oklahoma, Texas	KEPRO , 5201 W. Kennedy Blvd., Suite 900, Tampa, FL 33609, Toll-free Phone: 888-315-0636, Fax: 844-878-7921, TTY: 855-843-4776, Website: www.keproqio.com
Region 7: Iowa, Kansas, Missouri, Nebraska	Livanta BFCC-QIO Program, 10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701, Toll-free Phone: 888-755-5580, Fax: 855-694-2929, TTY: 888-985-9295, Website: www.livantaqio.com
Region 8: Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming	KEPRO , 5700 Lombardo Center Dr., Suite 100, Seven Hills, OH 44131, Toll-free Phone: 888-317-0891, Fax: 844-878-7921, TTY: 855-843-4776, Website: www.keproqio.com
Region 9: Arizona, California, Hawaii, Nevada, Pacific Islands	Livanta BFCC-QIO Program, 10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701, Toll-free Phone: 877-588-1123, Fax: 855-694-2929, TTY: 855-887-6668, Website: www.livantaqio.com
Region 10: Alaska, Idaho, Oregon, Washington	KEPRO , 5700 Lombardo Center Dr., Suite 100, Seven Hills, OH 44131, Toll-free Phone: 888-305-6759, Fax: 844-878-7921, TTY: 855-843-4776, Website: www.keproqio.com

If no TTY number is listed you may try 711 (National Relay Service)

State Medicaid Offices

AK	Alaska Department of Health and Social Services , 4501 Business Park Blvd., Bldg L, Anchorage, AK 99503-9972, Phone: 800-780-9972, Local Phone: 907-644-6800, Hours: M-F 8 a.m.-5 p.m., Website: www.dhss.alaska.gov/dpa/Pages/medicaid/default.aspx
AL	Alabama Medicaid Agency , P.O. Box 5624, Montgomery, AL 36103, Phone: 877-423-4746, Hours: M-F 8 a.m.-4:30 p.m., Website: www.medicaid.alabama.gov
AR	Arkansas Medicaid , P.O. Box 1437, Donaghey Plaza, Little Rock, AR 72203-1437, Phone: 800-482-8988, Hours: M-F 8 a.m.-4:30 p.m., Website: https://humanservices.arkansas.gov/about-dhs/dco/programs-services
AZ	Arizona Health Care Cost Containment System , 801 E. Jefferson Street, Phoenix, AZ 85034, Phone: In State only: 602-417-4000, Out of State: 800-523-0231, Hours: M-F 8 a.m.-5 p.m., Website: www.azahcccs.gov
CA	California Department of Health Services Medi-Cal , 820 Stillwater Road, West Sacramento, CA 95605-1630, Phone: In State only: 800-541-5555, Out of State: 916-636-1980, Hours: M-F 8 a.m.-5 p.m., Website: http://www.medi-cal.ca.gov/
CO	Department of Health Care Policy and Financing of Colorado , 1570 Grant Street, Denver, CO 80203-1818, Phone: 800-221-3943, TTY: 800-659-2656, Hours: M-F 7:30 a.m.-5:15 p.m., Website: www.colorado.gov/hcpf
CT	Connecticut Department of Social Services , 55 Farmington Ave., Hartford, CT 06105, Phone: 855-626-6632, TTY: 800-842-4524, Hours: M-F 9 a.m.-4 p.m., Website: https://portal.ct.gov/DSS/Services/Health-and-Home-Care
DC	The Department of Health Care Finance , 441 4th Street, NW, 900S, Washington, DC 20001, Phone: 202-442-5988, Hours: M-F 8:15 a.m.-4:45 p.m., Website: http://dhcf.dc.gov/service/medicaid
DE	Delaware Health and Social Services , 1901 N. DuPont Highway, Lewis Bldg., New Castle, DE 19720, Phone: 800-372-2022, or 866-843-7212, Hours: M-F 8 a.m.-4:30 p.m., Website: http://dhss.delaware.gov/dhss/dmma/medicaid.html
FL	Florida Agency for Health Care Administration , 2727 Mahan Drive Tallahassee, FL 32308, Phone: 888-419-3456, TTY: 800- 955-8771, Hours: M-F 8 a.m.-5 p.m. Website: https://ahca.myflorida.com/Medicaid/index.shtml
GA	Georgia Department of Human Services, Division of Family and Children Services , 2 Peachtree Street, NW, Atlanta, GA 30303, Phone: 877-423-4746, Hours: M-F 8 a.m.-5 p.m., Website: https://medicaid.georgia.gov/
HI	Department of Human Services of Hawaii , P.O. Box 3490 Honolulu, HI 96811-3490, Phone: 877-628-5076, TTY: 855-585-8604, Hours: M-F 7:30 a.m.-4:30 p.m., Website: https://medquest.hawaii.gov/
IA	Department of Human Services of Iowa , P.O. Box 36510, Des Moines, IA 50315, Phone: 800-338-8366, Hours: M-F 8 a.m.-5 p.m., Website: http://dhs.iowa.gov/iahealthlink

If no TTY number is listed you may try 711 (National Relay Service)

State Medicaid Offices

ID	Idaho Department of Health and Welfare , P.O. Box 83720, Boise, ID 83720, Phone: 877-456-1233, Hours: M-F 8 a.m.-5 p.m., Website: www.healthandwelfare.idaho.gov
IL	Illinois Department of Healthcare and Family Services , 401 S. Clinton Street, Chicago, IL 60607, or 100 S. Grand Avenue, East, Springfield, IL 62762, Phone: 800-843-6154, TTY: 800-447-6404, Hours: M-F 8 a.m.-5 p.m., Website: https://www.illinois.gov/hfs/Pages/default.aspx
IN	Indiana Medicaid , 2 N. Meridian St. Indianapolis, IN 46204, Phone: 800-382-9480, Hours: M-F 8 a.m.-4:30 p.m., Website: https://www.in.gov/medicaid/
KS	KanCare Kansas Medicaid , P.O. Box 3599, Topeka, KS 66601, Phone: 800-792-4884, TTY: 800-766-3777, Hours: M-F 8 a.m.-7 p.m., Website: http://www.kancare.ks.gov/
KY	Kentucky Cabinet for Health and Family Services , 275 E. Main Street, Frankfort, KY 40621, Phone: 1-800-635-2570, TTY: 800-627-4702, Hours: M-F 8 a.m.-4:30 p.m., Website: https://chfs.ky.gov/agencies/dms
LA	Louisiana Department of Health and Hospitals , P.O. Box 629, Baton Rouge, LA 70821-0629, Phone: Out of State only: 888-342-6207, In State: 225-342-9500, Fax: 225-342-5568, Hours: M-F 7 a.m.-5 p.m., Website: http://new.dhh.louisiana.gov/index.cfm/subhome/1/n/10
MA	Office of Health and Human Services of Massachusetts , 100 Hancock St., 6 th Floor Quincy, MA 02171, Phone: 800-841-2900, Hours: M-F 8 a.m.-5 p.m., Website: https://www.mass.gov/orgs/masshealth
MD	Department of Health and Mental Hygiene , 201 W. Preston Street, Baltimore, MD 21201, Phone: Out of State only: 877-463-3464, In State: 410-767-6500, Hours: M-F 8:30 a.m.-5 p.m., Website: https://mmcp.health.maryland.gov/pap
ME	Office of MaineCare Services , 11 State House Station, Augusta, ME 04333, Phone: 800-977-6740, or 207-287-2674, Hours: M-F 7 a.m.-6 p.m., Website: www.maine.gov/dhhs/oms
MI	Michigan Department of Health & Human Services , Capital View Building, 201 Townsend Street, Lansing, MI 48913, 333 S. Grand Ave, P.O. Box 30195, Lansing Michigan 48909 Phone: 855-275-6424, or 517-241-3740, TTY: 711, Hours: M-F 8 a.m.-7 p.m., Website: www.michigan.gov/medicaid
MN	Minnesota Department of Human Services , P.O. Box 64993, St. Paul, MN 55164, Phone: 800-657-3739, TTY: 800-627-3529, Hours: M-F 8 a.m.-5 p.m., Website: https://mn.gov/dhs
MO	Missouri Department of Social Services , 615 Howerton Court, P.O. Box 6500, Jefferson City, MO 65102, Phone: 800-392-2161, or 573-751-3425, TTY: 800-735-2966, Hours: M-F 7:30 a.m.-5:30 p.m., Website: https://mydss.mo.gov/
MS	Mississippi Division of Medicaid , 550 High Street, Suite 1000, Jackson, MS 39201, Phone: 800-421-2408, Fax: 601-359-6294, Hours: M-F 8 a.m.-5 p.m., Website: http://www.medicaid.ms.gov/

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State Medicaid Offices

MT	Montana Department of Public Health & Human Services , 1400 Broadway, Cogswell Building, Helena, MT 59620, Phone: 800-362-8312, Hours: M-F 8 a.m.-5 p.m., Website: http://dphhs.mt.gov
NC	North Carolina Dept of Health and Human Services, Division of Medical Assistance , 2501 Mail Service Center, Raleigh, NC 27699-2501, Phone: 800-662-7030, or 919-855-4100, Hours: M-F 8 a.m.-5 p.m., Website: www.ncdhhs.gov/dma
ND	Dept of Human Services of North Dakota - Medical Services , 600 E. Boulevard Avenue, Dept 325, Bismarck, ND 58505, Phone: 800-755-2604, TTY: 800-366-6888, Hours: M-F 8 a.m.-5 p.m., Website: www.nd.gov/dhs/services/medicalserv/medicaid
NE	Nebraska Department of Health and Human Services System , 301 Centennial Mall South, Lincoln, NE 68508, Phone: 800-254-4202, TTY: 402-471-6035, Hours: M-F 8 a.m.-5 p.m., Website: http://dhhs.ne.gov/Pages/medicaid-and-long-term-care.aspx
NH	New Hampshire Department of Health and Human Services , 129 Pleasant Street, Concord, NH 03301, Phone: 603-271-4344, or 844-275-3447, TTY: 800-735-2964, Hours: M-F 8 a.m.-4 p.m., Website: http://www.dhhs.nh.gov/ombp/medicaid/
NJ	Department of Human Services of New Jersey , NJ Department of Human Services, Division of Medical Assistance and Health Services, P.O. Box 712, Trenton, NJ 08625, Phone: 800-356-1561, Hours: M-F 8 a.m.-5 p.m., Website: http://www.nj.gov/humanservices/dmahs/clients/medicaid/
NM	Department of Human Services of New Mexico , P.O. Box 2348, Santa Fe, NM 87504, Phone: 855-637-6574, or 888-997-2583, Hours: M-F 8 a.m.-4:30 p.m., Website: http://www.hsd.state.nm.us/LookingForAssistance/centennial-care-overview.aspx
NV	Nevada Department of Health and Human Services , 1100 E. William Street, Suite 102, Carson City, NV 89701, Phone: 877-638-3472, Hours: M-F 8 a.m.-5 p.m., Website: http://www.medicaid.nv.gov/
NY	New York State Department of Health Office of Medicaid Management , New York State Department of Health, Corning Tower, Empire State Plaza, Albany, NY 12237, Phone: 800-541-2831, Hours: M-F 8 a.m.-8 p.m., Website: http://www.health.ny.gov/health_care/medicaid/
OH	Ohio Department of Medicaid , 50 W. Town Street, Suite 400, Columbus, OH 43215, Phone: 800-324-8680, Hours: M-F 7 a.m.-8 p.m. and Sat 8 a.m.-5 p.m., Website: http://www.medicaid.ohio.gov
OK	Oklahoma Health Care Authority , 4345 N. Lincoln Blvd., Oklahoma City, OK 73105, Phone: 800-987-7767, Hours: M-F 8 a.m.-5 p.m., Website: www.okhca.org
OR	Oregon Health Authority , 500 Summer Street, NE, E-20, Salem, OR 97301, Phone: Out of State only: 800-273-0557, In State: 503-945-5944, Hours: M-F 8 a.m.-5 p.m., Website: http://www.oregon.gov/oha/hsd/ohp
PA	Pennsylvania Department of Human Services , P.O. Box 2675, Harrisburg, PA 17105-2675, Phone: 800-692-7462, Hours: M-F 8 a.m.-5 p.m., Website: www.dhs.pa.gov

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State Medicaid Offices

RI	Department of Human Services of Rhode Island , Louis Pasteur Building, 57 Howard Ave., Cranston, RI 02920, Phone: 855-697-4347, Hours: M-F 8:30 a.m.-4 p.m., Website: www.dhs.ri.gov
SC	South Carolina Healthy Connections Medicaid , P.O. Box 8206, Columbia, SC 29202, Phone: 888-549-0820, TTY: 888-842-3620, Hours: M-F 8 a.m.-6 p.m., Website: https://www.scdhhs.gov/
SD	Department of Social Services of South Dakota , 700 Governors Drive, Pierre, SD 57501, Phone: 800-452-7691, or 605-773-3165, Hours: M-F 8 a.m.-4:30 p.m., Website: https://dss.sd.gov/medicaid/
TN	Bureau of TennCare , 310 Great Circle Road, Nashville, TN 37243, Phone: 800-342-3145, TTY: 877-779-3103, Hours: M-F 8 a.m.-5 p.m., Website: www.tn.gov/tenncare
TX	Texas Health and Human Services Commission , 4900 N. Lamar Boulevard, Austin, TX 78751-2316, Phone: 800-252-8263, or 512-424-6500, Hours: M-F 7 a.m.-7 p.m., Website: http://www.hhsc.state.tx.us/medicaid/
UT	Utah Department of Health Medicaid , P.O. Box 143106, Salt Lake City, UT 84114-3106, Phone: 800-662-9651, Hours: M-F 8 a.m.-5 p.m., Website: https://medicaid.utah.gov/
VA	Virginia Medicaid , 600 E. Broad Street, Suite 1300, Richmond, VA 23219, Phone: 804-786-6145, Hours: M-F 8 a.m.-5 p.m., Website: https://www.dmas.virginia.gov
VT	Green Mountain Care: Medicaid , 103 S. Main Street, Waterbury, VT 05671, Phone: 800-250-8427, Hours: M-F 8 a.m.-8 p.m., Website: http://www.greenmountaincare.org/mabd
WA	Washington Department of Social and Health Services , Washington State Health Care Authority, P.O. Box 45531, Olympia, WA 98504, Phone: 855-923-4633, Hours: M-F 7:30 a.m.-5:30 p.m., Website: https://www.dshs.wa.gov/
WI	Wisconsin Department of Health Services , 1 W. Wilson Street, Madison, WI 53703, Phone: 800-362-3002, or 608-266-1865, TTY: 800-947-3529, Hours: M-F 8 a.m.-6 p.m., Website: https://www.dhs.wisconsin.gov/medicaid
WV	West Virginia Department of Health & Human Resources , One Davis Square, Suite 100 East, Charleston, WV 25301, Phone: 800-642-8589, or 304-558-0684, Hours: M-F 8:30 a.m.-5p.m., Website: http://www.dhhr.wv.gov
WY	Wyoming Department of Health , 401 Hathaway Building, Cheyenne, WY 82002, Phone: 866-571-0944, Hours: M-F 8:30 a.m.-4:30 p.m., Website: www.health.wyo.gov

If no TTY number is listed you may try 711 (National Relay Service)

State Health Insurance Assistance Program (SHIP)

AK	Alaska State Health Insurance Assistance Program (SHIP) , 550 W. 7th Avenue, Anchorage, AK 99501, Phone: 907-269-3680, TTY: 800-770-8973, Website: http://dhss.alaska.gov/dsds/Pages/medicare/default.aspx
AL	State Health Insurance Assistance Program (SHIP) , Alabama Department of Senior Services, 201 Monroe Street, Suite 350, Montgomery, AL 36104, Phone: 800-243-5463, Fax: 334-242-5594, Website: www.alabamaageline.gov
AR	Seniors Health Insurance Information Program (SHIIP) , 1200 W. 3rd Street, Little Rock, AR 72201-1904, Phone: 800-224-6330, Website: https://insurance.arkansas.gov/pages/consumer-services/senior-health/
AZ	Arizona State Health Insurance Assistance Program (SHIP) , 1789 W. Jefferson, Site Code 950A, Phoenix, AZ 85007, Phone: 800-432-4040, Website: https://des.az.gov/services/older-adults/medicare-assistance
CA	Health Insurance Counseling & Advocacy Program (HICAP) , 1300 National Drive, Suite 200, Sacramento, CA 95834, Phone: 800-434-0222, TTY: 800-735-2929, Website: https://www.aging.ca.gov/Programs_and_Services/Medicare_Counseling/
CO	Senior Health Insurance Assistance Program (SHIP) , 1560 Broadway, Suite 850, Denver, CO 80202, Phone: 800-930-3745, Website: https://www.colorado.gov/dora/division-insurance
CT	Connecticut Program for Health Insurance Assistance, Outreach, Information & Referral Counseling and Elig. Screening (CHOICES) , 55 Farmington Avenue, Hartford, CT 06105-3730, Phone: In state: 866-218-6631, Out of state: 860-424-5274, TTY: 800-842-4524, Website: www.ct.gov/aging-services
DC	Health Insurance Counseling Project (HICP) , 500 K Street, NE Washington, DC 20002, Phone: 202-994-6272, Website: https://dcoa.dc.gov/service/health-insurance-counseling
DE	The Delaware Medicare Assistance Bureau (DMAB) , DHSS Herman Holloway Campus, Lewis Building, 1901 N. DuPont Highway, New Castle, DE 19720, Phone: 800-336-9500, or 302-674-7364, Website: https://insurance.delaware.gov/divisions/dmab/
FL	SHINE (Serving Health Insurance Needs of Elders) , 4040 Esplanade Way, Suite 270, Tallahassee, FL 32399-7000, Phone: 800-963-5337, TTY: 800-955-8770, Website: http://www.floridashine.org/
GA	Georgia Cares , 2 Peachtree Street, NW, 33rd Floor, Atlanta, Georgia, 30303, Phone: 866-552-4464 (Option 4), Website: www.mygeorgiacares.org
HI	The Hawaii State Health Insurance Assistance Program (SHIP) , No. 1 Capitol District, 250 S. Hotel Street, Suite 406, Honolulu, HI 96813-2831, Phone: 808-586-7299, Website: www.hawaiiiship.org
IA	Senior Health Insurance Information Program (SHIIP) , 601 Locust Street, 4th Floor, Des Moines, IA 50309-3738, Phone: 800-351-4664, TTY: 800-735-2942, Website: https://shiip.iowa.gov/

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State Health Insurance Assistance Program (SHIP)

ID	Senior Health Insurance Benefits Advisors (SHIBA) , P.O. Box 83720, Boise, ID 83720-0043, Phone: 800-247-4422, Website: http://www.doi.idaho.gov/shiba
IL	Senior Health Insurance Program (SHIP) , Illinois Department on Aging, One Natural Resources Way, Suite 100, Springfield, IL 62702-1271, Phone: 800-252-8966, TTY: 888-206-1327, Website: https://www2.illinois.gov/aging/ship/Pages/default.aspx
IN	State Health Insurance Assistance Program (SHIP) , 311 W. Washington Street, Ste 300, Indianapolis, IN 46204-2787 Phone: 800-452-4800, TTY: 866-846-0139, Website: http://www.in.gov/idoi/2508.htm
KS	Senior Health Insurance Counseling for Kansas (SHICK) , 503 S. Kansas Avenue, Topeka, KS 66603-3404, Phone: 800-860-5260, Website: http://www.kdads.ks.gov/commissions/commission-on-aging/medicare-programs/shick
KY	State Health Insurance Assistance Program (SHIP) , 275 E. Main Street, Frankfort, KY 40621, Phone: 877-293-7447, Website: https://chfs.ky.gov/agencies/dail/Pages/ship.aspx
LA	Senior Health Insurance Information Program (SHIIP) , P.O. Box 94214, Baton Rouge, LA 70802, Phone: 800-259-5300, or 225-342-5301, Website: http://www.lidi.la.gov/SHIIP/
MA	Serving Health Information Needs of Elders (SHINE) , 1 Ashburton Place, 5th Floor, Boston, MA 02108, Phone: 800-243-4636, Website: https://www.mass.gov/health-insurance-counseling
MD	Maryland State Health Insurance , 301 W. Preston Street, Suite 1007, Baltimore, MD 21201, Phone: 800-243-3425, TTY: 410-767-1083, Website: https://pophealth.health.maryland.gov/Pages/SHIP-Lite-Home.aspx
ME	Maine State Health Insurance Assistance Program , 11 State House Station, 41 Anthony Avenue, Augusta, ME 04333, Phone: 877-353-3771, TTY: 800-750-5353, Website: http://www.maine.gov/dhhs/oads/community-support/ship.html
MI	Medicare/Medicaid Assistance Program (MMAP) , 6105 W. St. Joseph Hwy., Suite 204, Lansing, MI 48917, Phone: 800-803-7174, Website: www.mmapinc.org
MN	Minnesota State Health Insurance Assistance Program/Senior LinkAge Line , Minnesota Board on Aging, P.O. Box 64976, St. Paul, MN 55164, Phone: 800-333-2433, Website: http://www.mnaging.org/Advisor/SLL/SLL_SHIP.aspx
MO	Community Leaders Assisting the Insured of MO (CLAIM) , 200 North Keene Street, Suite 101, Columbia, MO 65201, Phone: 800-390-3330, Website: https://www.missouricclaim.org/
MS	Mississippi Department of Human Services , 200 South Lamar St., Jackson, MS 39201, Phone: 1-601-359-4500, Website: https://www.mdhs.ms.gov/adults-seniors/services-for-seniors/

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State Health Insurance Assistance Program (SHIP)

MT	Montana Health Insurance Assistance Program (SHIP) , 1502 4th Street, West, Roundup, MT 59072, Phone: 800-551-3191, Website: https://dphhs.mt.gov/sltc/aging/SHIP
NC	The Seniors' Health Insurance Information Program (SHIIP) , 1201 Mail Service Center, Raleigh, NC 27699-1201, Phone: 855-408-1212, Website: www.ncshiip.com
ND	State Health Insurance Counseling Program (SHIC) , 600 E. Blvd., Dept. 401, Bismarck, ND 58505, Phone: 888-575-6611, TTY: 800-366-6888, Website: http://www.nd.gov/ndins/shic/
NE	Nebraska Senior Health Insurance Information Program (SHIIP) , 941 O Street, Suite 400, Lincoln, NE 68508, Phone: 800-234-7119, Website: http://www.doi.ne.gov/shiip
NH	NH SHIP - ServiceLink Resource Center , 129 Pleasant Street, Gallen State Office Park, Concord, NH 03301-3857, Phone: 603-271-9700, TTY: 800-735-2964, Website: http://www.servicelink.nh.gov/
NJ	State Health Insurance Assistance Program (SHIP) , P.O. Box 807, Trenton NJ 08625, Phone: 800-792-8820, Website: http://www.state.nj.us/humanservices/doas/services/ship/index.html
NM	New Mexico ADRC/SHIP Benefits Counseling , P.O. Box 27118, Santa Fe, NM 87502-7118, Phone: 800-432-2080, Will call back, Website: http://www.nmaging.state.nm.us/adrc.aspx
NV	State Health Insurance Assistance Program (SHIP) , 3416 Goni Road, Suite D-132, Carson City, NV 89706, Phone: 800-307-4444, Website: http://adsd.nv.gov/Programs/Seniors/SHIP/SHIP_Prog/
NY	Health Insurance Information Counseling and Assistance Program (HIICAP) , New York Office for the Aging, 2 Empire State Plaza, Agency Bldg. 2, 4th Floor, Albany, NY 12223-1251, Phone: 800-701-0501, Website: https://aging.ny.gov/health-insurance-information-counseling-and-assistance-program-hiicap
OH	Ohio Senior Health Insurance Information Program (OSHIIP) , 50 W. Town Street, 3rd Floor, Suite 300, Columbus, OH 43215, Phone: 800-686-1578, Website: https://insurance.ohio.gov/wps/portal/gov/odi/about-us/divisions/ohio-senior-health-insurance-information-program/welcome/
OK	Senior Health Insurance Counseling Program (SHICP) , 400 NE 50th Street, Oklahoma City, OK 73105, Phone: 800-763-2828, Website: https://www.oid.ok.gov/consumers/information-for-seniors/senior-health-insurance-counseling-program-ship/
OR	Senior Health Insurance Benefits Assistance (SHIBA) , Oregon Insurance Division, P.O. Box 14480, Salem, OR 97309, Phone: 800-722-4134, Website: www.oregonshiba.org

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State Health Insurance Assistance Program (SHIP)

PA	APPRISE , 555 Walnut Street, 5th Floor, Harrisburg, PA 17101, Phone: 800-783-7067, Website: https://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx
RI	Senior Health Insurance Program (SHIP) , 50 Valley Street, Providence, RI 02909, Phone: 1-888-884-8721 TTY: 401-462-0740, Website: http://oha.ri.gov/
SC	Insurance Counseling Assistance and Referrals for Elders (I-CARE) , P.O. Box 6668, Columbia, SC 29606, Phone: 800-868-9095, Other Areas of State: 864-242-9733, Website: https://www.getcaresc.com/guide/insurance-counseling-medicaremedicaid
SD	Senior Health Information and Insurance Education (SHIINE) , South Dakota Department of Social Services, 700 Governors Drive, Pierre, SD 57501, Phone: 800-536-8197, Website: www.shiine.net
TN	Tennessee State Health Insurance Assistance Program (SHIP) , 502 Deaderick Street, 9th Floor, Nashville, TN 37243, Phone: 877-801-0044, Website: https://www.tn.gov/aging/our-programs/state-health-insurance-assistance-program--ship-.html
TX	Health Information, Counseling and Advocacy Program (HICAP) , 701 W. 51st Street, MC: W352, Austin, TX 78751, Phone: 800-252-9240, TTY: 800-735-2989, Website: http://www.tdi.texas.gov/consumer/hicap/
UT	Senior Health Insurance Program (SHIP) , 195 N 1950 W, Salt Lake City, UT 84116, Phone: 800-541-7735, Website: http://daas.utah.gov/
VA	Virginia Insurance Counseling and Assistance Project (VICAP) , 1610 Forest Avenue, Suite 100, Henrico, VA 23229, Phone: 800-552-3402, Website: http://www.vda.virginia.gov/vicap.htm
VT	State Health Insurance and Assistance Program (SHIP) , 76 Pearl Street, Suite 201, Essex Junction, VT 05452, Phone: 800-642-5119, Website: http://asd.vermont.gov/services/ship
WA	Statewide Health Insurance Benefits Advisors (SHIBA) Helpline , P.O. Box 40255, Olympia, WA 98504, Phone: 800-562-6900, TTY: 360-586-0241, Website: http://www.insurance.wa.gov/about-oic/what-we-do/advocate-for-consumers/shiba/
WI	Wisconsin SHIP (SHIP) , Department of Health Services, 1 W. Wilson Street, Madison, WI 53703, Phone: 855-677-2783, Website: https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm
WV	West Virginia State Health Insurance Assistance Program (WV SHIP) , 1900 Kanawha Blvd., East, Charleston, WV 25305, Phone: 877-987-3646, Website: www.wvship.org
WY	Wyoming State Health Insurance Information Program (WSHIP) , 106 West Adams, Riverton, WY 82501, Phone: 800-856-4398, Website: http://www.wyomingseniors.com/services/wyoming-state-health-insurance-information-program

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State Department of Health

AK	Alaska Department of Health and Social Services , Phone: Toll-Free: 1-800-780-9972, Local: 907-269-3680, Hours: M-F 8 a.m.-5 p.m., Website: http://dhss.alaska.gov/Pages/default.aspx
AL	Alabama Department of Public Health , The RSA Tower 201 Monroe Street, Montgomery, AL 36104, Phone: Toll-Free: 800-252-1818, Local: 334-206-5300, Hours: M-F 8 a.m.-5 p.m., Website: www.adph.org
AR	Arkansas Department of Health , Phone: Toll-Free: 800-462-0599, Local: 501-661-2000, Hours: M-F 8 a.m.-4:30 p.m., Website: www.healthy.arkansas.gov
AZ	Arizona Department of Health Services , Phone: Local: 602-542-1025, Hours: M-F 8 a.m.-5 p.m., Website: https://azdhs.gov/
CA	California Department of Health Services , Phone: Local: 916-445-4171, Hours: M-F 8 a.m.-5 p.m., Website: www.dhcs.ca.gov
CO	Colorado Department of Public Health and Environment , Phone: Local: 303-692-2000, Hours: M-F 8 a.m.-5 p.m., Website: www.cdphe.state.co.us/
CT	Connecticut Department of Public Health , Phone: Local: 860-509-8000, Hours: M-F 8:30 a.m.-4:30 p.m., Website: www.ct.gov/dph
DC	The District of Columbia Department of Health , Phone: Local: 202-442-5955, Hours: M-F 8:15 a.m.-4:45 p.m., Website: www.doh.dc.gov
DE	Delaware Health and Social Services , Phone: Toll-Free: 800-372-2022, Local: 302-255-9040, Hours: M-F 8 a.m.-4:30 p.m., Website: http://dhss.delaware.gov/dhss/
FL	Florida Department of Health , Phone: Local: 850-245-4444, Hours: M-F 8 a.m.-5 p.m., Website: http://www.doh.state.fl.us/
GA	Georgia Department of Community Health , 2 Peachtree Street NW, Atlanta, GA 30303, Phone: Local: 404-656-4507, Hours: M-F 8 a.m.-5 p.m., Website: www.dch.georgia.gov
HI	Hawaii Department of Health , Phone: Local: 808-586-4400, Hours: M-F 7:45 a.m.-4:30 p.m., Website: www.hawaii.gov/health
IA	Iowa Department of Public Health , Phone: Toll-Free: 866-227-9878, Local: 515-281-7689, Hours: M-F 8 a.m.-4:30 p.m., Website: http://idph.iowa.gov/
ID	Idaho Department of Health and Welfare , Phone: Toll-Free: 800-926-2588, Local: 208-334-6700, Hours: M-F 8 a.m.-5 p.m., Website: http://healthandwelfare.idaho.gov

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State Department of Health

IL	Illinois Department of Public Health , Phone: Local: 217-782-4977, Hours: M-F 8 a.m.-5 p.m., Website: www.idph.state.il.us
IN	Indiana State Department of Health , Phone: Toll-Free: 800-382-9480, Local: 317-233-1325, Hours: M-F 8:15 a.m.-4:45 p.m., Website: www.in.gov/isdh
KS	Kansas Department of Health and Environment , Phone: Local: 785-296-1500, Hours: M-F 8 a.m.-5 p.m., Website: http://www.kdheks.gov/health/index.html
KY	Kentucky Cabinet for Health & Family Services , Phone: Toll-Free: 800-372-2973, Local: 502-564-3970, Hours: M-F 8 a.m.-4:30 p.m., Website: https://chfs.ky.gov
LA	Louisiana Department of Health and Hospital , P.O. Box 629, Baton Rouge, LA 70821-0629, Phone: Local: 225-342-9500, Fax: 225-342-5568, Hours: M-F 8 a.m.-4:30 p.m., Website: www.dhh.louisiana.gov
MA	Massachusetts Department of Public Health , Phone: Toll-Free: 800-841-2900, Hours: M-F 9 a.m.-5 p.m., Website: www.mass.gov/dph
MD	Maryland Department of Health and Mental Hygiene , Phone: Toll-Free: 877-463-3464, Local: 410-767-6500, Hours: M-F 8 a.m.-4:30 p.m., Website: http://dhmh.maryland.gov/pages/index.aspx
ME	Maine Department of Health and Human Services , Phone: Local: 207-287-3707, Hours: M-F 8 a.m.-4:30 p.m., Website: www.state.me.us/dhhs
MI	Michigan Department Community Health , Phone: Local: 517-241-3740, Hours: M-F 8 a.m.-5 p.m., Website: www.michigan.gov/mdch
MN	Minnesota Department of Health , Phone: Toll-Free: 888-345-0823, Local: 651-201-5000, Hours: M-F 8 a.m.-4:30 p.m., Website: www.health.state.mn.us
MO	Missouri Department of Health & Senior Services , Phone: Local: 573-751-6400, Hours: M-F 8 a.m.-5 p.m., Website: www.dhss.mo.gov
MS	Mississippi Department of Health , 570 East Woodrow Wilson Drive, Jackson, MS 39216, Phone: Toll-Free: 866-458-4948, Local: 601-576-7400, Hours: M-F 8 a.m.-5 p.m., Website: www.msdh.state.ms.us/
MT	Montana Department of Public Health & Human Services , Phone: Toll-Free: 800-362-8312, Local: 406-444-4540, Hours: M-F 8 a.m.-5 p.m., Website: www.dphhs.mt.gov
NC	North Carolina Department of Health and Human Services , Phone: Local: 919-855-4800, Hours: M-F 8 a.m.-5 p.m., Website: www.ncdhhs.gov/dma

