



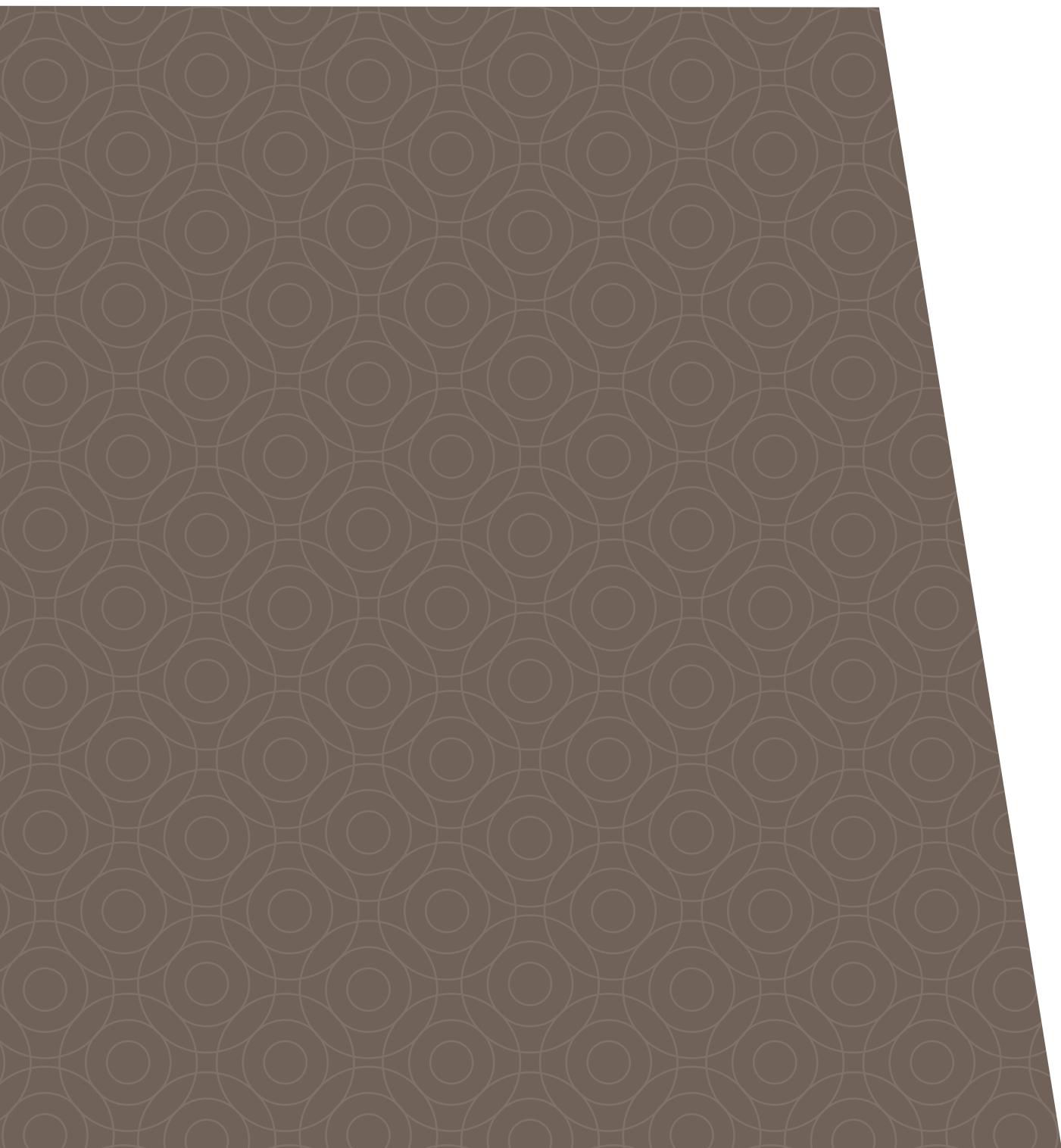
Basic Blue® Rx (PDP)

A Medicare Prescription Drug Plan

2019
coverage
information



A complete resource guide for members



Thank you for choosing Basic Blue® Rx (PDP)

In this welcome packet, you will find resources and information to help you understand and get the most out of your coverage. All this information is also available at **BasicBlueRx.com**.

Forms and legal documents

In the pockets of your welcome packet you will find the following forms and legal documents:

- **Electronic funds transfer (EFT) authorization**

Fill out and return this form in the pre-paid business reply envelope if you want to authorize automatic payments from an account of your choice. This gives Basic Blue Rx the authority to automatically deduct your monthly premium from your bank account. You can also complete EFT authorization online at **BasicBlueRx.com/bbrx-change-payment-option**.

