

**EVIDENCE OF COVERAGE:**

**Your Medicare prescription drug coverage as a  
Member of Blue Cross MedicareRx Premier from  
BC Life & Health Insurance Company (BC Life)**

**University of California  
High Option Plan: Retirees with Medicare  
Prescription Drug Benefits**

**January 1, 2006 – December 31, 2006**

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This Evidence of Coverage gives the details about your Medicare prescription drug coverage. It is an important legal document. Please keep it in a safe place.

**Blue Cross MedicareRx Customer Service:**

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For help or information, please call Customer Service Monday through Friday, 8:00am to 6:00pm PST. Calls to these numbers are free:

**Phone: 1-800-928-6201**

**TTY/TDD: 1-877-247-1657**

**Web site: [www.bluecrossca.com/uc](http://www.bluecrossca.com/uc)**



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## Introduction Welcome to Blue Cross MedicareRx

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## Welcome to Blue Cross MedicareRx!

### ***Blue Cross MedicareRx is a Medicare Prescription Drug Plan***

Effective January 1, 2006, you are enrolled in Blue Cross MedicareRx, as part of your UC sponsored group health plan.

Throughout the remainder of this Evidence of Coverage, we refer to Blue Cross MedicareRx as “Plan.”

### ***This Evidence of Coverage explains how to get your Medicare prescription drug coverage through our Plan.***

This Evidence of Coverage, together with your enrollment form, riders, and amendments that we may send to you, is the group Plan. It explains your rights, benefits, and responsibilities as a member of our Plan. It also explains our responsibilities to you. The information in this Evidence of Coverage is in effect for the time period from January 1, 2006 through December 31, 2006.

This Evidence of Coverage gives you the details, including:

- What is covered in our Plan and what is not covered.
- How to get your prescriptions filled, including some rules you must follow.
- What you will have to pay for your prescriptions.
- What to do if you are unhappy about something related to getting your prescriptions filled.
- How to leave our Plan, including your choices for continuing Medicare prescription drug coverage.

### ***Please tell us how we're doing***

We want to hear from you about how well we are doing as your Medicare Prescription Drug Plan. You can call or write to us at any time – your comments are always welcome, whether they are positive or negative. From time to time, we conduct surveys that ask our members to tell about their experiences with this Plan. If you are contacted, we hope you will participate in a member satisfaction survey. Your answers to the survey questions will help us know what we are doing well and where we need to improve.

### **How to contact our Plan's Customer Service**

If you have any questions or concerns, please call or write Blue Cross MedicareRx Customer Service. We will be happy to help you. Our business hours are Monday through Friday, 8:00am to 6:00pm PST.

<b>CALL</b>	<u>1-800-928-6201</u> . This number is also on the cover of this Evidence of Coverage for easy reference. Calls to this number are free.
<b>TTY/TDD</b>	1-877-247-1657. This number requires special telephone equipment. It is on the cover of this Evidence of Coverage for easy reference. Calls to this number are free.
<b>WRITE</b>	Blue Cross MedicareRx P.O. Box 9282, Oxnard, CA 93031-9282

### **How to contact the Medicare program and the 1-800-MEDICARE (TTY/TDD 1-877-486-2048) helpline**

Medicare is the Federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End Stage Renal Disease, sometimes referred to as ESRD (permanent kidney failure requiring dialysis or a kidney transplant). CMS is the Federal agency in charge of the Medicare program. "CMS" stands for **C**enters for **M**edicare & **M**edicaid **S**ervices. CMS contracts with and regulates Medicare Prescription Drug Plans (including our Plan).

***Here are ways to get help and information about Medicare from CMS:***

Call **1-800-MEDICARE** (1-800-633-4227) to ask questions or get free information booklets from Medicare. You can call this national Medicare helpline 24 hours a day, 7 days a week. TTY/TDD users should call 1-877-486-2048. Calls to these numbers are free.

Use a computer to look at [www.medicare.gov](http://www.medicare.gov), the official government Web site for Medicare information. This Web site gives you a lot of up-to-date information about Medicare and nursing homes. It includes Medicare publications you can print directly from your computer. It has tools to help you compare Medicare Health Plans and Prescription Drug Plans in your area. You can also search the “Helpful Contacts” section for the Medicare contacts in your state. If you do not have a computer, your local library or senior center may be able to help you visit this Web site using their computer.

**SHIP – an organization in your state that provides free Medicare help and information**

“SHIP” stands for **S**tate **H**ealth **I**nsurance Assistance **P**rogram. SHIPs are organizations paid by the Federal government to give free health insurance information and help to people with Medicare. SHIPs have different names depending on which state they are in. Your SHIP can explain your Medicare rights and protections, help you make complaints about care or treatment, and help straighten out problems with Medicare bills. Your SHIP has information about Medicare Prescription Drug Plans, Medicare Health Plans, and about Medigap (Medicare supplement insurance) policies.

You can find contact information for the SHIP in your state in the attachment at the end of the Evidence of Coverage. You can also find the Web site for your local SHIP at [www.medicare.gov](http://www.medicare.gov).

**Quality Improvement Organization – a group of doctors and health professionals in your state who review medical care and handle certain types of complaints from patients with Medicare**

“QIO” stands for **Q**uality **I**mprovement **O**rganization. The QIO is a group of doctors and other health care experts paid by the Federal government to check on and help improve the care given to Medicare patients. There is a QIO in each state. QIOs have different names, depending on which state they are in. In addition to other quality improvement and beneficiary protection activities, the doctors and other health experts in the QIO review written quality of care complaints made by Medicare patients. See Section 6 for more information about complaints.

You can find contact information for the QIO in your state in the attachment at the end of the Evidence of Coverage.

## **Other organizations**

### ***Medicaid agency – a state government agency that handles health care programs for people with low incomes***

Medicaid is a joint Federal and state program that helps with medical costs for some people with low incomes and limited resources. Some people with Medicare are also eligible for Medicaid. Most health care costs are covered if you qualify for both Medicare and Medicaid. Medicaid also has programs that can help pay for your Medicare premiums and other costs, if you qualify. To find out more about Medicaid and its programs, refer to the list of state Medicaid programs located in the attachment at the end of this Evidence of Coverage.

### ***Social Security Administration***

The Social Security Administration provides economic protection for Americans of all ages. Social Security programs include retirement benefits; disability; family benefits; survivors' benefits; and benefits for the aged, blind, and disabled. If you have questions about any of these benefits you can call the Social Security Administration at 1-800-772-1213. TTY/TDD users should call 1-800-325-0778. Calls to these numbers are free. You can also visit [www.ssa.gov](http://www.ssa.gov).

### ***Railroad Retirement Board***

If you get benefits from the Railroad Retirement Board, you can call your local Railroad Retirement Board office or 1-800-808-0772 (calls to this number are free). TTY/TDD users should call 312-751-4701. You can also visit [www.rrb.gov](http://www.rrb.gov).

### ***Employer (or “Group”) Coverage***

These benefits are a part of your UC sponsored group health plan. If you have questions about UC eligibility rules, open enrollment periods or your share of premium costs, please contact UC customer service at 1-800-888-8267.

### ***Prescription Drug Discount Program for Medicare Recipients***

Some states have State Pharmacy Assistance Programs (SPAPs). The Genetically Handicapped Persons Program is a state-funded program that provides financial assistance for prescription drugs to low-income and medically needy senior citizens and individuals with disabilities. The Genetically Handicapped Persons Program will help pay for the premiums, deductibles, and/or co-payments/co-insurance for those who qualify. Please contact a SPAP in your state to determine what benefits may be available to you.

You can contact the Genetically Handicapped Persons Program at  
P.O. Box 942732  
Sacramento, CA 94234-7320  
Tel 916-327-0470 or 1-800-639-0597

You can also find the Web site for Genetically Handicapped Persons Program at [www.medicare.gov](http://www.medicare.gov) on the Web.

***State Pharmacy Assistance Program***

Some states have State Pharmacy Assistance Programs (SPAPs). SPAPs are state-funded program that provides financial assistance for prescription drugs to low-income and medically needy senior citizens and individuals with disabilities. SPAPs may help pay for the premiums, deductibles, and/or co-payments/co-insurance for those who qualify. Please contact a SPAP in your state to determine what benefits may be available to you.

Please refer to the attachment found at the end of this Evidence of Coverage to locate the SPAP(s) in your state.

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### What is Blue Cross MedicareRx?

Blue Cross MedicareRx is offered by BC Life & Health Insurance Company (BC Life), and is a Medicare Prescription Drug Plan. Now that you are enrolled in our Plan, you are getting your Medicare prescription drug coverage through BC Life. This Evidence of Coverage explains your benefits and services, what you have to pay, and the rules you must follow to get your prescription drugs covered.

#### ***Overview of Medicare prescription drug coverage***

Medicare prescription drug coverage is insurance that helps pay for your prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part B. We will generally cover the drugs as long as the drug is medically necessary, the prescription is filled at a Plan network pharmacy, and other coverage rules are followed. Blue Cross Medicare Rx does not pay for drugs that are covered by Medicare Part B. As a member, all you have to do while eligible for the plan is to pay applicable co-payments, and co-insurances. The amount of the monthly premium is not affected by your health status or how many prescriptions you need. If you have limited income and resources, you may get extra help from Medicare to pay your premium, co-payments and co-insurances so that you get your prescription drugs for little or no cost. Please see Section 2 or call Blue Cross MedicareRx Customer Service to learn more.

### ***Help us keep your membership record up-to-date***

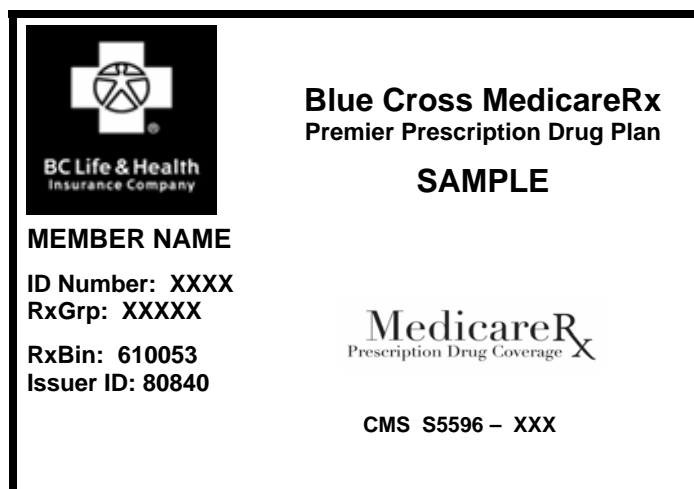
We have a file of information about you as a plan member. Pharmacists use this membership record to know what drugs are covered for you. The membership record has information from your enrollment form, including your address and telephone number. It shows your specific Plan coverage and other information. Section 8 tells you how we protect the privacy of your personal health information.

Please help us keep your membership record up-to-date by letting the University know right away if there are any changes in your name, address, or phone number, or if you go into a nursing home. Also, tell Blue Cross about any changes in prescription drug coverage you have from other sources, such as from Medi-Cal or your spouse's current or former employer. In addition, you should tell Blue Cross about any changes in coverage due to claims filed under liability insurance, such as workers' compensation claims or claims against another driver in an automobile accident.

### **Use your Plan membership card instead of your red, white, and blue Medicare card**

Now that you are a member of our Plan, you have a Plan membership card. Here is a sample card to show what it looks like:

#### FRONT OF ID CARD



## BACK OF ID CARD

This is your MedicareRx/Employer benefit Prescription Identification Card. Present it at the pharmacy when you or your eligible dependents receive eligible drugs or supplies. See your certificate(s) or booklet(s) for a description of the benefits, terms, conditions, limitations and exclusions of coverage. When submitting inquiries always include your member number from the face of this card. Possession or use of this card **does not guarantee payment.**

**Part D Customer Service:** (800) 928-6201

**Submit Claims to:**

Wellpoint Pharmacy Management  
P.O. Box 4496  
Woodland Hills, CA 91365-4496

**Important Numbers:**

Provider Line: (866) 841-8953  
TTD/TTY (for hearing/speech impaired): (877) 247-1657  
Mon – Fri 8 a.m. – 6 p.m. PST

BC Life & Health Insurance Company is an independent Licensee of the Blue Cross Association.  
The Blue Cross name and symbol are registered service marks of the Blue Cross Association.  
Anthem Insurance Companies, Inc (AIC) is the legal entity who has contracted and licensed with the Center for Medicare and Medicaid Services (CMS) to offer the Part D plan(s) noted.

During the time you are a plan member and using plan services, you *must* use your Plan membership card at network pharmacies. Please carry your Plan membership card with you at all times. You will need to show this card in order to get your prescription drugs paid for by the Plan at the point of purchase. If your membership card is ever damaged, lost, or stolen, call the Blue Cross Customer Service right away and we will send you a new card.

## Using plan pharmacies to get your prescription drugs covered by us

### *What are network pharmacies?*

With few exceptions, **you must use network pharmacies to get your prescription drugs covered.**

- **What is a “network pharmacy”?** A network pharmacy is a pharmacy at which you can get your prescription drug benefits. We call them “network pharmacies” because they contract with our Plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies. Once you go to one, you are not required to continue going to the same pharmacy to fill your prescription; you can go to any of our network pharmacies. As a member of our Plan, you can look at our Web site at [www.bluecrossca.com/uc](http://www.bluecrossca.com/uc) where you will find a list of our Medicare Part D network pharmacies.
- We have a list of **preferred network pharmacies**. At these pharmacies, you may get your drugs at a lower co-pay or co-insurance. We negotiate a lower price for covered prescription drugs from preferred pharmacies. Preferred pharmacies offer mail order service and specialty medications, and also include select retail network pharmacies that have contracted with us to allow members to fill a 90-day supply of their prescription medications. A non-preferred network pharmacy is still a network pharmacy, but you may have to pay more for your prescriptions. Please refer to your



pharmacy directory or call Blue Cross MedicareRx Customer Service to locate a preferred network pharmacy. You can also access our list of preferred network pharmacies on the web site: [www.bluecrossca.com/uc](http://www.bluecrossca.com/uc).

- **What are “covered drugs”?** “Covered drugs” is the general term we use to mean all of the outpatient prescription drugs that are covered by our Plan.

### ***How do I fill a prescription at a network pharmacy?***

To fill your prescription, you must show your Plan membership card at one of our network pharmacies. If you do not have your membership card with you when you fill your prescription, you may have to pay the full cost of the prescription (rather than paying just your co-payment). If this happens, you can ask us to reimburse you for our share of the cost by submitting a claim to us. To learn how to submit a paper claim, please refer to the paper claims process described at the end of this section.

### ***The Pharmacy Directory gives you a list of Plan network pharmacies.***

The Pharmacy Directory lets you find a network pharmacy closest to you. If you don't have the Pharmacy Directory, you can get a copy from Blue Cross MedicareRx Customer Service. They can also give you the most up-to-date information about changes in this Plan's pharmacy network. In addition, as a member of our Plan, you can look at our Web site at [www.bluecrossca.com/uc](http://www.bluecrossca.com/uc) where you will find a list of our network pharmacies.

### ***What if a pharmacy is no longer a “network pharmacy”?***

Sometimes a pharmacy might leave the Plan's network. If this happens, you will have to get your prescriptions filled at another Plan network pharmacy. Please refer to your Pharmacy Directory or call Blue Cross MedicareRx Customer Service to find another network pharmacy in your area. You can also find this information on our Web site [www.bluecrossca.com/uc](http://www.bluecrossca.com/uc).

