

Cigna Rx Medicare (PDP)

Medicare Part D Prescription Drug Plans

January 1, 2021 - December 31, 2021

Evidence of Coverage

Your Medicare Prescription Drug Coverage as a Member of Cigna Rx Medicare (PDP)

This booklet gives you the details about your Medicare prescription drug coverage from January 1 - December 31, 2021. It explains how to get coverage for the prescription drugs you need. **This is an important legal document. Please keep it in a safe place.**

This plan, Cigna Rx Medicare (PDP), is offered by Cigna. (When this *Evidence of Coverage* says “we,” “us,” or “our,” it means Cigna. When it says “plan” or “our plan,” it means Cigna Rx Medicare (PDP).)

This information is available for free in other languages. Please contact our Customer Service number at **1-800-558-9562** for additional information. (TTY users should call 711). Hours are 8 am–8 pm, local time, Monday through Friday. Between October 1 and March 31, we are also open Saturday and Sunday. Customer Service also has free language interpreter services available for non-English speakers.

This information is available for free in a different format, braille or Large Print. Please call Customer Service at the number listed above if you need plan information in another format.

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.



2021 Evidence of Coverage

Table of Contents

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

Chapter 1:	Getting started as a member	4
	Explains what it means to be in a Medicare prescription drug plan and how to use this booklet. Tells about materials we will send you, your plan premium, the Part D late enrollment Penalty, your plan membership card, and keeping your membership record up to date.	
Chapter 2:	Important phone numbers and resources	16
	Tells you how to get in touch with our plan (Cigna Rx Medicare (PDP)) and with other organizations including Medicare, the State Health Insurance Assistance Program (SHIP), the Quality Improvement Organization, Social Security, Medicaid (the state health insurance program for people with low incomes), programs that help people pay for their prescription drugs, and the Railroad Retirement Board.	
Chapter 3:	Using the plan's coverage for your Part D prescription drugs	27
	Explains rules you need to follow when you get your Part D drugs. Tells how to use the plan's <i>List of Covered Drugs (Formulary)</i> to find out which drugs are covered. Tells which kinds of drugs are <i>not</i> covered. Explains several kinds of restrictions that apply to coverage for certain drugs. Explains where to get your prescriptions filled. Tells about the plan's programs for drug safety and managing medications.	
Chapter 4:	What you pay for your Part D prescription drugs	46
	Tells about the four stages of drug coverage (<i>Deductible Stage, Initial Coverage Period, Coverage Gap Stage, Catastrophic Coverage Stage</i>) and how these stages affect what you pay for your drugs. Explains the four cost-sharing tiers for your Part D drugs and tells what you must pay for a drug in each cost-sharing tier.	
Chapter 5:	Asking us to pay our share of the costs for covered drugs	59
	Explains when and how to send a bill to us when you want to ask us to pay you back for our share of the cost for your covered drugs.	
Chapter 6:	Your rights and responsibilities	64
	Explains the rights and responsibilities you have as a member of our plan. Tells what you can do if you think your rights are not being respected.	

Chapter 7:	What to do if you have a problem or complaint (coverage decisions, appeals, complaints)	71
	Tells you step-by-step what to do if you are having problems or concerns as a member of our plan.	
	<ul style="list-style-type: none"> • Explains how to ask for coverage decisions and make appeals if you are having trouble getting the prescription drugs you think are covered by our plan. This includes asking us to make exceptions to the rules and/or extra restrictions on your coverage. • Explains how to make complaints about quality of care, waiting times, customer service, and other concerns. 	
Chapter 8:	Ending your membership in the plan	89
	Explains when and how you can end your membership in the plan. Explains situations in which our plan is required to end your membership.	
Chapter 9:	Legal notices	96
	Includes notices about governing law and about nondiscrimination.	
Chapter 10:	Definition of important words	99
	Explains key terms used in this booklet.	
Appendix A:	State Health Insurance Assistance Programs (SHIP) contact information	104
Appendix B:	Quality Improvement Organizations (QIO) contact information	112
Appendix C:	State Medicaid Agencies contact information	119
Appendix D:	State Pharmaceutical Assistance Programs (SPAP) contact information	126
Appendix E:	AIDS Drug Assistance Programs (ADAP) contact information	130

Chapter 1: Getting started as a member

Section 1	Introduction	6
Section 1.1	You are enrolled in Cigna Rx Medicare (PDP), which is a Medicare Prescription Drug Plan	6
Section 1.2	What is the <i>Evidence of Coverage</i> booklet about?	6
Section 1.3	Legal information about the <i>Evidence of Coverage</i>	6
Section 2	What makes you eligible to be a plan member?	7
Section 2.1	Your eligibility requirements	7
Section 2.2	What are Medicare Part A and Medicare Part B?	7
Section 2.3	Here is the plan service area for Cigna Rx Medicare (PDP)	7
Section 2.4	U.S. Citizen or Lawful Presence	7
Section 3	What other materials will you get from us?	8
Section 3.1	Your plan membership card – Use it to get all covered prescription drugs	8
Section 3.2	The <i>Pharmacy Directory</i> : Your guide to pharmacies in our network	8
Section 3.3	The plan’s <i>List of Covered Drugs (Formulary)</i>	9
Section 3.4	The <i>Part D Explanation of Benefits</i> (the Part D “EOB”): Reports with a summary of payments made for your Part D prescription drugs	9
Section 4	Your monthly premium for Cigna Rx Medicare (PDP)	9
Section 4.1	How much is your plan premium?	9
Section 5	Do you have to pay the Part D “late enrollment penalty”?	11
Section 5.1	What is the Part D “late enrollment penalty”?	11
Section 5.2	How much is the Part D late enrollment penalty?	11
Section 5.3	In some situations, you can enroll late and not have to pay the penalty	12
Section 5.4	What can you do if you disagree about your late enrollment penalty?	12

Section 6	Do you have to pay an extra Part D amount because of your income?	13
Section 6.1	Who pays an extra Part D amount because of income?	13
Section 6.2	How much is the extra Part D amount?	13
Section 6.3	What can you do if you disagree about paying an extra Part D amount?	13
Section 6.4	What happens if you do not pay the extra Part D amount?	13
Section 7	Please keep your plan membership record up to date	14
Section 7.1	How to help make sure that we have accurate information about you.	14
Section 8	We protect the privacy of your personal health information	14
Section 8.1	We make sure that your health information is protected	14
Section 9	How other insurance works with our plan.	15
Section 9.1	Which plan pays first when you have other insurance?	15

Section 1 Introduction

Section 1.1 You are enrolled in Cigna Rx Medicare (PDP), which is a Medicare Prescription Drug Plan

You are covered by Original Medicare for your health care coverage, and you have chosen to get your Medicare prescription drug coverage through our plan, Cigna Rx Medicare (PDP).

There are different types of Medicare plans. Cigna Rx Medicare (PDP) is a Medicare prescription drug plan (PDP). Like all Medicare plans, this Medicare prescription drug plan is approved by Medicare and run by a private company.

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

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

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

If you are confused or concerned or just have a question, please contact our plan's Customer Service (phone numbers are printed on the back cover of this booklet).

The word "coverage" and "covered drugs" refers to the prescription drug coverage available to you as a member of Cigna Rx Medicare (PDP).

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

The contract is in effect for months in which you are enrolled in Cigna Rx Medicare (PDP) between January 1, 2021 and December 31, 2021.

Each year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of Cigna Rx Medicare (PDP) 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 Cigna Rx Medicare (PDP) each year. You 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

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

You have Medicare Part A or Medicare Part B (or you have both Part A and Part B) (Section 2.2 tells you about Medicare Part A and Medicare Part B)

- - *and* - you are a United States citizen or are lawfully present in the United States
- - *and* - you live in our geographic service area (section 2.3 below describes our service area).

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

As discussed in section 1.1 above, you have chosen to get your prescription drug coverage (sometimes called Medicare Part D) through our plan. Our plan has contracted with Medicare to provide you with most of these Medicare benefits. We describe the drug coverage you receive under your Medicare Part D coverage in Chapter 3.

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 institutional providers such as 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 Cigna Rx Medicare (PDP)

Although Medicare is a Federal program, Cigna Rx Medicare (PDP) is available only to individuals who live in our plan service area. To remain a member of our plan, you must keep living in this service area. The service area is described below:

Our service area includes all 50 states, the District of Columbia, Puerto Rico and the U.S. Virgin Islands.

If you move, you must call your Plan Sponsor in order to update your information. If you move outside of our service area, you cannot remain a member of our plan.

Please contact your Plan Sponsor for other options available to you.

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 Cigna Rx Medicare (PDP) if you are not eligible to remain a member on this basis. Cigna Rx Medicare (PDP) 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 prescription drugs

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



Please carry your card with you at all times and remember to show your card when you get covered drugs. If your plan membership card is damaged, lost, or stolen, call Customer Service right away and we will send you a new card. (Phone numbers for Customer Service are printed on the back cover of this booklet.)

You may need to use your red, white, and blue Medicare card to get covered medical care and services under Original Medicare.

Section 3.2 The *Pharmacy Directory*: Your guide to pharmacies in our network

What are “network pharmacies”?

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. This is important because, with few exceptions, you must get your prescriptions filled at one of our network pharmacies if you want our plan to cover (help you pay for) them. There are changes to our network of pharmacies for next year. An updated Pharmacy Directory is located on our website at CignaMedicare/Group/PDPresources.

If you don't have the *Pharmacy Directory*, you can get a copy from Customer Service (phone numbers are printed on the back cover of this booklet). At any time, you can call Customer Service to get up-to-date information about changes in the pharmacy network. You can also find this information on our website at CignaMedicare.com/group/PDPresources.com.

Chapter 1: Getting started as a member

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

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

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

The Drug List includes information for the covered drugs that are most commonly used by our members. However, we may cover additional drugs that are not included in the printed Drug List. If one of your drugs is not listed in the Drug List, you should visit our website or contact Customer Service to find out if we cover it. To get the most complete and current information about which drugs are covered, you can visit the plan’s website (www.mycigna.com) or call Customer Service (phone numbers are printed on the back cover of this booklet).

Section 3.4 The *Part D Explanation of Benefits (the Part D “EOB”)*: Reports with a summary of payments made for your Part D prescription drugs

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

The *Part D Explanation of Benefits* tells you the total amount you, or others on your behalf, have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. Chapter 4 (*What you pay for your Part D prescription drugs*) gives more information about the *Part D Explanation of Benefits* and how it can help you keep track of your drug coverage.

A *Part D Explanation of Benefits* summary is also available upon request. To get a copy, please contact Customer Service (phone numbers are printed on the back cover of this booklet).

Section 4 Your monthly premium for Cigna Rx Medicare (PDP)

Section 4.1 How much is your plan premium?

As a member of our plan, you pay a monthly plan premium. In addition, you must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

Your coverage is provided through a contract with your current employer or former employer or union. Please contact your plan sponsor for information about your plan premium.

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 will send you a separate letter, 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 letter, please call Customer Service and ask for the “LIS Rider.” (Phone numbers for Customer Service are printed on the back cover of this booklet.)

In some situations, your plan premium could be more

In some situations, your plan premium could be more. Some members are required to pay a **Part D late enrollment penalty** because they did not join a Medicare drug plan when they first became eligible or because they had a continuous period of 63 days or more when they didn't have "creditable" prescription drug coverage. ("Creditable" means the drug coverage is expected to pay, on average, at least as much as Medicare's standard prescription 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 amount of your penalty depends on how long you waited before you enrolled in drug coverage or how many months you were without drug coverage after you became eligible. Chapter 5, Section 1 explains the Part D late enrollment penalty.
- If you have a Part D late enrollment penalty and do not pay it, you could be disenrolled from the plan.

Some customers 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. Customers subject to an IRMAA will have to pay the standard premium amount and this extra charge. Chapter 1, Section 6 explains the IRMAA in further detail.

- 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.
- You can also visit <http://www.medicare.gov> on the web or call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 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 2018* from the Medicare website (<http://www.medicare.gov>). Or, you can order a printed copy by phone at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users call 1-877-486-2048.

Section 5 Do you have to pay the Part D "late enrollment penalty"?

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

Note: If you receive "Extra Help" from Medicare to pay for your prescription drugs, the late enrollment penalty rules do not apply to you. You will not pay a late enrollment penalty, even if you go without "creditable" prescription drug coverage.

You may pay a financial penalty if you did not enroll in a plan offering Medicare Part D drug coverage when you first became eligible for this drug coverage or you experienced a continuous period of 63 days or more when you didn't have 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 amount of the penalty depends on how long you waited to enroll in a creditable prescription drug coverage plan any time after the end of your initial enrollment period or how many full calendar months you went without creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

The penalty is added to your monthly premium. When you first enroll in Cigna Rx Medicare (PDP), we let you know the amount of the penalty.

Your late enrollment penalty is considered part of your plan premium. If you do not pay your late enrollment penalty, you could be disenrolled for failure to pay your plan premium.

Section 5.2 How much is the Part D late enrollment penalty?

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

- First count the number of full months that you delayed enrolling in a Medicare drug plan, after you were eligible to enroll. Or count the number of full months in which you did not have creditable prescription drug coverage, if the break in coverage was 63 days or more. The penalty is 1% for every month that you didn't have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.
- Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2021, this average premium amount is \$32.74.
- 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 late enrollment penalty**.

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

- First, **the penalty may change each year**, because the average monthly premium can change each year. If the national average premium (as determined by Medicare) increases, your penalty will increase.
- Second, **you will continue to pay a penalty** every month for as long as you are enrolled in a plan that has Medicare Part D drug benefits.
- Third, if you are under 65 and currently receiving Medicare benefits, the late enrollment penalty will reset when you turn 65. After age 65, your late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment 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 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.
- The following are *not* creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount Web sites.
- For additional information about creditable coverage, please look in your *Medicare & You* 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 late enrollment penalty?

If you disagree about your 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 letter you receive stating you have to pay a late enrollment penalty. Call Customer Service to find out more about how to do this (phone numbers are printed on the back cover of this booklet).

Important: Do not stop paying your 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?

If your modified adjusted gross income as reported on your IRS tax return from two 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.**

Section 6.2 How much is the extra Part D amount?

If your modified adjusted gross income (MAGI) as reported on your IRS tax return is above a certain amount, you will pay an extra amount in addition to your monthly plan premium.

For more information on the extra amount you may have to pay based on your income, visit <https://www.medicare.gov/part-d/costs/premiums/drug-plan-premiums.html>

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

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

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

The extra amount is paid directly to the government (not your Medicare plan) for your Medicare Part D coverage. If you are required 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 Please keep your plan membership record up to date

Section 7.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage.

The pharmacists in the plan's network need to have correct information about you. **These network providers use your membership record to know what drugs are covered and the cost-sharing amounts for you.**

Because of this, it is very important that you help us keep your information up to date.

Call your Plan Sponsor to let us know about these changes:

- Changes to your name, your address, or your phone number
- Changes in any other medical or drug insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid)
- If you have any liability claims, such as claims from an automobile accident
- If you have been admitted to a nursing home
- If your designated responsible party (such as a caregiver) changes

If any of this information changes, please let us know by calling Customer Service (phone numbers are printed on the back cover of this booklet).

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

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 8 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Customer Service (phone numbers are printed on the back cover of this booklet).

Section 8 We protect the privacy of your personal health information

Section 8.1 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 6, Section 1.4 of this booklet.

Section 9 How other insurance works with our plan**Section 9.1 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 has more than 100 employees.
 - If you’re over 65 and you or your spouse is still working, the 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 Customer Service (phone numbers are printed on the back cover of this booklet). 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

Section 1	Cigna Rx Medicare (PDP) contacts (how to contact us, including how to reach Customer Service at the plan)	17
Section 2	Medicare (how to get help and information directly from the Federal Medicare program)	20
Section 3	State Health Insurance Assistance Program (free help, information, and answers to questions about Medicare)	22
Section 4	Quality Improvement Organization (paid by Medicare to check on the quality of care for people with Medicare)	22
Section 5	Social Security	22
Section 6	Medicaid (a joint Federal and state program that helps with medical costs for some people with limited income and resources)	23
Section 7	Information about programs to help people pay for their prescription drugs	23
Section 8	How to contact the Railroad Retirement Board	26
Section 9	Do you have “group insurance” or other health insurance from an employer?	26

Section 1 Cigna Rx Medicare (PDP) contacts (how to contact us, including how to reach Customer Service at the plan)

How to contact our plan's Customer Service

For assistance with claims, billing or membership card questions, please call or write to Cigna Rx Medicare (PDP) Customer Service. We will be happy to help you.

Customer Service - Contact Information	
CALL	<p>1-800-558-9562</p> <p>Calls to this number are free.</p> <p>8 am–8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends.</p> <p>Customer Service also has free language interpreter services available for non-English speakers.</p>
TTY	<p>711</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>8 am–8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends.</p>
WRITE	<p>Cigna P.O. Box 42005 Phoenix, AZ 85080-2005</p>
WEBSITE	<p>www.mycigna.com</p>

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 Part D prescription drugs. For more information on asking for coverage decisions about your Part D prescription drugs, see Chapter 7 (*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.

Coverage Decisions for Part D Prescription Drugs	
CALL	<p>1-800-558-9562</p> <p>Calls to this number are free.</p> <p>8 am–8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends.</p>

Coverage Decisions for Part D Prescription Drugs	
TTY	711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking Calls to this number are free. 8 am–8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends.
FAX	1-866-845-7267
WRITE	Cigna Coverage Determination & Exceptions P.O. BOX 20002 Nashville, TN 37202
WEBSITE	www.mycigna.com

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

Appeals for Part D Prescription Drugs	
CALL	1-800-558-9562 Calls to this number are free. 8 am–8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends.
TTY	711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. 8 am–8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends.
WRITE	Cigna Attention: Part D Appeals P.O. Box 24207 Nashville, TN 37202-9910
WEBSITE	www.mycigna.com

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

Complaints about Part D prescription drugs - Contact Information	
CALL	1-888-586-9946 Calls to this number are free. 8 am–8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends.
TTY	711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. 8 am–8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends.
WRITE	Cigna Attn: Grievance Department P.O. Box 188080 Chattanooga, TN 37422
MEDICARE WEBSITE	You can submit a complaint about Cigna Rx Medicare (PDP) directly to Medicare. To submit an online complaint to Medicare go to www.medicare.gov/MedicareComplaintForm/home.aspx .

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

The coverage determination process includes determining requests to pay for our share of the costs of a drug that you have received. For more information on situations in which you may need to ask the plan for reimbursement or to pay a bill you have received from a provider, see Chapter 5 (*Asking us to pay our share of the costs for covered 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 7 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) for more information.

Payment Requests - Contact Information	
CALL	1-800-558-9562 Calls to this number are free. 8 am–8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends.
TTY	711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. 8 am–8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends.
WRITE	Cigna Pharmacy Services Attention: Direct Member Reimbursement P.O. Box 20002 Nashville, TN 37202
WEBSITE	www.mycigna.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 Prescription Drug Plans, including us.

Medicare - Contact Information

CALL	1-800-MEDICARE, or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<p>http://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> <ul style="list-style-type: none"> • Medicare Eligibility Tool: Provides Medicare eligibility status information. • 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>You can also use the website to tell Medicare about any complaints you have about Cigna Rx Medicare (PDP):</p> <ul style="list-style-type: none"> • Tell Medicare about your complaint: You can submit a complaint about Cigna Rx Medicare (PDP) 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>If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or, you can call Medicare and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p>

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

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. See Appendix A of this booklet for a list of the State Health Insurance Assistance Programs.

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

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

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

There is a Quality Improvement Organization for each state. See Appendix B of this booklet for a list of the Quality Improvement Organizations.

Quality Improvement Organizations 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. Quality Improvement Organizations are independent organizations; It is not connected with our plan.

You should contact your Quality Improvement Organization if you have a complaint about the quality of care you have received. For example, you can contact your Quality Improvement Organization if you were given the wrong medication or if you were given medications that interact in a negative way.

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 a reconsideration.

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

Social Security	
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 ET to 7:00 pm, Monday through Friday.</p>
WEBSITE	http://www.ssa.gov

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 the Medicaid Agency for your state listed in Appendix C 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 or coinsurance. This "Extra Help" also counts toward your out-of-pocket costs.

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

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

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

- CMS requires that plan sponsors use the best available evidence to make changes to member records when the plan has knowledge that a beneficiary's information is not correct. Contact the Customer Service number to get a list of the types of evidence that Plan sponsors can accept. Once we receive the evidence it is validated, and the corrections are updated.
- When we receive the evidence showing your copayment level, we will update our system so that you can pay the correct copayment when you get your next prescription at the pharmacy. If you overpay your copayment, we will reimburse you. Either we will forward a check to you in the amount of your overpayment or we will offset future copayments. If the pharmacy hasn't collected a copayment from you and is carrying your copayment as a debt owed by you, we may make the payment directly to the pharmacy. If a state paid on your behalf, we may make payment directly to the state. Please contact Customer Service if you have questions (phone numbers are printed on the back cover of this booklet).

There are programs in Puerto Rico, the Virgin Islands, Guam, the Northern Mariana Islands, and American Samoa to help people with limited income and resources pay their Medicare costs. Programs vary in these areas. Call your local Medical Assistance (Medicaid) office to find out more about their rules (phone numbers are in Section 6 of this chapter). Or call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week and say "Medicaid" for more information. TTY users should call 1-877-486-2048. You can also visit <http://www.medicare.gov> for more information.

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 (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.