- **Prescription drug mail order form**

You may be able to have your prescriptions delivered right to your door. Fill out and return the mail service order form in the provided window envelope.

- **Authorization documentation requirement letter and form**

This letter outlines how you can appoint a legal representative to make decisions about your coverage on your behalf. Please return the authorization documentation form to the applicable address listed on the letter.

- **Authorization to release information form**

This form gives Basic Blue Rx permission to release your protected health information (PHI) to a person or organization on your behalf, such as a family member or employer. Please return to the address listed on the back page of the form.

Contact us with questions



Visit **BasicBlueRx.com**



Call customer service at **1-877-376-2185** (TTY: **711**)
8 a.m. to 8 p.m., daily, local time

2019 Basic Blue Rx plan highlights

You can review details about your plan by referring to chapter four in the enclosed insert titled *2019 Evidence of Coverage*. This resource will help you understand your drug coverage and outlines information like:

- Your monthly premium
- Your annual deductible (if applicable)
- Your share of prescription drug costs

Contact customer service if you have questions about your coverage.

Communication timeline

Basic Blue Rx will send you communications throughout the year. Each of the communications outlined below is required by the government and will help you better understand your coverage and get the most out of Basic Blue Rx. It's important to review these mailings as they arrive and contact customer service if you have any questions.



What	When	Why
Confirmation letter and member ID card	Within 10 days after you are enrolled	Confirms your plan membership and includes your member ID card
Coordination of benefits (COB) verification letter	Within 30 days after your enrollment, and as needed in following years	To find out if you have any other insurance
Part D explanation of benefits	Once per month (if you have a claim)	Provides details about your prescription drug costs and benefits used
First premium bill	The month after enrollment, if you elected to receive a billing statement	Explains what is owed for the monthly premium and when to pay
Surveys	Throughout the year	To improve member experience
Annual Notice of Changes	By September 30 each year	Describes the plan changes for the upcoming year

Contacts and resources

When you need help with claims or have questions about your coverage, we're here to help.



Customer service

1-877-376-2185 (TTY: 711)

8 a.m. to 8 p.m., daily, local time



Online resources

BasicBlueRx.com



Licensed agent

Your agent can help answer questions.

Reach out to your agent to:

- Discuss coverage issues or billing questions
- Get help with issue resolution
- Settle or get clarification on your claims

Other resources

If you have questions about Medicare, Social Security or if you need assistance paying for your prescription drug premiums and costs, these resources can help.

- **Medicare**

1-800-633-4227 (TTY: **1-877-486-2048**)

Available 24 hours a day, seven days a week

medicare.gov

- **Social Security**

1-800-772-1213 (TTY: **1-800-325-0778**)

7 a.m. to 7 p.m., Monday through Friday

ssa.gov

- **State Health Insurance Assistance Program**

Contact your State Health Insurance Assistance Program (SHIP) for personalized assistance.

shiptacenter.org

Extra help

You may be able to get financial assistance with your prescription drug premiums and costs. To see if you qualify for extra help, contact the Social Security Administration or your State Medicaid office.

ExtraCare® Health card

Receive 20 percent off CVS-branded health items that cost more than \$1 when you use your ExtraCare Health card. You will automatically receive this card in the mail four to six weeks after you enroll in Basic Blue Rx.



Medication Therapy Management program

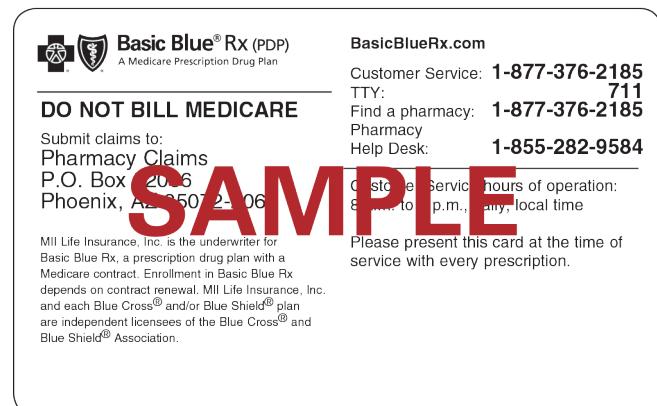
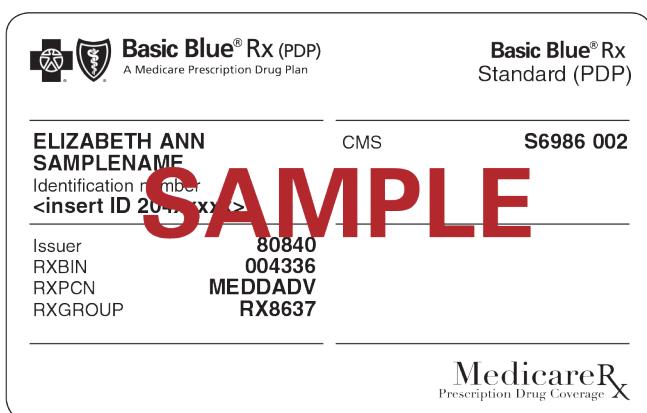
If you meet certain requirements, Basic Blue Rx provides a Medication Therapy Management (MTM) program at no cost. The program helps you and your doctor make sure your medications are appropriate for your needs. Learn about the eligibility requirements at BasicBlueRx.com.