### ***How do I fill a prescription through Plan's network mail order pharmacy service?***

You can use our Plan's mail order pharmacy service, PrecisionRx, to fill prescriptions for any drug that is marked as a mail-order drug on the formulary list. Order forms can be obtained by contacting Blue Cross MedicareRx Customer Service.

When you order prescription drugs through our network mail order pharmacy service, you must order at least a 90-day supply of the drug.

Generally, it takes us 12 days to process your order and ship it to you. However, sometimes your mail order may be delayed. If your mail order is delayed, we will notify you and provide instructions on how to obtain your prescription in the interim.

You are not required to use our mail order services to get an extended supply of mail order drugs. You can also get an extended supply through some retail network pharmacies.

## Filling prescriptions outside the network

We have network pharmacies outside of the service area where you can get your drugs covered as a member of our plan. **Before you fill your prescription in these situations, call Blue Cross MedicareRx Customer Service to see if there is a network pharmacy in your area where you can fill your prescription.** If you do go to an out-of-network pharmacy, you may have to pay the full cost (rather than paying just your co-payment) when you fill your prescription. You can ask us to reimburse you for our share of the cost by submitting a claim form. You should submit a claim to us if you fill a prescription at an out-of-network pharmacy as any amount you pay will help you qualify for catastrophic coverage (see section 4). To learn how to submit a paper claim, please refer to the paper claims process described next.

In addition to paying the co-payments/co-insurances listed in Section 4, you will be required to pay the difference between what we would pay for a prescription filled at an in-network pharmacy and what the out-of-network pharmacy charged for your prescriptions.

If you take a prescription drug on a regular basis and you are going on a trip, be sure to check your supply of the drug before you leave. When possible, take along all the medication you will need. You may be able to order your prescription drugs ahead of time through our mail service pharmacy.

You may have to pay the full cost (rather than paying just your copayment/coinsurance) when you fill your prescription at an out-of-network pharmacy. You can ask us to reimburse you for our share of the cost by submitting a claim form.

You can call Blue Cross MedicareRx Customer Service at the number listed in Section 1 to find out if there is a network pharmacy in the area where you are traveling. You can also get this information on our web site at [www.bluecrossca.com/uc](http://www.bluecrossca.com/uc).

Prescription drugs purchased while you are out of the country will be covered if they are FDA approved medications and are obtained at a licensed pharmacy. You will have to pay the full cost of your prescription and submit the claim directly to us.

We will reimburse you **100%** of the cost of the prescription, less the applicable network pharmacy Co-Payment.

## **How do I submit a paper claim?**

When you go to a network pharmacy, your claim is automatically submitted to us by the pharmacy. However, if you go to an out-of-network pharmacy for one of the reasons listed above, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription and submit a claim to us. Claim forms can be obtained by contacting Blue Cross MedicareRx Customer Service.

*To submit a paper claim, send your claim and receipt to the following address:*

Blue Cross MedicareRx  
P.O. Box 4496, Woodland Hills, CA 91365-4496.

Upon receipt, we will make an initial coverage determination on the claim.

## **Specialty pharmacies**

### ***Home infusion pharmacies***

Plan will cover home infusion therapy if:

- Your prescription drug is on our Plan's formulary,
- You have followed all required coverage rules and our Plan has approved your prescription for home infusion therapy,
- Your prescription is written by a doctor, and
- You get your infused drug(s) from a Plan network pharmacy.

Please refer to your Pharmacy Directory to find a home infusion pharmacy provider in your area. For more information, please contact Blue Cross MedicareRx Customer Service.

### ***Long-term care pharmacies***

Residents of a long-term care facility may get their prescription drugs through their long-term care pharmacy in the plan's network of long-term care pharmacies. In some cases the long-term care pharmacy will be the long-term care pharmacy that contracts directly with the long-term care facility. Please refer to your Pharmacy Directory to find out if your long-term care pharmacy is part of our network. If it is not, or for more information, please contact Blue Cross MedicareRx Customer Service.

### ***Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies***

Native Americans and Alaska Natives have access to Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies through Plan's pharmacy network.

Please refer to your Pharmacy Directory to find an I/T/U pharmacy in your area. For more information, please contact Blue Cross MedicareRx Customer Service.

## **Some vaccines and drugs may be administered in your doctor's office**

We cover vaccines that are medically necessary and are covered by our Plan but are not already covered by Medicare Part B. In addition we cover some drugs that may be administered in your doctor's office. (Please see Section 4, "How does your enrollment in Plan affect coverage for drugs covered under Medicare Part A or Part B?" for more information.)

## Section 2 Extra Help with Drug Plan Costs for People with Limited Income and Resources

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### What extra help is available?

Starting January 1, 2006, Medicare prescription drug coverage will be available to everyone with Medicare. If you have limited income and resources, you may qualify for extra help paying your prescription drug plan costs. If you qualify, you will get help paying for your drug plan's monthly premium and/or prescription co-payments and coinsurances.

### Do you qualify for extra help?

People with limited income and resources may qualify for extra help. To qualify, your annual income must be below \$14,355 (or \$19,245 if you are married). In addition, your resources (including your savings and stocks, but not your home or car) must not exceed \$11,500 (or \$23,000 if you are married). The amount of extra help you get will depend on your income and resources.

*Note: Amounts shown above are for 2006. If you live in Alaska or Hawaii, or pay more than half of the living expenses of dependent family members, income limits are higher. Please call Blue Cross MedicareRx Customer Service to find out what the income limits are.*

Some people automatically qualify for extra help and do not have to apply for it. If you answer "yes" to any of the questions below, you automatically qualify for extra help:

- Do you have Medicare and full coverage from a state Medi-Cal?
- Do you get Supplemental Security Income?
- Do you get help from your state Medi-Cal program paying your Medicare premiums? That is, do you belong to a Medicare Savings Program, such as the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), or Qualified Individual (QI) program?

## How do you apply for extra help?

Medicare mailed letters to people who automatically qualify for extra help in May or June. If you did not automatically qualify, the Social Security Administration (SSA) sent people with certain incomes an application for this extra help. If you got this application, fill it out and send it back to SSA as soon as possible. If you did not get an application but think you may qualify, call 1-800-772-1213, visit [www.socialsecurity.gov](http://www.socialsecurity.gov) on the Web, or apply at your State Medical Assistance office. After you apply, you will get a letter in the mail letting you know if you qualify or not and what you need to do next.

## How do you get more information?

For more information on who can get extra help with prescription drug costs and how to apply, call the Social Security Administration at 1-800-772-1213, or visit [www.socialsecurity.gov](http://www.socialsecurity.gov) on the Web. TTY/TDD users should call 1-800-325-0778.

In addition, you can look at the 2006 *Medicare & You* Handbook, visit [www.medicare.gov](http://www.medicare.gov) on the Web, or call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users should call 1-877-486-2048.

If you have any questions about our Plan, please refer to our Blue Cross MedicareRx Customer Service numbers listed on the cover and in the introduction section. Or, visit our web site at [www.bluecrossca.com/uc](http://www.bluecrossca.com/uc).

## Section 3 Monthly Premium

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**Please Note:** *If you are a member of a State Pharmacy Assistance Program (SPAP), you may get help paying your premiums. Please contact your SPAP to determine what benefits are available to you.*

### Paying the plan premium for your coverage as a member of our Plan

#### ***How much is your monthly plan premium and how do you pay it?***

The University sponsored High Option Plan for Retirees with Medicare and MedicareRx Plan you are enrolled in may require a monthly premium payment. Please check with the University's Customer Service at 1-800-888-8267 if you have questions about your premium payments.

#### **Can your plan premiums change during the year?**

Generally, your plan premium, if any, cannot change during the policy year. We will tell you in advance if there will be any changes for the next policy year in your plan premiums or in the amounts you will have to pay when you get your prescriptions covered. .

In limited circumstances, your plan premium may change during the policy year. If you aren't currently receiving additional financial state or federal assistance, but you qualify for it during the year, your monthly premium amount would go down. Or, if you currently get financial assistance in paying your plan premium, the amount of help you qualify for may change during the year. Your eligibility for financial assistance might change if there is a change in your income or resources or if you get married or become single during the year. If the amount of financial assistance you get changes, your monthly premium would also change. For example, if you qualify for more financial assistance, your monthly premium amount would be lower. The Social Security Administration or State Medical Assistance Office can tell you if there is a change in your eligibility for extra help.

## **Do you have to continue to pay your Part A or Part B premiums?**

To be a member of our Plan, you must either be entitled to Medicare Part A or enrolled in Medicare Part B and live in our service area. If you currently pay a premium for Medicare Part A and/or Medicare Part B, you must continue paying your premium in order to keep your Medicare Part A and/or Medicare Part B and to remain a member of this plan.

Some members who belong to a Medicare Savings Program (Qualified Medicare Beneficiary or QMB, Specified Low-Income Medicare Beneficiary or SLMB, Qualified Individual or QI) may be eligible to get extra help in paying for the cost of their Medicare Part A and/or Part B premiums. Please see Section 2 or call Blue Cross MedicareRx Customer Service for more information.

## **What is the late enrollment penalty?**

You will have to pay a late enrollment penalty in addition to your monthly plan premium if you do not enroll in a Medicare Prescription Drug Plan during your initial enrollment period and you do not have *creditable* coverage for a continuous period of at least 63 days after your initial enrollment period. *Creditable* prescription drug coverage is coverage that is at least as good as the standard Medicare prescription drug coverage. You pay this late enrollment penalty for as long as you have Medicare prescription drug coverage. The amount of the late enrollment penalty may increase every year.

The late enrollment penalty also applies to individuals who qualify for extra help with their drug plan costs. If you get extra help, your penalty amount may be lower than it is for those who don't qualify. In addition, you may only have to pay the penalty for a maximum of 60 months.



## Section 4 Prescription Drug Coverage

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This section describes your prescription drug coverage as a member of our Plan. We will explain what a formulary is and how to use it, our drug management programs, how much you will pay when you fill a prescription for a covered drug, and what an Explanation of Benefits is and how to get additional copies.

## **What drugs are covered by this Plan?**

### ***What is a formulary?***

The drugs on the formulary are selected by our Plan with the help of a team of health care providers. We select the prescription therapies believed to be a necessary part of a quality treatment program and both brand name drugs and generic drugs are included on the formulary. A generic drug has the same active-ingredient formula as the brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and as effective as brand name drugs.

Not all drugs are included on the formulary. In some cases, the law prohibits coverage of certain types of drugs. (See “Drug Exclusions”, later in this section, for more information about the types of drugs that cannot be covered under a Medicare Prescription Drug Plan.) In other cases, we have decided not to include a particular drug.

### ***How do you find out what drugs are on the formulary?***

You may call Blue Cross MedicareRx Customer Service at 1-800-928-6201 to find out if your drug is on the formulary or to request a copy of our formulary. You can also get updated information about the drugs covered by us by visiting our web site at [www.bluecrossca.com/uc](http://www.bluecrossca.com/uc).

### ***What are drug tiers?***

Drugs are organized into different drug tiers, or groups of different drug types. Your co-insurance or co-payment depends on which drug tier your drug is in. The table found in this section shows the co-insurance/co-payment amount you pay for each tier. (See “How Much Do You Pay for Drugs Covered by this Plan?” in this section for more information about the coverage level.)

You can ask us to make an exception to your drug’s tier placement. See Section 6 to learn more about how to request an exception.

### ***Can the formulary change?***

We may add or remove drugs from the formulary during the year. Changes in the formulary may affect how much you will pay when filling your prescription. If we remove drugs from the formulary, or add prior authorizations, quantity limits and/or step therapy restrictions on a drug, or move a drug to a higher cost-sharing tier, and you are taking the drug affected by the change, we will notify you of the change at least 60 days before the date that the change becomes effective. If we don't notify you of the change in advance, we will give you a 60 day supply of the drug when you request a refill of the drug. However, if a drug is removed from our formulary because the drug has been recalled from the market, we will not give 60-days notice before removing the drug from the formulary. Instead, we will remove the drug from our formulary immediately and notify members about the change as soon as possible.

### ***Drug exclusions***

By law, certain types of drugs or categories of drugs are not covered by Medicare Prescription Drug Plans. These drugs or categories of drugs are called “exclusions” and include:

Nonprescription drugs, unless they are part of an approved step therapy	Drugs when used for anorexia, weight loss, or weight gain
Drugs when used to promote fertility	Drugs when used for cosmetic purposes or hair growth
Barbiturates and Benzodiazepines	Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations
Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale	

In addition, a Medicare Prescription Drug Plan cannot cover a drug that is covered under Medicare Part A or Part B. See “How does your enrollment in this Plan affect coverage for drugs covered under Medicare Part A or Part B?” on page 21.

## Drug Management Programs

### *Utilization management*

For certain prescription drugs, we have additional requirements for coverage or limits on our coverage. These requirements and limits ensure that our members use these drugs in the most effective way and also help us control drug plan costs. A team of doctors and pharmacists developed these requirements and limits for our Plan to help us to provide quality coverage to our members. Examples of utilization management tools are described below:

- **Prior Authorization:** We require you to get prior authorization for certain drugs. This means that your physician will need to get approval from us before you fill your prescription. If they don't get approval, we may not cover the drug.
- **Quantity Limits:** For certain drugs, we limit the amount of the drug that we will cover per prescription or for a defined period of time. For example, we will provide up to 4 tablets (35mg) or 30 tablets (5mg or 20mg) per prescription for Actonel.
- **Generic Substitution:** When there is a generic version of a brand name drug available, our network pharmacies will automatically give you the generic version, unless your doctor has told us that you must take the brand name drug ("dispense as written")

You can find out if your drug is subject to these additional requirements or limits by calling Blue Cross MedicareRx Customer Service. If your drug does have these additional restrictions or limits, you can ask us to make an exception to our coverage rules. Refer to Section 6 of this booklet (page 33) for more information on how to request an exception.

### *Drug utilization review*

We conduct drug utilization reviews for all of our members to make sure that they are receiving safe and appropriate care. These reviews are especially important for members who have more than one doctor who prescribe their medications. We conduct drug utilization reviews each time you fill a prescription and on a regular basis by reviewing our records. During these reviews, we look for medication problems such as:

- Possible medication errors
- Duplicate drugs that are unnecessary because you are taking another drug to treat the same medical condition
- Drugs that are inappropriate because of your age or gender
- Possible harmful interactions between drugs you are taking
- Drug allergies
- Drug dosage errors

If we identify a medication problem during our drug utilization review, we will work with your doctor to correct the problem.

### ***Medication therapy management programs***

We offer medication therapy management programs at no additional cost for members who have multiple medical conditions, who are taking many prescription drugs, or who have high drug costs. These programs were developed for us by a team of pharmacists and doctors. We use these medication therapy management programs to help us provide better coverage for our members. For example, these programs help us make sure that our members are using appropriate drugs to treat their medical conditions and help us identify possible medication errors.

We offer several medication therapy management program(s) for members that meet specific criteria. We may contact members who qualify for these programs. If we contact you, we hope you will join so that we can help you manage your medications. Remember, you do not need to pay anything extra to participate.

If you are selected to join a medication therapy management program we will send you information about the specific program, including information about how to access the program.

### **How does your enrollment in this Plan affect coverage for the drugs covered under Medicare Part A or Part B?**

Your enrollment in this Plan does not affect Medicare coverage for drugs covered under Medicare Part A or Part B. If you meet Medicare's coverage requirements, your drug will still be covered under Medicare Part A or Part B even though you are enrolled in this Plan. In addition, if your drug is covered by Medicare Part A or Part B, it cannot be covered by us even if you choose not to participate in Part A or Part B. Some drugs may be covered under Medicare Part B in some cases and through this Plan (Medicare Part D) in other cases but never both at the same time. In general, your pharmacist or provider will determine whether to bill Medicare Part B or us for the drug in question.