Because your plan may offer additional gap coverage during the Coverage Gap Stage, your out-of-pocket costs will sometimes be lower than the costs described here. Please review your Evidence of Coverage Snapshot document for more information about your coverage during the Coverage Gap Stage. If you have any questions about the availability of discounts for the drugs you are taking or about the Medicare Coverage Gap Discount Program in general, please contact Customer Service (phone numbers are printed on the back cover of this booklet).

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. Note: to be eligible in for the ADAP operating in your state, individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the state, and uninsured/under-insured status.

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

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the ADAP in your state. Please refer to Appendix E for contact information.

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 *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, or medical condition. Each state has different rules to provide drug coverage to its members.

These programs provide financial help for prescription drugs to individuals with disabilities and seniors who have limited income and medical needs. See Appendix D of this booklet for a list of State Pharmaceutical Assistance Programs.

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

Railroad Retirement Board – Contact Information

CALL	1-877-772-5772 Calls to this number are free. 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. If you press “1”, you may access the automated RRB HelpLine and recorded information 24 hours a day, including weekends and holidays
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are <i>not</i> free.
WEBSITE	https://secure.rrb.gov/

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

If you (or your spouse) get benefits from your (or your spouse's) employer or retiree group, call the employer/union benefits administrator or Customer Service if you have any questions. You can ask about your (or your spouse's) employer or retiree health or drug benefits, premiums, or enrollment period. (Phone numbers for Customer Service are printed on the back cover of this booklet.)

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 Part D prescription drugs

Section 1	Introduction	29
Section 1.1	This chapter describes your coverage for Part D drugs.	29
Section 1.2	Basic rules for the plan's Part D drug coverage.	29
Section 2	Fill your prescription at a network pharmacy	30
Section 2.1	To have your prescription covered, use a network pharmacy	30
Section 2.2	Finding network pharmacies	30
Section 2.3	Using the plan's mail-order services.	31
Section 2.4	How can you get a long-term supply of drugs?.	31
Section 2.5	When can you use a pharmacy that is not in the plan's network?	32
Section 3	Your drugs need to be on the plan's "Drug List"	32
Section 3.1	The "Drug List" tells which Part D drugs are covered	32
Section 3.2	There are four "cost-sharing tiers" for drugs on the Drug List	33
Section 3.3	How can you find out if a specific drug is on the Drug List?.	33
Section 4	There are restrictions on coverage for some drugs	34
Section 4.1	Why do some drugs have restrictions?	34
Section 4.2	What kinds of restrictions?	34
Section 4.3	Do any of these restrictions apply to your drugs?	35
Section 5	What if one of your drugs is not covered in the way you'd like it to be covered?	35
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.	35
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?	36
Section 5.3	What can you do if your drug is in a cost-sharing tier you think is too high?	37

Section 6	What if your coverage changes for one of your drugs?	38
Section 6.1	The Drug List can change during the year.	38
Section 6.2	What happens if coverage changes for a drug you are taking?	38
Section 7	What types of drugs are <i>not</i> covered by the plan?	40
Section 7.1	Types of drugs we do not cover.	40
Section 8	Show your plan membership card when you fill a prescription	41
Section 8.1	Show your membership card	41
Section 8.2	What if you don't have your membership card with you?	41
Section 9	Part D drug coverage in special situations	41
Section 9.1	What if you're in a hospital or a skilled nursing facility for a stay that is covered by Original Medicare?	41
Section 9.2	What if you're a resident in a long-term care facility?	42
Section 9.3	What if you are taking drugs covered by Original Medicare?	42
Section 9.4	What if you have a Medigap (Medicare Supplement Insurance) policy with prescription drug coverage?	43
Section 9.5	What if you're also getting drug coverage from an employer or retiree group plan?	43
Section 9.6	What if you are in Medicare-certified Hospice?	43
Section 10	Programs on drug safety and managing medications	44
Section 10.1	Programs to help members use drugs safely.	44
Section 10.2	Programs to help members manage their medications.	44
Section 10.3	Medicare Therapy Management (MTM) program to help members manage their medication	45



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 will send a separate letter, 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 letter, please call Customer Service and ask for the “LIS Rider.” (Phone numbers for Customer Service are printed on the back cover of this booklet.)

Section 1 Introduction

Section 1.1 This chapter describes your coverage for Part D drugs

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

In addition to your coverage for Part D drugs through our plan, Original Medicare (Medicare Part A and Part B) also covers some drugs:

- Medicare Part A covers drugs you are given during Medicare-covered stays in the hospital or in a skilled nursing facility.
- Medicare Part B also provides benefits for some drugs. Part B drugs include certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility.

The two examples of drugs described above are covered by Original Medicare. (To find out more about this coverage, see your *Medicare & You Handbook*.) Your Part D prescription drugs are covered under our plan.

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 prescriber 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.

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 (CignaMedicare/group/PDPresources), or call Customer Service (phone numbers are printed on the back cover of this booklet).

You may go to any of our network pharmacies.

If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask 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. To find another network pharmacy in your area, you can get help from Customer Service (phone numbers are printed on the back cover of this booklet) or use the *Pharmacy Directory*. You can also find information on our website at CignaMedicare.com/group/PDPresources.

What if you need a specialized pharmacy?

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

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

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 available through mail order are drugs that you take on a regular basis, for a chronic or long-term medical condition.

Our plan's mail-order service allows you to order a 30-day, 60-day, or 90-day supply.

New prescriptions the pharmacy receives directly from your doctor's office. After the pharmacy receives a prescription from a health care provider, it will contact you to see if you want the medication filled immediately or at a later time. This will give you an opportunity to make sure that the pharmacy is delivering the correct drug (including strength, amount, and form) and, if needed, allow you to stop 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 get information on filling your prescriptions by mail, please visit our website www.mycigna.com or contact Customer Service (phone numbers are printed on the back cover of the booklet).

Refills on mail-order prescriptions. For refills, 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.

Usually a mail-order pharmacy order will get to you in no more than 14 business days. You may be contacted by the mail order service pharmacy and alternative dispensing arrangements will be made if your mail order is delayed.

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.

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

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

1. **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 Customer Service for more information (phone numbers are printed on the back cover of this booklet).
2. For certain kinds of drugs, you can use the plan's network **mail-order services**. 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 when you are not able to use a network pharmacy. Here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distances that provides 24-hour service.
- If you are trying to fill a covered prescription drug that is not regularly stocked at an accessible network retail or mail-order pharmacy (these drugs include orphan drugs or other specialty pharmaceuticals).
- If a covered Part D drug is dispensed by an out-of-network, institution-based pharmacy to a patient who is in the emergency department, provider based clinic, outpatient surgery or other outpatient surgery or other outpatient settings.
- When you need to fill a prescription in any of these situations, we will cover up to a 30-day supply of medication.
- When you are away from our service area for an extended period of time (for example, during travel), you may use a participating mail order pharmacy. This will ensure you have a sufficient supply of medication with you at all times. To find a participating mail order pharmacy, you can look in your *Pharmacy Directory*, visit our Web site (CignaMedicare.com/group/PDPresources) or call Customer Service (phone numbers are printed on the back cover of this booklet).

In these situations, **please check first with Customer Service** to see if there is a network pharmacy nearby. (Phone numbers for Customer Service are printed on the back cover of this booklet.)

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 5, Section 2.1 explains how to ask the plan to pay you back.)

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

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

The plan has a "*List of Covered Drugs (Formulary)*." In this *Evidence of Coverage*, we call it the "**Drug List**" for short.

The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved the plan's Drug List.

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

We will generally cover a drug on the plan's Drug List as long as you follow the other coverage rules explained in this Chapter 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.

Certain drugs may be covered for some medical conditions, but are considered non-formulary for other medical conditions. Drugs that are covered for only select medical conditions will be identified on our Drug List and in Medicare Plan Finder, along with the specific medical conditions that they cover.

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 four “cost-sharing tiers” for drugs on the Drug List

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

- Cost-Sharing Tier 1: Preferred Generic Drugs. This tier includes generic drugs and may include brand name drugs. This grouping of prescription drugs represents the lowest cost sharing.
- Cost-Sharing Tier 2: Preferred Brand Name Drugs. This tier includes preferred brand drugs and may include non-preferred generic drugs.
- Cost-Sharing Tier 3: Non-Preferred Brand Name and Generic Drugs. This tier includes non-preferred brand drugs and may include non-preferred generic drugs.
- Cost-Sharing Tier 4: Specialty Drugs. This tier includes generic and brand name drugs that meet a certain criteria defined by Medicare. This grouping of prescription drugs represents the highest cost sharing.

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

The amount you pay for drugs in each cost-sharing tier is shown in Chapter 4 (*What you pay for your Part D prescription drugs*).

Section 3.3 How can you find out if a specific drug is on the Drug List?

You have a couple of ways to find out:

1. Visit the plan's website (www.mycigna.com). The Drug List on the website is always the most current.
2. Call Customer Service to find out if a particular drug is on the plan's Drug List or to ask for a copy of the list. (Phone numbers for Customer Service are printed on the back cover of this booklet.)

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 7, Section 5.2 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).

You can find out if your drug has any additional requirements or limits by looking in the drug list that begins on page 7. You can also get more information about the restrictions applied to specific covered drugs by visiting [CignaMedicare.com/group/PDPresources](https://www.cignamedicare.com/group/PDPresources) and choose the appropriate drug list, as identified on the front of your Drug List.

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. **In most cases, 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 neither the generic drug nor other covered drugs that treat the same condition will work for you, then we will cover the brand name drug. (Your share of the cost may be greater for the brand name drug than for the generic drug.)

Getting plan approval in advance

For certain drugs, you or your provider need to get approval from the plan before we will agree to cover the drug for you. This is called "**prior authorization.**" Sometimes the requirement for 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.

You can find out if your drug has any additional requirements or limits by looking in the drug list that begins on page 7. You can also get more information about the restrictions applied to specific covered drugs by visiting "[CignaMedicare.com/group/PDPresources](https://www.cignamedicare.com/group/PDPresources) and choose the formulary noted on the cover of this document.

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.”**

You can find out if your drug has any additional requirements or limits by looking in the drug list that begins on page 7. You can also get more information about the restrictions applied to specific covered drugs by visiting CignaMedicare.com/group/PDPresources and choose the formulary noted on the cover of this document.

Quantity limits

For certain drugs, we limit the amount of the drug that you can have by limiting how much of a drug you can get each time you fill your prescription. For example, if it is normally considered safe to take only one pill per day for a certain drug, we may limit coverage for your prescription to no more than one pill per day.

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

The plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, Check the drug list on CignaMedicare.com/group/PDPresources. For the most up-to-date information, call Customer Service (phone numbers are printed on the back cover of this booklet) or check our website (www.mycigna.com).

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If there is a restriction on the drug you want to take, you should contact Customer Service to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 7, Section 5.2 for information about asking for exceptions.)

Section 5 What if one of your drugs is not covered in the way you'd like it to be covered?

Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered

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

- **The drug might not be covered at all.** Or maybe a generic version of the drug is covered but the brand name version you want to take is not covered.
- **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 four different cost-sharing tiers. How much you pay for your prescription depends in part on which cost-sharing tier your drug is in.

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

- If your drug is not on the Drug List or if your drug is restricted, go to Section 5.2 to learn what you can do.
- If your drug is in a cost-sharing tier that makes your cost more expensive than you think it should be, go to Section 5.3 to learn what you can do.

Section 5.2 What can you do if your drug is not on the Drug List or if the drug is restricted in some way?

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

- You may be able to get a temporary supply of the drug (only members in certain situations can get a temporary supply). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask the plan to cover the drug or remove restrictions from the drug.

You may be able to get a temporary supply

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

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

- 1. The change to your drug coverage must be one of the following types of changes:**
 - The drug you have been taking is **no longer on the plan's Drug List**.
 - – or – the drug you have been taking is **now restricted in some way** (Section 4 in this Chapter tells about restrictions).
- 2. You must be in one of the situations described below:**
 - **For those members who were in the plan last year and aren't in a long-term care facility:**
We will cover a temporary supply of your drug **one time only during the first 90 days of the calendar year**. This temporary supply will be for a maximum of *31-day supply*, or less if your prescription is written for fewer days. The prescription must be filled at a network pharmacy.
 - **For those members who are new to the plan and aren't in a long-term care facility:**
We will cover a temporary supply of your drug **one time only during the first 90 days of your membership** in the plan. This temporary supply will be for a maximum of *a 31-day supply*, or less if your prescription is written for fewer days. The prescription must be filled at a network pharmacy.
 - **For those members who are new to the plan and reside in a long-term care facility:**
We will cover a temporary supply of your drug **during the first 90 days of your membership** in the plan. The first supply will be for a maximum of *a 91-day supply*, or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.) If needed, we will cover additional refills during your first 90 days in the plan.

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

We will cover one *31-day* supply, or less if your prescription is written for fewer days. This is in addition to the above long-term care transition supply.

- Our Transition policy provides additional coverage in circumstances involving level-of-care changes. We will override any Refill-too-soon, Non-Formulary, Prior-Authorization, Step-Therapy and Quantity Limit restrictions for Part-D eligible medications in which the customer is changing from one treatment setting to another. This transition policy allows coverage for one-time 31-day supply of medication, or less if the prescription is written for fewer days.

To ask for a temporary supply, call Customer Service (phone numbers are printed on the back cover of this booklet).

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

You can change to another drug

Start by talking with your provider. Perhaps there is a different drug covered by the plan that might work just as well for you. You can call Customer Service to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. (Phone numbers for Customer Service are printed on the back cover of this booklet.)

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 are a current member and a drug you are taking will be removed from the formulary or restricted in some way for next year, we will allow you to request a formulary exception in advance for next year. We will tell you about any change in the coverage for your drug for next year. You can ask for an exception before next year and we will give you an answer within 72 hours after we receive your request (or your prescriber's supporting statement). If we approve your request, we will authorize the coverage before the change takes effect.

If you and your provider want to ask for an exception, Chapter 7, Section 5.4 tells what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

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

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

You can change to another drug

If your drug is in a cost-sharing tier you think is too high, start by talking with your provider. Perhaps there is a different drug in a lower cost-sharing tier that might work just as well for you. You can call Customer Service to ask for a list of covered drugs that treat the same medical condition. This list can help your

provider find a covered drug that might work for you. (Phone numbers for Customer Service are printed on the back cover of this booklet.)

You can ask for an exception

For drugs in Tiers 2 and 3, 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 7, Section 5.4 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 Tier 1 Preferred Generic Drugs or Tier 4 Specialty Generic and Brand Drugs.

Section 6 What if your coverage changes for one of your drugs?

Section 6.1 The Drug List can change during the year

Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, the plan might make many kinds of changes to the Drug List. For example, the plan might:

- **Add or remove drugs from the Drug List.** New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. Or we might remove a drug from the list because it has been found to be ineffective.
- **Move a drug to a higher or lower cost-sharing tier.**
- **Add or remove a restriction on coverage for a drug** (for more 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?

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

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

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

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

Do changes to your drug coverage affect you right away?

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

- **A new generic drug replaces a brand name drug on the Drug List (or we change the cost-sharing tier or add new restrictions to the brand name drug)**
 - We may immediately remove a brand name drug on our Drug List if we are replacing it with a new generic drug that will appear on the same or lower cost sharing tier and with the same or fewer restrictions. Also, when adding the new generic drug, we may decide to keep the brand name drug on our Drug List, but immediately move it to a different cost-sharing tier or add new restrictions
 - We may not tell you in advance before we make that change - even if you are currently taking the brand name drug.
 - Your or your prescriber can ask us to make an exception and continue to cover the brand name drug for you. For information on how to ask for an exception, see Chapter 7 (What to do if you have a problem or complaint (coverage decisions, appeals, complaints)).
 - If you are taking the brand name drug at the time we make the change, we will provide you with information about the specific change(s) we made. This will also include information on the steps you may take to request an exception to cover the brand name drug. You may not get this notice before we make the change.
- If a brand name drug you are taking is replaced by a generic drug, the plan 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 your brand name drug at a network pharmacy.
 - After you receive notice of the change, you should be working with your provider to switch to the generic or to a different drug that we cover.
 - Or you or your prescriber can ask the plan to make an exception and continue to cover the brand name drug for you. For information on how to ask for an exception, see Chapter 7 (What to do if you have a problem or complaint (coverage decisions, appeals, complaints)).
- **Unsafe drugs and other drugs on the Drug List that are withdrawn from the market**
 - Once in a while, a drug may suddenly withdraw 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. 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' notice or give you a 30-day refill of the drug you are taking at a network pharmacy.
 - During this 30-day period, you should be working with your prescriber to switch to a different drug that we cover.

- Or you or your prescriber can ask us to make an exception and continue to cover the drug for you. For information on how to ask for an exception, see Chapter 7 (What to do if you have a problem or complaint (coverage decisions, appeals, complaints)).
- **Changes to drugs on the Drug List that will not affect people currently taking the drug:** For changes to the Drug List that are not described above, if you are currently taking the drug, the following types of changes will not affect you until January 1 of the next year if you stay in the plan:
 - If we move your drug into a higher cost-sharing tier
 - If we put a new restriction on your use of the drug.
 - If we remove your drug from the Drug List.

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

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

Section 7.1 Types of drugs we do not cover

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

If you get drugs that are excluded, you must pay for them yourself. We won't pay for the drugs that are listed in this section. 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 7, Section 5.5 in this booklet.)

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

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
- Our plan cannot cover a drug purchased outside the United States and its territories.
- Our plan usually cannot cover off-label use. "Off-label use" is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.
 - Generally, coverage for "off-label use" is allowed only when the use is supported by certain reference books. These reference books are the American Hospital Formulary Service Drug Information, the DRUGDEX Information System, for cancer, the National Comprehensive Cancer Network and Clinical Pharmacology, or their successors. If the use is not supported by any of these reference books, then our plan cannot cover its "off-label use."

Also, by law, these categories of drugs are not covered by Medicare drug plans (Our plan covers certain drugs through our enhanced drug coverage, for which you may be charged an additional premium. More information is provided below):

- 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, such as Viagra, Cialis, Levitra, and Caverject
- Drugs when used for treatment of anorexia, weight loss, or weight gain
- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale

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 your formulary or call Customer Service for more information.) 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 Chapter 2, Section 6.)

If you receive “Extra Help” paying for your drugs, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in Chapter 2, Section 6.)

Section 8 Show your plan membership card when you fill a prescription

Section 8.1 Show your membership card

To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill the plan for *our* share of your covered prescription drug cost. You will need to pay the pharmacy *your* share of the cost when you pick up your prescription.

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

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

If the pharmacy is not able to get the necessary information, **you may have to pay the full cost of the prescription when you pick it up.** (You can then ask us to reimburse you for our share. See Chapter 5, Section 2.1 for information about how to ask the plan for reimbursement.)

Section 9 Part D drug coverage in special situations

Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by Original Medicare?

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

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

Please Note: When you enter, live in, or leave a skilled nursing facility, you are entitled to a Special Enrollment Period. During this time period, you can switch plans or change your coverage. (Chapter 8, *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 facility?

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

Check your *Pharmacy Directory* to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Customer Service (phone numbers are printed on the back cover of this booklet).

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

If you need a drug that is not on our Drug List or is restricted in some way, the plan will cover a temporary supply of your drug during the first 90 days of your membership. The first supply will be for a maximum of a (91-day supply), or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.) If needed, we will cover additional refills during your first 90 days in the plan. If you have been a member of the plan for more than 90 days and need a drug that is not on our Drug List or if the plan has any restriction on the drug's coverage, we will cover one (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 7, Section 5.4 tells what to do.

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

Your enrollment in Cigna Rx Medicare (PDP) doesn't affect your coverage for drugs covered under Medicare Part A or Part B. If you meet Medicare's coverage requirements, your drug will still be covered under Medicare Part A or Part B, even though you are enrolled in this plan. In addition, if your drug would be covered by Medicare Part A or Part B, our plan can't cover it, even if you choose not to enroll in Part A or Part B.

Some drugs may be covered under Medicare Part B in some situations and through Cigna Rx Medicare (PDP) in other situations. But drugs are never covered by both Part B and our plan at the same time. In general, your pharmacist or provider will determine whether to bill Medicare Part B or Cigna Rx Medicare (PDP) for the drug.

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

If you currently have a Medigap policy that includes coverage for prescription drugs, you must contact your Medigap issuer and tell them you have enrolled in our plan. If you decide to keep your current Medigap policy, your Medigap issuer will remove the prescription drug coverage portion of your Medigap policy and lower your premium.

Each year your Medigap insurance company should send you a notice that tells if your prescription drug coverage is “creditable,” and the choices you have for drug coverage. (If the coverage from the Medigap policy is “**creditable**,” it means that it is expected to pay, on average, at least as much as Medicare’s standard prescription drug coverage.) The notice will also explain how much your premium would be lowered if you remove the prescription drug coverage portion of your Medigap policy. If you didn’t get this notice, or if you can’t find it, contact your Medigap insurance company and ask for another copy.

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

Do you currently have other prescription drug coverage through your (or your spouse’s) employer or retiree group? If so, please contact **that group’s benefits administrator**. 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’:

Each year your 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 9.6 What if you are in Medicare-certified Hospice?

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

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover all your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, you should bring documentation to the pharmacy to verify your revocation or discharge. See the previous parts of this section that tell about the rules for getting drug coverage under Part D Chapter 4 (What you pay for your Part D prescription drugs) gives more information about drug coverage and what you pay.

