Model Monthly Drug Claim EOB

Instructions to Health Plans

**NOTE: Do not include these instruction pages when you send EOBs to members.**

This is a model Explanation of Benefits (EOB) for monthly reporting of drug claims only.

Plans are not required to send an EOB if the member has no drug claims in the reporting period.

**Claims that must be included within the EOB**

* Insert Part D drug claims and non-Part D (Medicaid) drug and non-Part D (Medicaid) over-the-counter product claims from all pharmacy settings (mail order, retail, LTC) in the Drug Claims section (Section A). Note that Part A and Part B drug claims should not be included.
* Drug claim information must include the name of the drug, followed by quantity, strength and form (for example: 25 mg tabs) and the name of the pharmacy.
* Prior-year fills that do not apply to the current EOB do not need to be included in this EOB and do not require a separate EOB.
* Plans must include all drug claims processed during the reporting period. Any benefit information that cannot be included in time must be accounted for in a following reporting period.

**Instructions within the template**

*Italicized blue text in square brackets is information for the plans. Do not include it in the EOB.*

*Non-italicized blue text in square brackets is text that can be inserted or used as replacement text in the EOB. Use it as applicable.*

*The first time the plan name is mentioned, the plan type designation “(Medicare-Medicaid Plan)” must be included after the plan name, as detailed in the State-specific Marketing Guidance for Medicare-Medicaid Plans.*

*When instructions say to insert the month and year, spell out the full name of the month (for example:* January 2025*).*

* Where the template instructs inclusion of a phone number, plans must ensure it is a toll-free number and include a TTY number and days and hours of operation.

*Except in disclaimers, plans should reference Member Services’ contact information at the bottom of the page instead of repeating phone numbers and days and hours of operation throughout materials.*

**Permissible document alterations**

*Plans should add Medicaid-specific language where appropriate.*

*Minor grammar or punctuation changes are permissible.*

*References to “Member,” “Member Services,” and “Member Handbook” can be changed to the appropriate name used by the plan or required by the State.*

*References to “year” or “calendar year” may be changed to “plan year.”*

* Plans should make every effort to use a reporting period that aligns with a complete calendar month. However, if your plan uses a reporting period that does not correspond exactly to a calendar month, you may substitute the date range for your reporting period (for example: 1/1/25 to 2/3/25 **or** January 1 – February 3, 2025) whenever instructions say to insert the month and year.
* Consistent with the “Modernizing Part D and Medicare Advantage to Lower Drug Prices and Reduce Out-of-Pocket Expenses” final rule (CMS-4180-F), CMS required plans to include negotiated price increases and lower cost therapeutic alternatives in their members’ Part D EOBs beginning January 1, 2021.

**Formatting**

* Changes to the font type and/or font color are only permissible if such changes comply with Section 508 requirements.

*With the exception of charts, which should generally be in landscape formation, either landscape or portrait page format may be used.*

*With the exception of Section A, the remaining sections of the document are to be formatted as two-column or three-column text to keep line lengths easy to read. (The main title of a section may extend beyond the first column.) Plans may adjust the width of the columns in the template.*

*To help conserve paper, the document can be printed double-sided.*

*The document must have a header or footer that includes the page number. If desired, plans may also include any of the following information in the header or footer: member identifiers, month and year, title of the document. The Material ID must appear in the header or footer on the first page only.*

*Unless specific formatting instructions for dates have been given, plans may use their preferred method of formatting the date (for example, “mm/dd/yy”).*

Wherever possible, plans are encouraged to adopt good formatting practices that make information easier for English-speaking and non-English-speaking enrollees to read and understand. The following are based on input from beneficiary interviews:

* Format a section, chart, table, or block of text to fit onto a single page. In instances where plan-customized information causes an item or text to continue on the following page, enter a blank return before right aligning with clear indication that the item continues (for example, similar to the Benefits Chart in Chapter 4 of the Member Handbook, insert: **This section is continued on the next page**). An individual row of a chart should not break across pages. (In the model language in this document, rows sometimes break across pages because of instructions and substitution text.).
* Ensure plan-customized text is in plain language and complies with reading level requirements established in the three-way contract.
* Break up large blocks of plan-customized text into short paragraphs or bulleted lists and give a couple of plan-specific examples as applicable.
* Spell out an acronym or abbreviation before its first use in a document or on a page (for example, Long-term services and supports (LTSS) or low-income subsidy (LIS)).
* Include the meaning of any plan-specific acronym, abbreviation, or key term with its first use.
* Avoid separating a heading or subheading from the text that follows when paginating the model.
* Use universal symbols or commonly understood pictorials.
* Draft and format plan-customized text and terminology in translated models to be culturally and linguistically appropriate for non-English speakers.
* Consider using regionally appropriate terms or common dialects in translated models.
* Include instructions and navigational aids in translated models in the translated language rather than in English.

