

Senior/Disability Rx Program – Frequently Asked Questions
PROGRAM IS SUBJECT TO FUNDING AVAILABILITY

What is the Senior/Disability Rx program?

The Senior/Disability Rx program covers the cost of prescription medication for eligible members ONLY while they are in the coverage Gap (Donut Hole) with their Medicare Part D plan. The member will have a zero (\$0) co-pay while in the gap and in the program. **This program does not provide general prescription assistance and is not a MediGap plan.**

What are the eligibility requirements for the program?

- Maximum income: \$29,312 for single person; \$39,073 for married couple (income includes: Social Security, pension, IRA, Dividends, gambling winnings, rental property, and others – this list is not all-inclusive). **Income limits change every July 1st.**
- My spouse is not applying; do I have to include his/her income? Yes
- Must have lived continuously in Nevada for at least 12 months prior to the date of application.
- Must be eligible for Medicare.
- Must *not* qualify for Full Medicaid (QMB is ok).
- Must *not* qualify for 100% Medicare Extra Help program (anything less than 100% is ok).

When applying to the program, do I need to send in any other documents with my application?

You will need to submit the following documents (All documents are non-returnable):

- A copy of your Medicare card
- A copy of your part D plan or Medicare advantage plan card
- Power of Attorney (if applicable)
- Acceptable Income verification documents: Current tax return or 12-months of the **DEPOSIT SUMMARY** pages of your bank statements. **Please do not send in your Social Security 1099, W-2, Social Security benefit letter, etc.**

When applying to the program, where do I send my completed application and documents?

Completed applications and documents can be **mailed OR emailed.**

Mail: ADSD SRx/DRx, 1860 East Sahara Avenue, Las Vegas, Nevada 89104 **Email:** nvr@adsd.nv.gov

Phone: For questions call **SRx/DRx at 1-866-303-6323 option 2**

My spouse and I are separated or divorced. Do I need to include his/her income?

If you are separated, please submit an affidavit. Please call our office to have an affidavit mailed to you. If you are divorced, please submit a copy of your final divorce decree.

What is the “Gap” (Donut Hole)?

The Coverage Gap begins when the individual and the Part D plan have spent a combined total of \$3,750 for 2018 on covered prescription drugs. When the individual has reached the coverage gap, they are 100% responsible for the cost of the prescription medication. Gap amount changes every year on January 1st.

How do I know if I’m in the coverage Gap?

You should call your part D plan and ask if you are in the gap. Your prescription coverage plan (not Senior/Disability Rx and not Optum). Do you have their phone number? No, you must look on your part D card for the member/customer service phone number.

I need to sign up for a part D plan. Where can I go to do this?

Contact the State Health Insurance Program (SHIP) at 702-486-3478 (Las Vegas) or 1-877-385-2345 (Northern Nevada) and they can assist you.

I am not in the program and in the coverage gap. What do I do?

Apply for the program as soon as possible. Print application from the website, complete it, and mail it to the address above or email it to nvr@adsd.nv.gov.

What prescriptions are covered?

The program covers any prescriptions on your Medicare Part D plan formulary at 100% while you are in the coverage gap.

I am in the coverage gap. What do I do?

Call your part D plan (prescription coverage plan) and verify the date that you went into the gap, the total dollar amount that has been applied towards your gap amount and the representative's name then call Optum to activate gap coverage 1-866-279-7383

I am in the program, but my card is “not working”. What should I do?

You must call your part D plan to obtain gap date, total dollar amount applied towards the gap, and representative name. Then, call Optum to activate coverage 1-866-279-7383.

Other reasons: You have reached the catastrophic phase and gap coverage has been inactivated or you have been termed from the program. Call SRx/DRx to verify 1-866-303-6323 option 2.

Can I get a 90-day refill on my prescription?

No, the program will pay for 30-day refills. If the pharmacy processes a prescription for 90-days, even for maintenance medication, it will be rejected.

Can I use prescription mail order service with this program?

Yes. However, you will need to pay for the cost of your prescriptions upfront. You will then need to obtain a “detailed printout” from the mail order pharmacy, request a reimbursement form from the SRx/DRx Program, and mail it to Optum for reimbursement. You will typically receive a reimbursement check in 5 – 6 weeks. If you do not want to incur any out of pocket costs, you must use a local pharmacy for your prescriptions.

I am a current program member and didn't know that I was in the gap until after I already paid for my covered prescriptions. Can I be reimbursed?

Yes, but you must first obtain the gap date from your part D plan and call Optum to activate your gap coverage (1-866-279-7383). You will then need to obtain a “detailed printout” from the pharmacy, request a reimbursement form from the SRx/DRx Program, and mail it to Optum for reimbursement.

My address, phone, or income has changed; do I need to notify the program?

Yes. The program must be notified of any of the above changes within 20-days or you may be terminated from the program.

Do I need to reapply for the program each year?

No. You will be mailed an annual eligibility letter in the month in which you were originally found eligible for the program. This must be completed and returned within 30-days or you may be termed from the program.

I received a Termination Letter. What do I do?

Please call the program for clarification at 866-303-6323 option 2 or email us at nvr@adsd.nv.gov.

I am changing my part D plan; do I need to notify Senior/Disability Rx program?

No. All information is electronically coordinated with CMS (Medicare) within 30 – 90 days.

I am in the Catastrophic phase of my coverage. Do you still help me with my prescriptions?

No, the program covers the cost of prescription medications *only* while a member is in the gap (donut hole) phase of their coverage.

Does the program provide any other benefits?

The program pays up to \$20.56 towards participating Medicare part D and Advantage plan premiums. This benefit occurs automatically and there is nothing that you need to do. If your plan is participating, the subsidy is paid directly to the plan, not the member. *Coordination of benefits takes 30 – 90 days from the date you become eligible with the program.*

Effective January 1, 2019: At the start of the new year, all SRx/DRx cards will be inactivated. Members have not been “termed” from the program. The card has been inactivated until you reach the gap phase of your coverage for the new plan year. If you are a current member and go into the coverage gap in 2019, you will need to call Optum to reactivate coverage 1-866-279-7383.