



DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services

Region 10  
2201 Sixth Avenue, MS/RX-40  
Seattle, Washington 98121

May 15, 2006

Dear Tribal Leader:

The purpose of this letter is to provide you with general guidance on how to find answers to questions about the new Medicare Prescription Drug Coverage and to resolve beneficiary complaints regarding Medicare Part D Prescription Drug Plans (PDPs). CMS is fully committed to working with Tribes, Tribal Organizations and Urban Indian Health Programs to enable all Indian people with Medicare to take advantage of this coverage.

Our guidance is as follows:

1. Gather Detailed Information - Your health facility's Patient Benefits Coordinator or other individual working with Medicare beneficiaries should gather as much specific information as possible about the beneficiary's situation:

- (1) Beneficiary's name, address, and telephone number;
- (2) Beneficiary's Medicare number, sometimes called the HIC (health insurance claim) number;
- (3) Beneficiary's eligibility status – are they eligible for full Medicare and Medicaid coverage, Medicare and partial Medicaid coverage or other coverage?
- (4) Prescription drug plan they are enrolled in and date their coverage began; and
- (5) Specifics of the beneficiary's complaint.

2. PDP complaint process – First, try to resolve the issue directly with the PDP. The plans are responsible for maintaining a consumer inquiry and complaint process and CMS has standards in place to ensure that the plans provide these services. For your convenience, a list of the plans in your state and their customer service help lines is attached. The information is also available on line at <http://www.medicare.gov/MPDPF/Public/Include/DataSection/Results/ListPlanByState.asp> or you can call 1-800 Medicare.

3. 1-800 Medicare – If the PDP is unable to resolve the problem call 1-800 Medicare to talk to a CMS customer service representatives. Our customer service representatives have had specialized training in Medicare Prescription Drug Coverage and have access to specialists in American Indian/Alaska Native health.

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4. Native American Contact (NAC) – CMS has a NAC in each of its regional offices with the specific training and assignment to work with Tribes, Tribal Organizations and Urban Indian Health Programs. The NAC for your region is Ernie Kimball and can be contacted at 206.615.2428. Your NAC has access to regional and national resources to help resolve Medicare Prescription Drug Coverage issues. Your NAC will continue to be available to you as a resource for all CMS programs.

We are appreciative of the support you have provided in educating your tribal members about the new Medicare Prescription Drug Coverage. This program is an important piece in generating third party billing revenue for Indian health providers. CMS is committed to working with you to ensure your eligible tribal members are able to take advantage of this important program. Please do not hesitate to contact Ernie Kimball with any questions or concerns.

Sincerely,



R. J. Ruff, Jr., FAAME/CHE  
Regional Administrator

Attachment: (1) List of plans

cc: Alaska Area IHS Director  
Portland Area IHS Director  
Alaska Native Health Board Director  
Northwest Portland Area Indian Health Board Director  
Alaska Native Tribal Health Consortium Director  
Urban Indian Health Program Directors  
Tribal Health Directors  
HIS Principal Pharmacy Consultant

**Prescription Drug Plans:** Below is a list of plans in Idaho.

Company	Monthly Premium	Annual Deductible	Customer Service Phone Number	Customer Service Address
Sterling Prescription Drug Plan	\$49.37	\$100	1-888-858-8572 TTY Users should call: 1-888-858-8567  MON - FRI: 5.00 AM - 5.00 PM Pacific	P.O. Box 1917 Bellingham, WA 98227
Marquette National Life Insurance Company	\$41.11 - \$68.88	\$0 - \$250	1-800-845-2551 TTY Users should call: 1-866-222-3904  MON - FRI: 8.00 AM - 8.00 PM Eastern SAT: 9.00 AM - 6.00 PM Eastern SUN: 10.00 AM - 6.00 PM Eastern	PO Box 1232 Pensacola, FL 32591
Pennsylvania Life Insurance Company	\$31.75 - \$52.19	\$0 - \$250	1-800-765-8900 TTY Users should call: 1-866-222-3904  MON - FRI: 8.00 AM - 8.00 PM Eastern SAT: 9.00 AM - 6.00 PM Eastern SUN: 10.00 AM - 6.00 PM Eastern	PO Box 1232 Pensacola, FL 32591
SilverScript	\$29.57 - \$57.79	\$100 - \$250	1-866-552-6106 TTY Users should call: 1-866-552-6288  MON - FRI: Available 24 Hours SAT: Available 24 Hours SUN: Available 24 Hours	P.O. Box 688 Mahwah, NJ 07430
CIGNA HealthCare	\$32.37 - \$45.17	\$0 - \$250	1-800-735-1459  MON - FRI: 8.00 AM - 11.00 PM Eastern	13650 NW 8th St Sunrise, FL 33325
RxAmerica	\$28.18 - \$30.85	\$250	1-877-279-0370  MON - FRI: Available 24 Hours SAT: Available 24	221 N. Charles Lindbergh Dr. SLC, UT 84116

