

# Medicare Prescription Drug Plan (PDP) FAQ for Benefit Options

## 2014 Plan Year

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# Background

## **1. New for 2014 Medicare Prescription Drug Plan**

Effective January 1, 2014, all Medicare eligible participants covered under the State of Arizona Benefit Options Program will be enrolled in a Medicare Prescription Drug Plan (PDP), a prescription drug plan that combines a standard Medicare Part D plan with additional prescription drug coverage provided by Benefit Options. The plan name is Medicare GenerationRx (Employer PDP). The program is sponsored by Stonebridge Life Insurance Company, a Medicare approved Part D sponsor, and administered by MedGenerations. We refer to this program as **Medicare GenerationRx for Benefit Options**.

## **2. Who administers the Medicare Prescription Drug Plan?**

Medicare GenerationRx is administered by MedGenerations, a wholly owned subsidiary of MedImpact Healthcare Systems, Inc. which provides pharmacy services to Benefit Options members.

## **3. Who is Stonebridge Life Insurance Company?**

Medicare GenerationRx for Benefit Options is sponsored by Stonebridge Life Insurance Company (a Transamerica company), a licensed insurance company that is contracted with the Centers for Medicare & Medicaid Services (CMS) to provide a Medicare Part D Plan.

## **4. Who is making program decisions?**

Benefit Options is self-insured and is responsible for making the benefit program decisions.

## **5. Why does Benefit Options want Medicare eligible retirees and their Medicare eligible dependents to participate in the Benefit Options Plan?**

Benefit Options wants Medicare eligible retirees and their Medicare eligible dependents to receive access to an enhanced formulary at no additional cost.

## **6. What do members need to do if they do not wish to participate in the Medicare GenerationRx for Benefit Options Plan?**

Members considering opting out of this program should contact Benefit Options to discuss the impact of this decision. Benefit Options can be reached at 602-542-5008 or toll free at 1-800-304-3687. Hours of operation are 8am to 5pm, Monday through Friday.

## **7. Can members enrolled in the Medicare GenerationRx for Benefit Options be enrolled in an individual Medicare Part D plan?**

No, Medicare does not allow a person to be enrolled in two Medicare Part D plans at the same time.

### **8. What if a member is already enrolled in another Medicare Part D plan?**

Medicare allows a member to be enrolled in only one Part D plan at a time. Members who are enrolled in another Part D plan will be **disenrolled** from that plan when they are enrolled in the Medicare GenerationRx for Benefit Options Plan.

### **9. What if a member wants to enroll in another Part D plan?**

Members should contact Benefit Options at 602-542-5008 or toll free at 1-800-304-3687. Hours of operation are 8am to 5pm, Monday through Friday.

### **10. When will members officially have prescription coverage under the Medicare GenerationRx for Benefit Options Plan?**

Coverage under the Medicare GenerationRx for Benefit Options Plan will be effective on January 1, 2014. After the effective date of the program, members will need to use their new Medicare GenerationRx prescription ID card. New ID cards will be sent in December 2013.

### **11. What if a member's other dependents are not yet Medicare eligible?**

The member's dependents will remain in the non-Medicare prescription drug plan. The non-Medicare dependents should continue to use their current Benefit Options Medical ID card and will not be enrolled in Medicare GenerationRx for Benefit Options Plan.

### **12. Does the Medicare GenerationRx for Benefit Options provide Extra Help with copays (Low Income Subsidy)?**

Medicare eligible retirees and their Medicare eligible dependents with limited income may qualify for Extra Help to pay for their prescription drug costs. If eligible, Medicare may pay for up to 100% of drug costs, and coinsurance/copayments.

Eligible members are identified during the enrollment process. Plan participants that are eligible will receive a Low Income Subsidy (LIS) Rider with their Explanation of Coverage explaining their benefit.

For more information about this, members may contact their local Social Security office or call 1-800-MEDICARE (1-800-633-4227), 24 hours per day, 7 days per week. TTY/TDD users should call 1-877-486-2048, or visit [www.medicare.gov](http://www.medicare.gov).

