

TO: Local District Commissioners; Medicaid Directors

FROM: Betty Rice, Director
Division of Consumer and Local District Relations

SUBJECT: Medicare Part D Problem Resolution Contacts

EFFECTIVE DATE: Immediately

CONTACT PERSON: Local District Support Liaison
Upstate (518)474-8887 NYC (212)417-4500

This message is to provide local districts with direction for reporting problems to The Centers for Medicare and Medicaid Services (CMS) as they relate to recipient access to the Medicare Part D benefit. Since the transition of pharmacy benefits from Medicaid to Medicare on January 1, 2006, some recipients have experienced various difficulties when attempting to obtain prescription drugs. These problems include:

- Patients going without necessary medications
- Enrollment issues,
- Incorrect co-payments or deductibles,
- Plans requiring prior authorization of transition supplies,
- Inability to access prescription drug plans via telephone,
- Problems with the E1 query system including incorrect (outdated) information being returned to pharmacies, and
- No plan information on record.

The Centers for Medicare and Medicaid Services has requested that States and local social services districts contact CMS directly when encountering client specific problems with the new Medicare Part D drug program. A triage system has been instituted by CMS to assure recipients receive their necessary drugs. You may either:

(1) Send your problems and/or complaints to the New York CMS regional office at the following e-mail address: PartDComplaints_RO2@cms.hhs.gov. Patient specific information should not be included in an e-mail.

Or

(2) Complaints can also be made to CMS at the following numbers:

- 1-866-835-7595 (for pharmacies only; now available 24/7),
- Call the CMS Regional Office at 212-616-2222,

- A secure fax line (212-264-1022) at the CMS Regional Office can be used when transmitting confidential client information. Attached is a complaint form developed by CMS that can be used to record complaints and may be sent to the fax number listed above. Please provide as much detailed information as possible when submitting your comments/complaints to CMS including recipient name, HIC number, and date of birth. If the patient is in need of immediate medication, please indicate this on the complaint form.
- Complaints specific to Medicare Advantage Prescription Drug Plans should go to **Reginald.Slaten@cms.hhs.gov**. The phone number to reach Reginald Slaten is 212-616-2358.

When a complaint includes confidential personal information, it is suggested that you call CMS at 212-616-2222 with the complaint and follow-up by faxing the attached complaint form to their secure fax line.

In an effort to provide local districts with tools and information needed to assist dual eligibles with the transition from Medicaid to Medicare for prescription drugs, a desk guide entitled, "New York State Medicare Prescription Drug Plans" is provided with this GIS message. At present, the third party screen in eMedNY lists the Medicare Part D plan Contract ID and Plan number that a recipient is enrolled in. However, it does not list the name of the plan. This information will be added at a later date.

Therefore, to assist local districts until that information is added to eMedNY, this desk guide has been developed and includes the names of the prescription drug plans and contact information, in addition to the plan IDs and contract numbers for all of the Medicare Part D plans operating in New York State. This information will also be added to the New York State Department of Health intranet site under Programs/Third Party/Medicare Part D.

Please keep in mind that plan information contained in eMedNY is not "live" data. The information is updated once a month based on information we receive on a monthly file from CMS. If a person has recently changed drug plans, that information may not be reflected in eMedNY until the following month.

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*Indicates companies that offer a Benchmark plan. A Benchmark plan is a standard or basic Medicare Prescription Drug plan at or below the low income subsidy premium of \$29.83. Dual eligibles enrolled in a Benchmark plan do not have to pay a monthly premium.

Below is a list of **Stand Alone Medicare Prescription Drug Plans** in New York.

Contract ID	Company	Number of Plans	Plan ID Numbers	Monthly Premium	Annual Deductible	Customer Service Phone Number	Customer Service Address
S0197	AdvantraRx	<u>3</u>	002 003 005	\$18.24 - \$40.36	\$0	1-800-882-3822 TTY Users should call: 1-800-508-9548 MON - FRI: 8.00 AM - 6.00 PM Eastern	P.O. Box 686007 San Antonio, TX 78268
S3521	Simply Prescriptions	<u>3</u>	001* 002 003	\$27.61 - \$41.54	\$0 - \$250	1-800-514-6930 TTY Users should call: 1-800-421-1220 MON - FRI: 8.00 AM - 5.00 PM Eastern	P.O.Box 40246 Buffalo, NY 14201
S4802	Sterling Prescription Drug Plan	<u>1</u>	024	\$58.46	\$100	1-888-858-8572 TTY Users should call: 1-888-858-8567 MON - FRI: 5.00 AM - 5.00 PM Pacific	P.O. Box 1917 Bellingham, WA 98227