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State Department of Health

ND	North Dakota Department of Health , Phone: Local: 701-328-2372, Hours: M-F 8 a.m.-5 p.m., Website: www.ndhealth.gov
NE	Nebraska Department of Health and Human Services , Phone: Toll-Free: 800-430-3244, Local: 402-471-3121, Hours: M-F 8 a.m.-5 p.m., Website: www.dhhs.ne.gov
NH	New Hampshire Department of Health and Human Services , Phone: Toll-Free: 844-275-3447, Local: 603-883-7726, Hours: M-F 8 a.m.-4 p.m., Website: www.dhhs.state.nh.us
NJ	State of New Jersey Department of Health , Phone: Toll-Free (24 Hrs): 800-792-9770, Local: 609-292-7837, Hours: M-F 7:30 a.m.-4:30 p.m., Website: www.state.nj.us/health/index.shtml
NM	New Mexico Department of Health , Phone: Local: 505-827-2613, Hours: M-F 8 a.m.-5 p.m., Website: https://nmhealth.org/
NV	Nevada Department of Health and Human Services , Phone: Local: 775-684-4000, Hours: M-F 8 a.m.-5 p.m., Website: http://dhhs.nv.gov/
NY	New York State Department of Health , Phone: Toll-Free: 800-541-2831, Hours: M-F 8:30 a.m.-3:30 p.m., Website: https://www.health.ny.gov/
OH	Ohio Department of Health , Phone: Local: 614-466-3543, Hours: M-F 8 a.m.-5 p.m., Website: www.odh.ohio.gov/
OK	Oklahoma State Department of Health , Phone: Toll-Free: 800-522-0203, Local: 405-271-5600, Hours: M-F 8 a.m.-5 p.m., Website: www.ok.gov/health
OR	Oregon Health Authority , Phone: Local: 971-673-1222, Toll-Free: 1-800-422-6012, Hours: M-F 8 a.m.-5 p.m., Website: http://public.health.oregon.gov/Pages/Home.aspx
PA	Pennsylvania Department of Health , Phone: Toll-Free: 877-724-3258, Hours: M-F 9 a.m.-5:00 p.m., Website: www.health.pa.gov
RI	Rhode Island Department of Health , Phone: Local: 401-222-5960, Hours: M-F 8:30 a.m.-4:30 p.m., Website: www.health.ri.gov
SC	South Carolina Department of Health and Environmental Control , Phone: Local: 803-898-3432, Hours: M-F 8 a.m.-5 p.m., Website: http://www.scdhec.gov/
SD	South Dakota Department of Health , Phone: Toll-Free: 800-738-2301, Local: 605-773-3361, Hours: M-F 8 a.m.-5 p.m., Website: https://doh.sd.gov/

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State Department of Health

TN	Tennessee Department of Health , Phone: Local: 615-741-3111, Hours: M-F 8 a.m.-5 p.m., Website: https://www.tn.gov/health
TX	Texas Department of State Health Services , Phone: Toll-Free: 888-963-7111, Local: 512-776-7111, Hours: M-F 8 a.m.-5 p.m., Website: www.dshs.state.tx.us
UT	Utah Department of Health , Phone: Toll-Free: 888-222-2542, Local: 801-538-6003, Hours: M-F 8 a.m.-5 p.m., Website: www.health.utah.gov
VA	Virginia Department of Health , Phone: Local: 804-864-7001, Hours: M-F 8 a.m.-5 p.m., Website: https://www.vdh.virginia.gov/
VT	Vermont Department of Health , Phone: Toll-Free: 800-464-4343, Local: 802-863-7200, Hours: M-F 8 a.m.-5 p.m., Website: www.healthvermont.gov
WA	Washington State Department of Health , Phone: Toll-Free: 800-525-0127, Local: 360-236-4501, Hours: M-F 8 a.m.-5 p.m., Website: www.doh.wa.gov
WI	Wisconsin Department of Health , Phone: Local: 608-266-1865, Hours: M-F 8 a.m.-5 p.m., Website: https://www.dhs.wisconsin.gov/
WV	West Virginia Department of Health & Human Resources , Phone: Local: 304-558-0684, Hours: M-F 8:30 a.m.-5 p.m., Website: http://www.dhhr.wv.gov/
WY	Wyoming Department of Health , Phone: Toll-Free: 866-571-0944, Local: 307-777-7656, Hours: M-F 8 a.m.-5 p.m., Website: www.health.wyo.gov

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State Pharmaceutical Assistance Program (SPAP)

DE	Delaware Chronic Renal Disease Program , 253 NE Front Street Milford, DE 19963, Phone: 302-424-7180, Hours: M-F 8 a.m.-4:30 p.m., Website: https://dhss.delaware.gov/dhss/dmma/crdprog.html
DE	Delaware Prescription Assistance Program , Phone: 1-844-245-9580 (Option 2), Website: https://dhss.delaware.gov/dhss/dmma/dpap.html
IN	Hoosier Rx , 402 W. Washington Street, Room W374, MS07, Indianapolis, IN 46204, Phone: 866-267-4679, or 317-234-1381, Hours: M-F 7 a.m.-3 p.m., Website: https://www.in.gov/medicaid/members/194.htm
ID	Idaho Ryan White Part B Program , 450 W. State Street, P.O. Box 83720, Boise, ID 83720-0036, Phone: 208-334-5612, Hours: M-F 8 a.m.-5 p.m., Website: https://healthandwelfare.idaho.gov/Health/HIV,STD,HepatitisSection/HIVCare/tabid/391/Default.aspx
MA	Massachusetts Prescription Advantage , P.O. Box 15153, Worcester, MA 01615-0153, Phone: 800-243-4636, Option 3, TTY: 877-610-0241, Hours: M-F 8:45 a.m.-5 p.m., Website: http://www.mass.gov/elders/healthcare/prescription-advantage/
MD	Maryland Senior Prescription Drug Assistance Program (SPDAP) , c/o Pool Administrators, 628 Hebron Avenue, Suite 212, Glastonbury, CT 06033, Phone: 800-551-5995, TTY: 800-877-5156, Hours: M-F 8 a.m.-5 p.m., Website: http://marylandspdap.com
MD	Maryland Kidney Disease Program , 201 West Preston Street - Room SS-3, Baltimore, MD 21201, Phone: 410-767-5000, or 800-226-2142, Hours: M-F 8:30am–4:30pm EST, Website: http://www.mdrxprograms.com/kdp.html
MD	Primary Adult Care Program , P.O. Box 386, Baltimore, MD 21203, Phone: 800-226-2142
ME	Maine Low Cost Drugs for the Elderly or Disabled Program , Office of MaineCare Services, 109 Capital Street, Augusta, ME 04333, Phone: 866-796-2463, TTY: 800-606-0215, Website: http://www.maine.gov/dhhs/oads/home-support/elderly-physically-disabled/index.html
MO	Missouri Rx Plan , P. O. Box 6500, Jefferson City, MO 65102, Phone: 800-375-1406, Website: https://dss.mo.gov/morx/
MT	Montana Big Sky Rx Program , P.O. Box 202915, Helena, MT 59620-2915, Phone: 866-369-1233, or 406-444-1233, Hours: M-F 8 a.m.-5 p.m., Website: http://dphhs.mt.gov/MontanaHealthcarePrograms/BigSky.aspx
MT	Montana Mental Health Services Plan , 555 Fuller Avenue, P.O. Box 202905, Helena, MT 59620, Phone: 406-444-3964, or 800-866-0328, Website: https://dphhs.mt.gov/amdd/services/mhsp
NJ	New Jersey Pharmaceutical Assistance to the Aged and Disabled (PAAD) , Division of Aging Services, P.O. Box 715, Trenton, NJ 08625-0715, Phone: 800-792-9745, Hours: M-F 8 a.m.-5 p.m., Website: http://www.state.nj.us/humanservices/doas/services/paad/

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State Pharmaceutical Assistance Program (SPAP)

NJ	New Jersey Senior Gold Prescription Discount Program , P.O. Box 715, Trenton, NJ 08625-0715, Phone: 800-792-9745, Hours: M-F 8 a.m.-5 p.m., Website: http://www.state.nj.us/humanservices/doas/services/seniorgold/
NJ	New Jersey Division of Medical Assistance and Health Services , P. O. Box 712, Trenton, NJ 08625, Phone: 800-356-1561, Website: https://www.state.nj.us/humanservices/dmahs/home/index.html
NV	Nevada Disability Rx Program , Department of Health and Human Services, 3416 Goni Road, Building D, Suite 132, Carson City, NV 89706, Phone: 866-303-6323, or 775-687-4210, Hours: M-F 8 a.m.-5 p.m., Website: http://adsd.nv.gov/Programs/Physical/DisabilityRx/DisabilityRx/
NY	New York State Elderly Pharmaceutical Insurance Coverage (EPIC) , P.O. Box 15018, Albany, NY 12212-5108, Phone: 800-332-3742, TTY: 800-290-9138, Hours: M-F 8:30 a.m.-5 p.m., Website: https://www.health.ny.gov/health_care/epic/
PA	Pharmaceutical Assistance Contract for the Elderly (PACE) , Pennsylvania Department of Aging, P.O. Box 8806, Harrisburg, PA 17105-8806, Phone: 800-225-7223, Hours: M-F 8 a.m.-5 p.m., Website: http://www.aging.pa.gov/aging-services/prescriptions/Pages/default.aspx
PA	Special Pharmaceutical Benefits Program - Mental Health , Department of Human Services, SPBP-MH Program, Commonwealth Tower 12th floor, P.O. Box 2675, Harrisburg, PA 17105-2675, Phone: 800-355-5355, Option 2, Website: https://www.dhs.pa.gov/providers/Providers/Pages/Health%20Care%20for%20Providers/Special-Pharm-Benefits-Program.aspx
PA	Pennsylvania PACE Needs Enhancement Tier (PACENET) , Pennsylvania Department of Aging, P.O. Box 8806, Harrisburg, PA 17105-8806, Phone: 800-225-7223, Hours: M-F 8 a.m.-5 p.m., Website: http://www.aging.pa.gov/aging-services/prescriptions/Pages/default.aspx
PA	PACE Chronic Renal Disease Program (CRDP) , Pennsylvania Department of Health, Eligibility Unit, P.O. Box 8811, Harrisburg, PA 17105-8806, Phone: 800-225-7223, Hours: M-F 9 a.m.-5 p.m., Website: https://www.health.pa.gov/topics/programs/Chronic-Renal-Disease/Pages/Chronic%20Renal%20Disease.aspx
RI	RI Pharmaceutical Assistance to the Elderly (RIPAE) , 74 W. Road, Hazard Bldg., 2nd Floor, Cranston, RI 02920, Phone: 401-462-3000, Hours: M-F 8:30 a.m.-4 p.m. Website: http://www.reformwatch.com/development/DEA2/programs/prescription_assist.php
TX	Kidney Health Care Program (KHC) , Department of State Health Services, P.O. Box 149347, MC 1938, Austin, TX 78714-9347, Phone: 800-222-3986, or 512-776-7150, Hours: M-F 8 a.m.-5 p.m., Website: https://hhs.texas.gov/services/health/kidney-health-care
VT	V-Pharm , DCF - Economic Services Division, Application and Document Processing Center, 280 State Drive, Waterbury, VT 05671-1500, Phone: 800-250-8427, Hours: M-F 8 a.m.-8 p.m., from Nov 1-Dec 15, and 8 a.m.-5 p.m., all other times, Website: http://www.greenmountaincare.org/perscription

If no TTY number is listed you may try 711 (National Relay Service)

State Pharmaceutical Assistance Program (SPAP)

WI	Chronic Renal Disease , P.O. Box 6410, Madison, WI 53716, Phone: 800-362-3002, Hours: M-F 8 a.m.-6 p.m., Website: https://www.dhs.wisconsin.gov/forwardhealth/wcdp.htm
WI	Cystic Fibrosis Program , P.O. Box 6410, Madison, WI 53716, Phone: 800-362-3002, Hours: M-F 8 a.m.-6 p.m., Website: https://www.dhs.wisconsin.gov/forwardhealth/wcdp.htm
WI	Hemophilia Home Care , P.O. Box 6410, Madison, WI 53716, Phone: 800-362-3002, Hours: M-F 8 a.m.-6p.m., Website: https://www.dhs.wisconsin.gov/forwardhealth/wcdp.htm
WI	SeniorCare (above 200% FPL) , P.O. Box 6710, Madison, WI 53716, Phone: 800-657-2038, Hours: M-F 8 a.m.-6p.m., Website: https://www.dhs.wisconsin.gov/seniorcare/index.htm
AK, AL, AR, AZ, CA, CO, CT, DC, FL, GA, HI, IA, IL, KS, KY, LA, MI, MN, MS, NC, ND, NE, NH, NM, OH, OK, OR, SC, SD, TN, UT, VA, WA, WV, WY	There are no SPAP in these states

If no TTY number is listed you may try 711 (National Relay Service)

State AIDS Drug Assistance Programs (ADAP)

AK	Alaska AIDS Drug Assistance Program (ADAP) , 1057 W. Fireweed Lane, Anchorage, AK 99503, Phone: 907-263-2050, Hours: M-F 8 a.m.-5 p.m., Website: http://www.alaskan aids.org/index.php/client-services/adap
AL	Alabama AIDS Drug Assistance Program (ADAP) , 201 Monroe Street, RSA Tower, Suite 1400, Montgomery, AL 36104, Phone: 866-574-9964, Fax: 344-206-6221, Hours: M-F 8 a.m.- 5 p.m., Website: https://www.alabamapublichealth.gov/hiv/adap.html
AR	Arkansas AIDS Drug Assistance Program (ADAP) , 4815 W. Markham, Little Rock, AR 72205, Phone: 888-499-6544, Hours: M-F 8 a.m.-4:30 p.m., Website: https://www.healthy.arkansas.gov/programs-services/topics/ryan-white-program
AZ	Arizona AIDS Assistance Program , 150 N.18th Avenue, Suite 110, Phoenix, AZ 85007, Phone: 602-364-3610, Hours: M-F 8 a.m.-5 p.m., Website: http://www.azdhs.gov/phs/hiv/adap/index.htm
CA	California AIDS Assistance Program (ADAP) / Ramsell Corporation , P.O. Box 997377, MS 0500, Sacramento, CA 95899-7377, Phone: 916-558-1784, or 888-311-7632, Hours: M-F 8 a.m.-5 p.m., Website: https://www.cdph.ca.gov/Programs/CID/DOA/pages/oaadap.aspx
CO	Colorado AIDS Drug Assistance Program (ADAP) , 4300 Cherry Creek Drive, South, Denver, CO 80246, Phone: 303-692-2716, Hours: M-F 7:30 a.m.-5:15 p.m., Website: https://www.colorado.gov/pacific/cdphe/prevention-care
CT	Connecticut AIDS Drug Assistance Program (CADAP) , 410 Capitol Avenue, P.O. Box 340308, Hartford, CT 06134, Phone: 800-233-2503, Hours: M-F 8 a.m.-5 p.m., Website: http://www.ct.gov/dph/cwp/view.asp?a=3135&Q=387012
DC	Washington DC AIDS Drug Assistance Program (DCADAP) , 899 North Capitol Street, NE, 4th Floor, Washington, DC 20002, Phone: 202-442-5955, Hours: M-F 8:15 a.m.-4:45 p.m., Website: https://dchealth.dc.gov/
DE	Delaware AIDS Drug Assistance Program (ADAP) , Thomas Collins Building, 540 S. DuPont Highway, Dover, DE 19901, Phone: 302-744-1050, Hours: M-F 8 a.m.-4:30 p.m., Website: http://www.dhss.delaware.gov/dph/dpc/hivtreatment.html
FL	Florida AIDS Drug Assistance Program (ADAP) , HIV/AIDS Section, 4052 Bald Cypress Way, Tallahassee, FL 32399, Phone: 850-245-4334, Hours: M-F 8 a.m.-5 p.m., Website: http://www.floridahealth.gov/diseases-and-conditions/aids/adap/
GA	Georgia AIDS Drug Assistance Program (ADAP) , 2 Peachtree Street, NE, Atlanta, GA 30303, Phone: 404-656-9805, Hours: M-F 8 a.m.-5 p.m., Email: GAADAP@dph.ga.gov, Website: https://dph.georgia.gov/hiv-care/aids-drug-assistance-program-adap
HI	Hawaii HDAP , 3627 Kilauea Avenue, Suite 306, Honolulu, HI 96816, Phone: 808-733-9360, Hours: M-F 7:30 a.m.-4:30 p.m., Website: http://health.hawaii.gov/harmreduction/hiv-aids/hiv-programs/hiv-medical-management-services/
IA	Iowa AIDS Drug Assistance Program (ADAP) , 321 E. 12th Street, Iowa State Office Building, Des Moines, IA 50319-0075, Phone: 515-242-5150, Hours: M-F 8 a.m.-5 p.m., Website: https://idph.iowa.gov/hivstdhep/hiv/support

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State AIDS Drug Assistance Programs (ADAP)

ID	Idaho AIDS Drug Assistance Program (ADAP) , 450 W. State Street, P.O. Box 83720, Boise, ID 83720-0036, Phone: 208-334-5612, Hours: M-F 8 a.m.-5 p.m., Website: https://healthandwelfare.idaho.gov/Health/HIV,STD,HepatitisSection/tabid/179/Default.aspx
IL	Illinois AIDS Drug Assistance Program (ADAP) , 525 W. Jefferson Street, 1st Floor, Springfield, IL 62761, Phone: 217-782-4977, Hours: M-F 8 a.m.-5 p.m., Website: http://adap.directory/illinois
IN	Indiana AIDS Drug Assistance Program (ADAP) , 2 N. Meridian Street, Indianapolis, IN 46204, Phone: 866-588-4948, or 317-233-7450, Hours: M-F 8 a.m.-4:30 p.m., Website: https://www.in.gov/isdh/17740.htm
KS	The Kansas Ryan White Part B Program , 1000 SW Jackson Street, Suite 210, Topeka, KS 66612, Phone: 785-296-6174, Hours: M-F 8 a.m.-5 p.m., Website: http://www.kdheks.gov/sti_hiv/ryan_white_care.htm
KY	Kentucky AIDS Drug Assistance Program (ADAP) , 275 E. Main Street, HS2E-C, Frankfort, KY 40601, Phone: 800-420-7431, Hours: M-F 8 a.m.-5 p.m., Website: http://chfs.ky.gov/agencies/dph/dehp/hab/pages/services.aspx
LA	Louisiana HIV/AIDS Program (LA HAP) , 1450 Poydras Street, Suite 2136, New Orleans, LA 70112, Phone: 504-568-7474, Fax: 504-568-3157, Hours: M-F 8 a.m.-5 p.m., Website: http://www.lahap.org/
MA	Massachusetts AIDS Drug Assistance Program (ADAP) , 380 Chauncy Street, Boston, MA 02111, Phone: 800-228-2714, Hours: M-F 8 a.m.-5 p.m., Website: http://crine.org/hdap/
MD	Maryland AIDS Assistance Program (MADAP) , 201 W. Preston Street, Baltimore, MD 21202, Phone: 800-205-6308, Hours: M-F 8:30 a.m.-4:30 p.m., Website: http://phpa.dhmh.maryland.gov/OIDPCS/CHCS/pages/madap.aspx
ME	Maine AIDS Drug Assistance Program (ADAP) , State House Station 40, Augusta, ME 04330, Phone: 207-287-3747, Hours: M-F 8 a.m.-5 p.m., Website: http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/index.shtml
MI	Michigan AIDS Drug Assistance Program (MIDAP) , 109 Michigan Avenue, 9th Floor, Lansing, MI 48913, Phone: 888-826-6565, Hours: M-F 10 a.m.-6 p.m., Website: http://www.michigan.gov/mdhhs/0,5885,7-339-71550_2955_2982-44913--,00.html
MN	Minnesota Department of Human Services-Program HH , P.O. Box 64972, St. Paul, MN 55164-0972, Phone: 651-431-2414, or 800-657-3761, Hours: M-F 8 a.m.-5 p.m., Website: https://www.justushealth.org/get-support/assistance/health-insurance/program-hh
MO	Missouri HIV/AIDS Case Management Program , P.O. Box 570, Jefferson City, MO 65102, Phone: 573-751-6439, Hours: M-F 8 a.m.-5 p.m., Website: http://health.mo.gov/living/healthcondiseases/communicable/hivaids/casemgmt.php
MS	Mississippi AIDS Drug Assistance Program (ADAP) , 570 E. Woodrow Wilson, Jackson, MS 39216, Phone: 1-800-826-2961 or 601-576-7723, Hours: M-F 8 a.m.-5 p.m., Website: http://msdh.ms.gov/index.htm
MT	Montana AIDS Drug Assistance Program (ADAP) , Cogswell Building, Room C-211, 1400 Broadway, Helena, MT 59620, Phone: 406-444-4744, Hours: M-F 8 a.m.-5 p.m., Website: http://www.dphhs.mt.gov/publichealth/hivstd/treatmentprogram.shtml

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State AIDS Drug Assistance Programs (ADAP)

NC	North Carolina AIDS Drug Assistance Program (ADAP) , 2001 Mail Service Center, Raleigh, NC 27699, Phone: 919-855-4800, Hours: M-F 8 a.m.-5 p.m., Website: https://epi.dph.ncdhhs.gov/cd/hiv/hmap.html
ND	North Dakota AIDS Drug Assistance Program (ADAP) , 2635 E. Main Avenue, Bismarck, ND 58506-5520, Phone: 800-706-3448, Hours: M-F 8 a.m.-5 p.m., Website: https://www.ndhealth.gov/hiv/
NE	Nebraska AIDS Drug Assistance Program (ADAP) , Nebraska Department of Health & Human Services, P.O. Box 95026, Lincoln, NE 68509-5026, Phone: 800-782-2437, or 402-552-9260, Hours: M-F 8 a.m.-5 p.m., Website: http://dhhs.ne.gov/Pages/Ryan-White.aspx
NH	New Hampshire AIDS Drug Assistance Program (ADAP) , 29 Hazen Drive, Concord, NH 03301, Phone: 603-271-4502, or 800-852-3345 x4502, Hours: M-F 8:00 a.m.-4:30 p.m., Website: http://www.dhhs.nh.gov/dphs/bchs/std/care.htm
NJ	New Jersey AIDS Drug Assistance Program (ADAP) , P.O. Box 722 Trenton, NJ 08625-0722, Phone: 877-613-4533, Hours: M-F 8 a.m.-5 p.m., Website: http://www.state.nj.us/humanservices/doas/home/freemed.html#addp
NM	New Mexico AIDS Drug Assistance Program (ADAP) , 1190 St. Francis Drive, Room S 1200, Santa Fe, NM 87502, Phone: 505-476-3628, Hours: M-F 8 a.m.-5 p.m., Website: https://nmhealth.org/about/phd/idb/hats/
NV	Nevada AIDS Drug Assistance Program (ADAP) , 4150 Technology Way, Carson City, NV 89706-2009, Phone: 775-684-4247, Hours: M-F 8 a.m.-5 p.m., Website: http://dpbh.nv.gov/Programs/HIV-Ryan/Ryan_White_Part_B_-_Home/
NY	New York AIDS Drug Assistance Program (ADAP) , HIV Uninsured Care Programs, Empire Station, P.O. Box 2052, Albany, NY 12220-0052, Phone: 800-542-2437, Hours: M-F 8 a.m.-5 p.m., Website: http://www.health.ny.gov/diseases/aids/general/resources/adap/index.htm
OH	Ohio AIDS Drug Assistance Program (OHDAP) , 246 N. High Street, 6th Floor, Columbus, OH 43215, Phone: 800-777-4775, Hours: M-F 8 a.m.-5 p.m., Website: https://odh.ohio.gov/wps/portal/gov/odh/know-our-programs/Ryan-White-Part-B-HIV-Client-Services/AIDS-Drug-Assistance-Program/
OK	Oklahoma AIDS Drug Assistance Program (ADAP) , 1000 NE 10th Street, Mail Drop 0308, Oklahoma City, OK 73117, Phone: 405-271-4636, Hours: M-F 8 a.m.-5 p.m., Website: https://www.ok.gov/health/Disease_Prevention_Preparedness/HIV_STD_Service/Care_Delivery_(Ryan_White_ADAP_Hepatitis)/index.html
OR	Oregon CAREAssist , 800 NE Oregon Street, Suite 1105, Portland, OR 97232, Phone: 800-805-2313, Hours: M-F 8 a.m.-5 p.m., Website: https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/HIVSTDVIRALHEPATITIS/Pages/index.aspx
PA	Pennsylvania Special Pharmaceutical Benefits Program – HIV/AIDS , P.O. Box 8808, Harrisburg, PA 17105-8808, Phone: 800-922-9384, Hours: M-F 8 a.m.-5 p.m., Website: http://www.health.pa.gov/spbp
RI	Rhode Island AIDS Drug Assistance Program (ADAP) , 3 Capitol Hill, Providence, RI 02908, Phone: 401-462-3294, Hours: M-F 8:30 a.m.-4:30 p.m., Website: http://www.health.ri.gov/diseases/hivaids/

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State AIDS Drug Assistance Programs (ADAP)

SC	South Carolina AIDS Drug Assistance Program (ADAP) , 2600 Bull Street, Columbia, SC 29201, Phone: 803-898-3432, Hours: M-F 8 a.m.-6 p.m., Website: https://www.scdhec.gov/infectious-diseases/hiv-std-viral-hepatitis/aids-drug-assistance-program
SD	South Dakota AIDS Drug Assistance Program (ADAP) , 600 E. Capital Avenue, Pierre, SD 57501, Phone: 605-773-3361, Hours: M-F 8 a.m.-4:30 p.m., Website: http://doh.sd.gov/diseases/infectious/HIV-AIDS/
TN	Tennessee AIDS Drug Assistance Program (ADAP) , Andrew Johnson Tower, 4th Floor, 710 James Robertson Parkway, Nashville, TN 37243, Phone: 615-741-7500, Hours: M-F 8 a.m.-5 p.m., Website: https://www.tn.gov/health/health-program-areas/std/std/ryanwhite.html
TX	Texas AIDS Drug Assistance Program (ADAP) , P.O. Box 149347, MC 1873, Austin, TX 78714, Phone: 737-255-4300, Hours: M-F 8 a.m.-5 p.m., Website: http://www.dshs.state.tx.us/hivstd/meds/spap.shtm
UT	Utah Bureau AIDS Drug Assistance Program (ADAP) , P.O. Box 142104, Salt Lake City, UT 84114, Phone: 801-538-6191, Hours: M-F 8 a.m.-5 p.m., Website: http://health.utah.gov/epi/treatment/
VA	Virginia AIDS Drug Assistance Program (ADAP) , 109 Governor Street, Richmond, VA 23219, Phone: 855-362-0658, Hours: M/W 8:30 a.m.-6 p.m., T/Th/F 8:30 a.m.-5 p.m., Website: https://www.vdh.virginia.gov/disease-prevention/virginia-aids-drug-assistance-program-adap/
VT	Vermont Medication Assistance Program (VMAP) , 108 Cherry Street, P.O. Box 70, Burlington, VT 05402-0070, Phone: 802-951-4005, Hours: M-F 7:45 a.m.-3:30 p.m., Website: https://www.healthvermont.gov/immunizations-infectious-disease/hiv/care
WA	Washington AIDS Drug Assistance Program (ADAP) , P.O. Box 47841, Olympia, WA 98504, Phone: 877-376-9316, Hours: M-F 8 a.m.-5 p.m., Website: https://www.doh.wa.gov/YouandYourFamily/IllnessandDisease/HIV/ClientServices/ADAPandEIP
WI	Wisconsin AIDS Drug Assistance Program (ADAP) , 1 W. Wilson Street, Madison, WI 53703, Phone: 800-991-5532, or 608-267-6875, Hours: M-F 8 a.m.-4 p.m., Website: https://www.dhs.wisconsin.gov/hiv/adap.htm
WV	West Virginia AIDS Drug Assistance Program (ADAP) , 350 Capital Street, Room 125, Charleston, WV 25301, Phone: 800-642-8244, Hours: M-F 8 a.m.-4 p.m., Website: https://oeps.wv.gov/rwp/pages/default.aspx#adap
WY	Wyoming AIDS Drug Assistance Program (ADAP) , 6101 N. Yellowstone Road, Room 510, Cheyenne, WY 82002, Phone: 307-777-5856, Hours: M-F 8:30 a.m.-4:30 p.m., Website: http://adap.directory/wyoming

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Ombudsman

AL	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Alabama Department of Senior Services, Ombudsman Office 201 Monroe Street, Suite 350, Montgomery, AL 36104, Telephone: 800-243-5463, TTY: 711*, http://www.alabamaageline.gov/</p>
CA	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan.</p> <p>California Department of Health Care Services, Office of the Ombudsman Telephone: 888-452-8609 https://www.dhcs.ca.gov/services/medi-cal/Pages/MMCDOOfficeoftheOmbudsman.aspx</p> <p>The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>California Department of Aging, Office of the State Long-Term Ombudsman 1300 National Drive, Suite 200, Sacramento, CA 95834-1992, Telephone: 916-415-9710 https://www.aging.ca.gov/Programs_and_Services/Long-Term_Care_Ombudsman/</p>
CT	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan.</p> <p>Connecticut Program for Health Insurance Assistance, Outreach, Information & Referral Counseling and Elig. Screening (CHOICES) 55 Farmington Avenue, Hartford, CT 06105-3730, Telephone: In state: 866-218-6631, Out of State: 860-424-5274, TTY: 800-842-4524, Website: www.ct.gov/agingservices</p> <p>The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Connecticut Long Term Care Ombudsman Program Telephone: 1-866-388-1888, or contact Central Office at 860-424-5200 https://portal.ct.gov/LTCOP</p>
FL	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan.</p> <p>Florida's Ombudsman Program PO Box 7082, Tallahassee, FL 32301, Telephone: 866-490-1901, TTY: 711* http://ombudsman.myflorida.com</p> <p>The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Florida's Long Term care Ombudsman Program 4040 Esplanade Way, Tallahassee, FL 32399-7000, Telephone: 888-831-0404, TTY: 711* http://ombudsman.myflorida.com</p>

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Ombudsman

GA	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Georgia Office of the State Long-Term Care Ombudsman 2 Peachtree St., NW, 33rd Floor, Atlanta, GA 30303, Telephone: 866-552-4464, Option 5, TTY: 711* http://www.georgiaombudsman.org/</p>
IA	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Office of the State Long-Term Care Ombudsman 510 E 12th Street, Suite 2, Des Moines, IA 50319, Telephone: 866-236-1430, TTY: 711* https://www.iowaaging.gov/state-long-term-care-ombudsman</p>
KS	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Kansas Long-Term Care Ombudsman Office 900 SW Jackson, Suite 1041, Topeka, KS 66612, Telephone: 877-662-8362, TTY: 711* http://ombudsman.ks.gov/</p>
KY	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan.</p> <p>Kentucky State Ombudsman 275 E. Main St., Frankfort, KY 40602, Telephone: 502-564-5497</p> <p>The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Long-Term Ombudsman 3138 Custer Drive, Suite 110, Lexington, KY 40517, Telephone: 800-372-2991 https://chfs.ky.gov/agencies/dail/Pages/ltcomb.aspx</p>
LA	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Louisiana State Long-Term Care Ombudsman Program Governor's Office of Elderly Affairs, P.O. Box 61, Baton Rouge, LA 70821-0061 Telephone: 225-342-7100, Toll Free: 866-632-0922, TTY: 711* http://goea.louisiana.gov/</p>

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Ombudsman

ME	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>The Maine Long-Term Care Ombudsman Program 61 Winthrop St, Augusta, ME 04330, Telephone: 207-621-1079, Toll Free: 800-499-0229 Fax: 207-621-0509, https://www.maineombudsman.org/</p>
MI	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan.</p> <p>Michigan Health Link Ombudsman Program 3490 Belle Chase Way, Suite 50, Lansing, MI 48911, Telephone: 888-746-6456, TTY: 711* https://mhlo.org/</p> <p>The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Michigan Long Term Care Ombudsman Program 15851 S. US 27, Suite 73, Lansing, MI 48906, Telephone: 517-827-8040, Fax: 517-574-5301 https://mltcop.org/</p>
MO	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>State Office of Long-Term Care Ombudsman Program Missouri Department of Health and Senior Services PO Box 570, Jefferson City, MO 65102-0570, Telephone: 800-309-3282. TTY: 711* http://health.mo.gov/seniors/ombudsman/</p>
MS	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Mississippi Department of Human Services, Division of Aging Mary Shearrill, State LTC Ombudsman 200 South Lamar Street, Jackson, MS 39202, Telephone: (601) 359-4927, Fax: 601-359-9664 https://www.mdhs.ms.gov/adults-seniors/services-for-seniors</p>
NC	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>North Carolina Department of Health and Human Services, Office of the State Ombudsman 2101 Mail Services Center, Raleigh, NC 27699, Telephone: 919-855-3426, TTY: 711* https://www.nc.gov/long-term-care-ombudsman</p>

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Ombudsman

NE	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Nebraska Department of Health and Human Services Nebraska Long-Term Care Ombudsman Program 2001 Mail Services Center, Lincoln, NE 68509, Telephone: 800-942-7830, TTY: 711* http://dhhs.ne.gov/Pages/Aging-Ombudsman.aspx</p>
NH	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan.</p> <p>Office of the Ombudsman, NH Department of Health & Human Services 129 Pleasant Street, Concord, NH 03301, Telephone: 603-271-6941, Toll Free: 800-852-3345, ext. 6941, Fax: 603-271-4632, https://www.dhhs.nh.gov/oos/ombudsman/</p> <p>The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Office of the Long-Term Care Ombudsman, Office of the Commissioner NH Department of Health and Human Services 129 Pleasant Street, Concord, NH 03301, Telephone: 603-271-4375, Toll Free: 800-442-5640 Fax: 603-271-5574, https://www.dhhs.nh.gov/oltco/</p>
NJ	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan.</p> <p>The NJ Department of Banking and Insurance Office of the Insurance Ombudsman The Office of the Insurance Ombudsman, NJ Department of Banking and Insurance PO Box 472, Trenton NJ 08625-0472, Telephone: 800-446-7467 www.state.nj.us/dobi/ombuds.htm</p> <p>The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>New Jersey Office of the State Long-Term Care Ombudsman NJ Long-Term Care Ombudsman P.O. Box 852, Trenton, NJ 08625-0852, Telephone: 877-582-6995, https://www.nj.gov/ooie/</p>
NV	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Aging and Disability Services Division Administrative Office 3416 Goni Road, Suite D-132, Carson City, NV 89706, Telephone: 775-687-4210, LTCOP Helpline at 888-282-1155 http://adsd.nv.gov/Programs/Seniors/LTCOmbudsman/LTCOmbudsProg/</p>

If no TTY number is listed you may try 711 (National Relay Service)

Ombudsman

NY	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>New York State Long Term Care Ombudsman Program 2 Empire State Plaza, 5th Floor, Albany, NY 12223, Telephone: 855-582-6769 https://aging.ny.gov/lcscop/contact-ombudsman-program</p>
OH	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Ohio Long Term Care Ombudsman Telephone: 800-282-1206, TTY: 711*, https://aging.ohio.gov/wps/portal/gov/aging/care-and-living/get-help/get-an-advocate/long-term-care-ombudsman-1</p>
PA	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Office of the State Long-Term Care Ombudsman Pennsylvania Department of Aging, Forum Place Building 555 Walnut Street, 5th floor, Harrisburg, PA. 17101-1919, Telephone: 717-783-8975, TTY: 711* http://www.aging.pa.gov/aging-services/Pages/Ombudsman.aspx</p>
TX	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. Texas Health and Human Services Commission Ombudsman for Managed Care P.O. Box 13247, Austin, TX 78711, Telephone: 866-566-8989, TTY: 800-735-2989</p> <p>The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Texas State Long-Term Care Ombudsman 701 W. 51st Street, W623, Austin, TX 78751, Telephone: 800-252-2412, TTY: 711* http://apps.hhs.texas.gov/news_info/ombudsman/</p>
VA	<p>Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.</p> <p>Office of the State Long-Term Care Ombudsman, Dept for Aging and Rehabilitative Services, 8004 Franklin Farms Drive, Henrico, VA 23229-5019, Telephone: 804-565-1600, TTY: 711*, http://www.elderrightsva.org/</p>

If no TTY number is listed you may try 711 (National Relay Service)

Ombudsman

WV

Ombudsman Information: The Ombudsman Program helps people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan. The Long Term Care Ombudsman Program helps people get information about nursing homes and resolve problems between nursing homes and residents or their families.