Section 10 Programs on drug safety and managing medications

Section 10.1 Programs to help members use drugs safely

We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors
- Drugs that may not be necessary because you are taking another drug to treat the same medical condition
- Drugs that may not be safe or appropriate because of your age or gender
- Certain combinations of drugs that could harm you if taken at the same time
- Prescriptions written for drugs that have ingredients you are allergic to
- Possible errors in the amount (dosage) of a drug you are taking.
- 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

We have a program that can help make sure our members safely use their prescription opioid medications, or other medications that are frequently abused. This program is called a Drug Management Program (DMP). If you use opioid medications that you get from several doctors or pharmacies, we may talk to your doctors to make sure your use is appropriate and medically necessary. Working with your doctors, if we decide you are at risk for misusing or abusing your opioid medications, we may limit how you can get those medications. The limitations may be:

- Requiring you to get all your prescriptions for opioid [insert if applicable: or benzodiazepine] medications from one pharmacy
- Requiring you to get all your prescriptions for opioid [insert if applicable: or benzodiazepine] medications from one doctor
- Limiting the amount of opioid [insert if applicable: or benzodiazepine] medications we will cover for you

If we decide that one or more of these limitations should apply to you, we will send you a letter in advance. The letter will have information explaining the terms of the limitations 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 medication, 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 abuse or the limitation, you and your prescriber have the right to ask us for an appeal. See Chapter 7 for information about how to ask for an appeal.

The DMP may not apply to you if you have certain medical conditions, such as cancer, you are receiving hospice, palliative, or end-of-life care, or live in a long-term care facility.

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

Section 1	Introduction	48
Section 1.1	Use this Chapter together with other materials that explain your drug coverage	48
Section 1.2	Types of out-of-pocket costs you may pay for covered drugs	49
Section 2	What you pay for a drug depends on which “drug payment stage” you are in when you get the drug	49
Section 2.1	What are the drug payment stages for Cigna Rx Medicare (PDP) members?	49
Section 3	We send you reports that explain payments for your drugs and which payment stage you are in	49
Section 3.1	We send you a monthly report called the “Part D Explanation of Benefits” (the “EOB”)	49
Section 3.2	Help us keep our information about your drug payments up to date.	50
Section 4	Deductible Stage information for Cigna Rx Medicare (PDP).	50
Section 4.1	Please refer to your Evidence of Coverage Snapshot for your plan’s Deductible Stage information.	50
Section 5	During the Initial Coverage Stage, the plan pays its share of your drug costs and you pay your share	51
Section 5.1	What you pay for a drug depends on the drug and where you fill your prescription.	51
Section 5.2	A table that shows your costs for a <i>one-month</i> supply of a drug.	51
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	52
Section 5.4	A table that shows your costs for a <i>long-term</i> (up to a 90-day) supply of a drug	52
Section 5.5	You stay in the Initial Coverage Stage until your total drug costs for the year reach \$4,130	52
Section 5.6	How Medicare calculates your out-of-pocket costs for prescription drugs.	53
Section 6	During the Coverage Gap Stage, please refer to your enclosed Evidence of Coverage Snapshot for information.	55
Section 6.1	You stay in the Coverage Gap Stage until your out-of-pocket costs reach \$6,550	55
Section 6.2	How Medicare calculates your out-of-pocket costs for prescription drugs.	55

Section 7	During the Catastrophic Coverage Stage, the plan pays most of the cost for your drugs	57
Section 7.1	Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year	57
Section 8	Additional Benefits Information	57
Section 8.1	Our plan offers additional benefits.	57
Section 9	What you pay for vaccinations covered by Part D depends on how and where you get them	57
Section 9.1	Our plan has separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccination shot	57
Section 9.2	You may want to call us at Customer Service before you get a vaccination	58

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 will send you a separate letter, 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 letter, please call Customer Service and ask for the “LIS Rider.” (Phone numbers for Customer Service are printed on the back cover of this booklet.)

Section 1 Introduction

Section 1.1 Use this Chapter together with other materials that explain your drug coverage

This chapter focuses on what you pay for your Part D prescription drugs. To keep things simple, we use “drug” in this chapter to mean a Part D prescription drug. As explained in Chapter 3, 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.

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

- **The plan’s *List of Covered Drugs (Formulary)*.** To keep things simple, we call this the “Drug List.”
 - This Drug List tells which drugs are covered for you.
 - It also tells which of the four “cost-sharing tiers” the drug is in and whether there are any restrictions on your coverage for the drug.
 - If you need a copy of the Drug List, call Customer Service (phone numbers are printed on the back cover of this booklet). You can also find the Drug List on our website at www.mycigna.com. The Drug List on the website is always the most current.
- **Chapter 3 of this booklet.** Chapter 3 gives the details about your prescription drug coverage, including rules you need to follow when you get your covered drugs. Chapter 3 also tells which types of prescription drugs are not covered by our plan.
- **The plan’s *Pharmacy Directory*.** In most situations you must use a network pharmacy to get your covered drugs (see Chapter 3 for the details). The *Pharmacy Directory* has a list of pharmacies in the plan’s network. 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 Cigna Rx Medicare (PDP) members?

As shown in your enclosed Evidence of Coverage Snapshot, there are “drug payment stages” for your prescription drug coverage under Cigna Rx Medicare (PDP). 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 regardless of the drug payment stage.

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 “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 “EOB”) when you have had one or more prescriptions filled through the plan during the previous month. It includes:

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

Section 3.2 Help us keep our information about your drug payments up to date

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up to date:

- **Show your membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (If you are billed for a covered drug, you can ask our plan to pay our share of the cost. For instructions on how to do this, go to Chapter 5, 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, 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 an *Part D Explanation of Benefits* (an EOB) in the mail, please look it over to be sure the information is complete and correct. If you think something is missing from the report, or you have any questions, please call us at Customer Service (phone numbers are printed on the back cover of this booklet). Be sure to keep these reports. They are an important record of your drug expenses.

Section 4 Deductible Stage information for Cigna Rx Medicare (PDP)

Section 4.1 Please refer to your Evidence of Coverage Snapshot for your plan's Deductible Stage information.

Section 5 During the Initial Coverage Stage, the plan pays its share of your drug costs and you pay your share

Section 5.1 What you pay for a drug depends on the drug and where you fill your prescription

During the Initial Coverage Stage, the plan pays its share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending on the drug and where you fill your prescription.

The plan has four Cost-Sharing Tiers

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

- Cost-Sharing Tier 1: Preferred Generic Drugs. This tier includes generic drugs and may include brand name drugs. This grouping of prescription drugs represents the lowest cost sharing.
- Cost-Sharing Tier 2: Preferred Brand Name Drugs.
- Cost-Sharing Tier 3: Non-Preferred Brand Name and Generic Drugs. This tier includes non-preferred brand drugs and may include non-preferred generic drugs.
- Cost-Sharing Tier 4: Specialty Generic and Brand Drugs. This tier includes generic and brand name drugs that meet a certain criteria defined by Medicare. This grouping of prescription drugs represents the highest 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
- A pharmacy that is not in the plan's network
- The plan's mail-order pharmacy

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

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

Section 5.2 A table that shows your costs for a *one-month* supply of a drug

During the Initial Coverage Stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

- **"Copayment"** means that you pay a fixed amount each time you fill a prescription.
- **"Coinsurance"** means that you pay a percent of the total cost of the drug each time you fill a prescription.

As shown in the table located in your Evidence of Coverage Snapshot, the amount of the copayment or coinsurance depends on which tier your drug is in. Please note:

- If your covered drug costs less than the copayment amount listed in the chart, you will pay that lower price for the drug. You pay *either* the full price of the drug *or* the copayment amount, *whichever is lower*.

- We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 3, Section 2.5 for information about when we will cover a prescription filled at an out-of-network pharmacy.

Section 5.3 If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply

Typically, you pay a copay to cover 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 you doctor agrees, you will not have to pay for the full month's supply for certain drugs.

The amount you pay when you get less than a full month's supply will depend on whether you are responsible for paying coinsurance (a percentage of the total cost) or a copayment (a flat dollar amount).

- If you are responsible for coinsurance, you pay a percentage of the total cost of the drug. You pay the same percentage regardless of whether the prescription is for a full month's supply or for fewer days. However, because the entire drug cost will be lower if you get less than a full month's supply, the amount you pay will be less.
- If you are responsible for a copayment for the drug, your copay will be based on the number of days of the drug that you receive. We will calculate the amount you pay per day 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. You should not have to pay more per day just because you begin with less than a month's supply. Let's go back to the example above. Let's say you and your doctor agree that the drug is working well and that you should continue taking the drug after your 7 days' supply runs out. If you receive a second prescription for the rest of the month, or 23 days more of the drug, you will still pay \$1 per day, or \$23. Your total cost for the month will be \$7 for your first prescription and \$23 for your second prescription, for a total of \$30 - the same as your copay would be for a full month's supply.

Daily cost-sharing allows you to make sure a drug works for you before you have to pay for an entire month's supply.

Section 5.4 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 3, Section 2.4.)

The table located in your plan's Evidence of Coverage Snapshot 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 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 received 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 you paid when you were in the Deductible Stage. Please see your plan's Evidence of Coverage Snapshot to determine if you pay a deductible.
 - 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.) We 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 towards your initial coverage limit or total out-of-pocket costs. To find out which drugs our plan covers, refer to your Drug List.

The *Part D Explanation of Benefits* (EOB) that we send to you will help you keep track of how much you and the plan have spent for your drugs during the year. Many people do not reach the \$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, please refer to your enclosed *Evidence of Coverage Snapshot* for information.

Section 6.1 You stay in the Coverage Gap Stage until your out-of-pocket costs reach

When you are in the Coverage Gap Stage, the Medicare Coverage Gap Discount Program provides manufacturer discounts on brand name 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 move you through the coverage gap.

You also receive some 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.

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 2020, 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

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

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

*When you add up your out-of-pocket costs, **you can include** the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 3 of this booklet):*

- The amount you pay for drugs when you are in any of the following drug payment stages:
 - The Deductible Stage, if applicable. Please see your enclosed Evidence of Coverage Snapshot for deductible information.
 - 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.
 - 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.

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

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

- The amount you pay for your monthly premium.
- Drugs you buy outside the United States and its territories.
- Drugs that are not covered by our plan.
- Drugs you get at an out-of-network pharmacy that do not meet the plan's requirements for out-of-network coverage.
- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare.
- Prescription drugs covered by Part A or Part B
- Payments you make toward prescription drugs not normally covered in a Medicare Prescription Drug Plan.
- Payments made by the plan for your generic drugs while in the Coverage Gap.
- Payments for your drugs that are made by group health plans including employer health plans.
- Payments for your drugs that are made by certain insurance plans and government-funded health programs such as TRICARE and the Veteran's Administration.
- Payments for your drugs made by a third-party with a legal obligation to pay for prescription costs (for example, Worker's Compensation).

Reminder: If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan. Call Customer Service to let us know (phone numbers are printed on the back cover of this booklet).

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

- **We will help you.** The *Part D Explanation of Benefits* (EOB) report we send to you includes the current Part D 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.

Section 7 During the Catastrophic Coverage Stage, the plan pays most of the cost for your drugs**Section 7.1 Once you are in the Catastrophic Coverage Stage, you will stay in this stage for the rest of the year**

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the \$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.

- **Your share** of the cost for a covered drug will be either coinsurance or a copayment. Please refer to your EOC Snapshot to determine the amount you will pay during this stage.
- **Our plan pays the rest** of the cost.

Section 8 Additional Benefits Information

Section 8.1 Our plan offers additional benefits

Your plan may cover additional drugs not normally covered in a Medicare Prescription Drug Plan as indicated in the Formulary Drug List by the + symbol. Please see your 2021 Formulary document for details. Please see your Evidence of Coverage Snapshot for additional benefits offered by your plan.

Section 9 What you pay for vaccinations covered by Part D depends on how and where you get them

Section 9.1 Our plan has separate coverage for the Part D vaccine medication itself and for the cost of giving you the vaccination shot

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

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

What do you pay for a 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 Part D drugs. You can find these vaccines listed in the plan’s *List of Covered Drugs (Formulary)*.
 - Other vaccines are considered medical benefits. They are covered under Original Medicare.
- 2. Where you get the vaccine medication.**
- 3. Who gives you the vaccination shot.**

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

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

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

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

Situation 2: You get the 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 5 of this booklet (*Asking us to pay our share of the costs for covered drugs*).
- You will be reimbursed the amount you paid less your normal coinsurance or copayment for the vaccine (including administration).

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 vaccination shot.

- You will have to pay the pharmacy the amount of your coinsurance or copayment for the vaccine itself.
- When your doctor gives you the vaccination shot, you will pay the entire cost for this service. You can then ask our plan to pay our share of the cost by using the procedures described in Chapter 5 of this booklet.
- You will be reimbursed the amount charged by the doctor for administering the vaccine.

Section 9.2 You may want to call us at Customer Service before you get a vaccination

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

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

Chapter 5: Asking us to pay our share of the costs for covered drugs

Section 1	Situations in which you should ask us to pay our share of the cost of your covered drugs	60
Section 1.1	If you pay our plan's share of the cost of your covered drugs, you can ask us for payment	60
Section 2	How to ask us to pay you back	61
Section 2.1	How and where to send us your request for payment.	61
Section 3	We will consider your request for payment and say yes or no	61
Section 3.1	We check to see whether we should cover the drug and how much we owe	61
Section 3.2	If we tell you that we will not pay for all or part of the drug, you can make an appeal.	62
Section 4	Other situations in which you should save your receipts and send copies to us	62
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	62

Section 1 Situations in which you should ask us to pay our share of the cost of your covered drugs**Section 1.1 If you pay our plan's share of the cost of your covered drugs, you can ask us for payment**

Sometimes when you get a prescription drug, you may need to pay the full cost right away. Other times, you may find that you have paid more than you expected under the coverage rules of the plan. In either case, you can ask our plan to pay you back (paying you back is often called “reimbursing” you).

Here are examples of situations in which you may need to ask our plan to pay you back. All of these examples are types of coverage decisions (for more information about coverage decisions, go to Chapter 7 of this booklet).

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

If you go to an out-of-network pharmacy and try to use your membership card to fill a prescription, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription. (We cover prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 3, 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.

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

If you do not have your plan membership card with you, you can ask the pharmacy to call the plan or look up your 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.

3. When you pay the full cost for a prescription in other situations

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on the plan's *List of Covered Drugs (Formulary)*; or it could have a requirement or restriction that you didn't know about or don't think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.
- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for our share of the cost.

4. If you are retroactively enrolled in our plan.

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 drugs after your enrollment date, you can ask us to pay you back for our share of the costs. You will need to submit paperwork for us to handle the reimbursement.

- Please call Customer Service for additional information about how to ask us to pay you back and deadlines for making your request. (Phone numbers for Customer Service are printed on the back cover of this booklet.)

All of the examples above are types of coverage decisions. This means that if we deny your request for payment, you can appeal our decision. Chapter 7 of this booklet (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) has information about how to make an appeal.

Section 2 How to ask us to pay you back

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

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

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from our website (www.cignamedicare.com/group/pdpresources) or call Customer Service and ask for the form. (Phone numbers for Customer Service are printed on the back cover of this booklet.)

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

Cigna
Attn: Direct Member Reimbursement
Pharmacy Services
P.O. Box 20002
Nashville, TN 37202

You must submit your claim to us within 36 months of the date you received the service, item, or drug.

Contact Customer Service if you have any questions (phone numbers are printed on the back cover of this booklet). If you don't know what you should have paid, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

Section 3 We will consider your request for payment and say yes or no

Section 3.1 We check to see whether we should cover the drug and how much we owe

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the drug is covered and you followed all the rules for getting the drug, we will pay for our share of the cost. We will mail your reimbursement of our share of the cost to you. (Chapter 3 explains the rules you need to follow for getting your Part D prescription drugs covered.) We will send payment within 30 days after your request was received.

- If we decide that the drug is *not* covered, or you did *not* follow all the rules, we will not pay for our share of the cost. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2 If we tell you that we will not pay for all or part of the 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 7 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 7. Section 4 is an introductory section that explains the process for coverage decisions and appeals and gives definitions of terms such as "appeal." Then after you have read Section 4, you can go to Section 5.5 in Chapter 7 for a step-by-step explanation of how to file an appeal.

Section 4 Other situations in which you should save your receipts and send 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 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.
- 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 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 6: Your rights and responsibilities

Section 1	Our plan must honor your rights as a member of the plan	65
Section 1.1	We must provide information in a way that works for you (in languages other than English, in braille, or in large print)	65
Section 1.2	We must ensure that you get timely access to your covered drugs	65
Section 1.3	We must protect the privacy of your personal health information	65
Section 1.4	We must give you information about the plan, its network of pharmacies, and your covered drugs	66
Section 1.5	We must support your right to make decisions about your care	67
Section 1.6	You have the right to make complaints and to ask us to reconsider decisions we have made.	68
Section 1.7	What can you do if you believe you are being treated unfairly or your rights are not being respected?	68
Section 1.8	How to get more information about your rights	69
Section 2	You have some responsibilities as a member of the plan	69
Section 2.1	What are your responsibilities?	69

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, or in large print.)

To get information from us in a way that works for you, please call Customer Service (phone numbers are printed on the back cover of this booklet).

Our plan has people and free language interpreter services available to answer questions from non-English speaking members. We can also give you information in braille or in large print if you need it. If you are eligible for Medicare because of a disability, we are required to give you information about the plan's benefits that is accessible and appropriate for you. To get information from us in a way that works for you, please call Customer Service (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan because of problems related to language or a disability, please call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and tell them that you want to file a complaint. TTY users call 1-877-486-2048. Contact information is included in this Evidence of Coverage or with this mailing, or you may contact **Customer service** for additional information.

Section 1.2 We must ensure that you get timely access to your covered drugs

As a member of our plan, you have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays. If you think that you are not getting your Part D drugs within a reasonable amount of time, Chapter 7, Section 7 of this booklet tells what you can do. (If we have denied coverage for your prescription drugs and you don't agree with our decision, Chapter 7, Section 4 tells what you can do.)

Section 1.3 We must protect the privacy of your personal health information

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your "personal health information" includes the personal information you gave us when you enrolled in this plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a "Notice of Privacy Practice," that tells about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don't see or change your records.
- In most situations, if we give your health information to anyone who isn't providing your care or paying for your care, *we are required to get written permission from you first*. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.

- For example, we are required to release health information to government agencies that are checking on quality of care.
- Because you are a member of our plan through Medicare, we are required to give Medicare your health information including information about your Part D prescription drugs. If Medicare releases your information for research or other uses, this will be done according to Federal statutes and regulations.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held at the plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your healthcare provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Customer Service (phone numbers are printed on the back cover of this booklet).

Section 1.4 We must give you information about the plan, its network of pharmacies, and your covered drugs

As a member of Cigna Rx Medicare (PDP), 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, in braille or in large print.)

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

- **Information about our plan.** This includes, for example, information about the plan's financial condition. It also includes information about the number of appeals made by members and the plan's performance ratings, including how it has been rated by plan members and how it compares to other Medicare prescription drug plans.
- **Information about our network pharmacies.**
 - For example, you have the right to get information from us about the pharmacies in our network.
 - For a list of the pharmacies in the plan's network, see the *Pharmacy Directory*.
 - For more detailed information about our pharmacies, you can call Customer Service (phone numbers are printed on the back cover of this booklet) or visit our website at CignaMedicare.com/group/PDPresources.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - To get the details on your Part D prescription drug coverage, see Chapters 3 and 4 of this booklet plus the plan's *List of Covered Drugs (Formulary)*. These chapters, together with the *List of Covered Drugs (Formulary)*, tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.
 - If you have questions about the rules or restrictions, please call Customer Service (phone numbers are printed on the back cover of this booklet).

- **Information about why something is not covered and what you can do about it.**

- If a Part D drug is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the drug from an out-of-network pharmacy.
- If you are not happy or if you disagree with a decision we make about what Part D drug is covered for you, you have the right to ask us to change the decision. 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 7 of this booklet. It gives you the details about how to make an appeal if you want us to change our decision. (Chapter 7 also tells about how to make a complaint about quality of care, waiting times, and other concerns.)
- If you want to ask our plan to pay our share of the cost for a Part D prescription drug, see Chapter 5 of this booklet.

Section 1.5 We must support your right to make decisions about your care

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, *if you want to*, you can:

- Fill out a written form to give **someone the legal authority to make medical decisions for you** if you ever become unable to make decisions for yourself.
- **Give your doctors written instructions** about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called “**advance directives**.” There are different types of advance directives and different names for them. Documents called “**living will**” and “**power of attorney for health care**” are examples of advance directives.

If you want to use an “advance directive” to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare.
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, **take a copy with you to the hospital.**

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with your State Agency. See Appendix E of this booklet for a list of State Agencies.

Section 1.6 You have the right to make complaints and to ask us to reconsider decisions we have made

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

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

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

Section 1.7 What can you do if you believe you are being treated unfairly or your rights are not being respected?

If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 or TTY 1-800-537-7697, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, *and it's not* about discrimination, you can get help dealing with the problem you are having:

- You can **call Customer Service** (phone numbers are printed on the back cover of this booklet).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or, **you can call Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Section 1.8 How to get more information about your rights

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

- You can call **Customer Service** (phone numbers are printed on the back cover of this booklet).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- You can contact **Medicare**.
 - You can visit the Medicare website to read or download the publication “Your Medicare Rights & Protections.” (The publication is available at: <http://www.medicare.gov/pubs/pdf/11534.pdf>.)
 - Or, you can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Section 2 You have some responsibilities as a member of the plan

Section 2.1 What are your responsibilities?

Things you need to do as a member of the plan are listed below. If you have any questions, please call Customer Service (phone numbers are printed on the back cover of this booklet). We’re here to help.

