Community CCRx PDP Transition to SilverScript

Be prepared for questions from your current Community CCRx patients about their new 2013 SilverScript plan

Important Information about Medicare Open Enrollment for 2013
Medicare’s Annual Election Period (AEP) for the 2013 plan year began October 15 and ends December 7, 2012. The AEP is Medicare’s open enrollment period that allows your Medicare-eligible patients to enroll in or change their Part D prescription coverage that begins January 1, 2013.

Community CCRx Patients will Transition to SilverScript on January 1, 2013
On or before October 1, your patients should have received educational materials from SilverScript informing them about plan benefits and changes for 2013. One significant change for you to be aware of is also important for your Community CCRx patients. Beginning January 1, 2013
  • Community CCRx Basic (PDP) members will become SilverScript Basic (PDP) members
  • Community CCRx Choice (PDP) members will become SilverScript Plus (PDP) members.

How You Can Help your Patients with this Transition
We anticipate this change from Community CCRx to SilverScript may generate questions from your patients. The Questions and Answers below will help you to respond. Please review and keep for reference.

1. Q: Who is SilverScript Insurance Company?
A: SilverScript Insurance Company is a Medicare-approved Part D sponsor that contracts with Medicare to provide three stand-alone prescription drug plans (PDPs) that serve more than 4 million members. SilverScript coverage is available in all 50 states and the District of Columbia. SilverScript has offered PDPs since Medicare Part D went into effect, January 1, 2006.

2. Q: How is Community CCRx changing?
A: The Community CCRx Part D plans were acquired by CVS Caremark in 2011. These plans are similar to plans offered by SilverScript. The Centers for Medicare and Medicaid Services (CMS) requires plan sponsors to consolidate plans. As a result of this plan consolidation, the Community CCRx plan members will be transitioned to SilverScript plans effective January 1, 2013.
3. **Q:** How will the change to SilverScript affect my Community CCRx patients?

   **A:** Your current Community CCRx patients received a letter from SilverScript informing them that:
   
   - Beginning January 1, 2013, their Community CCRx Basic (PDP) plan will become a SilverScript Basic (PDP) plan and Community CCRx Choice (PDP) plan will become a SilverScript Plus (PDP) plan.
   - They will be automatically enrolled into a new SilverScript plan as of January 1, 2013. (No action required on their part during the 2013 Annual Election Period.)

   **Q:** Can SilverScript benefits be used at my pharmacy?

   **A:** Yes. If your pharmacy is in the nationwide SilverScript network, you can continue to fill prescriptions for Community CCRx patients through the end of 2012 and continue filling them when they transition to their new SilverScript plan as of January 1, 2013.

4. **Q:** Community CCRx does not offer mail order. Does SilverScript offer this option?

   **A:** Yes; however, NCPA was able to provide some input in the design of certain non-reimbursement aspects of the SilverScript plan, such as the plan feature that does not give a mail order copay incentive over retail pharmacy.

5. **Q:** Are there other SilverScript plans in addition to SilverScript Basic PDP and SilverScript Plus PDP?

   **A:** SilverScript will offer three Medicare Part D prescription drug plans for the 2013 plan year:
   
   - **SilverScript Basic (PDP)** The plan most comparable to Community CCRx Basic (PDP). *This is the SilverScript plan your Community CCRx Basic patients will be transitioned to beginning January 1, 2013.*
   
   - **SilverScript Choice (PDP)** Provides comprehensive coverage for Medicare-eligible patients and includes preferred pharmacy discounts.
   
   - **SilverScript Plus (PDP)** The plan most comparable to Community CCRx Choice (PDP) and is designed for patients likely to reach the Coverage Gap. Includes preferred pharmacy discounts. *This is the SilverScript plan your Community CCRx Plus patients will be transitioned to beginning January 1, 2013.*

There will be three plans as noted above. The SilverScript Choice (PDP) and SilverScript Plus (PDP) have a preferred network option. A preferred pharmacy in the SilverScript network is a network pharmacy that offers lower cost-sharing to its Choice PDP and Plus PDP members than non-preferred pharmacies. Although NCPA believes any willing provider should be able to participate in a pharmacy network, the concept of preferred networks has grown in recent years and is allowed by CMS. SilverScript is one of only a handful of plans that offers independent pharmacies the opportunity to be included in their preferred pharmacy network. NCPA recommends that its members review plans that are in the best interest of their patients.
6. **Q: Doesn’t NCPA own the Community CCRx Part D Plan?**
   A: No, that is a misconception. NCPA has never owned a Medicare Part D plan. What NCPA owns is the “Community CCRx” trademark.

7. **Q: Does the Community CCRx name cease to exist as of January 1, 2013?**
   A: CVS Caremark has the right to use the Community CCRx trademark through the end of 2013 but does not intend to use it in conjunction with their 2013 Part D plans. The acquisition of Community CCRx plans by CVS Caremark does not change the fact that NCPA continues to own the Community CCRx trademark.

**Reminder:** If your patients are concerned about paying for Medicare prescription drug coverage, remind them that they may able to get Extra Help to help pay for prescription drug plan premiums and costs. There are three ways to get more information:
- They can call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day, 7 days a week, OR
- They can call the Social Security Office at 1-800-772-1213 between 7 am and 7 pm, Monday through Friday. TTY users should call 1-800-325-0778, OR
- They can contact their State Medicaid Office.

**Pharmacist Questions**
If you have questions, please feel free to call the SilverScript Pharmacy Help Desk at 866-693-4620.

**Patient Questions**
For information on the transition from the Community CCRx to SilverScript plans, your patients may call SilverScript Customer Care 24/7 at 866-316-6049. TTY Users call 1-866-552-6106.