

As a new or continuing member in our plan, you may be taking drugs that are not listed on our drug list, also known as our formulary or that are subject to utilization management restrictions that prevent you from obtaining your drug. In some cases, AgeWell New York will provide you with a transition fill supply. A transition fill is a one-time, month's supply of a drug that you were

- taking prior to switching to our plan
- taking while in our plan, but is no longer covered in the start of the new calendar year
- are currently taking, listed on our formulary but has utilization management restrictions such as Quantity Limits, Prior Authorization or Step Therapy restrictions, stopping you from filling your prescription

The transition fill should leave you with sufficient time to talk to your healthcare provider/s and decide if it is necessary to request a prior authorization, an exception request or if you should switch to a drug found on our formulary.

Transition Time Frames

Elixir, AgeWell New York's PBM (Pharmacy Benefit Manager) will provide a transition fill of non-formulary part D drugs, or drugs that require utilization managements, in order to accommodate your immediate needs within the first 90 days of coverage under our plan.

In a retail setting and long-term care setting, we will provide at least a one-time, one month supply, unless the prescription has been written for less. In case a prescription was written for less than a one-month supply, multiple fills adding up to one month will be allowed during your first 90-day of eligibility.

Does the transition policy apply to all drugs?

The transition fill policy does not apply to Part D excluded drugs such as over-the-counter drugs or drugs that have been removed from a plan's formulary because of FDA safety recalls. Please refer to Chapter 6 of your Evidence of Coverage (EOC) for the full list of drugs excluded by Medicare Part D.

The transition policy does apply to both non-formulary drugs and drugs with utilization management requirements (step therapy, prior authorization, and quantity limits). You may request for an exception in order for your drug to be covered.

Transition Notices

AgeWell New York will send written notices via U.S. first class mail to you and our prescriber/s within three business days of the start of a temporary fill. The letter will contain:

- an explanation of the temporary nature of the transition fill supply received;

Transition Fill Policy

- instructions for working with AgeWell New York and the your prescriber to satisfy prior authorization requirements or non-formulary exception requirements
- an explanation of the enrollee's right to request a formulary exception and;
- a description of the procedure for requesting a formulary exception.

If you have any questions, please contact AgeWell New York's, Member Services at 1-866-237-3210, TTY 1-800-662-1220, 7 days a week from 8:00 a.m. to 8:00 p.m. Eastern time, or log onto www.agewellnewyork.com. Note: From April 1 to September 30 we may use alternative technologies on weekends and Federal Holidays.