- **Get familiar with your covered drugs and the rules you must follow to get these covered drugs.** *Use this Evidence of Coverage booklet to learn what is covered for you and the rules you need to follow to get your covered drugs.*
 - Chapters 3 and 4 give the details about your coverage for Part D prescription drugs.
- **If you have any other prescription drug coverage in addition to our plan, you are required to tell us.** *Please call Customer Service to let us know (phone numbers are printed on the back cover of this booklet).*
 - We are required to follow rules set by Medicare to make sure that you are using all of your coverage in combination when you get your covered drugs from our plan. This is called “**coordination of benefits**” because it involves coordinating the drug benefits you get from our plan with any other drug benefits available to you. We’ll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)
- **Tell your doctor and pharmacist that you are enrolled in our plan.** *Show your plan membership card whenever you get your Part D prescription drugs.*
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - To help your doctors and other health providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
 - 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.

- **Pay what you owe.** *As a plan member, you are responsible for these payments:*
 - You must pay your plan premiums to continue being a member of our plan.
 - For most of your drugs covered by the plan, you must pay your share of the cost when you get the drug. This will be a copayment (a fixed amount) or coinsurance (a percentage of the total cost). Chapter 4 tells what you must pay for your Part D prescription drugs.
 - If you get any drugs that are not covered by our plan or by other insurance you may have, you must pay the full cost.
 - If you disagree with our decision to deny coverage for a drug, you can make an appeal. Please see Chapter 7 of this booklet for information about how to make an appeal.
 - If you are required to pay a late enrollment penalty, you must pay the penalty to remain a member of the plan.
 - If you are required to pay the extra amount for Part D because of your yearly income, you must pay the extra amount directly to the government to remain a member of the plan.
- **Tell us if you move.** *If you are going to move, it's important to tell us right away. Call Customer Service (phone numbers are printed on the back cover of this booklet).*
 - **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 Customer Service for help if you have questions or concerns.** *We also welcome any suggestions you may have for improving our plan.*
 - Phone numbers and calling hours for Customer Service are printed on the back cover of this booklet.
 - For more information on how to reach us, including our mailing address, please see Chapter 2.

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

Section 1	Introduction	73
Section 1.1	What to do if you have a problem or concern	73
Section 1.2	What about the legal terms?	73
Section 2	You can get help from government organizations that are not connected with us . . .	73
Section 2.1	Where to get more information and personalized assistance	73
Section 3	To deal with your problem, which process should you use?	74
Section 3.1	Should you use the process for coverage decisions and appeals? Or should you use the process for making complaints?	74
Section 4	A guide to the basics of coverage decisions and appeals	75
Section 4.1	Asking for coverage decisions and making appeals: the big picture	75
Section 4.2	How to get help when you are asking for a coverage decision or making an appeal . . .	75
Section 5	Your Part D prescription drugs: How to ask for a coverage decision or make an appeal	76
Section 5.1	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.	76
Section 5.2	What is an exception?	77
Section 5.3	Important things to know about asking for exceptions	78
Section 5.4	Step-by-step: How to ask for a coverage decision, including an exception	79
Section 5.5	Step-by-step: How to make a Level 1 Appeal (how to ask for a review of a coverage decision made by our plan)	81
Section 5.6	Step-by-step: How to make a Level 2 Appeal	83

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

Section 6	Taking your appeal to Level 3 and beyond	85
Section 6.1	Levels of Appeal 3, 4, and 5 for Part D Drug Appeals	85
Section 7	How to make a complaint about quality of care, waiting times, customer service, or other concerns	86
Section 7.1	What kinds of problems are handled by the complaint process?	86
Section 7.2	The formal name for “making a complaint” is “filing a grievance”	87
Section 7.3	Step-by-step: Making a complaint	87
Section 7.4	You can also make complaints about quality of care to the Quality Improvement Organization	88
Section 7.5	You can also tell Medicare about your complaint	88

BACKGROUND**Section 1 Introduction****Section 1.1 What to do if you have a problem or concern**

This chapter explains two types of processes for handling problems and concerns:

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

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

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

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says “making a complaint” rather than “filing a grievance,” “coverage decision” rather than “coverage determination,” and “Independent Review Organization” instead of “Independent Review Entity.” It also uses abbreviations as little as possible.

However, it can be helpful – and sometimes quite important – for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

Section 2 You can get help from government organizations that are not connected with us**Section 2.1 Where to get more information and personalized assistance**

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

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 Appendix 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 (<http://www.medicare.gov>).

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

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

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The guide that follows will help.

To figure out which part of this chapter will help with your specific problem or concern, START HERE	
<p>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.)</p>	
<p style="text-align: center;">Yes.</p> <p style="text-align: center;">My problem is about benefits or coverage.</p> <p style="text-align: center;">Go on to the next section of this chapter, Section 4, “A guide to the basics of coverage decisions and appeals.”</p>	<p style="text-align: center;">No.</p> <p style="text-align: center;">My problem is <u>not</u> about benefits or coverage.</p> <p style="text-align: center;">Skip ahead to Section 7 at the end of this chapter: “How to make a complaint about quality of care, waiting times, customer service or other concerns.”</p>

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 prescription drugs, including problems related to payment. This is the process you use for issues such as whether a drug is covered or not and the way in which the drug is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your prescription drugs.

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 drug is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

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

When you make an appeal, we review the coverage decision we have made to check to see if we were 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.

If we say no to all or part of your Level 1 Appeal, you can ask for a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.

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

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

- You **can call us at Customer Service** (phone numbers are printed on the back cover of this booklet).
- To **get free help from an independent organization** that is not connected with our plan, contact your State Health Insurance Assistance Program (see Section 2 of this chapter).
- **Your doctor or other prescriber can make a request for you.** For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 or 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 prescriber, or other person to be your representative, call Customer Service (phone numbers are printed on the back cover of this booklet) 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 5 Your Part D prescription drugs: How to ask for a coverage decision or make an appeal


Have you read Section 4 of this chapter (*A guide to “the basics” of coverage decisions and appeals*)?

If not, you may want to read it before you start this section.

Section 5.1 This section tells you what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug

Your benefits as a member of our plan include coverage for many prescription drugs. Please refer to our plan’s *List of Covered Drugs (Formulary)*. To be covered, the drug must be used for a medically accepted indication. (A “medically accepted indication” is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 3, Section 3 for more information about a medically accepted indication.)

- **This section is about your Part D drugs only.** To keep things simple, we generally say “drug” in the rest of this section, instead of repeating “covered outpatient prescription drug” or “Part D drug” every time.
- For details about what we mean by Part D drugs, the *List of Covered Drugs (Formulary)*, rules and restrictions on coverage, and cost information, see Chapter 3 (*Using our plan’s coverage for your Part D prescription drugs*) and Chapter 4 (*What you pay for your Part D prescription drugs*).

Part D coverage decisions and appeals

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

Legal Terms 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 non-preferred drug

- You ask us whether a drug is covered for you and whether you satisfy any applicable coverage rules. (For example, when your drug is on the plan’s *List of Covered Drugs (Formulary)* but we require you to get approval from us before we will cover it for you.)
 - *Please note:* If your pharmacy tells you that your prescription cannot be filled as written, you will get a written notice explaining how to contact us to ask for a coverage decision.
- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

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

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

Which of these situations are you in?			
<p>Do you need a drug that isn’t on our Drug List or need us to waive a rule or restriction on a drug we cover?</p> <p>You can ask us to make an exception. (This is a type of coverage decision.)</p> <p>Start with Section 5.2 of this chapter.</p>	<p>Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need?</p> <p>You can ask us for a coverage decision.</p> <p>Skip ahead to Section 5.4 of this chapter.</p>	<p>Do you want to ask us to pay you back for a drug you have already received and paid for?</p> <p>You can ask us to pay you back. (This is a type of coverage decision.)</p> <p>Skip ahead to Section 5.4 of this chapter.</p>	<p>Have we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for?</p> <p>You can make an appeal. (This means you are asking us to reconsider.)</p> <p>Skip ahead to Section 5.5 of this chapter.</p>

Section 5.2 What is an exception?

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

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

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

Legal Terms Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a **“formulary exception.”**

- If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in Tier 4 Non-Preferred Drugs Generic and Brand. 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 3).

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:
 - *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 four 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 preferred price for a covered non-preferred drug is sometimes called asking for a **“tiering exception.”**

- 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.
 - 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 alternative 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 the lowest tier that contains either brand or generic alternatives for treating your condition.
 - If your drug is in Tier 3 Non-Preferred Generic and Brand you can ask us to cover it at the cost-sharing amount that applies to drugs in Tier 2 Preferred Brand. This would lower your share of the cost for the drug.
- You cannot ask us to change the cost-sharing tier for any drug in Tier 4 Specialty Generic and Brand Tier .

Section 5.3 Important things to know about asking for exceptions

Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called “alternative” drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally *not* approve your request for an exception.

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 5.5 tells you how to make an appeal if we say no.

The next section tells you how to ask for a coverage decision, including an exception.

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

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

What to do

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can also access the coverage decision process through our website. For the details, go to Chapter 2, Section 1 and look for the section called, *How to contact us when you are asking for a coverage decision about your Part D prescription drugs*. Or if you are asking us to pay you back for a drug, go to the section called, *Where to send a request that asks us to pay for our share of the cost for 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 5 of this booklet: *Asking us to pay our share of the costs for covered drugs*. Chapter 5 describes the situations in which you may need to ask for reimbursement. It also tells how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the “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 5.2 and 5.3 for more information about exception requests.
- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.
- You may also request a coverage determination electronically by using our online coverage determination forms 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.**”

- 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.
- **To get a fast coverage decision, you must meet two requirements:**
 - You can get a fast coverage decision *only* if you are asking for a *drug you have not yet received*. (You cannot get a fast coverage decision if you are asking us to pay you back for a drug you have already bought.)
 - You can get a fast coverage decision *only* if using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.
- **If your doctor or other prescriber tells us that your health requires a “fast coverage decision,” we will automatically agree to give you a fast coverage decision.**
- If you ask for a fast coverage decision on your own (without your doctor’s or other prescriber’s support), we will decide whether your health requires that we give you a fast coverage decision.
 - If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - This letter will tell you that if your doctor or other prescriber asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - The letter will also tell how you can file a complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. It tells how to file a “fast” complaint, which means you would get our answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 7 of this chapter.)

Step 2: We consider your request and we give you our answer.

Deadlines for a “fast” coverage decision

- If we are using the fast deadlines, we must give you our answer **within 24 hours**.
 - Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor’s statement supporting your request. We will give you our answer sooner if your health requires us to.
 - If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent outside organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- **If our answer is yes to part or all of what you requested**, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor’s statement supporting your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Deadlines for a “standard” coverage decision about a drug you have not yet received

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.

- Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
- If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- **If our answer is yes to part or all of what you requested**, we must provide the coverage we have agreed to provide within 72 hours after we receive your request or doctor's statement supporting your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

Deadlines for a "standard" coverage decision about payment for a drug you have already bought

- We must give you our answer **within 14 calendar days** after we receive your request.
 - If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.
- **If our answer is yes to part or all of what you requested**, we are also required to make payment to you within 14 calendar days after we receive your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how to appeal.

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

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

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

Legal Terms 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 doctor or other prescriber) must contact us.**
 - For details on how to reach us by phone, fax, or mail, or on our website, for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called, *How to contact us when you are making an appeal about your Part D prescription drugs*.
- **If you are asking for a standard appeal, make your appeal by submitting a written request.** You may also ask for an appeal by calling us at the phone number shown in Chapter 2, Section 1 (*How to contact our plan when you are making an appeal about your Part D prescription drugs*).
- **If you are asking for a fast appeal, you may make your appeal in writing or you may call us at the phone number shown in Chapter 2, Section 1** (*How to contact our plan when you are making an appeal about your part D prescription drugs*).

- **We must accept any written request**, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website.
- You may also request a coverage determination electronically by using our online coverage determination forms available on our website.
- **You must make your appeal request within 60 calendar days** from the date on the written notice we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.**
 - You have the right to ask us for a copy of the information regarding your appeal.
 - If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

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

Legal Terms A “fast appeal” is also called an **“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 5.4 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 to appeal our decision.

Deadlines for a “standard” appeal

- If we are using the standard deadlines, we must give you our answer **within 7 calendar days** after we receive your appeal. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so. If you believe your health requires it, you should ask for “fast” appeal.

- If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an Independent Review Organization. Later in this section, we tell about this review organization and explain what happens at Level 2 of the appeals process.
- **If our answer is yes to part or all of what you requested -**
 - If we approve a request for coverage, we must **provide the coverage** we have agreed to provide as quickly as your health requires, but **no later than 7 calendar days** after we receive your appeal.
 - If we approve a request to pay you back for a drug you already bought, we are required to **send payment to you within 30 calendar days** after we receive your appeal request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no and how to appeal our decision.
- 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 organization. Later in this section, we talk about this review organization and explain what happens at Appeal Level 2.

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).

Section 5.6 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.”
- 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 the Independent Review Organization says yes to part or all of what you requested –**
 - If the Independent Review Organization approves a request for coverage, we must **provide the drug coverage** that was approved by the review organization **within 72 hours** after we receive the decision from the review organization.
 - If the Independent Review Organization approves a request to pay you back for a drug you already bought, we are required to **send payment to you within 30 calendar days** after we receive the decision from the review organization.

What if the review organization says no to your appeal?

If this organization says no to your appeal, it means the organization agrees with our decision not to approve your request. (This is called “upholding the decision.” It is also called “turning down your appeal.”)

To continue and make another appeal at Level 3, the dollar value of the drug coverage you are requesting must meet a minimum amount. If the dollar value of the coverage you are requesting is too low, you cannot make another appeal and the decision at Level 2 is final. The notice you get from the Independent Review Organization will tell you 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).
- 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. Section 6 in this chapter tells more about Levels 3, 4, and 5 of the appeals process.

Section 6 Taking your appeal to Level 3 and beyond
Section 6.1 Levels of Appeal 3, 4, and 5 for Part D Drug Appeals

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

If the 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 who works for the Federal government** will review your appeal and give you an answer. This judge is called an “Administrative Law Judge.”

- **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 Administrative Law Judge 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 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** will review your appeal and give you an answer. The Appeals Council works for 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 Appeals 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 Appeals Council says no to your appeal or denies your request to review the appeal, the notice you get will tell you whether the rules allow you to go on to 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 7
How to make a complaint about quality of care, waiting times, customer service, or other concerns


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

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

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

If you have any of these kinds of problems, you can “make a complaint”	
Complaint	Example
Quality of your medical care	<ul style="list-style-type: none"> • Are you unhappy with the quality of the care you have received?
Respecting your privacy	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Has someone been rude or disrespectful to you? • Are you unhappy with how our Customer Service has treated you? • Do you feel you are being encouraged to leave the plan?
Waiting times	<ul style="list-style-type: none"> • Have you been kept waiting too long by pharmacists? Or by our Customer Service or other staff at the plan? <ul style="list-style-type: none"> - Examples include waiting too long on the phone or when getting a prescription.
Cleanliness	<ul style="list-style-type: none"> • Are you unhappy with the cleanliness or condition of a pharmacy?

Information you get from us	<ul style="list-style-type: none"> • 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 timeliness of our actions related to coverage decisions and appeals)	<p>The process of asking for a coverage decision and making appeals is explained in Sections 4-6 of this chapter. If you are asking for a decision or making an appeal, you use that process, not the complaint process.</p> <p>However, if you have already asked us for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:</p> <ul style="list-style-type: none"> • 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. • 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. • When a coverage decision we made is reviewed and we are told that we must cover or reimburse you for certain drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint. • When 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.

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

- Legal Terms**
- What this Section calls a **“complaint”** is also called a “grievance.”
 - Another term for **“making a complaint”** is **“filing a grievance.”**
 - Another way to say **“using the process for complaints”** is **“using the process for filing a grievance.”**

Section 7.3 Step-by-step: Making a complaint

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

- **Usually, calling Customer Service is the first step.** If there is anything else you need to do, Customer Service will let you know. Call Customer Service at **1-800-558-9562** (TTY users should call 711). Hours are 8 am–8 pm, local time, 7 days a week.
- **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.

- You may submit written complaints by mail or facsimile to our Customer Service Representatives (CSRs):
Cigna
Attn: Grievance Administration Division (GAD)
P.O. Box 2888
Houston, TX 77252-2888
- **Whether you call or write, you should contact Customer Service right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.
- For standard grievances received in writing, we will respond to you in writing within 30 calendar days of receipt of your written complaint. For expedited grievances, we must decide and notify you within 24 hours.

Legal Terms What this section calls a “fast complaint” is also called an “expedited grievance.”

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.
- **Most complaints are answered in 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint.
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

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

You can make your complaint about the quality of care you received to us 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 Chapter 2, Section 4, of this booklet. If you make a complaint to this organization, we will work with them to resolve your complaint.
- **Or you can make your complaint to both at the same time.** If you wish, you can make your complaint about quality of care to us and also to the Quality Improvement Organization.

Section 7.5 You can also tell Medicare about your complaint

You can submit a complaint about Cigna Rx (PDP) 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 8: Ending your membership in the plan

Section 1	Introduction	90
Section 1.1	This Chapter focuses on ending your membership in our plan	90
Section 2	When can you end your membership in our plan?	90
Section 2.1	Usually, you can end your membership during the Annual Enrollment Period	90
Section 2.2	In certain situations, you can end your membership during a Special Enrollment Period	91
Section 2.3	Where can you get more information about when you can end your membership?	92
Section 3	How do you end your membership in our plan?	92
Section 3.1	Usually, you end your membership by enrolling in another plan	92
Section 4	Until your membership ends, you must keep getting your drugs through our plan	94
Section 4.1	Until your membership ends, you are still a member of our plan	94
Section 5	Cigna Rx Medicare (PDP) must end your membership in the plan in certain situations	94
Section 5.1	When must we end your membership in the plan?	94
Section 5.2	We <u>cannot</u> ask you to leave our plan for any reason related to your health.	95
Section 5.3	You have the right to make a complaint if we end your membership in our plan.	95

Section 1 Introduction

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

Ending your membership in Cigna Rx Medicare (PDP) 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 Part D prescription drugs through our plan until your membership ends.

Section 2 When can you end your membership in our plan?

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

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

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

- **When is the Annual Enrollment Period?** This happens from October 15 to December 7.
- **What type of plan can you switch to during the Annual Enrollment Period?** During this time, you can review your health coverage and your prescription drug coverage. You can choose to keep your current coverage or make changes to your coverage for the upcoming year. If you decide to change to a new plan, you can choose any of the following types of plans:
 - Another Medicare prescription drug plan.
 - Original Medicare *without* a separate Medicare prescription drug plan.
 - **If you receive “Extra Help” from Medicare to pay for your prescription drugs:** If you 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.
 - *or* - A Medicare health plan. A Medicare health plan is a plan offered by a private company that contracts with Medicare to provide all of the Medicare Part A (Hospital) and Part B (Medical) benefits. Some Medicare health plans also include Part D prescription drug coverage.

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

Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage means the coverage is 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.

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

Section 2.2 In certain situations, you can end your membership during a Special Enrollment Period

In certain situations, members of Cigna Rx Medicare (PDP) may be eligible to end their membership at other times of the year. This is known as a **Special Enrollment Period**.

- **Who is eligible for a Special Enrollment Period?** If any of the following situations apply to you, you are eligible to end your membership during a Special Enrollment Period. These are just examples, for the full list you can contact the plan, call Medicare, or visit the Medicare website (<http://www.medicare.gov>):
 - If you have moved out of your plan's service area.
 - If you have Medicaid.
 - If you are eligible for "Extra Help" with paying for your Medicare prescriptions.
 - If we violate our contract with you.
 - If you are getting care in an institution, such as a nursing home or long-term care hospital.
 - If you enroll in the Program of All-inclusive Care for the Elderly (PACE). PACE is not available in all states. If you would like to know if PACE is available in your state, please contact Customer Service (phone numbers are printed on the back cover of this booklet).
- **When are Special Enrollment Periods?** The enrollment periods vary depending on your situation.
- **What can you do?** To find out if you are eligible for a Special Enrollment Period, please call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users call 1-877-486-2048. If you are eligible to end your membership because of a special situation, you can choose to change both your Medicare health coverage and prescription drug coverage. This means you can choose any of the following types of plans:
 - Another Medicare prescription drug plan.
 - Original Medicare *without* a separate Medicare prescription drug plan.
 - **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.
 - *- or -* A Medicare health plan. A Medicare health plan is a plan offered by a private company that contracts with Medicare to provide all of the Medicare Part A (Hospital) and Part B (Medical) benefits. Some Medicare health plans also include Part D prescription drug coverage.

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

Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. ("Creditable" coverage means the coverage is 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.

- **When will your membership end?** Your membership will usually end on the first day of the month after we receive your request to change your plan.

Section 2.3 Where can you get more information about when you can end your membership?

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

- You can **call Customer Service** (phone numbers are printed on the back cover of this booklet).
- 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.
 - You can also download a copy from the Medicare website (<http://www.medicare.gov>). Or, you can order a printed copy by calling Medicare at the number below.
- You can contact **Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Section 3 How do you end your membership in our plan?

Section 3.1 Usually, you end your membership by enrolling in another plan

Usually, to end your membership in our plan, you simply enroll in another Medicare plan during one of the enrollment periods (see Section 2 in this chapter for information about the enrollment periods). However, there are two situations in which you will need to end your membership in a different way:

- If you want to switch from our plan to Original Medicare *without* a Medicare prescription drug plan, you must ask to be disenrolled from our plan.
- If you join a Private Fee-for-Service plan without prescription drug coverage, a Medicare Medical Savings Account Plan, or a Medicare Cost Plan, enrollment in the new plan will not end your membership in our plan. In this case, you can enroll in that plan and keep Cigna Rx Medicare (PDP) for your drug coverage. If you do not want to keep our plan, you can choose to enroll in another Medicare prescription drug plan or ask to be disenrolled from our plan.

