

# New Member Reference Guide

Your guide to getting the most from your Part D coverage.

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### We're always here for you

-  Call us toll free at **1-866-235-5660**  
(TTY: **711**) 24 hours a day, 7 days a week.
-  Or visit **SilverScript.com**

# Welcome to SilverScript

Thank you for choosing SilverScript (PDP). Get off to a great start by using this New Member Reference Guide to become familiar with the tools, resources and convenient services that will help you simplify your coverage and get the most value from your plan.

## Get started with your Member ID card

Your Member ID card will be mailed separately from your Welcome Kit. Begin using it to fill prescriptions on the day your coverage takes effect. You will need your ID number, found on the front of your card, to register for your Caremark.com account or order medication supplies by mail. For your convenience, a toll-free number for SilverScript Customer Care is printed on the back of your card.



Member ID Number

## Manage your plan at SilverScript.com



SilverScript.com is your go-to location for plan support. On SilverScript.com you can:

- Find a Preferred or Standard Network pharmacy
- Make a one-time premium payment
- Access and print plan documents and forms

Visit SilverScript.com today to learn more about your benefits and plan features.

## Stay Informed!



Sign up to receive information about your SilverScript membership by email, including links to tools and features available to help manage your plan and helpful suggestions that may save you money. Call Customer Care at the toll-free number printed on the back of your Member ID card to get started.



## Sign up for your password-protected Caremark.com account



SilverScript has selected Caremark.com as your personal prescription management website. With your secure Caremark.com account, you can access tools that make managing your medications easier:

- Find pricing for drugs covered by your plan
- Research alternative drug options that might save you money
- View your Explanation of Benefits
- Sign up for convenient delivery by mail of 90-day supplies of the medications you take regularly

Visit Caremark.com and register for your new member account to access tools and information that will help you make the best decisions about your medications.

## Go Paperless! Access your Explanation of Benefits online



Paperless Explanation of Benefits (EOB) statements are convenient and worry-free. Your EOBs are stored safely in your password-protected Caremark.com account where you can access them at any time.

- **Stay organized** — Caremark.com keeps up to 36 months of your EOBs neatly organized by month and year.
- **Access your information anywhere** — Whether you need it at the pharmacy, your doctor's office or while you're out of town, your EOB is available with just a few clicks.
- **Keep your information secure** — Your statements are safely stored in your password-protected account, so there's no paper clutter and no shredding necessary.

Login to your Caremark.com account today to get started. You can change back to paper statements at any time.

### Go Digital!



Look for this mouse symbol for online tools that make managing your account easy.



# SilverScript Network Pharmacies

## Retail Pharmacy Networks

### Save up to 50% when you choose a Preferred Network Pharmacy

You can save up to 50%<sup>1</sup> by choosing to fill prescriptions at a Preferred Network Pharmacy. Plus, save an additional 16%<sup>2</sup> when you order 90-day supplies of eligible medications.

**SilverScript Choice (PDP)  
Preferred Pharmacy Network**  
**More than 26,000 pharmacies**, including all CVS Pharmacy locations and thousands of regional and local independent pharmacies.

**SilverScript Plus (PDP)<sup>3</sup>  
Preferred Pharmacy Network**  
**More than 35,000 pharmacies**, including all CVS Pharmacy locations, Walgreens and thousands of regional and local independent pharmacies.



You can find Standard and Preferred pharmacy locations by using the *Pharmacy Locator* on SilverScript.com, or in the 2018 Pharmacy Network Guide included in your Welcome Kit (P indicates a Preferred Network Pharmacy).

### It's easy to transfer your prescriptions and begin saving

Right now, before you need a refill, is the best time to transfer your prescriptions to a Preferred Network Pharmacy and avoid gaps in your treatment as your new coverage begins. To start the transfer:

1. Call or visit the Preferred Network Pharmacy where you would like to fill your prescriptions.
2. Provide the Preferred Pharmacy with the name and phone number of your current pharmacy or the name and phone number of your prescriber.
3. Sit back while your new pharmacist handles the rest!



If you choose a CVS Pharmacy location, visit your local pharmacy at any time or call 1-800-287-1566 to speak with a specialist who will handle all the details for you. Specialists will be available Monday through Friday, 9:00 am to 9:00 pm EST and on Saturday, 10:00 am – 6:30 pm EST. (TTY: 711)

SilverScript Choice PDP pharmacy network offers limited access to pharmacies with preferred cost sharing in rural areas of AK and OK. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including pharmacies with preferred cost sharing, please call Customer Care at 1-866-235-5660 (TTY: 711) 24 hours a day, 7 days a week, or consult the online pharmacy directory at SilverScript.com.

SilverScript's nationwide pharmacy network includes more than 67,000 locations that will accept your coverage, including CVS Pharmacy®, Walgreens®, Walmart®, Sam's Club®, thousands of regional, independent and grocery store pharmacies and CVS Caremark Mail Service Pharmacy.

