



## **Coverage for Out of Network (OON) Claims**

Molina Dual Options Cal MediConnect Plan Medicare-Medicaid Plan will refund members for charges on Part D drug costs that happened at an OON drugstore when the following occur:

Member is traveling outside his or her Part D plan's service area; runs out of or loses his or her covered Part D drug(s) or becomes ill and needs a covered Part D drug; and cannot access a network drugstore.

Member must fill an Rx for a covered Part D drug in a suitable manner, and that exact covered Part D drug is not often stocked at a nearby network retail or mail order drugstore.

Member cannot get a covered Part D drug in a suitable manner in their service area because there is no network drugstores within driving distance that provides 24 hour a day/7 day per week service.

Member is given covered Part D drugs by an OON based drugstore while he or she is a patient in an ER, clinic, or other outpatient setting.

During a public health crisis in which Molina Dual Options members have to leave their home and cannot be expected to get covered Part D drugs at a network drugstore.

In the event that normal supply channels are not an option, Molina Dual Options may allow OON drugstore use.

Member is getting a needed shot but is not covered by Part B, which is given in a doctor's office.

## **Member's Duty**

Before getting covered Part D drugs through an OON drugstore, the member has to contact Molina Dual Options's Member Services to see if there is a network drugstore in the area where he/she can fill the Rx.

In the event that a member uses an OON drugstore, the drugstore may not be able to submit the claim to Molina Dual Options. In this event, member will have to pay the OON drugstore's U&C price at the point of sale and submit a written request for a refund to Molina Dual Options.

Note: Please refer to the EOC or call Member Services if you need more details.

If member uses an OON drugstore, the member may have to pay for the sum of:

Any usual cost-sharing;

Any difference between the OON drugstores U&C prices and Molina Dual Options in network charge for the Rx.

## **Molina Dual Options will not refund you if the following happen:**

Molina Dual Options will not refund for any drugs that are filled by drugstores outside of the United States.

Molina Dual Options will not refund for any drugs where a PA was not given prior to giving (if PA or other UM controls applied to the Rx and it was not part of a transition or emergency supply).

Any fee or charge for giving a shot falls fully outside the Part D cost sharing structure and will not be included as part of the members' True Out of Pocket (TrOOP) costs.

Molina Dual Options Cal MediConnect Plan Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 665-4627, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.

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