



## UnitedHealthcare MedicareRx for Groups Prescription Drug Program Commonly Asked Questions

**Question:** Who qualifies for participation in the UnitedHealthcare MedicareRx for Groups Prescription Drug Program?

**Answer:** Only members who are over 65 years of age, not actively working for a school district and are enrolled in the Medicare Part A and Part B programs. Disabled dependents who are enrolled in Medicare also qualify for this program. It is not available to active members, or dependents of active members of any age, or retirees, including their dependents, under the age of 65.

**Question:** When does the program go into effect?

**Answer:** The program will begin on January 1, 2013

**Question:** Can I opt-out of this program?

**Answer:** You can opt out of the program until December 31, 2012, by calling *UnitedHealthcare Medicare RX for Groups* Opt-Out Service Center at 1-866-846-9961. We strongly recommend that you not opt-out of this program. The benefits that are provided by the EEHP's *Enhanced Medicare Part D Program* are far superior to any other Medicare Part D program that may be offered to you.

**Question:** Can I belong to more than one Medicare Part D Prescription Drug Plan?

**Answer:** No. Medicare only allows a member to have one Medicare Part D Program.

**Question:** I get my mail delivered to my Post Office box. Why do you need my physical permanent resident address?

**Answer:** The physical permanent address is needed to verify with *Center for Medicare Services* your eligibility to participate in this program. If you get your mail at a Post Office box, your mailing address will always include your Post Office box number.

**Question:** Does this Program include a annual deductible?

**Answer:** No. The program that is being provided is a Medicare Part D Enhanced program which is designed to provide you with essentially the same benefit you are currently receiving. Annual deductibles only apply to the standard Medicare Part D program and not to our Plan.

**Question:** Will I be subject to out of pocket costs, commonly known as the "donut hole"?

**Answer:** No. You are only responsible for the applicable co-pay for the tier the drug is classified as. Please refer to the *2013 Summary of Benefits* that is included in your Welcome Kit, or visit our website at [www.eehp.org](http://www.eehp.org), for the current co-pay amounts.

**Question:** In the Welcome Kit I received it talks about "Understanding the 4 drug payment stages", i.e. Annual Deductible, Initial Coverage Stage, Coverage Gap Stage and Catastrophic Coverage Stage. How does this work with our Plan?

**Answer:** These stages refer to the Standard Medicare Part D Program. The first three stages do not apply to our Plan. There is no annual deductible, there is no member out of pocket costs (other than the respective co-pay amount) and there is no coverage gap ("Donut Hole") that are included in our *Enhanced Medicare Part D Program*. The material that was mailed out is mandated by the *Center for Medicare Services* and addresses all Medicare Part D Programs, as well as the basic features of our *Enhanced Medicare Part D Program*. We recognize that this can be confusing but we had to comply with *Center for Medicare Services'* information criteria. The Fourth stage, Catastrophic Coverage Stage does apply, but only in the sense that once the eligible Medicare Part D costs of your prescriptions, (the cost of the medication and your co-pays), reaches \$4,750 your co-pay for any future prescriptions will be reduced for the remainder of the calendar year to \$2.65 for Generic Drugs and \$6.60 for all other Drugs.



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**Question:** I have refills remaining on my current prescriptions, must I get new prescriptions from my Doctor?

**Answer:** No. Any remaining fills on your current prescriptions will be automatically transferred from ProAct to UnitedHealthcare MedicareRx for groups. There are two exceptions: If a script is a year old or is a script for a Controlled Substance. In these instances you must obtain a new script from your Physician. We anticipate that the transfer of this data will occur on or about January 9, 2013.

**Question:** Will I still be able to get my prescriptions through the mail?

**Answer:** Yes. The mail order provider is *Optum Rx Pharmacy*. You will have to contact them at 1-877-664-0241 to arrange for your payment options. Please wait until after January 9, 2013 to contact them.

**Question:** Can I obtain my 90 day prescription at my local pharmacy?

**Answer:** Yes. One of the *Center for Medicare Services* provisions for this program allows 90 day prescriptions to be filled at the local pharmacy, if the member so chooses.

**Question:** How do I find out if my medication is covered under this Plan?

**Answer:** Included in your Welcome Kit material was a listing of the basic commonly used drugs covered by Medicare Part D Programs. In that this program is the *Enhanced Medicare Part D* program there was a "*Bonus List*" of drugs that are also covered. The purpose of this *Bonus List* was to ensure that the drugs currently covered under our Plan continue to be included in the new Plan. If you do not find your medication on either of these lists you should call the *UnitedHealthcare RX for Groups* Customer Service at 1-888-556-6648. I would also ask that you contact me directly regarding the absence of the drug on the approved list. Please keep in mind that any medication you are taking or alternate medication should be discussed with your physician..

**Question:** Under our current Plan Proton Pump Inhibitors (Nexium class of medications) are excluded. Will they now be covered?

**Answer:** Yes. One of the *Center for Medicare Services* provisions for this program requires that this category of drug be covered by the Program. It will be subject to the co-pay for the designated formulary tier.

**Question:** When will I receive my new Prescriptions Identification card?

**Answer:** On or about December 21, 2012 the new Prescription ID cards will be mailed out. Each member, even if they are in the same household, will receive two cards with a new unique identification number. We suggest that you keep one card with you at all times and the other kept in a safe place in case you lose the other card, or, if you have someone pickup your prescriptions give it to them.

**Question:** If I misplace my Identification card how do I get a new card?

**Answer:** You should call the *UnitedHealthcare RX for Groups* Customer Service at 1-888-556-6648 and request a new card. You do have the option of printing out a temporary card by accessing the UnitedHealthcare retiree website at [www.uhcretiree.com](http://www.uhcretiree.com). We suggest that you sign up at this website to take full advantage of the resources UnitedHealthcare MedicareRx for Groups has to offer.

**Question:** If I have any question about this Plan or encounter any difficulties in filling a prescription, who do I call?

**Answer:** If you have any question about your prescription or the prescription drug benefits provided by our Plan you should contact the *UnitedHealthcare RX for Groups* Customer Service at 1-888-556-6648. If you are not satisfied with the resolution to your question you contact Frank Perry at 516-659-3138 or via e-mail at [fperry@eehp.org](mailto:fperry@eehp.org)