**URGENT: Aetna-Coventry Medicare Part D Drug Plans**

**Problems with Pharmacy Network Participation**

*Patients have the option to call 1-800-Medicare to Enroll in a New 2015 Plan by February 1, 2015*

As most know by now, there are serious problems with pharmacy network participation for Aetna/Coventry Medicare Part D plans. Patients are unable to fill prescriptions at their pharmacy of choice due to errors made by the plan.

As of this writing, the best option is to help your patients by ensuring they obtain their vitally needed medications. We understand that this will be very difficult but it is an action you can take while we continue to request a better solution from CMS.

- **Patients should be advised of their options and that they should call (1-800-MEDICARE) or 1-800-633-4227 and ask for a representative.**
- **Patients should explain that they were misinformed by the information on the plan finder which was inaccurate and misleading.** Their pharmacy is not in network and they need to change plans for 2015 effective immediately. Affected beneficiaries can take advantage of a Special Enrollment Period (SEP) to choose a new Part D plan now in time for February 1.
- **In addition, pharmacists and beneficiaries should contact their Congressional Representatives and request an immediate solution.** (see contact information listed below) Aetna’s proposal that the beneficiaries, who are in many cases low-income, pay cash now and apply for reimbursement is not feasible and poses undue hardship. As present, we have nothing in writing to delineate this process.

Stay tuned and make your calls! Efforts are ongoing with CMS. We expect another update tomorrow and will keep you informed.

**Senator Cory Booker (202) 224-3224**

**Senator Robert Menendez (202) 224-4744**

[Click here to find your local representative](#)