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S5552	Humana Insurance Company of New York	<u>3</u>	003* 001 002	\$4.10 - \$47.93	\$0 - \$250	1-800-281-6918 TTY Users should call: 1-877-833-4486 MON - FRI: 8:00 AM – 10:00 PM Sat & Sun 8:00 AM-4:00 PM Eastern	500 West Main Street Louisville, KY 40202
S5569	First Health Premier	<u>1</u>	003*	\$22.23	\$250	1-888-975-8989 TTY Users should call: 1-866-823-5178 MON - FRI: 8.00 AM - 8.00 PM Eastern	2222 Ewing Road Moon Township, PA 15108
S5580	First United American Life Insurance Company	<u>1</u>	003	\$30.28	\$0	1-866-524-4171 TTY Users should call: 1-866-524-4172 MON - FRI: 7.00 AM - 6.30 PM Central	3700 S. Stonebridge Drive McKinney, TX 75070
S5585	HealthNow New York Inc.	<u>1</u>	001	\$85.02	\$250	1-888-989-9905 MON - FRI: 8.00 AM - 5.00 PM Eastern	30 Century Hill Drive Latham, NY 12110
S5601	SilverScript	<u>2</u>	006* 007	\$26.85 - \$54.19	\$100 - \$250	1-866-235-5660 TTY Users should call: 1-866-552-6288 MON - FRI: Available 24 Hours SAT: Available 24 Hours SUN: Available 24 Hours	P.O. Box 688 Mahwah, NJ 07430

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S5617	Signature RX	<u>3</u>	013 015 173	\$36.61 - \$50.77	\$0 - \$250	1-800-735-1459 MON - FRI: 8.00 AM - 11.00 PM Eastern	13650 NW 8th St Sunrise, FL 33325
S5644	RxAmerica	<u>2</u>	004 048	\$33.66 - \$34.77	\$250	1-877-279-0370 MON - FRI: Available 24 Hours SAT: Available 24 Hours SUN: Available 24 Hours	221 N. Charles Lindbergh Dr. SLC, UT 84116
S5678	Health Net	<u>2</u>	003* 009*	\$20.02 - \$24.56	\$0	1-800-806-8811 TTY Users should call: 1-800-547-5734 MON - FRI: 8.00 AM - 5.00 PM Eastern	One Far Mill Crossing Shelton, CT 06484
S5741	HIP Insurance Company of New York	<u>1</u>	001	\$40.70	\$250	1-800-447-9169 TTY Users should call: 1-888-447-4833 MON - FRI: 8.30 AM - 5.00 PM Eastern	55 Water Street New York, NY 10041
S5803	Community Care RX	<u>3</u>	072 140 106	\$32.06 - \$44.01	\$100 - \$250	1-866-684-5353 TTY Users should call: 1-866-684-5351 MON - FRI: 7.00 AM - 10.30 PM Eastern SAT: 7.00 AM - 10.30 PM Eastern	1 CSC WAY Rensselaer, NY 12144

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S5805	United Health RX	<u>3</u>	005* 001* 004*	\$22.38 - \$28.03	\$0 - \$50	1-866-255-4515 TTY Users should call: 1-888-556-7053 MON - FRI: 8:00 AM – 11:00 PM Eastern SAT & SUN: 8:00 AM – 8:00 PM Eastern	P.O. Box 29350 Hot Springs, AR 71903
S5810	Aetna Medicare	<u>3</u>	037 139 173	\$32.78 - \$59.39	\$0 - \$250	1-800-445-1796 TTY Users should call: 1-800-628-3323 MON - FRI: 8.00 AM - 5.00 PM Eastern	980 Jolly Road Blue Bell, PA 19422
S5825	Prescription Pathway	<u>3</u>	045* 073 017	\$24.52 - \$46.22	\$0 - \$250	1-800-766-3233 TTY Users should call: 1-866-222-3904 MON - FRI: 8.00 AM - 8.00 PM Eastern SAT: 9.00 AM - 6.00 PM Eastern SUN: 10.00 AM - 6.00 PM Eastern	PO Box 1232 Pensacola, FL 32591
S5921	PacifiCare Life and Health Insurance Company	<u>3</u>	203* 207*	\$19.78 - \$33.91	\$0	1-800-797-9794 MON - FRI: Available 24 Hours SAT: Available 24 Hours SUN: Available 24 Hours	P.O. Box 6085 Cypress, CA 90630