Filling your prescriptions

As a Basic Blue Rx member, you get convenient, reliable prescription drug coverage with a nationwide pharmacy network. The drug list, or formulary, covers many generic and brand prescription drugs and the pharmacy network has more than **67,000** pharmacies where you can fill your prescriptions.

Your member ID card

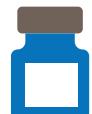
Use your Basic Blue Rx member ID card whenever you visit a pharmacy to fill a prescription or whenever you use CVS Caremark* Mail Order Pharmacy to have a prescription mailed to your home. This ID card is separate from the one you received for Original Medicare (Part A and/or B). Your Basic Blue Rx member ID card will not change unless you switch to a different prescription drug plan.



Using the drug list

The drug list will show you which prescription drugs are covered by the plan. Basic Blue Rx and a team of health care professionals create the list by selecting drugs that provide the best value and effectiveness. The drug list can change throughout the year and the fastest way to check the latest information is to use our online drug search tool.

Drug tiers, or levels, can help you estimate your share of the cost for prescription drugs. The Basic Blue Rx drug list includes five drug tiers and, generally, drugs on tier one will be the least expensive while drugs on tier five will be the most expensive.



Search the drug list at
BasicBlueRx.com/drugs

Using the pharmacy directory

Basic Blue Rx has a nationwide pharmacy network with each one offering either preferred or standard cost sharing. Generally, you will pay less when you use a pharmacy that offers preferred cost sharing.

Preferred pharmacy network

All members get preferred cost sharing at more than **9,800** CVS and Target pharmacies. Standard plan members additionally get preferred cost sharing at more than **36,000** pharmacies including retailers like Costco, Kroger, Walmart and more.

Get a 90-day supply

You may be able to get a 90-day supply for the medications you take daily. Not all pharmacies offer this service and not all medications are eligible for a 90-day supply. Use our online pharmacy search tool to see if a pharmacy near you offers a 90-day supply or fill out the enclosed mail order form to get started.



Find a pharmacy near you at
BasicBlueRx.com/pharmacy

Coverage during special circumstances

When you travel, encounter an unexpected situation or experience a federal or state emergency, Basic Blue Rx has your prescription drugs covered.

Coverage when you travel

If you travel within the U.S. and need to fill a prescription while you're on the road, you can use our online pharmacy locator or call customer service to find an in-network pharmacy near you.

If you're traveling outside of the U.S., you will need to pay the full cost of the prescription. Basic Blue Rx cannot pay for or make reimbursements for any prescription drugs purchased outside of the U.S.

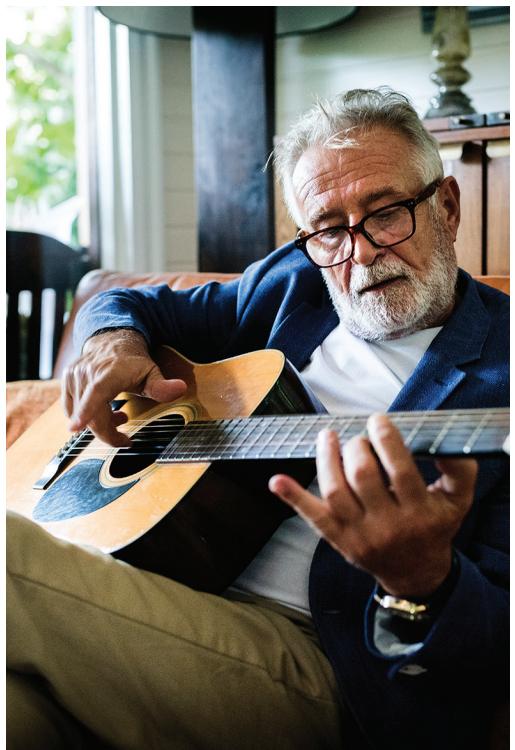
Medical emergency

If you experience a medical emergency, you may need to have a prescription filled at an out-of-network pharmacy. In this situation, you will typically pay for the entire cost of the prescription then submit a claim to Basic Blue Rx for reimbursement. You may be responsible for paying the difference between the in-network and out-of-network costs.

