

## MEDICARE MEMBER SERVICES

2022 •

Dear [REDACTED], Thank you for using the 'Message' form to reach the Aetna [REDACTED] Support Team. Please continue to use this form to ask questions. Our Message Center is more secure than standard email to help protect your private information. Test Strips/Lancets • For diabetic members we cover the test strips and lancets under their medical plan. • You can get free LifeScan test strips and lancets from a participating pharmacy with a prescription. • Your non-preferred cost-share applies for all other types of test strips and lancets when obtained at a participating pharmacy. • Part D pharmacy benefit does not cover test strips and lancets. • The preferred LifeScan brand is One Touch. • The preferred/non-preferred cost-share rules only apply when you get the test strips and lancets from a participating pharmacy. If you get the test strips and lancets through: - A participating durable medical equipment provider or submit for reimbursement, you have no cost-share. • There is a quantity limit of every 30 days. • We don't require precertification. Glucose monitor • You can get a free LifeScan monitor from LifeScan directly or from a participating pharmacy. • You don't need a prescription if you go directly to LifeScan. • Your non-preferred cost-share applies for all other types of monitors obtained at a participating pharmacy. • Part D pharmacy benefit does not cover blood glucose monitors. • The preferred LifeScan brand is One Touch. • The preferred/non-preferred cost-share rules only apply when you get the monitor from a participating pharmacy. If you get the monitor through: - A participating durable medical equipment provider or submit for reimbursement, you have no cost-share. • We don't require precertification. LifeScan (ONETouch Systems) Customer support phone number is [REDACTED]. Orders for a complimentary, LifeScan, blood glucose monitor is [REDACTED]. LifeScan may ask for a code. You may use order code [REDACTED] in-network benefit - The benefit for preferred diabetic supplies is \$0. - The benefit for non-preferred diabetic supplies is 20%. Out-of-network benefit - The out-of-network benefit for diabetic supplies is 20%. **CGM (continuous glucose monitor): We cover Continuous Glucose Monitors (CGM) such as Freestyle Libre, Dexcom, or MedTronic iPro. \*You must get the monitor from Medicare certified Durable Medical Equipment provider: \*You will need to get a prescription from your doctor for this device \*No recertification/predetermination is required \*The CGM is covered under your Durable Medical Equipment benefit. DME-20% in-network and 25% out-of-network. Here are a few Durable Medical Equipment providers: AdaptHealth [REDACTED] Advanced Diabetes Supply [REDACTED] Byram [REDACTED] Edgepark [REDACTED] Medtronic [REDACTED] [REDACTED] US Medical - [REDACTED]. There are 4 criteria's which must be met deeming the Continuous Glucose Monitor is medically necessary: \*Prescription is required from a Physician with a diagnosis of diabetes (Type 1 or Type 2) \*Checks blood glucose at home 4 or more times a day \*Uses an insulin pump or receives 3 or more insulin injections per day \*Uses insulin and requires adjustments the insulin regime/dosage based on testing results We're here to help If**

you have more questions, send us a message using the 'Messages' form. Or call the toll-free number on your member ID card. Sincerely, Aetna [REDACTED] Support Team  
Coronavirus concerns If you have questions about the coronavirus, there are helpful online resources at [REDACTED]

[REDACTED] Aetna Medicare is an HMO, PPO plan with a Medicare contract. Our SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

PHARMACY  
PH: [REDACTED]  
NCPDP: [REDACTED]

FAX: [REDACTED]  
NPI: [REDACTED]

THIRD PARTY REJECTION

PRESCRIBER:  
[REDACTED]  
[REDACTED] NM  
Phone: [REDACTED]  
Fax: [REDACTED]

PATIENT:  
[REDACTED]  
[REDACTED] NM  
DOB: [REDACTED]

PRESCRIPTION  
Rx Number: [REDACTED]  
Written: FREESTYLE LIBRE 14 DAY SENSOR  
Dispensing: FREESTYLE LIBRE 14 DAY SENSOR  
NDC #: [REDACTED]  
Pack Size: 1

PATIENT THIRD PARTY  
Plan: MEDICARE  
Cardholder ID: [REDACTED]  
Group Number: [REDACTED]  
Code: [REDACTED]  
BIN Number: [REDACTED]  
PCN: [REDACTED]  
Service Date: 2022  
Phone: [REDACTED]

CLAIM RESPONSE  
Transaction Response Status: Rejected

- REJECT CODES
- 70 - Product/Service Not
  - A5 - Not Covered Under Part
  - A6 - This Product/Service

DUR	Clinical Significance	Previous Fill Date	Previous Fill Quantity
Reason for Service		NONE	

RESPONSE MESSAGES  
NOT COV UNDER PART D LAW MAY BE COV  
UND PART B/NON-FORMULARY DRUG, CONTACT PRESCRIBER  
(PHARMACY HELP DESK [REDACTED])

[REDACTED] PHARMACY [REDACTED]

PH: [REDACTED] NM [REDACTED]  
NCPDP: [REDACTED] FAX [REDACTED]  
NP: [REDACTED]

THIRD PARTY REJECTION

PRESCRIBER:  
[REDACTED]  
Phone: [REDACTED]  
Fax: [REDACTED]

PATIENT:  
[REDACTED]  
NM [REDACTED]  
DOB: [REDACTED]

PRESCRIPTION  
Rx Number: [REDACTED]  
Written: FREESTYLE LIBRE 14 DAY SENSOR  
Dispensing: FREESTYLE LIBRE 14 DAY SENSOR  
NDC #: [REDACTED]  
Pack Size: 1

PATIENT THIRD PARTY  
Plan: MEDICARE [REDACTED]  
Cardholder ID: [REDACTED]  
Group Number: [REDACTED]  
Code: [REDACTED]  
BIN Number: [REDACTED]  
PCN: [REDACTED]  
Service Date: [REDACTED] 2022  
Phone: [REDACTED]

CLAIM RESPONSE  
Transaction Response Status: Rejected

REJECT CODES  
NN - Transaction Rejected At

DUR	Clinical Significance	Previous Fill Date	Previous Fill Quantity
Reason for Service		NONE	

RESPONSE MESSAGES  
ADJUDICATION REJECT  
"KRO" CONTINUOUS GLUCOSE MONITOR (CGM) PRODUCTS ARE NOT CURRENTLY FILLABLE AT OUR RETAIL PHARMACIES FOR MEDICARE DME PATIENTS. THERE IS NO ETA AVAILABLE AT THIS TIME.