



PRESCRIPTION BENEFIT PROGRAM
PPO1500, HSA2000, RSP

Fiscal Year 2023
Updated 09.09.2022

GOVGUAM Open Enrollment Booklet



Our Island, Your Health PlanSM

Member Benefits Handbook
GOVERNMENT OF GUAM

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Hafa Adai GovGuam Employees and/or Retirees!

For FY2023, the Government of Guam has contracted with TakeCare Insurance Company to administer the government's Prescription Benefit Program.

The medical plan (**PP01500, HSA2000, RSP**) in which you've enrolled, either TakeCare or SelectCare, will automatically determine your prescription benefits effective October 1, 2022. This booklet describes those benefits.

We encourage you to thoroughly read through this informational benefits booklet to better understand the GovGuam Pharmacy Benefit Plan coverages. This booklet provides a summary of your benefit coverage, your payment responsibilities (co-payment, co-insurance, deductible, and/or charges for non-covered services), plan exclusions and benefit limitation specific to the GovGuam Prescription Benefit Program. You will also find a list of in-network/participating pharmacies available to you.

An electronic version of this booklet is available on TakeCare's FY2023 GovGuam page at: www.takecareasia.com/govguam2023 or scan the QR code below.

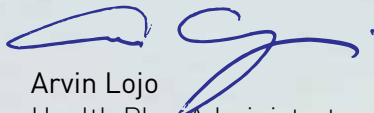
For your convenience and our dedication to provide you with the timely and quality services, we have the following dedicated GovGuam specific phone lines for any of your healthcare needs:

- For prescription benefit coverage, eligibility & enrollment and/or provider network inquiries:
(671) 649-0468 (0GOV) (TakeCare Insurance)

We hope you find the information provided in this booklet useful. If you need additional assistance, please contact our Customer Service Department at **1(671) 647-3526** or **1(877) 484-2411** (toll free), Monday through Friday 8am to 5pm ChST, or by email at: CustomerService@takecareasia.com.

Si Yu'us Ma'ase and Thank You!

Sincerely,



Arvin Lojo
Health Plan Administrator
TakeCare Insurance Company, Inc.

GOVGUAM



SCAN ME

GOVGUAM

EMPLOYEES, RETIREES
& SURVIVORS!



OPEN ENROLLMENT SCHEDULE

September 13-26, 2022

TakeCare Hosted Virtual Benefit Briefings Schedule

Every Monday through Friday during Open Enrollment.

Morning Sessions	Afternoon Sessions
10:00 AM-10:45 AM	2:00 PM-2:45 PM

Virtual Presentation Link

Scan QR Code for the online presentation session you choose to view.

GG VIRTUAL



takecareasia.com

<http://tiny.cc/GovGuamVirtual>



GOVGUAM Prescription Plans PPO 1500, HSA 2000, & RSP

SCHEDULE OF BENEFITS GovGuam Fiscal Year 2023





GOVGUAM PPO 1500

PRESCRIPTION BENEFITS

Your Benefits: What TakeCare covers	PARTICIPATING PROVIDERS	NON-PARTICIPATING PROVIDERS
Deductible Per Individual Member (Class 1) Combined Medical and Prescription.	\$1,500	\$3,000
Deductible Per Family (Class 2, 3, & 4) Combined Medical and Prescription. If a member meets their \$1,500, the plan begins to pay for covered services for the individual.	\$3,000	\$9,000
Coverage Maximums Individual member annual maximum	Unlimited	
Out of Pocket Maximums (including accumulated deductible, copayment, and co-insurance) Combined Medical and Prescription. Per Individual member per policy year Per Family per policy year	\$3,000 \$9,000	No Maximum No Maximum
Any Services in the Philippines, Hawaii & the U.S. Mainland, Japan, Taiwan and Foreign Participating Providers (Prior Authorization Required)	Requires a Referral from your Doctor and approval in advance from TakeCare	

Deductible does not apply to these Benefits when you go to a Participating Provider	PARTICIPATING PROVIDERS	NON-PARTICIPATING PROVIDERS After deductible is met
Prescription Drugs		
1. No Cost preventive drugs (specific list)	\$0 Member Co-Pay (30 day supply)	Plan pays 70% of billed amount, based upon the Claims Administrator's Maximum Plan Allowance (MPA)
2. Preferred generic drugs	\$10 Member Co-Payment at Preferred Pharmacies, \$15 Member Co-Payment at Non-Preferred Pharmacies (30 day supply) \$0 Member Co-Payment (90 day mail order)	
3. Preferred brand name drugs	\$30 Member Co-Payment (30 day supply) \$30 Member Co-Payment (90 day mail order)	
Prescription Drugs		
4. Non-Preferred generic and brand name drug	\$100 Member Co-Payment (30 day supply) \$100 Member Co-Payment (90 day mail order)	Plan pays 70% of billed amount, based upon the Claims Administrator's Maximum Plan Allowance (MPA)
5. Specialty Drugs (Medically Necessary Only and Prior Authorization Required)	\$100 Member Co-payment (30 day supply)	Not Covered
6. Prescription in the Philippines	Plan pays 80%; Member pays 20%	