If you are in one of these two situations and want to leave our plan, there are two ways you can ask to be disenrolled:

- You can contact your Employer to have them send a disenrollment.

- - or - 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.

Note: If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. (“Creditable” coverage means the coverage is 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.

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

If you would like to switch from our plan to:	This is what you should do:
<ul style="list-style-type: none"> • Another Medicare prescription drug plan. 	<ul style="list-style-type: none"> • Enroll in the new Medicare prescription drug plan. You will automatically be disenrolled from Cigna Rx Medicare (PDP) when your new plan’s coverage begins.
<ul style="list-style-type: none"> • A Medicare health plan. 	<ul style="list-style-type: none"> • Enroll in the Medicare health plan. With most Medicare health plans, you will automatically be disenrolled from Cigna Rx Medicare (PDP) when your new plan’s coverage begins. However, if you choose a Private Fee-For-Service plan without Part D drug coverage, a Medicare Medical Savings Account plan, or a Medicare Cost Plan, you can enroll in that new plan and keep Cigna Rx Medicare (PDP) for your drug coverage. If you want to leave our plan, you must <i>either</i> enroll in another Medicare prescription drug plan <i>or</i> ask to be disenrolled. To ask to be disenrolled, you must contact your Employer or 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).
<ul style="list-style-type: none"> • Original Medicare <i>without</i> a separate Medicare prescription drug plan. • Note: If you disenroll from a Medicare prescription drug plan and go without creditable prescription drug coverage, you may need to pay a late enrollment penalty if you join a Medicare drug plan later. See Chapter 1, Section 5 for more information about the late enrollment penalty. 	<ul style="list-style-type: none"> • Contact your Employer to ask them to disenroll you from the plan. • You can also contact Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

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

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

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

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

Section 5 Cigna Rx Medicare (PDP) must end your membership in the plan in certain situations

Section 5.1 When must we end your membership in the plan?

Cigna Rx Medicare (PDP) must end your membership in the plan if any of the following happen:

- If you do not stay continuously enrolled in Medicare Part A or Part B (or both).
- If you move out of our service area.
- If you are away from our service area for more than 12 months.
 - If you move or take a long trip, you need to call Customer Service to find out if the place you are moving or traveling to is in our plan's area. (Phone numbers for Customer Service are printed on the back cover of this booklet.)
- If you become incarcerated (go to prison).
- If you lie about or withhold information about other insurance you have that provides prescription drug coverage.
- If you are a United States citizen or lawfully present in the United States.
- 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 care for you and other members of our plan. (We cannot make you leave our plan for this reason unless we get permission from Medicare first.)
- If you let someone else use your membership card to get prescription drugs. (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.

Where can you get more information?

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

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

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

Cigna Rx Medicare (PDP) 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

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can make a complaint about our decision to end your membership. You can also look in Chapter 7, Section 7 for information about how to make a complaint.

Chapter 9: Legal notices

Section 1	Notice about governing law	97
Section 2	Notice about nondiscrimination	97
Section 3	Notice about Medicare Secondary Payer subrogation rights	97
Section 4	Notice about subrogation and third party recovery	97
Section 5	Report Fraud, Waste and Abuse	98

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

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 instability, or geographic location. All organizations that provide Medicare prescription drug plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, 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's 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 a Customer Service (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Customer Service can help.

Section 3 Notice about Medicare Secondary Payer subrogation rights

We have the right and responsibility to collect for covered Medicare prescription drugs for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, Cigna Rx Medicare (PDP), as a Medicare prescription drug plan sponsor, 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.

Section 4 Notice about subrogation and third party recovery

If we make any payment to you or on your behalf for Covered Services, we are permitted to be fully subrogated (a legal principle that allows the plan to be reimbursed for certain payments we have made on your behalf, in certain circumstances) to any and all rights you have against any person, entity or insurer that may be responsible for payment of medical expenses and/or benefits related to your injury, illness or condition. We are give the same rights of subrogation and recovery that are available to the Medicare Program under Medicare Secondary Payment rules.

Once we have made a payment for Covered Services, we will have a lien on the proceeds of any judgment, settlement or other award or recovery you may receive or be entitled to receive, including but not limited to the following:

1. Any award, settlement, benefits or other amounts paid under any workers' compensation law or award;
2. Any and all payments made directly by or on behalf of third party tortfeasor or person, entity or insurer responsible for indemnifying the third party tortfeasor;
3. Any arbitration awards, payments, settlements, structured settlements, or other benefits or amounts paid under an uninsured or underinsured motorist coverage policy; or any other payments designated, earmarked, or otherwise intended to be paid to you as compensation, restitution, or remuneration for your injury, illness, or condition suffered as a result of the negligence or liability of a third party.

You agree to cooperate with us and any of our designated representatives and to take any actions or steps necessary to secure our lien/interests, including but not limited to:

1. Fully responding to requests for information about any accidents or injuries;
2. Fully responding to our requests for information and providing any relevant information that we have requested; and
3. Fully participating in all phases of any legal action we may need to protect our rights, including but not limited to participating in discovery, attending dispositions, and appearing and testifying at trial.

In addition, you agree not to do anything to affect our rights, including but not limited to assigning any rights or causes of action that you may have against any person or entity relating to your injury, illness, or condition without our prior authorized written consent. Your failure to cooperate shall be deemed a violation or breach of your obligations, and we may seek any available legal action against you to protect our rights.

We are also entitled to be fully reimbursed for any and all benefit payments we make to you or on your behalf that are the responsibility of any person, organization or insurer. Our right of reimbursement is separate and apart from our subrogation right, and is limited only by the amount of actual benefits paid under the Plan. You must immediately pay to us any amounts you get by judgment settlement, award, recovery or otherwise from any third party or his or her insurer, to the extent that we paid out or provided benefits for your injury, illness, or condition during your enrollment in this Plan.

Our subrogation and reimbursement rights shall have first priority, to be paid before any of your other claims are paid. Our subrogation and reimbursement rights will not be affected, reduced impacted or eliminated by the "made whole" doctrine or any other doctrine that may apply.

We are not required to pursue subrogation or reimbursement either for our benefit or on your behalf. Our rights under this Evidence of Coverage shall not be affected, reduced, or eliminated by our failure to intervene in any legal action you seek relation to your injury, illness, or condition.

If you disagree with any decision or action we take in connection with the subrogation and third party recovery provisions outlined above, you must follow the procedures explaining in Chapter 7 of this booklet: What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Section 5 Report Fraud, Waste and Abuse

Health care fraud is a violation of federal and/or state law. If you know or suspect health insurance fraud, please report it by calling our Compliance and Ethics Hotline at 1.800.472.8348. You are not required to identify yourself when you report the information. The hotline is anonymous.

Chapter 10: Definition of important words

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of prescription drugs or payment for drugs you already received. For example, you may ask for an appeal if we don't pay for a drug you think you should be able to receive. Chapter 7 explains appeals, including the process involved in making an appeal.

Annual Enrollment Period – A set time each fall when members can change their health or drugs plans or switch to Original Medicare. The Annual Enrollment Period is from October 15 until December 7.

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.

Coinsurance – An amount you may be required to pay as your share of the cost for prescription drugs after you pay any deductibles. Coinsurance is usually a percentage (for example, 20%).

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.

Copayment – An amount you may be required to pay as your share of the cost for a prescription drug. A copayment is usually a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a prescription drug.

Cost Sharing – Cost sharing refers to amounts that a member has to pay when drugs are received. (This is in addition to the plan's monthly premium.) Cost sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before drugs are covered; (2) any fixed “copayment” amount that a plan requires when a specific drug is received; or (3) any “coinsurance” amount, a percentage of the total amount paid for a drug, that a plan requires when a specific 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 copay.

Cost-Sharing Tier – Every drug on the list of covered drugs is in one of four cost-sharing tiers. In general, the higher the cost-sharing tier, 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 7 explains how to ask us for a coverage decision.

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

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.

Customer Service – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Customer Service.

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 copay. A daily cost sharing rate is the copay divided by the number of days in a month’s supply. Here is an example: If your copay 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 you must pay for 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.

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

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

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

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

Initial Coverage Limit – The maximum limit of coverage under the Initial Coverage Stage.

Income Related Monthly Adjustment Amount (IRMAA) – If your modified adjusted gross income as reported on your IRS tax return from two 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.

Initial Coverage Stage – This is the stage after you have met your deductible and before your total drug expenses have reached \$4,130, including amounts you've paid and what our plan has paid on your behalf.

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.

Late Enrollment Penalty – An amount added to your monthly premium for Medicare drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more. You pay this higher amount as long as you have a Medicare drug plan. There are some exceptions. For example, if you receive "Extra Help" from Medicare to pay your prescription drug plan costs, the late enrollment penalty rules do not apply to you. If you receive Extra Help, you do not pay a penalty, even if you go without "creditable" prescription drug coverage.

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 Chapter 2, Section 6 for information about how to contact Medicaid in your state.

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 3, Section 3 for more information about a medically accepted indication.

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, a PACE plan, or a Medicare Advantage 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. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan, and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans

also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare health plan that is offered in their area.

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 enrollees 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.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-inclusive Care for the Elderly (PACE).

Medicare Prescription Drug Coverage (Medicare Part D) – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

“Medigap” (Medicare Supplement Insurance) Policy – Medicare supplement insurance sold by private insurance companies to fill “gaps” in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Advantage Plan is not a Medigap policy.)

Member (Member of our Plan, or “Plan Member”) – A person with Medicare who is eligible to get covered services, who has enrolled in our plan and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

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

Original Medicare (“Traditional Medicare” or “Fee-for-service” Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. 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-Pocket Costs – See the definition for “cost sharing” above. A member’s cost-sharing requirement to pay for a portion of 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. PACE is not available in all states. If you would like to know if PACE is available in your state, please contact Customer Service (phone numbers are printed on the back cover of this booklet).

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.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health or prescription drug coverage.

Prior Authorization – Approval in advance to get certain drugs that may or may not be on our formulary. 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.

Quality Improvement Organization (QIO) – A group of practicing doctors and other health care experts paid by the Federal government to check and improve the care given to Medicare patients. See Chapter 2, Section 4 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.

Service Area – A geographic area where a prescription drug plan accepts members if it limits membership based on where people live. The plan may disenroll you if you permanently move out of the plan’s service area.

Special Enrollment Period – A set time when members can change their health or drugs plans 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, or if we violate our contract with you.

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.

Appendix A: State Health Insurance Assistance Programs (SHIP) contact information**Alabama***Alabama State Health Insurance Assistance Program*

CALL 1-334-242-5743 or 1-800-243-5463

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Alabama State Health Insurance Assistance Program
Alabama Department of Senior Services
770 Washington Avenue
RSA Plaza, Suite 570
Montgomery, AL 36130WEBSITE www.alabamaageline.gov**Alaska***State Health Insurance Assistance Program*

CALL 1-907-269-3680 or 1-800-478-6065

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

TTY 1-800-770-8973

WRITE State Health Insurance Assistance Program
Alaska Dept. of Health and Social Services
Senior & Disabilities Services
550 W. 8th Avenue
Anchorage, AK 99501WEBSITE <http://medicare.alaska.gov>**Arizona***State Health Insurance Assistance Program*

CALL 1-602-542-4446 or 1-800-432-4040

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

TTY 711

WRITE State Health Insurance Assistance Program, Department of Economic Security, Division of Aging and Adult Services (DAAS)
1789 W. Jefferson Street
Site Code 950A
Phoenix, AZ 85007WEBSITE <https://des.az.gov/services/aging-and-adult/state-health-insurance-assistance-program-ship>**Arkansas***Senior Health Insurance Information Program*

CALL 1-501-371-2782 or 1-800-224-6330

HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.

WRITE Senior Health Insurance Information Program (SHIIP)
Arkansas Insurance Department
1200 West Third Street
Little Rock, AR 72201WEBSITE <https://insurance.arkansas.gov/pages/consumer-services/senior-health/shiip-partner-map/>**California***Health Insurance Counseling & Advocacy Program (HICAP)*

CALL 1-916-419-7500 or 1-800-434-0222

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

TTY 1-800-735-2929

WRITE Health Insurance Counseling & Advocacy Program (HICAP)
California Department of Aging
1300 National Drive, Suite 200
Sacramento, CA 95834-1992WEBSITE www.aging.ca.gov/hicap/**Colorado***Senior Health Insurance Assistance Program*

CALL 1-303-894-7855 or 1-888-696-7213

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

TTY 1-303-894-7880

WRITE Senior Health Insurance Assistance Program
Department of Regulatory Agencies
Division of Insurance
1560 Broadway, Suite 850
Denver, CO 80202WEBSITE www.dora.state.co.us/insurance/senior/senior.htm

Connecticut*CHOICES*

CALL 1-800-994-9422 or 1-860-424-5274
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 TTY 1-800-842-4524
 WRITE CHOICES, Department of
 Social Services
 Aging Services Division
 25 Sigourney Street, 10th Floor
 Hartford, CT 06106
 WEBSITE [www.ct.gov/agingservices/cwp/view.
 asp?a=2511&q=313032](http://www.ct.gov/agingservices/cwp/view.asp?a=2511&q=313032)

Delaware*Delaware Medicare Assistance Bureau (DMAB)*

CALL 1-302-674-7364 or 1-800-336-9500
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 WRITE Delaware Medicare Assistance
 Bureau (DMAB)
 841 Silverlake Boulevard
 Dover, DE 19904
 WEBSITE [http://insurance.delaware.gov/
 divisions/dmab/](http://insurance.delaware.gov/divisions/dmab/)

District of Columbia*Health Insurance Counseling Project (HICP)*

CALL 1-202-994-6272 or 1-202-724-5622
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 TTY 711
 WRITE Health Insurance Counseling
 Project (HICP)
 Jacob Burns Community Legal Clinics
 The George Washington University
 Law School
 650 20th Street, NW
 Washington, DC 20052
 WEBSITE [www.law.gwu.edu/health-insurance-
 counseling-project](http://www.law.gwu.edu/health-insurance-counseling-project)

Florida*SHINE (Serving Health Insurance Needs of Elders)*

CALL 1-800-963-5337
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-955-8771
 WRITE SHINE, Department of Elder Affairs
 4040 Esplanade Way, Suite 270
 Tallahassee, FL 32399-7000
 WEBSITE www.floridashine.org

Georgia*GeorgiaCares*

CALL 1-866-552-4464 (option #4)
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-404-657-1929
 WRITE GeorgiaCares
 2 Peachtree Street NW, 33rd Floor
 Atlanta, GA 30303
 WEBSITE www.mygeorgiacares.org/

Hawaii*Hawaii SHIP*

CALL 1-808-586-7299 or 1-888-875-9229
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-866-810-4379
 WRITE Hawaii SHIP, State Health Insurance
 Assistance Program,
 Executive Office on Aging
 No. 1 Capitol District
 250 South Hotel Street, Suite 406
 Honolulu, HI 96813-2831
 WEBSITE www.hawaiiiship.org/

Idaho*Senior Health Insurance Benefits Advisors (SHIBA)*

CALL 1-800-247-4422
 HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.
 WRITE Senior Health Insurance Benefits
 Advisors (SHIBA)
 Department of Insurance
 700 West State Street, 3rd Floor
 P.O. Box 83720
 Boise, ID 83720-0043
 WEBSITE www.shiba.idaho.gov

Illinois*Senior Health Insurance Program (SHIP)*

CALL 1-800-252-8966
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 TTY 1-888-206-1327
 WRITE Senior Health Insurance Program
 (SHIP), Illinois Department on Aging
 One Natural Resources Way, Suite 100
 Springfield, IL 62702
 WEBSITE www.illinois.gov/aging/ship/

Indiana*State Health Insurance Assistance Program (SHIP)*

CALL 1-800-452-4800
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 TTY 1-866-846-0139
 WRITE State Health Insurance Assistance
 Program (SHIP)
 Indiana Department of Insurance
 311 W. Washington Street, Suite 300
 Indianapolis, IN 42604-2787
 WEBSITE www.medicare.in.gov

Iowa*Senior Health Insurance Information Program (SHIIP)*

CALL 1-800-351-4664
 HOURS Mon. - Fri. 8:00 a.m. - 4:00 p.m.
 TTY 1-800-735-2942
 WRITE Senior Health Insurance Information
 Program (SHIIP)
 601 Locust Street, 4th Floor
 Des Moines, IA 50309-3738
 WEBSITE www.therightcalliowa.gov

Kansas*Senior Health Insurance Counseling for Kansas (SHICK)*

CALL 1-800-860-5260
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-785-291-3167
 WRITE Senior Health Insurance Counseling for
 Kansas (SHICK), Kansas Department
 for Aging and Disability Services
 New England Building
 503 S. Kansas Avenue
 Topeka, KS 66603-3404
 WEBSITE www.kdads.ks.gov/SHICK/shick_index.html

Kentucky*State Health Insurance Assistance Program*

CALL 1-502-564-6930 or 1-877-293-7447
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 TTY 1-800-648-6056
 WRITE State Health Insurance Assistance
 Program, Cabinet for Health and
 Family Services, Office of the Secretary
 275 East Main Street
 Frankfort, KY 40621
 WEBSITE <http://chfs.ky.gov/dail/ship.htm>

Louisiana*Senior Health Insurance Information Program (SHIIP)*

CALL 1-225-342-5301 or 1-800-259-5300
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Senior Health Insurance Information
 Program (SHIIP)
 Louisiana Department of Insurance
 1702 N. Third Street
 P.O. Box 94214
 Baton Rouge, LA 70802
 WEBSITE www.lidi.la.gov/SHIIP/

Maine*Maine State Health Insurance Program (SHIP)*

CALL 1-800-262-2232
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 711
 WRITE Maine State Health Insurance Program (SHIP)
 OADS Aging Services, Maine Department of Health and Human Services
 11 State House Station
 32 Blossom Lane
 Augusta, ME 04333
 WEBSITE www.maine.gov/dhhs/oads/community-support/ship.html

Maryland*Senior Health Insurance Assistance Program*

CALL 1-410-767-1100 or 1-800-243-3425
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 TTY 711
 WRITE Senior Health Insurance Assistance Program
 Maryland Department of Aging
 301 West Preston Street, Suite 1007
 Baltimore, MD 21201
 WEBSITE <http://aging.maryland.gov/Pages/StateHealthInsuranceProgram.aspx>

Massachusetts*Serving the Health Information Needs of Elders (SHINE)*

CALL 1-800-243-4636
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 TTY 711
 WRITE Serving the Health Information Needs of Elders (SHINE)
 Executive Office of Elder Affairs
 One Ashburton Place, 5th Floor
 Boston, MA 02108
 WEBSITE www.mass.gov/elders/healthcare/shine/

Michigan*Michigan Medicare/Medicaid Assistance Program (MMAP, Inc.)*

CALL 1-800-803-7174
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Michigan Medicare/Medicaid Assistance Program (MMAP, Inc.)
 6105 West St. Joseph, Suite 204
 Lansing, MI 48917-4850
 WEBSITE www.mmapinc.org/

Minnesota*Minnesota State Health Insurance Assistance*

CALL 1-800-333-2433
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 TTY 1-800-627-3529
 WRITE Minnesota State Health Insurance Assistance Program/
 Senior LinkAge Line
 Minnesota Board on Aging
 P.O. Box 64976
 St. Paul, MN 55164-0976
 WEBSITE http://www.mnaging.org/Advisor/SLL/SLL_SHIP.aspx

Mississippi*State Health Insurance Assistance Program (SHIP)*

CALL 1-601-359-4929 or 1-800-948-3090
 HOURS Mon. - Fri. 7:30 a.m. - 5:30 p.m.
 WRITE State Health Insurance Assistance Program (SHIP), Mississippi Department of Human Services,
 Division of Aging & Adult Services
 750 North State Street
 Jackson, MS 39202
 WEBSITE <http://www.mdhs.state.ms.us/aging-adult-services/programs-daas/state-health-insurance-assistance-program/>

Missouri*CLAIM - State Health Insurance Assistance Program*

CALL 1-800-390-3330

HOURS Mon. - Fri. 9:00 a.m. - 4:00 p.m.

WRITE CLAIM - State Health Insurance Assistance Program, c/o Primaris
200 N. Keene Street, Suite 101
Columbia, MO 65201WEBSITE www.missouricclaim.org**Montana***Montana State Health Insurance Assistance Program (SHIP)*

CALL 1-800-551-3191

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Montana State Health Insurance Assistance Program (SHIP)
Department of Public Health & Human Services, Senior and Long Term Care Division
2030 11th Avenue
Helena, MT 59601WEBSITE <http://dphhs.mt.gov/SLTC/aging/SHIP.aspx>**Nebraska***Nebraska Senior Health Insurance Information Program (SHIIP)*

CALL 1-402-471-2201 or 1-800-234-7119

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

TTY 1-800-833-7352

WRITE Nebraska Senior Health Insurance Information Program (SHIIP)
Nebraska Department of Insurance
Terminal Building
941 O Street, Suite 400
P.O. Box 82089
Lincoln, NE 68508WEBSITE www.doi.nebraska.gov/shiip/**Nevada***State Health Insurance Assistance Program*

CALL 1-702-486-3478 or 1-800-307-4444

HOURS Mon. - Fri. 8:00 a.m. - 4:00 p.m.

WRITE State Health Insurance Assistance Program
Nevada Aging and Disability Services Division
3416 Goni Road, Suite D-132
Carson City, NV 89706WEBSITE http://adsd.nv.gov/Programs/Seniors/SHIP/SHIP_Prog/**New Hampshire***ServiceLink Aging & Disability Resource Center*

CALL 1-866-634-9412

HOURS Mon. - Fri. 8:00 a.m. - 4:00 p.m.