See CMS publication *Medicare & You Handbook* for more information about drugs that are covered by Medicare Part A and Part B.

### **How much do you pay for drugs covered by this Plan?**

If you qualify for extra help with your drug costs, your costs for your drugs may be different than those described below. See Section 2 "Extra Help with Drug Plan Costs for People with Limited Income and Resources" and the "Evidence of Coverage Rider for those who get extra help paying for their prescription drugs" for more information.

The amount you pay for your drug depends on whether you have met your annual out-of-pocket maximum (after which you will pay a \$0 copay for the balance of the calendar

year), the type of drug it is, and whether you are filling your prescription at an in-network or out-of-network pharmacy. Your drug costs for each coverage level are described on the following page.

The amount you pay when you fill a covered prescription is called the **co-insurance or co-payment**. Your co-insurance or co-payment will vary depending on the drug and where the prescription is filled.

<b>Prescription Drug Tiers</b>	<b>Retail Co-payment/Co-insurance (30 day Supply)</b>	<b>Mail-Order* Co-payment/Co-insurance (90-day supply)</b>
Tier 1 – In-Network Generic	\$15	\$30
Tier 1 – Out-of-Network** Generic	\$15	No Coverage
Tier 2 – In-Network Formulary Brand	\$25	\$50
Tier 2 – Out-of-Network** Formulary Brand	\$25	No Coverage
Tier 3 – In-Network Non-Formulary Brand***	\$40	\$80
Tier 3 – Out-of-Network** Non-Formulary Brand***	\$40	No Coverage
Tier 4 – In-Network Contraceptive Devices, limited to one per year; Diabetic Supplies (other than Diabetic Syringes)	No Co-Payment	No Co-Payment
Tier 4 – Out-of-Network Contraceptive Devices, limited to one per year; Diabetic Supplies (other than Diabetic Syringes)	No Co-Payment	No Coverage
Tier 5 – In-Network Diabetic Syringes	\$25	\$50
Tier 5 – Out-of-Network** Diabetic Syringes	\$25	No Coverage

*\* A 90-day supply can be obtained through our mail order pharmacy service, PrecisionRx, or select retail pharmacies that have contracted to dispense an extended supply. If a member requests the same supply as the mail order drugs from select retail pharmacies, the member will pay a co-payment for each 30-day supply, i.e. the co-payment for a 60-day supply would be twice the co-payment for a 30-day supply and the co-payment for a 90-day supply would be three times the co-payment for a 30-day supply.*

*\*\* Member will be responsible for the difference between network and out-of-network retail pharmacy costs, unless it is an emergency or member does not have adequate access to an In-Network Retail Pharmacy.*

*\*\*\* If the doctor has specified “dispense as written” (DAW) for non-formulary brand drugs, the co-payment for formulary brand name drugs will apply*

Once your out-of-pocket costs reach \$1,000, you will reach your **initial coverage limit**. Your initial coverage limit is calculated by adding payments made by this Plan and you. If other individuals, organizations, former employer/union, and another insurance plan or policy help pay for your drugs under this plan, the amount they spend may count towards your initial coverage limit.

### ***Catastrophic Coverage***

All Medicare Prescription Drug Plans include catastrophic coverage for people with high drug costs. In order to qualify for catastrophic coverage, you must spend \$1,000 out-of-pocket for the year for generic and formulary brand drugs. When the total amount you have paid toward your co-payments for generic and formulary brand drugs reaches the initial coverage limit of \$1,000, you will qualify for catastrophic coverage. During catastrophic coverage you will pay \$0 for all covered generic and formulary brand drugs. We will pay the rest. Note: If obtaining drugs through an out-of-network pharmacy, you will still be responsible for the difference between network and out-of-network retail pharmacy costs.

### **How is your out-of-pocket cost calculated?**

#### ***What type of prescription drug payments count toward your out-of-pocket costs?***

Your co-insurance or co-payments for generic and brand name drugs will count toward your out-of-pocket costs and help you qualify for catastrophic coverage so long as the drug is on the formulary (or if you get a favorable decision on a coverage determination, exception request or appeal), and it was obtained at a network pharmacy (or you have an approved claim from an out-of-network pharmacy).

When you have spent a total of \$1,000 for these items, you will reach the catastrophic coverage level. The amount you pay for your monthly premium, if any, **does not** count toward reaching the catastrophic coverage level.

Purchases that will **not** count toward your out-of-pocket costs:

- Non-formulary drugs.

### ***Who can pay for your prescription drugs, and how do these payments apply to your out-of-pocket costs?***

Except for your premium payments, any payments you make count toward your out-of-pocket costs and will help you qualify for catastrophic coverage. In addition, when the following individuals or organizations pay your prescription drug costs, these payments will count toward your out-of-pocket costs (and will help you qualify for catastrophic coverage):

- Family members or other individuals;
- Qualified State Pharmacy Assistance Programs (SPAPs);
- Medicare programs that provide extra help with prescription drug coverage; or
- Most charities or charitable organizations. Please note that if the charity is established, run or controlled by your current or former employer or union, the payments usually will not count toward your out-of-pocket costs.

Payments made by the following do **not** count toward your out-of-pocket costs:

- Group Health Plans;
- Insurance Plans and government funded health programs (e.g. TRICARE the Indian Health Service); and
- Third party arrangements with a legal obligation to pay for prescription costs (e.g., Workers Compensation).

If you have coverage from a third party that pays a part of or all of your out-of-pocket costs, you must disclose this information to us. An example of third party coverage would be an employer-sponsored health plan that offers prescription drug coverage.

We will be responsible for keeping track of your out-of-pocket cost amount and will let you know when you have qualified for catastrophic coverage. If you or another party on your behalf have purchased drugs outside of our plan benefit, you will be responsible for submitting appropriate documentation of such purchases to us. In addition, every month you purchase covered prescription drugs through us, you will get an Explanation of Benefits that shows your out-of-pocket cost amount to date.

## **Explanation of Benefits**

### ***What is the Explanation of Benefits?***

The Explanation of Benefits is a document you will get each month you use your prescription drug coverage. It will tell you the total amount you have spent on your prescription drugs and the total amount we have paid for your drugs.



### ***What information is included in the Explanation of Benefits?***

Your Explanation of Benefits will contain the following information:

- A list of prescriptions you filled during the month, as well as the amount paid for each prescription;
- Information about how to request an exception and appeal our coverage decisions;
- A description of changes to the formulary that will occur at least 60 days in the future; and
- A summary of your coverage this year, including information about:
  - **Amount Paid For Prescriptions**-the amounts paid that count towards your initial coverage limit.
  - **Out-Of-Pocket Payments after You Reach the Initial Coverage Limit**-The amount you and/or others make after you reach the initial coverage limit and before you qualify for Catastrophic Coverage.
  - **Total Out-Of-Pocket Costs That Count Towards Catastrophic Coverage**  
The total amount you and/or others have spent on prescription drugs that count towards you qualifying for catastrophic coverage. This total includes the amounts spent for your co-payments and co-insurance, and payments made on covered Part D drugs after you reach the initial coverage limit. (This amount does not include payments made by another insurance plan or policy, government funded health program or other excluded parties.)

### ***When will you get your Explanation of Benefits?***

You will get your Explanation of Benefits in the mail each month that you use the benefits provided by us.

### ***What should you do if you did not get an Explanation of Benefits or if you wish to request one?***

An Explanation of Benefits is also available upon request. To get a copy, please contact Blue Cross MedicareRx Customer Service.

### **How does your prescription drug coverage work if you go to a hospital or skilled nursing facility?**

**If you are admitted to a hospital for a Medicare-covered stay**, Medicare Part A will cover the cost of your prescription drugs while you are in the hospital. Once you are released from the hospital, we will cover your prescription drugs as long as they are not covered by Medicare Part A or Part B, are part of the formulary and are purchased at one of our network pharmacies. We will also cover your prescription drugs if they are approved under the coverage determination, exceptions, or appeals process.

**If you are admitted to a skilled nursing facility for a Medicare-covered stay:** After Medicare Part A stops paying for your prescription drug costs, we will cover your prescriptions as long as the skilled nursing facility's pharmacy is in our pharmacy network and the drug is not covered by Medicare Part B coverage. We will also cover your prescription drugs if they are approved under the coverage determination, exceptions, or appeals process. When you enter, live in, or leave a skilled nursing facility you are entitled to a special enrollment period, during which time you will be able to leave this Plan and join a new Medicare Prescription Drug Plan. Please see Section 7 of this document for more information about leaving this Plan and joining a new Medicare Prescription Drug Plan.

## **Section 5 If You Have Other Prescription Drug Coverage**

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We will send you our Coordination of Benefits Survey so that we can know what other drug coverage you have in addition to the coverage you get through this plan. CMS requires us to collect this information from you, so when you get the survey, please fill it out and send it to us. The information you provide helps us calculate how much you and others have paid for your drugs. In addition, if you lose or get additional prescription drug coverage, please call Blue Cross MedicareRx Customer Service to update your membership records.

### **If you have Medicare and Medi-Cal**

Beginning January 1, 2006, your prescription drug coverage will change. Medicare, not Medi-Cal, will pay for most of your prescription drugs. You will continue to get your health coverage under both Medicare and Medi-Cal.

### **If you are a member of a State Pharmacy Assistance Program (SPAP)**

If you are currently enrolled in a SPAP, you may get help paying your premiums, deductibles, and/or co-payments. Please contact your SPAP to determine what benefits are available to you. Please see the Introduction for more information.

### **If you have a Medigap policy with prescription drug coverage**

If you currently have a Medicare Supplement (Medigap) policy **that includes coverage for prescription drugs**, you must contact your Medigap issuer and tell them you have enrolled in our Plan. If you decide to keep your current Medigap policy, your Medigap issuer will remove the prescription drug coverage portion of your policy and adjust your premium. In addition, under certain circumstances, you may be able to purchase a different Medigap policy from the same company. Your Medigap issuer cannot charge you more based on any past or present health problems.

In the fall of 2005, your Medigap issuer sent a letter explaining your options and how the removal of drug coverage from your Medigap policy will affect your premiums. If you did not get this letter, please contact your Medigap issuer.

**If you are enrolled in a Medicare-approved drug discount card program**

If you have Medicare-approved drug discount card, you may continue to use your card to get discounts on your prescription drugs until the effective date of your enrollment in this Plan or until May 15, 2006 (whichever comes first).

If you are a member of a Medicare-approved drug discount card and are receiving up to \$600 credit in help paying for your prescription drugs, you will be able to use any remaining credit you have towards your prescription drug purchases until the effective date of your enrollment in this Plan or until May 15, 2006 (whichever comes first).

**If you are enrolled in a non-Medicare approved drug discount card program**

If you are a member of a drug discount card program that is not Medicare-approved, please contact your drug card issuer to determine what benefits are available to you. Any amount you pay while using a discount card for drugs covered by us can count towards your out-of-pocket expenses. To submit a claim, send your claim and receipt to the following address:

Blue Cross MedicareRx  
P.O. Box 4496  
Woodland Hills, CA  
91365-4496

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## **What to do if you have complaints**

### ***Introduction***

We encourage you to let us know right away if you have questions, concerns, or problems related to your prescription drug coverage. Please call Blue Cross MedicareRx Customer Service numbers listed on the cover.

This section gives the rules for making complaints in different types of situations. Federal law guarantees your right to make complaints if you have concerns or problems with any part of your care as a plan member. The Medicare program has helped set the rules about what you need to do to make a complaint, and what we are required to do when someone makes a complaint. If you make a complaint, we must be fair in how we handle it. You cannot be disenrolled from this Plan or penalized in any way if you make a complaint.

A complaint will be handled as a grievance, coverage determination, or an appeal, depending on the subject of the complaint. The following section briefly discusses grievances, coverage determinations, and appeals.

### ***What is a grievance?***

A grievance is any complaint other than one that involves a coverage determination. You would file a grievance if you have any type of problem with us or one of our network pharmacies that does not relate to coverage for a prescription drug. For example, you would file a grievance if you have a problem with things such as waiting times when you fill a prescription, the way your network pharmacist or others behave, being able to reach someone by phone or get the information you need, or the cleanliness or condition of a network pharmacy.

### ***What is a coverage determination?***

Whenever you ask for a Part D prescription drug benefit, the first step is called requesting a coverage determination. When we make a coverage determination, we are making a decision whether or not to provide or pay for a Part D drug and what your share of the cost is for the drug. Coverage determinations include exception requests. You have the right to ask us for an “exception” if you believe you should get a drug at a lower co-payment. If you request an exception, your doctor must provide a statement to support your request.

**You must contact us if you would like to request a coverage determination (including an exception). You cannot request an appeal if we have not issued a coverage determination.**

### ***What is an appeal?***

- An appeal is any of the procedures that deal with the review of an unfavorable coverage determination. You would file an appeal if you want us to reconsider and change a decision we have made about what Part D prescription drug benefits are covered for you or what we will pay for a prescription drug.

### ***How to file a grievance***

**This part of Section 6 explains how to file a grievance.** A grievance is different from a request for a coverage determination because it usually will not involve coverage or payment for Part D prescription drug benefits (concerns about our failure to cover or pay for a certain drug should be addressed through the coverage determination process discussed below).

What types of problems might lead to you filing a grievance?

- You feel that you are being encouraged to leave (disenroll from) our Plan.
- Problems with the Blue Cross MedicareRx Customer Service you receive.
- Problems with how long you have to spend waiting on the phone or in the pharmacy.
- Disrespectful or rude behavior by pharmacists or other staff.
- Cleanliness or condition of pharmacy.
- If you disagree with our decision not to expedite your request for an expedited coverage determination or redetermination.
- You believe our notices and other written materials are difficult to understand.
- Failure to give you a decision within the required timeframe.
- Failure to forward your case to the independent review entity if we do not give you a decision within the required timeframe.
- Failure by the plan sponsor to provide required notices.
- Failure to provide required notices that comply with CMS standards.

In certain cases, you have the right to ask for a “fast grievance,” meaning your grievance will be decided within 24 hours. We discuss these fast-track grievances in more detail below.

**If you have a grievance, we encourage you to first call Blue Cross MedicareRx Customer Service at the number listed on the cover. We will try to resolve any complaint that you might have over the phone.** If you request a written response to your phone complaint, we will respond in writing to you. **If we cannot resolve your complaint over the phone, we have a formal procedure to review your complaints. We call this The Blue Cross MedicareRx Member Grievance Procedure.** You may provide your grievance to us in writing or use the Grievance Form if you wish. Also, a Member Services representative can fill out the Grievance Form while you are on the telephone. On the form, be sure to provide all pertinent documentation and information. Mail the Grievance Form to: Blue Cross MedicareRx, Grievance and Appeals Unit, P.O. Box 9282, Oxnard, CA 93031-9282. Blue Cross MedicareRx will acknowledge receipt of the Grievance Form within 5 working days of receiving it. Blue Cross MedicareRx will obtain medical records and review the issue. Blue Cross MedicareRx will inform you, in writing, of our decision within 30 days. If you disagree with our decision to not give you a “fast appeal”, or if we take an extension on our initial decision or appeal, you have the right to ask for a “fast grievance”. Blue Cross MedicareRx will respond to your “fast grievance” in 24 hours. We must notify you of our decision about your grievance as quickly as your case requires based on your health status, but no later than 30 calendar days after receiving your complaint. We may extend the timeframe by up to 14 calendar days if you request the extension, or if we justify a need for additional information and the delay is in your best interest.

You may request a “Grievance Form” by contacting Blue Cross MedicareRx Customer Service.