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S5960	Unicare	<u>3</u>	003* 039 073	\$20.84 - \$38.92	\$0 - \$250	1-800-928-6201 MON - FRI: 8.00 AM - 6.00 PM Central	P.O. Box 9092 Oxnard, CA 93031
S5966	GHI Medicare Prescription Drug Plan	<u>1</u>	001*	\$17.15	\$0	1-866-557-7300 MON – FRI: 8.00 AM – 6.00 PM Eastern	441 Ninth Ave New York, NY 10001
S5967	WellCare	<u>3</u>	037* 071 106	\$17.13 - \$35.49	\$0	1-888-550-5252 or 1-800-278-5155 MON - FRI: 8.00 AM - 6.00 PM Eastern	8735 Henderson Blvd. Tampa, FL 33634
S5983	Medco Health Solutions, Inc.	<u>1</u>	001	\$32.27	\$250	1-800-758-3605 TTY Users should call: 1-800-716-3231 MON - FRI: 8.00 AM - 8.00 PM Eastern SAT: 8.00 AM - 6.00 PM Eastern	P. O. BOX 630246 IRVING, TX 75063

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Below is a list of **Medicare Managed Care Plans** in New York.

Contract ID	Company	Number of Plans	Plan ID Numbers	Customer Service Phone Number	Customer Service Address
H3304	Excellus Health Plan, Inc.	<u>1</u>	999		
H3305	Preferred Care Gold	<u>1</u>	011	1-888-280-6205 TTY Users should call: 1-585-325-2629 MON - FRI: 7.00 AM - 8.00 PM Eastern	259 Monroe Avenue Rochester, NY 14607
H3307	Oxford Medicare Advantage	<u>5</u>	002 011 012 013 015	1-800-303-6720 TTY Users should call: 1-800-201-4874 MON - FRI: 8.00 AM - 6.00 PM Eastern	44 South Broadway, 14th Floor White Plains, NY 10601
H3312	Aetna Medicare	<u>7</u>	002 018 025 028 037 043 044	1-800-445-1796 TTY Users should call: 1-800-628-3323 MON - FRI: 8.00 AM – 9:00 PM Eastern	151 Farmington Avenue Hartford, CT 06156
H3327	Touchstone Health	<u>7</u>	001 002 003 015 017 021 023	1-888-777-0370 TTY Users should call: 1-888-777-0368 MON - FRI: 8.00 AM - 6.00 PM Eastern	14 Wall Street New York, NY 10005

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H3328	New York State Catholic Health Plan Inc	<u>1</u>	003	1-800-860-8707 TTY Users should call: 1-800-558-1123 MON - FRI: 8.00 AM - 6.00 PM Eastern	5010 Campuswood Dr Syracuse, NY 13057
H3330	HIP Health Plan of New York	<u>4</u>	021 021 023 023	1-800-447-9169 TTY Users should call: 1-888-447-4833 MON - FRI: 8.30 AM - 5.00 PM Eastern	55 Water Street New York City, NY 10041
H3335	Excellus Health Plan, Inc.	<u>12</u>	002 005 006 008 009 014 015 017 018 020 021 032	1-800-659-1986 TTY Users should call: 1-800-421-1220 MON - FRI: 8.00 AM - 5.00 PM Eastern	P.O. Box 546 Buffalo, NY 14201
H3336	Neighborhood Health Providers	<u>2</u>	001 003	1-866-345-0013 TTY Users should call: 1-800-662-1220 MON - FRI: 9.00 AM - 5.00 PM Eastern	521 5th Avenue, 3rd Floor New York, NY 10175
H3337	Liberty Health Advantage, Inc.	<u>1</u>	001	1-866-542-4269 TTY Users should call: 1-800-662-1220 MON - FRI: 8:00 AM – 5:00 PM Eastern	50 Charles Lindbergh Blvd., Suite 400 Uniondale, NY 11553

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H3342	Empire Senior Plan Direct	<u>4</u>	001 002 003 004	1-800-809-7328 TTY Users should call: 1-800-241-6894 MON - FRI: 8.30 AM - 5.00 PM Eastern	3 Huntington Quadrangle Melville, NY 11747
H3344	Independent Health	<u>2</u>	001 003	1-800-501-3439 TTY Users should call: 1-716-631-3108 MON - FRI: 8.00 AM - 8.00 PM Eastern	511 Farber Lakes Drive Buffalo, NY 14221
H3345	Hip Insurance Company Of New York	<u>3</u>	001 001 001	1-800-447-9169 TTY Users should call: 1-880-447-9169 MON - FRI: 9.00 AM - 5.00 PM Eastern	3251 Hollywood Blvd. Suite 401 Hollywood, FL 33021
H3346	Preferred Care GoldAnywhere	<u>1</u>	002	1-888-280-6205 TTY Users should call: 1-800-252-2452 MON - FRI: 7.00 AM - 8.00 PM Eastern	259 Monroe Ave, Gold Sales Rochester, NY 14607
H3351	Excellus Health Plan, Inc.	<u>2</u>	002 006	1-800-659-1986 TTY Users should call: 1-800-421-1220 MON - FRI: 8.00 AM - 5.00 PM Eastern	P.O. Box 546 Buffalo, NY 14201