Federal or state emergency

If you live in a county designated as a federal (as declared by the Federal Emergency Management Agency) or state (as declared by your state's governor) disaster area, you can refill or replace medications lost due to the disaster. You can get the maximum extended supply available at the time of refill.

Emergency procedures remain in effect for 60 days from the initial declaration unless an end date to the disaster period is announced by FEMA, your state's governor or the Centers for Medicare & Medicaid Services (CMS).



Member rights and responsibilities

You have certain rights and responsibilities that exist to protect you and your personal information and ensure you get the health care services you're entitled to receive. Please review your member rights and responsibilities and contact customer service if you have questions.

Your rights as a member are:

- To be treated with fairness and respect
- To have the privacy of your medical records protected
- To have the privacy of your personal health information protected
- To make decisions about your care
- To get prescriptions filled within a reasonable amount of time
- To make complaints and ask us to reconsider decisions
- To get information about your plan, its pharmacy network and covered drugs
- To get information in a way that works for you
- To receive more information about your rights when requested

Your member responsibilities are:

- To know if your drugs are covered and what you must do to get them
- To tell us about other prescription drug coverage you may have
- To tell your doctor and pharmacist you are enrolled in this plan
- To promptly pay your plan premiums, copayments or coinsurance and charges for drugs that are not covered
- To communicate with your doctor about your health and any treatment plans and to follow those plans
- To call customer service and notify Basic Blue Rx if you move
- To call customer service if you have questions or concerns

Fraud, Waste and Abuse (FWA): Protect your identity

Identity theft impacts Medicare and can lead to higher health care costs. Don't let anybody steal your identity.

Make sure you:

- Never give out your Social Security number, health plan number, Medicare number or banking information to someone you don't know
- Always review your Explanation of Benefits (EOB) to make sure you received the service or medication
- Remember that free services do not require you to give your personal information
- Contact us if you have questions

If you have FWA concerns,
call **1-877-376-2185 (TTY 711)**

24 hours a day, seven days a week.
For more information on FWA schemes,
go to **BasicBlueRx.com**, select the
“LEARN” tab and go to Fraud, Waste & Abuse.



Basic Blue® RX (PDP)

A Medicare Prescription Drug Plan

NOTICE OF RIGHTS NONDISCRIMINATION AND ACCESSIBILITY

Basic Blue® Rx (PDP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Basic Blue Rx does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Basic Blue Rx:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services call customer service at **1-877-376-2185**, daily, 8:00 a.m. to 8:00 p.m. local time (TTY: **711**).

If you believe that Basic Blue Rx has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in writing to:

Basic Blue Rx Privacy
1750 Yankee Doodle Road, S120
Eagan, MN 55121

You can file a grievance by mail. If you need help filing a grievance, Basic Blue Rx Privacy is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, through one of the following methods:

Electronically through the Office of Civil Rights Complaint Portal	https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf
By Mail	U.S. Department of Health and Human Services 200 Independence Avenue SW Room 509F, HHH Building Washington, DC 20201
By Phone	1-800-368-1019 800-537-7697 (TDD)

MII Life Insurance, Inc. is the underwriter for Basic Blue Rx, a prescription drug plan with a Medicare contract. Enrollment in Basic Blue Rx depends on contract renewal. MII Life Insurance, Inc. and each Blue Cross® and/or Blue Shield® plan are independent licensees of the Blue Cross® and Blue Shield® Association.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-376-2185 (TTY: 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-376-2185 (TTY: 711)。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-376-2185 (TTY: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-376-2185 (TTY: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-376-2185 (TTY: 711) 번으로 전화해 주십시오.

Arabic:

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية متوافر لك بالمجان. اتصل برقم 1-877-376-2185 (رقم هاتف الصم والبكم: 711).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-376-2185 (телефон: 711).

Armenian: ՈՒԾՎԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աշակցության ծառայությունները: Չանգահարեք 1-877-376-2185 (TTY (հեռատիպ)՝ 711):

Persian:

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-877-376-2185 (TTY: 711) تماس بگیرید.