West Virginia Bureau of Senior Services, Long-Term Care Ombudsman Program

1900 Kanawha Boulevard East, Charleston, WV 25305, Telephone: 877-987-3646, TTY: 711*
www.wvseniorservices.gov/StayingSafe/LongTermCareOmbudsmanProgram/tabid/81/Default.aspx

If no TTY number is listed you may try 711 (National Relay Service)

Updated 8/21/2020



2021 Evidence of Coverage for Aetna Medicare Plan (PPO)

Addendum B: Aetna Medicare Plan (PPO) Service Areas

Addendum B

Aetna Medicare Plan (PPO) Service Areas*

Alabama				
Barbour	Chambers	Dale Henry	Houston Macon	Mobile Russell

Arizona				
Graham	La Paz	Maricopa Pima	Pinal Santa Cruz	Yavapai Yuma

California				
Fresno	Los Angeles	Orange Riverside	San Bernardino San Diego	San Francisco Ventura

Colorado				
Adams	Arapahoe	Boulder Broomfield	Denver Douglas	El Paso Jefferson

Connecticut				
Fairfield	Hartford	Litchfield Middlesex	New Haven New London	Tolland Windham

Delaware				
Kent	New Castle	Sussex		

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2021 Evidence of Coverage for Aetna Medicare Plan (PPO)

Addendum B: Aetna Medicare Plan (PPO) Service Areas

District of Columbia

Washington DC

Florida

Bradford	Collier	Indian River	Miami-Dade	Pinellas
Brevard	DeSoto	Lake	Nassau	Polk
Broward	Duval	Lee	Orange	Saint Johns
Charlotte	Hernando	Manatee	Osceola	Saint Lucie
Citrus	Highlands	Marion	Palm Beach	Sarasota
Clay	Hillsborough	Martin	Pasco	Seminole
				Volusia

Georgia

Appling	Columbia	Habersham	Meriwether	Stephens
Baldwin	Coweta	Hall	McDuffie	Stewart
Banks	Crawford	Hancock	McIntosh	Sumter
Barrow	Crisp	Haralson	Monroe	Talbot
Bartow	Dawson	Harris	Morgan	Taliaferro
Ben Hill	DeKalb	Hart	Muscogee	Tattnall
Bibb	Dooley	Heard	Murray	Taylor
Bleckley	Dougherty	Henry	Newton	Terrell
Bryan	Douglas	Houston	Oconee	Tift
Burke	Echols	Irwin	Oglethorpe	Toombs
Butts	Effingham	Jackson	Paulding	Towns
Camden	Elbert	Jasper	Peach	Treutlen
Carroll	Emanuel	Johnson	Pickens	Troup
Catoosa	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

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2021 Evidence of Coverage for Aetna Medicare Plan (PPO)

Addendum B: Aetna Medicare Plan (PPO) Service Areas

Idaho	
Ada	Canyon

Illinois				
Bond	Ford	Logan	Mercer	St. Clair
Boone	Fulton	McHenry	Monroe	Stark
Bureau	Iroquois	McLean	Morgan	Tazewell
Calhoun	Jersey	Macon	Moultrie	Vermilion
Cook	Kane	Macoupin	Ogle	Warren
DeKalb	Kankakee	Madison	Peoria	Washington
Douglas	Kendall	Marshall	Piatt	White
DuPage	Lee	Mason	Putnam	Will
Edgar	Livingston	Menard	Rock Island	Winnebago
			Sangamon	Woodford

Indiana				
Adams	DeKalb	Jefferson	Newton	Steuben
Allen	Fayette	Jennings	Noble	St. Joseph
Benton	Floyd	Johnson	Ohio	Switzerland
Blackford	Fountain	Kosciusko	Parke	Tipton
Boone	Franklin	LaGrange	Porter	Union
Brown	Gibson	Lake	Posey	Vanderburgh
Carroll	Hamilton	LaPorte	Pulaski	Vigo
Cass	Hancock	Madison	Putnam	Wabash
Clark	Harrison	Marion	Randolph	Warren
Clinton	Hendricks	Marshall	Ripley	Warrick
Crawford	Henry	Miami	Rush	Washington
Dearborn	Howard	Monroe	Scott	Wells
Decatur	Huntington	Montgomery	Shelby	White
	Jasper	Morgan	Starke	Witley

Iowa				
Johnson	Linn	Polk	Pottawattamie	Scott
				Story

Kansas			
Franklin	Johnson	Leavenworth	Miami

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2021 Evidence of Coverage for Aetna Medicare Plan (PPO)

Addendum B: Aetna Medicare Plan (PPO) Service Areas

Kentucky				
Anderson	Carter	Harrison	Lawrence	Pendleton
Boone	Clark	Henderson	Madison	Powell
Bourbon	Fayette	Henry	Mason	Rowan
Boyd	Franklin	Jefferson	Meade	Scott
Bullitt	Grant	Jessamine	Montgomery	Shelby
Campbell	Greenup	Kenton	Nelson	Spencer
Carroll	Hardin	Larue	Oldham	Woodford

Louisiana				
Ascension	East Baton Rouge	Livingston	St. James	St. Mary
Assumption	Iberville	Orleans	St. John the Baptist	St. Tammany
Bossier	Jefferson	St. Bernard	St. Landry	Tangipahoa
Caddo	Lafourche	St. Charles	St. Martin	Terrebonne
				West Baton Rouge

Maine				
Androscoggin	Franklin	Knox	Penobscot	Somerset
Aroostook	Hancock	Lincoln	Piscataquis	Waldo
Cumberland	Kennebec	Oxford	Sagadahoc	York

Maryland				
Anne Arundel	Caroline	Frederick	Kent	St. Marys
Baltimore	Carroll	Garrett	Montgomery	Talbot
Baltimore City	Cecil	Harford	Prince Georges	Washington
Calvert	Dorchester	Howard	Queen Annes	Wicomico
				Worcester

Massachusetts				
Bristol	Essex	Hampden	Norfolk	Suffolk
		Middlesex	Plymouth	Worcester

Michigan				
Allegan	Genesee	Kent	Muskegon	Saginaw
Antrim	Gladwin	Leelanau	Newaygo	Sanilac
Arenac	Grand Traverse	Livingston	Oakland	St. Clair
Benzie	Gratiot	Macomb	Oceana	St. Joseph
Branch	Hillsdale	Midland	Ogemaw	Tuscola
Calhoun	Kalamazoo	Missaukee	Otsego	Washtenaw
Clare	Kalkaska	Monroe	Ottawa	Wayne
			Roscommon	Wexford

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2021 Evidence of Coverage for Aetna Medicare Plan (PPO)

Addendum B: Aetna Medicare Plan (PPO) Service Areas

Mississippi

DeSoto

Missouri

Benton	Cole	Henry	Lincoln	St. Louis City
Boone	Crawford	Hickory	Platte	Stone
Cass	Dade	Jackson	Polk	Warren
Christian	Dallas	Jefferson	Ray	Washington
Clay	Franklin	Johnson	St. Charles	Webster
	Greene	Lawrence	St. Louis	Wright

Nebraska

Dodge	Douglas	Lancaster	Sarpy	Washington
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Nevada

Carson City	Clark	Washoe
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New Jersey

Atlantic	Cape May	Hudson	Monmouth	Salem
Bergen	Cumberland	Hunterdon	Morris	Somerset
Burlington	Essex	Mercer	Ocean	Sussex
Camden	Gloucester	Middlesex	Passaic	Union
				Warren

New Mexico

Bernalillo	Cibola	Sandoval	Socorro	Torrance
				Valencia

New York

Albany	Delaware	Nassau	Queens	Steuben
Bronx	Dutchess	New York	Rensselaer	Suffolk
Broome	Greene	Oneida	Richmond	Sullivan
Cayuga	Jefferson	Onondaga	Rockland	Tioga
Chemung	Kings	Ontario	Saratoga	Tompkins
Chenango	Lewis	Orange	Schenectady	Ulster
Columbia	Livingston	Orleans	Schuyler	Wayne
Cortland	Madison	Oswego	Seneca	Westchester
	Monroe	Putnam	St. Lawrence	Yates

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2021 Evidence of Coverage for Aetna Medicare Plan (PPO)

Addendum B: Aetna Medicare Plan (PPO) Service Areas

North Carolina				
Alamance	Cleveland	Guilford	Montgomery	Sampson
Alexander	Cumberland	Harnett	Nash	Scotland
Alleghany	Davidson	Haywood	Orange	Stanly
Buncombe	Davie	Henderson	Person	Stokes
Burke	Durham	Hoke	Polk	Surry
Cabarrus	Forsyth	Iredell	Randolph	Union
Caldwell	Franklin	Johnston	Richmond	Vance
Caswell	Gaston	Lee	Robeson	Wake
Catawba	Gates	Lincoln	Rockingham	Wilkes
Chatham	Granville	Mcdowell	Rowan	Wilson
		Mecklenburg	Rutherford	Yadkin

New Hampshire				
Belknap	Hillsborough	Merrimack	Rockingham	Strafford

Ohio				
Adams	Cuyahoga	Henry	Meigs	Ross
Allen	Darke	Highland	Mercer	Sandusky
Ashland	Defiance	Hocking	Miami	Scioto
Ashtabula	Delaware	Holmes	Monroe	Seneca
Athens	Erie	Huron	Montgomery	Shelby
Auglaize	Fairfield	Jackson	Morgan	Stark
Belmont	Fayette	Jefferson	Morrow	Summit
Brown	Franklin	Knox	Muskingum	Trumbull
Butler	Fulton	Lake	Noble	Tuscarawas
Carroll	Gallia	Lawrence	Ottawa	Union
Champaign	Geauga	Licking	Paulding	Van Wert
Clark	Greene	Logan	Perry	Vinton
Clermont	Guernsey	Lorain	Pickaway	Warren
Clinton	Hamilton	Lucas	Pike	Washington
Columbiana	Hancock	Madison	Portage	Wayne
Coshocton	Hardin	Mahoning	Preble	Williams
Crawford	Harrison	Marion	Putnam	Wood
		Medina	Richland	Wyandot

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2021 Evidence of Coverage for Aetna Medicare Plan (PPO)

Addendum B: Aetna Medicare Plan (PPO) Service Areas

Oklahoma

Canadian	Creek	Lincoln	Marshall	Pawnee
Cleveland	Kingfisher	Logan	Oklahoma	Seminole
		Major	Osage	Tulsa

Pennsylvania

Adams	Centre	Forest	Luzerne	Schuylkill
Allegheny	Chester	Franklin	Lycoming	Snyder
Armstrong	Clarion	Fulton	McKean	Somerset
Beaver	Clearfield	Greene	Mercer	Sullivan
Bedford	Clinton	Huntingdon	Mifflin	Susquehanna
Berks	Columbia	Indiana	Monroe	Tioga
Blair	Crawford	Jefferson	Montgomery	Union
Bradford	Cumberland	Juniata	Montour	Venango
Bucks	Dauphin	Lackawanna	Northampton	Warren
Butler	Delaware	Lancaster	Northumberland	Washington
Cambria	Elk	Lawrence	Perry	Wayne
Cameron	Erie	Lebanon	Philadelphia	Westmoreland
Carbon	Fayette	Lehigh	Pike	Wyoming
			Potter	York

Rhode Island

Bristol	Kent	Newport	Providence	Washington
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South Carolina

Abbeville	Berkeley	Chester	Greenwood	Spartanburg
Anderson	Charleston	Dorchester	Laurens	Union
Beaufort	Cherokee	Greenville	Pickens	York

Tennessee

Cheatham	Dickson	Maury	Rutherford	Tipton
Davidson	Fayette	Robertson	Shelby	Trousdale
			Sumner	Williamson

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2021 Evidence of Coverage for Aetna Medicare Plan (PPO)

Addendum B: Aetna Medicare Plan (PPO) Service Areas

Texas				
Anderson	Coryell	Harrison	Lubbock	Rockwall
Aransas	Crosby	Hartley	Lynn	Runnels
Archer	Dallas	Haskell	Madison	Rusk
Armstrong	Dawson	Hays	Marion	San Jacinto
Atascosa	Deaf Smith	Henderson	Martin	San Patricio
Austin	Delta	Hidalgo	Mason	San Saba
Bailey	Denton	Hill	Matagorda	Schleicher
Bandera	DeWitt	Hockley	McCulloch	Shackelford
Bastrop	Dickens	Hood	McLennan	Shelby
Baylor	Dimmit	Hopkins	McMullen	Smith
Bee	Donley	Houston	Medina	Somervell
Bexar	Duval	Hunt	Menard	Starr
Blanco	El Paso	Hutchinson	Milam	Sterling
Borden	Ellis	Irion	Mills	Stonewall
Bosque	Falls	Jack	Montague	Sutton
Brazoria	Fannin	Jefferson	Montgomery	Swisher
Brazos	Fayette	Jim Hogg	Moore	Tarrant
Briscoe	Fisher	Jim Wells	Morris	Taylor
Brooks	Floyd	Johnson	Motley	Terry
Burleson	Fort Bend	Jones	Nacogdoches	Throckmorton
Burnet	Franklin	Karnes	Navarro	Travis
Caldwell	Freestone	Kaufman	Nolan	Trinity
Callahan	Galveston	Kendall	Nueces	Tyler
Cameron	Garza	Kenedy	Oldham	Upshur
Camp	Gillespie	Kent	Orange	Van Zandt
Carson	Glasscock	Kerr	Palo Pinto	Walker
Cass	Goliad	Kimble	Panola	Waller
Castro	Gonzales	Kleberg	Parker	Washington
Chambers	Gray	Knox	Polk	Webb
Cherokee	Grayson	Lamb	Potter	Wharton
Clay	Gregg	Lampasas	Rains	Wheeler
Cochran	Grimes	LaSalle	Randall	Willacy
Coke	Guadalupe	Lavaca	Reagan	Williamson
Coleman	Hale	Lee	Real	Wilson
Collin	Hall	Leon	Red River	Wise
Comal	Hamilton	Liberty	Refugio	Wood
Concho	Hardin	Limestone	Roberts	Young
Cooke	Harris	Llano	Robertson	Zavala

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2021 Evidence of Coverage for Aetna Medicare Plan (PPO)

Addendum B: Aetna Medicare Plan (PPO) Service Areas

Utah

Box Elder	Davis	Morgan	Salt Lake	Utah
Cache	Duchesne	Rich	Summit	Wasatch
			Tooele	Weber

Virginia

Alexandria City	Fairfax City	Henrico	Manassas Park City	Prince George
Amelia	Falls Church City	Henry	Martinsville City	Prince William
Arlington	Fauquier	Hopewell City	Mathews	Radford City
Botetourt	Fluvanna	Isle of Wight	Middlesex	Richmond City
Caroline	Franklin	James City	Nelson	Roanoke
Charles City	Franklin City	King and Queen	New Kent	Roanoke City
Chesterfield	Fredericksburg City	King George	Newport News City	Salem City
Colonial Heights City	Gloucester	King William	Northumberland	Spotsylvania
Craig	Goochland	Lancaster	Petersburg City	Stafford
Danville City	Grayson	Loudoun	Pittsylvania	Sussex
Dinwiddie	Greene	Louisa	Poquoson City	Westmoreland
Essex	Hampton City	Madison	Portsmouth City	Williamsburg City
Fairfax	Hanover	Manassas City	Powhatan	York

Washington

King	Kitsap	Mason	Pierce	Snohomish
				Thurston

West Virginia

Cabell	Kanawha	Marshall	Monongalia	Putnam
	Marion	Mason	Ohio	Wood

Wisconsin

Kenosha	Milwaukee	Ozaukee	Sheboygan	Washington
		Racine	Walworth	Wukesha

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Aetna MedicareSM Plan (PPO) Member Services

Method	Member Services – Contact Information
CALL	<p>Please call the telephone number printed on your member ID card or our general Member Services center at 1-888-267-2637. We're available 8 a.m. to 9 p.m. ET, Monday through Friday.</p> <p>Calls to this number are free.</p> <p>Member Services also has free language interpreter services available for non-English speakers.</p>
TTY	<p>711</p> <p>Calls to this number are free.</p> <p>We're available 8 a.m. to 9 p.m. ET, Monday through Friday.</p>
WRITE	<p>Aetna Medicare P.O. Box 14088 Lexington, KY 40512-4088</p>
WEBSITE	<p>aetnaretireeplans.com</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 booklet.

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.

2021 Comprehensive Formulary

Aetna Medicare (List of Covered Drugs) GRP B2 Plus 4 Tier

**PLEASE READ: THIS DOCUMENT CONTAINS INFORMATION
ABOUT THE DRUGS WE COVER IN THIS PLAN.**

This formulary was updated on 10/01/2020. For more recent information or other questions, please contact Aetna Medicare Member Services at **1-888-267-2637** or for **TTY users: 711**, 8 a.m. to 9 p.m., E.S.T., Monday through Friday, or visit **AetnaRetireePlans.com** choose "Manage your prescription drugs".

Formulary ID Number: 21115 Version 7



Updated 10/01/2020

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Aetna Medicare is a HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. 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 the network mail-order delivery program. Typically, mail-order drugs arrive within 10 days. You can call **1-888-267-2637 (TTY: 711)** 8 a.m. to 9 p.m., E.S.T., 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 10/01/2020. 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, 2022, and from time to time during the year. You will receive notice when necessary.

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?

Most changes in drug coverage happen on January 1, but we may add or remove drugs on the Drug List during the year, move them to different cost sharing tiers, or add new restrictions. We must follow Medicare rules in making these changes.

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

- **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 how 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 (FDA) deems a drug on our formulary to be unsafe or the drug’s manufacturer removes the drug from the market, we may 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 generic drug that is not new to the market 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 both. 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.
 - If we make these other changes, 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 how 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?”

Changes that will not affect you if you are currently taking the drug.

Generally, if you are taking a drug on our 2021 formulary that was covered at the beginning of the year, we will not discontinue or reduce coverage of the drug during the 2021 coverage year except as described above. This means these drugs will remain available at the same cost sharing and with no new restrictions for those members taking them for the remainder of the coverage year. You will not get direct notice this year about changes that do not affect you. However, on January 1 of the next year, such changes would affect you, and it is important to check the Drug List for the new benefit year for any changes to drugs.

The enclosed formulary is current as of 10/01/2020. 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". 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 85. 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 *rosuvastatin*. 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 your 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 85.

The first column of the chart lists the drug name. Brand name drugs are capitalized (e.g., SYNTHROID) and generic drugs are listed in lower-case italics (e.g., *levothyroxine*).

The information in the Requirements/Limits column tells you if Aetna Medicare has any special requirements for coverage of your drug.

QL	Quantity Limits
PA	Prior Authorization
ST	Step Therapy
LA	Limited Access
MO	Mail-order Delivery
B/D	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 *rosuvastatin*.

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 **1-888-267-2637 (TTY: 711)**, 8 a.m. to 9 p.m., E.S.T., Monday through Friday.

MO: Mail Order. For certain kinds of drugs, you can use CVS Caremark® Mail Service Pharmacy. 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 "MO" in our Drug List. For more information, consult your Pharmacy Directory or call Aetna Member Services at **1-888-267-2637 (TTY: 711)**, 8 a.m. to 9 p.m., E.S.T., 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 2021 comprehensive formulary is a listing of brand-name and generic drugs. Aetna Medicare's 2021 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 2021 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
Tier 1	Generic Drugs
Tier 2	Preferred Brand Drugs
Tier 3	Non-Preferred Brand Drugs
Tier 4	Specialty 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 2021 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, 4 = 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
Lowercase italics = Generic medications		

Drug name Drug tier Requirements/Limits

ANALGESICS

GOUT

<i>allopurinol tabs</i>	1	MO
<i>febuxostat</i>	1	ST MO
MITIGARE	2	QL (60 EA per 30 days) MO
<i>probenecid</i>	1	MO
<i>probenecid/colchicine</i>	1	MO

NSAIDS

<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	QL (120 EA per 30 days) MO
<i>diclofenac sodium dr</i>	1	MO
<i>diclofenac sodium er</i>	1	MO
<i>diclofenac sodium/misoprostol</i>	1	MO
<i>diflunisal</i>	1	MO
DUEXIS	4	MO
<i>etodolac</i>	1	MO
<i>etodolac er</i>	1	MO
FENOPROFEN CALCIUM CAPS 400MG	3	MO
<i>fenopropfen calcium tabs</i>	1	MO
<i>flurbiprofen tabs 100mg</i>	1	MO
<i>ibu tabs 600mg, 800mg</i>	1	
<i>ibuprofen</i>	1	MO
<i>ketoprofen er</i>	1	MO
<i>ketoprofen caps 50mg</i>	1	
<i>ketoprofen caps 25mg</i>	1	MO
<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

*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>meclofenamate sodium</i>	1	MO
<i>meloxicam</i>	1	MO
<i>nabumetone</i>	1	MO
<i>naproxen</i>	1	MO
<i>naproxen dr</i>	1	MO
NAPROXEN SODIUM CR TABS 375MG	3	MO
<i>naproxen sodium er tabs 500mg</i>	1	MO
<i>naproxen sodium tabs 275mg, 550mg</i>	1	MO
<i>naproxen/esomeprazole magnesium</i>	4	MO
<i>oxaprozin</i>	1	MO
<i>piroxicam</i>	1	MO
<i>sulindac</i>	1	MO
VIMOVO	4	MO
OPIOID ANALGESICS, LONG-ACTING		
<i>buprenorphine transdermal patch</i>	1	QL (4 EA per 28 days) PA MO
<i>fentanyl transdermal patch</i>	1	QL (10 EA per 30 days) PA MO
HYSINGLA ER	2	QL (30 EA per 30 days) PA MO
METHADONE HCL INJ	4	PA
<i>methadone hcl oral soln</i>	1	QL (450 ML per 30 days) PA MO
<i>methadone hcl tabs</i>	1	QL (90 EA per 30 days) PA MO
<i>methadone hcl conc</i>	1	QL (90 ML per 30 days) PA MO
<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, 40mg, 50mg, 60mg, 80mg</i>	1	QL (60 EA per 30 days) PA MO
<i>morphine sulfate er tbcr 100mg, 200mg, 30mg, 60mg</i>	1	QL (60 EA per 30 days) PA MO
<i>morphine sulfate er tbcr 15mg</i>	1	QL (90 EA per 30 days) PA MO
TRAMADOL HCL ER CP24	3	QL (30 EA per 30 days) PA MO
<i>tramadol hcl er tb24</i>	1	QL (30 EA per 30 days) PA MO
OPIOID ANALGESICS, SHORT-ACTING		
<i>acetaminophen/codeine tabs</i>	1	QL (180 EA per 30 days) MO
<i>acetaminophen/codeine soln</i>	1	QL (2700 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

*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
CODEINE SULFATE TABS 30MG	3	QL (180 EA per 30 days)
CODEINE SULFATE TABS 15MG, 60MG	3	QL (180 EA per 30 days) MO
<i>endocet</i>	1	QL (180 EA per 30 days)
<i>fentanyl citrate oral transmucosal lozenge</i>	4	QL (120 EA per 30 days) PA MO
<i>hydrocodone bitartrate/ acetaminophen tabs</i>	1	QL (180 EA per 30 days) MO
<i>hydrocodone bitartrate/ acetaminophen soln</i>	1	QL (2700 ML per 30 days) MO
<i>hydrocodone/acetaminophen</i>	1	QL (180 EA per 30 days) MO
<i>hydrocodone/ibuprofen</i>	1	QL (150 EA per 30 days) MO
<i>hydromorphone hcl tabs</i>	1	QL (180 EA per 30 days) MO
<i>hydromorphone hcl liqd</i>	1	QL (600 ML per 30 days) MO
HYDROMORPHONE HCL INJ 1MG/ ML, 4MG/ML	3	B/D MO
<i>hydromorphone hcl inj 10mg/ml</i>	1	B/D
<i>hydromorphone hcl inj 2mg/ml</i>	1	B/D MO
HYDROMORPHONE	3	B/D
HYDROCHLORIDE PF INJ 1MG/ML		
HYDROMORPHONE	3	B/D MO
HYDROCHLORIDE PF INJ 4MG/ML		
<i>hydromorphone hydrochloride pf inj 2mg/ml, 50mg/5ml</i>	1	B/D
<i>lorcet</i>	1	QL (180 EA per 30 days)
<i>lorcet hd</i>	1	QL (180 EA per 30 days)
<i>lorcet plus</i>	1	QL (180 EA per 30 days)
<i>morphine sulfate tabs</i>	1	QL (180 EA per 30 days) MO
MORPHINE SULFATE INJ 10MG/ ML PF, 25MG/ML PF, 2MG/ML PF, 4MG/ML PF, 50MG/ML, 5MG/ML PF, 8MG/ML PF	3	B/D
<i>morphine sulfate iv inj 0.5mg/ml, 10mg/ml, 1mg/ml, 4mg/ml, 8mg/ml</i>	1	B/D
<i>morphine sulfate pf 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, 20mg/5ml</i>	1	QL (900 ML per 30 days) MO
<i>nalbuphine hcl</i>	1	MO
<i>oxycodone hcl</i>	1	QL (180 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>oxycodone hydrochloride oral conc</i>	1	QL (180 ML per 30 days) MO
<i>oxycodone hydrochloride soln</i>	1	QL (900 ML per 30 days) MO
<i>oxycodone hydrochloride tabs 30mg</i>	1	QL (120 EA per 30 days) MO
<i>oxycodone hydrochloride tabs 10mg, 15mg, 20mg, 5mg</i>	1	QL (180 EA per 30 days) MO
<i>oxycodone/acetaminophen</i>	1	QL (180 EA per 30 days) MO
<i>oxycodone/aspirin</i>	1	QL (180 EA per 30 days) MO
<i>oxymorphone hydrochloride immediate release tabs</i>	1	QL (180 EA per 30 days) MO
<i>tramadol hcl tabs 50mg</i>	1	QL (240 EA per 30 days) MO
<i>tramadol hydrochloride tabs 100mg</i>	1	QL (120 EA per 30 days) MO
<i>tramadol hydrochloride/acetaminophen</i>	1	QL (240 EA per 30 days) MO

ANESTHETICS

LOCAL ANESTHETICS

<i>lidocaine hcl inj 0.5%, 1%, 1.5%, 2%, 4%</i>	1	
<i>lidocaine hydrochloride</i>	1	

ANTI-INFECTIVES

ANTI-INFECTIVES - MISCELLANEOUS

<i>albendazole</i>	4	MO
ALINIA	4	MO
<i>amikacin sulfate</i>	1	MO
<i>atovaquone</i>	1	PA MO
<i>aztreonam</i>	1	MO
CAYSTON	4	PA LA
<i>chloramphenicol inj 1gm</i>	1	
<i>clindamycin hcl caps 300mg, 75mg</i>	1	MO
<i>clindamycin hydrochloride caps 150mg</i>	1	MO
<i>clindamycin palmitate hcl</i>	1	MO
<i>clindamycin phosphate/dextrose</i>	1	
<i>clindamycin phosphate inj 300mg/2ml, 900mg/60ml</i>	1	
<i>clindamycin phosphate inj 600mg/4ml, 900mg/6ml</i>	1	MO
CLINDAMYCIN/SODIUM CHLORIDE	3	
<i>colistimethate inj</i>	1	PA MO
<i>dapsone tabs 100mg, 25mg</i>	1	MO
DAPTOMYCIN INJ 350MG	4	

*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>daptomycin inj 500mg</i>	4	MO
EMVERM	4	QL (12 EA per 365 days) MO
<i>ertapenem</i>	1	MO
<i>gentamicin sulfate pediatric</i>	1	MO
<i>gentamicin sulfate/0.9% sodium chloride inj 1.2mg/ml; 0.9%, 1mg/ml; 0.9%, 2mg/ml; 0.9%</i>	1	
<i>gentamicin sulfate/0.9% sodium chloride inj 1.6mg/ml; 0.9%</i>	1	MO
<i>gentamicin sulfate inj 40mg/ml</i>	1	MO
<i>imipenem/cilastatin</i>	1	MO
<i>isotonic gentamicin</i>	1	MO
<i>ivermectin</i>	1	MO
<i>linezolid tabs</i>	1	QL (56 EA per 28 days) PA MO
<i>linezolid oral susp</i>	4	QL (1800 ML per 28 days) PA MO
LINEZOLID INJ 600MG/300ML; 0.9%	3	PA
<i>linezolid inj 600mg/300ml</i>	1	PA
<i>meropenem inj 500mg</i>	1	
<i>meropenem inj 1gm</i>	1	MO
<i>methenamine hippurate</i>	1	MO
METHENAMINE MANDELATE	3	MO
<i>metronidazole in nacl 0.79%</i>	1	
<i>metronidazole caps 375mg</i>	1	MO
<i>metronidazole tabs 250mg, 500mg</i>	1	MO
<i>neomycin tabs</i>	1	MO
<i>nitrofurantoin macrocrystals</i>	1	MO
<i>nitrofurantoin monohydrate</i>	1	MO
<i>nitrofurantoin oral suspension</i>	1	MO
<i>paromomycin caps</i>	1	MO
<i>pentamidine isethionate inj</i>	1	
<i>pentamidine isethionate inhalation solr</i>	1	B/D
<i>praziquantel</i>	1	MO
SIVEXTRO INJ	4	
SIVEXTRO TABS	4	MO
<i>streptomycin sulfate inj</i>	1	MO
SULFADIAZINE	3	MO
<i>sulfamethoxazole/trimethoprim</i>	1	MO
<i>sulfamethoxazole/trimethoprim ds</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
SYNERCID	4	
<i>tinidazole</i>	1	MO
<i>tobramycin nebu 300mg/5ml</i>	1	QL (280 ML per 56 days) PA
<i>tobramycin sulfate inj 1.2gm, 10mg/ml, 40mg/ml</i>	1	
<i>tobramycin sulfate inj 1.2gm/30ml, 80mg/2ml</i>	1	MO
<i>trimethoprim tabs</i>	1	MO
VANCOMYCIN HCL INJ 0.9%; 1GM/200ML	3	
<i>vancomycin hcl inj 100gm, 10gm</i>	1	
<i>vancomycin hydrochloride caps 125mg</i>	1	QL (120 EA per 30 days) MO
<i>vancomycin hydrochloride caps 250mg</i>	4	QL (240 EA per 30 days) MO
VANCOMYCIN HYDROCHLORIDE INJ 1.25GM, 1.5GM, 250MG, 500MG/100ML	3	
<i>vancomycin hydrochloride inj 1gm, 5gm, 750mg</i>	1	
<i>vancomycin hydrochloride inj 500mg</i>	1	MO
VANCOMYCIN INJ 500MG/100ML, 750MG/150ML	3	
ANTIFUNGALS		
ABELCET	3	B/D
AMBISOME	4	B/D
<i>amphotericin b</i>	1	B/D MO
<i>casprofungin acetate inj 70mg</i>	1	
<i>casprofungin acetate inj 50mg</i>	4	
<i>fluconazole</i>	1	MO
<i>fluconazole in nacl 200mg; 0.9%</i>	1	
<i>fluconazole in sodium chloride 400mg; 0.9%</i>	1	
<i>flucytosine</i>	4	MO
<i>griseofulvin microsize</i>	1	MO
<i>griseofulvin ultramicrosize</i>	1	MO
<i>itraconazole</i>	1	PA MO
<i>ketoconazole tabs 200mg</i>	1	PA MO
<i>micafungin inj 50mg</i>	1	
<i>micafungin inj 100mg</i>	4	