**Member disenrollment**

*When a member disenrolls from the plan during the plan year, the plan must send an EOB to the former member after disenrollment if any drug claims are processed prior to the member disenrolling. For example, if a member disenrolls at the end of August and the plan processes claims in months prior to disenrollment, the disenrolling plan must send a final EOB.*

**HPMS submission**

*Prior to use, all plans must upload an EOB in HPMS in accordance with the process outlined for South Carolina Medicare-Medicaid Plans.*

<Plan name>

*Explanation of Benefits*

A summary of your drug claims for [insert <month year> **or** <date range>]

<mailing date>

**For <member name>**

[For the member’s easy reference, plans may also insert the member’s mailing address, member ID number, and/or other information typically used in member communications.]

This is not a bill.

<Plan’s legal or marketing name> is a health plan that contracts with both Medicare and South Carolina Healthy Connections Medicaid to provide benefits of both programs to enrollees.

This *Explanation of Benefits* (EOB)is a summary of claims (bills) sent to <plan name> for drugs you got during [insert month and year **or** date range]. The EOB tells you what we paid pharmacies. [Plans with no cost sharing for drugs, delete the following sentence:] The EOB also shows how much you paid.

Disclaimers

[*Plans must include all applicable disclaimers as required in the State-specific Marketing Guidance.*]

**Other formats**

You can get this document for free in other formats, such as large print, braille, or audio. Call Member Services at <toll-free phone and TTY numbers>, <days and hours of operation>. The call is free.

**Need help?**

If you have questions, call us at the number at the bottom of the page.

You can also find information in your *Member Handbook* or call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048.)

South Carolina has a Member Ombudsman Program, the Healthy Connections Prime Advocate, to provide members free, confidential assistance on any services offered by <plan name>. The Healthy Connections Prime Advocate may be reached toll-free at 1-844-477-4632 or online at [healthyconnectionsprimeadvocate.com](http://healthyconnectionsprimeadvocate.com). TTY users should call 711.

How to use this *Explanation of Benefits*

Please check it over carefully.

* **Do you recognize the name of each pharmacy?** Check the dates. Did you get drugs that day?

Did you get the drugs listed? Do they match those listed on your receipts? Do the drugs match what your doctor prescribed?

[Plans with no cost sharing for drugs, delete the following language.] Did you pay the right cost- sharing amount? Call us at <toll-free number> if you have questions about how much you must pay.

For more information, you can call <plan name> Member Services or read the <plan name> *Member Handbook*. [*Plans must include information about how to access the Member Handbook on the plan’s website.*]

What if you find mistakes on this summary?

If something is confusing or doesn’t look right on this *Explanation of Benefits*, please call us at <plan name> Member Services. [If applicable: You can also find answers to many questions on our website at the bottom of the page.]

What about possible fraud?

If this summary shows drugs you’re not taking or anything else that looks suspicious to you, please contact us.

* Call us at <plan name> Member Services.
* Or call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.
* [Plans may also insert additional State-based resources for reporting fraud.]

# Your drug claims for [insert: <month year> or <date range>]

[Drug claims in this section should not include Part A or Part B drug claims.]

**NOTE:** The amount in the “Plan’s share” column includes payments made for you by Extra Help for Medicare Part D drugs. Extra Help is a Medicare program that helps you pay prescription drug costs. [Insert if applicable: The “Plan’s share” column also includes payments made for you by <names(s) of other programs or organizations>.] The <symbol> means that a drug was covered by Healthy Connections Medicaid instead of Medicare and may have different rules for appeals. You can find more information about appeals in the next section.

The “Drug price and change in price” column includes the **total price of the drug** (including any amounts in the “Plan’s share” and “Your share” columns) and the **percentage change** (increase or decrease in the drug price since the first fill).