### **For quality of care complaints, you may also complain to the Quality Improvement Organization (QIO)**

Complaints concerning the quality of care received under Medicare may be acted upon by the Medicare prescription drug plan under the grievance process, by an independent organization called the QIO, or by both. For example, if an enrollee believes his/her pharmacist provided the incorrect dose of a prescription, the enrollee may file a complaint with the QIO in addition to or in lieu of a complaint filed under the Part D plan's grievance process. For any complaint filed with the QIO, the Part D plan must cooperate with the QIO in resolving the complaint.

### **How to file a quality of care complaint with the QIO**

Quality of care complaints filed with the QIO must be made in writing. An enrollee who files a quality of care grievance with a QIO is not required to file the grievance within a specific time period. See the introduction for more information about how to file a quality of care complaint with the QIO.



### ***How to request a coverage determination***

**This part of Section 6 explains what you can do if you have problems getting the prescription drugs you believe we should provide and you want to request a coverage determination.** We use the word “provide” in a general way to include such things as authorizing prescription drugs, paying for prescription drugs, or continuing to provide a Part D prescription drug that you have been getting.

If your doctor or pharmacist tells you that we will not cover a prescription drug, you should contact us and ask for a coverage determination. The following are examples of when you may want to ask us for a coverage determination:

- If you are not getting a prescription drug that you believe may be covered by us.
- If you have received a Part D prescription drug you believe may be covered by us while you were a member, but we have refused to pay for the drug.
- If you disagree with the amount that we require you to pay for a Part D prescription drug that your doctor has prescribed for you. You can request an exception to the co-payment we require you to pay for a drug.
- If you are being told that coverage for a Part D prescription drug that you have been getting will be reduced or stopped.
- If there is a limit on the quantity (or dose) of the drug and you disagree with the requirement or dosage limitation.
- If there is a requirement that you try another drug before we will pay for the drug you are requesting.
- You bought a drug at a pharmacy that is not in our network and you want to request reimbursement for the expense.
- The process for requesting a coverage determination is discussed in greater detail below in the section titled “Detailed information about how to request a coverage determination and an appeal.”

### ***How to request an appeal***

**This part of Section 6 explains what you can do if you disagree with our coverage determination.** If you are unhappy with the coverage determination, you can ask for an appeal. The first level of appeal is called a redetermination. There are also four other levels of appeal that an enrollee may request.

## What kinds of decisions can be appealed?

- You can generally appeal our decision not to cover a drug, vaccine, or other Part D benefit. You may also appeal our decision not to reimburse you for a Part D drug that you paid for. You can also appeal if you think we should have reimbursed you more than you received or if you are asked to pay a different cost-sharing amount than you think you are required to pay for a prescription. Finally, if we deny your exception request, you can appeal. A coverage determination, which includes those described in this section may be appealed if you disagree with our decision.

## How does the appeals process work?

There are five levels to the appeals process. Here are a few things to keep in mind as you read the description of these steps in the appeals process:

- **Moving from one level to the next.** At each level, your request for Part D benefits or payment is considered and a decision is made. The decision may be partly or completely in your favor (giving you some or all of what you have asked for), or it may be completely denied (turned down). If you are unhappy with the decision, there may be another step you can take to get further review of your request. Whether you are able to take the next step may depend on the dollar value of the requested drug or on other factors.
- **Who makes the decision at each level.** You make your request for coverage or payment of a Part D prescription drug directly to us. We review this request and make a coverage determination. If our coverage determination is to deny your request (in whole or in part), you can go on to the first level of appeal by asking us to review our coverage determination. If you are still dissatisfied with the outcome, you can ask for further review. If you ask for further review, your appeal is then sent outside of this Plan, where people who are not connected to us conduct the review and make the decision. After the first level of appeal, all subsequent levels of appeal will be decided by someone who is connected to the Medicare program or the Federal court system. This will help ensure a fair, impartial decision.

Each appeal level is discussed in greater detail below in the section titled “Detailed information about how to request a coverage determination and an appeal.”

## Detailed information about how to request a coverage determination and an appeal

### What is the purpose of this section?

The purpose of this section is to give you more information about how to request a coverage determination, or appeal a decision by us not to cover or pay for all or part of a drug, vaccine or other Part D benefit.

## **Coverage Determinations: Our Plan makes a coverage determination about your Part D prescription drug, or about paying for a Part D drug you have already received.**

### **What is a coverage determination?**

The coverage determination made by our Plan is the starting point for dealing with requests you may have about covering or paying for a Part D prescription drug. If your doctor or pharmacist tells you that a certain prescription drug is not covered you should contact our Plan and ask us for a coverage determination. With this decision, we explain whether we will provide the prescription drug you are requesting or pay for a drug you have already received. If we deny your request (this is sometimes called an “adverse coverage determination”), you can “appeal” our decision by going on to Appeal Level 1 (see below). If we fail to make a timely coverage determination on your request, it will be automatically forwarded to the independent review entity for review (see Appeal Level 2 below).

The following are examples of coverage determinations:

- You ask us to pay for a drug you have already received. This is a request for a coverage determination about payment. You can call Blue Cross MedicareRx Customer Service to get help in making this request.
- In certain circumstances, drugs provided to you in a doctor's office will be covered by the plan. You can refer to Blue Cross MedicareRx Customer Service to make a request for payment or coverage for drugs provided in a doctor's office.

**When we make a coverage determination, we are giving our interpretation of how the Part D prescription drug benefits that are covered for members of our Plan apply to your specific situation.** This document and any amendments you may receive describe the Part D prescription drug benefits covered by our Plan, including any limitations that may apply to these benefits. This booklet also lists exclusions (benefits that are “not covered” by our Plan).

### **Who may ask for a coverage determination?**

You can ask us for a coverage determination yourself, or your prescribing doctor or someone you name may do it for you. The person you name would be your *appointed representative*. You can name a relative, friend, advocate, doctor, or anyone else to act for you. Some other persons may already be authorized under State law to act for you. If you want someone to act for you, then you and that person must sign and date a statement that gives the person legal permission to act as your appointed representative. This statement must be sent to us at the address listed in the Introduction. You can call Blue Cross MedicareRx Customer Service to learn how to name your appointed representative.

You also have the right to have an attorney ask for a coverage determination on your behalf. You can contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify.

### ***Asking for a "Standard" or "Fast" Coverage Determination***

#### ***Do you have a request for a Part D prescription drug that needs to be decided more quickly than the standard timeframe?***

A decision about whether we will cover a Part D prescription drug can be a "standard" coverage determination that is made within the standard timeframe (typically within 72 hours), or it can be a "fast" coverage determination that is made more quickly (typically within 24 hours). A fast decision is sometimes called an "expedited coverage determination."

You can ask for a fast decision **only** if you or your doctor believe that waiting for a standard decision could seriously harm your health or your ability to function. (Fast decisions apply only to requests for Part D drugs that you have not received yet. You cannot get a fast decision if you are requesting payment for a Part D drug that you already received.)

#### **Asking for a standard decision**

To ask for a standard decision, you, your doctor, or your appointed representative should refer to Blue Cross MedicareRx Customer Service numbers listed on the cover and in the Introduction section for assistance. If you need a standard decision and it is outside of regular weekday business hours, please fax your request to 1 (818) 234-4084, or call it in to the after hours phone number 1 (818) 234-7741. Or, you can deliver a written request to 2100 Corporate Center Drive Newbury Park, CA 91320, or fax it to 1-805-375-5969.

#### **Asking for a fast decision**

You, your doctor, or your appointed representative can ask us to give a fast decision (rather than a standard decision) by calling Blue Cross MedicareRx Customer Service numbers listed on the cover and in the Introduction section. Or, you can deliver a written request to 2100 Corporate Center Drive Newbury Park, CA 91320, or fax it to 1-805-375-5969. If you need a fast decision and it is outside of regular weekday business hours, please fax your request to 1 (818) 234-4084, or call it in to the after hours phone number 1 (818) 234-7741. Be sure to ask for a "fast," "expedited," or "24-hour" review.

- If your doctor asks for a fast decision for you, or supports you in asking for one, and the doctor indicates that waiting for a standard decision could seriously harm your health or your ability to function, we will automatically give you a fast decision.

- If you ask for a fast coverage determination without support from a doctor, we will decide if your health requires a fast decision. If we decide that your medical condition does not meet the requirements for a fast coverage determination, we will send you a letter informing you that if you get a doctor's support for a fast review, we will automatically give you a fast decision. The letter will also tell you how to file a "grievance" if you disagree with our decision to deny your request for a fast review. If we deny your request for a fast coverage determination, we will give you our decision within the 72-hour standard timeframe.

### **What happens when you request a coverage determination?**

What happens, including how soon we must decide, depends on the type of decision.

1. *For a standard coverage determination about a Part D drug which includes a request about payment for a Part D drug that you already received.*

Generally, we must give you our decision no later than 72 hours after we have received your request, but we will make it sooner if your health condition requires. However, if your request involves a request for an exception (including a tiering exception, or an exception from utilization management rules – such as dosage or quantity limits or step therapy requirements), we must make our decision no later than 72 hours after we have received your doctor's "supporting statement," which explains why the drug you are asking for is medically necessary. **If you are requesting an exception, you should submit your prescribing doctor's supporting statement with the request, if possible.**

We will give you a decision in writing about the prescription drug you have requested. You will get this notification when we make our decision under the timeframe explained above. If we do not approve your request, we must explain why, and tell you of your right to appeal our decision. The section "Appeal Level 1" explains how to file this appeal.

If we have not given you an answer within 72 hours after receiving your request, your request will automatically go to Appeal Level 2, where an independent organization will review your case.

2. *For a fast coverage determination about a Part D drug that you have not received.*  
If you get a fast review, we will give you our decision within 24 hours after you or your doctor ask for a fast review -- sooner if your health requires. If your request involves a request for an exception, we must make our decision no later than 24 hours after we get your doctor's "supporting statement," which explains why the drug you are asking for is medically necessary.

We will give you a decision in writing about the prescription drug you have requested. You will get this notification when we make our decision, under the timeframe explained above. If we do not approve your request, we must explain why, and tell you of your right to appeal our decision. The section "Appeal Level 1" explains how to file this appeal.

If we decide you are eligible for a fast review, and we have not responded to you within 24 hours after receiving your request, your request will automatically go to Appeal Level 2, where an independent organization will review your case.

If we do not grant your or your doctor's request for a fast review, we will give you our decision within the standard 72- hour timeframe discussed above. If we tell you about our decision not to provide a fast review by phone, we will send you a letter explaining our decision within three calendar days after we call you. The letter will also tell you how to file a "grievance" if you disagree with our decision to deny your request for a fast review, and will explain that we will automatically give you a fast decision if you get a doctor's support for a fast review.

Please see page 38 on requesting a coverage determination and process.

### **What happens if we decide completely in your favor?**

If we make a coverage determination that is completely in your favor, what happens next depends on the situation.

1. *For a standard decision about a Part D drug which includes a request about payment for a Part D drug that you already received.*

We must authorize or provide the benefit you have requested as quickly as your health requires, but no later than 72 hours after we received the request. If your request involves a request for an exception, we must authorize or provide the benefit no later than 72 hours after we get your doctor's "supporting statement." If you are requesting reimbursement for a drug that you already paid for and received, we must send payment to you no later than 30 calendar days after we get the request.

2. *For a fast decision about a Part D drug that you have not received.*

We must authorize or provide you with the benefit you have requested no later than 24 hours of receiving your request. If your request involves a request for an exception, we must authorize or provide the benefit no later than 24 hours after we get your doctor's "supporting statement."

### **What happens if we deny your request?**

If we deny your request, we will send you a written decision explaining the reason why your request was denied. We may decide *completely* or only *partly* against you. For example, if we deny your request for payment for a Part D drug that you have already received, we may say that we will pay nothing or only part of the amount you requested. If a coverage determination does not give you *all* that you requested, you have the right to appeal the decision. (See Appeal Level 1).

**Appeal Level 1: If we deny all or part of your request in our coverage determination, you may ask us to reconsider our decision. This is called an “appeal” or “request for redetermination.”**

Please call Blue Cross MedicareRx Customer Service if you need help with filing your appeal. You may ask us to reconsider our coverage determination, even if only part of our decision is not what you requested. When we get your request to reconsider the coverage determination, we give the request to people at our organization who were not involved in making the coverage determination. This helps ensure that we will give your request a fresh look.

How you make your appeal depends on whether you are requesting reimbursement for a Part D drug you already received and paid for, or authorization of a Part D benefit (that is, a Part D drug that you have not yet received). If your appeal concerns a decision we made about authorizing a Part D benefit that you have not received yet, then you and/or your doctor will first need to decide whether you need a fast appeal. The procedures for deciding on a standard or a fast *appeal* are the same as those described for a standard or fast *coverage determination*. Please see the discussion under “Do you have a request for a Part D prescription drug that needs to be decided more quickly than the standard timeframe?” and “Asking for a fast decision.”

***Getting information to support your appeal***

We must gather all the information we need to make a decision about your appeal. If we need your assistance in gathering this information, we will contact you. You have the right to get and include additional information as part of your appeal. For example, you may already have documents related to your request, or you may want to get your doctor’s records or opinion to help support your request. You may need to give the doctor a written request to get information.

You can give us your additional information in any of the following ways:

- In writing Blue Cross MedicareRx P.O. Box 9282, Oxnard CA 93031-9282.
- By fax, at 1-866-431-0687.
- By telephone -- if it is a fast appeal -- at 1-800-928-6201 (TTY/TDD 1-877-247-1657).

You also have the right to ask us for a copy of information regarding your appeal. You can call at the number listed on the cover or write us Blue Cross MedicareRx P.O. Box 9282, Oxnard, CA 93031-9282.

***Who may file your appeal of the coverage determination?***

The rules about who may file an appeal are almost the same as the rules about who may ask for a coverage determination. For a standard request, you or your appointed

representative may file the request. A fast appeal may be filed by you, your appointed representative, or your prescribing doctor.

### ***How soon must you file your appeal?***

You need to file your appeal within 60 calendar days from the date included on the notice of our coverage determination. We can give you more time if you have a good reason for missing the deadline.

To file a standard appeal, you can send the appeal to us in writing at, **Blue Cross MedicareRx P.O. Box 9282, Oxnard, CA 93031-9282**. E-mails are not accepted.

### ***What if you want a fast appeal?***

The rules about asking for a fast appeal are the same as the rules about asking for a fast coverage determination. You, your doctor, or your appointed representative can ask us to give a fast appeal (rather than a standard appeal) by calling Blue Cross MedicareRx Customer Service numbers listed on the cover and in the Introduction section. Or, you can deliver a written request to, 2100 Corporate Center Drive Newbury Park, CA 91320, or fax it to 1-866-431-0687. If you need a fast appeal and it is outside of regular weekday business hours, please fax your request to 1 (818) 234-4084, or call it in to the after hours phone number 1 (818) 234-7741. Be sure to ask for a "fast," "expedited," or "72-hour" review. Remember, that if your prescribing doctor provides a written or oral supporting statement explaining that you need the fast appeal, we will automatically treat you as eligible for a fast appeal.

### ***How soon must we decide on your appeal?***

How quickly we decide on your appeal depends on the type of appeal:

1. *For a standard decision about a Part D drug which includes a request for reimbursement for a Part D drug you already paid for and received.*

After we get your appeal, we have up to 7 calendar days to give you a decision, but will make it sooner if your health condition requires us to. If we do not give you our decision within 7 calendar days, your request will *automatically* go to the second level of appeal, where an independent organization will review your case.

