

Prominence Health Monthly Update

Serving ClearRiver, HeartlandPlains, RiverLink, Soundpath, and StableView Health Plans

January 2015

Hello all Prominence Health Agents,

New Commission System- Evolve

We are implementing a new commission system which will provide detailed reporting, eventual direct agent and FMO access, tighter commission payout. We have worked hard to audit data and ensure a smooth transition but with all new systems things unexpected can arise so please work directly with your contracted hierarchy (FMO, SGA etc.) on any issues so that we can get it corrected immediately.

National Producer Number

As we transition into 2015 please note your National Producer Number (NPN) and make sure this number is on all applications you process. Commissions will be paid NPN so if the number is incorrect or not on the application you will not be paid for the enrollment. If you do not know your NPN please contact your contracted hierarchy (FMO, SGA etc.).

Agent Survey

Every year we ask for feedback to improve our systems. Each agent should have received a link to our 2014 agent survey. If they haven't and would like to participate, please email us at BrokerRelations@ProminenceHealth.com and we'll be sure to get one out to them. We use this information to help us plan for next year. We also have an FMO survey we are completing and will send out shortly.

From our Pharmacy Services Department

Update on Medicare Plan Finder

As you might know, we have identified some issues with the pricing returned on the Medicare Plan Finder tool. It was determined that Plan Finder may be displaying incorrect pricing information for some, and possibly all Medicare Advantage plans. We have been working with the Medicare contractor to ensure our pricing data is displaying accurately.

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The feedback received from Medicare's Planfinder is the following:

"I am extremely sorry for the delay in getting back to you and your group on this. It took longer than expected for our technicians to investigate the issue, however they have told me that they believe this is a bug in the annual cost calculation that will need to be fixed on our end. We will follow up with you as soon as we have an ETA to provide for the resolution of the issue. Our technicians hope to have a fix ready and applied early in January, but at this time we do not have a precise ETA to provide."

How we anticipate this impacting our members:

Members who viewed estimated pricing details on PlanFinder during AEP may experience higher than expected prices during prescription fills which may be prompting calls/complaints to you.

- a Suggested response: This is a known issue with the PlanFinder website that likely impacted all Medicare plans, not just those within the Prominence family. They are working with Medicare to resolve any discrepancies with the website and apologize for any inconvenience this might have caused, or unexpected prices for your medications. (Tip: Explain process for potential tier exceptions if applicable/eligible)

We will continue to keep you informed as we received any information. In the interim, please be advised that pharmacyservices@prominencehealth.com is able to provide estimated costs of drugs. These costs are only estimates due to variations of the quantity, pharmacy used and drug price changes that commonly occur. Please provide the strength, quantity and pharmacy(s) used, if applicable, and we will provide you with pricing as soon as possible.

Transition Fills

What if a drug is not covered on our formulary or has Prior Authorization (PA), Step Therapy (ST) or Quantity Limit (QL) restrictions?

All New members will receive up to a 31 day supply called a Transition Fill of a Part D eligible drug if it is non-formulary or has other restrictions. Drugs excluded from Part D coverage or with other restrictions are not eligible for Transition Fills. Members can receive a Transition Fill in the first 90 days of enrollment and this will give them time to work with their provider to request an exception or find a formulary alternative.

Members and their doctors will receive a Medicare required letter telling them that we have provided them a Transition Fill. This letter provides a list of formulary alternatives, if applicable, and instructions on how to request an exception.

Need Help?

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Contact pharmacyservices@prominencehealth.com with any Part D drug or pharmacy questions! We are here to assist you and give you comprehensive and accurate information so you can give the very best service to your client.

Trivia

The Social Security Administration assigns a number to an individual for the purpose of identifying him/her as a Medicare Beneficiary. This number is referred to as their HICN. It is located on their Medicare card and consists of their Social Security number and beneficiary identification code.

What does HICN stand for?

Health Insurance Claim Number