## Benefits

### 13. What will the copays be under Medicare GenerationRx for Benefit Options Plan?

The Medicare GenerationRx for Benefit Options Plan Formulary (drug list) has a four-tier copayment structure:

	<b>Retail Up to 31-day Supply</b>	<b>Mail Order Up to 90-day Supply</b>	<b>Choice90Rx Retail Up to a 90-day Supply</b>
<b>No change in the Benefit Options current tier structure:</b>			
Tier 1: Generic	\$10	\$20	\$25
Tier 2: Preferred Brand	\$20	\$40	\$50
Tier 3: Non-Preferred Brand	\$40	\$80	\$100
<b>New Tier added for the Medicare Part D Plan:</b>			
Tier 4: Specialty Over \$600*	\$40	Not available	Not available

\* Total medication cost.

### 14. Does the Medicare GenerationRx for Benefit Options Plan have a donut hole (coverage gap)?

Medicare GenerationRx for Benefit Options does not have a Coverage Gap (Donut Hole) like many other Medicare Part D plans. The Benefit Options Program provides additional benefits through all stages of coverage.

### 15. What will the copays be after reaching the catastrophic coverage phase (\$4,550 in out-of-pocket costs)?

If you reach the catastrophic phase (\$4,550 in out-of-pocket costs for 2014), the Medicare GenerationRx for Benefit Options copay will be the maximum amount you will pay.

### 16. Does the member have a deductible or benefit maximum?

No, Medicare eligible members and their Medicare eligible dependents do not have a deductible, or benefit maximum.

### 17. If a member is going overseas, can he/she get more than a 90 day supply?

Yes, but the member must obtain prior approval, and must pay the applicable copayments for the additional months. Approval can be obtained by contacting Medicare GenerationRx Member Services at 1-877-633-7943. TTY/TDD users should call 711. Member Services is open 24 hours a day, 365 days a year.

# Formulary

## **18. Will the member formulary change?**

Yes, members will be placed on the Medicare GenerationRx four-tier formulary.

## **19. How can members get a copy of the formulary (drug list)?**

The Medicare GenerationRx for Benefit Options Formulary (drug list) will be included in the Welcome Kit you will receive in December and will be available online beginning October 2013.

## **20. How can members find out if a drug is covered for 2014?**

Members may use the online drug search available on the website at [www.medicaregenerationrx.com/stateofaz](http://www.medicaregenerationrx.com/stateofaz) to determine which drugs are covered and the associated cost sharing, or they can call Medicare GenerationRx Member Services at 1-877-633-7943. TTY/TDD users should call 711. Member Services is open 24 hours a day, 365 days a year.

## **21. What if a member has a prescription that is not in the formulary list?**

If a drug is not included in the formulary, members should first contact Medicare GenerationRx Member Services and ask if the drug is covered. For the complete listing of all prescription drugs covered by the plan, visit the plan website at [www.medicaregenerationrx.com/stateofaz](http://www.medicaregenerationrx.com/stateofaz) or call Member Services at 1-877-633-7943, 24 hours a day/365 days a year. TTY/TDD users should call 711.

## **22. Who determines the drugs covered on the formulary?**

The drugs included on the formulary include CMS approved Part D drugs and Non-Part D drugs covered by Medicare GenerationRx for Benefit Options. All drugs are selected by a committee of doctors and pharmacists.

## Member Communications

### **23. Why is Medicare GenerationRx's name on all of the communications material?**

Medicare GenerationRx is the name of the PDP being offered by Benefit Options.

### **24. Will members get a new ID card?**

Yes, all Medicare eligible retirees and their Medicare eligible dependents enrolled in Medicare GenerationRx for Benefit Options will each receive their own prescription drug ID card in December. The new ID card will be issued by Medicare GenerationRx.

### **25. Can I discard my Medical Plan ID card?**

No, members must continue to use the medical card for medical related services. The Medicare GenerationRx member ID card is for prescription drug coverage only.

### **26. What card does a Medicare GenerationRx for Benefit Options Plan member show at the pharmacy?**

Effective January 1, 2014 members should use the Medicare GenerationRx card when filling prescription medications at the pharmacy. Members will receive their Medicare GenerationRx ID card in December.

