

Prescription Drug Extra Help Checklist

WHEN IT COMES TO PAYING YOUR PRESCRIPTION DRUG COSTS, YOU COULD BE ELIGIBLE FOR A PROGRAM CALLED “EXTRA HELP,” ALSO KNOWN AS LOW INCOME SUBSIDY ASSISTANCE.

Maybe you got Extra Help in the past to pay your copays and/or premiums, and would like to enroll in the program again. Or maybe you already get Extra Help, but your costs are higher than you thought they would be. In either case, you can update the amount of Extra Help you get by going through a process called recertification. As part of this process, you will send us copies of your *Best Available Evidence* (BAE).

Recertification means that we use the information you send us to make sure you are still eligible for Extra Help. BAE is items that support you being in the program. We will share the information you send us with Medicaid / Medicare. Then, we'll be able to update how much Extra Help you get.

Things that show you qualify for Extra Help are listed below. Please send a copy of one or more items from the checklist below. Mark the documents you send on the checklist. **Be sure to include the checklist when you send us your BAE.**

- A Medicaid card that has your name and eligibility date during a month after June of the previous calendar year.
- A copy of a state document that confirms your active Medicaid status during a month after June of the previous calendar year.
- A Social Security Administration (SSA) award letter to determine eligibility for a full or partial subsidy.
- A printout from the state electronic enrollment file showing your Medicaid status during a month after June of the previous calendar year.
- A printout from the state Medicaid system showing your Medicaid status during a month after June of the previous calendar year.
- Other state documentation showing your Medicaid status during a month after June of the previous calendar year.
- A state document that shows that Medicaid made a payment on your behalf to a facility for a full calendar month after June of the previous calendar year.

- A printout from the state Medicaid system that shows your institutional status based on at least a full calendar month stay for Medicaid payment purposes during a month after June of the previous calendar year.
- A remittance from a facility showing Medicaid payments for a full calendar month during a month after June of the previous calendar year.
- A letter from Social Security showing that you receive SSI.
- An application filed by deemed eligible confirming that the beneficiary is “ ... automatically eligible for ‘Extra Help.’”
- A Notice of Action, Notice of Determination, or Notice of Enrollment from the state that has your name and HCBS (Home and Community Based Services) eligibility date during a month after June of the previous calendar year.
- A HCBS Service Plan from the state that has your name and effective date beginning during a month after June of the previous calendar year.
- A prior authorization approval letter from the state for HCBS that has your name and effective date beginning during a month after June of the previous calendar year.
- Other documentation from the state showing HCBS eligibility status during a month after June of the previous calendar year.
- A document from the state, such as remittance advice, that confirms payment for HCBS and has your name and the dates of HCBS.



For more information, please see the “Medicare & You” publication at:

[medicare.gov/Pubs/pdf/10050-Medicare-and-You.pdf](https://www.medicare.gov/Pubs/pdf/10050-Medicare-and-You.pdf)



Or view the Centers for Medicare & Medicaid Services’ BAE page at:

[cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Best_Available_Evidence_Policy.html](https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Best_Available_Evidence_Policy.html)



If you have any questions, or need help submitting documents, please call Member Services toll-free at the number listed on the back of your Member ID card. From Oct. 1 to March 31, you can call us seven days a week from 8 a.m. to 8 p.m. From April 1 to Sept. 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours as well as on weekends and federal holidays.

Multi-Language Insert
Multi-language Interpreter Services

Form Approved
OMB# 0938-1421

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-800-275-4737** (TTY: **711**). Someone who speaks English/Language can help you. This is a free service.

Spanish: Contamos con los servicios gratuitos de un intérprete para responder las preguntas que tenga sobre nuestro plan de salud o de medicamentos. Para obtener un intérprete, llámenos al **1-800-275-4737** (TTY: **711**). Alguien que habla español puede ayudarle. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的口译服务，可解答您对我们的健康或药物计划的有关疑问。如需译员，请拨打 **1-800-275-4737** (TTY: **711**)。您将获得讲汉语普通话的译员的帮助。这是一项免费服务。

Chinese Cantonese: 我們提供免費的口譯服務，可解答您對我們的健康或藥物計劃可能有的任何疑問。如需口譯員服務，請致電 **1-800-275-4737** (TTY: **711**)。會說廣東話的人員可以幫助您。此為免費服務。

Tagalog: May mga libre kaming serbisyo ng interpreter para sagutin ang anumang posible ninyong tanong tungkol sa aming planong pangkalusugan o plano sa gamot. Para kumuha ng interpreter, tawagan lang kami sa **1-800-275-4737** (TTY: **711**). May makakatulong sa inyo na nagsasalita ng Tagalog. Isa itong libreng serbisyo.