*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
MYCAMINE INJ 50MG	3	MO
MYCAMINE INJ 100MG	4	
NOXAFIL	4	QL (630 ML per 30 days) MO
<i>nystatin tabs 500000unit</i>	1	MO
<i>posaconazole dr</i>	4	QL (93 EA per 30 days) MO
<i>terbinafine hcl tabs</i>	1	QL (90 EA per 365 days) MO
<i>voriconazole tabs</i>	1	MO
<i>voriconazole inj</i>	1	PA
<i>voriconazole oral susp</i>	1	PA MO
ANTIMALARIALS		
<i>atovaquone/proguanil hcl</i>	1	MO
<i>chloroquine phosphate</i>	1	PA MO
COARTEM	3	MO
<i>mefloquine hcl</i>	1	MO
<i>primaquine phosphate</i>	1	MO
<i>quinine sulfate</i>	1	PA MO
ANTIRETROVIRAL AGENTS		
<i>abacavir</i>	1	MO
APTIVUS SOLN	4	
APTIVUS CAPS	4	MO
<i>atazanavir sulfate caps 150mg, 300mg</i>	1	MO
<i>atazanavir sulfate caps 200mg</i>	4	MO
CRIXIVAN	3	MO
<i>didanosine caps 200mg, 250mg, 400mg</i>	1	MO
EDURANT	4	MO
<i>efavirenz caps</i>	1	MO
<i>efavirenz tabs</i>	4	MO
EMTRIVA	2	MO
<i>fosamprenavir calcium</i>	4	MO
FUZEON	4	
INTELENCE TABS 25MG	3	
INTELENCE TABS 100MG, 200MG	4	MO
INVIRASE TABS	4	MO
ISENTRESS HD	4	MO
ISENTRESS PACK	2	MO
ISENTRESS TABS	4	MO
ISENTRESS CHEW 25MG	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
ISENTRESS CHEW 100MG	4	MO
<i>lamivudine soln 10mg/ml</i>	1	MO
<i>lamivudine tabs 150mg, 300mg</i>	1	MO
LEXIVA SUSP	3	MO
<i>nevirapine er tb24 100mg</i>	1	
<i>nevirapine er tb24 400mg</i>	1	MO
<i>nevirapine susp</i>	1	
<i>nevirapine tabs</i>	1	MO
NORVIR PACK, ORAL SOLN	3	MO
PIFELTRO	4	MO
PREZISTA SUSP	4	QL (400 ML per 30 days) MO
PREZISTA TABS 75MG	3	QL (480 EA per 30 days) MO
PREZISTA TABS 150MG	4	QL (240 EA per 30 days) MO
PREZISTA TABS 800MG	4	QL (30 EA per 30 days) MO
PREZISTA TABS 600MG	4	QL (60 EA per 30 days) MO
RESCRIPTOR TABS 200MG	3	MO
REYATAZ CAPS 150MG,200 MG, PACK	4	MO
<i>ritonavir</i>	1	MO
SELZENTRY SOLN	4	
SELZENTRY TABS 25MG	2	
SELZENTRY TABS 75MG	4	
SELZENTRY TABS 150MG, 300MG	4	MO
<i>stavudine</i>	1	MO
<i>tenofovir tabs</i>	1	MO
TIVICAY TABS 10MG	2	MO
TIVICAY TABS 25MG, 50MG	4	MO
TROGARZO	4	LA
TYBOST	3	MO
VIDEX EC CAPS 125MG	3	MO
VIDEX PEDIATRIC	3	MO
VIRACEPT TABS	4	MO
VIREAD	4	MO
<i>zidovudine</i>	1	MO
ANTIRETROVIRAL COMBINATION AGENTS		
<i>abacavir sulfate/lamivudine</i>	1	MO
<i>abacavir sulfate/ lamivudine/zidovudine</i>	4	MO
ATRIPLA	4	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
BIKTARVY	4	MO
CIMDUO	4	MO
COMPLERA	4	MO
DELSTRIGO	4	MO
DESCOVY	4	MO
DOVATO	4	MO
EVOTAZ	4	MO
GENVOYA	4	MO
JULUCA	4	MO
KALETRA TABS 100MG; 25MG	3	MO
KALETRA TABS 200MG; 50MG	4	MO
<i>lamivudine/zidovudine</i>	1	MO
<i>lopinavir/ritonavir</i>	1	MO
ODEFSEY	4	MO
PREZCOBIX	4	MO
STRIBILD	4	MO
SYMFI	4	MO
SYMFI LO	4	MO
SYMTUZA	4	MO
TEMIXYS	4	MO
TRIUMEQ	4	MO
TRUVADA	4	QL (30 EA per 30 days) MO
ANTITUBERCULAR AGENTS		
<i>cycloserine</i>	4	MO
<i>ethambutol hydrochloride tabs 400mg</i>	1	MO
<i>isoniazid inj</i>	1	
<i>isoniazid syrp, tabs</i>	1	MO
PASER	3	MO
PRETOMANID	3	QL (30 EA per 30 days) PA
PRIFTIN	3	MO
<i>pyrazinamide</i>	1	MO
<i>rifabutin</i>	1	MO
<i>rifampin inj</i>	1	
<i>rifampin caps</i>	1	MO
RIFATER	3	MO
SIRTURO TABS 100MG	4	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
ANTIVIRALS		
<i>acyclovir sodium inj 50mg/ml</i>	1	B/D
<i>acyclovir caps 200mg</i>	1	MO
<i>acyclovir susp 200mg/5ml</i>	1	MO
<i>acyclovir tabs 400mg, 800mg</i>	1	MO
<i>adefovir dipivoxil</i>	1	QL (30 EA per 30 days) MO
BARACLUDE	3	MO
<i>entecavir</i>	1	QL (30 EA per 30 days) MO
EPCLUSA	4	PA
EPIVIR HBV SOLN	3	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>ganciclovir inj 500mg/10ml, 500mg</i>	1	B/D
HARVONI TABS	4	PA
<i>lamivudine tabs 100mg</i>	1	MO
MAVYRET	4	PA
<i>oseltamivir phosphate caps 30mg</i>	1	QL (168 EA per 365 days) MO
<i>oseltamivir phosphate caps 45mg, 75mg</i>	1	QL (84 EA per 365 days) MO
<i>oseltamivir phosphate oral susp</i>	1	QL (1080 ML per 365 days) MO
PEGASYS	4	PA
PREVYMIS	4	QL (28 EA per 28 days) MO
RELENZA DISKHALER	2	QL (120 EA per 365 days) MO
<i>ribavirin caps, tabs</i>	1	
<i>ribavirin inh</i>	4	
<i>rimantadine hydrochloride</i>	1	MO
<i>valacyclovir hcl tabs 1gm</i>	1	MO
<i>valacyclovir hydrochloride tabs 500mg</i>	1	MO
<i>valganciclovir hydrochloride oral soln</i>	4	MO
<i>valganciclovir tabs</i>	4	MO
VEMLIDY	4	MO
VOSEVI	4	PA
CEPHALOSPORINS		
<i>cefaclor</i>	1	MO
CEFACLOR ER	3	MO
<i>cefadroxil</i>	1	MO
CEFAZOLIN INJ 2GM/100ML; 4%	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
CEFAZOLIN SODIUM INJ 1GM/50ML; 4%	2	
CEFAZOLIN SODIUM INJ 100GM, 300GM	3	
<i>cefazolin sodium iv inj 1gm</i>	1	
<i>cefazolin sodium inj 10gm, 1gm, 500mg</i>	1	MO
<i>cefdinir</i>	1	MO
<i>cefepime</i>	1	MO
<i>cefixime</i>	1	MO
<i>cefotetan</i>	1	
<i>cefoxitin sodium</i>	1	
<i>cefpodoxime proxetil</i>	1	MO
<i>cefprozil</i>	1	MO
CEFTAZIDIME/DEXTROSE	3	
<i>ceftazidime inj 6gm</i>	1	
<i>ceftazidime inj 1gm, 2gm</i>	1	MO
<i>ceftriaxone in iso-osmotic dextrose</i>	1	
CEFTRIAZONE SODIUM INJ 100GM	3	
<i>ceftriaxone sodium iv inj 1gm</i>	1	
<i>ceftriaxone sodium inj 10gm, 1gm, 250mg, 2gm, 500mg</i>	1	MO
<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 ORAL SUSP 500MG/5ML	2	
SUPRAX CHEW 100MG	3	
SUPRAX CHEW 200MG	3	MO
<i>tazicef</i>	1	
TEFLARO	4	
ERYTHROMYCINS/MACROLIDES		
AZITHROMYCIN PACK	2	MO
<i>azithromycin inj, oral susp, tabs</i>	1	MO
<i>clarithromycin er</i>	1	MO
<i>clarithromycin oral susp, tabs</i>	1	MO
DIFICID	4	MO
ERYTHROCIN LACTOBIONATE INJ 500MG	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>erythrocin stearate tabs 250mg</i>	1	MO
<i>erythromycin base</i>	1	MO
<i>erythromycin dr</i>	1	MO
<i>erythromycin ethylsuccinate tabs</i>	1	MO
<i>erythromycin stearate</i>	1	MO
<i>erythromycin cpep 250mg</i>	1	MO
FLUOROQUINOLONES		
<i>ciprofloxacin hcl tabs 100mg, 750mg</i>	1	MO
<i>ciprofloxacin hydrochloride tabs 250mg, 500mg</i>	1	MO
<i>ciprofloxacin i.v.-in d5w inj 200mg/100ml; 5%</i>	1	
<i>ciprofloxacin i.v.-in d5w inj 400mg/200ml; 5%</i>	1	MO
<i>levofloxacin in d5w</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 hydrochloride/sodium hydrochloride inj</i>	1	
<i>moxifloxacin hydrochloride inj 400mg/250ml</i>	1	
<i>moxifloxacin hydrochloride tabs 400mg</i>	1	MO
PENICILLINS		
<i>amoxicillin</i>	1	MO
<i>amoxicillin/clavulanate potassium</i>	1	MO
<i>amoxicillin/clavulanate potassium er</i>	1	MO
<i>ampicillin caps 500mg</i>	1	MO
<i>ampicillin sodium inj 10gm, 125mg, 1gm iv, 250mg, 2gm iv</i>	1	
<i>ampicillin sodium inj 1gm, 2gm, 500mg</i>	1	MO
<i>ampicillin-sulbactam</i>	1	
<i>BICILLIN L-A</i>	3	MO
<i>dicloxacillin caps</i>	1	MO
<i>nafcillin sodium inj 10gm, 1gm, 2gm iv</i>	1	
<i>nafcillin sodium inj 2gm</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>nafcillin sodium inj 10gm iv</i>	4	
<i>oxacillin sodium inj 10gm, 1gm</i>	1	
<i>oxacillin sodium inj 2gm</i>	1	MO
<i>penicillin g potassium</i>	1	MO
PENICILLIN G POTASSIUM IN ISO-OSMOTIC DEXTROSE	3	
PENICILLIN G PROCAINE	3	MO
<i>penicillin g sodium</i>	1	
<i>penicillin v potassium</i>	1	MO
<i>piperacillin sodium/tazobactam sodium</i>	1	
<i>piperacillin/tazobactam</i>	1	
TETRACYCLINES		
<i>doxy 100 inj</i>	1	MO
<i>doxycycline hyclate caps, tabs</i>	1	MO
<i>doxycycline hyclate dr</i>	1	MO
<i>doxycycline monohydrate</i>	1	MO
<i>doxycycline oral susp 25mg/5ml</i>	1	MO
<i>doxycycline tabs 50mg</i>	1	MO
<i>minocycline hcl caps 75mg</i>	1	MO
<i>minocycline hcl tabs</i>	1	ST MO
<i>minocycline hydrochloride caps 100mg, 50mg</i>	1	MO
<i>minocycline hydrochloride er</i>	1	ST MO
<i>mondoxylene nl caps 100mg, 75mg</i>	1	
<i>morgidox 1x100mg</i>	1	
<i>morgidox 2x100mg</i>	1	
<i>okebo</i>	1	
<i>tetracycline hydrochloride</i>	1	MO
<i>tigecycline</i>	4	

ANTINEOPLASTIC AGENTS

ALKYLATING AGENTS

BENDEKA	4	
<i>busulfan</i>	4	
<i>carboplatin</i>	1	
<i>carmustine</i>	4	
<i>cisplatin inj 100mg/100ml, 200mg/200ml, 50mg/50ml</i>	1	
<i>cyclophosphamide inj</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>cyclophosphamide caps</i>	1	B/D MO
GLEOSTINE CAPS 10MG	3	MO
GLEOSTINE CAPS 100MG, 40MG	4	MO
IFEX	3	
IFOSFAMIDE INJ 3GM	3	
<i>ifosfamide inj 1gm/20ml, 1gm, 3gm/60ml</i>	1	
LEUKERAN	4	MO
<i>melphalan hydrochloride inj</i>	4	
<i>melphalan tabs</i>	1	B/D MO
<i>oxaliplatin</i>	1	
<i>paraplatin</i>	1	
<i>thiotepa</i>	4	
ANTIBIOTICS		
<i>bleomycin sulfate</i>	1	B/D
<i>dactinomycin</i>	4	
DAUNORUBICIN HYDROCHLORIDE INJ 50MG/10ML	3	
<i>daunorubicin hydrochloride inj 20mg/4ml</i>	1	
<i>doxorubicin hcl liposome 2mg/ml</i>	1	
<i>doxorubicin hydrochloride liposomal 20mg/10ml, 50mg/25ml</i>	1	
<i>epirubicin hcl</i>	1	
<i>idarubicin hcl</i>	1	
<i>mitomycin inj 20mg, 5mg</i>	1	
<i>mitomycin inj 40mg</i>	4	
<i>mutamycin inj 20mg, 5mg</i>	1	
<i>mutamycin inj 40mg</i>	4	
ANTIMETABOLITES		
<i>adrucil</i>	1	B/D
ALIMTA	4	
<i>azacitidine</i>	4	
<i>cladribine</i>	1	B/D
<i>clofarabine</i>	4	
<i>cytarabine aqueous</i>	1	B/D
<i>decitabine</i>	1	
<i>fludarabine phosphate</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>fluorouracil inj 1gm/20ml, 2.5gm/50ml, 500mg/10ml, 5gm/100ml</i>	1	B/D
<i>gemcitabine hcl inj 1gm, 200mg, 2gm</i>	1	
GEMCITABINE HYDROCHLORIDE INJ	3	
1GM/10ML, 2GM/20ML		
<i>gemcitabine hydrochloride inj 200mg/2ml</i>	1	
<i>gemcitabine inj 38mg/ml</i>	1	
<i>mercaptopurine</i>	1	MO
<i>methotrexate sodium inj 1gm/40ml, 1gm</i>	1	
<i>methotrexate sodium inj 250mg/10ml, 50mg/2ml</i>	1	MO
<i>methotrexate pf inj 50mg/2ml</i>	1	MO
PURIXAN	4	
TABLOID	3	MO
HORMONAL ANTINEOPLASTIC AGENTS		
<i>abiraterone acetate</i>	4	PA
<i>anastrozole</i>	1	MO
<i>bicalutamide</i>	1	MO
DEPO-PROVERA INJ 400MG/ML	3	
EMCYT	3	MO
ERLEADA	4	PA LA
<i>exemestane</i>	1	MO
<i>flutamide</i>	1	MO
<i>fulvestrant</i>	4	
<i>letrozole</i>	1	MO
<i>leuprolide acetate</i>	1	PA
LUPRON DEPOT (1-MONTH) INJ 3.75MG	4	PA
LUPRON DEPOT (3-MONTH) INJ 11.25MG	4	PA
LYSODREN	2	
<i>megestrol acetate tabs 20mg, 40mg</i>	1	MO
<i>nilutamide</i>	4	MO
NUBEQA	4	PA
SOLTAMOX	4	MO
<i>tamoxifen citrate</i>	1	MO
<i>toremifene citrate</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
TRELSTAR MIXJECT	4	PA
XTANDI	4	PA LA
ZYTIGA	4	PA LA
IMMUNOMODULATORS		
POMALYST CAPS 1MG, 2MG	4	QL (21 EA per 21 days) PA LA
POMALYST CAPS 3MG, 4MG	4	QL (21 EA per 28 days) PA LA
REVLIMID	4	QL (28 EA per 28 days) PA LA
THALOMID CAPS 100MG, 50MG	4	QL (28 EA per 28 days) PA
THALOMID CAPS 150MG, 200MG	4	QL (56 EA per 28 days) PA
MISCELLANEOUS		
<i>arsenic trioxide</i>	4	
<i>bexarotene</i>	4	PA
<i>dacarbazine</i>	1	
<i>hydroxyurea</i>	1	MO
IMLYGIC	4	PA
<i>irinotecan hcl inj 100mg/5ml</i>	1	
<i>irinotecan hydrochloride inj 300mg/15ml, 40mg/2ml</i>	1	
<i>irinotecan inj 500mg/25ml</i>	1	
KISQALI FEMARA 200MG-2.5MG CO-PACK	4	PA
KISQALI FEMARA 400MG-2.5MG CO-PACK	4	PA
KISQALI FEMARA 600MG-2.5MG CO-PACK	4	PA
LONSURF	4	PA
MATULANE	4	LA
<i>mitoxantrone hcl</i>	1	
NIPENT	4	
SYLATRON KIT 200MCG, 300MCG	4	PA
SYNRIBO	4	PA
TOPOTECAN HCL INJ 4MG/4ML	4	
<i>topotecan hcl inj 4mg</i>	4	
<i>tretinoin caps 10mg</i>	4	MO
MITOTIC INHIBITORS		
ABRAXANE	4	
DOCETAXEL INJ 160MG/16ML	3	
DOCETAXEL INJ 160MG/8ML, 200MG/10ML, 20MG/2ML, 80MG/8ML	4	

*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>docetaxel inj 20mg/ml, 80mg/4ml</i>	1	
<i>etoposide inj</i>	1	
<i>paclitaxel inj 100mg/16.7ml, 150mg/25ml, 300mg/50ml, 30mg/5ml</i>	1	
<i>toposar</i>	1	
<i>vinblastine sulfate</i>	1	B/D
<i>vincristine sulfate</i>	1	B/D
<i>vinorelbine tartrate</i>	1	
MOLECULAR TARGET AGENTS		
AFINITOR TABS 10MG	4	QL (30 EA per 30 days) PA
AFINITOR DISPERZ TBSO 2MG	4	QL (150 EA per 30 days) PA
AFINITOR DISPERZ TBSO 5MG	4	QL (60 EA per 30 days) PA
AFINITOR DISPERZ TBSO 3MG	4	QL (90 EA per 30 days) PA
ALECENSA	4	PA LA
ALUNBRIG	4	PA LA
AVASTIN	4	PA LA
AYVAKIT	4	QL (30 EA per 30 days) PA MO
BALVERSA TABS 5MG	4	QL (28 EA per 28 days) PA MO
BALVERSA TABS 4MG	4	QL (56 EA per 28 days) PA MO
BALVERSA TABS 3MG	4	QL (84 EA per 28 days) PA MO
BELEODAQ	4	PA
BORTEZOMIB	4	PA
BOSULIF	4	PA
BRAFTOVI	4	PA LA MO
BRUKINSA	4	QL (120 EA per 30 days) PA MO
CABOMETYX	4	QL (30 EA per 30 days) PA LA
CALQUENCE	4	PA LA MO
CAPRELSA	4	PA LA MO
COMETRIQ	4	PA LA
COPIKTRA	4	PA LA MO
COTELLIC	4	PA LA
DAURISMO	4	PA LA
ENHERTU	4	PA
ERIVEDGE	4	PA LA
<i>erlotinib hydrochloride tabs 100mg, 150mg</i>	4	QL (30 EA per 30 days) PA
<i>erlotinib hydrochloride tabs 25mg</i>	4	QL (90 EA per 30 days) PA
<i>everolimus tabs 2.5mg, 5mg, 7.5mg</i>	4	QL (30 EA per 30 days) PA
FARYDAK CAPS 10MG, 20MG	4	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
GILOTRIF	4	PA LA MO
HERCEPTIN	4	PA
HERCEPTIN HYLECTA	4	PA
IBRANCE TABS	4	QL (21 EA per 28 days) PA
IBRANCE CAPS	4	QL (21 EA per 28 days) PA LA
ICLUSIG	4	PA LA MO
IDHIFA	4	QL (30 EA per 30 days) PA LA
<i>imatinib mesylate tabs 400mg</i>	4	QL (60 EA per 30 days) PA
<i>imatinib mesylate tabs 100mg</i>	4	QL (90 EA per 30 days) PA
IMBRUVICA	4	PA LA MO
INLYTA TABS 5MG	4	QL (120 EA per 30 days) PA LA
INLYTA TABS 1MG	4	QL (180 EA per 30 days) PA LA
INREBIC	4	QL (120 EA per 30 days) PA
IRESSA	4	PA LA
JAKAFI	4	QL (60 EA per 30 days) PA LA
KADCYLA	4	
KEYTRUDA	4	PA
KISQALI	4	PA
LENVIMA 10 MG DAILY DOSE	4	PA LA
LENVIMA 12MG DAILY DOSE	4	PA LA
LENVIMA 14 MG DAILY DOSE	4	PA LA
LENVIMA 18 MG DAILY DOSE	4	PA LA
LENVIMA 20 MG DAILY DOSE	4	PA LA
LENVIMA 24 MG DAILY DOSE	4	PA LA
LENVIMA 4 MG DAILY DOSE	4	PA LA
LENVIMA 8 MG DAILY DOSE	4	PA LA
LIBTAYO	4	PA
LORBRENA	4	PA LA
LUMOXITI	4	PA
LYNPARZA	4	PA LA
MEKINIST	4	PA LA
MEKTOVI	4	PA LA
MYLOTARG	4	PA LA
NERLYNX	4	PA LA
NEXAVAR	4	PA LA
NINLARO	4	PA
ODOMZO	4	PA LA
PADCEV	4	PA
PEMAZYRE	4	QL (14 EA per 21 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
PIQRAY 200MG DAILY DOSE	4	QL (28 EA per 28 days) PA
PIQRAY 250MG DAILY DOSE	4	QL (56 EA per 28 days) PA
PIQRAY 300MG DAILY DOSE	4	QL (56 EA per 28 days) PA
POLIVY	4	PA
POTELIGEO	4	PA
QINLOCK	4	QL (90 EA per 30 days) PA MO
RETEVMO CAPS 80MG	4	QL (120 EA per 30 days) PA
RETEVMO CAPS 40MG	4	QL (180 EA per 30 days) PA
RITUXAN	4	PA LA
RITUXAN HYCELA	4	PA LA
ROMIDEPSIN	4	
ROZLYTREK CAPS 100MG	4	QL (150 EA per 30 days) PA
ROZLYTREK CAPS 200MG	4	QL (90 EA per 30 days) PA
RUBRACA	4	PA LA
RYDAPT	4	PA
SARCLISA	4	PA
SPRYCEL	4	PA
STIVARGA	4	PA LA
SUTENT	4	QL (30 EA per 30 days) PA
TABRECTA	4	QL (112 EA per 28 days) PA
TAFINLAR	4	PA LA
TAGRISO	4	QL (30 EA per 30 days) PA LA
TALZENNA	4	PA LA
TASIGNA	4	PA
TAZVERIK	4	QL (240 EA per 30 days) PA MO
TECENTRIQ INJ 840MG/14ML	4	PA
TECENTRIQ INJ 1200MG/20ML	4	PA LA
<i>temsirolimus</i>	4	
TIBSOVO	4	PA LA
TUKYSA TABS 150MG	4	QL (120 EA per 30 days) PA MO
TUKYSA TABS 50MG	4	QL (240 EA per 30 days) PA MO
TURALIO	4	QL (120 EA per 30 days) PA MO
TYKERB	4	PA LA
VELCADE	4	PA
VENCLEXTA STARTING PACK	4	PA LA MO
VENCLEXTA TABS 10MG	3	PA LA MO
VENCLEXTA TABS 100MG, 50MG	4	PA LA MO
VERZENIO	4	PA LA
VITRAKVI	4	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
VIZIMPRO	4	PA LA
VOTRIENT	4	PA LA
XALKORI	4	PA LA
XOSPATA	4	PA LA MO
XPOVIO 100 MG ONCE WEEKLY	4	QL (20 EA per 28 days) PA MO
XPOVIO 60 MG ONCE WEEKLY	4	QL (12 EA per 28 days) PA MO
XPOVIO 80 MG ONCE WEEKLY	4	QL (16 EA per 28 days) PA MO
XPOVIO 80 MG TWICE WEEKLY	4	QL (32 EA per 28 days) PA MO
YERVOY	4	PA
ZEJULA	4	PA LA MO
ZELBORAF	4	PA LA
ZOLINZA	4	PA
ZYDELIG	4	PA LA
ZYKADIA	4	PA
PROTECTIVE AGENTS		
<i>dexrazoxane</i>	1	
ELITEK	4	
KHAPZORY	4	B/D
<i>leucovorin calcium inj</i>	1	
<i>leucovorin calcium tabs</i>	1	MO
<i>levoleucovorin calcium inj</i> <i>175mg/17.5ml, 250mg/25ml</i>	1	
<i>levoleucovorin inj 50mg</i>	4	
<i>mesna</i>	1	
MESNEX	4	MO

CARDIOVASCULAR

ACE INHIBITOR COMBINATIONS

<i>amlodipine besylate/benazepril hydrochloride</i>	1	QL (30 EA per 30 days) MO
<i>benazepril hcl/hydrochlorothiazide</i>	1	MO
<i>captopril/hydrochlorothiazide</i>	1	MO
<i>enalapril maleate/hydrochlorothiazide</i>	1	MO
<i>fosinopril sodium/hydrochlorothiazide</i>	1	MO
<i>lisinopril/hydrochlorothiazide</i>	1	MO
<i>quinapril/hydrochlorothiazide</i>	1	MO
<i>trandolapril/verapamil hcl er</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
ACE INHIBITORS		
<i>benazepril hcl tabs 10mg, 50mg, 5mg</i>	1	MO
<i>benazepril hydrochloride tabs 20mg</i>	1	MO
<i>captopril</i>	1	MO
<i>enalapril maleate</i>	1	MO
<i>fosinopril sodium</i>	1	MO
<i>lisinopril</i>	1	MO
<i>moexipril hcl</i>	1	MO
<i>perindopril erbumine</i>	1	MO
<i>quinapril hcl tabs 20mg, 40mg, 5mg</i>	1	MO
<i>quinapril hydrochloride tabs 10mg</i>	1	MO
<i>ramipril</i>	1	MO
<i>trandolapril</i>	1	MO
ALDOSTERONE RECEPTOR ANTAGONISTS		
<i>eplerenone</i>	1	MO
<i>spironolactone</i>	1	MO
ALPHA BLOCKERS		
<i>doxazosin mesylate</i>	1	MO
<i>prazosin hcl caps 1mg, 5mg</i>	1	MO
<i>prazosin hydrochloride caps 2mg</i>	1	MO
<i>terazosin hcl caps 10mg, 1mg, 5mg</i>	1	MO
<i>terazosin hydrochloride caps 2mg</i>	1	MO
ANGIOTENSIN II RECEPTOR ANTAGONIST COMBINATIONS		
<i>amlodipine besylate/valsartan</i>	1	QL (30 EA per 30 days) MO
<i>amlodipine/olmesartan medoxomil</i>	1	QL (30 EA per 30 days) MO
<i>amlodipine/valsartan/hctz tabs 10mg; 12.5mg; 160mg, 10mg; 25mg; 160mg, 10mg; 25mg; 320mg, 5mg; 25mg; 160mg</i>	1	QL (30 EA per 30 days) MO
<i>amlodipine/valsartan/ hydrochlorothiazide tabs 5mg; 12.5mg; 160mg</i>	1	QL (30 EA per 30 days) MO
<i>candesartan</i>	1	QL (30 EA per 30 days) MO
<i>cilexetil/hydrochlorothiazide tabs 32mg; 12.5mg, 32mg; 25mg</i>	1	QL (30 EA per 30 days) MO
<i>candesartan</i>	1	QL (60 EA per 30 days) MO
<i>cilexetil/hydrochlorothiazide tabs 16mg; 12.5mg</i>	1	QL (60 EA per 30 days) MO
EDARBYCLOR	3	QL (30 EA per 30 days) ST MO
ENTRESTO	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>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>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>telmisartan/amlodipine</i>	1	QL (30 EA per 30 days) MO
<i>telmisartan/hydrochlorothiazide tabs 12.5mg; 40mg, 25mg; 80mg</i>	1	QL (30 EA per 30 days) MO
<i>telmisartan/hydrochlorothiazide tabs 12.5mg; 80mg</i>	1	QL (60 EA per 30 days) MO
<i>valsartan/hydrochlorothiazide</i>	1	QL (30 EA per 30 days) MO
ANGIOTENSIN II RECEPTOR ANTAGONISTS		
<i>candesartan cilexetil</i>	1	QL (30 EA per 30 days) MO
EDARBI	3	QL (30 EA per 30 days) ST MO
<i>eprosartan mesylate</i>	1	QL (30 EA per 30 days)
<i>irbesartan</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</i>	1	QL (30 EA per 30 days) MO
<i>telmisartan</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
ANTIARRHYTHMICS		
<i>amiodarone hcl inj 50mg/ml</i>	1	
<i>amiodarone hcl tabs 200mg, 400mg</i>	1	MO
<i>amiodarone hydrochloride inj 150mg/3ml, 450mg/9ml, 900mg/18ml</i>	1	
<i>amiodarone hydrochloride tabs 100mg</i>	1	MO
<i>disopyramide phosphate</i>	1	PA MO
<i>dofetilide</i>	1	
<i>flecainide acetate</i>	1	MO
LIDOCAINE HCL IN D5W	3	
LIDOCAINE HCL INJ 100MG/5ML	3	
<i>lidocaine hcl prefilled syringe inj 100mg/5ml, 50mg/5ml</i>	1	
MULTAQ	3	MO
NORPACE CR	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>pacerone</i>	1	
<i>propafenone hcl tabs</i>	1	MO
<i>propafenone hydrochloride er</i>	1	MO
<i>quinidine sulfate</i>	1	MO
<i>sorine</i>	1	
<i>sotalol hcl</i>	1	MO
<i>sotalol hcl (af)</i>	1	MO
ANTILIPEMICS, FIBRATES		
<i>fenofibrate</i>	1	MO
<i>fenofibrate micronized</i>	1	MO
<i>fenofibric acid dr caps</i>	1	MO
<i>gemfibrozil</i>	1	MO
ANTILIPEMICS, HMG-CoA REDUCTASE INHIBITORS		
<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 sodium er tabs</i>	1	QL (30 EA per 30 days) 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</i>	1	QL (30 EA per 30 days) MO
ANTILIPEMICS, MISCELLANEOUS		
<i>cholestyramine</i>	1	MO
<i>cholestyramine light</i>	1	MO
<i>colesevelam hydrochloride</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
FENOFIBRIC ACID TABS	2	
JUXTAPID	4	PA LA MO
<i>niacin er tbc 1000mg, 750mg</i>	1	MO
<i>niacin er tbc 500mg</i>	1	QL (60 EA per 30 days) MO
<i>niacin tabs 500mg</i>	1	MO
<i>niacor</i>	1	MO
<i>omega-3-acid ethyl esters</i>	1	QL (120 EA per 30 days) MO
PRALUENT	2	PA MO
<i>prevalite</i>	1	MO
VASCEPA	3	MO
BETA-BLOCKER/DIURETIC COMBINATIONS		
<i>atenolol/chlorthalidone</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>bisoprolol fumarate/hydrochlorothiazide</i>	1	MO
<i>metoprolol/hydrochlorothiazide</i>	1	MO
<i>propranolol/hydrochlorothiazide</i>	1	MO
BETA-BLOCKERS		
<i>acebutolol hcl caps 200mg</i>	1	MO
<i>acebutolol hydrochloride caps 400mg</i>	1	MO
<i>atenolol</i>	1	MO
<i>betaxolol hcl tabs 10mg, 20mg</i>	1	MO
<i>bisoprolol fumarate</i>	1	MO
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 hydrochloride</i>	1	MO
<i>metoprolol succinate er</i>	1	MO
<i>metoprolol tartrate tabs</i>	1	MO
<i>metoprolol tartrate cartridge 5mg/5ml</i>	1	
<i>metoprolol tartrate vial 5mg/5ml</i>	1	MO
<i>nadolol</i>	1	MO
<i>pindolol</i>	1	MO
<i>propranolol hcl er caps 120mg, 160mg</i>	1	MO
<i>propranolol hcl inj</i>	1	
<i>propranolol hcl oral soln, tabs 40mg, 80mg</i>	1	MO
<i>propranolol hydrochloride er caps 60mg, 80mg</i>	1	MO
<i>propranolol hydrochloride tabs 10mg, 20mg, 60mg</i>	1	MO
<i>timolol maleate tabs 10mg, 20mg, 5mg</i>	1	MO
CALCIUM CHANNEL BLOCKERS		
<i>afeditab cr tb24 30mg</i>	1	
<i>amlodipine besylate</i>	1	MO
<i>cartia xt</i>	1	
<i>dilt-xr</i>	1	MO
<i>diltiazem hcl cd</i>	1	MO
<i>diltiazem hcl er caps, 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>diltiazem hcl tabs</i>	1	MO
DILTIAZEM HCL INJ 100MG	3	
<i>diltiazem hcl inj 125mg/25ml, 50mg/10ml</i>	1	
<i>diltiazem hydrochloride inj 25mg/5ml</i>	1	
<i>felodipine er</i>	1	MO
<i>isradipine</i>	1	MO
<i>matzim la</i>	1	MO
<i>nicardipine hcl</i>	1	MO
<i>nifedical xl</i>	1	
<i>nifedipine er</i>	1	MO
<i>nimodipine</i>	1	MO
<i>nisoldipine er</i>	1	MO
NYMALIZE ORAL SOLN	4	
<i>taztia xt</i>	1	
<i>tiadylt er cp24 120mg, 180mg, 240mg, 300mg, 360mg</i>	1	
<i>tiadylt er cp24 420mg</i>	1	MO
<i>verapamil hcl 40mg, 80mg</i>	1	MO
<i>verapamil hcl er caps 100mg, 120mg, 180mg, 240mg, 300mg, 360mg</i>	1	MO
VERAPAMIL HCL SR CP24 360MG	2	MO
<i>verapamil hcl sr cp24 120mg, 180mg, 240mg</i>	1	MO
<i>verapamil hcl sr tbc 240mg</i>	1	MO
<i>verapamil hcl inj 2.5mg/ml</i>	1	MO
<i>verapamil hydrochloride er caps 200mg</i>	1	MO
DIURETICS		
<i>acetazolamide er caps</i>	1	MO
<i>acetazolamide tabs</i>	1	MO
<i>amiloride hcl</i>	1	MO
<i>amiloride/hydrochlorothiazide</i>	1	MO
<i>bumetanide</i>	1	MO
<i>chlorthalidone</i>	1	MO
<i>furosemide</i>	1	MO
<i>hydrochlorothiazide</i>	1	MO
<i>indapamide</i>	1	MO
<i>methazolamide</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>metolazone</i>	1	MO
<i>spironolactone/hydrochlorothiazide</i>	1	MO
<i>torseamide</i>	1	MO
<i>triamterene/hydrochlorothiazide</i>	1	MO
MISCELLANEOUS		
<i>aliskiren</i>	1	MO
<i>amlodipine besylate/atorvastatin calcium</i>	1	MO
BIDIL	3	MO
<i>clonidine hcl weekly patch</i>	1	QL (8 EA per 28 days) MO
<i>clonidine hydrochloride tabs</i>	1	MO
CORLANOR SOLN	3	
CORLANOR TABS	3	MO
DEMSER	4	PA MO
<i>digitek</i>	1	QL (30 EA per 30 days)
<i>digox</i>	1	QL (30 EA per 30 days)
<i>digoxin inj, oral soln</i>	1	MO
<i>digoxin tabs</i>	1	QL (30 EA per 30 days) MO
<i>guanfacine hcl</i>	1	PA MO
<i>hydralazine hcl</i>	1	MO
<i>hydralazine hydrochloride tabs</i>	1	MO
<i>methyldopa</i>	1	PA MO
<i>midodrine hcl</i>	1	MO
<i>minoxidil</i>	1	MO
NORTHERA CAPS 200MG, 300MG	4	QL (180 EA per 30 days) PA LA
NORTHERA CAPS 100MG	4	QL (90 EA per 30 days) PA LA
<i>ranolazine er</i>	1	MO
NITRATES		
<i>isosorbide dinitrate immediate release tabs</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	3	MO
<i>nitroglycerin lingual spray 0.4mg</i>	1	MO
<i>nitroglycerin patch</i>	1	MO
NITROGLYCERIN INJ	3	

