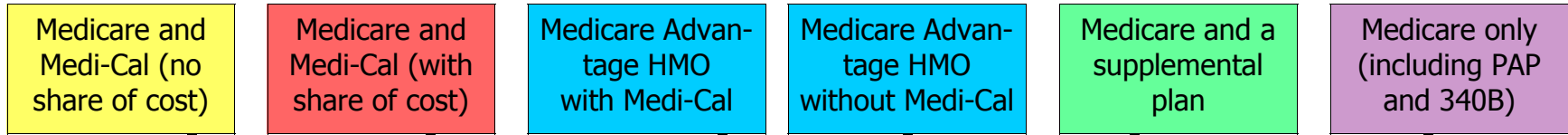


Triaging Patients Who Need Assistance

1.) Identify Patient Status:



2.) Determine Plan of Action:

Use Medicare Drug Plan Finder to compare PDPs; offer enrollment assistance. (New PDP will be in effect month following enrollment submission.)

Advise re: choice to continue in MA HMO (paying monthly premium) vs. Original Medicare with a stand alone PDP; refer to HICAP

Patient should not enroll in a Part D Plan (doing so would cause disenrollment from MA)

Offer LIS application assistance; after LIS approval, offer Medicare Plan Finder and enrollment assistance

If patient is eligible for Medi-Cal then assist with application for Medi-Cal

If patient has met SOC and has LIS, then compare PDPs and offer enrollment assistance

Determine if coverage is "creditable" (creditable: as good as or better than Medicare Part D)

Advise re: meeting the SOC one month (triggering auto-enrollment in LIS); offer planning SOC assistance; compare PDPs; offer enrollment assistance following LIS trigger

If coverage is not creditable, use Plan Finder to compare PDPs; offer enrollment assistance; offer LIS application assistance

Or, if patient needs assistance with LIS, contact Social Security for application or go to <http://www.ssa.gov/prescriptionhelp/>

If supplement is employer-sponsored and patient has no documentation stating plan is NOT creditable under Part D, determine status and advise

Key

- HMO** - Health Maintenance Organization
- LIS** - Low Income Subsidy
- MA** - Medicare Advantage
- PDP** - Prescription Drug Plan
- PAP** - Patient Assistance Program
- SOC** - Share of Cost