GOVGUAM HSA 2000

PRESCRIPTION BENEFITS

Your Benefits: What TakeCare covers	PARTICIPATING PROVIDERS	NON-PARTICIPATING PROVIDERS
Deductible Per Individual Member (Class 1) Combined Medical and Prescription.	\$2,000	\$4,000
Deductible Per Family (Class 2, 3 & 4) Combined Medical and Prescription. If an individual member of a family meets \$3,000 in covered expenses, the plan begins to pay for covered services for that individual.	\$4,000	\$12,000
Coverage Maximums Combined Medical and Prescription. Individual member annual maximum	Unlimited	
Out of Pocket Maximums (including accumulated deductible, copayment, and co-insurance) Combined Medical and Prescription. Per Individual member per policy year Per Family per policy year	\$4,000 \$12,000	No Maximum No Maximum
Any Services in the Philippines, Hawaii & the U.S. Mainland, Japan, Taiwan and Foreign Participating Providers (Prior Authorization Required)	Requires a Referral from your Doctor and approval in advance from TakeCare	

Deductible must be met for the following services	PARTICIPATING PROVIDERS After deductible is met	NON-PARTICIPATING PROVIDERS After deductible is met
Prescription Drugs		
1. No Cost preventive drugs (specific list)	\$0 Member Co-Pay (30 day supply)	Plan pays 70% of billed amount, based upon the Claims Administrator's Maximum Plan Allowance (MPA)
2. Preferred generic drugs	\$10 Member Co-Payment at Preferred Pharmacies, \$15 Member Co-Payment at Non-Preferred Pharmacies (30 day supply)	
3. Preferred brand name drugs	\$0 Member Co-Payment (90 day mail order) \$30 Member Co-Payment (30 day supply)	
4. Non-Preferred generic and brand name drug	\$30 Member Co-Payment (90 day mail order) \$100 Member Co-Payment (30 day supply)	
5. Specialty Drugs (Medically Necessary Only and Prior Authorization Required)	\$100 Member Co-Payment (90 day mail order)	
6. Prescription in the Philippines	\$100 Member Co-payment (30 day supply)	Not Covered
	Plan pays 80%; Member pays 20%	



GOVGUAM Retiree Plan

PRESCRIPTION BENEFITS

This supplemental plan is offered for all eligible retirees, spouses of retirees, and survivors, who are age 65 and older and who are enrolled in Medicare Parts A & B, and to eligible retirees and survivors who are under age 65 years of age with a disability or ESRD under Medicare. Non-Medicare dependents will be covered either under the PPO 1500 or HSA 2000 plan.

Your Benefits: What TakeCare covers

Plan Description

Medicare A, B & D is primary. The GovGuam plan pays secondary. Medicare covered services should be incurred at a Medicare provider. Services not covered by Medicare, but covered by the plan, should be received at a TakeCare's in-network pharmacies. The GovGuam Prescription Benefit Plan will pay primary in this circumstance. Out-of-Network services are not covered unless referred and pre-approved by TakeCare

Out of Area Service

Pharmacy Services in the Philippines, Hawaii, U.S. Mainland, Japan, Taiwan, and any foreign participating providers. (Prior Authorization Required)

Requires a referral from your doctor and approval in advance from the plan; When Medicare is not payable (outside U.S.), covered services under the plan are paid at the copay or coinsurance listed and the Plan pays primary in this circumstance. There is no deductible under this plan.

Plan Maximum (Individual member annual maximum)

Unlimited

Deductible does not apply to these Benefits
when you go to a Participating Provider

Retiree Supplemental Plan pays after Primary Insurance ¹

Prescription Drugs

1. No Cost preventive drugs (specific list)	\$0 Member Co-Payment
2. Preferred generic drugs	\$10 Member Co-Payment at Preferred Pharmacies, \$15 Member Co-Payment at Non-Preferred Pharmacies (30 day supply)
3. Preferred brand name drugs	\$0 Member Co-Payment (90 day mail order) \$30 Member Co-Payment (30 day supply)
4. Non-Preferred generic and brand name drugs	\$30 Member Co-Payment (90 day mail order) \$100 Member Co-Payment (30 day supply)
5. Specialty Drugs (Medically Necessary Only and Prior Authorization Required)	\$100 Member Co-Payment (90 day mail order)
6. Prescription in the Philippines	Plan pays 80%; Member pays 20%

¹ If a benefit is covered by Medicare, the RSP will cover the Part A or B or D deductible and the 20% coinsurance. If a benefit is NOT COVERED by Medicare, the GovGuam Prescription Benefit Plan will cover the percentage indicated on the Schedule of Benefits.



