



FROM



western sky
community care.

5300 Homestead Rd NE
Albuquerque, NM 87110
1-844-738-5019

CONTRACEPTIVE COVERAGE SUMMARY

Dear Valued Ambetter Subscriber,

Thank you for choosing Ambetter from Western Sky through the New Mexico Health Insurance Exchange, also known as beWellNM.

New Mexico law requires that we provide you with this annual *Contraceptive Coverage Summary*. It describes your contraceptive coverage and how you can access these benefits. If you have any questions, call us toll-free at 1-877-687-1197 (TDD/TTY 1-877-941-9238). You can also find more information on-line at <https://ambetter.westernskycommunitycare.com>.

What is covered?

All FDA-approved contraception methods (identified on www.fda.gov), including over-the-counter FDA-approved contraceptives, are approved for Members without Cost Sharing.

You can see our preferred drug list at <https://ambetter.westernskycommunitycare.com/resources/pharmacy-resources.html>.

For contraceptives purchased at an in-network pharmacy, the pharmacy will submit the Claim to us on your behalf.

If you purchase contraceptives from an out-of-network pharmacy or other business, you must fill out and submit the "Contraceptive Reimbursement Form" available on our website at:

<https://ambetter.westernskycommunitycare.com/resources/handbooks-forms.html>. The form contains submission instructions.

Are contraceptive services or supplies available from in-network and out-of-network providers?

Yes.

Are there any limits on contraceptive services or supplies?

Yes.

Is contraceptive coverage subject to cost sharing, utilization review, prior authorization, step-therapy?

No. Keep in mind that brand-name pharmacy drugs or items are subject to cost sharing if at least one generic or therapeutic equivalent is covered within the same method of contraception unless your healthcare provider determines that a particular brand-name drug or item is medically necessary.

Will contraceptive coverage be provided for a six-month supply?

Yes. Coverage will be provided for a six-month supply of prescribed and self-administered contraceptives. Some oral contraceptives can be covered to up to 12 months of supply

Is there a listing of covered contraceptive drugs and devices, as well as clinical services that are covered without cost sharing?

Yes. We have a list of the covered contraceptive drugs and devices, as well as clinical services that are covered without cost sharing. You can see our preferred drug list at:

<https://ambetter.westernskycommunitycare.com/resources/pharmacy-resources.html>.

What is the process related to contraceptive coverage if a prescription is not required?

If you purchase contraceptives from an out-of-network pharmacy or other business, please fill out and submit the “Contraceptive Reimbursement Form” available on our website at:

<https://ambetter.westernskycommunitycare.com/resources/handbooks-forms.html>.

The form contains submission instructions.

What is the process and what forms are required for any coverage disputes?

You may file a grievance, appeal, concern or recommendation with use by completing a Grievance, Appeal, Concern, or Recommendation Form that can be found at:

<https://ambetter.westernskycommunitycare.com/resources/handbooks-forms.html>.

A detailed summary of the procedures for filing a grievance, appeal, concern, or recommendation can be found in your Evidence of Coverage or EOC. You may request a standard or urgent care review of an Ambetter decision such as adverse determinations or administrative decision.

At each step of the process, you will be provided with detailed information and complaint forms. If you are dissatisfied with Ambetter’s initial decision, you may request a review. If you continued to be dissatisfied, you may file an appeal with the Managed Health Care Bureau (MHCB) of the New Mexico Office of the Superintendent of Insurance (OSI).

If you need assistance, contact our Western Sky Community Care Grievance and Appeals Department at:

Ambetter from Western Sky Community Care
Grievances and Appeals Department
PO Box 10341
Van Nuys, CA 91410
Phone: 833-945-2029
Fax: 833-751-0895
Email: Ambetter_Centralized_Grievances_Appeals@CENTENE.COM

You can also contact the MHCB of the OSI to request assistance in preparing a request for review or filing an appeal at:

New Mexico Office of the Superintendent of Insurance
Managed Health Care Bureau
PO Box 1689, 1120 Paseo de Peralta
Santa Fe, NM 87504-1689
Phone: (505) 827-4601 or toll free at (855) 427-5674
Fax: (505) 827-6341
E-mail: mhcb.grievance@state.nm.us.

Thanks, again for choosing Ambetter from Western Sky!