

Information partners can use on:

Medicare's Limited Income NET (LINET) Program for people at the pharmacy counter

Medicare's Limited Income NET (LINET) Program

Medicare's LINET Program gives immediate prescription drug coverage to people with Medicare who are at the pharmacy counter and qualify for Extra Help, but who aren't enrolled in a Medicare drug plan. Currently, Humana administers the LINET Program. LINET covers all Part D covered drugs, and there are no network pharmacy restrictions for people covered by this program. Each person will be charged a reduced copayment based on their level of Extra Help.

LINET also covers prescriptions that eligible people filled within the last 30 days. Read "Medicare's Limited Income NET (LINET) Program for people with retroactive Medicaid & SSI eligibility" tip sheet for more details about how Medicare's LINET Program works.

How does the pharmacist know if a person is eligible?

If a pharmacy has reasonable assurance that a person is eligible for Medicaid or Extra Help, and the person has no other Medicare drug coverage (Part D), then the pharmacy can submit the claim to LINET.

A pharmacy can confirm if a person qualifies for Extra Help either through an E1 query to Medicare's online eligibility/enrollment system (TrOOP Facilitator), or with one of these:

- A copy of the person's Medicaid card that includes their name and effective eligibility date
- Documentation that shows the person's Medicaid status, like a copy of a state document, a printout from the state electronic enrollment file, or a screen print from the state's Medicaid system

How does the pharmacist know if a person is eligible? (continued)

- A copy of one of these Extra Help letters from Social Security:
 - “Notice of Award”
 - “Notice of Change” indicating an award increase
 - “Notice of Planned Action” indicating an award reduction
 - “Notice of Important Information” indicating no change to the person’s award

What if a person’s eligibility can’t be confirmed?

If LINET can’t confirm that a person is eligible for Medicaid or Extra Help through a Medicare system, they’ll send a notice to the person asking for proof of eligibility. You can fax confirmation of Medicaid or Extra Help eligibility to Medicare’s LINET Program at 1-877-210-5592. A state or county Medicaid staff person can also call LINET on behalf of a person with Medicare at 1-800-783-1307, to verify the person qualifies for Medicaid or Extra Help.

If the person fails to provide confirmation, then the person (not the pharmacy) will have to pay out-of-pocket for the prescription.

For more information

- For more information about Medicare’s LINET Program or a person’s retroactive coverage, visit humana.com or call the LINET help desk at 1-800-783-1307. TTY users can call 711. Someone will be available to take your call from 8 a.m. - 11 p.m. Eastern time (ET).
- To get the phone number for your State Medical Assistance (Medicaid) office, visit Medicare.gov/talk-to-someone or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

You have the right to get Medicare information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you feel you’ve been discriminated against. Visit Medicare.gov/about-us/accessibility-nondiscrimination-notice, or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

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