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Drug name	Drug tier	Requirements/Limits
<i>nitroglycerin subl</i>	1	MO
PULMONARY ARTERIAL HYPERTENSION		
ADEMPAS	4	QL (90 EA per 30 days) PA LA
<i>alyq</i>	4	PA
<i>ambrisentan</i>	4	QL (30 EA per 30 days) PA
<i>bosentan tabs 62.5mg</i>	4	QL (120 EA per 30 days) PA
<i>bosentan tabs 125mg</i>	4	QL (60 EA per 30 days) PA
<i>epoprostenol sodium</i>	1	B/D LA
OPSUMIT	4	QL (30 EA per 30 days) PA LA
<i>sildenafil inj</i>	4	QL (1125 ML per 30 days) PA
<i>sildenafil citrate tabs 20mg</i>	1	QL (90 EA per 30 days) PA
<i>tadalafil (generic adcirca) tabs 20mg</i>	4	PA
TRACLEER	4	QL (120 EA per 30 days) PA
<i>treprostinil</i>	4	PA
VENTAVIS	4	PA

CENTRAL NERVOUS SYSTEM

ANTI-ANXIETY

<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
ALPRAZOLAM INTENSOL	3	QL (300 ML per 30 days) MO
<i>alprazolam tabs 0.25mg, 0.5mg</i>	1	QL (120 EA per 30 days) MO
<i>alprazolam tabs 1mg, 2mg</i>	1	QL (150 EA per 30 days) MO
<i>buspirone hcl tabs 15mg, 30mg</i>	1	MO
<i>buspirone hydrochloride tabs 10mg, 5mg, 7.5mg</i>	1	MO
<i>chlordiazepoxide hcl tabs 10mg, 5mg</i>	1	QL (120 EA per 30 days) MO
<i>chlordiazepoxide hydrochloride tabs 25mg</i>	1	QL (120 EA per 30 days) MO
<i>fluvoxamine maleate er</i>	1	QL (60 EA per 30 days) MO
<i>fluvoxamine maleate tabs</i>	1	MO
<i>lorazepam conc, inj</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 1mg, 2mg</i>	1	QL (150 EA per 30 days) MO
<i>meprobamate</i>	1	PA MO
<i>oxazepam</i>	1	QL (120 EA per 30 days) MO

ANTICONVULSANTS

APTIOM	4	MO
BANZEL	4	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
BRIVIACT INJ	4	PA
BRIVIACT ORAL SOLN, TABS	4	PA MO
<i>carbamazepine chew, susp, tabs</i>	1	MO
<i>carbamazepine er</i>	1	MO
CELONTIN	3	MO
<i>clobazam tabs</i>	1	PA MO
<i>clobazam susp</i>	4	PA 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, 1mg</i>	1	QL (90 EA per 30 days) MO
<i>clonazepam tabs 2mg</i>	1	QL (300 EA per 30 days) MO
<i>clonazepam tabs 0.5mg, 1mg</i>	1	QL (90 EA per 30 days) MO
<i>clorazepate dipotassium tabs 15mg</i>	1	QL (180 EA per 30 days) PA MO
<i>clorazepate dipotassium tabs 3.75mg, 7.5mg</i>	1	QL (90 EA per 30 days) PA MO
DIAZEPAM RECTAL GEL	3	MO
<i>diazepam tabs</i>	1	QL (120 EA per 30 days) PA MO
<i>diazepam oral soln</i>	1	QL (1200 ML per 30 days) PA MO
<i>diazepam oral conc, inj</i>	1	QL (240 ML per 30 days) PA MO
DILANTIN	3	MO
DILANTIN INFATABS	3	MO
DILANTIN-125	3	MO
<i>divalproex sodium dr</i>	1	MO
<i>divalproex sodium er</i>	1	MO
<i>divalproex sodium sprinkle caps</i>	1	MO
EPIDIOLEX	4	QL (600 ML per 30 days) PA LA
<i>epitol</i>	1	
<i>ethosuximide</i>	1	MO
<i>felbamate</i>	1	MO
<i>fosphenytoin sodium inj 100mg pe/2ml</i>	1	
<i>fosphenytoin sodium inj 500mg pe/10ml</i>	1	MO
FYCOMPA SUSP	4	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	4	QL (30 EA per 30 days) PA MO
FYCOMPA TABS 4MG, 6MG	4	QL (60 EA per 30 days) PA MO
<i>gabapentin caps 300mg</i>	1	QL (360 EA per 30 days) MO
<i>gabapentin caps 100mg, 400mg</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>gabapentin soln</i>	1	QL (2160 ML 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
<i>lamotrigine chew, tabs</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>levetiracetam er</i>	1	MO
<i>levetiracetam/sodium chloride</i>	1	
<i>levetiracetam inj</i>	1	
<i>levetiracetam oral soln, tabs</i>	1	MO
NAYZILAM	3	QL (10 EA per 30 days) PA MO
<i>oxcarbazepine</i>	1	MO
PEGANONE	3	MO
PHENOBARBITAL SODIUM INJ	3	PA
PHENOBARBITAL TABS	3	QL (120 EA per 30 days) PA MO
PHENOBARBITAL ELIX	3	QL (1500 ML per 30 days) PA MO
PHENYTEK	3	MO
<i>phenytoin chew, susp</i>	1	MO
<i>phenytoin sodium er caps</i>	1	MO
<i>phenytoin sodium inj</i>	1	
<i>pregabalin caps 100mg, 150mg, 25mg, 50mg, 75mg</i>	1	QL (120 EA per 30 days) PA MO
<i>pregabalin caps 225mg, 300mg</i>	1	QL (60 EA per 30 days) PA MO
<i>pregabalin caps 200mg</i>	1	QL (90 EA per 30 days) PA MO
<i>pregabalin soln</i>	1	QL (900 ML per 30 days) PA MO
<i>primidone</i>	1	MO
<i>roweepra</i>	1	
<i>roweepra xr</i>	1	
SPRITAM	3	PA MO
<i>subvenite</i>	1	
<i>subvenite starter kit/blue</i>	1	
<i>subvenite starter kit/green</i>	1	
<i>subvenite starter kit/orange</i>	1	
SYMPAZAN FILM 5MG	3	PA MO
SYMPAZAN FILM 10MG, 20MG	4	PA MO
<i>tiagabine hydrochloride 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
TOPIRAMATE ER	3	MO
<i>topiramate sprinkle caps, tabs</i>	1	MO
<i>valproate sodium inj 100mg/ml</i>	1	
<i>valproic acid caps, soln</i>	1	MO
VALTOCO	3	QL (10 EA per 30 days) PA
<i>vigabatrin</i>	4	QL (180 EA per 30 days) PA
<i>vigadrone</i>	1	QL (180 EA per 30 days) PA
VIMPAT INJ	4	
VIMPAT ORAL SOLN	4	MO
VIMPAT TABS 50MG	3	MO
VIMPAT TABS 100MG, 150MG, 200MG	4	MO
XCOPRI TABS 150MG	4	
XCOPRI TABS 100MG, 200MG, 50MG	4	MO
XCOPRI TITRATION PACK 12.5MG-25MG	3	MO
XCOPRI MAINTENACE PACK	4	
XCOPRI TITRATION PACK 50MG-100MG, 150MG-200MG	4	MO
<i>zonisamide</i>	1	MO
ANTIDEMENTIA		
<i>donepezil hcl odt tabs 5mg, 10mg</i>	1	QL (30 EA per 30 days) MO
<i>donepezil hcl tabs 23mg</i>	1	QL (30 EA per 30 days) MO
<i>donepezil hcl tabs 10mg</i>	1	QL (60 EA per 30 days) MO
<i>donepezil hydrochloride tabs 5mg</i>	1	QL (30 EA per 30 days) MO
<i>galantamine hydrobromide er</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
MEMANTINE HCL TITRATION PAK	2	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
<i>memantine hydrochloride tabs</i>	1	QL (60 EA per 30 days) PA MO
NAMZARIC	3	MO
<i>rivastigmine tartrate caps</i>	1	QL (60 EA per 30 days) MO
<i>rivastigmine patch</i>	1	QL (30 EA per 30 days) MO
ANTIDEPRESSANTS		
<i>amitriptyline hcl tabs 100mg, 10mg, 150mg, 25mg, 75mg</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>amitriptyline hydrochloride tabs 50mg</i>	1	PA MO
<i>amoxapine</i>	1	MO
<i>bupropion hcl tabs 100mg</i>	1	QL (180 EA per 30 days) MO
<i>bupropion hydrochloride er (sr) tb12 100mg, 150mg, 200mg</i>	1	QL (60 EA per 30 days) MO
<i>bupropion hydrochloride er (xl)</i>	1	QL (30 EA per 30 days) MO
<i>bupropion hydrochloride tabs 75mg</i>	1	QL (180 EA per 30 days) MO
<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
<i>clomipramine hcl caps</i>	1	PA MO
<i>desipramine hcl tabs</i>	1	MO
DESVENLAFAXINE ER (GENERIC KHEDEZLA) TB24 100MG, 50MG	2	QL (30 EA per 30 days) MO
<i>desvenlafaxine er (generic Pristiq) tb24 100mg, 25mg, 50mg</i>	1	QL (30 EA per 30 days) PA MO
<i>doxepin hcl caps 10mg, 50mg, 75mg, 100mg, 150mg, oral conc 10mg/ml</i>	1	PA MO
<i>doxepin hydrochloride caps 25mg</i>	1	PA MO
DRIZALMA SPRINKLE CSDR 20MG, 30MG, 60MG	3	QL (60 EA per 30 days) PA MO
DRIZALMA SPRINKLE CSDR 40MG	3	QL (90 EA per 30 days) PA MO
<i>duloxetine hydrochloride caps 20mg, 30mg, 60mg</i>	1	QL (60 EA per 30 days) MO
EMSAM	4	QL (30 EA per 30 days) PA 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 CP24 120MG, 80MG	3	QL (30 EA per 30 days) PA MO
FETZIMA CP24 20MG, 40MG	3	QL (60 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 hydrochloride caps 10mg</i>	1	QL (30 EA per 30 days) MO
<i>fluoxetine hydrochloride caps 40mg</i>	1	QL (60 EA per 30 days) MO
<i>fluoxetine hydrochloride (generic Prozac) oral soln, tabs</i>	1	MO
<i>imipramine hcl tabs 25mg, 50mg</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>imipramine hydrochloride tabs 10mg</i>	1	PA MO
<i>imipramine pamoate</i>	1	PA MO
<i>maprotiline hcl</i>	1	MO
MARPLAN	3	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
<i>nefazodone hcl tabs 100mg, 150mg</i>	1	MO
<i>nefazodone hydrochloride tabs 200mg, 250mg, 50mg</i>	1	MO
<i>nortriptyline hcl caps 25mg, 75mg, soln 10mg/5ml</i>	1	MO
<i>nortriptyline hydrochloride caps 10mg, 50mg</i>	1	MO
<i>paroxetine hcl immediate release tabs 30mg, 40mg</i>	1	QL (60 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 hydrochloride immediate release tabs 10mg, 20mg</i>	1	QL (30 EA per 30 days) MO
PAXIL	3	QL (900 ML per 30 days) MO
<i>perphenazine/amitriptyline</i>	1	PA MO
<i>phenelzine sulfate</i>	1	MO
<i>protriptyline hcl</i>	1	MO
<i>sertraline hcl oral 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 50mg</i>	1	QL (60 EA per 30 days) MO
<i>sertraline hydrochloride tabs 100mg</i>	1	QL (60 EA per 30 days) MO
<i>tranylcypromine sulfate</i>	1	MO
<i>trazodone hydrochloride tabs</i>	1	MO
<i>trimipramine maleate caps 50mg</i>	1	QL (120 EA per 30 days) PA MO
<i>trimipramine maleate caps 25mg</i>	1	QL (240 EA per 30 days) PA MO
<i>trimipramine maleate caps 100mg</i>	1	QL (60 EA per 30 days) PA 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
<i>venlafaxine hcl er cp24 37.5mg</i>	1	QL (30 EA per 30 days) MO
<i>venlafaxine hcl er cp24 150mg</i>	1	QL (60 EA per 30 days) MO
<i>venlafaxine hcl er tb24 37.5mg</i>	1	QL (30 EA per 30 days) MO
<i>venlafaxine hcl tabs 25mg, 37.5mg, 50mg, 75mg, 100mg</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>venlafaxine hydrochloride er cp24 75mg</i>	1	QL (30 EA per 30 days) MO
<i>venlafaxine hydrochloride er tb24 225mg, 75mg</i>	1	QL (30 EA per 30 days) MO
<i>venlafaxine hydrochloride er tb24 150mg</i>	1	QL (60 EA per 30 days) MO
VIIBRYD	3	QL (30 EA per 30 days) MO
VIIBRYD STARTER PACK	3	MO
ZOLOFT ORAL CONC	3	QL (300 ML per 30 days) MO
ANTIPARKINSONIAN AGENTS		
<i>amantadine hcl syrpr, tabs</i>	1	MO
<i>amantadine hcl caps</i>	1	QL (120 EA per 30 days) MO
APOKYN	4	QL (60 ML per 30 days) PA LA
<i>benztropine mesylate inj</i>	1	MO
<i>benztropine mesylate tabs</i>	1	PA MO
<i>bromocriptine mesylate tabs, caps</i>	1	MO
<i>carbidopa tabs</i>	4	MO
<i>carbidopa/levodopa</i>	1	MO
<i>carbidopa/levodopa er</i>	1	MO
<i>carbidopa/levodopa odt</i>	1	MO
CARBIDOPA/ LEVODOPA/ENTACAPONE	3	MO
<i>entacapone</i>	1	MO
NEUPRO	3	MO
<i>pramipexole dihydrochloride er</i>	1	QL (30 EA per 30 days) MO
<i>pramipexole dihydrochloride immediate release tabs</i>	1	MO
<i>rasagiline mesylate</i>	1	MO
<i>ropinirole er tb24 6mg</i>	1	QL (120 EA per 30 days) MO
<i>ropinirole er tb24 4mg</i>	1	QL (150 EA per 30 days) MO
<i>ropinirole er tb24 2mg</i>	1	QL (30 EA per 30 days) MO
<i>ropinirole er tb24 12mg</i>	1	QL (60 EA per 30 days) MO
<i>ropinirole er tb24 8mg</i>	1	QL (90 EA per 30 days) MO
<i>ropinirole hcl immediate release tabs 0.5mg, 1mg, 2mg, 4mg, 5mg</i>	1	MO
<i>ropinirole hydrochloride immediate release tabs 0.25mg, 3mg</i>	1	MO
<i>selegiline hcl tabs, caps</i>	1	MO
<i>trihexyphenidyl hcl oral soln</i>	1	PA MO
<i>trihexyphenidyl hydrochloride tabs</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
ANTIPSYCHOTICS		
ABILIFY MAINTENA	4	QL (1 EA per 28 days) MO
<i>aripiprazole odt</i>	4	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 INITIO	4	
ARISTADA INJ 441MG/1.6ML	4	QL (1.6 ML per 28 days)
ARISTADA INJ 662MG/2.4ML	4	QL (2.4 ML per 28 days)
ARISTADA INJ 882MG/3.2ML	4	QL (3.2 ML per 28 days)
ARISTADA INJ 1064MG/3.9ML	4	QL (3.9 ML per 56 days)
CAPLYTA	4	QL (30 EA per 30 days) PA MO
<i>chlorpromazine hcl tabs</i>	1	MO
CHLORPROMAZINE HCL INJ 50MG/2ML	3	
CHLORPROMAZINE HCL INJ 25MG/ML	3	MO
CLOZAPINE ODT TBDP 200MG	3	QL (135 EA per 30 days) PA
CLOZAPINE ODT TBDP 150MG	3	QL (180 EA per 30 days) PA
<i>clozapine odt tbdp 12.5mg, 25mg</i>	1	PA
<i>clozapine odt tbdp 100mg</i>	1	QL (270 EA per 30 days) PA
<i>clozapine tabs</i>	1	
FANAPT TITRATION PACK	3	PA MO
FANAPT TABS 1MG	3	QL (60 EA per 30 days) PA MO
FANAPT TABS 10MG, 12MG, 2MG, 4MG, 6MG, 8MG	4	QL (60 EA per 30 days) PA MO
<i>fluphenazine decanoate inj</i>	1	MO
<i>fluphenazine hcl</i>	1	MO
<i>fluphenazine hydrochloride oral elixir</i>	1	MO
GEODON	3	QL (6 EA per 3 days) MO
<i>haloperidol</i>	1	MO
<i>haloperidol decanoate inj</i>	1	MO
<i>haloperidol lactate inj</i>	1	MO
INVEGA SUSTENNA INJ 39MG/0.25ML	3	QL (0.25 ML per 28 days) MO
INVEGA SUSTENNA INJ 78MG/0.5ML	4	QL (0.5 ML per 28 days) MO
INVEGA SUSTENNA INJ 117MG/0.75ML	4	QL (0.75 ML per 28 days) MO
INVEGA SUSTENNA INJ 156MG/ML	4	QL (1 ML per 28 days) MO
INVEGA SUSTENNA INJ 234MG/1.5ML	4	QL (1.5 ML 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
INVEGA TRINZA INJ 273MG/0.875ML	4	QL (0.88 ML per 90 days)
INVEGA TRINZA INJ 410MG/1.315ML	4	QL (1.32 ML per 90 days)
INVEGA TRINZA INJ 546MG/1.75ML	4	QL (1.75 ML per 90 days)
INVEGA TRINZA INJ 819MG/2.625ML	4	QL (2.63 ML per 90 days)
LATUDA TABS 120MG, 20MG, 40MG, 60MG	4	QL (30 EA per 30 days) MO
LATUDA TABS 80MG	4	QL (60 EA per 30 days) MO
<i>loxapine caps 10mg</i>	1	MO
<i>loxapine succinate caps 25mg, 50mg, 5mg</i>	1	MO
<i>molindone hydrochloride</i>	1	
NUPLAZID	4	QL (30 EA per 30 days) PA LA
<i>olanzapine odt</i>	1	QL (30 EA per 30 days) MO
<i>olanzapine inj</i>	1	QL (3 EA per 1 days) 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</i>	1	QL (30 EA per 30 days) MO
<i>paliperidone er tb24 6mg</i>	1	QL (60 EA per 30 days) MO
<i>paliperidone er tb24 9mg</i>	4	QL (30 EA per 30 days) MO
<i>perphenazine</i>	1	MO
PERSERIS	4	QL (1 EA per 30 days)
<i>pimozide</i>	1	MO
<i>quetiapine fumarate er tb24 150mg, 200mg</i>	1	QL (30 EA per 30 days) PA MO
<i>quetiapine fumarate er tb24 300mg, 400mg, 50mg</i>	1	QL (60 EA per 30 days) PA 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 3MG, 4MG	4	QL (30 EA per 30 days) MO
REXULTI TABS 0.25MG, 0.5MG, 1MG, 2MG	4	QL (60 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	4	QL (2 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
<i>risperidone odt tbdp 1mg, 2mg, 3mg, 4mg</i>	1	QL (60 EA per 30 days) MO
<i>risperidone odt tbdp 0.25mg, 0.5mg</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	4	QL (60 EA per 30 days) MO
SECUADO	4	QL (30 EA per 30 days)
<i>thioridazine hcl tabs</i>	1	PA MO
<i>thiothixene</i>	1	MO
<i>trifluoperazine hcl</i>	1	MO
VERSACLOZ	4	QL (600 ML per 30 days) PA
VRAYLAR CAP THERAPY PACK	3	PA MO
VRAYLAR CAPS 3MG, 4.5MG, 6MG	4	QL (30 EA per 30 days) PA MO
VRAYLAR CAPS 1.5MG	4	QL (60 EA per 30 days) PA MO
<i>ziprasidone hcl caps</i>	1	QL (60 EA per 30 days) MO
<i>ziprasidone mesylate inj</i>	1	QL (6 EA per 3 days)
ZYPREXA RELPREVV INJ 210MG	3	QL (2 EA per 28 days) PA
ZYPREXA RELPREVV INJ 405MG	4	QL (1 EA per 28 days) PA
ZYPREXA RELPREVV INJ 300MG	4	QL (2 EA per 28 days) PA
ATTENTION DEFICIT HYPERACTIVITY DISORDER		
<i>amphetamine/dextroamphetamine er cp24</i>	1	QL (30 EA per 30 days) MO
<i>amphetamine/dextroamphetamine tabs 5mg, 7.5mg, 10mg, 12.5mg, 15mg, 30mg</i>	1	QL (60 EA per 30 days) MO
<i>amphetamine/dextroamphetamine tabs 20mg</i>	1	QL (90 EA per 30 days) MO
<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>dexmethylphenidate hcl er caps</i>	1	QL (30 EA per 30 days) MO
<i>dexmethylphenidate hcl tabs 5mg, 10mg</i>	1	QL (60 EA per 30 days) MO
<i>dexmethylphenidate hydrochloride tabs 2.5mg</i>	1	QL (60 EA per 30 days) MO
<i>dextroamphetamine sulfate er</i>	1	QL (120 EA per 30 days) MO
<i>dextroamphetamine sulfate tabs</i>	1	QL (180 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>dextroamphetamine sulfate soln</i>	1	QL (1800 ML per 30 days) MO
<i>guanfacine er</i>	1	QL (30 EA per 30 days) PA MO
<i>metadate er</i>	1	QL (90 EA per 30 days)
<i>methylphenidate hydrochloride cd er caps 10mg, 20mg, 50mg, 60mg</i>	1	QL (30 EA per 30 days) MO
<i>methylphenidate hydrochloride er cp24 (generic ritalin la) 60mg</i>	1	QL (30 EA per 30 days) MO
<i>methylphenidate hydrochloride er cp24 10mg, 15mg, 50mg, 60mg</i>	1	QL (30 EA per 30 days)
<i>methylphenidate hydrochloride er cp24 (generic Ritalin LA) 10mg, 20mg, 40mg</i>	1	QL (30 EA per 30 days) MO
<i>methylphenidate hydrochloride er cp24 (generic Ritalin LA) 30mg</i>	1	QL (60 EA per 30 days) MO
<i>methylphenidate hydrochloride er tb24 18mg, 27mg, 36mg, 54mg</i>	1	QL (30 EA per 30 days)
<i>methylphenidate hydrochloride cd er caps 30mg, 40mg</i>	1	QL (30 EA per 30 days) MO
METHYLPHENIDATE HYDROCHLORIDE ER TBCR 72MG	3	QL (30 EA per 30 days) MO
<i>methylphenidate hydrochloride er tbc (generic Concerta) 18mg, 27mg, 36mg, 54mg</i>	1	QL (30 EA per 30 days) MO
<i>methylphenidate hydrochloride er tbc 10mg, 20mg</i>	1	QL (90 EA per 30 days) MO
<i>methylphenidate hydrochloride chewable tablet</i>	1	QL (180 EA per 30 days) MO
<i>methylphenidate hydrochloride tabs 5mg, 10mg, 20mg</i>	1	QL (90 EA per 30 days) MO
<i>methylphenidate hydrochloride oral soln 5mg/5ml</i>	1	QL (1800 ML per 30 days) MO
<i>methylphenidate hydrochloride oral soln 10mg/5ml</i>	1	QL (900 ML per 30 days) MO
VYVANSE	3	QL (30 EA per 30 days) MO
<i>zenzedi</i>	1	QL (180 EA per 30 days)
HYPNOTICS		
BELSOMRA	3	QL (30 EA per 30 days) MO
<i>doxepin hydrochloride tabs 3mg, 6mg</i>	1	QL (30 EA per 30 days) MO
<i>eszopiclone</i>	1	QL (30 EA per 30 days) PA MO
HETLIOZ	4	PA LA MO
<i>temazepam</i>	1	QL (30 EA per 30 days) PA MO

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Drug name	Drug tier	Requirements/Limits
<i>triazolam</i>	1	QL (60 EA per 30 days) 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 immediate release tabs, subl</i>	1	QL (30 EA per 30 days) PA MO
MIGRAINE		
AIMOVIG	2	QL (1 ML per 30 days) PA
<i>almotriptan malate</i>	1	QL (8 EA per 30 days) MO
<i>dihydroergotamine mesylate inj</i>	1	PA MO
<i>dihydroergotamine mesylate nasal soln</i>	4	QL (8 ML per 30 days) PA MO
<i>eletriptan hydrobromide</i>	1	QL (12 EA per 30 days) MO
<i>ergotamine tartrate/caffeine</i>	1	MO
<i>frovatriptan succinate</i>	1	QL (12 EA per 30 days) MO
<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 nasal spray</i>	1	QL (12 EA per 30 days) MO
<i>sumatriptan succinate refill</i>	1	QL (4 ML per 30 days) MO
<i>sumatriptan succinate tabs</i>	1	QL (9 EA per 30 days) MO
<i>sumatriptan succinate prefilled syringe 6mg/0.5ml</i>	1	QL (4 ML per 30 days)
<i>sumatriptan succinate inj 4mg/0.5ml, 6mg/0.5ml</i>	1	QL (4 ML per 30 days) MO
<i>sumatriptan/naproxen sodium</i>	1	QL (9 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
MISCELLANEOUS		
AUSTEDO TABS 12MG, 9MG	4	QL (120 EA per 30 days) PA LA
AUSTEDO TABS 6MG	4	QL (60 EA per 30 days) PA LA
GUANIDINE HCL	3	
<i>lithium carbonate caps, tabs</i>	1	MO
<i>lithium carbonate er</i>	1	MO
LITHIUM ORAL SOLN	3	MO
LYRICA CR	2	QL (60 EA per 30 days) PA MO
NUEDEXTA	4	QL (60 EA per 30 days) PA MO
<i>pyridostigmine bromide</i>	1	MO
<i>pyridostigmine bromide er</i>	1	MO
<i>riluzole</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>tetrabenazine tabs 25mg</i>	4	QL (120 EA per 30 days) PA
<i>tetrabenazine tabs 12.5mg</i>	4	QL (90 EA per 30 days) PA
MULTIPLE SCLEROSIS AGENTS		
BETASERON	4	QL (14 EA per 28 days) PA
COPAXONE INJ 40MG/ML	4	QL (12 ML per 28 days) PA
COPAXONE INJ 20MG/ML	4	QL (30 ML per 30 days) PA
<i>dalfampridine er</i>	4	PA
GILENYA CAPS 0.5MG	4	QL (28 EA per 28 days) PA
REBIF	4	QL (6 ML per 28 days) PA
REBIF REBIDOSE	4	QL (6 ML per 28 days) PA
REBIF REBIDOSE TITRATION PACK	4	QL (8.4 ML per 365 days) PA
REBIF TITRATION PACK	4	QL (8.4 ML per 365 days) PA
MUSCULOSKELETAL THERAPY AGENTS		
<i>baclofen</i>	1	MO
CHLORZOXAZONE TABS 250MG	2	QL (180 EA per 30 days) PA
<i>chlorzoxazone tabs 500mg</i>	1	QL (180 EA per 30 days) PA MO
<i>cyclobenzaprine hydrochloride tabs 10mg, 5mg</i>	1	QL (90 EA per 30 days) PA MO
<i>dantrolene sodium caps 25mg, 50mg, 100mg</i>	1	MO
<i>tizanidine hcl</i>	1	MO
<i>tizanidine hydrochloride tabs 4mg</i>	1	MO
NARCOLEPSY/CATAPLEXY		
<i>armodafinil</i>	1	QL (30 EA per 30 days) PA 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
XYREM	4	QL (540 ML per 30 days) PA LA MO
PSYCHOTHERAPEUTIC-MISC		
<i>acamprosate calcium dr</i>	1	MO
<i>buprenorphine hcl</i>	1	QL (90 EA per 30 days) PA MO
<i>buprenorphine hcl/naloxone hcl sub/ tabs</i>	1	QL (90 EA per 30 days) MO
<i>buprenorphine hydrochloride/ naloxone hydrochloride film 12mg; 3mg</i>	1	QL (60 EA per 30 days) MO
<i>buprenorphine hydrochloride/ naloxone hydrochloride film 2mg; 0.5mg, 4mg; 1mg, 8mg; 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>bupropion hydrochloride er (sr) tb12 150mg</i>	1	QL (60 EA per 30 days) MO
CHANTIX	3	PA MO
CHANTIX CONTINUING MONTH PAK	3	PA MO
CHANTIX STARTING MONTH PAK	3	PA MO
<i>disulfiram tabs</i>	1	MO
<i>naloxone hcl inj 0.4mg/ml cartridge, 2mg/2ml</i>	1	
<i>naloxone hcl inj 4mg/10ml</i>	1	MO
<i>naloxone hydrochloride vial 0.4mg/ml</i>	1	MO
<i>naltrexone hcl tabs</i>	1	MO
NARCAN	2	MO
NICOTROL INHALER	3	MO
NICOTROL NASAL SPRAY	3	MO
VIVITROL	4	

ENDOCRINE AND METABOLIC

ANDROGENS

ANADROL-50	4	PA MO
ANDRODERM	3	QL (30 EA per 30 days) PA MO
<i>oxandrolone tabs 2.5mg</i>	1	QL (120 EA per 30 days) PA MO
<i>oxandrolone tabs 10mg</i>	4	QL (60 EA per 30 days) PA MO
<i>testosterone cypionate inj</i>	1	PA MO
<i>testosterone enanthate inj</i>	1	PA MO
<i>testosterone pump gel 1% (12.5mg/act)</i>	1	QL (300 GM per 30 days) PA MO
<i>testosterone pump gel 2% (10mg/act)</i>	1	QL (120 GM per 30 days) PA MO
<i>testosterone gel 1% (25mg/2.5gm, 50mg/5gm)</i>	1	QL (300 GM per 30 days) PA MO
<i>testosterone topical soln 30mg/act</i>	1	QL (180 ML per 30 days) PA MO