2. *For a fast decision about a Part D drug that you have not received.*

After we get your appeal, we have up to 72 hours to give you a decision, but will make it sooner if your health requires us to. If we do not give you our decision within 72 hours, your request will automatically go to Appeal Level 2, where an independent organization will review your case.

### ***What happens next if we decide completely in your favor?***

1. *For a decision about reimbursement for a Part D drug you already paid for and received.*

We must send payment to you no later than 30 calendar days after we get your



request to reconsider our coverage determination.

2. *For a standard decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for as quickly as your health requires, but no later than 7 calendar days after we get your appeal.

3. *For a fast decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 72 hours of receiving your appeal -- or sooner, if your health would be affected by waiting this long.

***What happens next if we deny your appeal?***

If we deny any part of your appeal, you or your appointed representative have the right to ask an independent organization, to review your case. This independent review organization contracts with the Federal government and is not part of our Plan.

**Appeal Level 2: If we deny any part of your first appeal, you may ask for a review by a government-contracted independent review organization**

***What independent review organization does this review?***

At the second level of appeal, your appeal is reviewed by an outside, independent review organization that has a contract with the Centers for Medicare & Medicaid Services (CMS), the government agency that runs the Medicare program. The independent review organization has no connection to Blue Cross. You have the right to ask Blue Cross for a copy of your case file that we sent to this organization.

***How soon must you file your appeal?***

You or your appointed representative must make a request for review by the independent review organization in writing within 60 calendar days after the date you were notified of the decision on your first appeal. You must send your written request to the Independent Review Organization (IRO) whose name and address is included in the redetermination notice you get from Blue Cross.

***What if you want a fast appeal?***

The rules about asking for a fast appeal are the same as the rules about asking for a fast coverage determination, except your prescribing doctor cannot file the request for you-- only you or your appointed representative may file the request. If you want to ask for a fast appeal, please follow the instructions under "Asking for a fast decision." Remember, that if your prescribing doctor provides a written or oral supporting

statement explaining that you need the fast appeal, the IRO will automatically treat you as eligible for a fast appeal.

***How soon must the independent review organization decide?***

After the independent review organization gets your appeal, how long the organization can take to make a decision depends on the type of appeal:

1. For a standard request about a Part D drug, which includes a request about reimbursement for a Part D drug that you already paid for and received, the independent review organization has up to 7 calendar days from the date it gets your request to give you a decision.
2. For a fast decision about a Part D drug that you have not received, the independent review organization has up to 72 hours from the time it gets the request to give you a decision.

***If the independent review organization decides completely in your favor:***

The independent review organization will tell you in writing about its decision and the reasons for it. What happens next depends on the type of appeal:

1. *For a decision about reimbursement for a Part D drug you already paid for and received.*

We must pay within 30 calendar days from the date we get notice reversing our coverage determination. We will also send the independent review organization a notice that we have abided by their decision.

2. *For a standard decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 72 hours from the date we get notice reversing our coverage determination. We will also send the independent review organization a notice that we have abided by their decision.

3. *For a fast decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 24 hours from the date we get notice reversing our coverage determination. We will also send the independent review organization a notice that we have abided by their decision.

***What happens next if the review organization decides against you (either partly or completely)?***

The independent review organization will tell you in writing about its decision and the reasons for it. You or your appointed representative may continue your appeal by asking for a review by an Administrative Law Judge (see Appeal Level 3), provided that the dollar value of the contested Part D benefit is \$110 or more.

### **Appeal Level 3: If the organization that reviews your case in Appeal Level 2 does not rule completely in your favor, you may ask for a review by an Administrative Law Judge**

As stated above, if the independent review organization does not rule completely in your favor, you or your appointed representative may ask for a review by an Administrative Law Judge. You must make a request for review by an Administrative Law Judge in writing within 60 calendar days after the date of the decision made at Appeal Level 2. You may request that the Administrative Law Judge extend this deadline for good cause. You must send your written request to the Administrative Law Judge (ALJ) Field Office. Further instructions about this process will be included in the letter you receive from the Independent Review Organization.

During the Administrative Law Judge review, you may present evidence, review the record (by either receiving a copy of the file or getting the file in person when feasible), and be represented by counsel. The Administrative Law Judge will not review your appeal if the dollar value of the requested Part D benefit is less than \$110. If the dollar value is less than \$110, you may not appeal any further.

#### ***How is the dollar value (the "amount remaining in controversy") calculated?***

If we have refused to provide Part D prescription drug benefits, the dollar value for requesting an Administrative Law Judge hearing is based on the projected value of those benefits. The projected value includes any costs you could incur based on the number of refills prescribed for the requested drug during the plan year. Projected value includes your copayments, all costs incurred after your costs exceed the initial coverage limit, and costs paid by other entities.

You may also combine multiple Part D claims to meet the dollar value if:

1. The claims involve the delivery of Part D prescription drugs to you;
2. All of the claims have received a determination by the independent review organization as described in Appeal Level 2;
3. Each of the combined requests for review are filed in writing within 60 calendar days after the date that each decision was made at Appeal Level 2; and
4. Your hearing request identifies all of the claims to be heard by the Administrative Law Judge.

#### ***How soon does the Judge make a decision?***

The Administrative Law Judge will hear your case, weigh all of the evidence up to this point, and make a decision as soon as possible.

***If the Judge decides in your favor:***

The Administrative Law Judge will tell you in writing about his or her decision and the reasons for it. What happens next depends on the type of appeal:

1. *For a decision about payment for a Part D drug you already received.*

We must send payment to you no later than 30 calendar days from the date we get notice reversing our coverage determination.

2. *For a standard decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 72 hours from the date we get notice reversing our coverage determination.

3. *For a fast decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 24 hours from the date we get notice reversing our coverage determination.

***If the Judge rules against you:***

You have the right to appeal this decision by asking for a review by the Medicare Appeals Council (Appeal Level 4). The letter you get from the Administrative Law Judge will tell you how to request this review.

**Appeal Level 4: Your case may be reviewed by the Medicare Appeals Council**

The Medicare Appeals Council will first decide whether to review your case. There is no minimum dollar value for the Medicare Appeals Council to hear your case. If you got a denial at Appeal Level 3, you or your appointed representative can request review by filing a written request with the Council.

The Medicare Appeals Council does not review every case. When it gets your case, it will first decide whether to review your case. If they decide not to review your case, then you may request a review by a Federal Court Judge (see Appeal Level 5). The Medicare Appeals Council will issue a written notice advising you of any action taken with respect to your request for review. The notice will tell you how to request a review by a Federal Court Judge.

***How soon will the Council make a decision?***

If the Medicare Appeals Council reviews your case, they will make their decision as soon as possible.

***If the Council decides in your favor:***

The Medicare Appeals Council will tell you in writing about its decision and the reasons for it. What happens next depends on the type of appeal:

1. *For a decision about payment for a Part D drug you already received.*

We must send payment to you no later than 30 calendar days from the date we get notice reversing our coverage determination.

2. *For a standard decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 72 hours from the date we get notice reversing our coverage determination.

3. *For a fast decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 24 hours from the date we get notice reversing our coverage determination.

***If the Council decides against you:***

If the amount involved is \$1090 or more, you have the right to continue your appeal by asking a Federal Court Judge to review the case (Appeal Level 5). The letter you get from the Medicare Appeals Council will tell you how to request this review. If the value is less than \$1090, the Council's decision is final and you may not take the appeal any further.

**Appeal Level 5: Your case may go to a Federal Court**

In order to request judicial review of your case, you must file a civil action in a United States district court. The letter you get from the Medicare Appeals Council in Appeal Level 4 will tell you how to request this review. The Federal Court Judge will first decide whether to review your case.

If the contested amount is \$1090 or more, you may ask a Federal Court Judge to review the case.

***How soon will the Judge make a decision?***

The Federal judiciary is in control of the timing of any decision.

***If the Judge decides in your favor:***

Once we get notice of a judicial decision in your favor, what happens next depends on the type of appeal:

1. *For a decision about payment for a Part D drug you already received.*

We must send payment to you within 30 calendar days from the date we get notice reversing our coverage determination.

2. *For a standard decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 72 hours from the date we get notice reversing our coverage determination.

3. *For a fast decision about a Part D drug you have not received.*

We must authorize or provide you with the Part D drug you have asked for within 24 hours from the date we get notice reversing our coverage determination.

***If the Judge decides against you:***

The Judge's decision is final and you may not take the appeal any further.

## Section 7 Leaving this Plan and Your Choices for Continuing Prescription Drug Coverage after You Leave

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### What is “disenrollment”?

“Disenrollment” from our Plan means ending your membership with us. **Disenrollment can be voluntary (your own choice)** or, in limited circumstances, involuntary (**not your own choice**):

- You might leave our Plan because you have decided that you *want* to leave. You can decide to leave for any reason during specified times (See “When Can You Disenroll/Switch Prescription Drug Plans?” below).
- There are also a few situations where you would be *required* to leave. For example, you would have to leave our Plan if you move out of our geographic service area or if we no longer offer prescription drug coverage in your geographic area. We are not allowed to ask you to leave our Plan because of your health.
- Please contact UC Customer Service at 1-800-888-8267 if you have questions about UC policy relative to changing health plan coverage.

Whether leaving our Plan is your choice or not, this section explains your prescription drug coverage choices after you leave and the rules that apply. Please refer to your UC Benefits representatives if you have questions about UC policy relative to changing health plan benefits.

## **Until your prescription drug coverage with our Plan ends, use our network pharmacies to fill your Rx**

If you leave our Plan, it takes some time for your prescription drug coverage to end and your new prescription drug coverage to begin (we discuss when the change takes effect later in this section). You can choose to disenroll from this Plan during your group open enrollment period. Enrollment is generally for the calendar year. After you request to disenroll, your plan will let you know, in writing, the date your coverage ends. If you don't get a letter, call the Plan and ask for the date.

While you are waiting for your membership to end, you are still a member and must continue to get your prescription drugs as usual through our Plan's network pharmacies. In most cases, your prescriptions are covered only if they are filled at a network pharmacy or through our mail order pharmacy service, are listed on our formulary, and you follow other coverage rules.

If you have any questions about your prescription drug coverage with our Plan, please refer to Blue Cross MedicareRx Customer Service numbers listed on the cover and in the Introduction section.

## **What are your options for getting Rx drug coverage if you leave our Plan?**

If you leave our Plan, one choice for getting prescription drug coverage is to join another Medicare Prescription Drug Plan. You also have the choice of joining a Medicare Advantage Plan or a Medicare Cost Plan with prescription drug coverage *if* this type of plan is available in your area, they are accepting new members, and you meet the eligibility requirements of the plan.

**Medicare Prescription Drug Plan.** You may choose to join another Prescription Drug Plan that adds prescription drug benefits to your regular Medicare coverage. To enroll in another Prescription Drug Plan in your area, you must be entitled to Medicare benefits under Part A and/or currently enrolled in Part B, and reside in the service area of the Prescription Drug Plan. Refer to the next section, "When can you disenroll / switch Medicare Prescription Drug plans" for information on when you can make this change.



**Medicare Advantage Prescription Drug Plan (MA-PD) or Medicare Cost Plan with Prescription Drug Coverage.** If you choose to join a Medicare Advantage Plan that offers prescription drug coverage, then you must get your Medicare prescription drug coverage through that Medicare Advantage Plan. If you choose to join a Medicare Cost Plan that offers prescription drug coverage, you can get your drug coverage either from the Cost Plan or by joining a separate Medicare Prescription Drug Plan. For more information on joining a Medicare Advantage Plan or a Medicare Cost Plan in your area, please contact 1-800-MEDICARE (TTY/TDD users call 1-877-486-2048) or visit [www.medicare.gov](http://www.medicare.gov). Refer to the next section, “When can you disenroll / switch Medicare Prescription Drug plans” for information on when you can make this change. You should contact the new plan that you are interested in for information on how and when you are able to join it.

You may also be able to get back the prescription drug coverage you had before you enrolled in our Plan. Please contact your previous Prescription Drug Plan for more information.

Note: If you disenroll from our Plan and do not enroll in another Medicare Prescription Drug Plan, or have other prescription drug coverage that is at least as good as Medicare prescription drug coverage, you may have to pay a penalty if you enroll in a Medicare prescription drug plan at a later date. Refer to Section 3 for more information on the penalty.

## **When can you disenroll / switch Medicare Prescription Drug Plans?**

In general, you may only disenroll or switch prescription drug plans every year during the group open enrollment period (see below) or under certain special circumstances.

### ***Group Open Enrollment Period***

During the group open enrollment period, you may disenroll from this Prescription Drug Plan and join another Prescription Drug Plan, or join a Medicare Advantage Plan with prescription drug coverage, or choose not to have any Medicare prescription drug coverage.

Please remember, if during the group open enrollment period you disenroll from our Plan and do not enroll in another Prescription Drug Plan or Medicare Advantage Plan with prescription drug coverage during this election period, you may have to pay a higher premium for Medicare prescription drug coverage in the future. Also, please check with UC if you are contemplating disenrolling from this Medicare D coverage as it may affect your eligibility for your UC-sponsored group health plan.

### ***Special Enrollment Period***

Generally, you may not disenroll from our Plan and enroll in a new Prescription Drug Plan during other times of the year *unless* you qualify for a Special Enrollment Period. In order to qualify for a Special Enrollment Period, one of the following must apply to you:

- Our Plan no longer offers prescription drug coverage in the area where you live.
- You move outside our Plan's service area.
- You have an involuntary loss of creditable prescription drug coverage. Please note that failure of you and/or the University to pay premium does not qualify as an involuntary loss of prescription drug coverage.
- You were not adequately informed about your loss of creditable prescription drug coverage, or you were not adequately informed that you never had creditable prescription drug coverage.
- Your enrollment in our Plan was unintentional, inadvertent, or a mistake, because of the error, misrepresentation or inaction of a Federal employee, or a person acting upon the Federal government's behalf.
- You get benefits from both Medicare and Medi-Cal programs or you were eligible for benefits from both Medicare and Medi-Cal and you lose your Medi-Cal benefits.
- Our Plan's contract with the Centers for Medicare & Medicaid Services is terminated.
- You were a member of a Medicare Advantage Plan with prescription drug coverage and decided to join a Prescription Drug Plan during the Medicare Advantage Plan's Open Election Period.
- You are able to demonstrate that our Plan has substantially violated a material provision in its contract. This includes, but is not limited to:
  - If our Plan failed to provide you with prescription drug coverage in a timely manner.
  - If our Plan failed to provide your prescription drug coverage with applicable quality standards.
- You are able to demonstrate that our Plan misrepresented itself in its marketing.
- In certain cases in which our Plan is sanctioned by the Centers for Medicare & Medicaid Services.
- You enroll in or disenroll from your state's Program of All-Inclusive Care for the Elderly.

- You move into, live in, or move out of certain medical facilities, including a skilled nursing facility, nursing facility, intermediate care facility for the mentally retarded, psychiatric hospital or unit, rehabilitation hospital or unit, long-term care hospital, or certain other hospitals.
- You get extra help and the Centers for Medicare & Medicaid Services enrolled you in your current plan.

In the event that you are eligible for a Special Enrollment Period, the Centers for Medicare & Medicaid Services will determine the time frame for you to enroll in another Plan. If you feel you qualify for a Special Enrollment Period, please call Blue Cross MedicareRx Customer Service and we will assist you.

