



**Change in Prescription Coverage for WellCare of Ohio Medicaid Members  
Effective February 1, 2010  
Frequently Asked Questions (FAQs)**

Question	Answer
When does this change take place?	It goes into effect on February 1, 2010.
What exactly is changing?	<p>Starting February 1, 2010, Ohio Medicaid will pay for your prescription drugs and some prescription medical supplies at the pharmacy (diabetic supplies, inhaler spacers, peak flow meters, syringes, needles, alcohol wipes and condoms). WellCare will no longer pay for them.</p> <p><b><u>There are no other changes. You will still get your other health care through WellCare.</u></b></p>
Who is affected by this change?	This change affects everyone in your family who gets their health care through an Ohio Medicaid managed care plan (MCP). This includes all WellCare members.
Was anything sent to explain this change?	Yes. The Ohio Department of Job and Family Services (ODJFS) sent a letter to all affected Medicaid consumers. You should have received your letter in December 2009. This same letter is on our Web site. Go to <b>ohio.wellcare.com</b> .
Will I get a new ID card from WellCare?	<p>Yes. WellCare mailed new ID cards to all of our members in mid-January 2010.</p> <p>The information on the back of the new ID card has been updated because of the prescription drug change. We have also added important information about the new prescription drug process for your providers.</p> <p>No other changes were made. <b><u>You will keep the primary care provider (PCP) you have now. Please use this new card starting on February 1, 2010.</u></b> You should destroy your old ID card.</p>

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<p>What does this change mean for me?</p>	<p>ODJFS will process the claims a pharmacy submits for any prescription drugs that you have filled.</p> <ul style="list-style-type: none"> <li>• You will need to go to a pharmacy that accepts Ohio Medicaid. If your current pharmacy does not accept Ohio Medicaid, you will need to change to one that does to get your covered prescription drugs.</li> <li>• Some consumers may have a prescription drug co-payment on brand-name drugs and on those that require prior authorization.</li> <li>• There is no co-payment for most generic drugs or for those that do not require prior authorization.</li> </ul> <p>Please note—this change does not affect covered drugs given to members in a physician’s office, hospital inpatient or outpatient setting, clinic, dialysis center or infusion center. These drugs will still be covered by WellCare. This means that all current WellCare requirements still apply.</p>
<p>Can I use any pharmacy after this change takes place?</p>	<p>Ohio Medicaid will only pay for prescriptions you get from pharmacies that accept Ohio Medicaid. Most pharmacies in Ohio accept Ohio Medicaid. But some out-of-state and mail-order pharmacies do not. Ask your pharmacy if they accept Ohio Medicaid. If you plan to travel out of state, be sure to fill your prescriptions before you leave.</p>
<p>Will my prescription medical supplies be covered?</p>	<p>Yes. You can keep getting your prescription medical supplies (diabetic supplies, inhaler spacers, peak flow meters, syringes, needles, alcohol wipes and condoms) at no cost to you. The pharmacy cannot charge you for these prescription medical supplies.</p> <p>These items are no longer covered by WellCare.</p>

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<p>What about co-payments?</p>	<p>The pharmacy <b>cannot</b> charge you a co-payment for most generic prescription drugs or for a few brand-name prescription drugs. In any case, the pharmacy cannot charge a co-payment for any prescription drugs for a person who is:</p> <ul style="list-style-type: none"> <li>• Younger than 21</li> <li>• Pregnant or her pregnancy ended recently (up to 90 days after her pregnancy ends)</li> <li>• Receiving hospice care</li> <li>• In a nursing home or an intermediate care facility for the mentally retarded</li> <li>• Given the prescription as a family planning service (such as contraceptives or prenatal vitamins)</li> <li>• Given the drug during emergency care in a hospital, clinic, office or other facility</li> <li>• Given the drug in a doctor's office, hospital outpatient department, clinic, dialysis center, infusion center or during some other medical encounter.</li> </ul> <hr/> <p>The pharmacy will charge you a \$2 co-payment for most brand-name prescription drugs or \$3 for a generic or brand-name prescription drug that requires Ohio Medicaid prior authorization. Ask your doctor or pharmacy if there is another prescription that will work for you that will be at no cost to you or that does not require prior authorization.</p> <p>A pharmacy should not charge you more than \$3 for a prescription drug unless you sign an agreement to do so. Before you agree to pay more than \$3: (1) ask your doctor or pharmacy if there is another prescription drug that will work for you that does not require prior authorization or is no cost to you, or that has a co-payment of only \$2 or \$3, or (2) ask your doctor to get prior authorization.</p>