			Hours SUN: Available 24 Hours	
Medco Health Solutions, Inc.	\$33.87	\$250	1-800-758-3605 TTY Users should call: 1-800-716-3231  MON - FRI: 0000 - 12.00 PM Eastern SAT: 0000 - 12.00 PM Eastern SUN: 0000 - 12.00 PM Eastern	P. O. BOX 630246 IRVING, TX 75063
Coventry AdvantraRx	\$21.34 - \$46.84	\$0	1-800-882-3822 TTY Users should call: 1-800-508-9548  MON - FRI: 8.00 AM - 6.00 PM Mountain	P.O. Box 686007 San Antonio, TX 78268
United American Insurance Company	\$36.67	\$0	1-866-524-4169 TTY Users should call: 1-866-524-4170  MON - FRI: 7.00 AM - 6.30 PM Central	3700 S. Stonebridge Drive McKinney, TX 75070
MEMBERHEALTH	\$28.16 - \$40.22	\$100 - \$250	1-866-684-5353 TTY Users should call: 1-866-684-5351  MON - FRI: 7.00 AM - 10.30 PM Eastern SAT: 7.00 AM - 10.30 PM Eastern	1 CSC WAY Rensselaer, NY 12144
Aetna Medicare	\$33.83 - \$60.07	\$0 - \$250	1-800-445-1796 TTY Users should call: 1-800-628-3323  MON - FRI: 8.00 AM - 5.00 PM Mountain	980 Jolly Road Blue Bell, PA 19422
United Healthcare	\$30.18 - \$32.03	\$0	1-888-867-5564 TTY Users should call: 1-877-730-4192  MON - FRI: 8.00 AM - 8.00 PM Eastern SAT: 8.00 AM - 5.00 PM Eastern 1-800-662-5851	P.O. Box 29300 Hot Springs, AR 71903

Educators Mutual Insurance Association	\$44.25 - \$48.19	\$50 - \$250	MON - FRI: Available 24 Hours SAT: Available 24 Hours SUN: Available 24 Hours	852 East Arrowhead Lane Murray, UT 84107
Humana Inc.	\$6.33 - \$52.08	\$0 - \$250	1-800-706-0872 TTY Users should call: 1-877-833-4486  MON - FRI: 8.00 AM - 6.00 PM Mountain	500 West Main Street Louisville, KY 40202
Regence Life and Health	\$27.03	\$250	1-800-452-2909 TTY Users should call: 1-800-382-1003  MON - WED: 7.30 AM - 5.00 PM Mountain THU: 9.00 AM - 5.00 PM Mountain FRI: 7.30 AM - 5.00 PM Mountain	201 High St SE PO Box 12625 Salem, OR 97309
SierraRx	\$19.43	\$250	1-866-789-0565 TTY Users should call: 1-866-789-0572  MON - FRI: 8.00 AM - 5.00 PM Pacific	P. O. 15645 Las Vegas, NV 89114
PacifiCare Life and Health Insurance Company	\$26.23 - \$45.48	\$0	1-800-943-0399  MON - FRI: Available 24 Hours SAT: Available 24 Hours SUN: Available 24 Hours	P.O. Box 6085 Cypress, CA 90630
Unicare	\$23.41 - \$40.72	\$0 - \$250	1-866-892-5335  MON - FRI: 8.00 AM - 6.00 PM Central	P.O. Box 9092 Oxnard, CA 93031
WellCare	\$32.73 - \$54.21	\$0	1-888-423-5252  MON - FRI: 7.00 AM - 2.00 AM Eastern SAT: 7.00 AM - 2.00 AM Eastern SUN: 7.00 AM - 2.00 AM Eastern	8735 Henderson Blvd. Tampa, FL 33634

### Medicare Advantage Prescription Drug Plans Idaho

Company	Customer Service Phone Number	Customer Service Address
Blue Cross Of Idaho Hlth Services Inc	1-888-492-2583 TTY Users should call: 1-800-377-1363  MON - FRI: 8.00 AM - 6.00 PM Mountain	3000 E. Pine Ave. Meridian, ID 83642
United Healthcare Insurance Company	1-866-732-2871 TTY Users should call: 1-888-685-8480  MON - FRI: 8.00 AM - 5.00 PM Mountain	PO Box 19028 Boise, ID 83709
Regence BlueShield Of Idaho	1-800-632-2022 TTY Users should call: 1-208-798-2074  MON - WED: 7.30 AM - 5.00 PM Mountain THU: 9.00 AM - 5.00 PM Mountain FRI: 7.30 AM - 5.00 PM Mountain	201 High Street, SE, PO Box 12625 Salem, OR 97309
Blue Cross of Idaho	1-888-492-2583 TTY Users should call: 1-800-377-1363  MON - FRI: 8.00 AM - 6.00 PM Mountain	3000 E. Pine Ave. Meridian, ID 83642
Humana Insurance Company	1-800-833-2312 TTY Users should call: 1-877-833-4486  MON - FRI: 8.00 AM - 6.00 PM Eastern	500 West Main Street Louisville, KY 40202
United Healthcare Insurance Company	1-888-288-9947 TTY Users should call: 1-888-685-8480  MON - FRI: 8.00 AM - 5.00 PM Central	13621 NW 12th St Sunrise, FL 33323

**Medicare Advantage Special Needs Plans: Idaho**

Company	Customer Service Phone Number	Customer Service Address
United Healthcare Insurance Company	1-866-732-2871 TTY Users should call: 1-888-685-8480  MON - FRI: 8.00 AM - 5.00 PM Mountain	PO Box 19028 Boise, ID 83709