### **How do you disenroll?**

If you wish to leave our Plan, and you are not enrolling in another Prescription Drug Plan, you will need to submit a disenrollment request. Your request should include your name, Medicare number, Social Security number, date of birth, and requested disenrollment date. (Please note that we may not be able to disenroll you on the date you request.) Please remember to sign and date the request and to include a phone number where we can reach you in case we need additional information. You can mail a letter to us at Blue Cross MedicareRx P.O. Box 9282, Oxnard, CA 93031-9282 or fax it to us at 1-805-480-5986. Or to get a copy of our disenrollment form, please call Blue Cross MedicareRx Customer Service number listed on the cover and in the Introduction section. You may also disenroll by calling 1-800-MEDICARE (1-800-633-4227), TTY/TDD users should call 1-877-486-2048. You may only disenroll during the group open enrollment period unless you qualify for a Special Enrollment Period.

If you are joining another Prescription Drug Plan, you must contact that Plan to request enrollment information. Once you are enrolled in your new Plan, your membership in our Plan will *automatically* end with no action required on your part. Your new Plan will tell you, in writing, the date when your prescription drug coverage in that Plan begins. Your prescription drug coverage with our Plan will end on that same day (this will be your “disenrollment date”). Remember, you are still a member of our Plan until your disenrollment date, and must continue to get your prescription drug coverage, as usual, through our Plan until the date your membership ends. Please call your UC Customer Service department at 1-800-888-8267 to confirm any impact on UC-sponsored group plan benefits.

## When can Plan disenroll you?

### **Our Plan can disenroll you for the following reasons:**

- You are no longer eligible for Medicare prescription drug coverage.
- If our Plan is no longer contracting with Medicare or leaves your service area.
- When you move out of our Plan's service area.
- You materially misrepresent third-party reimbursement.
- The University no longer has an agreement with us.
- You engage in disruptive behavior, provided fraudulent information when you enrolled or abuse your enrollment card.

### ***If You Are No Longer Eligible For Medicare Prescription Drug Coverage***

If you lose your eligibility for Medicare prescription drug coverage, our Plan can no longer offer you prescription drug coverage. In order to be eligible for prescription drug coverage under Medicare, you must have Part A and/or Part B, and reside in our Plan's service area.

### ***When Plan Is No Longer Contracting With Medicare or Leaves Your Service Area***

If we leave the Medicare program or no longer offer prescription drug coverage in the service area where you live, we will notify you in writing. If this happens, your membership in our Plan will end, and you will have to enroll in another Medicare Prescription Drug Plan to continue your prescription drug coverage. All of the benefits and rules described in this Evidence of Coverage will continue until your membership ends. This means that you must continue to get your prescription drugs in the usual way through our Plan's network pharmacies until your membership ends.

Your choices include joining another Medicare Prescription Drug Plan or a Medicare Advantage Plan with prescription drug coverage if these plans are available in your area and are accepting new members. Once we have notified you in writing that we are leaving the Medicare program or the area where you live, you may enroll in another plan

(See “When Can You Disenroll/Switch Prescription Drug Plans?” above for specific information on special enrollment periods)

Our Plan has a contract with the Centers for Medicare & Medicaid Services (CMS), the government agency that runs Medicare. This contract may be renewed each year. However, our Plan or CMS can decide to end the contract at any time. You will generally be notified 90 days in advance if this situation occurs. However, your advance notice may be as little as 30 days or even fewer days if CMS must end our contract in the middle of the year.

Your choices include joining another UC-sponsored Retiree Health Plan available in your area; or de-enrolling from a UC-sponsored Retiree Health Plan and joining a non-UC-sponsored health plan and/or a non-UC-sponsored Medicare Prescription Drug Plan. Once we have notified you in writing that we are leaving the Medicare program or the area where you live, you may enroll in another plan.

***When You Move Out Of Our Plan's Service Area***

If you plan to move, please call Blue Cross MedicareRx Customer Service numbers listed on the cover and in the Introduction section to find out if the place you are moving to is in our Plan's service area. If you move permanently out of our service area, you will need to leave ("disenroll" from) our Plan.

***You Materially Misrepresent Third-Party Reimbursement***

If you intentionally withhold or falsify information about third-party reimbursement coverage, CMS requires our Plan to disenroll you. In addition, if you are disenrolled from our Plan for misrepresentation of third party reimbursement, our Plan has the right to decline your future enrollment in our Prescription Drug Plan.

***The University No Longer Has an Agreement with Us***

Your enrollment in this Plan may end for any of the following reasons related to actions by the University, or due to changes in your eligible status according to the University's rules.

- If the agreement between Blue Cross MedicareRx and the University terminates, your coverage ends at the same time. The agreement may be cancelled or changed without notice to you.
- If the University no longer provides coverage to the class of members to which you belong, your coverage ends on the effective date of that change.

***You Engage in Disruptive Behavior, Provide Fraudulent Information When You Enrolled, or Abuse Your Enrollment Card***

You may be asked to leave our Plan in the following circumstances:

- If you behave in a way that seriously affects our ability to arrange or provide services for you or for others who are members of our Plan. We cannot make you leave (i.e., disenroll from) our Plan for this reason unless we get permission first from the Centers for Medicare & Medicaid Services, the government agency that runs Medicare.
- If you give us information on your enrollment form that you know is false or deliberately misleading, and it affects whether or not you can enroll in our Plan.
- If you let someone else use your Plan membership card to get prescription drugs for themselves or for others. Before we ask you to leave (i.e., disenroll from) our Plan for this reason, we must refer your case to the Inspector General, and this may result in criminal prosecution.

## **We cannot ask you to leave our Plan because of your health**

No member of any Medicare Prescription Drug Plan can be asked to leave the Plan for any health-related reasons or the number of prescriptions a member takes. If you ever feel that you are being encouraged or asked to leave our Plan because of your health, you should call 1-800-MEDICARE (1-800-633-4227; TTY/TDD 1-877-486-2048), the national Medicare help line.

## **You have the right to make a complaint if we ask you to leave our Plan**

If we ask you to leave our Plan, we will tell you our reasons in writing and explain how you can file a complaint against us if you want. Refer to Section 6 for more information.

## **Section 8 Your Rights and Responsibilities as a Member of this Plan**

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### **Introduction about your rights and protections**

Since you have Medicare, you have certain rights to help protect you. In this first part of Section 8, we explain your Medicare rights and protections as a member of this Plan. We will tell you what you can do if you think you are being treated unfairly or your rights are not being respected. If you want Medicare publications on your rights, you may call and request them at 1-800-MEDICARE (1-800-633-4227). TTY/TDD users should call 1-877-486-2048. You can call 24 hours a day, 7 days a week.

### **Your right to be treated with fairness and respect**

You have the right to be treated with dignity, respect, and fairness at all times. We must obey laws against discrimination that protect you from unfair treatment. These laws say that we cannot discriminate against you (treat you unfairly) because of your race or color, age, religion, national origin, or any mental or physical disability you may have.

If you think you have been treated unfairly due to your race, color, national origin, disability, age, or religion, please let us know. You can also reach the Office for Civil Rights at 1800-368-1019 or TTY/TDD 1800-537-7697, or call the Office for Civil Rights in your area. To contact the Office for Civil Rights in your area, refer to the list of state Offices for Civil Rights located in the attachment at the end of this Evidence of Coverage.

If you need help with communication, such as help from a language interpreter, please call Blue Cross MedicareRx Customer Service numbers listed on the cover.



## **Your right to the privacy of your medical records and personal health information**

There are Federal and State laws that protect the privacy of your medical records and personal health information. We keep your personal health information private as protected under these laws. Any personal health information that you give us when you enroll in this plan is protected. We will make sure that unauthorized people do not see or change your records. Generally, we must get written permission from you (or from someone you have given legal power to make decisions for you) before we can give your health information to anyone who is not providing your care or paying for your care. There are exceptions allowed or required by law, such as release of health information to government agencies that are checking on quality of care.

The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We are required to provide you with a notice that tells about these rights and explains how we protect the privacy of your health information. For example, you have the right to look at your medical records, and to get a copy of the records (there may be a fee charged for making copies). You also have the right to ask us to make additions or corrections to your medical records (if you ask us to do this, we will review your request and determine whether the changes are appropriate). You have the right to know how your health information has been given out and used for non-routine purposes. If you have questions or concerns about the privacy of your personal information and medical records, please call Blue Cross MedicareRx Customer Service numbers listed on the cover.

## **Your right to get your prescriptions filled within a reasonable period of time**

As explained in this Evidence of Coverage, you should get all of your prescriptions filled from a network pharmacy, that is, from pharmacies that contract with our Plan. You have the right to go to any network pharmacies in order to get your prescriptions filled at the benefit level. You have the right to timely access to your prescriptions. "Timely access" means that you can get your prescriptions filled within a reasonable amount of time. Section 1 explains how to use a network pharmacy to get your prescriptions filled.

## **Your right to know your treatment choices and participate in decisions about your health care**

You have the right to know about the different Medication Management Treatment Programs we offer and in which you may participate. You have the right to be told about any risks involved in your care. You have the right to refuse treatment. This includes the right to stop taking your medication. If you refuse treatment, you accept responsibility for what happens as a result of refusing treatment.

You have the right to get a detailed explanation from us if you believe that a network pharmacy has denied coverage for a drug that you believe you are entitled to get or care you believe you should continue to get. In these cases, you must request an initial decision. “Initial decisions” are discussed in Section 6.

### **Your right to make complaints**

You have the right to make a complaint if you have concerns or problems related to your coverage or care. “Appeals” and “grievances” are the two different types of complaints you can make. Which one you make depends on your situation. Appeals and grievances are discussed in Section 6.

If you make a complaint, we must treat you fairly (i.e., not discriminate against you). You have the right to get a summary of information about the appeals and grievances that members have filed *against* us in the past. To get this information, call Blue Cross MedicareRx Customer Service numbers listed on the cover.

### **Your right to get information about your drug coverage and costs**

This Evidence of Coverage tells you what you have to pay for prescription drugs as a member of our Plan. If you need more information, please call Blue Cross MedicareRx Customer Service numbers listed on the cover. You have the right to an explanation from us about any bills you may get for drugs not covered by our Plan. We must tell you in writing why we will not pay for a drug, and how you can file an appeal to ask us to change this decision. See Section 6 for more information about filing an appeal.

### **Your right to get information about our Plan and our network pharmacies**

You have the right to get information from us about BC Life and Blue Cross MedicareRx. This includes information about our financial condition and about our network pharmacies. To get any of this information, call Blue Cross MedicareRx Customer Service at the phone number listed on the cover.

### **How to get more information about your rights**

If you have questions or concerns about your rights and protections, please call Blue Cross MedicareRx Customer Service numbers listed on the cover and in the Introduction section. In addition, the Medicare program has written a booklet called *Your Medicare Rights and Protections*. To get a free copy, call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users should call 1-877-486-2048. You can call 24 hours a day, 7 days a week. Or, you can visit [www.medicare.gov](http://www.medicare.gov) to order this booklet or print it directly from your computer.

## **What can you do if you think you have been treated unfairly or your rights are not being respected?**

For concerns or problems related to your Medicare rights and protections described in this section, you can call Blue Cross MedicareRx Customer Service numbers listed on the cover.

## **What are your responsibilities as a member of our Plan?**

Along with the rights you have as a member of our Plan, you also have some responsibilities. Your responsibilities include the following:

- Become familiar with your coverage and the rules you must follow to get care as a member. You can use this Evidence of Coverage and other information we give you to learn about your coverage, what you have to pay, and the rules you need to follow. Please call Blue Cross MedicareRx Customer Service at the phone number listed on the cover if you have any questions.
- Give your health care provider(s) the information they need to care for you, and follow the treatment plans and instructions given to you. Be sure to ask your health care provider(s) if you have any questions.
- Pay your plan premiums, if any, and any co-payments you may owe for the covered drugs you get. You must also meet your other financial responsibilities that are described in Section 3.
- Let us know if you have any questions, concerns, problems, or suggestions. If you do, please call Blue Cross MedicareRx Customer Service numbers listed on the cover.

## **Section 9 Legal Notices**

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### **Notice about governing law**

Many different laws apply to this Evidence of Coverage. Some parts may apply to your situation because they are required by law. This can affect your rights and responsibilities even if the laws are not included or explained in this document. The law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services (CMS). In addition, other Federal laws may apply and, under certain situations, the laws of the State of California may apply.

### **Notice about nondiscrimination**

When we make decisions about the provision of health care services, we do not discriminate based on a person's race, disability, religion, sex, sexual orientation, health, ethnicity, creed, age, or national origin. All organizations that provide Medicare Prescription Drug Plans, like us, must obey Federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, all other laws that apply to organizations that get Federal funding, and any other laws and rules that apply for any other reason.

## Section 10 Definitions of Some Words Used in This Evidence of Coverage

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***For the terms listed below, this section either gives a definition or directs you to a place in this Evidence of Coverage that explains the term***

**Appeal** – A type of complaint you make when you want a reconsideration and a change to a decision we have made about what drugs are covered for you or what we will pay for a drug. Section 6 explains what appeals are, including the process involved in making an appeal.

**Brand Name Drug** – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are sometimes not available until after the patent on the brand name drug has expired.

**Centers for Medicare & Medicaid Services (CMS)** – The Federal agency that runs the Medicare program. Section 1 tells how you can contact CMS.

**Coverage Determination** – The decision the Plan makes about the prescription drug benefits you are entitled to get under the plan, and the amount that you are required to pay for a drug.

**Covered Drugs** – The general term we use to mean all of the prescription drugs covered by our Plan.

**Creditable Coverage** – Coverage that is at least as good as the standard Medicare prescription drug coverage.

**Customer Service** – A department responsible for answering your questions about your membership, benefits, grievances, and appeals. See the introduction for information about how to contact Blue Cross MedicareRx Customer Service.

**Disenroll or Disenrollment** – The process of ending your membership in our Plan. Disenrollment can be voluntary (your own choice) or involuntary (not your own choice). Section 7 discusses disenrollment.

**Evidence of Coverage and Disclosure Information** – This document, along with your enrollment form and any other attachments, which explains your coverage, defines our obligations, and explains your rights and responsibilities as a member of our Plan.

**Exception** – A type of coverage determination that, if approved, allows you to get a non-preferred drug at the preferred cost-sharing level (a tiering exception). You may also request an exception if your plan sponsor requires you to try another drug before

receiving the drug you are requesting, or the plan limits the quantity or dosage of the drug you are requesting.

**Formulary** – A list that we have developed of outpatient prescription drugs which may be cost-effective, therapeutic choices. A network pharmacy can assist you in purchasing *drugs* listed on the formulary.

**Generic Drug** – A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

**Grievance** - A type of complaint you make about us or one of our plan providers, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes. See Section 6 for more information about grievances.

**Group** - Refers to the business entity which is responsible for the administration of this Plan. The name of the group is UNIVERSITY OF CALIFORNIA.

**Late Enrollment Penalty** – If you do not have creditable prescription drug coverage, you will have to pay a late enrollment penalty in addition to your monthly plan premium.

**Medically Necessary** – Services that are proper and needed for the diagnosis or treatment of your medical condition; are used for the diagnosis, direct care, and treatment of your medical condition; meet the standards of good medical practice in the local community; and are not mainly for the convenience of you or your doctor.

**Medicare** – The Federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant).

**Medicare Advantage Plan with Prescription Drug Coverage** – A benefit package offered by a Medicare Advantage Organization that offers a specific set of health benefits at a uniform premium and level of cost-sharing to all people with Medicare who live in the service area covered by the Plan. A Medicare Advantage Organization may offer more than one plan in the same service area.

**Medicare Health Plan** – A benefit packaged offered by an insurance company that contracts with Medicare. The plan is available to anyone who lives in the plan service area and who has Medicare Parts A and B, except those who have End-Stage Renal Disease (unless certain exceptions apply).

