



Transition Policy

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?
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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 doctor time to change to another drug or to file an exception.
- 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 doctor about the change in coverage and figure out what to do.

To be eligible for a temporary supply, you must meet the two requirements given 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 *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 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 who are a new member and a resident 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 31-day supply*, or less if your prescription is written for fewer days. If needed, we will cover additional refills during your first *90 days* in the plan.

- **For those who have been a member of the plan for more than 90 day and are a resident of a long-term care facility and need a supply right away:**

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

- *Members who have a change in level of care (i.e. hospitalization) will be allowed a onetime 31 day transition supply per drug per level.*

To ask for a temporary supply, call Member Services at 1-866-245-5360. Hours of operation from October 15, 2011 to February 14, 2012, are 7 days a week from 8:00 AM to 8:00 PM. From February 15, 2012 to October 14, 2012, hours of operation are Monday through Friday from 8:00 AM to 8:00 PM. TTY/TDD users should call 1-800-955-8771.

During the time when you are getting a temporary supply of a drug, you should talk with your doctor 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 doctor can ask the plan to make an exception for you and cover the drug in the way you would like it to be covered. The sections below tell you more about these options.

You can change to another drug

Start by talking with your doctor. Perhaps there is a different drug covered by the plan that might work just as well for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. This list can help your doctor to find a covered drug that might work for you.

You can file an exception

You and your doctor or other prescriber 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 doctor or other prescriber says that you have medical reasons that justify asking us for an exception, your doctor or other prescriber 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 and your doctor or other prescriber want to ask for an exception you can call Member Services at 1-866-245-5360. Hours of operation from October 15, 2011 to February 14, 2012, are 7 days a week from 8:00 AM to 8:00 PM. From February 15, 2012 to October 14, 2012, hours of operation are Monday through Friday from 8:00 AM to 8:00 PM. TTY/TDD users should call 1-800-955-8771.