

Reimbursement Instructions for Prescription (Part D) Costs

REIMBURSEMENT INFORMATION

To receive reimbursement for covered Part D prescription medications and vaccinations not submitted to your Part D coverage, the claim will need to be sent to Express Scripts, Medica's Pharmacy Benefit Manager. Express Scripts will process the claim under your Part D coverage. Reimbursement cannot be guaranteed. Claims are subject to your plan's limits and exclusions.

REIMBURSEMENT SITUATIONS

The below list are situations that are appropriate for reimbursement:

- Out-of-pocket pharmacy claims.** These claims are itemized statements for medications that were not processed by a pharmacy.
- Part D Vaccinations received at the physician's office or hospital.** A vaccine administered into the body to produce immunity to a specific disease.
- Self-Administered Drugs.** These medications normally are obtained at a pharmacy, but are given during an emergency room visit or outpatient hospital setting.

DOCUMENTS NEEDED FOR SUBMISSION

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| <input type="checkbox"/> Medicare Part D Prescription Claim Form | <ul style="list-style-type: none"> • If you have not received the claim form, it is available on medica.com or calling Medica Customer Service. | <ul style="list-style-type: none"> • Form can be found at: www.medica.com → For Members → Medicare Member → Click on your plan name (E.g. Prime Solution Basic) → Under "About Your Coverage" select Forms → Plan Management Forms |
| <input type="checkbox"/> Itemized bill from physician's office, hospital, or pharmacy | <ul style="list-style-type: none"> • Call your physician's office, hospital, or pharmacy for an itemized bill. | <ul style="list-style-type: none"> • Make sure the itemized bill includes the National Drug Code (NDC) of the prescriptions that were obtained. |

SUBMISSION STEPS

- Complete the claim form.
- Sign the completed form.
- Mail the completed claim form and itemized bill to Express Scripts. The address is listed on the form.

ANY QUESTIONS?

Please contact the Medica Customer Service at 952-992-2300 or 1-800-234-8755 between 8 a.m. and 8 p.m., CST, seven days a week. TTY users may dial 711 and ask for 1-800-234-8755. Please note access to a representative is limited on the weekends/holidays during certain times of the year.

