

Quick Reference Guide for Behavioral Health Consumers on Medicare Part D

The Office of Mental Health and Substance Abuse Services (OMHSAS)
PA Department of Public Welfare

Issue 1

What to do if you cannot get your prescriptions filled at the pharmacy right away and you believe that it is an emergency

Please call or have your pharmacist or the doctor who wrote you the prescription to call 1-800- 525-0674 and ask to speak with Aidan Altenor, Director of the Bureau of Hospital Operations, immediately.

Issue 1A

What to do if the pharmacist charges a co-pay you believe is too high

If you receive Medical Assistance and Medicare, you should not be charged more than \$5 for a prescription---- you should tell the pharmacist that Medical Assistance will pay for the additional co-pay amount above the client-share.

Issue 2

What to do if you do not know what Prescription Drug Plan or Medicare Advantage Plan you've been assigned to

Please call 1-800- Medicare (1-800-633-4227) to ask questions about your PDP or Medicare Advantage Plan.

Issue 3

What to do if you need assistance enrolling with a Prescription Drug Plan or Medicare Advantage Plan

Please call any of the following numbers for assistance

1-800- Medicare (1-800-633-4227)

PA- Apprise Program 1-800-783-7067

Issue 4

What to do if you want to apply for the Low-Income Subsidy

Please call any of the following numbers for assistance

Social Security Administration 1-800- 772-1213

1-800- Medicare (1-800-633-4227)

PA- Apprise Program 1-800-783-7067

Issue 5

What to do if you have general questions about Medicare Part D

1-800- Medicare (1-800-633-4227)

PA- Apprise Program 1-800 783-7067

**Medicare Part D
At the Pharmacy
Quick Provider Reference**

What to know at the Pharmacy as of January 1, 2006

- **Patients are entitled to refills for drugs that they are already taking.**
- **If there is confusion about whether the patient is enrolled in a Prescription Drug Plan (PDP) at the pharmacy, the patient can receive drugs through the Part D Point of Sale Protection Plan. The POS plan is initiated by the pharmacist. Patients will need to have at least 1 photo ID card.**
- **If the pharmacist refuses to refill a prescription for any reason, the patient is entitled to a one-time 30-day refill.**
- **If the pharmacist refuses to refill a prescription, the patient should request/demand that the prescribing physician be called. The reason for the denial should be communicated to the patient.**

**Medicare Part D
At the Pharmacy
Quick Reference for Behavioral Health Consumers**

What to know at the Pharmacy as of January 1, 2006

- **You are entitled to refills for drugs that you are already taking.**
- **If there is confusion about whether you are enrolled in a Prescription Drug Plan (PDP) at the pharmacy, you can receive your drugs through the Point of Sale (POS) Protection Plan through the pharmacist. You will need to have at least a photo ID card.**
- **If the pharmacist refuses to refill a prescription for any reason, you are entitled to a one-time 30-day transition refill.**
- **If the pharmacist refuses to refill the prescription, you should request/demand that your prescribing physician be called. The reason for the denial should also be communicated to you directly.**