TTY 1-800-735-2964

WRITE ServiceLink Aging & Disability Resource Center,
Bureau of Elderly & Adult Services
Division of Community Based Care Services, NH Department of Health & Human Services
129 Pleasant Street
Concord, NH 03301WEBSITE www.nh.gov/servicelink/**New Jersey***State Health Insurance Assistance Program (SHIP)*

CALL 1-800-792-8820

HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.

WRITE State Health Insurance Assistance Program (SHIP), Division of Aging Services, 12B Quakerbridge Plaza
P.O. Box 715
Mercerville, NJ 08625-0715WEBSITE www.state.nj.us/humanservices/doas/services/ship/index.html

New Mexico*Aging & Disability Resource Center (ADRC)*

CALL 1-800-432-2080
 HOURS Mon. - Fri. 7:45 a.m. - 5:00 p.m.
 TTY 1-505-476-4937
 WRITE Aging & Disability Resource Center
 (ADRC), New Mexico Aging &
 Long-Term Services Department
 2550 Cerrillos Road
 Santa Fe, NM 87505
 WEBSITE www.nmaging.state.nm.us

New York*Health Insurance Information Counseling and Assistance Program (HIICAP)*

CALL 1-800-342-9871 or 1-800-701-0501
 HOURS Mon. - Fri. 9:00 a.m. - 3:00 p.m.
 WRITE Health Insurance Information
 Counseling and Assistance Program
 (HIICAP), New York State
 Office for the Aging
 2 Empire State Plaza
 Albany, New York 12223-1251
 WEBSITE www.aging.ny.gov/HealthBenefits/

North Carolina*Seniors' Health Insurance Information Program (SHIIP)*

CALL 1-855-408-1212 or 1-800-443-9354
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Seniors' Health Insurance Information
 Program (SHIIP)
 11 South Boylan Avenue
 Raleigh, NC 27603
 WEBSITE www.ncdoi.com/SHIIP/Default.aspx

North Dakota*State Health Insurance Counseling Program (SHIC)*

CALL 1-701-328-2440 or 1-888-575-6611
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-366-6888
 WRITE State Health Insurance Counseling
 Program (SHIC), North Dakota
 Insurance Department
 600 East Boulevard Avenue
 Bismarck, ND 58505-0320
 WEBSITE www.nd.gov/ndins/shic/

Ohio*Ohio Senior Health Insurance Information Program (OSHIIP)*

CALL 1-800-686-1578
 HOURS Mon. - Fri. 7:30 a.m. - 5:00 p.m.
 TTY 1-614-644-3745
 WRITE Ohio Senior Health Insurance
 Information Program (OSHIIP)
 The Ohio Department of Insurance
 50 W. Town Street, 3rd Floor, Suite 300
 Columbus, OH 43215
 WEBSITE www.insurance.ohio.gov/Consumer/Pages/ConsumerTab2.aspx

Oklahoma*Senior Health Insurance Counseling Program (SHIP)*

CALL 1-405-521-6628 or 1-800-763-2828
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Senior Health Insurance Counseling
 Program (SHIP), Five Corporate Plaza
 3625 NW 56th Street, Suite 100
 Oklahoma City, OK 73112
 WEBSITE www.ok.gov/oid/Consumers/Information_for_Seniors/SHIP.html

Oregon*Senior Health Insurance Benefits Assistance Program (SHIBA)*

CALL 1-503-947-7979 or 1-800-722-4134
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-735-2900
 WRITE Senior Health Insurance Benefits
 Assistance Program (SHIBA)
 350 Winter Street NE, Suite 330
 P.O. Box 14480
 Salem, OR 97309-0405
 WEBSITE www.oregonshiba.org

Pennsylvania*APPRISE*

CALL 1-800-783-7067
 HOURS Mon. - Fri. 9:00 a.m. - 4:00 p.m.
 WRITE APPRISE, Commonwealth of
 Pennsylvania Department of Aging
 555 Walnut Street, 5th Floor
 Harrisburg, PA 17101-1919
 WEBSITE www.aging.pa.gov

Rhode Island*Senior Health Insurance Program (SHIP)*

CALL 1-401-462-3000 or 1-401-462-0510

HOURS Mon. - Fri. 8:30 a.m. - 4:00 p.m.

TTY 1-401-462-0740

WRITE Senior Health Insurance Program (SHIP), Rhode Island Department of Human Services, Division of Elderly Affairs
74 West Road
Hazard Building, 2nd Floor
Cranston, RI 02920WEBSITE www.dea.state.ri.us/insurance/**South Carolina***Insurance Counseling Assistance and Referrals for Elders Program (I-CARE)*

CALL 1-803-734-9900 or 1-800-868-9095

HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.

WRITE Insurance Counseling Assistance and Referrals for Elders Program (I-CARE)
The Lieutenant Governor's Office on Aging
1301 Gervais Street, Suite 350
Columbia, SC 29201WEBSITE <http://aging.sc.gov/programs/medicare/Pages/default.aspx>**South Dakota***Senior Health Information & Insurance Education (SHIINE)*

CALL 1-800-536-8197

HOURS Mon. - Fri. 9:00 a.m. - 4:30 p.m.

WRITE Senior Health Information & Insurance Education (SHIINE)
South Dakota Department of Social Services
700 Governors Drive
Pierre, SD 57501WEBSITE www.shiine.net/**Tennessee***Tennessee State Health Insurance Assistance Program (SHIP)*

CALL 1-615-741-2056 or 1-877-801-0044

HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.

WRITE Tennessee State Health Insurance Assistance Program (SHIP)
Tennessee Commission on Aging and Disability
502 Deaderick Street, Suite 825
Nashville, TN 37243-0201WEBSITE www.tn.gov/aging/topic/ship**Texas***Health Information Counseling & Advocacy Program of Texas (HICAP)*

CALL 1-800-252-3439

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Health Information Counseling & Advocacy, Program of Texas (HICAP)
Texas Department of Insurance
P.O. Box 149104
Austin, TX 78714-9104WEBSITE <http://www.tdi.texas.gov/consumer/hicap/>**Utah***State Health Insurance Assistance Program (SHIP)*

CALL 1-801-538-3910 or 1-800-541-7735

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE State Health Insurance Assistance Program (SHIP)
Utah Department of Human Services
Division of Aging and Adult Services
195 North 1950 West
Salt Lake City, UT 84116WEBSITE www.daas.utah.gov/

Vermont*Vermont State Health Insurance Assistance Program (SHIP)*

CALL 1-800-642-5119 or 1-802-578-6679
 HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.
 WRITE Vermont State Health Insurance Assistance Program (SHIP)
 481 Summer Street, Suite 101
 St. Johnsbury, VT 05819
 WEBSITE <http://asd.vermont.gov/services/ship>

Virginia*Virginia Insurance Counseling & Assistance Program (VICAP)*

CALL 1-804-662-9333 or 1-800-552-3402
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 TTY 711
 WRITE Virginia Insurance Counseling & Assistance Program (VICAP)
 Virginia Division for the Aging
 1610 Forest Avenue, Suite 100
 Henrico, VA 23229
 WEBSITE www.vda.virginia.gov

Washington*Statewide Health Insurance Benefits Advisors (SHIBA)*

CALL 1-800-562-6900
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-360-586-0241
 WRITE Statewide Health Insurance Benefits Advisors (SHIBA)
 Office of the Insurance Commissioner
 P.O. Box 40256
 Olympia, WA 98504-0256
 WEBSITE www.insurance.wa.gov/shiba

West Virginia*West Virginia SHIP*

CALL 1-304-558-3317 or 1-877-987-4463
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 WRITE West Virginia SHIP
 1900 Kanawha Boulevard East
 Charleston, WV 25305
 WEBSITE www.wvship.org/

Wisconsin*State Health Insurance Assistance Program (SHIP)*

CALL 1-800-242-1060
 HOURS Mon. - Fri. 8:00 a.m. - 4:00 p.m.
 TTY 1-262-347-3045
 WRITE State Health Insurance Assistance Program (SHIP)
 Wisconsin Department of Health Services
 1 West Wilson Street
 Madison, WI 53703
 WEBSITE <https://www.dhs.wisconsin.gov/benefit-specialists/ebs.htm>

Wyoming*Wyoming State Health Insurance Information Program (WSHIIP)*

CALL 1-800-856-4398
 HOURS Mon. - Fri. 8:00 a.m. - 4:00 p.m.
 WRITE Wyoming State Health Insurance Information Program (WSHIIP)
 106 West Adams Avenue
 Riverton, WY 82501
 WEBSITE www.wyoming seniors.com/services/wyoming-state-health-insurance-information-program

Appendix B: Quality Improvement Organizations (QIO) contact information

Alabama*KEPRO*

CALL 1-844-430-9504

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

WRITE KEPRO
5700 Lombardo Center Drive
Suite 100
Seven Hills, OH 44131

WEBSITE www.keproqio.com

Alaska*Livanta*

CALL 1-877-588-1123

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

TTY 1-855-887-6668

WRITE Livanta, BFCC-QIO Program
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701

WEBSITE <http://bfccqioarea5.com>

Arizona*Livanta*

CALL 1-877-588-1123

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

TTY 1-855-887-6668

WRITE Livanta, BFCC-QIO Program
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701

WEBSITE <http://bfccqioarea5.com>

Arkansas*KEPRO*

CALL 1-844-430-9504

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

WRITE KEPRO
5700 Lombardo Center Drive
Suite 100
Seven Hills, OH 44131

WEBSITE www.keproqio.com

California*Livanta*

CALL 1-877-588-1123

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

TTY 1-855-887-6668

WRITE Livanta, BFCC-QIO Program
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701

WEBSITE <http://bfccqioarea5.com>

Colorado*KEPRO*

CALL 1-844-430-9504

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

WRITE KEPRO
5700 Lombardo Center Drive
Suite 100
Seven Hills, OH 44131

WEBSITE www.keproqio.com

Connecticut*Livanta*

CALL 1-866-815-5440
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 TTY 1-866-868-2289
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea1.com>

Delaware*KEPRO*

CALL 1-844-455-8708
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard
 Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

District of Columbia*KEPRO*

CALL 1-844-455-8708
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard
 Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

Florida*KEPRO*

CALL 1-844-455-8708
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard
 Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

Georgia*KEPRO*

CALL 1-844-455-8708
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard
 Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

Hawaii*Livanta*

CALL 1-877-588-1123
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 TTY 1-855-887-6668
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea5.com>

Idaho*Livanta*

CALL 1-877-588-1123
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 TTY 1-855-887-6668
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea5.com>

Illinois*KEPRO*

CALL 1-855-408-8557
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard
 Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

Indiana*KEPRO*

CALL 1-855-408-8557
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 weekends and holidays
 11:00 a.m. - 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard
 Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

Iowa*KEPRO*

CALL 1-855-408-8557
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 weekends and holidays
 11:00 a.m. - 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard
 Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

Kansas*KEPRO*

CALL 1-855-408-8557
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 weekends and holidays
 11:00 a.m. - 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard
 Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

Kentucky*KEPRO*

CALL 1-844-430-9504
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 weekends and holidays
 11:00 a.m. - 3:00 p.m.
 WRITE KEPRO
 5700 Lombardo Center Drive
 Suite 100
 Seven Hills, OH 44131
 WEBSITE www.keproqio.com

Louisiana*KEPRO*

CALL 1-844-430-9504
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 weekends and holidays
 11:00 a.m. - 3:00 p.m.
 WRITE KEPRO
 5700 Lombardo Center Drive
 Suite 100
 Seven Hills, OH 44131
 WEBSITE www.keproqio.com

Maine*Livanta*

CALL 1-866-815-5440
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 weekends and holidays
 11:00 a.m. - 3:00 p.m.
 TTY 1-866-868-2289
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea1.com>

Maryland*KEPRO*

CALL 1-844-455-8708
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 weekends and holidays
 11:00 a.m. - 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard
 Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

Massachusetts*Livanta*

CALL 1-866-815-5440
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 weekends and holidays
 11:00 a.m. - 3:00 p.m.
 TTY 1-866-868-2289
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea1.com>

Michigan*KEPRO*

CALL 1-855-408-8557

HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
weekends and holidays
11:00 a.m. – 3:00 p.m.

WRITE KEPRO,
5201 W. Kennedy Boulevard, Suite 900
Tampa, FL 33609

WEBSITE www.keproqio.com

Minnesota*KEPRO*

CALL 1-855-408-8557

HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
weekends and holidays
11:00 a.m. – 3:00 p.m.

WRITE KEPRO
5201 W. Kennedy Boulevard, Suite 900
Tampa, FL 33609

WEBSITE www.keproqio.com

Mississippi*KEPRO*

CALL 1-844-430-9504

HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
weekends and holidays
11:00 a.m. – 3:00 p.m.

WRITE KEPRO
5700 Lombardo Center Drive, Suite 100
Seven Hills, OH 44131

WEBSITE www.keproqio.com

Missouri*KEPRO*

CALL 1-855-408-8557

HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
weekends and holidays
11:00 a.m. – 3:00 p.m.

WRITE KEPRO
5201 W. Kennedy Boulevard, Suite 900
Tampa, FL 33609

WEBSITE www.keproqio.com

Montana*KEPRO*

CALL 1-844-430-9504

HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
weekends and holidays
11:00 a.m. – 3:00 p.m.

WRITE KEPRO
5700 Lombardo Center Drive, Suite 100
Seven Hills, OH 44131

WEBSITE www.keproqio.com

Nebraska*KEPRO*

CALL 1-855-408-8557

HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
weekends and holidays
11:00 a.m. – 3:00 p.m.

WRITE KEPRO
5201 W. Kennedy Boulevard, Suite 900
Tampa, FL 33609

WEBSITE www.keproqio.com

Nevada*Livanta*

CALL 1-877-588-1123

HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
weekends and holidays
11:00 a.m. – 3:00 p.m.

TTY 1-855-887-6668

WRITE Livanta, BFCC-QIO Program
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701

WEBSITE <http://bfccqioarea5.com>

New Hampshire*Livanta*

CALL 1-866-815-5440

HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
weekends and holidays
11:00 a.m. – 3:00 p.m.

TTY 1-866-868-2289

WRITE Livanta, BFCC-QIO Program
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701

WEBSITE <http://bfccqioarea1.com>

New Jersey*Livanta*

CALL 1-866-815-5440
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 TTY 1-866-868-2289
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea1.com>

New Mexico*KEPRO*

CALL 1-844-430-9504
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5700 Lombardo Center Drive, Suite 100
 Seven Hills, OH 44131
 WEBSITE www.keproqio.com

New York*Livanta*

CALL 1-866-815-5440
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 TTY 1-866-868-2289
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea1.com>

North Carolina*KEPRO*

CALL 1-844-455-8708
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard, Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

North Dakota*KEPRO*

CALL 1-844-430-9504
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5700 Lombardo Center Drive, Suite 100
 Seven Hills, OH 44131
 WEBSITE www.keproqio.com

Ohio*KEPRO*

CALL 1-855-408-8557
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard, Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

Oklahoma*KEPRO*

CALL 1-844-430-9504
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5700 Lombardo Center Drive, Suite 100
 Seven Hills, OH 44131
 WEBSITE www.keproqio.com

Oregon*Livanta*

CALL 1-877-588-1123
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 TTY 1-855-887-6668
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea5.com>

Pennsylvania*Livanta*

CALL 1-866-815-5440
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 TTY 1-866-868-2289
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea1.com>

Rhode Island*Livanta*

CALL 1-866-815-5440
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 TTY 1-866-868-2289
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea1.com>

South Carolina*KEPRO*

CALL 1-844-455-8708
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5201 W. Kennedy Boulevard, Suite 900
 Tampa, FL 33609
 WEBSITE www.keproqio.com

South Dakota*KEPRO*

CALL 1-844-430-9504
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5700 Lombardo Center Drive, Suite 100
 Seven Hills, OH 44131
 WEBSITE www.keproqio.com

Tennessee*KEPRO*

CALL 1-844-430-9504
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5700 Lombardo Center Drive, Suite 100
 Seven Hills, OH 44131
 WEBSITE www.keproqio.com

Texas*KEPRO*

CALL 1-844-430-9504
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5700 Lombardo Center Drive, Suite 100
 Seven Hills, OH 44131
 WEBSITE www.keproqio.com

Utah*KEPRO*

CALL 1-844-430-9504
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 WRITE KEPRO
 5700 Lombardo Center Drive, Suite 100
 Seven Hills, OH 44131
 WEBSITE www.keproqio.com

Vermont*Livanta*

CALL 1-866-815-5440
 HOURS Mon. – Fri. 9:00 a.m. – 5:00 p.m.
 weekends and holidays
 11:00 a.m. – 3:00 p.m.
 TTY 1-866-868-2289
 WRITE Livanta, BFCC-QIO Program
 9090 Junction Drive, Suite 10
 Annapolis Junction, MD 20701
 WEBSITE <http://bfccqioarea1.com>

Virginia*KEPRO*

CALL 1-340-712-2444

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

WRITE KEPRO
5201 W. Kennedy Boulevard, Suite 900
Tampa, FL 33609

WEBSITE www.keproqio.com

Wyoming*KEPRO*

CALL 1-844-430-9504

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

WRITE KEPRO
5700 Lombardo Center Drive, Suite 100
Seven Hills, OH 44131

WEBSITE www.keproqio.com

Washington*Livanta*

CALL 1-877-588-1123

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

TTY 1-855-887-6668

WRITE Livanta, BFCC-QIO Program,
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701

WEBSITE <http://bfccqioarea5.com>

West Virginia*KEPRO*

CALL 1-844-455-8708

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

WRITE KEPRO
5201 W. Kennedy Boulevard, Suite 900
Tampa, FL 33609

WEBSITE www.keproqio.com

Wisconsin*KEPRO*

CALL 1-855-408-8557

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
weekends and holidays
11:00 a.m. - 3:00 p.m.

WRITE KEPRO
5201 W. Kennedy Boulevard, Suite 900
Tampa, FL 33609

WEBSITE www.keproqio.com

Appendix C: State Medicaid Agencies contact information**Alabama***Alabama Medicaid Agency*

CALL 1-334-242-5000 or 1-800-362-1504
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Alabama Medicaid Agency
 P.O. Box 5624
 Montgomery, AL 36103-5624
 WEBSITE www.medicaid.alabama.gov

Alaska*State of Alaska Department of Health & Social Services*

CALL 1-907-465-3347 or 1-907-465-3030
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-907-586-4265
 WRITE State of Alaska Department of Health & Social Services
 Division of Public Assistance
 350 Main Street, Room 404
 P.O. Box 110601
 Juneau, AK 99811-0601
 WEBSITE <http://dhss.alaska.gov>

Arizona*Arizona Health Care Cost Containment System (AHCCCS)*

CALL 1-602-417-4000 or 1-800-523-0231
 HOURS Mon. - Fri. 7:00 a.m. - 9:00 p.m. Sat. 8:00 a.m. - 6:00 p.m.
 WRITE Arizona Health Care Cost Containment System (AHCCCS)
 801 E. Jefferson Street, MD 4100
 Phoenix, AZ 85034
 WEBSITE <https://www.azahcccs.gov>

Arkansas*Arkansas Medicaid*

CALL 1-800-482-8988
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 WRITE Arkansas Medicaid,
 Arkansas Division of Medical Services
 Department of Human Services
 Donaghey Plaza South
 P.O. Box 1437, Slot S401
 Little Rock, AR 72203-1437
 WEBSITE www.medicaid.state.ar.us

California*Medi-Cal*

CALL 1-916-552-9200 or 1-800-541-5555
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Medi-Cal
 P.O. Box 997417, MS 4607
 Sacramento, CA 95899-7417
 WEBSITE www.dhcs.ca.gov

Colorado*Health First Colorado*

CALL 1-303-866-2993 or 1-800-221-3943
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 711
 WRITE Health First Colorado, Department of Health Care Policy & Financing
 1570 Grant Street
 Denver, CO 80203
 WEBSITE www.colorado.gov/hcpf

Connecticut*Connecticut Department of Social Services*

CALL 1-800-842-1508
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-842-4524
 WRITE Connecticut Department of Social Services
 25 Sigourney Street
 Hartford, CT 06106-5033
 WEBSITE www.ct.gov/dss

Delaware*Delaware Health & Social Services*

CALL 1-302-255-9500 or 1-800-372-2022
 HOURS Mon. - Fri. 7:30 a.m. - 4:30 p.m.
 WRITE Delaware Health & Social Services
 Division of Medicaid and Medical Assistance, Lewis Building
 Herman Holloway Sr. Campus
 1901 N. DuPont Highway
 New Castle, DE 19720
 WEBSITE www.dhss.delaware.gov/dhss/dmma/

District of Columbia*Department of Health Care Finance*

CALL 1-202-442-5988
 HOURS Mon. - Fri. 8:15 a.m. - 4:45 p.m.
 TTY 711
 WRITE Department of Health Care Finance
 441 4th Street NW, 900S
 Washington, DC 20001
 WEBSITE <http://dhcf.dc.gov/>

Florida*Agency For Health Care Administration*

CALL 1-877-711-3662
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-866-467-4970
 WRITE Agency For Health Care Administration
 P.O. Box 5197
 Tallahassee, FL 32314
 WEBSITE <http://www.flmedicaidmanagedcare.com/>

Georgia*Georgia Department of Community Health*

CALL 1-404-656-4507 or 1-866-211-0950
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Georgia Department of Community Health
 2 Peachtree Street, NW
 Atlanta, GA 30303
 WEBSITE www.dch.georgia.gov/medicaid

