Presbyterian Medicare Plans – Transition Policy

This policy is intended to ensure that Presbyterian Senior Care (HMO) and Presbyterian Medicare PPO members have an appropriate transition for current Part D drugs they were prescribed that are not on the formulary, removed from the formulary, or the formulary status changed.

Presbyterian Medicare Transition Policy

Presbyterian established an appropriate transition process to ensure a smooth transition process for enrollees joining Presbyterian from other Part D plan providers. This policy addresses the following:

- The transition of new members following the annual election period
- The transition of newly eligible Medicare beneficiaries
- Medicare beneficiaries from other coverage
- The transition of individuals who may switch Medicare Part D plans after the start of the contract year
- Enrollees who may reside in long-term care (LTC) facilities
- In some cases, current enrollees affected by formulary changes from one contract year to the next

Presbyterian's transition policy applies to (a) Part D medications that are not on our formulary and (b) Part D medications that are on the formulary but may require prior authorization or step therapy under our established utilization management rules.

Presbyterian's transition policy addresses those situations in which members may not be aware of the medications on the formulary or unsure of what is covered or unfamiliar with the formulary exception process. This policy meets the immediate needs of our valued enrollees and allows them sufficient time to work with their prescribing provider to switch to a therapeutically equivalent formulary medication or complete the formulary exception process.

Outpatient Setting (non-Long Term Care Setting)

During the first 90 days of enrollment with Presbyterian, the member can obtain a one-time fill, up to a 31-day temporary supply of a non-formulary medication, including Part D drugs that require a prior authorization or step therapy.

Long Term Care (LTC) Setting

During the first 90 days of enrollment with Presbyterian, the member can obtain up to a 31-day transition supply. Presbyterian will honor multiple fills of non-formulary Part D medication, including Part D medications that are on the formulary but require prior authorization or step therapy under our utilization management rules, as appropriate during the entire length of the 90-day transition period.

If a LTC enrollee is outside their 90-day transition period, Presbyterian will provide an emergency supply of non-formulary medications, including Part D medications that are on the formulary but require prior authorization or step therapy under our utilization management rules. This emergency supply will be for at least 31 days of medications, unless the prescription is written for less than 31 days. The emergency supply is to ensure that members receive their medications while an exception is requested.

Level of Care Change

Members may experience unplanned level of care changes, for example, discharged or admitted to a LTC facility, hospital, nursing facility, etc. In these circumstances, Presbyterian will provide a one-time temporary fill for a level of care change. This fill will be authorized for up to a maximum of a 31-day supply, unless the prescription is written for less than 31 days.

Transition Notices

All enrollees who receive a temporary supply of a non-formulary Part D medication will receive a written notice via US mail regarding their transition fill and the transition process. This notification will be sent within three (3) business days of the temporary fill. The notice will include the following:

- An explanation of the transition supply that the beneficiary received
- Instructions for working with Presbyterian and their prescriber to identify appropriate therapeutic formulary alternatives
- An explanation of the beneficiary's right to request a formulary exception
- A description of the formulary exception process

Formulary exception requests are available to members, appointed representatives, and physicians via mail, fax, e-mail, our website www.phs.org, or by calling the Presbyterian Customer Service Center at the contact information listed below.

To ask for a temporary supply of a drug, please call the Presbyterian Customer Service Center. You can reach us Monday through Sunday from 8:00 a.m. to 8:00 p.m.

Phone: (505) 923-6060 or toll-free at 1-800-797-5343.
TTY users: 1-888-625-8818
E-mail: info@phs.org

This information is available for free in other languages. Please contact the Presbyterian Customer Service Center at (505) 923-6060 or 1-800-797-5343 for additional information.

Esta información está disponible de manera gratuita en otros idiomas. Sírvase llamar al Centro de Atención a los Cliente del Presbyterian al (505) 923-6060 o al 1-800-797-5343 para obtener más información.