

Medicare Part D Quick Response Finder

Updated 1/18/06

| | Problem | Best Response | Other Options |
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| 1. | Client has no idea which Part D Plan they are in. | <ul style="list-style-type: none"> • Have them call 1-800-Medicare • If they have Access to an internet, have them go to http://www.medicare.gov/Default.asp and enter information requested in the Plan Finder | If they have tried either of these options and no plan was found for them, they should ask the pharmacist to call Wellpoint/Anthem at 1-800-662-0210 and follow the instructions given. |
| 2. | Client knows they are not in a Part D Plan, but is a dual eligible. | They should ask the pharmacist to call Wellpoint/Anthem at 1-800-662-0210 and follow the instructions given. | |
| 3. | Client knows their plan, but is being charged more than a \$5 co-pay. | They should tell the pharmacist to contact the client's Part D Plan. The plan will authorize the lower co-pay. | If that does not work, the pharmacists may bill MA for the difference between the Low Income Subsidy (LIS) co-pay and the amount the pharmacist is being told to charge the client. Instructions for how to bill MA for the copay are at http://www.dpw.state.pa.us/Family/MedicarePartD Use the "Pharmacy Cost Sharing Instructions - Interim" link |
| 4. | Client already paid the excessive co-pay, how do they get their money back? | The pharmacist may bill MA for the difference between the Low Income Subsidy (LIS) co-pay and the amount the pharmacist is being told to charge the client. Instructions for how to bill MA for the copay are at http://www.dpw.state.pa.us/Family/MedicarePartD Use the "Pharmacy Cost Sharing Instructions - Interim" link | Please Note: Once the pharmacist successfully bills MA, the pharmacist is to refund any co-pay overcharge to the client. |
| 5. | Client did not receive a Medicare part D card. | <ul style="list-style-type: none"> • The client should call their Part D Plan. • If the client has their confirmation letter from their Medicare drug plan, the pharmacist can use the information in the letter. | <ul style="list-style-type: none"> • If they do not know their plan number, they can call 1-800-Medicare to get the customer service number. • If the client does not know their Medicare ID number, it usually is their social security number followed by A if they are in Part A, or B if they are in Part B. |
| 6. | Client wants to enroll in a Medicare part D Plan. | <ul style="list-style-type: none"> • Have them call 1-800-Medicare • If they have Access to an internet, have them go to WWW.Medicare.gov and enroll through the Plan Finder. | |

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| 7. | Client says that their non-pharmacy medical provider (e.g. physician, DME provider) says they do not honor the Medicare HMO card the client is showing. | Client should call the HMO plan for which they have a card. The HMO should assist them in either getting the provider to honor the card or in finding another provider who will honor their card. The number for the HMO is usually on the back of the card. | If the clients has tried this and the HMO card is for one listed below, you may email the client information (name, phone, etc) and the name of their plan to mjacobs@state.pa.us and he will have staff follow up. Amerihealth Mercy Health Plan, Gateway Medicare Assured or, Gateway Health Plan, Keystone 65 Complete or Keystone Mercy Health Plan, Senior Partners or HealthPartners, Unison Advantage or Unison Health Plan/MedPlus , UPMC for Life Specialty Plan or UPMC Health Plan. |
| 8. | Client says their non- pharmacy medical provider will not honor their Medicare card and they are not in an HMO | Client should call 1-800-Medicare | |
| 9. | Client says their non- pharmacy medical provider will not honor their Access card. | Client should call their County Assistance Office (CAO) for the name of another provider who might be willing to serve them. | |
| 10. | Client does not have a MA Access card and the pharmacy cannot bill for MA for benzodiazepines or barbiturates because they do not have a card issue Number. | Client should contact or visit their County Assistance Office (CAO) to obtain an Access card. | The pharmacy can call the provider inquiry line to obtain a Card Issue number. That number is 1-800-537-8861, then press 5 |
| 11. | Client is MA eligible, but all efforts to get approval from Medicare have been exhausted. | The pharmacist may bill MA for a 5 day emergency supply. Direct them to our website for instructions on how to bill for an emergency supply. http://www.dpw.state.pa.us/Family/MedicarePartD Use the “Submitting for Reimbursement of Emergency Supply of Part D Drugs” link | If the pharmacist does not have access to the internet, go to our web site, http://www.dpw.state.pa.us/Family/MedicarePartD print the instructions out and fax them to the pharmacy |

If you cannot find the answer to the question on this list, you may wish to go to <http://www.dpw.state.pa.us/> and click on Medicare Part D at the bottom of the page. Once you get to the Medicare Part D page, scroll all the way to the bottom and click on Frequently Asked Questions.