Hawaii*Department of Human Services*

CALL 1-808-586-5390
 HOURS Mon. - Fri. 7:45 a.m. - 4:30 p.m.
 WRITE Department of Human Services
 Med-QUEST Division
 601 Kamokila Boulevard, Room 518
 Kapolei, HI 96707
 WEBSITE <http://humanservices.hawaii.gov/>

Idaho*Idaho Department of Health and Welfare*

CALL 1-877-456-1233 or 1-800-926-2588
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Idaho Department of Health and Welfare
 450 W. State Street
 Boise, ID 83702
 WEBSITE <http://www.healthandwelfare.idaho.gov/Medical/Medicaid/tabid/123/Default.aspx>

Illinois*Illinois Department of Healthcare and Family Services*

CALL 1-800-843-6154
 HOURS Mon. - Fri. 8:00 a.m. - 4:45 p.m.
 TTY 1-800-447-6404
 WRITE Illinois Department of Healthcare and Family Services
 401 South Clinton
 Chicago, IL 60607
 WEBSITE <https://www2.illinois.gov/agencies/HFS>

Indiana*Indiana Medicaid*

CALL 1-317-713-9627 or 1-800-457-4584
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 WRITE Indiana Family & Social Services Administration, Division of Family Resources, Office of Medicaid Policy and Planning
 402 W. Washington Street, Room W382
 Indianapolis, IN 46204-2739
 WEBSITE <http://member.indianamedicaid.com/>

Iowa*Iowa Medicaid Enterprise*

CALL 1-515-256-4606 or 1-800-338-8366
 HOURS Mon. - Fri. 12:00 p.m. - 4:00 p.m.
 TTY 1-800-735-2942
 WRITE Iowa Medicaid Enterprise
 Member Services
 P.O. Box 36510
 Des Moines, IA 50315
 WEBSITE <http://dhs.iowa.gov/iahealthlink>

Kansas*KanCare*

CALL 1-800-792-4884
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-792-4292
 WRITE KanCare
 P.O. Box 3599
 Topeka, KS 66601-9738
 WEBSITE www.kancare.ks.gov/

Kentucky*Cabinet for Health and Family Services*

CALL 1-800-635-2570
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Cabinet for Health and
 Family Services
 Department for Medicaid Services
 275 East Main Street
 Frankfort, KY 40621
 WEBSITE www.chfs.ky.gov/dms

Louisiana*Louisiana Medicaid*

CALL 1-888-342-6207
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Louisiana Medicaid
 Department of Health and Hospitals
 P.O. Box 629
 Baton Rouge, LA 70821-0629
 WEBSITE www.dhh.louisiana.gov

Maine*Office of MaineCare Services*

CALL 1-800-442-6003 or 1-800-977-6740
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 711
 WRITE Office of MaineCare Services
 11 State House Station
 Augusta, ME 04333-0011
 WEBSITE <https://mainecare.maine.gov/Default.aspx>

Maryland*Maryland Department of Health & Mental Hygiene*

CALL 1-410-767-6500 or 1-800-492-5231
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Medicaid/Medical Assistance
 Maryland Department of Health &
 Mental Hygiene
 201 West Preston Street
 Baltimore, MD 21201
 WEBSITE <http://mmcp.dhmh.maryland.gov>

Massachusetts*Office of Medicaid*

CALL 1-617-573-1770 or 1-800-841-2900
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-497-4648
 WRITE Office of Medicaid
 One Ashburton Place, 11th Floor
 Boston, MA 02108
 WEBSITE www.mass.gov/masshealth

Michigan*Michigan Department of Health & Human Services*

CALL 1-517-373-3740 or 1-800-642-3195
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY/TDD 1-800-649-3777
 WRITE Michigan Department of Health &
 Human Services
 333 Grand Avenue
 Lansing, MI 48909
 WEBSITE www.michigan.gov/mdch

Minnesota*Minnesota Department of Human Services*

CALL 1-651-431-2670 or 1-800-657-3739

HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.

TTY 1-800-627-3529

WRITE Medical Assistance (MA)
Minnesota Department of
Human Services
P.O. Box 64989
St. Paul, MN 55164WEBSITE <http://mn.gov/dhs/>**Mississippi***Mississippi Division of Medicaid*

CALL 1-601-359-6050 or 1-800-421-2408

HOURS Mon. - Fri. 7:30 a.m. - 5:00 p.m.

WRITE Mississippi Division of Medicaid
Sillers Building
550 High Street, Suite 1000
Jackson, MS 39201-1399WEBSITE www.medicaid.ms.gov**Missouri***MO HealthNet Division*

CALL 1-573-751-3425 or 1-800-392-2161

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

TTY 1-800-735-2966

WRITE The State of Missouri
MO HealthNet Division
615 Howerton Court
P.O. Box 6500
Jefferson City, MO 65102-6500WEBSITE <http://dss.mo.gov/mhd>**Montana***Montana Department of Public Health and Human Services*

CALL 1-406-444-4540 or 1-800-362-8312

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Department of Public Health &
Human Services
Health Resources Division
1400 Broadway
Helena, MT 59601WEBSITE www.dphhs.mt.gov/**Nebraska***Nebraska Department of Health and Human Services*

CALL 1-855-632-7633

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Nebraska Department of Health and
Human Services, Division of Medicaid
& Long-Term Care
P.O. Box 95026
Lincoln, NE 68509-5026WEBSITE <http://dhhs.ne.gov>**Nevada***Nevada Department of Health and Human Services*

CALL 1-775-684-3600 or 1-800-992-0900

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.

WRITE Nevada Department of Health
and Human Services, Division of
Health Care Financing and Policy
1100 E. William Street, Suite 111
Carson City, NV 89701WEBSITE <http://dhhs.ne.gov>**New Hampshire***NH Department of Health and Human Services*CALL 1-603-271-4344 or 1-800-852-3345
ext. 4344

HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.

TTY 1-800-735-2964

WRITE Office of Medicaid Business & Policy
NH Department of Health and
Human Services
129 Pleasant Street
Concord, NH 03301WEBSITE www.dhhs.state.nh.us**New Jersey***NJ Department of Human Services*

CALL 1-800-356-1561

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE NJ Department of Human Services
Division of Medical Assistance and
Health Services
P.O. Box 712
Trenton, NJ 08625-0712WEBSITE www.state.nj.us/humanservices/dmahs

New Mexico

*NM Human Services Department's
Medical Assistance Division*

CALL 1-505-827-3100 or 1-888-997-2583
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE NM Human Services Department's
 Medical Assistance Division
 P.O. Box 2348
 Santa Fe, NM 87504-2348
 WEBSITE www.hsd.state.nm.us/mad/

New York

New York State Department of Health

CALL 1-800-541-2831
 HOURS Mon. - Fri. 8:00 a.m. - 4:45 p.m.
 WRITE New York State Department
 of Health
 Corning Tower, Empire State Plaza
 Albany, NY 12237
 WEBSITE www.health.ny.gov/health_care/medicaid/

North Carolina

NC Division of Medical Assistance

CALL 1-919-855-4100 or 1-800-662-7030
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE NC Division of Medical Assistance
 2501 Mail Service Center
 Raleigh, NC 27699-2501
 WEBSITE www.ncdhhs.gov/dma/

North Dakota

North Dakota Department of Human Services

CALL 1-701-328-2321 or 1-800-755-2604
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-366-6888
 WRITE Medical Services Division
 North Dakota Department of
 Human Services
 600 E. Boulevard Avenue, Dept 325
 Bismarck, ND 58505-0250
 WEBSITE www.nd.gov/dhs/

Ohio

Ohio Department of Medicaid

CALL 1-800-324-8680
 HOURS Mon. - Fri. 7:00 a.m. - 8:00 p.m.
 Sat. - Sun. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-292-3572
 WRITE Ohio Department of Medicaid
 50 West Town Street, Suite 400
 Columbus, OH 43215
 WEBSITE <http://medicaid.ohio.gov/>

Oklahoma

Oklahoma Health Care Authority

CALL 1-405-522-7300 or 1-800-987-7767
 HOURS Mon. - Fri. 7:30 a.m. - 5:30 p.m.
 TTY 711
 WRITE Oklahoma Health Care Authority
 4345 N. Lincoln Boulevard
 Oklahoma City, OK 73105
 WEBSITE <http://okhca.org>

Oregon

Oregon Health Plan

CALL 1-800-699-9075 or 1-800-273-0557
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 711
 WRITE Oregon Health Plan
 Health Systems Division
 500 Summer Street NE
 Salem, OR 97301-1079
 WEBSITE www.oregon.gov/OHA/healthplan/

Pennsylvania

Pennsylvania Department of Human Services

CALL 1-800-692-7462
 HOURS Mon. - Fri. 8:30 a.m. - 4:45 p.m.
 WRITE Pennsylvania Department of
 Human Services, Office of Medical
 Assistance Programs
 P.O. Box 2675
 Harrisburg, PA 17105-2675
 WEBSITE <http://www.dhs.pa.gov/>

Rhode Island*Rhode Island Department of Human Services*

CALL 1-401-462-5300
 HOURS Mon. - Fri. 8:30 a.m. - 4:00 p.m.
 TTY 1-800-745-5555
 WRITE Rhode Island Department of
 Human Services
 206 Elmwood Avenue
 Providence, RI 02907
 WEBSITE www.dhs.ri.gov

South Carolina*Department of Health and Human Services*

CALL 1-888-549-0820
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 TTY 1-888-842-3820
 WRITE Department of Health and
 Human Services
 P.O. Box 8206
 Columbia, SC 29202
 WEBSITE www.scdhhs.gov

South Dakota*South Dakota Department of Social Services*

CALL 1-605-773-4678
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE South Dakota Department of
 Social Services
 Division of Medical Services
 700 Governors Drive
 Pierre, SD 57501
 WEBSITE <http://dss.sd.gov/medicalservices/>

Tennessee*TennCare*

CALL 1-800-342-3145
 HOURS Mon. - Fri. 7:00 a.m. - 6:00 p.m.
 TTY 1-877-779-3103
 WRITE TennCare
 310 Great Circle Road
 Nashville, TN 37243
 WEBSITE www.tn.gov/tenncare/

Texas*Texas Health and Human Services Commission*

CALL 1-512-424-6500 or 1-800-252-8263
 HOURS Mon. - Fri. 7:30 a.m. - 5:30 p.m.
 TTY 1-800-735-2989
 WRITE Texas Health and Human Services
 Commission, Brown-Heatly Building
 4900 N. Lamar Boulevard
 Austin, TX 78751-2316
 WEBSITE <https://yourtexasbenefits.hhsc.texas.gov/>

Utah*Utah Department of Health*

CALL 1-801-538-6155 or 1-800-662-9651
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Utah Department of Health,
 Division of Medicaid and
 Health Financing
 P.O. Box 143106
 Salt Lake City, UT 84114-3106
 WEBSITE <https://medicaid.utah.gov/>

Vermont*Green Mountain Care*

CALL 1-800-250-8427
 HOURS Mon. - Fri. 8:00 a.m. - 8:00 p.m.
 TTY 711
 WRITE Green Mountain Care
 Department of Vermont Health Access
 312 Hurricane Lane, Suite 201
 Williston, VT 05495
 WEBSITE www.greenmountaincare.org/

Virginia*Department of Medical Assistance Services*

CALL 1-804-786-7933
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-343-0634
 WRITE Department of Medical
 Assistance Services
 Attn: Director's Office
 600 East Broad Street
 Richmond, VA 23219
 WEBSITE www.dmas.virginia.gov

Washington*Washington Apple Health (Medicaid)*

CALL 1-800-562-3022
 HOURS Mon. - Fri. 7:30 a.m. - 4:30 p.m.
 TTY 711
 WRITE Washington Apple Health (Medicaid)
 626 8th Avenue SE
 Olympia, WA 98501
 WEBSITE <http://www.hca.wa.gov/medicaid/Pages/index.aspx>

West Virginia*West Virginia Bureau for Medical Services*

CALL 1-304-558-1700 or 1-888-483-0797
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE West Virginia Bureau for
 Medical Services
 350 Capitol Street, Room 251
 Charleston, WV 25301
 WEBSITE www.dhhr.wv.gov/bms/Pages/default.aspx

Wisconsin*Department of Health Services*

CALL 1-608-266-1865 or 1-800-362-3002
 HOURS Mon. - Fri. 7:45 a.m. - 4:30 p.m.
 TTY 711
 WRITE Department of Health Services
 1 West Wilson Street
 Madison, WI 53703
 WEBSITE www.dhs.wisconsin.gov/

Wyoming*Wyoming Medicaid*

CALL 1-307-777-7531
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-307-777-5648
 WRITE Wyoming Medicaid
 6101 Yellowstone Road, Suite 210
 Cheyenne, WY 82009
 WEBSITE www.health.wyo.gov/healthcarefin/medicaid/

Appendix D: State Pharmaceutical Assistance Programs (SPAP) contact information**Delaware***Chronic Renal Disease Program (CRDP)*

CALL 1-302-424-7180 or 1-800-464-4357
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 WRITE Chronic Renal Disease Program (CRDP)
 Delaware Health and Social Services
 (DHSS)
 11-13 Church Ave.
 Milford, DE 19963

WEBSITE www.dhss.delaware.gov/dhss/dmma/crdprog.html

Indiana*HoosierRx*

CALL 1-866-267-4679
 HOURS Mon. - Fri. 7:00 a.m. - 3:00 p.m.
 WRITE HoosierRx
 402 W. Washington Street
 Room W374, MS07
 Indianapolis, IN 46204

WEBSITE www.in.gov/fssa/elderly/hoosierx

Maine*Maine Low Cost Drugs for the Elderly or Disabled Program*

CALL 1-866-796-2463
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 711
 WRITE Maine Low Cost Drugs for the
 Elderly or Disabled Program
 Office of MaineCare Services
 11 State House Station
 Augusta, ME 04333-0011

WEBSITE http://www.maine.gov/dhhs/prescription_drugs.shtml

Maryland*Maryland - SPDAP*

CALL 1-800-551-5995
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-877-5156
 WRITE Maryland - SPDAP, c/o Pool
 Administrators
 628 Hebron Avenue, Suite 100
 Glastonbury, CT 06033

WEBSITE <http://marylandspdap.com>

Maryland Kidney Disease Program

CALL 1-410-767-5000 or 1-800-226-2142
 HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.
 WRITE Maryland Kidney Disease Program
 201 W. Preston Street, Room SS-3
 Baltimore, MD 21201

WEBSITE www.mdrxprograms.com/kdp.html

Primary Adult Care Program (PAC)

CALL 1-800-226-2142
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-735-2258
 WRITE Primary Adult Care Program (PAC)
 P.O. Box 386
 Baltimore, MD 21203-0386

WEBSITE <https://mmcp.dhmh.maryland.gov/SitePages/Home.aspx>

Massachusetts*Prescription Advantage*

CALL 1-800-243-4636
 HOURS Mon. - Fri. 8:45 a.m. - 5:00 p.m.
 TTY 1-877-610-0241
 WRITE Prescription Advantage
 P.O. Box 15153
 Worcester, MA 01615-0153

WEBSITE www.mass.gov/elders/healthcare/prescription-advantage

Montana*Big Sky Rx Program*

CALL 1-406-444-1233 or 1-866-369-1233
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 711
 WRITE Big Sky Rx Program
 P.O. Box 202915
 Helena, MT 59620-2915
 WEBSITE <http://dphhs.mt.gov/MontanaHealthcarePrograms/BigSky.aspx>

Montana Mental Health Services Plan (MHSP)

CALL 1-406-444-3964 or 1-800-866-0328
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Montana Mental Health Services Plan (MHSP)
 555 Fuller Avenue
 P.O. Box 202905
 Helena, MT 59620-2905
 WEBSITE www.dphhs.mt.gov/amdd/services/mhsp.shtml

New Jersey*Pharmaceutical Assistance to the Aged and Disabled (PAAD)*

CALL 1-800-792-9745
 HOURS 24 hour/7 days, automated system
 WRITE Pharmaceutical Assistance to the Aged and Disabled (PAAD)
 Department of Human Services
 P.O. Box 715
 Trenton, NJ 08625-0715
 WEBSITE <http://www.state.nj.us/humanservices/doas/services/paad/>

Senior Gold Prescription Discount Program (Senior Gold)

CALL 1-800-792-9745
 HOURS 24 hour/7 days, automated system
 WRITE Senior Gold Prescription Discount Program (Senior Gold)
 P.O. Box 715
 Trenton, NJ 08625-0715
 WEBSITE <http://www.state.nj.us/humanservices/doas/services/seniorgold/>

New York*Elderly Pharmaceutical Insurance Coverage (EPIC) Program*

CALL 1-800-332-3742
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 TTY 1-800-290-9138
 WRITE EPIC
 P.O. Box 15018
 Albany, NY 12212-5018
 WEBSITE www.health.ny.gov/health_care/epic/

Pennsylvania*Chronic Renal Disease Program (CRDP)*

CALL 1-800-225-7223
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 TTY 1-800-222-9004
 WRITE Chronic Renal Disease Program (CRDP)
 Pennsylvania Department of Health
 Division of Child and Adult Health Services
 625 Forster Street
 7th Floor East Wing,
 Harrisburg, PA 17120-0701
 WEBSITE <http://www.health.pa.gov/>

PACE Needs Enhancement Tier (PACENET)

CALL 1-717-651-3600 or 1-800-225-7223
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 TTY 1-800-222-9004
 WRITE PACE Needs Enhancement Tier (PACENET)
 555 Walnut Street, 5th Floor
 Harrisburg, PA 17101
 WEBSITE <https://pacecares.magellanhealth.com/>

Pharmaceutical Assistance Contract for the Elderly (PACE)

CALL 1-717-651-3600 or 1-800-225-7223
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 TTY 1-800-222-9004
 WRITE Pharmaceutical Assistance Contract for the Elderly (PACE)
 555 Walnut Street, 5th Floor
 Harrisburg, PA 17101
 WEBSITE <https://pacecares.magellanhealth.com/>

Special Pharmaceutical Benefits Program (SPBP)

CALL 1-800-225-7223
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 TTY 1-800-222-9004
 WRITE Special Pharmaceutical Benefits Program (SPBP)
 555 Walnut Street, 5th Floor
 Harrisburg, PA 17101
 WEBSITE <https://pacecares.magellanhealth.com/>

Rhode Island*Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)*

CALL 1-401-462-3000
 HOURS Mon. - Fri. 8:30 a.m. - 4:00 p.m.
 TTY 1-401-462-0740
 WRITE Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)
 74 West Road, Hazard Building
 2nd Floor
 Cranston, RI 02920
 WEBSITE www.dea.ri.gov/programs/prescription_assist.php

Texas*Kidney Health Care Program*

CALL 1-512-776-7150 or 1-800-222-3986
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Kidney Health Care Program
 Specialty Health Care Services, MC 1938
 P.O. Box 149347
 Austin, TX 78714-9347
 WEBSITE <http://dshs.texas.gov/kidney/default.shtm>

Vermont*Green Mountain Care, VPharm*

CALL 1-800-250-8427
 HOURS Mon. - Fri. 8:00 a.m. - 8:00 p.m.
 TTY 711
 WRITE Green Mountain Care,
 VPharm, Health Access Member Services
 Department of Vermont Health Access
 312 Hurricane Lane
 Williston, VT 05495
 WEBSITE <http://www.greenmountaincare.org/prescription>

Wisconsin*SeniorCare*

CALL 1-800-657-2038
 HOURS Mon. - Fri. 8:00 a.m. - 6:00 p.m.
 WRITE SeniorCare
 P.O. Box 6710
 Madison, WI 53716-0710
 WEBSITE www.dhs.wisconsin.gov/seniorcare/

Wisconsin Adult Cystic Fibrosis Program

CALL 1-800-362-3002
 HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.
 WRITE Wisconsin Adult Cystic Fibrosis Program
 Wisconsin Chronic Disease Program
 Attn: Eligibility Unit
 P.O. Box 6410
 Madison, WI 53716-0410
 WEBSITE <https://www.dhs.wisconsin.gov/forwardhealth/wcdp.htm>

Wisconsin Chronic Renal Disease Program

CALL 1-800-362-3002
 HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.
 WRITE Wisconsin Chronic Renal Disease Program
 Wisconsin Chronic Disease Program
 Attn: Eligibility Unit
 P.O. Box 6410
 Madison, WI 53716-0410
 WEBSITE <https://www.dhs.wisconsin.gov/forwardhealth/wcdp.htm>

Wisconsin Hemophilia Home Care Program

CALL 1-800-362-3002
HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.
WRITE Wisconsin Hemophilia Home
Care Program
Wisconsin Chronic Disease Program
Attn: Eligibility Unit
P.O. Box 6410
Madison, WI 53716-0410
WEBSITE [https://www.dhs.wisconsin.gov/
forwardhealth/wcdp.htm](https://www.dhs.wisconsin.gov/forwardhealth/wcdp.htm)

Appendix E: AIDS Drug Assistance Programs (ADAP) contact information**Alabama***Alabama AIDS Drug Assistance Program*

CALL 1-800-574-9964
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Alabama AIDS Drug Assistance Program, HIV/AIDS Division
 Alabama Department of Public Health
 The RSA Tower
 201 Monroe Street, Suite 1400
 Montgomery, AL 36104
 WEBSITE <http://www.adph.org/aids/index.asp?id=995>

Alaska*Alaskan AIDS Assistance Association*

CALL 1-907-263-2050 or 1-800-478-AIDS
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 WRITE Alaskan AIDS Assistance Program
 1057 W. Fireweed Lane
 Anchorage, AK 99503
 WEBSITE <http://www.alaskanids.org/index.php/client-services>

Arizona*Arizona AIDS Drug Assistance Program*

CALL 1-602-542-1025
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 WRITE Arizona AIDS Drug Assistance Program
 Arizona Department of Health Services
 150 North 18th Avenue, Suite 130
 Phoenix, AZ 85007
 WEBSITE <http://www.azdhs.gov/phs/hiv/adap/>

Arkansas*Arkansas AIDS Drug Assistance Program*

CALL 1-501-661-2408 or 1-888-499-6544
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 WRITE Arkansas AIDS Drug Assistance Program
 HIV/STD/Hepatitis C ADAP Division
 Arkansas Department of Health
 4815 W. Markham
 Little Rock, AR 72205
 WEBSITE <http://www.healthy.arkansas.gov/programsServices/infectiousDisease/hivStdHepatitisC/Pages/ADAP.aspx>

California*California AIDS Drug Assistance Program*

CALL 1-916-449-5900
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE California AIDS Drug Assistance Program
 California Department of Public Health
 Office of AIDS, MS 700
 P.O. Box 997426
 Sacramento, CA 95899
 WEBSITE <http://www.cdph.ca.gov/programs/aids/Pages/toAADAPindiv.aspx>

Colorado*Colorado AIDS Drug Assistance Program*

CALL 1-303-692-2700
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Colorado AIDS Drug Assistance Program
 Colorado Department of Public Health and Environment, DCEED-STD-A3
 4300 Cherry Creek Drive South
 Denver, CO 80246-1530
 WEBSITE <https://www.colorado.gov/pacific/cdphe/colorado-aids-drug-assistance-program-adap>

Connecticut*Connecticut AIDS Drug Assistance Program*

CALL 1-860-509-7806 or 1-800-233-2503

HOURS Mon. - Fri. 7:30 a.m. - 4:00 p.m.

