

LifeWorks Advantage Prescription Drug Transition Policy

What to do if your current prescription drugs are not on the drug list (formulary) or are limited on the drug list (formulary).

New Members

As a new member of LifeWorks Advantage (HMO SNP), you may be taking drugs that are not on our formulary or that are subject to certain restrictions, such as prior authorization or step therapy. LifeWorks Advantage will cover a temporary 30-day (retail) or 90-day (long-term care) supply of a drug during the first 90 days of your enrollment. This will give you time to talk to your doctor. Your doctor can help you decide if there is an alternative drug on the Covered Drug List that you can use instead, or whether you should request an exception.

Long-Term Care (LTC) Members

During the member's first 90 days of enrollment with LifeWorks Advantage, the member can obtain up to a 90-day transition supply. LifeWorks Advantage will honor multiple fills of non-formulary Part D medications (including Part D medications that are on LifeWorks Advantage's formulary but require prior authorization or step therapy under LifeWorks Advantage's utilization management rules) as appropriate during the entire length of the 98-day transition period.

If the member is outside of his or her 98-day transition period, LifeWorks Advantage will provide an emergency supply of non-formulary medication (including Part D medications that are on LifeWorks Advantage's formulary but require prior authorization or step therapy under LifeWorks Advantage's utilization management rules). This emergency supply will be for at least 31 days of medication, unless the prescription is written for less than 31 days. The emergency supply is to ensure that members receive their medications while an exception has been requested through LifeWorks Advantage.

There are times when a member may experience an unplanned level of care change (e.g.; admitted to a hospital, nursing facility skill level changes, etc.). In these instances, LifeWorks Advantage will provide an emergency supply of non-formulary medication (including Part D medications that are on LifeWorks Advantage's formulary but

require prior authorization or step therapy under LifeWorks Advantage's utilization management rules). This emergency supply will be for at least 31 days of medication, unless the prescription is written for less than 31 days. The emergency supply is to ensure that members receive their medications while an exception has been requested through LifeWorks Advantage. LifeWorks Advantage will cover up to a temporary 31-day transition supply (unless your prescription is for less than 31 days or the drug is limited to a smaller dispensing amount). LifeWorks Advantage will cover more than one refill of these drugs for the first 90 days for plan members, up to a 98-day supply. If you need a drug that is not on the formulary or your ability to get your drugs is limited, but you are past the first 90 days of plan membership, the transition program will cover a 31-day emergency supply of that drug (unless your prescription is for less than 31 days) while you pursue a formulary exception.

Please note that our transition policy applies only to those drugs that are "Part D drugs" and that are purchased at a network pharmacy. The transition policy cannot be used to purchase a non-Part D drug or drug out-of-network. In some cases, we will contact you if you are taking a drug that is not on our formulary. We can give you the names of covered drugs that also are used to treat your condition so you can ask your doctor if any of the drugs are an option for your treatment.

If you have any questions about our transition policy, call the LifeWorks Advantage Member Services Department at our toll free number 1-844-854-6883 (TTY 711), between 8:00 a.m. – 8:00 p.m., 7 days a week from October 1 to February 14; and 8:00 a.m. – 8:00 p.m., Monday to Friday from February 15 to September 30.

Continuing Members

As a continuing member in the plan, you receive an Annual Notice of Change (ANOC). You may notice that a formulary medication which you are currently taking is either not on the upcoming year's formulary or its cost sharing or coverage is limited in the upcoming year.

If your existing medication is subject to new formulary restrictions and you have not discussed switching to an alternative formulary medication or pursued a formulary exception with your doctor, you will be able to receive a temporary 31-day supply (unless you have a prescription for less than 31 days), when you go to a network pharmacy, to allow you time to discuss alternative treatment with your doctor or to pursue a formulary

exception.

Long-Term Care Members

If you are a resident of a long-term care facility, we will allow you to refill your prescription until we have provided you with up to a 98 day transition supply, consistent with dispensing increment, (unless you have a prescription written for fewer days). If you need a medication that is not on our formulary or if your ability to get your medications is limited, but you are past the first 90 days of membership in our plan, we will cover a 31 day emergency supply of that medication (unless you have a prescription for fewer days) while you pursue a formulary exception.

Please note that our transition policy applies only to those drugs that are “Part D drugs” and that are purchased at a network pharmacy. The transition policy cannot be used to purchase a non-Part D drug or drug out-of-network. In some cases, we will contact you if you are taking a drug that is not on our formulary. We can give you the names of covered drugs that also are used to treat your condition so you can ask your doctor if any of the drugs are an option for your treatment.

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LifeWorks Advantage (HMO SNP) is an HMO plan with a Medicare contract. Enrollment in LifeWorks Advantage (HMO SNP) depends on contract renewal.

This information is available for free in other languages. Please call our customer service number at 1-844-854-6883 (TTY: 711). Hours of operations: 8:00 a.m. to 8:00 p.m., seven days a week (except Thanksgiving and Christmas) from October 1 through February 14, and Monday to Friday (except holidays) from February 15 through September 30.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con Servicios al Cliente al 1-844-854-6883 (TTY: 711). Horario de Atención al Cliente: Del 1 de Octubre hasta el 14 de Febrero, de 8:00 a.m. a 8:00 p.m. los siete días de la semana (excepto Día de Acción de Gracias y Navidad), y del 15 de Febrero al 30 de Septiembre, de Lunes a Viernes (excepto feriados).