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 CVS Caremark, Medica’s Pharmacy Benefit Manager. CVS Caremark will process the claim under your Part D coverage. Reimbursement cannot be guaranteed. Claims are subject to your plans 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

- **2017 Medicare Part D Prescription Claim Form**
  - If you have not received the claim form, it is available on medica.com or calling Medica Customer Service.
  - Form can be found at: www.medica.com → For Members → Enter in your plan name (E.g. Prime Solution Basic) → Plan documents and forms → Member Forms

- **Itemized bill from physician’s office, hospital, or pharmacy**
  - Call your physician’s office, hospital, or pharmacy for an itemized bill.
  - 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 CVS Caremark. 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.

Medica is a Cost plan with a Medicare contract. Enrollment in Medica depends on contract renewal.