**Medicare Prescription Drug Coverage** – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part B.

**“Medigap” (Medicare supplement insurance) policy** – Many people who have Original Medicare also buy “Medigap” or Medicare supplement insurance policies to fill “gaps” in Original Medicare coverage.

**Member (member of our Plan)** – A person with Medicare who is eligible to get covered services, who has enrolled in our Plan, met any additional eligibility requirements established by the Group, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

**Network Pharmacy** – A network pharmacy is a pharmacy where members of our Plan can get their prescription drug benefits. We call them “network pharmacies” because they contract with our Plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

**Non-Preferred Brand Drug** – Non-Preferred Brand drugs (or Non-Formulary Brand drugs) have a higher retail cost than Tier 2 Brand drugs and are included in Tier 3. Members will incur a higher out of pocket cost when purchasing Tier 3 drugs.

**Non-Preferred Network Pharmacy** – A network pharmacy that offers covered drugs to members of our Plan at higher cost-sharing levels than apply at a preferred network pharmacy.

**Out-of-Network Pharmacy** – A pharmacy that we have not arranged with to coordinate or provide covered drugs to members of our Plan. **In most cases, you will be responsible for a larger portion of your pharmaceutical bill when you go to a out-of-network pharmacy.**

**Part D Drugs** – Any drug that can be covered under a Medicare Prescription Drug Plan. Generally, any drug not specifically excluded under Medicare drug coverage is considered a Part D Drug unless it is covered under Part A or Part B.

**Plan** is the set of Blue Cross MedicareRx benefits described in this Evidence of Coverage and in the amendments to this Evidence of Coverage, if any. If changes are made to the Plan, an amendment or revised booklet will be issued for distribution to each member affected by the change.

**Preferred Network Pharmacy** – A network pharmacy that offers covered drugs to members of our Plan at lower cost-sharing levels than apply at another network pharmacy.

**Prior Authorization** – Approval in advance to get certain drugs that may or may not be on our formulary. Some services are covered only if your doctor or other plan provider gets “prior authorization” from us. Covered services that need prior authorization are marked in the formulary.

**Service Area** – A geographic area approved by the Centers for Medicare & Medicaid Services (CMS) within which an eligible individual may enroll in a particular plan offered by a Medicare Health Plan.

**Supplemental Security Income (SSI)** – A monthly benefit paid by the Social Security Administration to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.



## ATTACHMENTS

### State Health Insurance Assistance Program (SHIP) Contact List by State

<p><b>ALABAMA</b> Alabama Commission on Aging 770 Washington Ave., Suite 470 Montgomery, Alabama 36130-1851 (334) 353-9636</p>	<p><b>NEBRASKA</b> Nebraska Department of Insurance The Terminal Building 941 "O" St., Suite 400 Lincoln, Nebraska 68508 (402) 471-4506</p>
<p><b>ALASKA</b> Division of Senior &amp; Disabilities Services 3601 C. St., Suite 310 Anchorage, Alaska 99503-5209 (907) 269-3669</p>	<p><b>NEVADA</b> Nevada Division of Aging Services 3100 West Sahara Las Vegas, Nevada 89102 (702) 486-3796</p>
<p><b>ARIZONA</b> Arizona Aging and Adult Administration 1789 West Jefferson #950A Phoenix, Arizona 85007 (602) 542-6450</p>	<p><b>NEW HAMPSHIRE</b> Department of Human Services 129 Pleasant Street Concord, New Hampshire 03301-3843 (603) 862-0092</p>
<p><b>ARKANSAS</b> Arkansas State Insurance Department 1200 West Third Street Little Rock, Arkansas 72201-1904 (501) 371-2785</p>	<p><b>NEW JERSEY</b> Division of Senior Affairs Quakerbridge, Blvd. Building 12B Hampton Township, New Jersey 08619 (609) 943-3378</p>
<p><b>CALIFORNIA</b> California Department of Aging 1600 K Street Sacramento, California 95814 (916) 323-0581</p>	<p><b>NEW MEXICO</b> New Mexico State Agency on Aging 228 East Palace Avenue, Ground Floor Santa Fe, New Mexico 87501 (505) 827-7663</p>
<p><b>COLORADO</b> State of Colorado Division of Insurance 1560 Broadway, Suite 850 Denver, Colorado 80202 (303) 894-7552</p>	<p><b>NEW YORK</b> New York State Office for the Aging Two Empire State Plaza Agency Bldg., #2 Albany, New York 12223-1251 (518) 473-5108</p>
<p><b>CONNECTICUT</b> State of Connecticut Department of Social Services Division of Elderly Services P.O. Box 484 Marlboro, Connecticut 06447-9998 (860) 416-7206</p>	<p><b>NORTH CAROLINA</b> North Carolina Department of Insurance 111 Seaboard Avenue Raleigh, North Carolina 27604 (919) 733-0111</p>

<b>DELAWARE</b> Delaware Insurance Department Rodney Building 841 Silver Lake Blvd. Dover, Delaware 19904 (302) 739-6266	<b>NORTH DAKOTA</b> North Dakota Dept. of Insurance 600 East Boulevard, Dept. 401 Bismarck, North Dakota 58505 (701) 328-9604
<b>FLORIDA</b> Florida Dept. of Elder Affairs 4040 Esplanade Way #280 S Tallahassee, Florida 32399-7000 (850) 414-2157	<b>OHIO</b> Ohio Department of Insurance 2100 Stella Court Columbus, Ohio 43215 (614) 644-3399

### Quality Improvement Organizations Contact List by State

State	Organization Name	Address	Phone Number
Alabama	Alabama Quality Assurance Foundation	Two Perimeter Park South Suite 200 W Birmingham, AL 35243	205-970-600 800-760-4550
Alaska	Qualis Health	741 Sesame St. Suite 100 Anchorage, AK 99503	907-562-2252
Arizona	Health Services Advisory Group	1600 East Northern Ave Suite 100 Phoenix, AZ 85020	602-264-6382
Arkansas	Arkansas Foundation for Medical Care	401 West Capitol Avenue Suite 400 Little Rock, AR 72201	501-375-5700 877-375-5700
California	Lumetra	One Sansome Street Suite 600 San Francisco, CA 94104-4447	415-677-2000
Colorado	Colorado Foundation for Medical Care	23 Iverness Way East Suite 100 Englewood, CO 80112-5708	303-695-3300
Connecticut	Qualidigm	100 Roscommon Drive Middleton, CT 06457	860-632-2008

Delaware	Quality Insights of Delaware	Baynard Building Suite 100 3411 Silverside Rd. Wilmington, DE 19810-4812	302-478-3600
District of Columbia	Delmarva Foundation	1620 L Street, NW Suite 1275 Washington, DC 20036	202-293-9650
Florida	Florida Medical Quality Assurance Inc.	5201 W. Kennedy Boulevard Suite 900 Tampa, FL 33609-1812	813-354-9111
Georgia	Georgia Medical Care Foundation	1455 Lincoln Parkway Suite 800 Atlanta, GA 30346	404-982-0411 800-982-0411
Hawaii	Mountain-Pacific Quality Health Foundation	1360 S. Beretania Suite 501 Honolulu, HI 96814	805-545-2550
Idaho	Qualis Health	720 Park Blvd. Suite 120 Boise, ID 83712	208-434-4617 800-488-1118
Illinois	Illinois Foundation for Quality Health Care	2625 Butterfield Road Suite 102 E Oak Brook, IL 60523-1234	630-571-5540 800-647-8089
Indiana	Health Care Excel	2629 Waterfront Parkway East Drive Indianapolis, IN 46214	317-347-4500 800-300-8190
Iowa	Iowa Foundation for Medical Care	6000 Westown Parkway West Des Moines, IA 50266-7771	515-223-2900
Kansas	Kansas Foundation for Medical Care	2947 S. W. Wanamaker Dr. Topeka, KS 66614	785-273-2552 800-432-0407
Kentucky	Health Care Excel	1951 Bishop Lane Suite 300 Louisville, KY 40218	502-454-5112 800-300-8190
Louisiana	Louisiana Health Care Review	8591 United Plaza Boulevard Suite 270 Baton Rouge, LA 70809	225-926-6353
Maine	Northeast Health Care Quality Foundation	15 Old Rollinsford Road Suite 302 Dover, New Hampshire 03820	603-749-1641 800-772-0151

Maryland	Delmarva Foundation	9240 Centreville Road Easton, Maryland 21601	410-822-0697
Massachusetts	MassPro	235 Wyman Street Waltham, MA 02451-1231	781-890-0011
Michigan	Michigan Peer Review Organization	22670 Haggerty Road Suite100 Farmington Hills, MI 48335	248-465-7300
Minnesota	Stratis Health	2901 Metro Drive Suite 400 Bloomington, MN 55425- 1525	952-854-3306
Mississippi	Mississippi Information and Quality Healthcare	Renaissance Place - Suite 504 385B Highland Colony Parkway Ridgeland, MS 39157- 6035	601-957-1575
Missouri	Primaris	200 North Keene Street Columbia, MO 65201	573-817-8300 800-735-6776
Montana	Mountain-Pacific Quality Health Foundation	3404 Cooney Drive Helena, MT 59602	406-443-4020
Nebraska	CIMRO of Nebraska	1230 O Street Suite 120 Lincoln, NE 68508	402-476-1399 800-458-4262
Nevada	HealthInsight	500 So. Rancho Drive Suite C-17 Las Vegas, NV 89106	702-385-9933
New Hampshire	Northeast Health Care Quality Foundation	15 Old Rollinsford Road Suite 302 Dover, New Hampshire 03820	603-749-1641 800-772-0151
New Jersey	Peer Review Organization of New Jersey	557 Cranbury Road Suite 21 East Brunswick, NJ 08816-4026	732-238-5570
New Mexico	New Mexico Medical Review Association	5801 Osuna Road, NE Suite 200 Albuquerque, NM 87109	505-998-9898
New York	IPRO	1979 Marcus Avenue Lake Success, NY 11042- 1002	516-326-7767
North Carolina	Medical Review of North Carolina	100 Regency Forest Drive Suite 200 Cary, NC 27511-8598	919-380-9860 800-682-2650
North Dakota	North Dakota Health Care Review	800 31st Ave SW Minot, ND 58701	701-852-4231

Ohio	Ohio KePro	Rock Run Center, Suite 100 5700 Lombardo Center Dr. Seven Hills, OH 44131	216-447-9604
Oklahoma	Oklahoma Foundation for Medical Quality	1400 Quail Springs Parkway Suite 400 Oklahoma City, OK 73134	405-840-2891 800-522-3414
Oregon	Oregon Medical Professional Review Organization (OMPRO)	2020 SW Fourth Avenue Suite 520 Portland, OR 97201-4960	503-279-0100
Pennsylvania	Quality Insights of Pennsylvania	2601 Market Place Street Suite 320 Harrisburg, PA 17110	717-671-5425 877-346-6180
Rhode Island	Quality Partners of Rhode Island	235 Promenade St. Suite 500 Box 18 Providence, RI 02908	401-528-3200
South Carolina	Carolina Medical Review	250 Berryhill Road Suite 101 Columbia, SC 29210-6469	803-731-8225 800-922-3089
South Dakota	South Dakota Foundation for Medical Care	1323 S. Minnesota Ave. Sioux Falls, SD 57105	605-336-3505
Tennessee	Center for Healthcare Quality	3175 Lenox Park Blvd. Suite 309 Memphis, TN 38115	901-682-0381 800-528-2655
Texas	TMF Health Quality Institute	Barton Oaks Plaza Two Suite 200 901 Mopac Expressway South Austin, TX 78746-5799	512-329-6610 800-725-9216
Utah	HealthInsight	348 East 4500 South Suite 300 Salt Lake City, Utah 84107	801-892-0155
Vermont	Northeast Health Care Quality Foundation	15 Old Rollinsford Road Suite 302 Dover, New Hampshire 03820	603-749-1641 800-772-0151
Washington	Qualis Health	10700 Meridian N. Suite 100 Seattle, WA 98133	206-364-9700
West Virginia	West Virginia Medical Institute	3001 Chesterfield Place Charleston, WV 25304	304-346-9864 800-642-8686
Wisconsin	MetaStar	2909 Landmark Place Madison, WI 53713	608-274-1940 800-362-2320

Wyoming	Mountain-Pacific Quality Health Foundation	2206 Dell Range Blvd. Suite G Cheyenne, WY 82009	406-443-4020 877-810-6248
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### State Medicaid Offices Contact List

#### Alabama

Medicaid Agency of Alabama  
501 Dexter Avenue  
P.O. Box 5624  
Montgomery, AL 36103-5624  
Local: 1-334-242-5000  
Toll-Free: 1-800-362-1504

#### Alaska

Alaska Department of Health and Social Services  
350 Main Street, Room 229  
P.O. Box 110601  
Juneau, AK 99811-0601  
Local: 1-907-465-3030

#### Arizona

Health Care Cost Containment of Arizona  
801 E. Jefferson  
Phoenix, AZ 85034  
Local: 1-602-417-4000  
Toll-Free: In-State Calls Only 1-800-962-6690  
Local TTY: 1-602-417-4191

#### Arkansas

Department of Human Services of Arkansas  
P.O. Box 1437, Slot 1100  
Donaghey Plaza South  
Little Rock, AR 72203-1437  
Local: 1-501-682-8292  
Toll-Free: 1-800-482-5431  
Local TTY: 1-501-682-6789

#### California

California Department of Health Services  
P.O. Box 997413  
Sacramento, CA 95899-7413  
Local: 1-916-440-7400

**Colorado**

Department of Health Care Policy and Financing of Colorado  
1570 Grant Street  
Denver, CO 80203-1818  
Local: 1-303-866-2993  
Toll-Free: 1-800-221-3943  
Local TTY: 1-303-866-3883

**Connecticut**

Department of Social Services of Connecticut  
25 Sigourney Street  
Hartford, CT 06106-5033  
Local: 1-860-424-4908  
Toll-Free: In-State Calls Only 1-800-842-1508

**Delaware**

Delaware Health and Social Services  
1901 N. DuPont Highway  
P.O. Box 906, Lewis Bldg.  
New Castle, DE 19720  
Local: 1-302-255-9040  
Toll-Free: In-State Calls Only 1-800-372-2022

**Florida**

Agency for Health Care Administration of Florida  
P.O. Box 13000  
Tallahassee, FL 32317-3000  
Toll-Free: 1-888-419-3456

**Georgia**

Georgia Department of Community Health  
2 Peachtree Street, NW  
Atlanta, GA 30303  
Local: 1-770-570-3300  
Toll-Free: 1-866-322-4260

**Hawaii**

Department of Human Services of Hawaii  
P.O. Box 339  
Honolulu, HI 96809  
Local: 1-808-587-3521  
Local TTY: 1-808-692-7182

**Idaho**

Idaho Department of Health and Welfare  
450 West State Street  
Boise, ID 83720-0036  
Local: 1-208-334-5500  
Toll-Free: 1-800-685-3757  
Local TTY: 1-208-332-7205

**Illinois**

Illinois Department of Healthcare and Family Services  
201 South Grand Avenue, East  
Springfield, IL 62763  
Local: 1-217-782-1200  
Toll-Free: 1-866-468-7543

**Indiana**

Family and Social Services Administration of Indiana  
402 W. Washington Street  
P.O. Box 7083  
Indianapolis, IN 46207-7083  
Local: 1-317-233-4455  
Toll-Free: 1-800-889-9949

**Iowa**

Department of Human Services of Iowa  
Hoover State Office Building  
5th Floor  
Des Moines, IA 50319-0114  
Local: 1-515-327-5121  
Toll-Free: 1-800-338-8366