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H3356	Excellus Health Plan, Inc.	<u>1</u>	001	1-877-883-9577 TTY Users should call: 1-800-421-1220 MON - FRI: 8.00 AM - 5.00 PM Eastern	P.O. Box 40246 Rochester, NY 14604
H3359	Healthfirst Medicare Plan	<u>2</u>	001 019	1-877-237-1303 TTY Users should call: 1-800-662-1220 MON - FRI: 8.00 AM - 6.00 PM Eastern	Healthfirst Medicare Plan, PO Box 5165 New York, NY 10274
H3361	WellCare	<u>31</u>	019 020 021 022 023 024 025 026 027 028 029 030 051 052 053 054 061 062 063 086 087 088 089 090 091 092 093 094 095 096 097	1-866-238-4258 TTY Users should call: 1-877-247-6272 MON - FRI: 8.00 AM - 6.00 PM Eastern	PO Box 25885 Tampa, FL 33622
H3362	Independent Health	<u>3</u>	003 004 017	1-800-453-1910 TTY Users should call: 1-800-453-1910 MON - FRI: 8.00 AM - 8.00 PM Eastern	511 Farber Lakes Drive Buffalo, NY 14221
H3366	Health Net	<u>2</u>	008 019	1-800-949-2515 TTY Users should call: 1-888-747-2424 MON - FRI: 8.00 AM - 6.00 PM Eastern	405 Lexington Avenue New York, NY 10174

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H3370	Empire Senior Plan Direct	<u>4</u>	001 002 003 004	1-800-809-7328 TTY Users should call: 1-800-241-6894 MON - FRI: 8.30 AM - 5.00 PM Eastern	3 Huntington Quadrangle Melville, NY 11747
H3379	UnitedHealthcare of New York, Inc.	<u>8</u>	001 002 005 007 012 022 024 026	1-800-348-1760 TTY Users should call: 1-888-685-8480 MON - FRI: 8.00 AM - 5.00 PM Eastern	1 Penn Plaza 8th FL New York, NY 10119
H3384	HealthNow New York Inc.	<u>5</u>	013 019 038 040 041	1-800-700-8482 TTY Users should call: 1-877-513-1470 MON - FRI: 8.00 AM - 5.00 PM Eastern	30 Century Hill Drive Latham, NY 12110
H3388	CDPHP Medicare Choice	<u>1</u>	002	1-518-641-3400 TTY Users should call: 1-518-641-4000 MON - FRI: 8.00 AM - 6.00 PM Eastern	Patroon Creek Corporate Center, 1223 Washington Avenue Albany, NY 12206
H5514	Healthfirst PPO	<u>1</u>	001	1-877-237-1303 TTY Users should call: 1-800-662-1220 MON - FRI: 8.00 AM - 6.00 PM Eastern	Healthfirst PPO, PO Box 5165 New York, NY 10274

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H5515	United Healthcare Insurance Co. of New York, Inc.	<u>2</u>	001 002	1-800-348-1760 TTY Users should call: 1-888-685-8480 MON - FRI: 8.00 AM - 5.00 PM Eastern	13621 NW 12th Street Sunrise, FL 33323
H5526	HealthNow New York Inc.	<u>5</u>	003 004 006 007 008	1-800-700-8482 TTY Users should call: 1-877-513-1470 MON - FRI: 8.00 AM - 5.00 PM Eastern	30 Century Hill Drive Latham, NY 12110
H5528	GHI Medicare Choice PPO	<u>4</u>	002 003 005 008	1-800-611-8454 TTY Users should call: 1-877-208-7920 MON - FRI: 8.00 AM - 6.00 PM Eastern	441 Ninth Ave New York, NY 10001
H5531	Aetna Medicare	<u>2</u>	001 002	1-800-445-1796 TTY Users should call: 1-800-628-3323 MON - FRI: 8.00 AM - 5.00 PM Eastern	151 Farmington Avenue Hartford, CT 06156
R5342	UnitedHealthcare Medicare Complete Choice	<u>1</u>	001	1-800-348-1760 TTY Users should call: 1-888-685-8480 MON - FRI: 8.00 AM - 5.00 PM Eastern	Two Penn Plaza New York, NY 10121

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Below is a list of **Medicare Advantage Special Needs Plans** in New York.