### **27. How can Medicare eligible members and their Medicare eligible dependents get duplicate ID cards?**

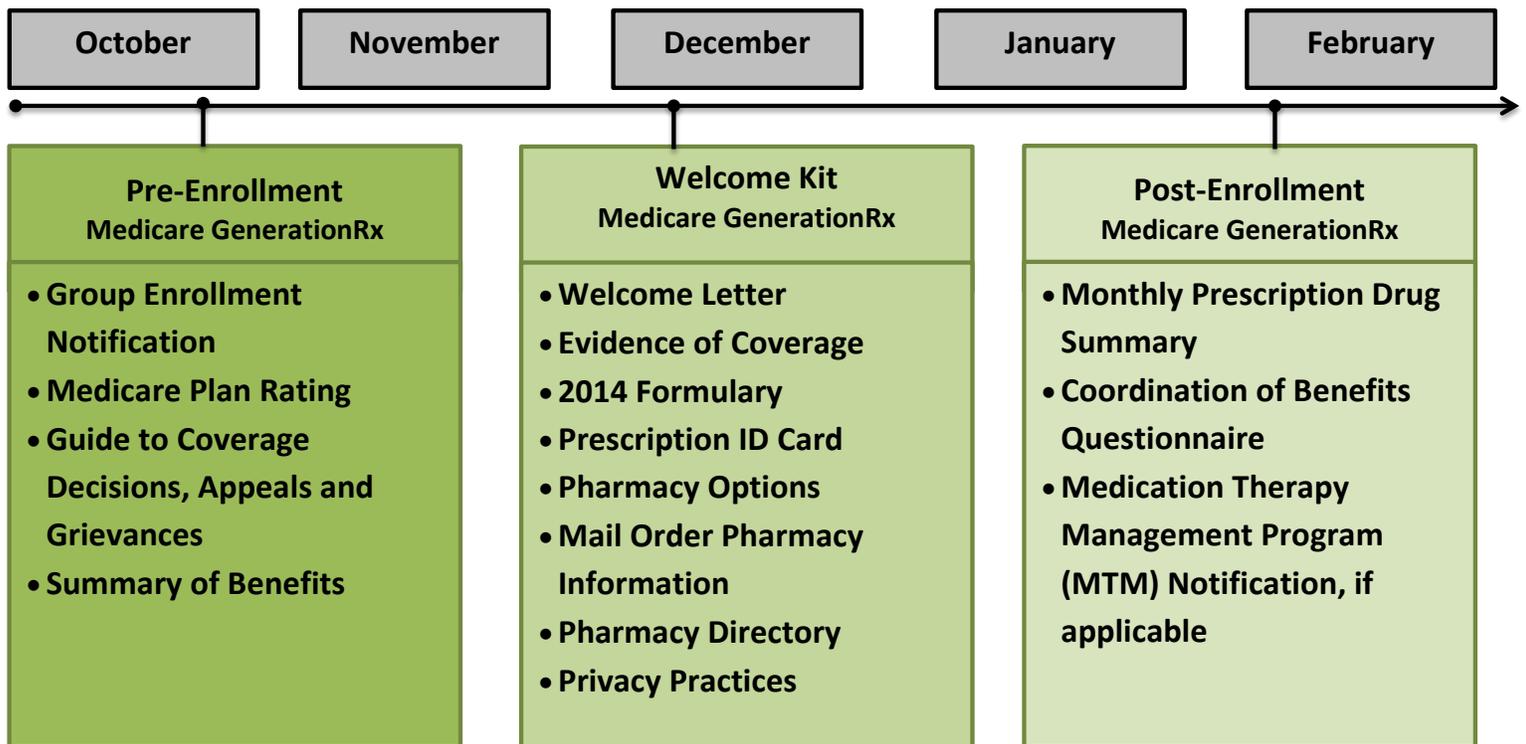
To request a replacement ID card, simply call Medicare GenerationRx Member Services at 1-877-633-7943 and let the representative know that you need a new ID card. Calls to this number are free. TTY/TDD users should call 711. Hours of operation are 24 hours a day, 365 days a year.

### **28. What communications can members expect to receive regarding the Medicare GenerationRx for Benefit Options program?**

All Medicare GenerationRx for Benefit Options communications sent to you will have the Benefit Options logo and/or Medicare GenerationRx logo.



A communication timeline has been included to provide an overview of all Medicare GenerationRx for Benefit Options communications.



