



# PHARMACY UPDATE

**This update applies to:**

All pharmacy networks  
Retail, Long Term Care,  
Home Infusion and I/T/U  
Pharmacies

**State:**

ALL STATES

**Lines of business:**

Medicare Part D

**MEMBER INQUIRIES:**

Refer all member inquiries to Health Net's Customer Service at 1-800-806-8811.

**\*\* URGENT UPDATED INFORMATION \*\***  
**SOME HEALTH NET LIS MEMBERS**  
**BEING CHARGED INCORRECT COPAYMENT**  
**AMOUNTS**

As we previously informed you, effective January 1, claims submitted for some Health Net Medicare Part D Low Income Subsidy (LIS) members have been processing incorrectly. As a result, copayment amounts for those members may be too high.

**NEW ACTION REQUIRED**

If a claim approves at the point of sale and the member tells the pharmacy the copayment is incorrect because they are an eligible LIS member, Health Net is authorizing pharmacies to charge the member the following LIS copayment amounts, regardless of the copayment amount reflected in the approved claim:

**\$1.10 for Generic Drugs**  
**\$3.30 for Brand Name Drugs**

***This authorization to charge the above LIS copayments is only valid for claims with fill dates through Sunday, January 10, 2010.*** Should Health Net need to extend the authorization period further, pharmacies will be contacted via another Pharmacy Update.

Alternatively, a member or pharmacy may contact **Health Net's Customer Service directly at 1-800-806-8811** to request that a member's LIS information be reviewed and adjusted to their correct copayment amount (if appropriate). Once the LIS information has been adjusted, claims can be immediately reprocessed and the correct copayment will be reflected.

**PLEASE NOTE**

A correction of this issue is in progress. Member records are being updated/corrected on a daily basis and we anticipate all corrections will be made this week.

Once the issue is corrected, pharmacies will need to resubmit claims to be processed with the correct LIS copayment. If a pharmacy collected the LIS copayment (indicated above), yet the claim reprocesses for a copayment other than those amounts, the pharmacy may contact Health Net's Customer Service to have the claim adjusted to reflect the copayment actually collected.

Calls regarding this issue must be made to **Health Net's Customer Service at 1-800-806-8811** and not to CVS Caremark's Pharmacy Help Desk.

Health Net apologizes for the inconvenience and appreciates your patience on this matter.