



NEWS YOU CAN USE
7/16/09

During the health care open forums, CBT representatives openly acknowledged that the transition to a new health plan, like any change, would not be flawless. Recognizing this, CBT encouraged us to promptly report concerns and problems and pledged to be responsive to the concerns. When we did reference checks on CBT, one of the things we heard is that they are very quick to correct the inevitable small mistakes that occur during the changeover. As CBT predicted, we have experienced two minor problems these past two weeks.

First - Caremark Cards

Most of the problems we have encountered have been typographical in nature (date of birth, address, spelling of name). Caremark is working to correct their database and we will be conducting an audit to ensure the information is correct.

If you need a temporary card while the errors are being corrected, please follow the instructions below:

Caremark: Click on the link below to print a temporary card. For the ID number, you can use your social security number or contact Melissa Cogan at 1-800-370-4349, ext. 155 for an alternate ID number.

http://www.mcc.edu/hr/pdf/Caremark_Rx_Temporary_ID_Card.pdf

Aetna: Click on the link below for instructions on how to print a temporary ID card from the Aetna website.

http://www.mcc.edu/hr/pdf/Temporary_ID_card_from_Aetna_Instructions.pdf

Second – Quantity of Pills

An employee experienced a problem regarding the dispensed quantity of a prescription at a retail pharmacy. The issue was rectified within 24 hours. The following information may be helpful to you:

Prescription Drugs

Prescribed	Co-pay
Generic	\$5
Brand	\$15
Brand, no Generic Available	\$5
Brand, Dispense as Written (DAW)	\$5
Brand, Patient Requested	\$15
Dispensed Quantities:	
◆ Retail Pharmacy: 34 -day supply or 100 capsule limit per prescription, whichever is greater.	
◆ Mail Order: 90 -day supply for the cost of one month co-pay.	

If you have any questions, please feel free to contact the carriers directly:

- ◆ BPA (Aetna Card) 1-888-808-0408
- ◆ Caremark 1-800-421-5501

or your HR Services representative:

- ◆ Sylvia Green – 762-0266 – Administrative Support and S&M employees
- ◆ Ronda Hitchcock – 762-0497 – Exempt and Pro-Tech employees
- ◆ Susan Praski – 762-0503 – M&O employees