**Kansas**

Department of Social and Rehabilitation Services of Kansas  
915 SW Harrison Street  
Topeka, KS 66612  
Local: 1-785-274-4200  
Toll-Free: 1-800-766-9012  
Local TTY: 1-785-296-1491

**Kentucky**

Cabinet for Health Services of Kentucky  
P.O. Box 2110  
Frankfort, KY 40602-2110  
Local: 1-502-564-4321  
Toll-Free: 1-800-635-2570



**Louisiana**

Louisiana Department of Health and Hospital  
P.O. Box 91278  
Baton Rouge, LA 70821-9278  
Local: 1-225-342-9500

**Maine**

Maine Department of Health and Human Services  
442 Civic Center Drive  
11 State House Station  
Augusta, ME 04333-0011  
Toll-Free: 1-800-977-6740 (option 2)  
Local TTY: 1-207-287-1828

**Maryland**

Department of Health and Mental Hygiene  
P.O. Box 17259  
Baltimore, MD 21203-7259  
Local: 1-410-767-5800  
Toll-Free: 1-800-492-5231

**Massachusetts**

Office of Health and Human Services of Massachusetts  
600 Washington Street  
Boston, MA 02111  
Toll-Free: 1-800-841-2900

**Michigan**

Michigan Department Community Health  
Sixth Floor, Lewis Cass Building  
320 South Walnut Street  
Lansing, MI 48913  
Local: 1-517-373-3740  
Local TTY: 1-517-373-3573

**Minnesota**

Department of Human Services of Minnesota  
444 Lafayette Road North  
St. Paul, MN 55155  
Local: 1-651-297-3933  
Toll-Free: 1-800-333-2433  
Local TTY: 1-651-296-5705

**Mississippi**

Office of the Governor of Mississippi  
239 North Lamar Street, Suite 801  
Robert E. Lee Bldg.  
Jackson, MS 39201-1399  
Local: 1-601-359-6050  
Toll-Free: 1-800-421-2408

**Missouri**

Department of Social Services of Missouri  
221 West High Street  
P.O. Box 1527  
Jefferson City, MO 65102-1527  
Local: 1-573-751-4815  
Toll-Free: In-State Calls Only 1-800-392-2161

**Montana**

Montana Department of Public Health & Human Services  
1400 Broadway, Cogswell Building  
P.O. Box 8005  
Helena, MT 59604-8005  
Local: 1-406-444-4540  
Toll-Free: In-State Calls Only 1-800-362-8312

**Nebraska**

Nebraska Department of Health and Human Services System  
P.O. Box 95044  
Lincoln, NE 68509-5044  
Local: 1-402-471-3121  
Toll-Free: 1-800-430-3244  
Local TTY: 1-402-471-9570

**Nevada**

Nevada Department of Human Resources, Aging Division  
1100 East William Street  
Suite 101  
Carson City, NV 89701  
Local: 1-775-684-7200

**New Hampshire**

New Hampshire Department of Health and Human Services  
129 Pleasant Street  
Concord, NH 03301-3857  
Local: 1-603-271-4238  
Toll-Free: 1-800-852-3345

**New Jersey**

Department of Human Services of New Jersey  
Quakerbridge Plaza, Building 7  
P.O. Box 712  
Trenton, NJ 08625-0712  
Local: 1-609-588-2600  
Toll-Free: In-State Calls Only 1-800-356-1561

**New Mexico**

Department of Human Services of New Mexico  
P.O. Box 2348  
Sante Fe, NM 87504-2348  
Local: 1-505-827-3100  
Toll-Free: 1-888-997-2583  
Local TTY: 1-505-827-3184

**New York**

New York State Department of Health  
Office of Medicaid Management  
Governor Nelson A. Rockefeller Empire State Plaza, Corning Tower Building  
Albany, NY 12237  
Local: 1-518-486-9057  
Toll-Free: 1-800-541-2831

**North Carolina**

North Carolina Department of Health and Human Services  
Division of Medical Assistance  
2501 Mail Service Center  
Raleigh, NC 27699-2501  
Local: 1-919-855-4100  
Toll-Free: In-State Calls Only 1-800-662-7030  
Local TTY: 1-877-733-4851

**North Dakota**

Dept of Human Services of North Dakota - Medical Services  
600 E. Boulevard Avenue  
Bismarck, ND 58505-0250  
Local: 1-701-328-2321  
Toll-Free: 1-800-755-2604  
Local TTY: 1-701-328-8950

**Ohio**

Department of Job and Family Services of Ohio - Ohio Health Plans  
30 East Broad Street  
31st Floor  
Columbus, OH 43215-3414  
Local: 1-614-728-3288  
Toll-Free: 1-800-324-8680

**Oklahoma**

Health Care Authority of Oklahoma  
4545 N. Lincoln Boulevard  
Suite 124  
Oklahoma City, OK 73105  
Local: 1-405-522-7171  
Toll-Free: 1-800-522-0310  
Local TTY: 1-405-522-7179

**Oregon**

Oregon Department of Human Services  
500 Summer Street, NE  
3rd Floor  
Salem, OR 94310-1014  
Local: 1-503-945-5772  
Toll-Free: 1-800-527-5772  
Local TTY: 1-503-945-5895

**Pennsylvania**

Department of Public Welfare of Pennsylvania  
Health and Welfare Building, Rm 515  
P.O. Box 2675  
Harrisburg, PA 17105  
Local: 1-717-787-1870  
Toll-Free: 1-800-692-7462  
Local TTY: 1-717-705-7103

**Rhode Island**

Department of Human Services of Rhode Island  
Louis Pasteur Building  
600 New London Avenue  
Cranston, RI 02921  
Local: 1-401-462-5300  
Toll-Free: 1-800-984-8989  
Local TTY: 1-401-462-3363

**South Carolina**

South Carolina Department of Health and Human Services  
P.O. Box 8206  
Columbia, SC 29202-8206  
Local: 1-803-898-2500

**South Dakota**

Department of Social Services of South Dakota  
700 Governors Drive  
Richard F Kneip Bldg,  
Pierre, SD 57501  
Local: 1-605-773-3495

**Tennessee**

Bureau of TennCare  
310 Great Circle Rd.  
Nashville, TN 37243  
Toll-Free: 1-866-311-4287

**Texas**

Health and Human Services Commission of Texas  
4900 N. Lamar Boulevard  
4th Floor  
Austin, TX 78701  
Local: 1-512-424-6500  
Toll-Free: 1-888-834-7406  
Local TTY: 1-512-407-3250

**Utah**

Utah Department of Health  
288 North 1460 West  
P.O. Box 143101  
Salt Lake City, UT 84114-3101  
Local: 1-801-538-6155  
Toll-Free: 1-800-662-9651

**Vermont**

Agency of Human Services of Vermont  
103 South Main Street  
Waterbury, VT 05676-1201  
Local: 1-802-879-5900  
Toll-Free: In-State Calls Only 1-800-250-8427  
Local TTY: 1-802-241-1282

**Washington**

Department of Social and Health Services of Washington  
P.O. Box 45505  
Olympia, WA 98504-5505  
Local: 1-800-562-6188  
Toll-Free: In-State Calls Only 1-800-562-3022

**Washington DC**

DC Healthy Family  
825 North Capitol Street, NE  
5th Floor  
Washington, DC 20002  
Local: 1-202-442-5999

**West Virginia**

West Virginia Department of Health & Human Resources  
350 Capitol Street  
Room 251  
Charleston, WV 25301-3709  
Local: 1-304-558-1700

**Wisconsin**

Wisconsin Department of Health and Family Services  
1 West Wilson Street  
P.O. Box 309  
Madison, WI 53701-0309  
Local: 1-608-221-5720  
Toll-Free: 1-800-362-3002  
Local TTY: 1-608-267-7371

**Wyoming**

Wyoming Department of Health  
147 Hathaway Building  
Cheyenne, WY 82002  
Local: 1-307-777-7531  
Local TTY: 1-307-777-5648

**State Pharmacy Assistance Program Contact List****Alaska**

Chronic and Acute Medical Assistance (CAMA)  
Health Care Services Recipient Information  
1-800-211-7470

**Alabama**

SenioRx Partnership for Medication Access  
Department of Senior Services  
1-800-243-5463

**Arizona**

Arizona CoppeRX Prescription Discount Program  
RxAmerica  
1-888-227-8315

**Arkansas**

Arkansas Health Care Access Foundation, Inc.  
1-800-950-8233

**California**

Prescription Drug Discount Program for Medicare Recipients  
HICAP  
1-800-434-0222

**Colorado**

N/A

**Connecticut**

Connecticut Pharmaceutical Assistance Contract to the Elderly and Disabled program  
(ConnPACE)  
Department of Social Services  
1-800-423-5026

**Delaware**

Delaware Prescription Assistance Program (DPAP)  
1-800-996-9969, x17

**Florida**

Silver Saver Prescription Drug Program  
1-888-419-3456

**Georgia**

Georgia Partnership for Caring Foundation  
1-800-982-4723

**Hawaii**

N/A

**Idaho**

RxIdaho Partnership for Prescription Assistance  
1-888-477-2669

**Illinois**

SeniorCare  
Illinois Department on Aging  
1-800-252-8966

**Indiana**

HoosieRx  
1-866-267-4679

**Iowa**

Iowa Priority Prescription Savings Program  
1-866-282-5817

**Kansas**

Senior Health Insurance Counseling for Kansas (SHICK) Prescription Drug Assistance Program  
1-800-860-5260

**Kentucky**

Senior Discount Prescription Plan Card  
1-800-977-3862

**Louisiana**

Louisiana SenioRx Program  
1-225-342-3570

**Maine**

Maine Rx Plus Low Cost Drugs for the Elderly & Disabled Program  
1-866-796-2463  
Rx Cares for Me Partnership for Prescription Assistance  
1-888-477-2669

**Maryland**

Maryland Pharmacy Assistance Program  
1-800-226-2142

**Massachusetts**

Prescription Advantage  
Office of Elder Affairs  
1-800-243-4636

**Michigan**

Elder Prescription Insurance Coverage  
Michigan Department of Community Health  
1-866-747-5844

**Minnesota**

Minnesota's Prescription Drug Program  
Senior LinkAge  
1-800-333-2433

**Mississippi**

N/A



**Missouri**

Senior Rx  
866-556-9316

**Montana**

Big Sky Rx Program  
Department of Public Health and Human Services.  
1-866-369-1233

**Nebraska**

N/A

**Nevada**

Senior Rx  
1-866-303-6323

**New Hampshire**

New Hampshire Medication Bridge Program  
1-603-225-0900

**New Jersey**

Pharmaceutical Assistance for the Aged & Disabled  
Department of Health and Senior Services  
1-800-792-9745

**New Mexico**

New Mexico SenioRx  
NM Retiree Health Care Authority  
1-866-244-0882

**New York**

Elderly Pharmaceutical Insurance Coverage (EPIC) Program  
1-800-332-3742

**North Carolina**

North Carolina Senior Care  
1-866-226-1388

**North Dakota**

N/A

**Ohio**

Golden Buckeye Prescription Drug Savings Program  
1-866-301-6446

**Oklahoma**

N/A

**Oregon**

Senior Prescription Drug Assistance Program  
Oregon's Office of Medical Assistance  
1-800-359-9517

**Pennsylvania**

PACE—Pharmaceutical Assistance Contract for the Elderly  
Pennsylvania Department of Aging  
800-225-7223

**Rhode Island**

Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)  
Department of Elderly Affairs  
1-800-322-2880

**South Carolina**

SILVERxCARD  
1-877-239-5277

**South Dakota**

Senior Prescription Discount Card  
1-800-257-9946

**Tennessee**

N/A

**Texas**

N/A

**Utah**

N/A

**Vermont**

Vermont Health Access Program - VHAP  
1-800-250-8427

**Washington**

N/A

**Washington DC (District of Columbia)**

DC Healthcare Alliance  
1-866-842-2810

**West Virginia**

Golden Mountaineer Discount Card  
Bureau of Senior Services  
1-877-987-3646

**Wisconsin**

SeniorCare  
 Department of Health and Family Services  
 1-800-657-2038

**Wyoming**

Prescription Drug Assistance Program  
 Department of Health  
 1-800-438-5785

**State Offices for Civil Rights Contact List****EASTERN DIVISION****Connecticut, Maine, Massachusetts,  
New Hampshire, Rhode Island, Vermont**

Office for Civil Rights, Boston Office  
 U.S. Department of Education  
 33 Arch Street, Suite 900  
 Boston, MA 02110-1491  
 (617) 289-0111; FAX# (617) 289-0150

**New Jersey, New York, Puerto Rico,  
Virgin Islands**

Office for Civil Rights, New York Office  
 U.S. Department of Education  
 32 Old Slip, 26th Floor  
 New York, NY 10005-2500  
 (646) 428-3900; FAX# (646) 428-3843

**Delaware, Maryland, Kentucky,  
Pennsylvania, West Virginia**

Office for Civil Rights, Philadelphia Office  
 U.S. Department of Education  
 Wanamaker Building  
 100 Penn Square East, Suite 515  
 Philadelphia, PA 19107-3323  
 (215) 656-8541; FAX# (215) 656-8605

**SOUTHERN DIVISION****Alabama, Florida, Georgia, Tennessee****Office for Civil Rights, Atlanta Office**

U.S. Department of Education  
61 Forsyth Street, S.W., Suite 19T70  
Atlanta, GA 30303-3104  
(404) 562-6350; FAX# (404) 562-6455

**Arkansas, Louisiana, Mississippi, Texas****Office for Civil Rights, Dallas Office**

U.S. Department of Education  
1999 Bryan Street, Suite 1620  
Dallas, TX 75201-6810  
(214) 661-9600; FAX# (214) 661-9587

**North Carolina, Washington, D.C.,  
South Carolina**

Office for Civil Rights, DC Office  
U.S. Department of Education  
P.O. Box 14620  
Washington, D.C. 20044-4620  
(202) 208-2545; FAX# (202) 208-7797

**MIDWESTERN DIVISION****Illinois, Indiana, Minnesota, Wisconsin,  
Iowa, North Dakota**

Office for Civil Rights, Chicago Office  
U.S. Department of Education  
111 North Canal Street, Suite 1053  
Chicago, IL 60606-7204  
(312) 886-8434; FAX# (312) 353-4888

**Michigan, Ohio**

Office for Civil Rights, Cleveland Office  
U.S. Department of Education  
600 Superior Avenue East, Suite 750  
Cleveland, OH 44114-2611  
(216) 522-4970; FAX# (216) 522-2573

**Kansas, Missouri, Nebraska, South Dakota,  
Oklahoma**

Office for Civil Rights, Kansas City Office  
U.S. Department of Education  
8930 Ward Parkway  
Suite 2037  
Kansas City, MO 64114-3302  
(816) 268-0550; FAX# (816) 823-1404

**WESTERN DIVISION****Arizona, Colorado, New Mexico,  
Utah, Wyoming**

Office for Civil Rights, Denver Office  
U.S. Department of Education  
Federal Building, Suite 310  
1244 Speer Boulevard  
Denver, CO 80204-3582  
(303) 844-5695; FAX# (303) 844-4303

**California**

Office for Civil Rights, San Francisco Office  
U.S. Department of Education  
Old Federal Building  
50 United Nations Plaza, Room 239  
San Francisco, CA 94102-4912  
(415) 556-4275; FAX# (415) 437-7783

**Alaska, Hawaii, Idaho, Nevada, Oregon,  
Montana, Washington, American Samoa,  
Guam, and the Northern Mariana Islands**

Office for Civil Rights, Seattle Office  
U.S. Department of Education  
915 Second Avenue, Room 3310  
Seattle, WA 98174-1099  
(206) 220-7900; FAX# (206) 220-7887





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