ANTIDIABETICS, INSULINS

BD ALCOHOL SWABS	2	MO
BD/ULTIMED/ALLISON/TRIVIDIA/MHC INSULIN SYRINGE ULTRAFINE II/0.3ML/31G X 5/16"	2	MO
BASAGLAR KWIKPEN	2	MO
BD/ULTIMED/ALLISON/TRIVIDIA/MHC INSULIN SYRINGE SAFETYGLIDE/1ML/29G X 1/2"	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
BD/ULTIMED/ALLISON/TRIVIDIA/ MHC INSULIN SYRINGE ULTRA- FINE/0.5ML/30G X 1/2"	2	MO
BD/ULTIMED/ALLISON/TRIVIDIA/ MHC INSULIN SYRINGE ULTRA- FINE/1ML/31G X 5/16"	2	MO
NOVO/BD/ULTIMED/OWEN/ TRIVIDIA PEN NEEDLE/ORIGINAL/ ULTRA-FINE	2	MO
BD/ULTIMED/ALLISON/TRIVIDIA/ MHC INSULIN SYRINGE ULTRA- AFINE/0.3ML/31G X 6MM	2	MO
CURITY GAUZE PADS 2"X2"	2	MO
FIASP	2	MO
FIASP FLEXTOUCH	2	MO
FIASP PENFILL	2	MO
HUMULIN R U-500 (CONCENTRATED)	4	B/D MO
HUMULIN R U-500 KWIKPEN	4	MO
LEVEMIR	2	MO
LEVEMIR FLEXTOUCH	2	MO
NOVOLIN 70/30 (BRAND RELION NOT COVERED)	2	MO
NOVOLIN 70/30 FLEXPEN (BRAND RELION NOT COVERED)	2	MO
NOVOLIN N (BRAND RELION NOT COVERED)	2	MO
NOVOLIN N FLEXPEN (BRAND RELION NOT COVERED)	2	MO
NOVOLIN R (BRAND RELION NOT COVERED)	2	MO
NOVOLIN R FLEXPEN (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	2	QL (30 ML per 30 days) MO
TRESIBA	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
TRESIBA FLEXTOUCH	2	MO
XULTOPHY 100/3.6	2	QL (15 ML per 30 days) MO
ANTIDIABETICS		
<i>acarbose tabs</i>	1	QL (90 EA per 30 days) MO
BYDUREON BCISE	2	QL (3.4 ML 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	2	QL (30 EA per 30 days) MO
<i>glimepiride tabs 4mg</i>	1	QL (60 EA per 30 days) MO
<i>glimepiride tabs 1mg, 2mg</i>	1	QL (90 EA per 30 days) MO
<i>glipizide er tb24 10mg</i>	1	QL (60 EA per 30 days) MO
<i>glipizide er tb24 2.5mg, 5mg</i>	1	QL (90 EA per 30 days) MO
<i>glipizide xl tb24 10mg</i>	1	QL (60 EA per 30 days) MO
<i>glipizide xl tb24 2.5mg, 5mg</i>	1	QL (90 EA per 30 days) MO
<i>glipizide/metformin hydrochloride tabs 2.5mg; 500mg, 5mg; 500mg</i>	1	QL (120 EA per 30 days) MO
<i>glipizide/metformin hydrochloride tabs 2.5mg; 250mg</i>	1	QL (240 EA per 30 days) MO
<i>glipizide tabs 10mg</i>	1	QL (120 EA per 30 days) MO
<i>glipizide tabs 5mg</i>	1	QL (240 EA per 30 days) MO
GLYXAMBI	2	QL (30 EA per 30 days) 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
<i>metformin hydrochloride er tb24 (generic Glucophage XR) 500mg</i>	1	QL (120 EA per 30 days) MO
<i>metformin hydrochloride er tb24 (generic Glumetza and Fortamet) 500mg</i>	1	QL (120 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>metformin hydrochloride er tb24 (generic Glucophage XR) 750mg</i>	1	QL (60 EA per 30 days) MO
<i>metformin hydrochloride tabs 500mg</i>	1	QL (150 EA per 30 days) MO
<i>metformin hydrochloride tabs 1000mg</i>	1	QL (75 EA per 30 days) MO
<i>metformin hydrochloride tabs 850mg</i>	1	QL (90 EA per 30 days) MO
<i>miglitol</i>	1	QL (90 EA per 30 days) MO
<i>nateglinide</i>	1	QL (90 EA per 30 days) MO
OZEMPIC INJ 2MG/1.5ML (0.25MG AND 0.5MG DOSE)	2	QL (1.5 ML per 28 days) MO
OZEMPIC INJ 2MG/1.5ML (1MG DOSE)	2	QL (3 ML per 28 days) MO
<i>pioglitazone hcl tabs 45mg</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>pioglitazone hydrochloride tabs 15mg, 30mg</i>	1	QL (30 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	4	QL (10.8 ML per 30 days) PA MO
SYMLINPEN 60	4	QL (12 ML per 30 days) PA MO
SYNJARDY XR TB24 25MG; 1000MG	2	QL (30 EA per 30 days) MO
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
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
CALCIUM REGULATORS		
<i>alendronate sodium oral soln</i>	1	MO
<i>alendronate sodium tabs 10mg</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</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
FORTEO	4	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
NATPARA	4	PA
PAMIDRONATE DISODIUM INJ 6MG/ML	3	
<i>pamidronate disodium inj 30mg/10ml, 30mg, 90mg/10ml, 90mg</i>	1	
PROLIA	3	QL (1 ML per 180 days)
<i>risedronate sodium dr tab 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
TYMLOS	4	PA
XGEVA	4	PA
ZOLEDRONIC ACID INJ 4MG/100ML	3	
<i>zoledronic acid inj 4mg/5ml, 5mg/100ml</i>	1	
CHELATING AGENTS		
CHEMET	4	MO
<i>clovique</i>	4	PA
<i>deferasirox</i>	4	PA
<i>kionex</i>	1	
LOKELMA	2	MO
<i>penicillamine tabs</i>	4	MO
<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	MO
<i>trientine hydrochloride</i>	4	PA MO
VELTASSA PACK 16.8GM, 25.2GM	3	QL (30 EA per 30 days) PA MO
VELTASSA PACK 8.4GM	3	QL (90 EA per 30 days) PA MO
CONTRACEPTIVES		
<i>afirmelle</i>	1	
<i>altavera</i>	1	
<i>alyacen 1/35</i>	1	
<i>alyacen 7/7/7</i>	1	
<i>amethia</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
AMETHIA LO	2	
<i>amethyst</i>	1	
<i>apri</i>	1	
<i>aranelle</i>	1	
<i>ashlyna</i>	1	
<i>aubra</i>	1	
<i>aubra eq</i>	1	
<i>aurovela 1.5/30</i>	1	
<i>aurovela 24 fe</i>	1	
<i>aurovela fe 1.5/30</i>	1	
<i>aurovela fe 1/20</i>	1	
<i>aviane</i>	1	
<i>ayuna</i>	1	
<i>azurette</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	
<i>camila</i>	1	MO
CAMRESE	2	
CAMRESE LO	2	
<i>caziant</i>	1	
<i>chateal</i>	1	
<i>chateal eq</i>	1	
<i>cryselle-28</i>	1	MO
<i>cyclafem 1/35</i>	1	
<i>cyclafem 7/7/7</i>	1	
<i>cyred</i>	1	
<i>cyred eq</i>	1	
<i>dasetta 1/35</i>	1	
<i>dasetta 7/7/7</i>	1	
<i>daysee</i>	1	MO
<i>deblitane</i>	1	
<i>desogestrel/ethinyl estradiol</i>	1	MO
<i>drospirenone/ethinyl estradiol</i>	1	MO
<i>drospirenone/ethinyl</i>	1	MO
<i>estradiol/levomefolate calcium</i>		

*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>elinest</i>	1	
<i>eluryng</i>	1	
<i>emoquette</i>	1	
<i>enpresse-28</i>	1	
<i>enskyce</i>	1	MO
<i>errin</i>	1	MO
<i>estarylla</i>	1	
<i>ethynodiol diacetate/ethinyl estradiol</i>	1	MO
ETONOGESTREL/ETHINYL ESTRADIOL	3	MO
<i>falmina</i>	1	
<i>fayosim</i>	1	
<i>femynor</i>	1	
GIANVI	2	MO
<i>hailey 1.5/30</i>	1	MO
<i>hailey 24 fe</i>	1	
<i>heather</i>	1	
<i>incassia</i>	1	
<i>introvale</i>	1	
<i>isibloom</i>	1	
<i>jaimiess</i>	1	
<i>jasmiel</i>	1	
<i>jencycla</i>	1	
JOLESSA	2	
JOLIVETTE	2	
<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>kalliga</i>	1	
<i>kariva</i>	1	
<i>kelnor 1/35</i>	1	MO
<i>kelnor 1/50</i>	1	MO
<i>kurvelo</i>	1	
<i>larin 1.5/30</i>	1	
<i>larin 1/20</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>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>lo-zumandimine</i>	1	
<i>lojaimiess</i>	1	
<i>loryna</i>	1	
<i>low-ogestrel</i>	1	
<i>lutra</i>	1	
<i>lyza</i>	1	
<i>marlissa</i>	1	MO
<i>medroxyprogesterone acetate inj 150mg/ml</i>	1	MO
<i>melodetta 24 fe</i>	1	
<i>mibelas 24 fe</i>	1	MO
MICROGESTIN 1.5/30	2	
MICROGESTIN 1/20	2	
MICROGESTIN FE 1.5/30	2	
MICROGESTIN FE 1/20	2	
<i>mili</i>	1	
<i>mono-linyah</i>	1	
<i>necon 0.5/35-28</i>	1	
<i>nikki</i>	1	
NORA-BE	2	
<i>norethindrone acetate/ethinyl estradiol/ferrous fumarate</i>	1	MO
<i>norethindrone acetate/ethinyl estradiol tabs 20mcg; 1mg, 30mcg; 1.5mg</i>	1	MO
<i>norethindrone tabs 0.35mg</i>	1	MO
<i>norethindrone/ethinyl estradiol/ ferrous fumarate</i>	1	MO
<i>norgestimate/ethinyl estradiol</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>norlyda</i>	1	
<i>nortrel 0.5/35 (28)</i>	1	MO
<i>nortrel 1/35</i>	1	
<i>nortrel 7/7/7</i>	1	
OCELLA	2	
<i>orsythia</i>	1	
<i>philith</i>	1	
<i>pimtrea</i>	1	
<i>pirmella 1/35</i>	1	MO
<i>pirmella 7/7/7</i>	1	MO
<i>portia-28</i>	1	
<i>previfem</i>	1	MO
<i>reclipsen</i>	1	
RIVELSA	2	
<i>setlakin</i>	1	
<i>sharobel</i>	1	
<i>simliya</i>	1	
<i>simpesse</i>	1	
<i>sprintec 28</i>	1	
<i>sronyx</i>	1	MO
<i>syeda</i>	1	
<i>tarina fe 1/20</i>	1	
<i>tarina fe 1/20 eq</i>	1	
TILIA FE	2	
<i>tri femynor</i>	1	
<i>tri-estarylla</i>	1	MO
<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-mili</i>	1	
<i>tri-lo-sprintec</i>	1	MO
<i>tri-mili</i>	1	
<i>tri-previfem</i>	1	
<i>tri-sprintec</i>	1	
<i>tri-vylibra</i>	1	
<i>tri-vylibra lo</i>	1	
<i>trivora-28</i>	1	
<i>tulana</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>tydemy</i>	1	
<i>velivet</i>	1	MO
<i>vienva</i>	1	
<i>viorele</i>	1	MO
<i>volnea</i>	1	
<i>vyfemla</i>	1	MO
<i>vylibra</i>	1	
<i>wera</i>	1	
<i>wymzya fe</i>	1	
<i>zarah</i>	1	
<i>zovia 1/35e</i>	1	
<i>zumandimine</i>	1	
ENDOMETRIOSIS		
<i>danazol caps</i>	1	MO
SYNAREL	4	MO
ESTROGENS		
<i>amabelz</i>	1	MO
DELESTROGEN INJ 10MG/ML	3	MO
<i>dotti</i>	1	QL (8 EA per 28 days)
DUAVEE	3	MO
<i>estradiol valerate inj</i>	1	MO
<i>estradiol/norethindrone acetate tabs 1mg/0.5mg, 0.5mg/0.1mg</i>	1	MO
<i>estradiol vaginal crea, oral tabs, vaginal tabs</i>	1	MO
<i>estradiol patch weekly</i>	1	QL (4 EA per 28 days) MO
<i>estradiol patch twice weekly</i>	1	QL (8 EA per 28 days) MO
ESTRING	3	QL (1 EA per 90 days) MO
<i>fyavolv</i>	1	MO
<i>jinteli</i>	1	
LOPREEZA	2	
<i>mimvey</i>	1	
<i>norethindrone acetate/ethinyl estradiol tabs 2.5mcg; 0.5mg, 5mcg; 1mg</i>	1	MO
PREMARIN	3	MO
PREMPRO	3	MO
<i>yuvafem</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
GLUCOCORTICOIDS		
<i>cortisone acetate tabs</i>	1	MO
DEXAMETHASONE INTENSOL	3	MO
<i>dexamethasone sodium phosphate inj 10mg/ml</i>	1	
<i>dexamethasone sodium phosphate inj 100mg/10ml, 120mg/30ml, 20mg/5ml, 4mg/ml</i>	1	MO
<i>dexamethasone tabs, oral soln, oral elixir</i>	1	MO
<i>fludrocortisone acetate tabs</i>	1	MO
<i>hydrocortisone tabs 10mg, 20mg, 5mg</i>	1	MO
<i>methylprednisolone acetate inj</i>	1	B/D MO
<i>methylprednisolone dose pack</i>	1	MO
<i>methylprednisolone sodium succinate inj 125mg, 1000mg, 40mg</i>	1	B/D MO
<i>methylprednisolone sodium succinate inj 500mg</i>	1	B/D
<i>methylprednisolone tabs</i>	1	B/D MO
<i>prednisolone oral soln 15mg/5ml</i>	1	B/D MO
<i>prednisolone sodium phosphate odt</i>	1	B/D MO
<i>prednisolone sodium phosphate oral soln 10mg/5ml, 15mg/5ml, 20mg/5ml, 25mg/5ml, 5mg/5ml</i>	1	B/D MO
PREDNISONE INTENSOL	3	B/D MO
<i>prednisone soln, tabs</i>	1	B/D MO
<i>prednisone tab therapy pack</i>	1	MO
SOLU-CORTEF INJ 1000MG	3	
SOLU-CORTEF INJ 100MG, 250MG, 500MG	3	MO
<i>triamcinolone acetonide inj 40mg/ml</i>	1	MO
GLUCOSE ELEVATING AGENTS		
<i>diazoxide oral susp</i>	1	MO
GVOKE HYPOPEN 1-PACK	2	MO
GVOKE HYPOPEN 2-PACK	2	MO
GVOKE PFS	2	MO
MISCELLANEOUS		
<i>acetylcysteine inj 200mg/ml</i>	1	
ALDURAZYME	4	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
<i>cabergoline</i>	1	MO
CARBAGLU	4	PA LA MO
CERDELGA	4	PA
CEREZYME	4	PA LA
<i>cinacalcet hydrochloride tabs 30mg</i>	1	QL (120 EA per 30 days)
<i>cinacalcet hydrochloride tabs 90mg</i>	4	QL (120 EA per 30 days)
<i>cinacalcet hydrochloride tabs 60mg</i>	4	QL (60 EA per 30 days)
CYSTADANE	4	LA MO
CYSTAGON	3	PA LA
<i>desmopressin acetate</i>	1	MO
FABRAZYME	4	PA LA
<i>fomepizole</i>	4	
GENOTROPIN	4	PA
GENOTROPIN MINIQUICK INJ 0.2MG	2	PA
GENOTROPIN MINIQUICK INJ 0.4MG, 0.6MG, 0.8MG, 1.2MG, 1.4MG, 1.6MG, 1.8MG, 1MG, 2MG	4	PA
INCRELEX	4	PA LA
KORLYM	4	PA LA MO
KUVAN	4	PA LA
LEVOCARNITINE TABS	3	MO
<i>levocarnitine soln</i>	1	MO
LUMIZYME	4	PA LA
LUPRON DEPOT-PED (1-MONTH) INJ 11.25MG, 15MG, 7.5MG	4	PA
LUPRON DEPOT-PED (3-MONTH) INJ 11.25MG, 30MG	4	PA
<i>methergine</i>	1	
<i>methylergonovine maleate tabs</i>	1	MO
<i>miglustat</i>	4	PA
NAGLAZYME	4	PA LA
<i>nitisinone</i>	4	PA MO
NITYR	4	PA LA MO
<i>octreotide acetate</i>	1	PA
ORFADIN	4	PA LA MO
<i>raloxifene hydrochloride</i>	1	MO
SIGNIFOR INJ 0.3MG/ML, 0.6MG/ ML, 0.9MG/ML	4	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
<i>sodium phenylbutyrate tabs, oral powder</i>	4	PA
SOMATULINE DEPOT	4	PA
SOMAVERT INJ	4	PA LA
STIMATE	4	
PHOSPHATE BINDER AGENTS		
AURYXIA	4	QL (360 EA per 30 days) PA MO
<i>calcium acetate caps, tabs 667mg</i>	1	QL (360 EA per 30 days) MO
PROGESTINS		
<i>medroxyprogesterone acetate tabs 10mg, 2.5mg, 5mg</i>	1	MO
<i>megestrol acetate susp 40mg/ml, 625mg/5ml</i>	1	MO
<i>norethindrone acetate tabs 5mg</i>	1	MO
<i>progesterone</i>	1	MO
THYROID AGENTS		
<i>euthyrox</i>	1	MO
LEVO-T	3	
<i>levothyroxine sodium tabs</i>	1	MO
LEVOTHYROXINE SODIUM INJ SOLN 100MCG/5ML, 200MCG/5ML, 500MCG/5ML	3	
<i>levothyroxine sodium inj powder 100mcg, 200mcg, 500mcg</i>	1	MO
LEVOXYL	2	MO
<i>liothyronine sodium tabs</i>	1	MO
<i>liothyronine sodium inj</i>	4	
<i>methimazole tabs</i>	1	MO
<i>propylthiouracil tabs</i>	1	MO
SYNTHROID	3	MO
UNITHROID	2	
VITAMIN D ANALOGS		
<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</i>	1	
<i>paricalcitol</i>	1	MO

GASTROINTESTINAL

ANTIEMETICS

<i>aprepitant</i>	1	B/D 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>compro</i>	1	MO
DIMENHYDRINATE INJ	3	
<i>dronabinol</i>	1	QL (60 EA per 30 days) PA MO
EMEND	3	B/D MO
<i>granisetron hcl</i>	1	QL (60 EA per 30 days) B/D MO
<i>meclizine hcl tabs</i>	1	MO
<i>metoclopramide hcl tabs 5mg</i>	1	MO
<i>metoclopramide hydrochloride tabs 10mg</i>	1	MO
METOCLOPRAMIDE ODT TBDP 10MG	2	MO
<i>metoclopramide odt tbdp 5mg</i>	1	MO
<i>ondansetron hcl tabs 24mg</i>	1	B/D
<i>ondansetron hcl oral soln</i>	1	QL (900 ML per 30 days) B/D MO
<i>ondansetron hydrochloride tabs 4mg, 8mg</i>	1	B/D MO
<i>ondansetron hydrochloride inj</i>	1	MO
<i>ondansetron odt</i>	1	B/D MO
<i>phenadoz supp 25mg</i>	1	PA
<i>phenadoz supp 12.5mg</i>	1	PA MO
<i>prochlorperazine edisylate inj 50mg/10ml</i>	1	
<i>prochlorperazine edisylate inj 10mg/2ml</i>	1	MO
<i>prochlorperazine maleate tabs</i>	1	MO
<i>prochlorperazine supp</i>	1	MO
<i>promethazine hcl inj, supp</i>	1	PA MO
<i>promethazine hcl plain syrp 6.25mg/5ml</i>	1	PA MO
<i>promethazine hydrochloride tabs</i>	1	PA MO
<i>promethegan supp 12.5mg, 25mg</i>	1	PA
<i>promethegan supp 50mg</i>	1	PA MO
SANCUSO	4	QL (4 EA per 28 days) MO
<i>scopolamine patch</i>	1	QL (10 EA per 30 days) PA MO
<i>trimethobenzamide hydrochloride caps</i>	1	PA MO
ANTISPASMODICS		
<i>dicyclomine hcl oral soln</i>	1	MO
<i>dicyclomine hydrochloride</i>	1	MO
<i>glycopyrrolate tabs 1mg, 2mg</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>glycopyrrolate inj 0.2mg/ml, 0.4mg/2ml</i>	1	
<i>glycopyrrolate inj 1mg/5ml, 4mg/20ml</i>	1	MO
<i>methscopolamine bromide tabs</i>	1	PA MO
H2-RECEPTOR ANTAGONISTS		
<i>cimetidine hcl oral soln</i>	1	MO
<i>cimetidine tabs</i>	1	MO
<i>famotidine premixed inj 20mg/50ml</i>	1	
<i>famotidine inj</i>	1	
<i>famotidine oral susp, tabs</i>	1	MO
<i>nizatidine</i>	1	MO
INFLAMMATORY BOWEL DISEASE		
<i>balsalazide disodium</i>	1	MO
<i>budesonide er tab 9mg</i>	4	MO
<i>budesonide cpep 3mg</i>	1	MO
<i>colocort</i>	1	
<i>hydrocortisone enem 100mg/60ml</i>	1	MO
<i>mesalamine dr caps, tabs</i>	1	MO
<i>mesalamine kit, supp</i>	1	MO
<i>mesalamine enem</i>	1	QL (1680 ML per 28 days) MO
SULFASALAZINE DELAYED RELEASE TABS	2	MO
<i>sulfasalazine tabs</i>	1	MO
LAXATIVES		
<i>constulose</i>	1	
<i>enulose</i>	1	MO
<i>gavilyte-c</i>	1	MO
<i>gavilyte-g</i>	1	MO
<i>gavilyte-n/flavor pack</i>	1	MO
<i>generlac</i>	1	
GOLYTELY	2	MO
<i>lactulose</i>	1	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
PLENVU	3	MO
SUPREP BOWEL PREP KIT	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>trilyte</i>	1	
MISCELLANEOUS		
<i>alosetron hydrochloride</i>	4	QL (60 EA per 30 days) PA MO
CARAFATE	3	MO
<i>cromolyn sodium oral conc 100mg/5ml</i>	1	MO
<i>diphenoxylate/atropine</i>	1	MO
GATTEX	4	PA LA
<i>lansoprazole/amoxicillin/ clarithromycin</i>	1	QL (224 EA per 365 days) MO
LINZESS	3	QL (30 EA per 30 days) MO
<i>loperamide hcl caps</i>	1	MO
<i>misoprostol tabs</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	4	PA MO
SUCRALFATE SUSP	3	MO
<i>sucralfate tabs</i>	1	MO
<i>ursodiol</i>	1	MO
XIFAXAN TABS 550MG	4	PA MO
PANCREATIC ENZYMES		
CREON	2	MO
ZENPEP	3	MO
PROTON PUMP INHIBITORS		
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	
<i>lansoprazole dr caps, odt</i>	1	QL (30 EA per 30 days) MO
<i>omeprazole caps</i>	1	QL (30 EA per 30 days) MO
<i>pantoprazole sodium dr tabs 20mg</i>	1	QL (30 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 dr tabs 20mg</i>	1	QL (30 EA per 30 days) MO
GENITOURINARY		
BENIGN PROSTATIC HYPERPLASIA		
<i>alfuzosin hcl er</i>	1	QL (30 EA per 30 days) MO
<i>dutasteride</i>	1	QL (30 EA per 30 days) MO
<i>dutasteride/tamsulosin hcl</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>finasteride tabs 5mg</i>	1	QL (30 EA per 30 days) MO
<i>silodosin</i>	1	QL (30 EA per 30 days) MO
<i>tamsulosin hydrochloride</i>	1	QL (60 EA per 30 days) MO
MISCELLANEOUS		
ACETIC ACID 0.25% IRRIGATION SOLN	2	MO
<i>bethanechol chloride</i>	1	MO
ELMIRON	3	MO
<i>flavoxate hcl</i>	1	MO
<i>potassium citrate er</i>	1	MO
URINARY ANTISPASMODICS		
<i>darifenacin hydrobromide er</i>	1	QL (30 EA per 30 days) MO
MYRBETRIQ	3	QL (30 EA per 30 days) MO
<i>oxybutynin chloride er tb24 5mg</i>	1	QL (30 EA per 30 days) MO
<i>oxybutynin chloride er tb24 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 syrup</i>	1	QL (600 ML per 30 days) MO
<i>solifenacin succinate</i>	1	QL (30 EA per 30 days) ST MO
<i>tolterodine tartrate</i>	1	QL (60 EA per 30 days) ST MO
<i>tolterodine tartrate er</i>	1	QL (30 EA per 30 days) ST MO
TOVIAZ	3	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
VAGINAL ANTI-INFECTIVES		
<i>clindamycin phosphate crea 2%</i>	1	MO
<i>metronidazole vaginal</i>	1	MO
<i>miconazole 3</i>	1	MO
<i>terconazole</i>	1	MO

HEMATOLOGIC

ANTICOAGULANTS

ELIQUIS STARTER PACK	2	QL (74 EA per 30 days) MO
ELIQUIS TABS 2.5MG	2	QL (60 EA per 30 days) MO
ELIQUIS TABS 5MG	2	QL (74 EA per 30 days) MO
<i>enoxaparin sodium</i>	1	MO
<i>fondaparinux sodium</i>	1	MO
FRAGMIN	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
HEPARIN SODIUM/D5W INJ 20000UNIT/500ML, 25000UNIT/500ML	3	
HEPARIN SODIUM/DEXTROSE 100UNIT/ML	3	
HEPARIN SODIUM/NACL 0.45% INJ 25000UNIT/250ML, 25000UNIT/500ML	2	
HEPARIN SODIUM/SODIUM CHLORIDE 25000UNIT/250ML; 0.45%	2	
HEPARIN SODIUM INJ 5000UNIT/0.5ML, 5000UNIT/ML	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	QL (60 EA per 30 days) MO
<i>warfarin sodium</i>	1	MO
XARELTO STARTER PACK	2	QL (51 EA per 30 days) MO
XARELTO TABS 10MG, 15MG, 20MG	2	QL (30 EA per 30 days) MO
XARELTO TABS 2.5MG	2	QL (60 EA per 30 days) MO
HEMATOPOIETIC GROWTH FACTORS		
PROCRIT INJ 10000UNIT/ML, 2000UNIT/ML, 3000UNIT/ML, 4000UNIT/ML	2	PA
PROCRIT INJ 20000UNIT/ML, 40000UNIT/ML	4	PA
ZARXIO	4	PA
MISCELLANEOUS		
<i>anagrelide hydrochloride</i>	1	MO
<i>cilostazol</i>	1	MO
DROXIA	2	MO
ENDARI	4	PA LA MO
HAEGARDA INJ 3000UNIT	4	QL (20 EA per 30 days) PA LA
HAEGARDA INJ 2000UNIT	4	QL (30 EA per 30 days) PA LA
<i>icatibant acetate</i>	4	QL (27 ML per 30 days) PA
<i>pentoxifylline er</i>	1	MO
PROMACTA POWDER PACK 25MG	4	QL (180 EA per 30 days) PA
PROMACTA POWDER PACK 12.5MG	4	QL (360 EA per 30 days) 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
PROMACTA TABS 12.5MG, 25MG	4	QL (30 EA per 30 days) PA LA
PROMACTA TABS 50MG, 75MG	4	QL (60 EA per 30 days) PA LA
<i>tranexamic acid inj</i>	1	
<i>tranexamic acid tabs</i>	1	QL (30 EA per 30 days) MO
PLATELET AGGREGATION INHIBITORS		
<i>aspirin/dipyridamole</i>	1	QL (60 EA per 30 days) MO
BRILINTA	3	MO
<i>clopidogrel tabs 300mg</i>	1	QL (2 EA per 365 days) MO
<i>clopidogrel tabs 75mg</i>	1	QL (30 EA per 30 days) MO
<i>dipyridamole</i>	1	PA MO
<i>prasugrel</i>	1	MO

IMMUNOLOGIC AGENTS

AUTOIMMUNE AGENTS

ENBREL MINI	4	QL (8 ML per 28 days) PA
ENBREL SURECLICK	4	QL (8 ML per 28 days) PA
ENBREL INJ 25MG/VIAL	4	QL (8 EA per 28 days) PA
ENBREL INJ 50MG/ML	4	QL (8 ML per 28 days) PA
ENBREL INJ 25MG/0.5ML	4	QL (8.16 ML per 28 days) PA
HUMIRA PEDIATRIC CROHNS DISEASE STARTER PACK	4	PA
HUMIRA PEN	4	QL (6 EA per 28 days) PA
HUMIRA PEN-CD/UC/HS STARTER	4	PA
HUMIRA PEN-PS/UV STARTER	4	PA
HUMIRA INJ 10MG/0.1ML, 10MG/0.2ML, 20MG/0.2ML, 20MG/0.4ML	4	QL (2 EA per 28 days) PA
HUMIRA INJ 40MG/0.4ML, 40MG/0.8ML	4	QL (6 EA per 28 days) PA
RENFLEXIS	4	PA
RINVOQ	4	QL (30 EA per 30 days) PA
SKYRIZI	4	QL (7 EA per 365 days) PA
STELARA INJ 45MG/0.5ML	4	QL (0.5 ML per 28 days) PA
STELARA INJ 90MG/ML	4	QL (1 ML per 28 days) PA
TALTZ	4	QL (3 ML per 28 days) PA
XELJANZ	4	QL (60 EA per 30 days) PA
XELJANZ XR	4	QL (30 EA per 30 days) PA

DISEASE-MODIFYING ANTI-RHEUMATIC DRUGS (DMARDS)

<i>hydroxychloroquine sulfate</i>	1	MO
<i>leflunomide</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>methotrexate tabs 2.5mg</i>	1	MO
XATMEP	3	MO
IMMUNOGLOBULINS		
BIVIGAM	4	PA
FLEBOGAMMA DIF INJ 5% (5GM/100ML)	3	PA
FLEBOGAMMA DIF INJ 5% (0.5GM/10ML, 10GM/200ML, 2.5GM/50ML, 20GM/400ML), 10% (10GM/100ML, 20GM/200ML, 5GM/50ML)	4	PA
GAMASTAN	2	B/D
GAMMAGARD LIQUID	4	PA
GAMMAGARD S/D INJ 5GM, 10GM	4	PA
GAMMAKED	4	PA
GAMMAPLEX	4	PA
GAMUNEX-C	4	PA
OCTAGAM	4	PA
PANZYGA	4	PA
PRIVIGEN	4	PA
IMMUNOMODULATORS		
ACTIMMUNE	4	PA LA
ARCALYST	4	PA
INTRON A INJ 10MU	3	
INTRON A INJ 10MU/ML, 18MU, 50MU, 6000000UNIT/ML	4	
IMMUNOSUPPRESSANTS		
AZATHIOPRINE INJ	3	B/D
<i>azathioprine tabs</i>	1	B/D MO
BENLYSTA	4	PA
<i>cyclosporine</i>	1	B/D MO
<i>cyclosporine modified caps, soln</i>	1	B/D MO
<i>everolimus tabs 0.25mg, 0.5mg, 0.75mg</i>	4	B/D MO
<i>gengraf caps</i>	1	B/D
<i>gengraf soln</i>	1	B/D 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>	4	B/D MO
<i>mycophenolic acid dr</i>	1	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
NULOJIX	4	B/D
PROGRAF	3	B/D MO
SANDIMMUNE	2	B/D MO
<i>sirolimus tabs</i>	1	B/D MO
<i>sirolimus soln</i>	4	B/D MO
<i>tacrolimus caps 0.5mg, 1mg, 5mg</i>	1	B/D MO
ZORTRESS	4	B/D MO
VACCINES		
ACTHIB	2	
ADACEL	2	
BCG VACCINE	2	
BEXSERO	2	
BOOSTRIX	2	
DAPTACEL	2	
DIPHThERIA/TETANUS TOXOIDS ADSORBED PEDIATRIC	2	B/D
ENGERIX-B	2	B/D
GARDASIL 9	2	
HAVRIX	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	2	
PENTACEL	2	
PROQUAD	2	
QUADRACEL	2	
RABAVERT	2	B/D
RECOMBIVAX HB	2	B/D
ROTARIX	2	
ROTATEQ	2	
SHINGRIX	2	QL (2 EA per 999 days)
TDVAX	2	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
TENIVAC	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)