PRESCRIPTION EXCLUSIONS

The following services are not covered by TakeCare:

1. No benefits will be paid for Injury or Illness, (a) when the Covered Person is entitled to receive disability benefits or compensation (or forfeits his or her right thereto) under Worker's Compensation or Employer's Liability Law for such Injury or Illness or (b) when Services for an Injury or Illness are rendered to the Covered Person by any federal, state, territorial, municipal or other governmental instrumentality or agency without charge, or (c) when such Services would have been rendered without charge but for the fact that the person is a Covered Person under the Plan.
2. No benefits will be paid if any material statement made in an application for coverage, enrollment of any Dependent or in any claim for benefits is false. Upon identifying any such false statement, Company shall give the Covered Person at least 30 day notice that his or her benefits have been suspended and that his or her coverage is to be terminated. If the false statement is fraudulent or is an intentional misrepresentation of a material fact, such termination shall be retroactive to the date coverage was provided or continued based on such fraudulent statement or intentional misrepresentation of material fact. If the false statement was not a fraudulent statement or intentional misrepresentation of material fact, termination of coverage shall be effective no earlier than the date of the suspension. The Covered Person may dispute any termination of coverage by filing a claim under the PPACA Claims Procedure for internal or external appeals, set out in §6.7 of this Certificate. If an appeal under §6.7 is filed, the resolution of the matter shall be in accordance with the outcome of the appeal proceedings. If no appeal is filed for any retroactive termination and the Company paid benefits prior to learning of any such false statement, the Subscriber must reimburse the Company for such payment. Terminations of coverage shall be handled in accordance with the applicable claims procedure requirements of Section 2719 of the PHSA, as added by PPACA. Retroactive terminations of coverage shall not violate the applicable prohibitions on rescissions of Section 2712 of the PHSA, as added by PPACA, and rescissions shall be handled in compliance with PPACA's applicable claim denial requirements.
3. No benefits will be paid for confinement in a Hospital or in a Skilled Nursing Facility if such confinement is primarily for custodial or domiciliary care. (Custodial or domiciliary care includes that care which consists of training in personal hygiene, routine nursing services and other forms of self care. Custodial or domiciliary care also includes supervisory services by a Physician or Nurse for a person who is not under specific medical or surgical treatment to reduce his or her disability and to enable that person to live outside an institution providing such care.) Company and not Covered Person shall be liable if the Company approves the confinement, regardless of who orders the service.
4. No benefits will be paid for nursing and home health aide services provided outside of the home (such as in conjunction with school, vacation, work or recreational activities)
5. No benefits will be paid for private Duty Nursing. This provision does not apply to Home Health Care.
6. No benefits will be paid for special medical reports, including those not directly related to treatment of the Member. (e.g., Employment or insurance physicals, and reports prepared in connection with litigation.)
7. No benefits will be paid for services required by third parties, including but not limited to, physical examinations, diagnostic services and immunizations in connection with obtaining or continuing employment, obtaining or maintaining any license issued by a municipality, state, or federal government, securing insurance coverage, travel, school admissions or attendance, including examinations required to participate in athletics, except when such examinations are considered to be part of an appropriate schedule of wellness services.
8. No benefits will be paid for court ordered services, or those required by court order as a condition of parole or probation.
9. No benefits will be paid for Services and supplies provided to a Covered Person for an Injury or Illness resulting from an attempted suicide by that Covered Person unless resulting from a medical condition (including physical or mental health conditions) or from domestic violence.
10. No benefits will be paid for Services and supplies provided in connection with intentionally self-induced or intentionally self-inflicted injuries or illnesses unless resulting from a medical condition (including physical or mental conditions) or from domestic violence.
11. No benefits will be paid for Services and supplies provided to a Covered Person for Injuries incurred while the person was committing a criminal act.

