

If a member believes they have qualified for Prescription Extra Help (LIS – Low Income Subsidy) and that they are paying an incorrect co-payment amount when they get their prescription at a pharmacy, Fidelis SecureCare has established a process that will allow them to either request assistance in obtaining their Medicaid status BAE – Best Available Evidence for their proper co-payment level, or, if they already have the documented evidence, to provide this BAE – Best Available Evidence to Fidelis SecureCare.

Members may submit a copy of one of the following documents indicating proof of Medicaid status by sending to:

**Fidelis SecureCare**  
**20 N Martingale Road, Suite 180**  
**Schaumburg, IL 60173**  
**FAX: 866-542-0688**

1. Copy of the member's Medicaid card which includes the member's name and an eligibility date during a month after June of the previous calendar year;
2. Copy of a state document that confirms active Medicaid status during a month after June of the previous calendar year;
3. A print out from the State electronic enrollment file confirming Medicaid status during a month after June of the previous calendar year;
4. A screen print from the State's Medicaid systems showing Medicaid status during a month after June of the previous calendar year;
5. Other documentation provided by the State showing Medicaid status during a month after June of the previous calendar year; or,
6. For individuals who are not deemed eligible, but who apply and are found LIS eligible, a copy of the SSA award letter.

To establish that a member is institutionalized and qualifies for a zero cost-sharing level, they need to furnish one or more of the following forms of proof:

1. A remittance from the facility showing Medicaid payment for a full calendar month for that individual during a month after June of the previous calendar year;
2. A copy of a state document that confirms Medicaid payment on behalf of the individual to the facility for a full calendar month after June of the previous calendar year; or
3. A screen print from the State's Medicaid systems showing that individual's institutional status based on at least a full calendar month stay for Medicaid payment purposes during a month after June of the previous calendar year.

OR

If the member cannot provide proof of one of the required documents listed above, they will need to contact Fidelis SecureCare at 1-877-372-8085. Fidelis SecureCare will notify CMS on the member's behalf to assist in obtaining BAE – Best Available Evidence to determine their LIS – Low Income Subsidy.

When Fidelis SecureCare receives the evidence showing the member's co-payment level, Fidelis SecureCare will update its system or implement other procedures so that the member can pay the correct co-payment when they get their next prescription at the pharmacy. If the member overpaid their co-payment, Fidelis SecureCare will reimburse them. Either Fidelis SecureCare will forward a check to the member in the amount of their overpayment or Fidelis SecureCare will offset future co-payments. Of course, if the pharmacy hasn't collected a co-payment from the member and is carrying their co-payment as a debt owed by them, Fidelis SecureCare may make the payment directly to the pharmacy. If a State paid on the member's behalf, Fidelis SecureCare may make payment directly to the State.