Japanese: 日本語を話される場合、無料の言語支援をご利用いただけます。1-877-376-2185 (TTY: 711)まで、お電話にてご連絡ください。

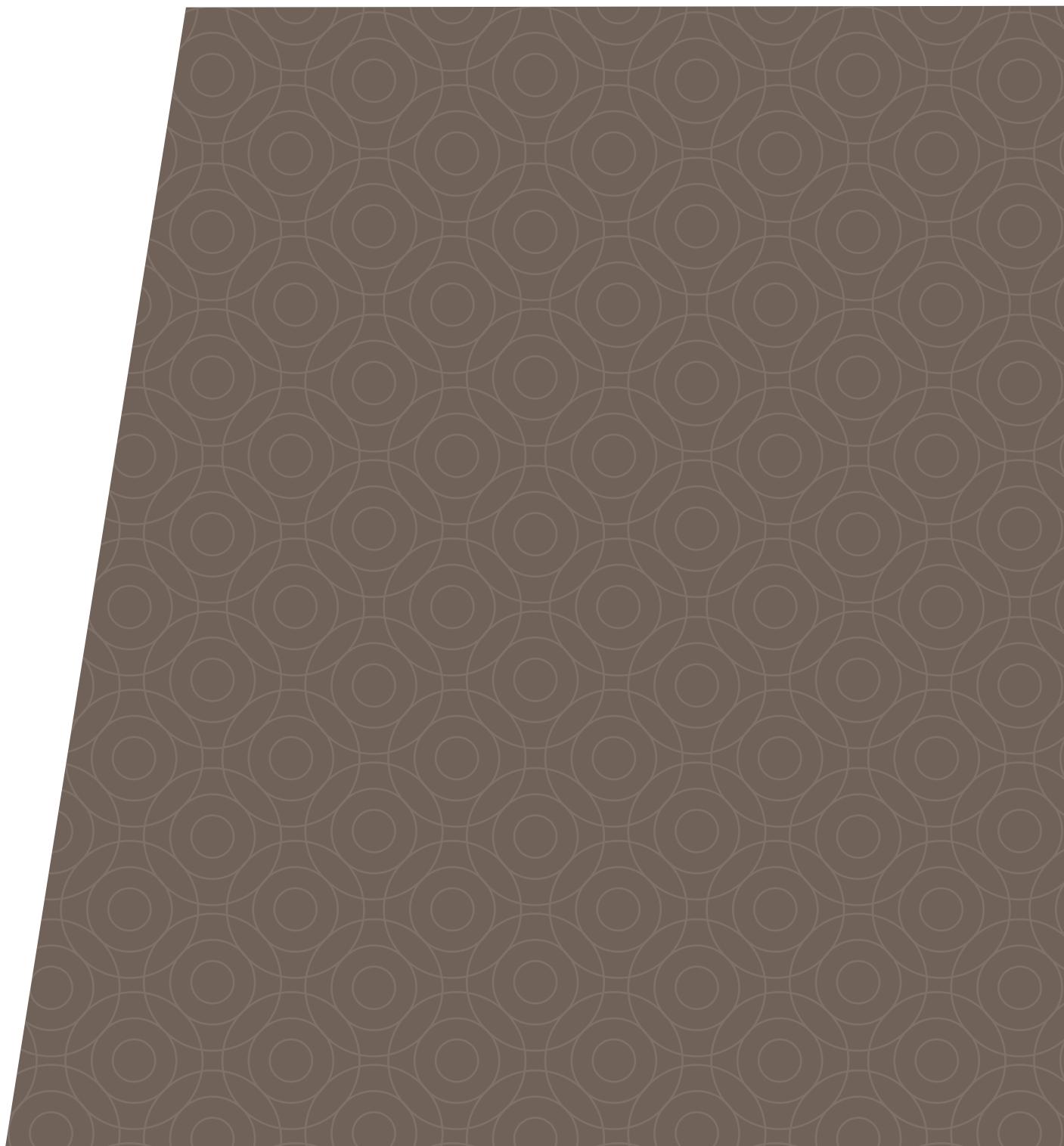
Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-877-376-2185 (TTY: 711).

Mon-Khmer, Cambodian: បុរីពេជ្ជនៃ បារិសិនជាមនកនិយាយ ភាសាខ្មែរ,
សំនើដំនឹងឈើមិនការណា ជាមួយមិនគិតឈើល តីអាចមានសំណាប់បំនើនកៅ។ ចូរ ទូរស័ព្ទទៅ
1-877-376-2185 (TTY: 711)។

Punjabi: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।
1-877-376-2185 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-376-2185 (TTY: 711).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
1-877-376-2185 (TTY: 711) पर कॉल करें।





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Coverage is available to residents of Louisiana, North Carolina, Pennsylvania and West Virginia.

* CVS Caremark Part D Services is an independent company providing pharmacy benefit management services.