**29. What will be included in the initial information packet mailed by Benefit Options in September 2013?**

Benefit Options initial information packet will contain:

- Benefit Options Part D Program Notification Letter
- Frequently Asked Questions (FAQ) Document
- Communications Time Line

**30. What will be included in the pre-enrollment information packet mailed by Medicare GenerationRx for Benefit Options in October 2013 to all Medicare eligible members?**

The Medicare GenerationRx for Benefit Options pre-enrollment information packet includes:

- Group Enrollment Notification
- Medicare Plan Rating
- Guide to Coverage Decisions, Appeals and Grievances
- Summary of Benefits

**31. What will be included in the welcome kit mailed by Medicare GenerationRx to Medicare eligible members?**

The Medicare GenerationRx for Benefit Options Welcome Kit includes:

- Welcome letter
- Evidence of Coverage (EOC), a CMS document that describes the Medicare Part D coverage

- 2014 Formulary
- Prescription ID Card
- Pharmacy Options
- Mail Order Pharmacy Information
- Pharmacy Directory
- Privacy Practices

### **32. What other communications will members receive post-enrollment?**

Examples of other communications you may receive from Medicare GenerationRx for Benefit Options include:

- Your Monthly Prescription Drug Summary
- Coordination of Benefits Questionnaire
- Medication Therapy Management Program (MTM) Notification, if applicable

In addition, CMS requires Medicare GenerationRx to send a variety of member notices based on different situations. Members will receive CMS required information in the mail about plan utilization or plan programs. Examples of these letters include a Notice for Determination of Low Income Subsidy Eligibility & Ineligibility and Approval or Denial of Coverage Determination (Prior Authorization).

## **Pharmacies**

### **33. Where do members fill prescriptions after January 1, 2014?**

Members may continue to fill their prescriptions at their current pharmacy as long as it is a Medicare GenerationRx for Benefit Options network pharmacy.

### **34. How do members locate a Medicare GenerationRx for Benefit Options network pharmacy?**

Members will receive a pharmacy directory for their state based on their permanent address. Members may request additional directories from Member Services or use the online Pharmacy Locator at [www.medicaregenerationrx.com/stateofaz](http://www.medicaregenerationrx.com/stateofaz). The Medicare GenerationRx for Benefit Options pharmacy network includes over 65,000 pharmacies nationwide.

### **35. My local pharmacy is having trouble filling my prescription. Can Medicare GenerationRx for Benefit Options help?**

Yes, after January 1, 2014, pharmacists may call the Medicare GenerationRx Pharmacy & Provider Help Desk at 1-888-678-7789 for assistance.

## Website

### 36. How can members view their prescription benefits and other information online?

To view your Medicare GenerationRx for Benefit Options benefits, you may visit [www.medicaregenerationrx.com/stateofaz](http://www.medicaregenerationrx.com/stateofaz).

## Member Responsibilities

- **Open and read all information you receive from Medicare GenerationRx.** You will be getting letters, statements about your drug costs called “Your Monthly Prescription Drug Summary,” and other information required by Medicare. Some of the materials will be informational only.
- **Save all information you receive from Medicare GenerationRx** for future reference.
- **Before making any decisions about another plan,** please call Benefit Options at 602-542-5008 or toll free at 1-800-304-3687 (hours of operation are 8am to 5pm, Monday through Friday) to make sure you understand what effect this decision will have to your medical and prescription drug coverage.
- **Pay an additional premium if required by Medicare.** If your income is over \$85,000 for an individual or \$170,000 for married filing jointly, Medicare requires that you pay an additional premium based on your income. You will be notified by Social Security if this affects you, for more information visit [www.socialsecurity.gov](http://www.socialsecurity.gov) on the web or call Social Security at 1-800-772-1213. TTY/TDD users should call 1-800-325-0778.
- **Pay the Part D late enrollment penalty if applicable.** If you are currently enrolled in the Benefit Options Program this penalty will not apply. The Part D late enrollment penalty is an amount charged 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 may be required to pay this higher amount as long as you have a Medicare drug plan. For more information visit [www.medicare.gov](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/TDD users should call 1-877-486-2048.

## Contact Information

### **Benefit Options**

Phone: 602-542-5008 or 1-800-304-3687

Hours of operation are 8am to 5pm, Monday through Friday.

Website: [www.benefitoptions.az.gov](http://www.benefitoptions.az.gov)

### **Centers for Medicare & Medicaid Services (CMS)**

Phone: 1-800-MEDICARE (1-800-633-4227)

TTY/TDD users should call 1-877-486-2048

24 hours a day, 7 days a week.

Website: [www.medicare.gov](http://www.medicare.gov)

### **Medicare GenerationRx**

Phone: 1-877-633-7943. TTY/TDD users should call 711

We are open 24 hours a day, 365 days a year.

