



Information Partners Can Use on:

THE POINT-OF-SALE FACILITATED ENROLLMENT PROCESS

Medicare Prescription Drug Coverage

Revised December 2008

The Point-of-Sale Facilitated Enrollment (POS FE) process provides prescription drug coverage for certain people with Medicare. If a person has Medicaid or has qualified for extra help, but isn't enrolled in a Medicare drug plan, the pharmacy can use the POS FE process to enroll the person in a drug plan right at the pharmacy counter.

Updated POS FE Process

WellPoint/UniCare administers the POS FE process for Medicare. If a pharmacy has reasonable assurance that a person is eligible for Medicaid or extra help (and they have no other Part D drug coverage), the pharmacy can submit the claim to WellPoint/UniCare through the POS FE process. If WellPoint/UniCare can't confirm eligibility for Medicaid or extra help, WellPoint/UniCare will send a notice to the person asking for proof of eligibility. If the person fails to provide proof, then the person (not the pharmacy) will be liable for the paid claim costs. If the person isn't eligible for Medicare, WellPoint/UniCare will reverse the claim back to the pharmacy. Medicare expects the number of claim reversals to be small.

People enrolled in a Medicare drug plan through the POS FE process can switch to a new Medicare drug plan by completing a paper application, calling the plan, or enrolling online. They should contact the plan they are interested in to find out how to join.



Proof of Eligibility

WellPoint/UniCare will contact people with Medicare who have used the POS FE process to help pay for a drug, but whose eligibility for Medicaid or extra help can't be confirmed. These people will have 60 days from the date of first contact to give proof of eligibility. Proof of eligibility includes one of the following:

- A copy of the person's Medicaid card that includes his/her name and effective eligibility date
- Documentation that shows Medicaid status, such as a copy of a state document, a printout from the state electronic enrollment file, or a screen print from the state's Medicaid system
- A copy of one of the following extra help letters from Social Security: a "Notice of Award"; a "Notice of Change" indicating an award increase; a "Notice of Planned Action" indicating an award reduction; or a "Notice of Important Information" indicating no change to the person's award

People with Medicare, or friends and family acting for them, can fax this proof of eligibility to WellPoint/UniCare at 1-303-764-7097. A state or county Medicaid staff person can also call WellPoint/UniCare on behalf of a person with Medicare at 1-866-859-3257 (toll free) to verify the person's eligibility for Medicaid or extra help.

For More Information

- Call 1-800-MEDICARE (1-800-633-4227) to get the telephone number for your State Medical Assistance (Medicaid) office. TTY users should call 1-877-486-2048. Call to get the information you need 24 hours a day, 7 days a week.
- Visit www.medicare.gov and select "Find Helpful Phone Numbers and Websites."
- For more information about the POS FE process, please contact WellPoint/UniCare's pharmacy line at 1-800-957-5147.

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My Medicare.*