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<p>What if I cannot afford a co-payment?</p>	<p>If you tell the pharmacy you are unable to pay a co-payment, the pharmacy cannot refuse to give you a prescription drug. But you will still owe the co-payment to the pharmacy. The pharmacy can bill you for an unpaid co-payment. In the future, the pharmacy may refuse to give you a prescription if (1) you still owe an unpaid co-payment and (2) the pharmacy's routine business practice is to deny services to everyone who owes them an unpaid bill. If the pharmacy intends to refuse services because you owe an unpaid co-payment, the pharmacy must tell you.</p>
<p>How can I tell what prescription drugs are covered? What about those that require prior authorization?</p>	<p>ODJFS has a Web site that has lists of prescription drugs that:</p> <ul style="list-style-type: none"> <li>• Are available at no cost to you</li> <li>• Have co-payments</li> <li>• Require prior authorization</li> </ul> <p>You can also find the ODJS Preferred Drug List (PDL) on this Web site.</p> <p>Go to: <b><a href="http://jfs.ohio.gov/ohp/bhpp/meddrug.stm">http://jfs.ohio.gov/ohp/bhpp/meddrug.stm</a></b></p>
<p>What if I'm taking medications now? What if I have a prior authorization for a medication with WellCare?</p>	<p>Between February 1, 2010 and April 30, 2010, the pharmacy can refill a prescription that usually requires Ohio Medicaid prior authorization if Ohio Medicaid or WellCare paid to fill the prescription on or after August 1, 2009. But the pharmacy cannot refill the prescription after April 30, 2010, unless your doctor gets Ohio Medicaid prior authorization. If you refill a prescription during February, March or April 2010 for a drug that needs Ohio Medicaid prior authorization, you will receive a letter from Ohio Medicaid giving you information about what your doctor needs to do.</p>



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<p>What if I'm pregnant? How does this change affect me and my baby?</p>	<p>If you are pregnant and after your baby is born, your county Medicaid caseworker needs to add your baby to your Medicaid case. Ask your caseworker for instructions about how to report when your baby is born. When your baby is born, report to your caseworker as instructed so your caseworker can add your baby to your case. Ask your caseworker to add your baby to your Medicaid case quickly.</p> <p>Your baby will be covered for prescriptions for the first year after his or her birth under your Medicaid ID number (the MMIS number on the front of your WellCare ID card).</p> <p>WellCare will provide all other health care for your baby as soon as your baby is born.</p>
<p>What can I do if I feel I was charged incorrectly or disagree with a decision made by Ohio Medicaid?</p>	<p>You may ask for a State Hearing if you think the pharmacy incorrectly charged a co-payment or if you think Ohio Medicaid incorrectly denied prior authorization. To ask for a State Hearing, phone <b>1-866-635-3748</b> and follow the instructions for State Hearings.</p>
<p>Where can I go for more information about this change or for help?</p>	<p>You may call the Ohio Medicaid Consumer Helpline at <b>1-800-324-8680</b> (TTY <b>1-800-292-3572</b>):</p> <ul style="list-style-type: none"> <li>• Monday through Friday, 7am to 8pm</li> <li>• Saturday, 8am to 5pm</li> </ul> <hr/> <p>For lists of prescription drugs a) available at no cost to you, b) that have co-payments or c) that require prior authorization: <b><a href="http://jfs.ohio.gov/ohp/bhpp/meddrug.stm">http://jfs.ohio.gov/ohp/bhpp/meddrug.stm</a></b></p> <hr/> <p>For co-payment rules: <b><a href="http://www.registerofohio.state.oh.us">http://www.registerofohio.state.oh.us</a></b></p>

If you have questions about any WellCare benefits or services, our Member Services team can help. Call **1-800-951-7719** (TTY **1-877-247-6272**) Monday through Friday, 7am to 7pm Eastern.