Contract ID	Company	Number of Plans	Plan ID Numbers	Customer Service Phone Number	Customer Service Address
H3307	Oxford Medicare Advantage	<u>1</u>	020	1-800-303-6720 TTY Users should call: 1-800-201-4874 MON - FRI: 8.00 AM - 6.00 PM Eastern	44 South Broadway, 14th Floor White Plains, NY 10601
H3328	New York State Catholic Health Plan Inc	<u>1</u>	002	1-800-860-8707 TTY Users should call: 1-800-558-1123 MON - FRI: 8.00 AM - 6.00 PM Eastern	5010 Campuswood Dr Syracuse, NY 13057
H3337	Liberty Health Advantage, Inc.	<u>2</u>	002 003	1-866-542-4269 TTY Users should call: 1-800-662-1220 MON - FRI: 8.30 AM - 5.30 PM Eastern	50 Charles Lindbergh Blvd., Suite 400 Uniondale, NY 11553
H3340	GHI Medicare Choice PPO	<u>2</u>	001 002	1-800-611-8454 TTY Users should call: 1-877-208-7920 MON - FRI: 8.00 AM - 6.00 PM Eastern	441 Ninth Avenue, 8th floor New York, NY 10001

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H3347	Elderplan, Inc.	<u>1</u>	001	1-800-353-3765 TTY Users should call: 1-800-610-6303 MON - FRI: 9.00 AM - 5.00 PM Eastern	Elderplan, Inc, 745 64th Street Brooklyn, NY 11220
H3359	Healthfirst Medicare Plan	<u>2</u>	021 026	1-877-237-1303 TTY Users should call: 1-800-662-1220 MON - FRI: 8.00 AM - 6.00 PM Eastern	Healthfirst Medicare Plan, PO Box 5165 New York, NY 10274
H3361	WellCare	<u>28</u>	031 032 034 035 043 044 045 046 047 050 057 064 065 066 067 068 069 070 071 072 073 079 080 081 082 083 084 085	1-866-238-4258 TTY Users should call: 1-877-247-6272 MON - FRI: 8.00 AM - 6.00 PM Eastern	PO Box 25885 Tampa, FL 33622
H3366	Health Net	<u>1</u>	022	1-800-949-2515 TTY Users should call: 1-888-747-2424 MON - FRI: 8.00 AM - 6.00 PM Eastern	405 Lexington Avenue New York, NY 10174
H3379	UnitedHealthcare of New York, Inc.	<u>1</u>	023	1-800-348-1760 TTY Users should call: 1-888-685-8480 MON - FRI: 8.00 AM - 5.00 PM Eastern	44 South Broadway, Fl 14 White Plains, NY 10601

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H3387	Personal Care Plus	<u>1</u>	005	1-877-289-1916 TTY Users should call: 1-800-421-1220 MON - FRI: 9.00 AM - 5.00 PM Eastern	PO Box 917 New York, NY 10268
H9101	Elderplan, Inc.	<u>1</u>	007	1-718-921-7898 TTY Users should call: 1-800-610-6303 MON - FRI: 9.00 AM - 5.00 PM Eastern	745 64th Street Brooklyn, NY 11220
R5342	UnitedHealthcare Medicare Complete Choice	<u>1</u>	003	1-800-348-1760 TTY Users should call: 1-888-685-8480 MON - FRI: 8.00 AM - 5.00 PM Eastern	Two Penn Plaza New York, NY 10121

Region 2 PDP Complaint Referral

Secure Fax line (212) 264-1022

Plan Name: _____

Date of Complaint _____

State _____

Is the beneficiary completely out of medication and unable to get it? _____

Caller Name _____

Beneficiary Name: _____

Date of Birth _____

HICN _____

LIS Eligible _____

Call Back # _____

Preferred Call Back Time _____

Language _____

Drug(s) information: _____

Reason card didn't work at pharmacy _____

Complaint Summary _____

Pharmacy Name _____

Pharmacy Street Address _____

Pharmacy City _____

Pharmacy State _____

Pharmacy Zip _____

Pharmacy Phone _____

Plan Contract _____

Plan Member _____

PBP Number _____

Prescription Discount Drug Card? _____