

How do I access these funds?

Once you have met the catastrophic coverage threshold, complete the two steps below to receive reimbursement. You must submit a Catastrophic Coverage Special Payments Reimbursement Request Form each time you incur a prescription expense. You can download the form from the OneExchange website or call OneExchange and ask to be mailed a reimbursement request form. While you are on the phone, a representative will be happy to answer any questions you have on completing your request. The form generally takes about 10 days to be received through the mail.

Step 1: Qualification Documentation

Your EOB statement will document the date you met the catastrophic coverage threshold. Look for your year-to-date out-of-pocket drug cost. **Your EOB is the only document that can be used to qualify for this benefit.**

Step 2: Reimbursement Documentation

After you have met the threshold, you can use two different documents for reimbursement. You can use your EOB statement or you can provide prescription drug receipts for prescription expenses incurred after the catastrophic coverage threshold qualification date. We encourage you to submit your monthly EOB as reimbursement documentation. Drug manufacturers that offer discounts on some prescription drugs may be included in your EOB and may not be included in your prescription drug receipts. The EOB may be used for both qualification and requesting your reimbursement.

Complete and sign the Catastrophic Coverage Special Payments Reimbursement Request Form and return it with the supporting documents.

Additional Information

If you have lost a necessary document, contact your Medicare prescription drug plan carrier.

Reimbursement decisions will be made in accordance with the provisions of the plan. For more details refer to your Summary Plan Description.

Once your reimbursement request is approved, you will receive payment within 14 days of the request approval.

When you are nearing your qualification threshold for the year, contact OneExchange Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time, to request a Catastrophic Coverage Special Payments Reimbursement Request Form. A customer service representative will be happy to help you complete your request or answer any questions on accessing these funds.