



STATE OF HAWAII
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND

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BARBARA CORIELL

May 17, 2012

TO: Medicare Retirees

FROM: Barbara Coriell, Administrator 

SUBJECT: New CVS Caremark SilverScript Medicare Part D Prescription Drug Plan

The EUTF prescription drug plan for Medicare retirees and their Medicare dependents will move to SilverScript Insurance Company, a subsidiary of CVS Caremark, as your Medicare Part D Prescription Drug Plan, effective **July 1, 2012**. This replaces the Medicare D Prescription Drug Plans that were handled by NMHC (informedRx) for EUTF and HMSA/Medco for HSTA VB retirees. You are probably already familiar with CVS since they own Longs Drugs Stores.

PLEASE NOTE: Until July 1, 2012, continue to use your current ID card to fill your prescriptions.

You will receive informational material directly from SilverScript this month. The EUTF plan is a Medicare Part D Prescription Drug Plan and as such is governed by the Federal Center for Medicare and Medicaid Services (CMS) and is heavily regulated. SilverScript materials are based on government-approved model language and are **required** to be distributed to plan participants. We realize that some of the documents may be hard to read and difficult to understand. Therefore, we are sending you this communication to provide an overview of your benefits, and we will be posting information in layperson's terms on EUTF's website (www.eutf.hawaii.gov) shortly.

Below are some Frequently Asked Questions (FAQs) that will provide you with some preliminary information:

- **What does this change to SilverScript (CVS Caremark) mean to me?**

The change in administration of the prescription drug benefit should not have much effect on your benefits. There is no change in your prescription drug benefit level. Your co-insurance and/or copayment amounts will remain the same for most prescriptions; however, there may be some changes to the Preferred Drug List (also known as a Drug Formulary.)

05/17/2012

Memo to Medicare Retirees

Subject: New CVS Caremark SilverScript Medicare Part D Prescription Drug Plan

Page 2

- **Do I have to use the prescription drug benefit administered by SilverScript?***

The prescription drug coverage administered through SilverScript is the only Medicare Part D Prescription Drug Plan offered by the EUTF. If you decline the prescription drug coverage, you will need to find another Medicare Part D Prescription Drug plan for which you may pay the full premium.

***For HSTA VB (05/45) Members:** the prescription drug coverage administered through SilverScript is offered in conjunction with your retiree medical benefits. You **MUST** participate in the Medicare Part D Prescription Drug Plan administered by SilverScript if you wish to continue your retiree medical coverage. If you decline the prescription drug coverage, then you will no longer be eligible for any retiree health coverage, and you will need to find other medical and vision coverage also.

- **What do I need to do?**

If you want to remain in the EUTF or HSTA VB Medicare Part D Prescription Drug Plan, you do not need to do anything. You will be automatically enrolled in the prescription drug plan administered by SilverScript beginning July 1, 2012, as long as we have a valid Medicare Claim Number on file for you. Your Medicare Claim Number (The Medicare Claim Number is also referred to as your Health Insurance Claim Number (HICN) found on your Medicare card) is issued by CMS and we will provide it to SilverScript. If your Medicare Claim Number recently changed, please contact SilverScript at the number provided below and send a copy of your new card to the EUTF.

You will receive enrollment materials from SilverScript this month, which will give more details about the enrollment process. Again, if you don't want to change Medicare Part D plans do nothing. You will be automatically enrolled (transferred to SilverScript) unless you notify SilverScript that you do not want to participate.

- **Where will this material be mailed?**

SilverScript will mail all information and ID cards to your home address the EUTF has on file. If you've changed your address recently, please send a signed letter to the EUTF, with your new address and telephone number(s).

Please note: CMS requires that participants have a physical street address (not a PO Box) on file in order to be enrolled in the prescription drug program. If the address we have on file for you is a PO Box, SilverScript will contact you for a physical street address.

- **Why is my Medicare claim number or Health Insurance Claim Number (HICN) required for enrollment?**

05/17/2012

Memo to Medicare Retirees

Subject: New CVS Caremark SilverScript Medicare Part D Prescription Drug Plan

Page 3

Your HICN is required for SilverScript to be able to verify your Medicare eligibility and coordinate your prescription drug coverage with Medicare. Without a HICN you cannot be enrolled in the program.

- **How can I obtain long-term or maintenance-type medications through mail-order?**

You may choose to process your long-term or maintenance-type medications by using the SilverScript mail-order service, which uses an Oahu based facility that fills mail-order prescriptions. However, mail-order is not mandatory for Medicare Part D retirees.

- **Next Steps:**

REMINDER: YOU DO NOT NEED TO DO ANYTHING TO ENROLL; YOUR ENROLLMENT IS AUTOMATIC.

Over the next few weeks you will be receiving the following in the mail:

In May:

- A pre-enrollment packet with information on the prescription drug program sent directly from SilverScript. You will need to contact SilverScript only if you elect **NOT** to participate in the program.

In June:

- A letter from SilverScript confirming your enrollment in the prescription drug program along with other program information.
- A new SilverScript prescription ID card for use effective **July 1, 2012**.

- **How do I contact SilverScript if I have questions?**

Please call SilverScript Customer Care toll-free at 1-877-878-5715, for any and all questions related to the materials you receive. Due to the heavily regulated Federal Medicare guidelines, all the Medicare prescription drug plans for CVS Caremark SilverScript are serviced by their SilverScript Customer Care center located in Nashville, Tennessee. A Customer Care representative who specializes in Medicare Part D will be able to assist you and answer your questions.

HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND

05/17/2012

Memo to Medicare Retirees

Subject: New CVS Caremark SilverScript Medicare Part D Prescription Drug Plan

Page 4

Please visit the following for more information:

EUTF Medicare Retirees: eutf.silverscript.com

HSTA VB Medicare Retirees: hstavb.silverscript.com

Note: do not include “www.” As this is a microsite attached to a website address.