When lower cost therapeutic alternative drugs are available, they appear in the table below your current drugs. You can talk to your prescriber to find out more and know if they’re right for you.

| [**<Name of Pharmacy>** Plans may add the location of the pharmacy and other additional pharmacy information (for example: Non-network pharmacy), if desired.] | Date(s) of service  The date(s) you got the drugs | Plan’s share  The amount <plan name> pays for the drugs | Your share  The amount you may need to pay for the drugs | Drug price and change in price  Total drug price and percentage change since first fill |
| --- | --- | --- | --- | --- |
| [**Insert name of drug (other than compound) followed by quantity, strength, and form (for example: 25 mg tabs). Identify compound drugs as such and provide quantity.**] [Insert <symbol> if drug was not Part D.]  [Insert prescription number], [insert amount dispensed as quantity filled and/or days’ supply (for example: 15 tablets **or** 30 days’ supply).] [Plans may add additional information about the prescription; if preferred, plans may insert drug information here exactly as shown on the pharmacy claim.]  [If Section C contains a change that applies to a drug listed in the drug claims chart, plans must insert a note here to alert the member that this change has taken place. For example: **Note:** Beginning on January 1, 2025, step therapy will be required for this drug. Refer to Section C for details.] | [Insert date(s) filled, using mm/dd/yy format.] | $[Insert plan share amount for this drug. Include any payments (e.g., Extra Help) made by other programs or organizations. Use $0.00 if applicable.] | $[Insert member liability amount for this drug. Use $0.00 if applicable.] | $[*Insert total drug price, including amounts in “Plan’s share” and “Your share” columns. Then insert percentage change (increase or decrease) in drug price since first fill.*] |
| [Insert lower cost therapeutic alternative(s). Plans have flexibility to determine the number of alternatives to list. Plans must provide at least one drug for each filled prescription if there is an equivalent lower cost therapeutic alternative available. Plans should use their clinical expertise when deciding which alternative drugs to list. If no lower-cost therapeutically equivalent drug is available, plans should enter “No lower-cost alternative drug is available.”] |  |  |  |  |
| [Insert next drug for the pharmacy, using language described above.] |  |  |  |  |
| [Insert next drug for the pharmacy, using language described above.] |  |  |  |  |

**THIS IS NOT A BILL**

[Plans with one coverage stage (that is, with no member cost sharing for any Part D drugs), delete the following paragraph:]

You have met <$year-to-date TrOOP> towards your out-of-pocket limit of <$TrOOP amount>. [The <$year-to-date TrOOP> is the cumulative YTD total. Update the <$year-to-date TrOOP> to include claims from the reporting period, any payments (e.g., Extra Help) made by other programs or organizations, any claim reversals, and any TROOP balance transfers from the prior plan.] Once you reach this limit, you will have no more cost sharing for your Medicare Part D drugs for the rest of the year. The <$year-to-date TrOOP> amount includes <$0.00> in copays you paid and <$0.00> in payments made for you by Medicare’s Extra Help program [insert if applicable: and <names(s) of other programs or organizations>]. [The <$0.00> in copays and <$0.00> in payments are the cumulative YTD totals that were applied to the TrOOP. Update these amounts to include claims from the reporting period. Update the <$0.00> in payments to include any payments (e.g., Extra Help) made by other programs or organizations and include the name(s) of program(s) or organization(s)].

# You have the right to make an appeal about your drug claim

When we decide whether a drug is covered [plans with cost sharing insert: and how much you pay], it’s called a “coverage decision.” Making an appeal is a formal way of asking us to change our coverage decision. You can make an appeal if we deny a claim in whole or in part. [Plans with cost sharing insert: You can also make an appeal if we approve a claim but you disagree with how much you are paying for the drug.]

There are rules for how appeals are handled. These are legal procedures, and the deadlines are important. You can get a fast appeal if your doctor tells us that your health requires a quick decision.

Some drugs are covered by Healthy Connections Medicaid instead of Medicare. These drugs are marked with <symbol> in the chart above. If you want to file an appeal about these drugs, different rules may apply. You can contact Member Services or the Healthy Connections Prime Advocate for more information about appeals for these drugs. Their phone numbers are listed on the right side of this page.