French: Nous proposons des services d'interprètes gratuits pour répondre à toutes vos questions sur notre régime de santé ou de médicaments. Pour obtenir les services d'un interprète, appelez-nous au **1-800-275-4737** (TTY: **711**). Quelqu'un parlant français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời bất kỳ câu hỏi nào về chương trình sức khỏe hoặc chương trình thuốc của chúng tôi. Để nhận thông dịch viên, chỉ cần gọi chúng tôi theo số điện thoại **1-800-275-4737** (TTY: **711**). Một nhân viên nói tiếng Việt có thể giúp quý vị. Dịch vụ này được miễn phí.

German: Wir bieten Ihnen einen kostenlosen Dolmetschservice, wenn Sie Fragen zu unseren Gesundheits- oder Medikamentenplänen haben. Wenn Sie einen Dolmetscher brauchen, rufen Sie uns unter folgender Telefonnummer an: **1-800-275-4737** (TTY: **711**). Ein deutschsprachiger Mitarbeiter wird Ihnen behilflich sein. Dieser Service ist kostenlos.

Korean: 당사의 건강 또는 의약품 플랜과 관련해서 물어볼 수 있는 모든 질문에 답변하기 위한 무료 통역 서비스가 있습니다. 통역사가 필요한 경우, **1-800-275-4737**(TTY: **711**)번으로 당사에 연락해 주십시오. 한국어를 구사하는 통역사가 도움을 드릴 수 있습니다. 통역 서비스는 무료로 제공됩니다.

Russian: Если у вас возникли какие-либо вопросы о нашем плане медицинского страхования или плане с покрытием лекарственных препаратов, вам доступны бесплатные услуги переводчика. Если вам нужен переводчик, просто позвоните нам по номеру **1-800-275-4737** (TTY: **711**). Вам окажет помощь сотрудник, говорящий на русском языке. Данная услуга бесплатна.

Arabic: نوّقر خدمات ترجمة فورية مجانية للإجابة على أي أسئلة قد تكون لديك حول خطة الصحة أو الدواء الخاصة بنا. للحصول على مترجم فوري، ما عليك سوى الاتصال بنا على الرقم **1-800-275-4737** (TTY: **711**). يمكن أن يساعدك شخص يتحدث العربية. وتتوفر هذه الخدمة بشكل مجاني.

Hindi: हमारे स्वास्थ्य या ड्रग प्लान के बारे में आपके किसी भी सवाल का जवाब देने के लिए, हम मुफ्त में दुभाषिया सेवाएं देते हैं। दुभाषिया सेवा पाने के लिए, बस हमें **1-800-275-4737** (TTY: **711**) पर कॉल करें। हिन्दी में बात करने वाला सहायक आपकी मदद करेगा। यह एक निःशुल्क सेवा है।

Italian: Sono disponibili servizi di interpretariato gratuiti per rispondere a qualsiasi domanda possa avere in merito al nostro piano farmacologico o sanitario. Per usufruire di un interprete, è sufficiente contattare il numero **1-800-275-4737** (TTY: **711**). Qualcuno la assisterà in lingua italiana. È un servizio gratuito.

Portuguese: Temos serviços de intérprete gratuitos para responder a quaisquer dúvidas que possa ter sobre o nosso plano de saúde ou medicação. Para obter um intérprete, contacte-nos através do número **1-800-275-4737** (TTY: **711**). Um falante de português poderá ajudá-lo. Este serviço é gratuito.

French Creole: Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou ka genyen sou plan sante oswa plan medikaman nou an. Pou jwenn yon entèprèt, jis rele nou nan **1-800-275-4737** (TTY: **711**). Yon moun ki pale Kreyòl Ayisyen ka ede w. Se yon sèvis gratis.

Polish: Oferujemy bezpłatną usługę tłumaczenia ustnego, która pomoże Państwu uzyskać odpowiedzi na ewentualne pytania dotyczące naszego planu leczenia lub planu refundacji leków. Aby skorzystać z usługi tłumaczenia ustnego, wystarczy zadzwonić pod numer **1-800-275-4737** (TTY: **711**). Zapewni to Państwu pomoc osoby mówiącej po polsku. Usługa ta jest bezpłatna.

Japanese: 弊社の健康や薬剤計画についてご質問がある場合は、無料の通訳サービスをご利用いただけます。通訳を利用するには、**1-800-275-4737** (TTY : **711**) にお電話ください。日本語の通訳担当者が対応します。これは無料のサービスです。