WRITE Connecticut AIDS Drug Assistance Program
Connecticut Department of Public Health
410 Capitol Avenue
P.O. Box 340308
Hartford, CT 06134WEBSITE <http://www.ct.gov/dph/cwp/view.asp?a=3135&Q=387012>**Delaware***Delaware AIDS Drug Assistance Program*

CALL 1-302-744-1050

HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.

WRITE Delaware AIDS Drug Assistance Program
Delaware Health & Social Services
Division of Public Health
Thomas Collins Building
540 S. DuPont Highway
Dover, DE 19901WEBSITE <http://dhss.delaware.gov/dph/dpc/hivtreatment.html>**District of Columbia***DC AIDS Drug Assistance Program*

CALL 1-202-671-4900

HOURS Mon. - Fri. 8:15 a.m. - 4:45 p.m.

WRITE DC AIDS Drug Assistance Program
District of Columbia Department of Health
899 North Capitol Street NE
Washington, DC 20002WEBSITE <http://doh.dc.gov/service/dc-aids-drug-assistance-program>**Florida***Florida AIDS Drug Assistance Program*

CALL 1-850-245-4334 or 1-800-352-2437

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Florida AIDS Drug Assistance Program
Florida Department of Health
Section of HIV/AIDS and Hepatitis
AIDS Drug Assistance Program
4052 Bald Cypress Way, BIN A09
Tallahassee, FL 32399WEBSITE <http://www.floridahealth.gov/diseases-and-conditions/aids/adap/adap-enrollment.html>**Georgia***Georgia AIDS Assistance Program*

CALL 1-404-657-3100

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.

WRITE Georgia AIDS Assistance Program
Georgia Department of Public Health
2 Peachtree Street NW, 15th Floor
Atlanta, GA 30303-3186WEBSITE https://www.pparx.org/prescription_assistance_programs/georgia_aids_drug_assistance_program**Hawaii***Hawaii AIDS Drug Assistance Program*

CALL 1-808-733-9360

HOURS Mon. - Fri. 7:45 a.m. - 4:30 p.m.

WRITE Hawaii AIDS Drug Assistance Program
Hawaii Department of Health
STD/AIDS Prevention Branch
728 Sunset Avenue
Honolulu, HI 96816WEBSITE <http://health.hawaii.gov/harmreduction/hiv-aids/hiv-programs/hiv-medical-management-services/>

Idaho*Idaho AIDS Drug Assistance Program*

CALL 1-208-334-5612 or 1-800-926-2588
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Idaho AIDS Drug Assistance Program
 Idaho Department of Health
 and Welfare
 450 W State Street
 Boise, ID 83702
 WEBSITE <http://www.healthandwelfare.idaho.gov/Health/FamilyPlanning,STDHIV/HIVCareandTreatment/tabid/391/Default.aspx>

Illinois*Illinois AIDS Drug Assistance Program*

CALL 1-217-782-4977 or 1-800-825-3518
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 WRITE Illinois AIDS Drug Assistance Program
 Illinois Department of Public Health
 Illinois ADAP Office
 525 West Jefferson Street, First Floor
 Springfield, IL 62761
 WEBSITE <http://www.idph.state.il.us/health/aids/adap.htm>

Indiana*Indiana AIDS Drug Assistance Program*

CALL 1-866-588-4948
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 WRITE Indiana AIDS Drug Assistance Program
 Indiana State Department of Health
 2 North Meridian Street
 Indianapolis, IN 46204
 WEBSITE <http://www.in.gov/isdh/17740.htm>

Iowa*Iowa AIDS Drug Assistance Program*

CALL 1-515-281-0926 or 1-866-227-9878
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 WRITE Iowa AIDS Drug Assistance Program
 Iowa Department of Public Health
 321 E. 12th Street
 Des Moines, IA 50319-0075
 WEBSITE <http://www.idph.iowa.gov/hivstdhiep/hiv>

Kansas*Kansas AIDS Drug Assistance Program*

CALL 1-785-368-6567
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Kansas AIDS Drug Assistance Program
 Kansas Department of Health
 and Environment
 1000 SW Jackson, Suite 210
 Topeka, KS 66612
 WEBSITE http://www.kdheks.gov/sti_hiv/ryan_white_care.htm

Kentucky*Kentucky AIDS Drug Assistance Program*

CALL 1-502-564-6539 or 1-800-420-7431
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 WRITE Kentucky AIDS Drug Assistance Program
 Kentucky Cabinet for Health
 and Family Services
 Department for Public Health
 HIV/AIDS Branch
 275 E. Main Street HS2E-C
 Frankfort, KY 40621
 WEBSITE <http://chfs.ky.gov/dph/epi/hiv aids/>

Louisiana*Louisiana Drug Assistance Program (L-DAP)*

CALL 1-504-568-5448
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Louisiana Drug Assistance Program
 (L-DAP), Louisiana Health Access
 Program (LA HAP)
 1450 Poydras Street, Suite 2136
 New Orleans, LA 70112
 WEBSITE <http://www.lahap.org/>

Maine*Maine AIDS Drug Assistance Program*

CALL 1-207-287-3747

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Maine AIDS Drug Assistance Program
Division of Infectious Disease,
Center for Disease Control and
Prevention, Department of Health
and Human Services
286 Water Street, 11 State House Station
Augusta, Maine 04333-0011

WEBSITE <http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/contacts/adap.shtml>

Maryland*Maryland AIDS Drug Assistance Program*

CALL 1-410-767-6535 or 1-800-205-6308

HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.

WRITE Maryland AIDS Drug Assistance Program
Maryland Department of Health &
Mental Hygiene
Center for HIV Care Services
201 West Preston Street
Baltimore, MD 21201

WEBSITE <https://phpa.health.maryland.gov/OIDPCS/CHCS/pages/madap.aspx>

Massachusetts*Massachusetts HIV Drug Assistance Program (HDAP)*

CALL 1-617-502-1700 or 1-800-228-2714

HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.

WRITE Massachusetts HIV Drug Assistance
Program (HDAP), Community Research
Initiative of New England
The Schrafft's City Center
529 Main Street, Suite 301
Boston, MA 02129

WEBSITE <http://crine.org/hdap/>

Michigan*Michigan Drug Assistance Program*

CALL 1-888-826-6565

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Michigan Drug Assistance Program
HIV Care Section, Division of Health
Wellness and Disease Control
Michigan Department of Health
and Human Services
109 Michigan Avenue, 9th floor
Lansing, MI 48913

WEBSITE http://www.michigan.gov/mdch/0,1607,7-132-2940_2955_2982-44913--,00.html

Minnesota*Minnesota AIDS Drug Assistance Program*

CALL 1-651-431-2414 or 1-800-657-3761

HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.

TTY 1-800-627-3529

WRITE Minnesota AIDS Drug
Assistance Program
Minnesota Department of
Human Services, HIV/AIDS Division,
P.O. Box 64972
St. Paul, MN 55164-0972

WEBSITE https://www.pparx.org/prescription_assistance_programs/minnesota_aids_drug_assistance_program

Mississippi*Mississippi AIDS Drug Assistance Program*

CALL 1-601-576-7400 or 1-866-458-4948

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Mississippi AIDS Drug
Assistance Program
Mississippi State Department of Health
Office of STD/HIV
P.O. Box 1700
Jackson, MS 39215

WEBSITE http://msdh.ms.gov/msdhsite/_static/14,13047,150.html

Missouri*Missouri AIDS Drug Assistance Program*

CALL 1-573-751-6113 or 1-866-628-9891
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Missouri AIDS Drug Assistance Program
 Missouri Department of Health &
 Senior Services
 Bureau of HIV, STD, and Hepatitis
 P.O. Box 570
 Jefferson City, MO 65102-0570
 WEBSITE [http://health.mo.gov/living/
 healthcondiseases/communicable/
 hiv aids/casemgmt.php](http://health.mo.gov/living/healthcondiseases/communicable/hiv aids/casemgmt.php)

Montana*Montana AIDS Drug Assistance Program*

CALL 1-406-444-4744
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Montana AIDS Drug Assistance
 Program, Montana Department of
 Public Health and Human Services
 HIV/STD Section
 P.O. Box 202951, Cogswell Building C211
 Helena, MT 59620-2951
 WEBSITE [http://www.dphhs.mt.gov/publichealth/
 hivstd/ treatmentprogram.shtml](http://www.dphhs.mt.gov/publichealth/hivstd/treatmentprogram.shtml)

Nebraska*Nebraska AIDS Drug Assistance Program*

CALL 1-402-552-9260 or 1-800-782-2437
 HOURS Mon. - Fri. 9:00 a.m. - 5:00 p.m.
 Fri. 9:00 a.m. - 3:30 p.m.
 WRITE Nebraska Department of Health and
 Human Services, Division of Medicaid
 & Long-Term Care
 P.O. Box 95026
 Lincoln, NE 68509-5026
 WEBSITE [http://dhhs.ne.gov/publichealth/
 Pages/dpc_ryan_white.aspx](http://dhhs.ne.gov/publichealth/Pages/dpc_ryan_white.aspx)

Nevada*Nevada AIDS Drug Assistance Program*

CALL 1-775-684-3499
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Nevada AIDS Drug Assistance Program
 Nevada Division of Public and
 Behavioral Health
 4126 Technology Way, Suite 200
 Carson City, NV 89706
 WEBSITE <http://dphb.nv.gov/>

New Hampshire*New Hampshire AIDS Drug Assistance Program*

CALL 1-603-271-9700 or 1-800-852-3345
 HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.
 WRITE New Hampshire AIDS Drug
 Assistance Program
 New Hampshire Department of
 Health and Human Services
 129 Pleasant Street
 Concord, NH 03301-3852
 WEBSITE [http://www.dhhs.nh.gov/dphs/bchs/
 std/care.htm](http://www.dhhs.nh.gov/dphs/bchs/std/care.htm)

New Jersey*New Jersey AIDS Drug Distribution Program*

CALL 1-877-613-4533 or 1-800-624-2377
 HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.
 WRITE New Jersey AIDS Drug
 Distribution Program
 New Jersey Department of Health
 P.O. Box 360
 Trenton, NJ 08625
 WEBSITE [http://www.state.nj.us/health/
 hivstdtb/hiv-aids/medications.shtml](http://www.state.nj.us/health/hivstdtb/hiv-aids/medications.shtml)

New Mexico*New Mexico AIDS Drug Assistance Program*

CALL 1-505-827-3260
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE New Mexico AIDS Drug
 Assistance Program
 1190 S. St. Francis Drive
 Santa Fe, NM 87505
 WEBSITE [http://archive.nmhealth.org/idb/hiv_
 services.shtml](http://archive.nmhealth.org/idb/hiv_services.shtml)

New York*New York AIDS Drug Assistance Program*

CALL 1-518-459-1641 or 1-800-542-2437

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

TTY 1-518-459-0121

WRITE New York AIDS Drug Assistance Program
New York Department of Health
HIV Uninsured Care Programs
Empire Station
P.O. Box 2052
Albany, NY 12220-0052WEBSITE <http://www.health.ny.gov/diseases/aids/general/resources/adap/index.htm>**North Carolina***North Carolina HIV Medications Program*

CALL 1-919-733-9576 or 1-877-466-2232

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE North Carolina HIV Medications Program
NC Department of Health and Human Services
Communicable Disease Branch
Epidemiology Section
Division of Public Health
1902 Mail Service Center
Raleigh, NC 27699-1902WEBSITE <http://epi.publichealth.nc.gov/cd/hiv/adap.html>**North Dakota***North Dakota Department of Health HIV/AIDS Program*

CALL 1-701-328-2378 or 1-800-472-2180

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE North Dakota Department of Health,
HIV/AIDS Program
2635 East Main Avenue
Bismarck, ND 58506-5520WEBSITE <http://www.ndhealth.gov/HIV/HIV%20Care/ADAP/ADAP.htm>**Ohio***Ohio HIV Drug Assistance Program*

CALL 1-614-466-6374 or 1-800-777-4775

WRITE Ohio HIV Drug Assistance Program
Ohio Department of Health
HIV Care Services Section
246 North High Street
Columbus, OH 43215WEBSITE <http://www.odh.ohio.gov/odhprograms/hastpac/hivcare/aids1.aspx>**Oklahoma***Oklahoma State Department of Health*

CALL 1-405-271-4636 or 1-800-522-0203

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Oklahoma State Department of Health
1000 NE 10th, Room 614
Oklahoma City, OK 73117WEBSITE https://www.ok.gov/health/Disease,_Prevention,_Preparedness/HIV_STD_Service/**Oregon***CAREAssist*

CALL 1-971-673-0144 or 1-800-805-2313

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE CAREAssist, Oregon Health Authority
P.O. Box 14450
Portland, OR 97293-0450WEBSITE <https://public.health.oregon.gov/PHD/Directory/Pages/program.aspx?pid=111>**Pennsylvania***Special Pharmaceutical Benefits Program*

CALL 1-800-922-9384

HOURS Mon. - Fri. 8:00 a.m. - 4:30 p.m.

WRITE Special Pharmaceutical Benefits Program
Pennsylvania Department of Health
625 Forster Street, H&W Bldg., Room 611
Harrisburg, PA 17120WEBSITE <http://www.health.pa.gov/My%20Health/Diseases%20and%20Conditions/E-H/HIV%20And%20AIDS%20Epidemiology/Pages/Special-Pharmaceutical-Benefits-Program.aspx>

Rhode Island*Rhode Island AIDS Drug Assistance Program*

CALL 1-401-22-4610
 HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.
 WRITE Rhode Island AIDS Drug Assistance Program
 RI Department of Health
 Office of HIV/AIDS & Viral Hepatitis
 3 Capitol Hill, Room 302
 Providence, RI 02908
 WEBSITE <http://www.health.ri.gov/diseases/hivaids/about/stayinghealthy/>

South Carolina*South Carolina AIDS Drug Assistance Program*

CALL 1-800-856-9954
 HOURS Mon. - Fri. 8:30 a.m. - 5:00 p.m.
 WRITE South Carolina AIDS Drug Assistance Program
 South Carolina Department of Health and Environmental Control
 2600 Bull Street
 Columbia, SC 29201
 WEBSITE <http://www.scdhec.gov/Health/DiseasesandConditions/InfectiousDiseases/HIVandSTDs/AIDSDrugAssistancePlan/>

South Dakota*Ryan White Part B CARE Program*

CALL 1-605-773-3737 or 1-800-592-1861
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Ryan White Part B CARE Program
 South Dakota Department of Health
 615 E. 4th St.
 Pierre, SD 57501-1700
 WEBSITE <http://doh.sd.gov/diseases/infectious/ryanwhite/>

Tennessee*Tennessee Ryan White Program*

CALL 1-615-532-2392
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Tennessee Ryan White Program
 Tennessee Department of Health
 710 James Robertson Parkway
 Andrew Johnson Tower
 Nashville, TN 37243
 WEBSITE <https://www.tn.gov/health/topic/STD-ryanwhite>

Texas*Texas HIV Medication Program*

CALL 1-800-255-1090
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Texas HIV Medication Program
 MSJA, MC 1873
 P.O. Box 149347,
 Austin, TX 78714-9347
 WEBSITE <http://www.dshs.state.tx.us/hivstd/default.shtm>

Utah*Utah AIDS Drug Assistance Program*

CALL 1-801-538-6197
 HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 WRITE Utah AIDS Drug Assistance Program
 Utah Department of Health
 Bureau of Epidemiology
 288 North 1460 West
 Box 142104
 Salt Lake City, UT 84114-2104
 WEBSITE <http://health.utah.gov/epi/treatment/>

Vermont*Vermont AIDS Drug Assistance Program*

CALL 1-802-863-7245 or 1-800-882-2437
 HOURS Mon. - Fri. 7:45 a.m. - 3:30 p.m.
 WRITE Vermont AIDS Drug Assistance Program
 Vermont Department of Health
 HIV/AIDS Program
 108 Cherry Street
 Burlington, VT 05402
 WEBSITE http://healthvermont.gov/prevent/aids/aids_index.aspx

Virginia*Virginia AIDS Drug Assistance Program*

CALL 1-855-362-0658

HOURS Mon. - Fri. 8:00 a.m. - 6:00 p.m. Tues.,
Thurs. and Fri. 8:00 a.m. - 5:00 p.m.

WRITE Virginia AIDS Drug Assistance Program
Virginia Department of Health, Eligibility
109 Governor Street, 1st Floor, Room 326
Richmond, VA 23218

WEBSITE [http://www.vdh.virginia.gov/
disease-prevention/virginia-aids-drug-
assistance-program-adap/](http://www.vdh.virginia.gov/disease-prevention/virginia-aids-drug-assistance-program-adap/)

Washington*Early Intervention Program (EIP)*

CALL 1-360-236-3426 or 1-877-376-9316

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Early Intervention Program (EIP),
Washington State Department
of Health
P.O. Box 47841
Olympia, Washington 98504-7841

WEBSITE [http://www.doh.wa.gov/
YouandYourFamily/IllnessandDisease/
HIVAIDS/HIVCareClientServices/
ADAPandEIP.aspx](http://www.doh.wa.gov/YouandYourFamily/IllnessandDisease/HIVAIDS/HIVCareClientServices/ADAPandEIP.aspx)

West Virginia*West Virginia AIDS Drug Assistance Program*

CALL 1-304-558-2195 or 1-800-642-8244

HOURS Mon. - Fri. 8:30 a.m. - 4:30 p.m.

WRITE West Virginia AIDS Drug Assistance
Program, West Virginia Department of
Health and Human Resources
350 Capital Street, Room 125
Charleston, WV 25301

WEBSITE [http://www.dhhr.wv.gov/oeps/
std-hiv-hep/HIV_AIDS/caresupport/
Pages/ADAP.aspx](http://www.dhhr.wv.gov/oeps/std-hiv-hep/HIV_AIDS/caresupport/Pages/ADAP.aspx)

Wisconsin*Wisconsin AIDS/HIV Drug Assistance Program*

CALL 1-608-267-6875 or 1-800-991-5532

HOURS Mon. - Fri. 7:30 a.m. - 4:30 p.m.

WRITE Wisconsin AIDS/HIV Drug
Assistance Program, Wisconsin
Department of Health Services
Attn: ADAP
P.O. Box 2659
Madison, WI 53701-2659

WEBSITE [http://www.dhs.wisconsin.gov/
aids-hiv/Resources/Overviews/AIDS_
HIV_drug_reim.htm](http://www.dhs.wisconsin.gov/aids-hiv/Resources/Overviews/AIDS_HIV_drug_reim.htm)

Wyoming*Wyoming AIDS Drug Assistance Program*

CALL 1-307-777-5856

HOURS Mon. - Fri. 8:00 a.m. - 5:00 p.m.

WRITE Wyoming AIDS Drug
Assistance Program
Wyoming Department of Health
6101 Yellowstone Road, Suite 510
Cheyenne, WY 82002

WEBSITE [https://health.wyo.gov/publichealth/
communicable-disease-unit/hivaids/](https://health.wyo.gov/publichealth/communicable-disease-unit/hivaids/)

Cigna Rx Medicare (PDP) Customer Service

Method	Customer Service - Contact Information
CALL	1-800-558-9562 Calls to this number are free. 8 am-8 pm, local time, Monday through Friday. Our automated phone system may answer your call during weekends. Customer Service also has free language interpreter services available for non-English speakers.
TTY	711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. 8 am-8 pm, local time, 7 days a week. Our automated phone system may answer your call during weekends.
WRITE	Cigna P.O. Box 26900 Weston, FL 33326-9927
WEBSITE	CignaMedicare.com/group/PDPresources



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 0938-1228. The time required to complete this information collection is estimated to average 12 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) 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.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc. Cigna is contracted with Medicare for PDP plans, HMO and PPO plans in select states, and with select State Medicaid programs. Enrollment in Cigna depends on contract renewal.