## CVS Caremark Mail Service Pharmacy™

### Try 90-day supplies by mail from CVS Caremark Mail Service Pharmacy

Delivery by mail from CVS Caremark Mail Service Pharmacy is a safe, convenient way to receive 90-day supplies of the medications you take regularly. Your medications are delivered right to your home in discreet, tamper-proof packaging, and there's no cost for standard shipping anywhere in the U.S.<sup>4</sup> You'll also enjoy these advantages:

- Easy-to-use online tools for ordering and tracking your medication refills on Caremark.com 
- Personalized notifications when it's time to refill your medications
- Secure orders checked by pharmacists who can answer questions about your medications
- Refrigerated packaging and expedited delivery to keep temperature-sensitive drugs safe
- **Save with discounted copays<sup>5</sup>:**

#### **Savings for Choice Plan Members**

\$0 Copays on all Tier 1 drugs, plus an additional 16% discount on Tier 2 and 3 drug copays

#### **Savings for Plus Plan Members**

\$0 Copays on all Tier 1 and 2 drugs, plus an additional 33% discount on Tier 3 drug copays

### Get started with 90-day refills by mail today

-  Call Customer Care toll free at **1-855-235-5660**, 24 hours a day, 7 days a week, and our representatives will help you get started. Be sure to have your medications nearby when you make your call. (TTY: **711**)
-  Sign in to your **Caremark.com** account. Click on *Prescriptions*, then select *Start Mail Service* from the menu. Click on *Request a New Prescription* and follow the easy instructions on your screen.



# Easy Premium Payment Options

## Choose worry-free automatic premium payments

Automatic premium payments are convenient and effortless. Choose any of our three automated payment options and say goodbye to checks, postage and due dates. For your convenience, you can choose to have your payment:

- Deducted from your Social Security or Railroad Retirement Board payments
- Withdrawn directly from your checking or savings account
- Charged to your credit card account

To get started with automatic premium payments, call us toll free at 1-866-235-5660, 24 hours a day, 7 days a week, and speak with one of our Customer Care representatives. (TTY: 711)

If you prefer to continue receiving your monthly invoice by mail, you can make a one-time online payment at SilverScript.com, pay by cash, credit card or debit card at any CVS Pharmacy<sup>®\*</sup> or pay your bill with a check or money order by mail.

## Premium Bill FAQ's

### Q. When can I expect to receive my first premium invoice?

Your first invoice may take up to 45 days after your coverage effective date to arrive. Your payment is not due until you receive your invoice.

### Q. When are premium payments due?

Choice plan premium payments are due on the 15th of each month. Plus plan premium payments are due on the 1st of each month. If you select one of our convenient automatic premium payments through your bank account or credit card, your payment will be processed between the 8th and 10th of each month.

### Q. I signed up for automatic payments, but I received an invoice in the mail. What should I do?

Please continue to pay your premium invoices until you stop receiving them. It may take a month or more for automatic payments to begin.

\*Service not available at CVS Pharmacy at Target<sup>®</sup> locations.



# Reading Your Plan's Formulary

## Check your plan's formulary for drug coverage information

Your plan's formulary lists the drugs covered by your plan. Included for each drug are the drug name, covered dosages, the tier designation that determines your cost for the drug and any requirements or limits on its coverage. Be sure to take this document with you when you visit your doctor to help you make informed decisions about your treatment.

Drug Name	Drug Requirements/ Tier	Limits	Drug Name	Drug Requirements/ Tier	Limits
<b>ANALGESICS</b>			acetaminophen w/ codeine TABS QL (400 tabs / 30 days)		
<b>GOUT</b>			acetaminophen w/ codeine (generic of TYLENOL/CODEINE #3) TABS QL (400 tabs / 30 days)		
allopurinol tab (generic of ZYLOPRIM)	X		acetaminophen w/ codeine (generic of TYLENOL/CODEINE #4) TABS QL (400 tabs / 30 days)	X	XX
colchicine w/ probenecid	X		butorphanol tartrate SOLN 1mg/ml, 2mg/ml	X	
COLCRYS	X	XX	BUTRANS 5mcg/hr	X	XX
QL (120 tabs / 30 days)					
probenecid	X				
ULORIC	X	XX			
<b>NSAIDS</b>					
celecoxib (generic of CELEBREX) CAPS	X	XX			
diclofenac potassium	X	XX			
diclofenac sodium TB24	X				
diclofenac sodium TBEC	X				



For your convenience, your plan's full formulary is available online to access, download or print at any time. Visit the *Documents Library* on SilverScript.com to access plan documents and forms.