Website: [www.medicaregenerationrx.com/stateofaz](http://www.medicaregenerationrx.com/stateofaz)

### **Social Security Administration**

Phone 1-800-772-1213 TTY users should dial 800-325-0778

Website: [www.socialsecurity.gov](http://www.socialsecurity.gov)

## Definitions and Terms

**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 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. Not every brand name drug has a generic version available.

**Catastrophic Coverage Phase** 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 paid \$4,550 in out-of-pocket costs for covered drugs during the covered year.

**Center for Medicare & Medicaid Services (CMS)** The Federal agency that administers Medicare. You may contact Medicare at 1-800-MEDICARE (1-800-633-4227) or [www.medicare.gov](http://www.medicare.gov).

**Coordination of Benefits (COB)** Coordination of Benefits is a process that is used to determine the amount that different health care plans pay when a member has primary coverage through a Medicare prescription drug plan and secondary coverage through one or more supplemental/other payers. Although a member cannot have more than one Medicare prescription drug plan at a time, an employer or other plan sponsor may choose to add additional coverage to an individual's Medicare drug benefit through a secondary plan.

**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 \$15 or \$20 for a prescription drug.

**Coverage Gap (Donut Hole)** Medicare GenerationRx for Benefit Options does not have a donut hole. You will continue to pay the same cost sharing throughout the plan year.

**Creditable Coverage** Prescription drug coverage (for example, from an employer) 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.

**Disenrollment** The process of ending your membership in Benefit Options medical and pharmacy plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

**Drug Tier** Every drug on the list of covered drugs (formulary) is in a drug tier. In general, the higher the drug tier, the higher your cost for the drug.

**Evidence of Coverage** 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.

**Explanation of Benefits (EOB) or “Your Monthly Prescription Drug Summary”** A monthly statement that you receive if you have used your prescription drug coverage during the previous month. It specifies the total amount that you have spent on prescription drugs (true out-of-pocket cost or TrOOP) and the total amount that the plan or others have paid out. All claims that were processed during a particular cycle, whether approved, denied, or reversed, are detailed in this document.

**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.

**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.

**Income Related Monthly Adjustment Amount (IRMAA)** Individuals with income greater than \$85,000 and married couples with income greater than \$170,000 must pay a higher Medicare Part B (medical insurance) and Medicare prescription drug coverage premium amount. This additional amount is called the income-related monthly adjustment amount.

**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.

**Low Income Subsidy (LIS)** A program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

**Mail Order** A program that allows members to get up to a 90-day supply of your covered prescription drugs sent directly to your home.

**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 and prescription drug coverage through a Medicare Advantage Prescription Drug plan (MA-PD) or a standalone Prescription Drug Plan (PDP) that works with Original Medicare.

**Medicare Part A** (also known as Original Medicare) The part of Medicare that covers much of the cost of hospital care, home health care, skilled nursing facility care, and hospice services.

**Medicare Part B** (also known as Original Medicare) The part of Medicare that covers most of the cost of your doctor visits, outpatient care, and other related services. Certain drugs are covered under Medicare Part B, and these cannot also be covered under Medicare Part D.

**Medicare Part C** Also known as Medicare Advantage (MA) Plan. 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, except people with End-Stage Renal Disease (unless certain exceptions apply).

**Medicare Part D** The Medicare Prescription Drug Benefit Program. (For ease of reference, we will refer to the prescription drug benefit program as Part D.)

**Network Pharmacy** A pharmacy that participates in your plan's network. In most cases, you need to use a network pharmacy to pay the amounts specified by your plan. A list of network pharmacies can be found in the Pharmacy Directory.

**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.

**Choice90Rx Retail Pharmacy** A program that allows members to get up to a 90-day supply of your covered prescription drugs from a participating retail pharmacy.

**Social Security Administration** The federal agency that determines, among other things, whether you are entitled to and eligible for Medicare benefits.

**Specialty Drugs** High-cost drugs that are used to treat complex conditions, such as anemia, cancer, hepatitis C, and multiple sclerosis, and that usually require injection and special handling. Plans can include these drugs in a separate "specialty" drug tier if their cost is above an amount specified by Medicare.

**Summary of Benefits** A document that gives an overview of the benefits available under the plan. The Centers for Medicare & Medicaid Services (CMS) requires that a Summary of Benefits be included with all pre-enrollment materials so that Medicare beneficiaries can use it to compare plans.