

## 'Ohana 2010 Transition Policies

To ensure a smooth transition process for 'Ohana enrollees and address the needs of individuals who are joining the 'Ohana family from other Part D plan providers, 'Ohana has established an appropriate transition process to address these needs. 'Ohana has established guidelines to address:

- the transitioning of new members on January 1, 2010 following the 2009 annual coordinated election period;
- the transitioning of newly eligible Medicare beneficiaries in 2010;
- the transitioning of members who may switch Medicare Part D plans after January 1, 2010; and
- members who may reside in long-term care (LTC) facilities.

'Ohana's transition policy applies to (a) Part D medications that are not on 'Ohana's formulary and (b) Part D medications that are on 'Ohana's formulary but may require prior authorization or step therapy under 'Ohana's established utilization management rules.

'Ohana has created a Pharmacy and Therapeutics (P&T) committee comprised of both pharmacist and physicians from many fields (e.g. Internal Medicine, Psychiatry, etc.). Our P&T committee reviews and provides recommendations regarding non-formulary medication requests. Also, our P&T committee establishes protocols for suggestions to both Medicare Part D enrollees and their physicians the use of therapeutically formulary alternatives.

### Transition Policy

'Ohana's transition policy addresses those situations in which members may or may not be aware of the medications that are on 'Ohana's formulary, unsure what is covered by 'Ohana's formulary, or unfamiliar with 'Ohana's formulary exception process. 'Ohana's transition policy meets the immediate needs of our valued members and allows the member sufficient time to work with his or her prescribing physician to switch to a therapeutically equivalent formulary medication or complete the formulary exception process.

#### Ambulatory (Community) Members

During the member's first 93 days of enrollment with 'Ohana, the member can obtain a one time fill up to a 31-day temporary supply of a non-formulary medication (including Part D drugs that require a prior authorization or step therapy).

#### Long-Term Care (LTC) Members

During the member's first 93 days of enrollment with 'Ohana, the member can obtain up to a 31-day transition supply. 'Ohana will honor multiple fills of non-formulary Part D medications (including Part D medication that are on 'Ohana's formulary but require prior authorization or step therapy under 'Ohana's utilization

management rules) as appropriate during the entire length of the 93-day transition period.

If an LTC enrollee is outside his or her 93-day transition period, 'Ohana will provide an emergency supply of non-formulary medication (including Part D medications that are on 'Ohana's formulary but require prior authorization or step therapy under 'Ohana's utilization management rules). This emergency supply will be for at least 31 days of medication, unless the prescription is written for less than 31 days. The emergency supply is to ensure that members receive their medications while an exception has been requested through 'Ohana.

There are times when an enroll may experience an unplanned level of care change transition (e.g.; discharged or admitted to an LTC facility, discharged or admitted to hospitals, nursing facility skill level changes, etc.). In these instances, 'Ohana will provide an emergency supply of non-formulary medication (including Part D medications that are on 'Ohana's formulary but require prior authorization or step therapy under 'Ohana's utilization management rules). This emergency supply will be for at least 31 days of medication, unless the prescription is written for less than 31 days. The emergency supply is to ensure that members receive their medications while an exception has been requested through 'Ohana.

## Negative Formulary Changes

'Ohana understands that many members who continue as 'Ohana members into 2010 may be impacted by negative formulary changes that occur to 'Ohana's 2010 Medicare formulary. Even though members are sent an Annual Notice of Change, 'Ohana realizes that not all members may be aware that some medications that are considered formulary in 2009 may be considered non-formulary in 2010. To help alleviate some of this confusion, 'Ohana allows a one-time transitional fill, for a maximum of 31 days of medication, of all medications that are impacted by negative formulary changes in 2010. If the prescription is written by the prescriber for less than a 31-days supply, the prescribed days supply defines the minimum quantity authorized as the transition fill. Long term care members will receive multiple fills during the first 93 days for the new plan year.

## Transition Fill Requests due to Other Reasons and Extension of Transitional Fills

'Ohana continues to provide necessary Part D drugs to members via an extension of the transition period, on a case-by-case basis, to the extent that their exception request or appeal has not been processed by the end of the minimum transition period and until such time as a transition has been made (either through a switch to an appropriate formulary drug or a decision on an exception request).

## Transition Notices

All members who receive a temporary supply of a non-formulary Part D medication will receive a written notice via US mail regarding their transition fill and the transition process. This notification will be sent within 3 business days of the temporary fill. The notice will include: (1) an explanation of the transition supply that the member received; (2) instructions for working with 'Ohana and the member's prescriber to identify appropriate therapeutic formulary alternatives; (3) an explanation of the member's right to request a formulary exception; and (4) a description of the formulary exception process.

Formulary exception requests will be available to both members, their prescribing physicians (or other providers), and their representatives via fax, mail, phone, and [www.ohanahealthplan.com](http://www.ohanahealthplan.com).