

## Diabetes Supply Processing Changes FAQs

Effective 1/1/2013

### 1. How is coverage of my diabetes supplies changing?

- a) **Effective January 1, 2013**, the diabetes testing supplies (**Blood Glucose Strips, Urine Test strips, and Lancets**) that were previously covered through the medical benefit will be covered through the pharmacy benefit. This means that a reimbursement form will not be necessary. You will simply pay your applicable co-payment at the pharmacy.
- b) In order to receive the lowest co-pay, you should obtain your diabetes supplies from a Caterpillar network pharmacy or a Restat network pharmacy. (cathealthbenefits.com > drug benefits tab > Pharmacy Directory)
- c) If you received your strips and or lancets from a medical supplier like Liberty or CCS Medical, you will need to switch to a Caterpillar network pharmacy or a Restat network pharmacy in order to receive benefit coverage for your diabetes supplies.
- d) **Infusion pumps, tubing, etc. will continue to be reimbursed through the medical benefit.**

### 2. Can I use any pharmacy to obtain my diabetes supplies?

- a) You may use any pharmacy. However, the most cost effective option is to use a network pharmacy or a participating pharmacy. (cathealthbenefits.com > drug benefits tab > Pharmacy Directory)

### 3. What is the free monitor program?

- a) Your letter indicated that you could obtain a free monitor. This is a voluntary program to assist members who would like to switch from their current monitors to the monitors that use the Test Strips that offer the lowest co-pay option.
- b) If you are interested in a free monitor, call the manufacturer's phone number from your letter.
- c) **NOTE:** If you are on Medicare or Medicaid, the free monitor program does not apply to you.

### 4. Will I have a co-pay?

Applicable co-pays will apply. (See below)

- Lancets are Tier 1/Generic co-pay
- The Test Strips manufactured by Roche and Lifescan are Tier 1/Generic co-pay
  - ex. : Surestep, Fasttake, OneTouch, Accu-chek, Active and Accutrend
- All other Test Strips are at Tier 3/non-preferred co-pay.
- Your co-pays may vary depending on the pharmacy you use.

NOTE: Members who are in certain medical plans may not have a co-pay.

**5. Can I purchase a 90-day supply of these diabetes supplies through Walgreens Mail Service?**

- a) Yes. Applicable co-pays will apply. A prescription for a 90 day supply can be mailed/faxed to Walgreens Mail Service at:

Walgreens Mail Service, P.O. Box 628001, Orlando, FL 32862-8001

Fax 1-888-595-1258 **IMPORTANT:** To be valid, the prescription must be faxed from your doctor's office.

Walgreens Mail Service Customer Care Center call 1-866-840-1222 or for the hearing-impaired dial 1-800-925-0178

**6. How can I request a copy of the Diabetes Supply letter?**

The letter can be found on the CatHealthBenefits.com Web site > Drug Benefits tab > select your group at the left > select "Letters to Participants". The letter can also be obtained by contacting Restat at 1-877-228-7909.

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