NUTRITIONAL/SUPPLEMENTS

ELECTROLYTES/MINERALS, INJECTABLE

DEXTROSE 10%/NACL 0.45%	3	
DEXTROSE 5% /ELECTROLYTE #48 VIAFLEX	2	
DEXTROSE 10%/NACL 0.2%	3	
DEXTROSE 2.5%/NACL 0.45%	3	
DEXTROSE 5%/LACTATED RINGERS	3	
DEXTROSE 5%/NACL 0.2%	3	
DEXTROSE 5%/NACL 0.225%	3	
DEXTROSE 5%/NACL 0.3%	3	
DEXTROSE 5%/NACL 0.33%	3	
DEXTROSE 5%/NACL 0.45%	3	
DEXTROSE 5%/NACL 0.9%	3	MO
IONOSOL-MB/DEXTROSE 5%	3	
ISOLYTE-P/DEXTROSE 5%	3	
ISOLYTE-S	3	
KCL 0.075%/D5W/NACL 0.45%	3	
KCL 0.15%/D5W/NACL 0.2%	3	
KCL 0.15%/D5W/NACL 0.225%	3	
KCL 0.15%/D5W/NACL 0.45%	3	
KCL 0.15%/D5W/NACL 0.9%	3	
KCL 0.3%/D5W/NACL 0.45%	3	
KCL 0.3%/D5W/NACL 0.9%	3	
<i>lactated ringers viaflex inj</i>	1	
MAGNESIUM SULFATE INJ 20GM/500ML, 40GM/1000ML, 4GM/50ML	3	
<i>magnesium sulfate inj 2gm/50ml, 4gm/100ml, 50%</i>	1	
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 INJ PH 7.4	3	
PLASMA-LYTE A	3	
PLASMA-LYTE-148	3	
POTASSIUM CHLORIDE/DEXTROSE	3	
POTASSIUM CHLORIDE/ DEXTROSE/SODIUM CHLORIDE	3	
POTASSIUM CHLORIDE/SODIUM CHLORIDE INJ 40MEQ/L; 0.9%	3	
<i>potassium chloride/sodium chloride inj 20meq/l; 0.45%</i>	1	
<i>potassium chloride/sodium chloride inj 20meq/l; 0.9%</i>	1	MO
POTASSIUM CHLORIDE INJ 0.4MEQ/ ML, 10MEQ/100ML, 10MEQ/50ML, 20MEQ/100ML, 40MEQ/100ML	3	
<i>potassium chloride inj 2meq/ml</i>	1	MO
RINGERS INJECTION	2	
SODIUM BICARBONATE INJ 7.5%	3	MO
<i>sodium bicarbonate inj 4.2%</i>	1	
<i>sodium bicarbonate inj 8.4%</i>	1	MO
SODIUM CHLORIDE INJ 2.5MEQ/ML, 4MEQ/ML, 5%	3	MO
<i>sodium chloride inj 0.45%</i>	1	
<i>sodium chloride inj 0.9% (flex cont), 3%</i>	1	MO
TPN ELECTROLYTES	3	B/D
ELECTROLYTES/MINERALS/VITAMINS, ORAL		
ADC/FLUORIDE	3	MO
EFFER-K TAB 25MEQ	2	MO
EFFERVESCENT POTASSIUM FLUORIDE	2	MO
FLUORIDE	3	MO
FLUORITAB	3	
KLOR-CON 10	2	
KLOR-CON 8	2	MO
<i>klor-con m10</i>	1	MO
<i>klor-con m15</i>	1	MO
<i>klor-con m20</i>	1	MO
<i>klor-con pow 20meq</i>	1	
KLOR-CON/EF	2	MO
LUDENT	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
M-NATAL PLUS	2	MO
MULTI VITAMIN/FLUORIDE	3	MO
MULTI-VITAMIN/FLUORIDE DROPS	3	MO
MULTI-VITAMIN/FLUORIDE/IRON DROPS	3	MO
MULTIVITAMIN/FLUORIDE CHEW 0.5MG	3	
MULTIVITAMIN/FLUORIDE CHEW 0.25MG, 0.5MG	3	MO
NEONATAL PLUS	2	MO
NIVA-PLUS	2	MO
PNV FOLIC ACID + IRON MULTIVITAMIN	2	MO
PNV PRENATAL PLUS MULTIVITAMIN	2	MO
POLY-VITAMIN/FLUORIDE	3	
<i>potassium chloride cr</i>	1	MO
<i>potassium chloride er</i>	1	MO
<i>potassium chloride sr</i>	1	MO
<i>potassium chloride pack 20meq</i>	1	MO
<i>potassium chloride oral soln 10%, 20%</i>	1	MO
PRENATAL	2	MO
PRENATAL PLUS	2	MO
PRENATAL VITAMINS PLUS LOW IRON	2	MO
PREPLUS	2	MO
SODIUM FLUORIDE CHEW 0.25MG, 0.5MG, 1MG	3	MO
SODIUM FLUORIDE SOLN 0.5MG/ML	3	MO
TRI-VITE/FLUORIDE	3	MO
TRICARE PRENATAL TABS	2	MO
VOL-PLUS	2	MO
VP-PNV-DHA	2	MO
IV NUTRITION		
AMINOSYN II INJ 10%	3	B/D
AMINOSYN-PF 10%	3	B/D
AMINOSYN-PF 7%	3	B/D
CLINIMIX 4.25%/DEXTROSE 10%	3	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
CLINIMIX 4.25%/DEXTROSE 5%	3	B/D
CLINIMIX 5%/DEXTROSE 15%	3	B/D
CLINIMIX 5%/DEXTROSE 20%	3	B/D
<i>clinisol sf 15%</i>	1	B/D MO
CLINOLIPID	2	B/D
<i>dextrose 10%</i>	1	
<i>dextrose 5%</i>	1	MO
DEXTROSE 50%	2	B/D
DEXTROSE 70%	2	B/D
FREAMINE HBC 6.9%	3	B/D
FREAMINE III	3	B/D
HEPATAMINE	3	B/D
NEPHRAMINE	3	B/D
NUTRILIPID	2	B/D
<i>plenamine</i>	1	B/D
PREMASOL 10%	3	B/D
PROCALAMINE	3	B/D
PROSOL	3	B/D
TRAVASOL	3	B/D
TROPHAMINE 10 %	3	B/D

OPHTHALMIC

ANTI-INFECTIVE/ANTI-INFLAMMATORY

BLEPHAMIDE S.O.P. OINT	3	MO
<i>neomycin/polymyxin/bacitracin/ hydrocortisone ophthalmic oint</i>	1	MO
<i>neomycin/polymyxin/dexamethasone</i>	1	MO
<i>neomycin/polymyxin/hydrocortisone ophthalmic susp 1%; 3.5mg/ml; 10000unit/ml</i>	1	MO
<i>sulfacetamide sodium/prednisolone sodium phosphate</i>	1	MO
TOBRADEX	2	MO
TOBRADEX ST	2	MO
<i>tobramycin/dexamethasone ophthalmic susp</i>	1	MO
ZYLET	2	MO

ANTI-INFECTIVES

AZASITE	3	MO
<i>bacitracin</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>bacitracin/polymyxin ophthalmic oint</i>	1	MO
BESIVANCE	2	MO
CILOXAN	2	QL (42 GM per 30 days) MO
<i>ciprofloxacin hydrochloride ophthalmic soln 0.3%</i>	1	QL (30 ML per 30 days) MO
<i>erythromycin oint 5mg/gm</i>	1	QL (42 GM per 30 days) MO
<i>gatifloxacin soln</i>	1	QL (20 ML per 30 days) MO
<i>gentak</i>	1	QL (42 GM per 30 days) MO
<i>gentamicin sulfate ophthalmic soln 0.3%</i>	1	QL (30 ML per 30 days) MO
<i>levofloxacin ophthalmic soln 0.5%</i>	1	QL (30 ML per 30 days) MO
<i>moxifloxacin hydrochloride ophthalmic soln 0.5%</i>	1	QL (12 ML per 30 days) MO
NATACYN	3	MO
<i>neo-polycin</i>	1	
<i>neomycin/bacitracin/polymyxin topical ointment</i>	1	MO
<i>neomycin/polymyxin/gramicidin</i>	1	MO
<i>ofloxacin ophthalmic soln 0.3%</i>	1	QL (60 ML per 30 days) MO
<i>polycin</i>	1	
<i>polymyxin b sulfate/trimethoprim sulfate</i>	1	MO
<i>sodium sulfacetamide ophthalmic soln</i>	1	QL (90 ML per 30 days) MO
<i>sulfacetamide sodium oint 10%</i>	1	QL (42 GM per 30 days) MO
<i>sulfacetamide sodium soln 10%</i>	1	QL (90 ML per 30 days) MO
<i>tobramycin sulfate ophthalmic soln 0.3%</i>	1	QL (30 ML per 30 days) MO
<i>trifluridine</i>	1	MO
<i>trimethoprim sulfate/polymyxin b sulfate</i>	1	MO
ZIRGAN	3	MO
ANTI-INFLAMMATORIES		
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 soln 0.1%</i>	1	QL (10 ML per 30 days) MO
DUREZOL	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
FLUOROMETHOLONE	2	MO
<i>flurbiprofen sodium ophthalmic soln 0.03%</i>	1	MO
ILEVRO	2	MO
<i>ketorolac tromethamine ophthalmic soln 0.4%, 0.5%</i>	1	MO
LOTEMAX	2	MO
LOTEMAX SM	2	MO
<i>loteprednol etabonate</i>	1	MO
<i>prednisolone acetate ophthalmic soln</i>	1	MO
PREDNISOLONE SODIUM PHOSPHATE OPHTHALMIC SOLN 1%	2	MO
PROLENSA	2	MO
ANTIALLERGICS		
<i>azelastine hcl nasal soln 0.15% (137mcg/spray) 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 0.2%</i>	1	MO
<i>olopatadine hcl ophthalmic soln 0.1%</i>	1	MO
PAZEO	2	MO
ANTIGLAUCOMA		
ALPHAGAN P SOLN 0.1%	2	MO
AZOPT	2	MO
<i>betaxolol hcl soln 0.5%</i>	1	MO
BETOPTIC-S	2	MO
BRIMONIDINE TARTRATE SOLN 0.15%	2	MO
<i>brimonidine tartrate soln 0.2%</i>	1	MO
<i>carteolol hcl</i>	1	MO
COMBIGAN	2	MO
<i>dorzolamide hcl</i>	1	MO
<i>dorzolamide hcl/timolol maleate</i>	1	MO
<i>dorzolamide hydrochloride/timolol maleate pf</i>	1	MO
<i>latanoprost</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>levobunolol hcl</i>	1	MO
LUMIGAN	2	MO
PHOSPHOLINE IODIDE	3	
<i>pilocarpine hcl ophthalmic soln</i>	1	MO
RHOPRESSA	2	MO
SIMBRINZA	2	MO
TIMOLOL MALEATE OPHTHALMIC GEL FORMING SOLN	3	MO
<i>timolol maleate soln 0.25%, 0.5%</i>	1	MO
<i>travoprost</i>	1	MO
MISCELLANEOUS		
ATROPINE SULFATE OPHTHALMIC SOLN 1%	2	MO
CYSTARAN	4	PA LA 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

RESPIRATORY

ANTICHOLINERGIC/BETA AGONIST COMBINATIONS

ANORO ELLIPTA	2	QL (60 EA per 30 days) MO
BEVESPI AEROSPHERE	2	QL (10.7 GM per 30 days) MO
COMBIVENT RESPIMAT	3	QL (8 GM per 30 days) MO
<i>ipratropium bromide/albuterol sulfate neb</i>	1	B/D MO
TRELEGY ELLIPTA	2	QL (60 EA per 30 days) MO

ANTICHOLINERGICS

ATROVENT HFA	3	QL (25.8 GM per 30 days) MO
INCRUSE ELLIPTA	2	QL (30 EA per 30 days) 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

ANTI-HISTAMINES

<i>azelastine hcl nasal soln 0.15% (137mcg/spray) nasal soln 0.15%</i>	1	QL (30 ML per 25 days) MO
<i>azelastine hydrochloride nasal spray 0.15% (205.5mcg/spray)</i>	1	QL (30 ML per 25 days) MO
<i>carbinoxamine maleate soln</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
CARBINOXAMINE MALEATE TABS 6MG	4	PA MO
<i>carbinoxamine maleate tabs 4mg</i>	1	PA MO
<i>cetirizine hydrochloride oral soln 1mg/ml</i>	1	QL (300 ML per 30 days) MO
<i>clemastine fumarate tab 2.68mg</i>	1	PA MO
<i>cyproheptadine hcl syrp 2mg/5ml</i>	1	PA MO
<i>cyproheptadine hydrochloride tab 4mg</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</i>	1	PA MO
<i>hydroxyzine hcl inj, syrp</i>	1	PA MO
<i>hydroxyzine hydrochloride tabs</i>	1	PA MO
<i>hydroxyzine pamoate</i>	1	PA MO
<i>levocetirizine dihydrochloride soln</i>	1	MO
<i>levocetirizine dihydrochloride tabs</i>	1	QL (30 EA per 30 days) MO
<i>olopatadine hcl nasal soln 0.6%</i>	1	QL (30.5 GM per 30 days) MO
BETA AGONISTS		
<i>albuterol sulfate er tabs</i>	1	MO
<i>albuterol sulfate hfa aers 108mcg/act</i>	1	QL (13.4 GM per 30 days) MO
<i>albuterol sulfate hfa aers 108mcg/act</i>	1	QL (17 GM per 30 days) MO
<i>albuterol sulfate hfa aers 108mcg/act</i>	1	QL (36 GM per 30 days) MO
<i>albuterol sulfate nebu</i>	1	B/D MO
<i>albuterol sulfate syrp, tabs</i>	1	MO
<i>levalbuterol hcl neb 1.25mg/0.5ml</i>	1	B/D MO
<i>levalbuterol hydrochloride 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>metaproterenol sulfate</i>	1	
SEREVENT DISKUS	2	QL (60 EA per 30 days) MO
<i>terbutaline sulfate</i>	1	MO
VENTOLIN HFA	2	QL (36 GM per 30 days) MO
LEUKOTRIENE MODULATORS		
<i>montelukast sodium</i>	1	QL (30 EA per 30 days) MO
<i>zafirlukast</i>	1	QL (60 EA per 30 days) MO
MISCELLANEOUS		
<i>acetylcysteine inhalation soln 10%, 20%</i>	1	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>aminophylline</i>	1	
ARALAST NP	4	PA LA
<i>cromolyn sodium nebu 20mg/2ml</i>	1	B/D MO
DALIRESP	3	MO
<i>epinephrine hcl inj soln</i>	1	QL (2 EA per 30 days) MO
EIPEN 2-PAK	3	QL (2 EA per 30 days) MO
EIPEN-JR 2-PAK	3	QL (2 EA per 30 days) MO
ESBRIET	4	PA
FASENRA	4	QL (1 ML per 28 days) PA
FASENRA PEN	4	QL (1 ML per 28 days) PA
KALYDECO	4	PA MO
OFEV	4	PA
ORKAMBI	4	PA MO
PROLASTIN-C	4	PA LA MO
PULMOZYME	4	PA
SYMDEKO TBPK 75MG; 50MG	4	PA
SYMDEKO TBPK 150MG; 100MG	4	PA LA
THEO-24	3	MO
<i>theophylline er</i>	1	MO
<i>theophylline soln 80 mg/15ml</i>	1	MO
XOLAIR	4	PA LA
ZEMAIRA	4	PA LA
NASAL STEROIDS		
<i>flunisolide</i>	1	QL (75 ML per 30 days) 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
STEROID INHALANTS		
ARNUITY ELLIPTA	2	QL (30 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
PULMICORT FLEXHALER	3	QL (2 EA per 30 days) MO

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Drug name	Drug tier	Requirements/Limits
STEROID/BETA-AGONIST COMBINATIONS		
ADVAIR DISKUS	2	QL (60 EA per 30 days) MO
ADVAIR HFA	2	QL (12 GM per 30 days) MO
BREO ELLIPTA	2	QL (60 EA per 30 days) MO
SYMBICORT	2	QL (10.2 GM per 30 days) MO

TOPICAL

DERMATOLOGY, ACNE

<i>amnestem</i>	1	PA
AVITA CREA	3	QL (45 GM per 30 days) PA
AVITA GEL	3	QL (45 GM per 30 days) PA MO
<i>claravis</i>	1	PA
<i>clindacin etz pledgets</i>	1	MO
<i>clindacin-p pad 1%</i>	1	MO
<i>clindamycin phosphate/benzoyl peroxide</i>	1	MO
<i>clindamycin phosphate foam 1%</i>	1	QL (100 GM per 30 days) MO
<i>clindamycin phosphate gel 1%</i>	1	QL (75 GM per 30 days) MO
CLINDAMYCIN PHOSPHATE LOTN 1%	3	QL (60 ML per 30 days) MO
<i>clindamycin phosphate external soln 1%</i>	1	QL (60 ML per 30 days) MO
<i>clindamycin phosphate swab 1%</i>	1	MO
<i>clindamycin/benzoyl peroxide gel 5%;1%</i>	1	MO
<i>dapsone gel 5%, 7.5%</i>	1	QL (90 GM per 30 days) MO
<i>ery pad 2%</i>	1	MO
<i>erythromycin/benzoyl peroxide gel 5%; 3%</i>	1	MO
<i>erythromycin gel 2%</i>	1	QL (60 GM per 30 days) MO
<i>erythromycin soln 2%</i>	1	QL (60 ML per 30 days) MO
<i>isotretinoin</i>	1	PA
<i>myorisan</i>	1	PA
<i>neuac gel</i>	1	MO
<i>sulfacetamide sodium lotn 10%</i>	1	MO
TRETINOIN MICROSPHERE GEL	3	QL (50 GM per 30 days) PA MO
TRETINOIN MICROSPHERE PUMP GEL	3	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	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
DERMATOLOGY, ANTIBIOTICS		
<i>gentamicin sulfate crea 0.1%</i>	1	QL (60 GM per 30 days) MO
<i>gentamicin sulfate oint 0.1%</i>	1	QL (60 GM per 30 days) MO
<i>mafenide acetate</i>	1	MO
<i>mupirocin</i>	1	QL (30 GM per 30 days) MO
SILVER SULFADIAZINE	2	MO
SSD	2	
SULFAMYLON CREA	3	MO
DERMATOLOGY, ANTIFUNGALS		
<i>ciclopirox olamine cream</i>	1	QL (90 GM per 30 days) 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>ciclopirox susp</i>	1	QL (60 ML per 30 days) MO
<i>clotrimazole/betamethasone dipropionate</i>	1	QL (45 GM per 30 days) MO
<i>clotrimazole crea 1%</i>	1	QL (45 GM per 30 days) MO
<i>clotrimazole soln 1%</i>	1	QL (30 ML per 30 days) MO
<i>econazole nitrate</i>	1	QL (85 GM per 30 days) MO
ERTACZO	4	QL (60 GM per 30 days) MO
<i>ketconazole crea 2%</i>	1	QL (60 GM per 30 days) MO
<i>ketconazole foam 2%</i>	1	QL (100 GM per 30 days) MO
<i>naftifine hcl crea 1%</i>	1	QL (90 GM per 30 days) MO
<i>naftifine hydrochloride crea 2%</i>	1	QL (60 GM per 30 days) MO
<i>nyamyc</i>	1	QL (60 GM per 30 days)
<i>nystatin crea 100000unit/gm</i>	1	QL (30 GM per 30 days) MO
<i>nystatin oint 100000unit/gm</i>	1	QL (30 GM per 30 days) MO
<i>nystatin powd 100000unit/gm</i>	1	QL (60 GM per 30 days) MO
<i>nystop</i>	1	QL (60 GM per 30 days) MO
<i>oxiconazole nitrate</i>	1	QL (90 GM per 30 days) MO
DERMATOLOGY, ANTIPSORIATICS		
<i>acitretin</i>	1	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
CALCITRIOL OINT 3MCG/GM	3	QL (100 GM per 30 days) MO
<i>methoxsalen</i>	4	MO
<i>tazarotene crea 0.1%</i>	1	QL (60 GM per 30 days) PA MO
TAZORAC CREAM 0.05%	3	QL (60 GM per 30 days) PA MO
DERMATOLOGY, ANTISEBORRHEICS		
<i>ketconazole sham 2%</i>	1	QL (120 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>selenium sulfide</i>	1	MO
DERMATOLOGY, CORTICOSTEROIDS		
<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>beser lotn 0.05%</i>	1	QL (120 ML per 30 days)
<i>betamethasone dipropionate</i>	1	MO
<i>betamethasone valerate</i>	1	MO
<i>calcipotriene/betamethasone dipropionate</i>	1	QL (400 GM per 30 days) PA MO
<i>clobetasol propionate emollient foam</i>	1	QL (100 GM per 30 days) MO
<i>clobetasol propionate emollient crea</i>	1	QL (60 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>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>diflorasone diacetate</i>	1	QL (60 GM per 30 days) MO
ENSTILAR	3	QL (120 GM per 30 days) PA MO
<i>fluocinolone acetonide body oil</i>	1	QL (118.28 ML per 30 days) MO
<i>fluocinolone acetonide scalp oil</i>	1	QL (118.28 ML per 30 days) 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 soln 0.01%</i>	1	QL (90 ML per 30 days) MO
<i>fluocinonide emulsified cream</i>	1	QL (120 GM per 30 days) MO
<i>fluocinonide crea</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 cream</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

*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>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 2.5%</i>	1	QL (30 GM per 30 days) MO
<i>hydrocortisone crea 1%</i>	1	QL (90 GM per 30 days) MO
<i>hydrocortisone lotn 2.5%</i>	1	MO
<i>hydrocortisone oint 2.5%</i>	1	QL (30 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 0.1%</i>	1	MO
<i>nolix cream</i>	1	QL (120 GM per 30 days) MO
PREDNICARBATE CREA	3	QL (60 GM per 30 days) MO
<i>prednicarbate oint</i>	1	QL (60 GM per 30 days) MO
TEXACORT	3	MO
<i>tovet foam</i>	1	QL (100 GM per 30 days)
<i>triamcinolone acetonide aers spray</i>	1	MO
<i>triamcinolone acetonide crea 0.025%, 0.5%</i>	1	MO
<i>triamcinolone acetonide crea 0.1%</i>	1	QL (454 GM per 30 days) 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 crea 0.5%</i>	1	
<i>triderm crea 0.1%</i>	1	QL (454 GM per 30 days)
DERMATOLOGY, LOCAL ANESTHETICS		
<i>lidocaine hcl external soln 4%</i>	1	QL (50 ML per 30 days) PA MO
<i>lidocaine/prilocaine</i>	1	QL (30 GM per 30 days) PA MO
<i>lidocaine ptch</i>	1	QL (3 EA per 1 days) PA MO
<i>lidocaine oint</i>	1	QL (35.44 GM per 30 days) PA MO
DERMATOLOGY, MISCELLANEOUS SKIN AND MUCOUS MEMBRANE		
<i>acyclovir oint 5%</i>	1	QL (30 GM per 30 days) MO
<i>ammonium lactate</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>azelaic acid</i>	1	QL (50 GM per 30 days) MO
<i>diclofenac sodium gel 1%</i>	1	QL (1000 GM per 30 days) PA MO
DOXEPIN HYDROCHLORIDE CREA 5%	3	QL (45 GM per 30 days) PA MO
DOXYCYCLINE CPDR 40MG	3	QL (30 EA per 30 days) PA MO
FINACEA FOAM	3	QL (50 GM per 30 days) MO
FLUOROURACIL CREA 0.5%	3	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>hydrocortisone crea 2.5%</i>	1	MO
<i>imiquimod</i>	1	QL (24 EA per 30 days) MO
IMIQUIMOD PUMP	4	QL (7.5 GM per 30 days) MO
<i>metronidazole crea 0.75%</i>	1	QL (45 GM per 30 days) MO
<i>metronidazole gel 0.75%, 1%</i>	1	MO
<i>metronidazole lotn 0.75%</i>	1	MO
NORITATE	4	QL (60 GM per 30 days) MO
ORACEA	3	QL (30 EA per 30 days) PA MO
PANRETIN	4	QL (60 GM per 30 days)
PENNSAID	4	QL (224 GM per 28 days) PA MO
PICATO GEL 0.05%	4	QL (2 EA per 30 days) MO
PICATO GEL 0.015%	4	QL (3 EA per 30 days) MO
<i>podofilox</i>	1	MO
<i>procto-med hc</i>	1	
<i>procto-pak</i>	1	MO
<i>proctosol hc</i>	1	MO
<i>proctozone-hc</i>	1	
RECTIV	3	QL (30 GM per 30 days) MO
<i>rosadan gel</i>	1	
<i>rosadan crea</i>	1	QL (45 GM per 30 days)
<i>tacrolimus oint 0.03%, 0.1%</i>	1	QL (60 GM per 30 days) MO
TARGRETIN	4	QL (60 GM per 30 days) PA
VALCHLOR	4	QL (60 GM per 30 days) PA LA MO
ZYCLARA PUMP 2.5%	4	QL (15 GM per 30 days) MO
DERMATOLOGY, SCABICIDES AND PEDICULIDES		
<i>malathion</i>	1	MO
<i>permethrin</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
DERMATOLOGY, WOUND CARE AGENTS		
REGRANEX	4	QL (30 GM per 30 days) PA MO
SANTYL	3	MO
SODIUM CHLORIDE 0.9% IRRIGATION SOLN	2	MO
STERILE WATER IRRIGATION PLASTIC BOTTLE	2	MO
MOUTH/THROAT/DENTAL AGENTS		
<i>cevimeline hydrochloride</i>	1	MO
<i>chlorhexidine gluconate oral soln</i>	1	MO
CLINPRO 5000	3	MO
<i>clotrimazole troc 10mg</i>	1	MO
DENTAGEL	3	QL (56 GM per 30 days) MO
FLUORIDEX	3	
FLUORIDEX SENSITIVITY RELIEF/SLS FREE	3	
<i>lidocaine viscous</i>	1	MO
<i>nystatin susp 100000unit/ml</i>	1	MO
<i>oralone dental paste</i>	1	
<i>paroex oral soln</i>	1	
<i>periogard oral soln</i>	1	
<i>pilocarpine hydrochloride tabs</i>	1	MO
SF GEL	3	QL (56 GM per 30 days) MO
SODIUM FLUORIDE GEL 1.1%	3	QL (56 GM per 30 days) MO
<i>triamcinolone acetonide dental paste</i>	1	MO
OTIC		
<i>acetic acid otic soln</i>	1	MO
CIPRO HC OTIC SUSP	3	MO
CIPRODEX	2	MO
CIPROFLOXACIN OTIC SOLN 0.2%	2	MO
<i>flac otic oil</i>	1	QL (20 ML per 30 days)
<i>fluocinolone acetonide otic oil 0.01%</i>	1	QL (20 ML per 30 days) MO
<i>hydrocortisone/acetic acid otic soln</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
<i>ofloxacin otic soln 0.3%</i>	1	MO

*You can find information on what the symbols and abbreviations on this table mean by going to page 8.

