



Express Scripts and Walgreens: Frequently Asked Questions

Better Living Now FAQ's

— Diabetic Supply Program —

Administered By:



It is our goal to communicate information to you so that you may have a clearer understanding of how our Diabetic Supply Program will result in significant savings and convenience for you.

How do Diabetic supplies affect my Deductible?

Deductibles renew January 1st every calendar year and typically apply to Durable Medical Equipment (DME) and Medical Supplies – please refer to your Benefit Summary. Once the medical deductible has been satisfied, medical supplies and DME will be paid at your current health plan benefit, leaving an applicable coinsurance as your responsibility. Your coinsurance amounts will continue to accumulate until your maximum out-of-pocket amount is reached. Diabetic testing supplies fall under “Medical Supplies” and some items such as glucose meters are covered as DME. Please see chart below for further classification.

Welborn Health Plans (WHP) offers an enhanced Diabetic Supply program. WHP will waive your annual deductible toward **diabetic testing supplies***. This improved benefit means that after 1-1-2012 when you purchase your Diabetic Testing Supplies, the deductible will not apply – regardless if you purchase through your local pharmacy –or– through supply vendors such as Better Living Now (BLN) and/or our Home Delivery/Mail-Order program through Express Scripts.

**High Deductible Health Plan (HDHP) members must meet their annual deductible before the applicable pharmacy copay and/or office visit copay would apply. Please call Customer Service 812-426-6600 or 800-521-0265 if you need further assistance.*

What is Deductible carry-over and how does it benefit me?

WHP offers a unique carry-over provision for members on all types of plans who have not incurred enough expenses during the year to meet their annual deductible. Any dollar amounts that accumulate to your medical deductible for the months of October, November, or December of the current calendar year will carryover to the following calendar year to satisfy the new annual deductible!

Please reference the list below to see how your diabetic supplies are categorized.

----- Obtain through Better Living Now or DME provider -----		Fill at a local Pharmacy
Durable Medical Equipment	Medical Supply	Pharmacy Benefit
<ul style="list-style-type: none"> • actual blood glucose meter • real time continuous blood glucose monitors* • insulin pumps* <p><i>*Requires a Prior Authorization through WHP.</i></p>	<ul style="list-style-type: none"> • test strips • lancets • lancing devices • alcohol prep pads • batteries for the monitor • infusion set • reservoir or infusion set • adhesive removal wipes • IV prep antiseptic wipes • Insertion kits (for infusion sets) • Pods for Omni Pod™ Pumps 	<ul style="list-style-type: none"> • insulin • antidiabetic medication • syringes • needles <p><i>These items will continue to be subject to your copay that corresponds to the specific tier that the medication and or supply is listed. These items are not subject to your deductible.</i></p>

High Deductible Health Plan (HDHP) members must meet their annual deductible before the applicable pharmacy copay and/or office visit copay would apply. Please call Customer Service 812-426-6600 or 800-521-0265 if you need further assistance.



How and where do I get my Diabetic Supplies?

Currently, many members have been obtaining your diabetic testing supplies (test strips, lancets, etc.) through your local pharmacy, using a prescription. WHP's Diabetic Supply Program is administered by Better Living Now (BLN), and is designed to give you the convenience of home delivery plus substantial cost savings compared to retail! You have the option to fill your prescriptions for diabetic testing supplies through BLN, a participating DME provider, or your local participating retail pharmacy. Please see the WHP Provider Directory for a listing of participating DME Providers, or visit www.express-scripts.com for a complete listing of participating area pharmacies.

Better Living Now is recognized as a National Distributor for all pumps/device manufacturers. These include Roche (Accu-check Spirit), MedTronic (Minimed Brand), Insulet (Omni Pod), Animas, Nipro (Amigo Brand). If you are currently receiving your pump and associated supplies directly from the manufacturer, you will need to decide if you would like to change to BLN as the vendor for these products, once your existing Prior Authorization expires. You must notify WHP with your decision on where you wish to obtain your pump and associated supplies, as a Prior Authorization is required for these items. BLN again, will charge **no more** than what you are currently responsible for, according to your benefit. If you are utilizing discount cards that have been provided to you from the manufacturer, these cards will *only* be applicable for that particular arrangement. Please call Better Living Now to speak with one of their Pump Product Specialists regarding your specific needs. BLN can be reached at 877-262-2179 M-F, 7am - 9pm CST and Sat.-Sun., 8am - 9pm CST.

Please Note: Members must continue to receive their prescriptions for pen needles, needles, and syringes at a participating retail pharmacy, or through Express Scripts Select Home Delivery Program. These pharmacy items will not be available through BLN.

What can I expect when placing my first order with BLN?

When you initially enroll, BLN will fill the first 90 days of supplies based upon your current products, and then contact your physician on your behalf to obtain ongoing prescriptions. BLN will send you a "Patient Kit", which includes all of the testing supplies, lancets, alcohol wipes, etc. that you will need to maintain your current care regimen. **Please Note: BLN has a minimum quantity order of 200 test strips and 200 lancets for a ninety (90) day supply.** These quantities may be increased if you test more than twice a day. If you have met your medical deductible, then these supplies will be covered at the stated benefit for Medical Supply or Durable Medical Equipment as noted on your Benefit Summary.

Can I keep my current meter?

Yes. You may keep your current meter if you choose. BLN has several "preferred" meters that they will offer to you as a **free upgrade!** These preferred meters include several options from **Bayer** (Breeze 2, Contour and Contour TS) and **Abbott** (Precision Xtra, Freestyle Freedom Lite and Freestyle Lite). If you elect to upgrade to one of these preferred models, you will also need to receive the corresponding test strips and miscellaneous supplies that work with these meters. BLN offers these free upgrades as a way to better your health and help save you money.

As a reminder, if you do not elect to upgrade to one of the "preferred" brands offered by BLN, you may stay with your current device and corresponding supplies! If, however, the meter that you have elected to stay with was not purchased through BLN, then BLN will not be responsible for any malfunctions or defects that may occur to the equipment. Replacements will be the responsibility of the original vendor from which that product was purchased. Likewise, any equipment/product obtained through BLN that is found to be defective or malfunctioning will be replaced by BLN without additional shipping charges to you.



How will I receive my supplies?

Standard ground packages reach all of Welborn Health Plans service area within 2 days or 48 hours via UPS. The manner in which your supplies are shipped is the same method that is used when the manufacturer sends these items to BLN.

- Overnight delivery is guaranteed for Gestational and Hospital discharge patients. You will need to indicate this when ordering.
- Priority mail is utilized for shipping to P.O. Boxes.

What are my payment options?

BLN accepts all major credit cards or an automated bank draft (routing and account numbers are needed) and payment must be presented at the time of ordering. This information can be stored securely on file for reordering purposes.

If you have additional questions or wish to speak to a Customer Service Representative regarding your benefits, please call Welborn Health Plan's Customer Service 1-812-426-6600 (Available 8 a.m. - 8 p.m. CST/EST) or toll free 1--800-521-0265. Indiana Relay (TTY): 1--800-743-3333 or www.sprintip.com.

