

PDP FAQ for AEP 2020



1. Are Walmart, Sam's Club and Humana Pharmacy the ONLY pharmacies for Humana Walmart Value Rx™ Plan and the Humana Premier Rx™ Plan?

While Walmart, Walmart Neighborhood Market and Sam's Club pharmacies are the retail pharmacies with preferred cost sharing for the Humana Walmart Value Rx Plan and the Humana Premier Rx Plan, members have access to over 64,000 in-network pharmacies. Members also enjoy preferred mail-order cost-sharing benefits through Humana Pharmacy® with both of these plans.

2. Are there any preferred pharmacies in the Humana Basic Rx™ Plan?

While there are no preferred retail pharmacies in the Humana Basic Rx Plan, members can enjoy preferred mail-order pharmacy benefits through Humana Pharmacy. In addition to this, there are over 64,000 in-network retail pharmacies where members will experience a \$0 copay on a 30-day supply of Tier 1 medications and a \$1 copay on a 30-day supply of Tier 2 medications (after meeting deductible). Members experience \$0 copays for 90-day prescriptions of Tier 1 and Tier 2 medications that are filled at Humana Pharmacy (after meeting the deductible). Please note the Humana Basic Rx Plan is designed primarily for members who are eligible for a low-income cost subsidy, also known as Extra Help.

[Click here to review the 2020 First Look.](#)

3. What are the deductibles for Humana's 2020 PDPs?

The Humana Walmart Value Rx Plan and the Humana Premier Rx Plan both have a \$0 deductible for Tier 1 and Tier 2 medications and a \$435 deductible for Tier 3, Tier 4 and Tier 5 medications (except in Puerto and New York where the Humana Premier Rx Plan deductible is \$190 for Puerto Rico and \$425 for New York). The Humana Basic Rx Plan has a \$435 deductible that applies to all tiers.

4. What are some key talking points regarding formularies for 2020?

2020 Humana Walmart Value Rx Plan:

- A lean formulary, emphasizing generic drugs, designed for value-conscious shoppers; includes preferred cost-sharing at Humana Pharmacy, Walmart, Sam's Club and Walmart Neighborhood Stores
- More than 1,500 generic medications included on the formulary
- Plan covers over 90% of the top nationally prescribed generic medications in Tier 1 and Tier 2¹
- Plan offers many of the most used medications in Tier 1 including: alendronate, amlodipine, atorvastatin, latanoprost, lisinopril, levothyroxine and simvastatin¹

¹Top prescribed generic medications were determined from Humana's analysis of prescription drug utilization data for U.S. Medicare beneficiaries, acquired from IMS Health (drug claims from January 2019 through June 2019).

2020 Humana Premier Rx Plan:

- Humana's most comprehensive formulary, compared to Humana's other 2020 PDPs, including brand and generic drugs
- Most comprehensive list of generic drugs are covered on Tier 1, compared to Humana's other PDPs
- Humana's richest benefit design, compared to Humana's other 2020 PDPs, with preferred cost-sharing at Humana Pharmacy, Walmart, Sam's Club and Walmart Neighborhood Stores.
- Coverage enhancement: sildenafil (generic Viagra) is covered at a \$4 copay (6 tablets per 30 days) at preferred retail pharmacies and \$0 copay at Humana Pharmacy

5. How much does the 2020 Walmart Value Rx Plan formulary differ from the 2019 Walmart Plan?

Differences between 2019 Humana Walmart Rx Plan and 2020 Humana Walmart Value Rx Plan:

- 2020 Humana Walmart Value Rx Plan has leaner brand drug coverage
- 2020 Humana Walmart Value Rx Plan has more common generic drugs covered on Tier 1 that were covered on Tier 2 on the 2019 Humana Walmart Rx Plan

6. Are 2019 Humana PDP members automatically enrolled in a PDP offering for 2020?

Yes. The 2019 Humana Walmart Rx Plan members and 2019 Humana Enhanced Rx Plan members will automatically be enrolled in the 2020 Humana Premier Rx Plan. The 2019 Humana Preferred Rx Plan members will see a name change to their plan; it will be called the 2020 Humana Basic Rx Plan. Members will be automatically enrolled in this plan as well.

7. Will agents need a full application to move clients from a 2019 PDP to a new 2020 PDP?

Yes. [Click here to view the AOR Protection Pledge.](#)

8. Will I lose my clients if they talk to Humana and are talked into switching their PDPs over the phone?

AOR protection applies when current PDP members change to a 2020 PDP through Humana's telesales, [Humana.com](#) or [www.CMS.gov](#). AOR protection does not apply if the current PDP member chooses a 2020 MA/MAPD plan and enrolls through Humana's telesales, [Humana.com](#) or [www.CMS.gov](#). Agents should assist members with PDP-to-MA/MAPD plan enrollments. We encourage agents to review all options with their clients to find the best plan for each member.

[Click here to view the AOR Protection Pledge.](#)

9. Will the recording for the VAT calls give members the agent of record's name and contact information?

VAT calls (which will ONLY go to 2019 Walmart members who are being mapped into the 2020 Humana Premier Rx Plan) do not give the AOR's name. All members will receive a VAT call to contact their local sales agent should they have questions. Humana also offers a direct transfer to Humana Customer Care (comparison of 2019 to 2020 benefits) or DMS (other Humana medical plan options) should immediate help be required.

10. Will AOR be retained with the new plan because of mapping from 2019 to 2020 PDPs?

Yes. The AOR for the 2019 PDP will be the same when the member remains in the 2020 PDP that they are mapped to. See question 8 for the AOR Protection Pledge.

11. Why are the 2019 Legacy Walmart Plan members not mapped to the 2020 Humana Walmart Value Rx Plan?

In order to provide existing members with the similar level of coverage and benefits, they were mapped to the Humana Premier Rx Plan for 2020. If, after looking over the benefits for the 2020 offerings, the member feels any other plan is a better fit, they can enroll in that plan, but they are not automatically moved into it.

12. Is Humana paying commissions on all three PDPs?

Partner agents should refer to Producer Partnership Plan for commission information. Career agents refer to Compensation Plans for details. **Click here to view the Producer Partnership Plan.**

13. When are PDP printed materials available to order?

PDP printed sales materials will be available on Tuesday, October 1.

14. Where can I access the PDP webinar?

Please view the webinar on our Ignite site at **www.IgnitewithHumana.com**. At this site, you can view other agent education resources, such as podcasts and testimonials.

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- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **1-877-320-1235** or if you use a TTY, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**.

Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

Auxiliary aids and services, free of charge, are available to you. 1-877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you. 1-877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wódaahí béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

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