



STATE OF HAWAII
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND

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June 13, 2012

TO: All Employees
FROM: Barbara Coriell, Administrator
SUBJECT: CVS Caremark Transition

For employees covered by CVS Caremark several issues have arisen during this transition for which we thought you would like to know what's happening:

Coordination of Benefits (COB): This has been a significant problem for some. Members who have coverage through EUTF CVS and another non-EUTF employer plan have been used to having the benefit plan payments coordinated at the pharmacy. CVS was not prepared to handle this point-of-sale transaction May 1. It was brought to their attention as soon as we heard and we believe they have finally implemented a fix. This has been a CVS computer programming problem which has been corrected. Now COB information can be entered on CVS's file. So the pharmacy can pick that information up and process it. We recommend you take these actions if this applies to you: Before going to the pharmacy, call CVS Customer Care toll-free at 1-855-801-8263 and tell them if your EUTF CVS plan is secondary so your computer record can be marked. When you pick up your prescription remind your pharmacy that your EUTF CVS plan is your secondary coverage and they will be able to process your claim appropriately.

I would like to extend our apologies to those who have been struggling with this. I know it has been frustrating. We have been pressing CVS on this since it first came up. This fix is a first step; we are working with CVS on a plan that will eliminate the need for you to call.

Mail Order Rx and Refrigerated Medications: We have clarified with CVS that maintenance medication such as insulin which requires refrigeration should not be on the mandatory mail order list. If it's more convenient for you, you may still receive this via mail order. However, mail order is not required. Refrigerated medications can be picked up at the pharmacy. The retail copay will apply.

HSTA VB Plans – 90 Day Retail: We confirmed with CVS that these plans which came from HMSA /Medco do have a provision that permits members to pick up a 90 day supply at the pharmacy. Please note that 3 months of retail copays will apply.

Files still held by informedRx: We have received an inquiry regarding the files still held by informedRx asking when they would be destroyed. We asked them and found out that since informedMail is a pharmacy, it is required by Florida and Federal law to hold on to information for at least 2 years from the last date the prescription was filled. However, if there are any

security concerns, please know that as a pharmacy informedMail is bound by the same federal privacy laws (HIPAA) that apply to every pharmacy and medical facility. The penalties for HIPAA security violations are significant.

We agree with those of you who say we shouldn't be having these problems. Our activity has been focused on how to get them fixed. We have made real progress such that most issues have been resolved. We are also working to get more immediate CVS backup for our Member Services Branch so you can get the answers you need and a phone line should be open when you call. If you do call and get a busy signal, please send us an email at eutf@hawaii.gov. Thank you for your patience and understanding.

Open Enrollment for spring 2013: There will be **NO** rate change July 1, 2012 for active employees except for the HSTA VB Supplemental Plan. Therefore, there is no open enrollment planned for 2012. The next rate change will be July 1, 2013 so open enrollment should take place in the spring of 2013. The EUTF Board of Trustees has to determine the dates of the next open enrollment period for Active Employees and Early Retirees.