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Toll Free 800-910-3906

## Transition Policy

### Trillium Advantage<sup>®</sup>, Trillium Advantage<sup>®</sup> Dual Special Needs Plan, Trillium Advantage<sup>®</sup> Institutional Special Needs Plan

New members in our Plan(s) may be taking drugs that aren't on our formulary or that are subject to certain restrictions, such as prior authorization or step therapy. Current members may also be affected by changes in our formulary from one year to the next. Members should talk to their doctors to decide if they should switch to a different drug that we cover or request a formulary exception in order to get coverage for the drug. Please contact Customer Service if your drug is not on our formulary, is subject to certain restrictions, such as prior authorization or step therapy, or will no longer be on our formulary next year and you need help switching to a different drug that we cover or requesting a formulary exception.

During the period of time members are talking to their doctors to determine the right course of action, we may provide a temporary supply of the non-formulary drug if those members need a refill for the drug during the first 90 days of new membership in our Plan. If you are a current member affected by a formulary change from one year to the next, we will provide you with the opportunity to request a formulary exception in advance for the following year.

When a member goes to a network pharmacy and we provide a temporary supply of a drug that isn't on our formulary, or that has coverage restrictions or limits (but is otherwise considered a "Part D drug"), we will cover a 30-day supply (unless the prescription is written for fewer days). After we cover the temporary 30-day supply, we generally will not pay for these drugs as part of our transition policy again. We will provide you with a written notice after we cover your temporary supply. This notice will explain the steps you can take to request an exception and how to work with your doctor to decide if you should switch to an appropriate drug that we cover.

If a new member is a resident of a long-term-care facility (like a nursing home), we will cover a temporary 31-day transition supply (unless the prescription is written for fewer days). If necessary, we will cover more than one refill of these drugs during the first 90 days a new member is enrolled in our Plan. If the resident has been enrolled in our Plan for more than 90 days and needs a drug that isn't on our formulary or is subject to other restrictions, such as step therapy or dosage limits, we will cover a temporary 31-day emergency supply of that drug (unless the prescription is for fewer days) while the new member pursues a formulary exception.

Toll Free (800) 910-3906 TTY Toll Free (866) 279-9750 Fax (541) 984-5685 [www.trilliumchp.com](http://www.trilliumchp.com)

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## Transition Policy (Continued)

Transition medication can be obtained when a current enrollee experiences a level of care change as defined below:

A. Enrollees new to Long Term Care (LTC)

Trillium Community Health Plan recognizes the additional complexities involved with the provision of drug coverage to residents of LTC facilities. Trillium Community Health Plan will cover a 31-day supply (unless the prescription is written for fewer days). Trillium Community Health Plan will cover more than one refill of these drugs for the first 90 days a member is on the plan.

B. Unplanned Transition Process for Current Enrollees

Trillium Community Health Plan acknowledges the special situations which may evolve out of unplanned transition periods and will accommodate a one-time fill via the exceptions process to ensure that enrollees do not experience a gap in coverage.

Please note that our transition policy applies only to those drugs that are “Part D drugs” and bought at a network pharmacy. The transition policy can’t be used to buy a non-Part D drug or a drug out of network, unless you qualify for out of network access.

For more information about the drugs we cover and the exceptions and appeal process please visit our website at [www.trilliumchp.com](http://www.trilliumchp.com) or call our Customer Service Department toll free (800) 910-3906. TTY users should call toll free (866) 279-9750. Trillium Community Health Plan Customer Service has the following hours to serve you: 8 am to 8 pm, 7 days a week.

If you have general questions about Medicare prescription drug coverage, please call Medicare at (800) MEDICARE (800-633-4227) 24 hours a day, 7 days a week. TTY users should call toll free (877) 486-2048. Or visit [www.medicare.gov](http://www.medicare.gov).

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