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To: MaineCare Providers
From: Jennifer Palow, Pharmacy Division Director
Date: October 4, 2010
Re: Copayment Exemption

As some of you have experienced, copayment exemptions for some MaineCare members have changed. Explanations of these changes can be found below.

NATIVE AMERICAN MEMBERS

As of September 1st, the following process is in place for services referred by a Contracted Health Service (CHS) for a Native American MaineCare member to receive services at a non-Indian Health Services (IHS) provider:

1. CHS refers MaineCare member to a non-IHS provider
2. CHS gives a referral form to member or servicing provider*
3. The rendering provider will need to waive the referred member's co-pay
4. The rendering provider will bill MaineCare, and override the co-pay requirement. Do not send these forms to MaineCare for reimbursement.
5. The rendering provider will need to keep the referral form with the script for audit purposes.

*A referral form has been created and is attached.

If a MaineCare member receives service from an IHS provider, the member is co-pay exempt. If a MaineCare member visits a non-IHS provider without a referral, he/she will be responsible for the co-pay. This may change in the future, and if so, you will be notified at that time.

MEMBERS WITH COST OF CARE

Members do not have co-payments for MaineCare services when they are in a hospital (inpatient), skilled nursing facility, nursing facility, Intermediate Care Facility for the Mentally Retarded (ICF-MR), or Private Non-Medical Institution (PNMI) **AND** have a cost of care

determined by the Department (OIAS). A cost of care is a monthly amount that a Member is required to pay towards the cost of their services.

In the past, members were given co-payment exemptions based on the facility they were living in. However, place of residence does not determine that the member is exempt from paying co-payments. A member is determined co-pay exempt only if they reside in a facility in which a cost-of-care is required. When it is determined that the client is assessed a cost-of-care, the information will be added to the member's eligibility and will be put in the system and the POS. If you do not receive a co-pay exemption for a member, then they are most likely not qualified for the exemption. If he or she has any questions, they can call 1-800-321-5557, option 5 for pharmacy help desk, or 1-800-977-6740, option 3 for Member Services.

MEMBERS IN STATE CUSTODY OR GUARDIANSHIP

Members who are in State custody or State guardianship are also copay exempt. With the system changes some of these members lost their exemption by a computer error temporarily. This has been fixed now and some members may want to have claims reversed so they can receive their copayment back. If you have questions about these members, please call the pharmacy helpdesk at the above number.

Section 1.09 provides additional information about which members/services are exempt from MaineCare co-payments. <http://www.maine.gov/sos/cec/rules/10/144/ch101/c1s.doc> Thank you for your cooperation and for serving MaineCare members.