If you have questions, or if you need help making an appeal, you can call:

* <Plan name> Member Services at the number at the bottom of the page.
* Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.
* Healthy Connections Medicaid at 1-888-549-0820. TTY users should call 1-888-842-3620.
* The Healthy Connections Prime Advocate at 1-844-477-4632. TTY users should call 711.
* The State Health Insurance Assistance Program (SHIP), which is called the Insurance Counseling Assistance and Referrals for Elders (I-CARE) in South Carolina, at 1-800-868-9095. TTY users should call 711.

For more information about making an appeal, please refer to Chapter 9 [*plans may insert reference, as applicable*] in your *Member Handbook*.

# Updates to our *Drug List* that will affect drugs you take

* [Use this section to provide negative formulary updates that affect drugs the member is taking—that is, any plan-covered drugs the member got during the current calendar year while a member of the plan. Include updates only if they affect drugs the member is taking and involve negative changes, as provided in Chapter 6 of the Prescription Drug Benefit Manual. (Changes to the formulary from one year to the next do not need to be included in the EOB.)
* Plans that use this chart in lieu of providing a separate written notice of formulary change must ensure this EOB includes the content of written notice required under § 423.120(f)(4), including a list of alternative drugs, and otherwise comply with applicable requirements under § 423.120(e) and (f), including providing notice within required timeframes. Plans can insert the relevant content of Sections A through C of the 2025 Part D Model Notice of Formulary Change in the chart, as instructed below.
* If there are no formulary updates, include the following: At this time, there are no new or upcoming changes to our Drug List that will affect the coverage [insert if applicable: or cost] of the drugs you take. (By drugs you take we mean any plan-covered drugs that you got in 2025 as a member of our plan.)]

About the *Drug List*

[*Plan must insert if it sends a hard copy List of Covered Drugs:* <Plan name> sent you a *List of Covered Drugs* or “*Drug List*” for short.] [*Plan must insert if it only sends a hard copy List of Covered Drugs upon request*: <Plan name> sent you a notice telling how to get a *List of Covered Drugs* or “*Drug List*” or how to access it online.] The *Drug List* tells which drugs are covered by our plan. It also tells which [plans with cost sharing insert: cost-sharing] tier each drug is in and whether there are any restrictions on coverage for a drug.

Our website listed at the bottom of the page always has the most current version of the *Drug List*. You can also call Member Services at [*plans should insert as appropriate:* the number at the bottom of the page ***or*** the number at the bottom of the page and <different toll-free number> ***or*** <different toll-free number>] and ask for a copy.

During the year, we may make changes to our *Drug List*. We may add new drugs, remove drugs, and add or remove restrictions on coverage for drugs. We are also allowed to change drugs from one [plans with cost sharing insert: cost-sharing] tier to another.

Updates that affect drugs you take

The list that follows tells **only** about updates to the *Drug List* that change the coverage [plans with cost sharing insert: or cost] of **drugs you take**.

“Drugs you take” means any plan-covered drugs that you got in [insert year] as a member of our plan.

[Repeat the following as necessary to include all relevant changes. Plans may use “us” where “the plan” is used on the Notice of Formulary Change.]

[Insert name of drug subject to change. Plans may also insert information about the strength or form in which the drug is dispensed (e.g., tablets, injectable, etc.).]

[Insert type of formulary change (e.g. Step therapy)]

* Beginning [insert effective date of the change], [insert <name of drug> subject to change] [insert relevant content of Section A of the 2025 Part D Model Notice of Formulary Change that describes the change].

Understanding these changes

If any of the above terms are new to you, for a discussion of drug types, please see our *Member Handbook* Chapter 5, [insert section letter].

[Insert relevant content of Sections B and C of the 2025 Part D Model Notice of Formulary Change.]

What you and your doctor can do

Depending on the type of change, there may be different options to consider. For example:

* **You can call Member Services** at the number at the bottom of the page to ask for a list of covered drugs that treat the same medical condition.
* **Your doctor might be able to find a different drug** covered by the plan. The drug might work just as well for you and have fewer restrictions [plans with cost sharing for any tier of drugs insert: or a lower cost].
* **You and your doctor can ask the plan to make an exception for you.** Your doctor will need to tell us why making an exception is medically necessary for you. To learn how to ask for an exception, refer to Chapter 9 [*plans to insert section reference, as applicable*] in your *Member Handbook*. For more information about asking for an exception, call Member Services at the number at the bottom of the page.