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<i>diclofenac sodium/</i>	10	DOCETAXEL	25	<i>duloxetine</i>	40
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<i>dicloxacillin</i>	21	<i>donepezil hc</i>	39	DUREZOL	74
<i>dicyclomine hcl</i>	62	<i>donepezil hcl</i>	39	<i>dutasteride</i>	64
<i>dicyclomine</i>	62	<i>donepezil hydrochloride</i>	39	<i>dutasteride/tamsulosin</i>	64
<i>hydrochloride</i>		<i>dorzolamide hcl</i>	75	<i>hcl</i>	
<i>didanosine</i>	16	<i>dorzolamide hcl/timolol</i>	75	<i>econazole nitrate</i>	80
DIFICID	20	<i>maleate</i>		EDARBI	31
<i>diflorasone diacetate</i>	81	<i>dorzolamide</i>	75	EDARBYCLOR	30
<i>diflunisal</i>	10	<i>hydrochloride/timolol</i>		EDURANT	16
<i>digitek</i>	35	<i>maleate pf</i>		<i>efavirenz</i>	16
<i>digox</i>	35	<i>dotti</i>	58	EFFER-K	71
<i>digoxin</i>	35	DOVATO	18	EFFERVESCENT	71
<i>dihydroergotamine</i>	47	<i>doxazosin mesylate</i>	30	POTASSIUM	
<i>mesylate</i>		DOXEPINE	83	<i>eletriptan</i>	47
DILANTIN	37	HYDROCHLORIDE		<i>hydrobromide</i>	
DILANTIN-125	37	<i>doxepin hcl</i>	40	<i>elinest</i>	55
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<i>eluryng</i>	55	<i>caffeine</i>		ETHINYL ESTRADIOL	
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EMCYT	24	ERLEADA	24	<i>euthyrox</i>	61
EMEND	62	<i>erlotinib hydrochloride</i>	26	<i>everolimus</i>	26, 68
<i>emoquette</i>	55	<i>errin</i>	55	EVOTAZ	18
EMSAM	40	ERTACZO	80	<i>exemestane</i>	24
EMTRIVA	16	<i>ertapenem</i>	14	<i>ezetimibe</i>	32
EMVERM	14	<i>ery pad</i>	79	<i>ezetimibe/simvastatin</i>	32
<i>enalapril maleate</i>	29, 30	ERYTHROCIN	20	FABRAZYME	60
<i>enalapril maleate/</i>	29	LACTOBIONATE		<i>falmina</i>	55
<i>hydrochlorothiazide</i>		<i>erythrocin stearate</i>	21	<i>famciclovir</i>	19
ENBREL	67	<i>erythromycin</i>	21, 74, 79	<i>famotidine</i>	63
ENBREL MINI	67	<i>erythromycin base</i>	21	<i>famotidine premixedl</i>	63
ENBREL SURECLICK	67	<i>erythromycin/benzoyl</i>	79	FANAPT	43
ENDARI	66	<i>peroxide</i>		FANAPT TITRATION	43
<i>endocet</i>	12	<i>erythromycin dr</i>	21	PACK	
ENGERIX-B	69	<i>erythromycin</i>	21	FARXIGA	51
ENHERTU	26	<i>ethylsuccinate</i>		FARYDAK	26
<i>enoxaparin sodium</i>	65	<i>erythromycin stearate</i>	21	FASENRA	78
<i>enpresse-28</i>	55	ESBRIET	78	FASENRA PEN	78
<i>enskyce</i>	55	<i>escitalopram oxalate</i>	40	<i>fayosim</i>	55
ENSTILAR	81	<i>esomeprazole</i>	64	<i>febuxostat</i>	10
<i>entacapone</i>	42	<i>magnesium</i>		<i>felbamate</i>	37
<i>entecavir</i>	19	<i>esomeprazole sodium</i>	64	<i>felodipine er</i>	34
ENTRESTO	30	<i>estarylla</i>	55	<i>femynor</i>	55
<i>enulose</i>	63	<i>estradiol</i>	58	<i>fenofibrate</i>	32
EPCLUSA	19	<i>estradiol/norethindrone</i>	58	<i>fenofibrate micronized</i>	32
EPIDIOLEX	37	<i>acetatemg</i>		FENOFIBRIC ACID	32
<i>epinastine hcl</i>	75	<i>estradiol valerate</i>	58	<i>fenofibric acid dr</i>	32
<i>epinephrine hcl</i>	78	ESTRING	58	<i>fenoprofen calcium</i>	10
EPIPEN	78	<i>eszopiclone</i>	46	FENOPROFEN	10
EPIPEN-JR	78	<i>ethambutol</i>	18	CALCIUM	
<i>epirubicin hcl</i>	23	<i>hydrochloride</i>		<i>fentanyl</i>	11
<i>epitol</i>	37	<i>ethosuximide</i>	37	<i>fentanyl citrate oral</i>	12
EPIVIR HBV	19	<i>ethynodiol diacetate/</i>	55	<i>transmucosal</i>	
<i>eplerenone</i>	30	<i>ethinyl estradiol</i>		FETZIMA	40
<i>epoprostenol sodium</i>	36	<i>etodolac</i>	10	FETZIMA TITRATION	40
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<i>finasteride</i>	65	<i>flurbiprofen</i>	10	GARDASIL 9	69
<i>flac</i>	84	<i>flurbiprofen sodium</i>	75	<i>gatifloxacin</i>	74
<i>flavoxate hcl</i>	65	<i>flutamide</i>	24	GATTEX	64
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FLOVENT DISKUS	78	<i>fluvastatin sodium er</i>	32	<i>gavilyte-g</i>	63
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<i>fluconazole in sodium chloride</i>	15	<i>fondaparinux sodium</i>	65	<i>gemcitabine hydrochloride</i>	24
<i>flucytosine</i>	15	FORTEO	53	GEMCITABINE	24
<i>fludarabine phosphate</i>	23	<i>fosamprenavir calcium</i>	16	HYDROCHLORIDE	
<i>fludrocortisone acetate</i>	59	<i>fosinopril sodium</i>	29, 30	<i>gemfibrozil</i>	32
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<i>fluoxetine hcl</i>	40	GAMMAGARD	68	<i>glimepiride</i>	51
<i>fluoxetine hydrochloride</i>	40	GAMMAKED	68	<i>glipizide</i>	51
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<i>granisetron hcl</i>	62	HUMIRA PEN-PS/UV STARTER	67	<i>ibuprofen</i>	10
<i>griseofulvin microsize</i>	15	HUMULIN R U-500	50	<i>icatibant acetate</i>	66
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<i>guanfacine er</i>	46	<i>hydralazine hydrochloride</i>	35	<i>idarubicin hcl</i>	23
<i>guanfacine hcl</i>	35	<i>hydrochlorothiazide</i>	34	IDHIFA	27
GUANIDINE HCL	47	<i>hydrocodone/ acetaminophen</i>	12	IFEX	23
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<i>halobetasol propionate</i>	82	<i>hydrocortisone butyrate (lipophilic)</i>	82	<i>imipramine hcl</i>	40
<i>haloperidol</i>	43	<i>hydrocortisone valerate</i>	82	<i>imipramine</i>	41
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<i>haloperidol lactate</i>	43	HCL		<i>imiquimod</i>	83
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HAVRIX	69	<i>hydrochloride</i>	12	IMLYGIC	25
<i>heather</i>	55	HYDROMORPHONE	12	IMOVAX RABIES	69
<i>heparin sodium</i>	66	HYDROCHLORIDE		(H.D.C.V.)	
HEPARIN SODIUM	66	<i>hydroxychloroquine sulfate</i>	67	<i>incassia</i>	55
HEPARIN SODIUM/ D5W	66	<i>hydroxyurea</i>	25	INCRELEX	60
HEPARIN SODIUM/ DEXTROSE	66	<i>hydroxyzine hcl</i>	77	INCRUSE ELLIPTA	76
HEPARIN SODIUM/ NACL 0.45%	66	<i>hydroxyzine</i>	77	<i>indapamide</i>	34
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HETLIOZ	46	<i>hydroxyzine hcl</i>	77	INTRON A	68
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<i>hydrochlorothiazide</i>		<i>junel 1.5/30</i>	55	KISQALI FEMARA CO-	25
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<i>irinotecan</i>	25	<i>junel fe 1.5/30</i>	55	<i>klor-con</i>	71
<i>irinotecan hcl</i>	25	<i>junel fe 1/20</i>	55	KLOR-CON 8	71
<i>irinotecan</i>	25	<i>junel fe 24</i>	55	KLOR-CON 10	71
<i>hydrochloride</i>		JUXTAPID	32	KLOR-CON/EF	71
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	17	<i>kaitlib fe</i>	55	<i>klor-con m15</i>	71
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<i>isibloom</i>	55	<i>kalliga</i>	55	KORLYM	60
ISOLYTE-P/DEXTROSE	70	KALTETRA	18	<i>kurvelo</i>	55
5%		KALYDECO	78	KUVAN	60
ISOLYTE-S	70	<i>kariva</i>	55	<i>labetalol hydrochloride</i>	33
<i>isoniazid</i>	18	KCL 0.3%/D5W/NACL	70	<i>lactated ringers viaflex</i>	70
<i>isosorbide dinitrate</i>	35	0.9%		<i>lactulose</i>	63
<i>immediate release</i>		KCL 0.3%/D5W/NACL	70	<i>lamivudine</i>	17,
<i>isosorbide mononitrate</i>	35	0.45%			19
<i>isosorbide mononitrate</i>	35	KCL 0.15%/D5W/NACL	70	<i>lamivudine/zidovudine</i>	18
<i>er</i>		0.2%		<i>lamotrigine</i>	38
<i>isotonic gentamicin</i>	14	KCL 0.15%/D5W/NACL	70	<i>lamotrigine er</i>	38
<i>isotretinoin</i>	79	0.9%		<i>lamotrigine odt</i>	38
<i>isradipine</i>	34	KCL 0.15%/D5W/NACL	70	<i>lamotrigine starter kit/</i>	38
<i>itraconazole</i>	15	0.45%		<i>blue</i>	
<i>ivermectin</i>	14	KCL 0.15%/D5W/NACL	70	<i>lamotrigine starter kit/</i>	38
IXIARO	69	0.225%		<i>green</i>	
<i>jaimiess</i>	55	KCL 0.075%/D5W/	70	<i>lamotrigine starter kit/</i>	38
JAKAFI	27	NACL 0.45%		<i>orange</i>	
<i>jantoven</i>	66	<i>kelnor 1/35</i>	55	<i>lansoprazole/</i>	64
JANUMET	51	<i>kelnor 1/50</i>	55	<i>amoxicillin/</i>	
JANUMET XR	51	<i>ketoconazole</i>	15,	<i>clarithromycin</i>	
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<i>jasmiel</i>	55	<i>ketoprofen er</i>	10	<i>larin 1/20</i>	55
<i>jencycla</i>	55	<i>ketorolac tromethamine</i>	10,	<i>larin 24 fe</i>	56
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<i>leflunomide</i>	67	<i>levoleucovorin calcium</i>	29	LOPREEZA	58
LENVIMA 4 MG DAILY	27	<i>levonest</i>	56	<i>lorazepam</i>	36
DOSE		<i>levonorgestrel/ethinyl</i>	56	LORBRENA	27
LENVIMA 8 MG DAILY	27	<i>estradiol</i>		<i>lorcet</i>	12
DOSE		<i>levora 0.15/30-28</i>	56	<i>lorcet hd</i>	12
LENVIMA 10 MG DAILY	27	LEVO-T	61	<i>lorcet plus</i>	12
DOSE		<i>levothyroxine sodium</i>	61	<i>loryna</i>	56
LENVIMA 12MG DAILY	27	LEVOTHYROXINE	61	<i>losartan potassium</i>	31
DOSE		SODIUM		<i>losartan potassium/ hydrochlorothiazide</i>	31
LENVIMA 14 MG DAILY	27	LEVOXYL	61	LOTEMAX	75
DOSE		LEXIVA	17	LOTEMAX SM	75
LENVIMA 18 MG DAILY	27	LIBTAYO	27	<i>loteprednol etabonate</i>	75
DOSE		<i>lidocaine</i>	82	<i>lovastatin</i>	32
LENVIMA 20 MG DAILY	27	<i>lidocaine hcl</i>	13, 82	<i>low-ogestrel</i>	56
DOSE		LIDOCAINE HCL	31	<i>loxapine</i>	44
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<i>lessina</i>	56	<i>lidocaine hcl prefilled</i>	31	LUDENT	71
<i>letrozole</i>	24	<i>syringe</i>		LUMIGAN	76
<i>leucovorin calcium</i>	29	<i>lidocaine hydrochloride</i>	13	LUMIZYME	60
LEUKERAN	23	<i>lidocaine/prilocaine</i>	82	LUMOXITI	27
<i>leuprolide acetate</i>	24	<i>lidocaine viscous</i>	84	LUPRON DEPOT	24
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<i>levalbuterol</i>	77	<i>linezolid</i>	14	LUPRON DEPOT	24
<i>hydrochloride</i>		LINEZOLID	14	(3-MONTH)	
LEVALBUTEROL	77	LINZESS	64	LUPRON DEPOT-PED	60
TARTRATE HFA		<i>liothyronine sodium</i>	61	(1-MONTH)	
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<i>levetiracetam er</i>	38	<i>lithium carbonate</i>	47	LYNPARZA	27
<i>levetiracetam/sodium</i>	38			LYRICA CR	47
<i>chloride</i>				LYSODREN	24
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<i>maprotiline hcl</i>	41	<i>methadone hcl</i>	11	<i>metoprolol tartrate</i>	33
<i>marlissa</i>	56	METHADONE HCL INJ	11	<i>metronidazole</i>	14,
MARPLAN	41	<i>methazolamide</i>	34		65,
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<i>matzim la</i>	34	METHENAMINE	14	<i>metronidazole in nacl</i>	14
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<i>meclofenamate sodium</i>	11	<i>methimazole</i>	61	<i>miconazole 3</i>	65
<i>medroxyprogesterone</i>	56,	<i>methotrexate</i>	24,	MICROGESTIN 1.5/30	56
<i>acetate</i>	61		68	MICROGESTIN 1/20	56
<i>mefloquine hcl</i>	16	<i>methotrexate sodium</i>	24	MICROGESTIN FE	56
<i>megestrol acetate</i>	24,	<i>methoxsalen</i>	80	1.5/30	
	61	<i>methscopolamine</i>	63	MICROGESTIN FE 1/20	56
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SYNERCID	15	<i>terbinafine hcl</i>	16	<i>topiramate</i>	39
SYNJARDY	52	<i>terbutaline sulfate</i>	77	TOPIRAMATE ER	39
SYNJARDY XR	52	<i>terconazole</i>	65	<i>toposar</i>	26
SYNRIBO	25	<i>testosterone cypionate</i>	49	<i>topotecan</i>	25
SYNTHROID	61	<i>testosterone enanthate</i>	49	TOPOTECAN	25
TABLOID	24	<i>testosterone gel</i>	49	<i>toremifene citrate</i>	24
TABRECTA	28	<i>testosterone pump gel</i>	49	<i>toremifene citrate</i>	24
<i>tacrolimus</i>	69, 83	<i>testosterone topical</i>	49	<i>torseamide</i>	35
<i>tadalafil</i>	36	<i>tetrabenazine</i>	48	<i>tovet foam</i>	82
TAFINLAR	28	<i>tetracycline hydrochloride</i>	22	TOVIAZ	65
TAGRISSO	28	TEXACORT	82	TPN ELECTROLYTES	71
TALTZ	67	THALOMID	25	TRACLEER	36
TALZENNA	28	THEO-24	78	TRADJENTA	52
<i>tamoxifen citrate</i>	24	<i>theophylline</i>	78	<i>tramadol hcl</i>	13
<i>tamsulosin hydrochloride</i>	65	<i>theophylline er</i>	78	TRAMADOL HCL ER	11
TARGRETIN	83	<i>thioridazine hcl</i>	45	<i>tramadol hcl er tabs</i>	11
<i>tarina fe 1/20</i>	57	<i>thiotepa</i>	23	<i>tramadol hydrochloride</i>	13
<i>tarina fe 1/20 eq</i>	57	<i>thiothixene</i>	45	<i>tramadol hydrochloride/acetaminophen</i>	
TASIGNA	28	<i>tiadylt er</i>	34	<i>trandolapril</i>	29, 30
<i>tazarotene</i>	80	<i>tiagabine hydrochloride</i>	38		
		TIBSOVO	28		

Drug name	Page	Drug name	Page	Drug name	Page
<i>trandolapril/verapamil hcl er</i>	29	<i>tri-lo-mili</i>	57	<i>valganciclovir</i>	19
<i>tranexamic acid</i>	67	<i>tri-lo-sprintec</i>	57	<i>valganciclovir hydrochloride</i>	19
<i>tranylcypromine sulfate</i>	41	<i>trilyte</i>	64	<i>valproate sodium</i>	39
TRAVASOL	73	<i>trimethobenzamide hydrochloride</i>	62	<i>valproic acid</i>	39
<i>travoprost</i>	76	<i>trimethoprim</i>	15	<i>valsartan</i>	31
<i>trazodone hydrochloride</i>	41	<i>trimethoprim sulfate/ polymyxin b sulfate</i>	74	<i>valsartan/ hydrochlorothiazide</i>	31
TRECTOR	18	<i>tri-mili</i>	57	VALTOCO	39
TRELEGY ELLIPTA	76	<i>trimipramine maleate</i>	41	VANCOMYCIN	15
TRELSTAR MIXJECT	25	TRINTELLIX	41	<i>vancomycin hcl</i>	15
<i>treprostinil</i>	36	<i>tri-previfem</i>	57	VANCOMYCIN HLC	15
TRESIBA	50, 51	<i>tri-sprintec</i>	57	<i>vancomycin hydrochloride</i>	15
TRESIBA FLEXTOUCH	51	TRIUMEQ	18	VANCOMYCIN	15
<i>tretinoin</i>	25, 79	TRI-VITE/FLUORIDE	72	HYDROCHLORIDE	
TRETINOIN	79	<i>trivora-28</i>	57	VAQTA	70
MICROSPHERE		<i>tri-vylibra</i>	57	VARIVAX	70
<i>triamcinolone acetonide</i>	82	<i>tri-vylibra lo</i>	57	VASCEPA	32
<i>triamcinolone acetonide dental paste</i>	84	TROGARZO	17	VELCADE	28
<i>triamcinolone acetonide inj</i>	59	TROPHAMINE	73	<i>velivet</i>	58
<i>triamterene/ hydrochlorothiazide</i>	35	<i>trospium chloride</i>	65	VELTASSA PACK	53
<i>triazolam</i>	47	<i>trospium chloride er</i>	65	VEMLIDY	19
TRICARE PRENATAL	72	TRULICITY	52	VENCLEXTA	28
<i>triderm</i>	82	TRUMENBA	70	VENCLEXTA STARTING PACK	28
<i>trientine hydrochloride</i>	53	TRUVADA	18	<i>venlafaxine hcl</i>	41
<i>tri-estarylla</i>	57	TUKYSA	28	<i>venlafaxine hcl er</i>	41
<i>tri femynor</i>	57	<i>tulana</i>	57	<i>venlafaxine hydrochloride er</i>	42
<i>trifluoperazine hcl</i>	45	TURALIO	28	VENTAVIS	36
<i>trifluridine</i>	74	TWINRIX	70	VENTOLIN HFA	77
<i>trihexyphenidyl hcl</i>	42	TYBOST	17	<i>verapamil hcl</i>	34
<i>trihexyphenidyl hydrochloride</i>	42	<i>tydemy</i>	58	<i>verapamil hcl er</i>	34
<i>tri-legest fe</i>	57	TYKERB	28	<i>verapamil hcl sr</i>	34
<i>tri-linyah</i>	57	TYMLOS	53	VERAPAMIL HCL SR CP24 360MG	34
<i>tri-lo-estarylla</i>	57	TYPHIM VI	70	<i>verapamil hydrochloride er</i>	34
<i>tri-lo-marzia</i>	57	UNITHROID	61	VERSACLOZ	45
		<i>ursodiol</i>	64	VERZENIO	28
		<i>valacyclovir hcl</i>	19		
		<i>valacyclovir hydrochloride</i>	19		
		VALCHLOR	83		

Drug name	Page	Drug name	Page	Drug name	Page
VICTOZA	52	XCOPRI	39	ZOLEDRONIC ACID	53
VIDEX EC	17	XCOPRI MAINTENACE	39	ZOLINZA	29
VIDEX PEDIATRIC	17	PACK		<i>zolmitriptan</i>	47
<i>vienva</i>	58	XCOPRI TITRATION	39	<i>zolmitriptan odt</i>	47
<i>vigabatrin</i>	39	PACK		ZOLOFT	42
<i>vigadrone</i>	39	XELJANZ	67	<i>zolpidem tartrate</i>	47
VIIBRYD	42	XELJANZ XR	67	<i>zonisamide</i>	39
VIIBRYD STARTER	42	XGEVA	53	ZORTRESS	69
PACK		XIFAXAN	64	ZOSTAVAX	70
VIMOVO	11	XIGDUO XR	52	<i>zovia 1/35e</i>	58
VIMPAT	39	XOLAIR	78	<i>zumandimine</i>	58
<i>vinblastine sulfate</i>	26	XOSPATA	29	ZYCLARA PUMP	83
<i>vincristine sulfate</i>	26	XPOVIO 60 MG ONCE	29	ZYDELIG	29
<i>vinorelbine tartrate</i>	26	WEEKLY		ZYKADIA	29
<i>viorele</i>	58	XPOVIO 80 MG ONCE	29	ZYLET	73
VIRACEP	17	WEEKLY		ZYPREXA RELPREVV	45
VIREAD	17	XPOVIO 80 MG TWICE	29	ZYTIGA	25
VITRAKVI	28	WEEKLY			
VIVITROL	49	XPOVIO 100 MG ONCE	29		
VIZIMPRO	29	WEEKLY			
<i>volnea</i>	58	XTANDI	25		
VOL-PLUS	72	XULTOPHY	51		
<i>voriconazole</i>	16	XYREM	48		
VOSEVI	19	YERVOY	29		
VOTRIENT	29	YF-VAX	70		
VP-PNV-DHA	72	<i>yuvafem</i>	58		
VRAYLAR	45	<i>zafirlukast</i>	77		
VRAYLAR CAP	45	<i>zaleplon</i>	47		
THERAPY PACK		<i>zarah</i>	58		
<i>vyfemla</i>	58	ZARXIO	66		
<i>vylibra</i>	58	ZEJULA	29		
VYVANSE	46	ZELBORAF	29		
<i>warfarin sodium</i>	66	ZEMAIRA	78		
<i>wera</i>	58	<i>zenatane</i>	79		
<i>wymzya fe</i>	58	ZENPEP	64		
XALKORI	29	<i>zenzedi</i>	46		
XARELTO	66	<i>zidovudine</i>	17		
XARELTO STARTER	66	<i>ziprasidone hcl</i>	45		
PACK		<i>ziprasidone mesylate</i>	45		
XATMEP	68	ZIRGAN	74		
		<i>zoledronic acid</i>	53		

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 **1-888-267-2637**. Representatives are available to assist you 8 a.m. to 9 p.m., E.S.T., Monday through Friday. For TTY assistance please dial **711**.

Key**

Drug name	Drug tier	Requirements/Limits
UPPERCASE = Brand-name prescription drugs	1, 2, 3, 4 = Copay tier level	QL = Quantity Limit PA = Prior Authorization
<i>Lowercase italics</i> = Generic medications		

Drug name Drug tier Requirements/Limits

COSMETIC		
ACUICYN ANTIMICROBIAL EY ELID & EYELASH HYGIENE	2	
<i>alphaquin hp</i>	1	
ARNICA FLOWER	2	
AVENOVA	2	
BENZOIN TINCTURE	2	
BETAMETHASONE DIPROPIONATE/ MINOXIDIL	2	
<i>bimatoprost</i>	1	
<i>blanche</i>	1	
BORIC ACID	2	
BOTOX COSMETIC	2	
DRYSOL	2	
EPICYN	2	

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Drug name	Drug tier	Requirements/Limits
EPIQUIN MICRO	2	
<i>finasteride</i>	1	
FINASTERIDE/MINOXIDIL	2	
HYALURONIC ACID SODIUM/ HYDROQUINONE	2	
HYCLODEX	2	
HYDROCORTISONE/ HYDROQUINONE	2	
HYDROCORTISONE/ HYDROQUINONE/TRETINOIN	2	
<i>hydroquinone time release</i>	1	
HYDROQUINONE EMUL	2	
<i>hydroquinone crea</i>	1	
HYPOCYN	2	
KYBELLA	2	
LACTIC ACID/NIACINAMIDE	2	
LATISSE	2	
LUSTRA	2	
LUSTRA-AF	2	
LUSTRA-ULTRA	2	
<i>melpaque hp</i>	1	
<i>melquin hp</i>	1	
MINOXIDIL/PROGESTERONE	2	
MINOXIDIL/PROGESTERONE/ TRETINOIN	2	
<i>nuquin hp</i>	1	
PROPECIA	2	
REFISSA	2	
<i>remergent hq</i>	1	
RENOVA	2	
RENOVA PUMP	2	
<i>skin bleaching</i>	1	
<i>skin bleaching/sunscreen</i>	1	
<i>tl hydroquinone</i>	1	

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Drug name	Drug tier	Requirements/Limits
<i>tretinoin emollient</i>	1	
TRI-LUMA	2	
VANIQA	2	
XERAC AC	2	
COUGH AND COLD		
<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-G	2	
<i>dextromethorphan hbr/</i>	1	
<i>phenylephrine hcl/chlorpheniramine</i>		
EXACTUSS	2	
<i>exefen-ir</i>	1	
FLOWTUSS	2	
GILPHEX TR	2	
GILTUSS	2	
<i>giltuss pediatric</i>	1	
GILTUSS TR	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/</i>	1	
<i>chlorpheniramine polistirex</i>		
<i>hydromet</i>	1	

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Drug name	Drug tier	Requirements/Limits
<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	
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	
TUXARIN ER	2	
TUZISTRA XR	2	
VAZOTAN	2	
VIRAVAN-DM	2	
VITUZ	2	
ZONATUSS	2	
<i>zotex-12d</i>	1	

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Drug name	Drug tier	Requirements/Limits
ZOTEX-C	2	
ZUTRIPRO	2	
ERECTILE DYSFUNCTION		
BI-MIX	2	QL (6 EA per 30 days)
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 mesylate</i>	1	QL (5 ML per 30 days)
QUAD-MIX	2	QL (6 EA per 30 days)
STAXYN	2	QL (6 EA per 30 days)
STENDRA	2	QL (6 EA per 30 days)
SUPER BI-MIX	2	QL (6 EA per 30 days)
SUPER QUAD-MIX	2	QL (6 EA per 30 days)
SUPER TRI-MIX	2	QL (6 EA per 30 days)
<i>tadalafil</i>	1	QL (6 EA per 30 days)
TRI-MIX	2	QL (6 EA per 30 days)
<i>vardeafil hydrochloride</i>	1	QL (6 EA per 30 days)
VIAGRA	2	QL (6 EA per 30 days)

FERTILITY		
CETROTIDE	2	
<i>clomiphene citrate</i>	1	
ENDOMETRIN	2	
FIRST-PROGESTERONE VGS 100 COMPOUNDING KIT	2	
FIRST-PROGESTERONE VGS 200 COMPOUNDING KIT	2	
FOLLISTIM AQ	2	
<i>ganirelix acetate</i>	1	
GONAL-F	2	
GONAL-F RFF	2	

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Drug name	Drug tier	Requirements/Limits
GONAL-F RFF REDIJECT	2	
MENOPUR	2	
OVIDREL	2	
MISCELLANEOUS		
<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>arzol silver nitrate applicators</i>	1	
ASCOR	2	
<i>ascorbic acid</i>	1	
<i>benzoyl peroxide 8%</i>	1	
<i>bpm/pse/dm</i>	1	
<i>bromfed dm</i>	1	
CETACAINE	2	
CORTANE-B	2	
CORTANE-B-OTIC	2	
<i>cortic-nd</i>	1	
<i>covaryx</i>	1	
<i>covaryx hs</i>	1	
<i>cyotic</i>	1	
<i>dermazene</i>	1	
DONNATAL	2	
DRYSOL	2	
<i>eemt</i>	1	
<i>eemt hs</i>	1	
<i>esterified estrogens/ methyltestosterone</i>	1	

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Drug name	Drug tier	Requirements/Limits
<i>exactacain</i>	1	
<i>exotic-hc</i>	1	
FIRST-MOUTHWASH BLM	2	
GILPHEX TR	2	
GILTUSS TR	2	
<i>grx hicort 25</i>	1	
<i>hemorrhoidal-hc</i>	1	
<i>hydrocodone polistirex/ chlorpheniramine polistirex</i>	1	
<i>hydrocortisone acetate</i>	1	
<i>hydrocortisone acetate/pramoxine</i>	1	
<i>hydrocortisone/iodoquinol</i>	1	
HYOPHEN	2	
<i>hyoscyamine sulfate er</i>	1	
<i>hyosyne</i>	1	
<i>iodoquinol/hydrocortisone acetate/ aloe polysaccharides</i>	1	
IODOSORB	2	
<i>isoxsuprine hcl</i>	1	
K-PHOS	2	
K-PHOS NEUTRAL	2	
LEVBID	2	
<i>lidocaine hcl/hydrocortisone acetate</i>	1	
<i>me/naphos/mb/hyo 1</i>	1	
MEZPAROX-HC FORTE	2	
NATURE-THROID	2	
NEOTUSS PLUS	2	
NITRO-TIME	2	
<i>nohist-dm</i>	1	
NOVACORT	2	
OTICIN HC NR	2	
<i>oto-end 10</i>	1	
<i>otomax-hc</i>	1	

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Drug name	Drug tier	Requirements/Limits
<i>phenazopyridine hcl</i>	1	
<i>phenazopyridine hydrochloride</i>	1	
<i>phospha 250 neutral</i>	1	
POTABA	2	
PRAMOSONE	2	
PROCORT	2	
PROCTOCORT	2	
<i>promethazine hydrochloride/ dextromethorphan hydrobromide</i>	1	
<i>promethazine vc/codeine</i>	1	
<i>promethazine/codeine</i>	1	
<i>promethazine/dextromethorphan</i>	1	
<i>promethazine/phenylephrine/codeine</i>	1	
<i>pyridoxine hcl</i>	1	
QUINJA	2	
<i>rectacort-hc</i>	1	
RHINOLAR	2	
<i>sodium chloride</i>	1	
<i>sodium sulfacetamide/sulfur</i>	1	
<i>thiamine hcl</i>	1	
TUSSICAPS	2	
TUXARIN ER	2	
TUZISTRA XR	2	
<i>urea</i>	1	
<i>uribel</i>	1	
<i>uro-458</i>	1	
<i>uro-mp</i>	1	
<i>ustell</i>	1	
<i>vilamit mb</i>	1	
<i>vilevev mb</i>	1	
VIRATAN-DM	2	
VYTONE	2	
WP THYROID	2	

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Drug name	Drug tier	Requirements/Limits
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VITAMINS AND MINERALS

ACTIVE FE	2
ADRENAL C FORMULA	2
<i>airavite</i>	1
ALBAFORT	2
<i>aminobenzoate potassium</i>	1
ANIMI-3	2
ANIMI-3/VITAMIN D	2
AP-ZEL	2
AQUASOL A PARENTERAL	2
ASCOR	2
ASCORBIC ACID INJ 15000MG/30ML	2
<i>ascorbic acid inj 500mg/ml</i>	1
ASTAMED MYO	2
AVAILNEX	2
AXONA	2
<i>b-6 folic acid</i>	1
<i>b-complex 100</i>	1
<i>b-plex</i>	1
<i>b-plex plus</i>	1
BACMIN	2
<i>biocel</i>	1
BP VIT 3	2
CENFOL	2
CENTRATEx	2
CEREFOLIN	2
CEREFOLIN NAC	2
CHOLECAL DF	2
CIFEREX	2
<i>cod liver oil</i>	1
<i>corvita</i>	1
<i>corvita 150</i>	1
CORVITE	2

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Drug name	Drug tier	Requirements/Limits
CORVITE 150	2	
CORVITE FE	2	
<i>corvite free</i>	1	
CYANOCOBALAMIN INJ 2000MCG/ ML	2	
<i>cyanocobalamin inj 1000mcg/ml</i>	1	
DEPLIN 15	2	
DEPLIN 7.5	2	
<i>dialyvite</i>	1	
DIALYVITE 3000	2	
DIALYVITE 5000	2	
DIALYVITE SUPREME D	2	
DIALYVITE/ZINC	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>ferotrinsic</i>	1	
FERRALET 90	2	
FERRAPLUS 90	2	
FERRO-PLEX HEMATINIC	2	
<i>ferrocite plus</i>	1	
<i>ferrogels forte</i>	1	
FERROTRIN	2	

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Drug name	Drug tier	Requirements/Limits
FIBRIK	2	
<i>folbee</i>	1	
<i>folbee plus</i>	1	
<i>folbee plus cz</i>	1	
<i>folbic</i>	1	
FOLBIC RF	2	
FOLGARD RX	2	
FOLI-D	2	
<i>folic acid</i>	1	
<i>folic acid/cyanocobalamin/pyridoxine hydrochloride</i>	1	
<i>folic acid/vitamin b-6/vitamin b-12</i>	1	
FOLIKA-V	2	
FOLITE	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	
FOLVITE FE	2	
FORTAVIT	2	
FOSTEUM	2	
FOSTEUM PLUS	2	
FOVEX	2	
FUSION PLUS	2	
FUSION SPRINKLES	2	
GABADONE	2	
GENICIN VITA-D	2	
<i>hematinic plus complex</i>	1	

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<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	
HEMENATAL OB + DHA	2	
HEMOCYTE PLUS	2	
<i>hemocyte-f</i>	1	
<i>hemocyte-plus</i>	1	
<i>hydroxocobalamin</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	
<i>l-methyl-b6-b12</i>	1	
L-METHYL-MC	2	
L-METHYL-MC NAC	2	
<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	
LIMBREL	2	
LIPICHOL 540	2	

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Drug name	Drug tier	Requirements/Limits
LISTER-V	2	
<i>lmthf/pyridoxine hcl/cyanocobalamin</i>	1	
<i>lysiplex plus</i>	1	
M.V.I. ADULT	2	
M.V.I. PEDIATRIC	2	
M.V.I.-12 WITHOUT VITAMIN K	2	
MEPHYTON	2	
METAFOLBIC	2	
METAFOLBIC PLUS	2	
METAFOLBIC PLUS RF	2	
METANX	2	
<i>methionine/inositol/choline/ cyanocobalamin</i>	1	
METHYLCOBALAMIN	2	
<i>multi-b-plus</i>	1	
MULTIGEN	2	
MULTIGEN FOLIC	2	
MULTIGEN PLUS	2	
<i>myferon 150 forte</i>	1	
<i>mynephrocaps</i>	1	
NASCOBAL	2	
NATALVIRT FLT	2	
NEPHPLEX RX	2	
NEPHRO-VITE RX	2	
NEPHROCAPS	2	
NEPHRON FA	2	
<i>nephronex</i>	1	
NEUREPA	2	
NEURIN-SL	2	
<i>niacin</i>	1	
NICADAN	2	
NICAZEL	2	
NICAZEL FORTE	2	

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Drug name	Drug tier	Requirements/Limits
NICOMIDE	2	
<i>nufol</i>	1	
NUTRICAP	2	
<i>nutrifac zx</i>	1	
NUTRIVIT	2	
OCUVEL	2	
ORTHO-FOLIC	2	
PERCURA	2	
PHYSICIANS EZ USE B-12 COMPLIANCE KIT	2	
PHYTONADIONE	1	
PNV-VP-U	2	
PODIAPN	2	
<i>poly-iron 150 forte</i>	1	
<i>polysaccharide iron forte</i>	1	
POTABA	2	
PROTECT PLUS	2	
PROTECTIRON	2	
PROTEOLIN	2	
PULMONA	2	
PUREFE PLUS	2	
<i>purevit dualfe plus</i>	1	
PYRIDOXAL-5-PHOSPHATE	2	
<i>pyridoxine hcl</i>	1	
<i>renal caps</i>	1	
RENATABS	2	
RENATABS WITH IRON	2	
<i>reno caps</i>	1	
REQ 49+	2	
REVESTA	2	
RHEUMATE	2	
<i>se-tan plus</i>	1	
SENTRA AM	2	

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Drug name	Drug tier	Requirements/Limits
SENTRA PM	2	
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 PLUS	2	
TARON FORTE	2	
THERAMINE	2	
<i>thiamine hcl</i>	1	
<i>tl gard rx</i>	1	
<i>tl icon</i>	1	
<i>tl-hem 150</i>	1	
TL-ICARE	2	
TOZAL	2	
TREPADONE	2	
<i>tricon</i>	1	
TRIFERIC	2	
<i>trigels-f forte</i>	1	
<i>triphrocaps</i>	1	
UDAMIN SP	2	
<i>v-c forte</i>	1	
VASCAZEN	2	
VASCULERA	2	
VENOFER	2	
<i>vic-forte</i>	1	
<i>vicap forte</i>	1	
<i>virt-caps</i>	1	

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Drug name	Drug tier	Requirements/Limits
<i>virt-vite</i>	1	
<i>virt-vite forte</i>	1	
<i>virt-vite plus</i>	1	
<i>vita s forte</i>	1	
<i>vita-min</i>	1	
<i>vitacel</i>	1	
VITAL-D RX	2	
<i>vitamax pediatric</i>	1	
<i>vitamin b-complex 100</i>	1	
<i>vitamin d</i>	1	
VITAMIN K1	1	
VITAROCA PLUS	2	
<i>vol-care rx</i>	1	
VP-GSTN	2	
VP-ZEL	2	
<i>wheat germ</i>	1	
XAQUIL XR	2	
<i>xyzbac</i>	1	

WEIGHT LOSS

ADIPEX-P	2	PA
APPTRIM	2	PA
APPTRIM-D	2	PA
<i>benzphetamine hcl</i>	1	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
<i>phentermine hydrochloride</i>	1	PA
QSYMIA	2	PA

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Drug name	Drug tier	Requirements/Limits
SAXENDA	2	PA
XENICAL	2	PA

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This formulary was updated on 10/01/2020. For more recent information or other questions, please contact Aetna Medicare Member Services at **1-888-267-2637** or for **TTY users: 711**, 8 a.m. to 9 p.m., E.S.T., Monday through Friday, or visit **AetnaRetireePlans.com** choose "Manage your prescription drugs".



[AetnaRetireePlans.com](https://www.aetna.com/retireeplans)

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How we guard your privacy

We're committed to keeping your personal information safe

What personal information is — and what it isn't

By "personal information," we mean information that can be used to identify you. It can include financial and health information. It doesn't include what the public can easily see. For example, anyone can look at what your plan covers.

How we get information about you

We get information about you from many sources, including you. We also get information from your employer, other insurers, or health care providers like doctors.

When information is wrong

Do you think there's something wrong or missing in your personal information? You can ask us to change it. The law says we must do this in a timely way. If we disagree with your change, you can file an appeal. Information on how to file an appeal is on our member website. Or you can call the toll-free number on your ID card.

How we use this information

When the law allows us, we use your personal information both inside and outside our company. The law says we don't need to get your OK when we do.

We may use it for your health care or use it to run our plans. We also may use your information when we pay claims or work with other insurers to pay claims. We may use it to make plan decisions, to do audits, or to study the quality of our work.

This means we may share your information with doctors, dentists, pharmacies, hospitals or other caregivers. We also may share it with other insurers, vendors, government offices, or third-party administrators. But by law, all these parties must keep your information private.

When we need your permission

There are times when we do need your permission to disclose personal information.

This is explained in our Notice of Privacy Practices, which took effect October 9, 2018. This notice clarifies how we use or disclose your Protected Health Information (PHI):

- For workers' compensation purposes
- As required by law
- About people who have died
- For organ donation
- To fulfill our obligations for individual access and HIPAA compliance and enforcement

To get a copy of this notice, just visit our member website or call the toll-free number on your ID card.