# Great News for Diabetes Patients

## Save big on long-acting insulin in 2018

SilverScript is helping to reduce costs in 2018 for members who receive treatment for diabetes. Three long-acting injectable insulin products will be on the 2018 Choice formulary as Tier 2 drugs, representing a nearly 60% savings over 2017 pricing on a 30-day supply when filled at a Choice Preferred Network Pharmacy.<sup>6</sup> You save even more by choosing 90-day supplies. Three months of insulin will cost less than \$50—essentially providing you a 90-day supply for the same or less than what you currently pay for a 30-day supply of a similar medication. Speak with your doctor to determine which of these lower cost alternatives might be right for you:

**Basaglar®**

(prefilled pen injectors)



**Levemir®**

(prefilled pen injectors or vials)



**Tresiba®**

(prefilled pen injectors)

You will need a new prescription from your doctor to switch to a new drug. Be sure to ask for a prescription written for 90-day supplies, and use a Preferred Network Pharmacy to maximize your savings.

Plus plan members - check your plan's formulary for more information on coverage and costs for diabetes medications.

### Need assistance?

SilverScript Customer Care is available to answer questions about these medications.



Call **1-866-235-5660** toll free 24 hours a day, 7 days a week to speak with a representative. (TTY: **711**)

# Crystal Clear Savings

## SilverScript members save up to 55% on Beltone products

Beltone®, a leading hearing care provider for over 76 years is offering SilverScript members a discount of up to 55% on the full suite of Beltone products. The program includes a FREE hearing test and discounts on hearing aids. Purchase price includes hearing aid(s), professional fitting and three follow-up visits through Beltone's extensive network of highly-qualified hearing care professionals. In addition, each hearing aid purchase includes:

- 60-day, 100% money back guarantee
- Three-year manufacturer repair warranty (with one-time lost, stolen and damaged coverage)
- Three-year battery supply (up to 48 batteries per year per hearing aid)
- Financing options
- Centralized patient intake, billing, customer service and help line



Visit [SilverScript.Beltone.com](https://www.SilverScript.Beltone.com)

or call Beltone toll free

**1-877-450-8888**

9 a.m. to 9 p.m. ET to  
schedule your appointment  
for a free hearing test

Discounts and services described are available at participating locations only. In the event a Beltone provider is not available, members will be referred to a provider with comparable products and pricing. The products and services described are neither offered nor guaranteed under SilverScript's contract with Medicare. In addition, they are not subject to the Medicare appeals process. Purchases do not count toward your true out-of-pocket (TrOOP) costs under our plan. Any disputes regarding these products and services may be subject to our plan's grievance process.

<sup>1</sup> Percent savings based on SilverScript Choice preferred vs. standard pharmacy copays. Savings may vary by state, drug tier and coverage stage. Call customer care for specific pricing on your medications.

<sup>2</sup> 16% savings available on 90-day supplies of Tier 1, 2 and 3 drugs through Preferred Network Pharmacies during the Initial Coverage Stage. Savings not available at Standard Network Pharmacies or on Tier 4 and 5 drugs. Savings may vary for those receiving Extra Help. The SilverScript Choice plan in Alaska does not include a Preferred Pharmacy Network. Savings up to 16% for 90-day supplies in the Initial Coverage Stage applies to Tier 1 and 2 drugs at all Standard Network pharmacy locations.

<sup>3</sup> SilverScript Plus plan not available in Alaska.

<sup>4</sup> The typical number of business days after the mail order pharmacy receives an order for you to receive your shipment is up to 10 days. Enrollees have the option to sign up for automated mail order delivery.

<sup>5</sup> Choice Members: \$0 copays available on Tier 1 drugs through CVS Caremark Mail Service Pharmacy during the Initial Coverage Stage. 16% savings available on 90-day supplies of Tier 2 and 3 drugs through CVS Caremark Mail Service Pharmacy during the Initial Coverage Stage compared to three 30-day supplies. In Alaska, savings up to 16% for 90-day supplies in the Initial Coverage Stage applies to Tier 2 drugs at CVS Caremark Mail Service Pharmacy. Plus Members: \$0 copays available on Tier 1 and 2 drugs through CVS Caremark Mail Service Pharmacy during the Initial Coverage Stage. 33% savings available on 90-day supplies of Tier 3 drugs through CVS Caremark Mail Service Pharmacy during the Initial Coverage Stage compared to three 30-day supplies. Savings not available on Tier 4 and 5 drugs. Savings may vary for those receiving Extra Help.

<sup>6</sup> 60% Savings based on cost for 30-day supply of a Tier 3 drug in 2017 vs. cost for 30-day supply of a Tier 2 drug in 2018 obtained through a Choice Preferred Network Pharmacy in the Initial Coverage Stage. Savings may vary by region and for members receiving Extra Help.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

The Formulary and/or pharmacy network may change at any time. You will receive notice when necessary.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year. You must continue to pay your Part B premium.

SilverScript is a Prescription Drug Plan with a Medicare contract offered by SilverScript Insurance Company. Enrollment in SilverScript depends on contract renewal.