

## Pharmacy News Bulletin: Medicare's Limited Income NET Program – Low-income Subsidy requirement

**NOTICE TO PHARMACIES:** The Centers for Medicare & Medicaid Services (CMS) requires evidence of Low-income Subsidy (LIS) or “Extra Help” entitlement prior to point-of-sale enrollment into Medicare's Limited Income NET Program. When current program enrollment or LIS information exists within CMS and state systems, which is reflected in the E-1 eligibility query, claims will process without any additional action.

Claims not meeting eligibility criteria will reject with the following error message:

- “Unable to validate Patients’ LIS eligibility - for more information call 1-800-783-1307.”

### Steps you should take:

#### 1. Verify eligibility for Medicaid and LIS or “Extra Help”

- Copy of current Medicaid award letter with effective dates.
- State eligibility verification system queries (interactive voice response, online).
- Notice from Medicare or Social Security Administration awarding “Extra Help.”

#### 2. Call Medicare's Limited Income NET Program Help Desk at 1-800-783-1307

- Select option 1, then option 1 again for claim rejections

If the individual cannot provide evidence of current eligibility for Medicare and Medicaid, or LIS, and the Limited Income NET Program Help Desk confirms that there is no record of LIS eligibility in CMS or state systems, **do not** submit a claim to Medicare's Limited Income NET Program. Instead, refer the individual to the State Health Insurance Assistance Program (SHIP) for help in obtaining such evidence.

#### 3. What is the process if the beneficiary is out of medication?

If the beneficiary has three days or less of medication left (or a new Rx) he/she might qualify for an immediate need override. The pharmacist will need to complete the fax form request available on our website and fax it to **1-502-580-6644**. Once the request is received and validated, the pharmacy will receive a call back within 24 hours to process the immediate need request. Contact the Limited Income NET Program Help Desk at 1-800-783-1307 for further assistance if best available evidence (BAE) is not available.

#### 4. What drugs are covered under Medicare's Limited Income NET Program?

Medicare's Limited Income NET Program has an open formulary. However, drug categories excluded from Medicare Part D coverage by law or drugs prescribed for an unapproved use are not payable under this program. A list of the drugs included under this category is available for reference on our website by selecting “Limited Income NET medication list” in the “Frequently used program resources” section or by utilizing this link: <http://apps.humana.com/marketing/documents.asp?file=2625285>.

**For more information:** You can reach Medicare's Limited Income NET Program representatives at 1-800-783-1307 or visit our website [www.Humana.com/LINET](http://www.Humana.com/LINET).