Duke Student Medical Insurance Plan (SMIP) Updates!
2011/2012 Academic Year

By: Anna Kenyon
Duke SMIP Manager
(919)684-1481
anna.kenyon@duke.edu
Prime Therapeutics to Replace Medco

• Effective April 1, 2012, BCBSNC will change pharmacy benefit providers from Medco to Prime Therapeutics.

• Prime customer service will be available to Duke SMIP holders beginning March 1, 2012 to answer any questions from students at 1-888-274-5180.

• Students are encouraged to go online and register at www.MyPrimeMail.com to manage existing and new prescriptions online.

• Alternately, students can register over the phone at 1-888-274-5180.
What does this mean for SMIP members?

- Students will receive new ID cards in March. Check with your pharmacy to ensure they accept your new coverage.
- All pharmacy prior authorizations and patient medication history currently on file with Medco will be transferred to Prime.
- If students are using a retail pharmacy there should not be an issue.
- If you have not received your new card by the third week of March, please contact Prime Therapeutics at 1-888-274-5180.
- Remember to start using the new member ID card as of 04/01/2012 since it will show the new pharmacy codes and phone numbers.
Currently taking a medication that is considered a controlled substance and using the Medco mail in order?

- Students with prescriptions for controlled substances will need to acquire a new prescription from their medical provider and send the prescription along with an order form to PrimeMail, P.O. Box 650041, Dallas, TX 75265-0041.
- This only applies to those students using Medco mail order service.
- Order forms and physician forms can be obtained online at www.MyPrimeMail.com and faxed to 1-877-774-6360.

**Please note - only Physicians can fax in new prescription orders.**
Do you currently use Medco’s mail order program?

- PrimeMail, Prime Therapeutics mail-order prescription service, will replace Medco’s mail-order program.
- Remaining refill prescriptions and authorizations will **automatically transfer** from Medco to PrimeMail.
- In the unusual event that Prime doesn’t receive a BCBSNC patient’s record, Prime will work with the sending pharmacy and the member to transfer or obtain a new prescription as quickly as possible to avoid any interruption in care.
- Again, students with prescriptions for controlled substances will need to acquire a new prescription from their medical provider if using the Medco mail in order.
Traveling?

• If traveling before 04/01/2012 and you need a 90 day supply?
  • There should not be an issue for Medco to approve this.

• If traveling after 04/01/2012 and you need a 90 supply?
  • If the medication is routine or considered a “travel medication”, or birth control, there should not be an issue.
  • If the medication has a supply limit or requires authorization, student should obtain the first 30 days supply and contact immediately StudentBlue for them to work on an override.

• **DO NOT WAIT UNTIL A FEW DAYS BEFORE YOU TRAVEL!!**
Reminder: Vision Benefits

• One routine eye examination is covered per academic benefit period
  • Must be performed with an *In-Network* provider
• Up to $100 will be reimbursed by BCBS of NC for
  • Glasses
  • Hard, soft, or disposable contact lenses
• To submit a refund request
  • Go to www.bcbsnc.com/duke
    • Under *benefit information*
      • Download claim and other forms
Need to see a specialist?

- With the Duke SMIP you are not required to have a referral.
- However, if you are going to any specialist within Duke Medicine outside Student Health
  - You need a referral from Student Health
  - Or, your primary care provider
- Regardless of whether or not you have the Duke SMIP, Duke Medicine requires all patients to have a referral.
Graduating in May?

- Moving away? **You must notify Duke Medicine!**
  - Call them at 919-620-4555
  - Have them update both Duke Hospital and their physician billing system
  - Ask them to review any unpaid moneys due to them
- Your coverage will be effective until 07/31/2012.
- During May, I’ll be sending all graduating students an email to your Duke email inbox indicating where to go in order to purchase continuation of coverage directly from StudentBlue.
- Graduating students can purchase up to six months of continuation of coverage if they have been covered for six consecutive months prior to 07/31/2012.
StudentBlue www.bcbsnc.com/duke

• Navigate StudentBlue’s website for the following:
  • Benefit information
  • View claims
  • Download claims and other forms
  • Find a provider
  • Find a medication
  • Estimate healthcare costs
  • Travel abroad
    • Finding a provider abroad
    • Important numbers while you are abroad
Questions????

Contact me directly at
(919) 684-1481
anna.kenyon@duke.edu