PRESCRIPTION EXCLUSIONS

12. Unless otherwise specifically provided in the Agreement, no benefit will be paid for, or in connection with, airfare and the Company will not pay for the transportation from Guam to any off-island facility, nor for any other non-medical expenses such as taxes, taxis, hotel rooms, etc. In no event will the Company pay for air ambulance or for the transportation of the remains of any deceased person.
13. No benefits will be paid for living expenses for Covered Persons who require, or who of their own accord seek, treatment in locations removed from their home.
14. No benefits will be paid for Services and supplies provided to a dependent of a non-Spouse Dependent. Dependents of non-Spouse Dependents are not eligible for coverage. For example, when a Dependent, other than a Spouse of the Subscriber, has a child, that child is a dependent of a non-Spouse Dependent and is not eligible to become covered under the Plan, unless such child otherwise becomes eligible for enrollment.
15. No benefits will be paid for home uterine activity monitoring.
16. No benefits will be paid for services performed by an immediate family member for which, in the absence of any health benefits coverage, no charge would be made. Immediate family member is defined as parents, spouses, siblings, or children of the insured member.
17. No benefits will be paid for treatment of occupational injuries and occupational diseases, including those injuries that arise out of (or in the course of) any work for pay or profit, or in any way results from a disease or injury which does. If a Member is covered under a Workers' Compensation law or similar law, and submits proof that the Member is not covered for a particular disease or injury under such law, that disease or injury will be considered "non-occupational" regardless of cause. The Covered Benefits under the Group Health Insurance Certificate for Members eligible for Workers' Compensation are not designed to duplicate any benefit to which they are entitled under Workers' Compensation Law. All sums payable for Workers' Compensation services provided under the Group Health Insurance Certificate shall be payable to, and retained by Company. Each Member shall complete and submit to Company such consents, releases, assignments and other documents reasonably requested by Company in order to obtain or assure reimbursement under the Workers' Compensation Law
18. No benefits will be paid for:
 - a. Drugs or substances not approved by the Food and Drug Administration (FDA), or
 - b. Drugs or substances not approved by the FDA for treatment of the illness or injury being treated unless empirical clinical studies have proven the benefits of such drug or substance in treating the illness or injury, or
 - c. Drugs or substances labeled "Caution: limited by federal law to investigational use." or
 - d. Any drug or substance which does not, by federal or state law, require a prescription order (i.e., an over-the-counter (OTC) drug).
19. No benefits will be paid for experimental or Investigational Procedures, or ineffective surgical, medical, psychiatric, or procedures, research studies, or other experimental or investigational health care procedures or pharmacological regimes, unless deemed medically necessary by the patient's physician and pre-authorized by the Company.

Per PHSA sec. 2709(a)(2), added by PPACA sec 10103(c), the plan must pay for items and services furnished in connection with approved clinical trials, and cannot exclude such items and services based on an exclusion for experimental or investigational treatments. The requirement mandates coverage of all medically necessary charges associated with the clinical trial, such as physician charges, labs, X-rays, professional fees and other routine medical costs.

PRESCRIPTION EXCLUSIONS

An approved clinical trial is defined as:

- Phase I, Phase II, Phase III, or Phase IV clinical trial,
 - Being conducted in relation to the prevention, detection or treatment for Cancer or other life threatening disease or condition, and
 - Is one of the following:
 1. A federally funded or approved trial.
 2. A clinical trial conducted under an FDA investigational new drug application.
 3. A drug trial that is exempt from the requirement of an FDA investigational new drug application.
20. No benefits will be paid for services or supplies related to Genetic Testing except as may be required by PPACA.
 21. No benefits will be paid for any item or substance that is available without a Physician's prescription even if prescribed by a Physician, except as otherwise provided herein and except for medicines and supplies Medically Necessary for inpatient care.
 22. No benefits will be paid for Services and supplies provided to perform transsexual surgery or to evaluate the need for such surgery. Evaluations and subsequent medications and Services necessary to maintain transsexual status are also excluded from coverage, as are complications or medical sequela of such surgery or treatment.
 23. No benefits will be paid for injuries incurred by the operator of a motorized vehicle while such operator is under the influence of intoxicating alcoholic beverage, controlled drugs, or substances. If a blood alcohol level or the DRAEGER ALCO TEST is available and shows levels that are equal to or exceed 0.08 grams percent (gms%) or that exceed the amount allowed by law as constituting legal intoxication, no benefits will be paid.
 24. No benefits will be paid for any medical Service or supply which is available to the Covered Person on Guam and which is paid by or reimbursable through a governmental agency or institution that provides medical and healthcare services to low-income or indigent persons, provided, however, this exclusion shall not apply to the treatment of any communicable disease as defined in Article 3 of Chapter 3, Title 10, Guam Code Annotated, and for which the Company shall pay for medical services and supplies as is medically necessary for the treatment of Covered Person. However, notwithstanding the aforesaid, in no event will the Company consider the availability of benefits under Medicaid or Medically Indigent Program when paying benefits under this Agreement.
 25. No benefits will be paid in connection with elective abortions unless Medically Necessary.
 26. No benefits will be paid for vision care services, including orthoptics (a technique of eye exercises designed to correct the visual axes of eyes not properly coordinated for binocular vision), lasik, keratoplasty, and radial keratotomy, including related procedures designed to surgically correct refractive errors except as provided in the Covered Benefits section of the Group Health Insurance Certificate.
 27. No benefits will be paid for eyeglasses or contact lenses or for Services and supplies in connection with surgery for the purpose of diagnosing or correcting errors in refraction except as provided in the Schedule of Benefits.
 28. No benefits will be paid in connection with any injuries sustained while the Covered Person is operating any wheeled vehicle during an organized, off-road, competitive sporting event.
 29. No benefits will be paid for personal comfort or convenience items, including those services and supplies not directly related to medical care, such as guest meals and accommodations, barber services, telephone charges, radio and television rentals, homemaker services, travel expenses, take-home supplies.
 30. No benefits will be paid for hypnotherapy.
 31. No benefits will be paid for religious, marital and sex counseling, including services and treatment related to religious counseling, marital/relationship counseling, and sex therapy.
 32. No benefits will be paid for cosmetic Surgery or other services intended primarily to improve the Member's appearance or treatment relating to the consequences of, or as a result of, Cosmetic Surgery. This exclusion does not apply to:

PRESCRIPTION EXCLUSIONS

- a. Medically Necessary reconstructive surgery as described in the Covered Benefits sections Mastectomy and Reconstructive Breast Surgery or Reconstructive Surgery.
 - b. surgery to correct the results of injuries causing an impairment.
 - c. surgery as a continuation of a staged reconstruction procedure, including but not limited to post-mastectomy reconstruction;
 - d. surgery to correct congenital defects necessary to restore normal bodily functions, including but not limited to, cleft lip and cleft palate.
33. No benefits will be paid for routine foot/hand care, including routine reduction of nails, calluses and corns.
34. Except as otherwise provided in this agreement, no benefit will be paid for specific non-standard allergy services and supplies, including but not limited to, skin titration (wrinkle method), cytotoxicity testing (Bryan's Test), treatment of non-specific candida sensitivity, and urine autoinjections.
35. No benefits will be paid for Services and supplies associated with growth hormone treatment unless the Covered Person is proven to have growth hormone deficiency using accepted stimulated growth hormone analyses and also shows an accelerated growth response to growth hormone treatment. Under no circumstances will growth hormone treatment be covered to treat short stature in the absence of proven growth hormone deficiency.
36. No benefits will be paid for Services and supplies provided for liposuction.
37. No benefits will be paid for weight reduction programs, or dietary supplements, except as pre-authorized by Company for the Medically Necessary treatment of morbid obesity.
38. No benefits will be paid for any drug, food substitute or supplement or any other product, which is primarily for weight reduction even if it is prescribed by a Physician.
39. Except as provided in this Agreement, or unless medically necessary for the treatment of Morbid Obesity or other disease, no benefit will be paid for gastric bypass, stapling or reversal if for the purpose of weight reduction or aesthetic purposes.
40. No benefits will be paid for surgical operations, procedures or treatment of obesity, except when pre-authorized by Company.
41. No benefits will be paid for the treatment of male or female Infertility, including but not limited to:
- a. The purchase of donor sperm and any charges for the storage of sperm;
 - b. The purchase of donor eggs and any charge associated with care of the donor required for donor egg retrievals or transfers or gestational carriers;
 - c. Charges associated with cryopreservation or storage of cryopreserved embryos (e.g. office, hospital, ultrasounds, laboratory tests, etc.);
 - d. Home ovulation prediction kits;
 - e. Injectable Infertility medications, including but not limited to, menotropins, hCG, GnRH agonists, IVIG;
 - f. Artificial Insemination, including in vitro fertilization (IVF), gamete intrafallopian tube transfer (GIFT), zygote intrafallopian tube transfer (ZIFT), and intracytoplasmic sperm injection (ICSI), and any advanced reproductive technology ("ART") procedures or services related to such procedures;
 - g. Any charges associated with care required for ART (e.g., office, Hospital, ultrasounds, laboratory tests, etc.);
 - h. Donor egg retrieval or fees associated with donor egg programs, including but not limited to fees for laboratory tests;
 - i. Any charge associated with a frozen embryo transfer including but not limited to thawing charges;

PRESCRIPTION EXCLUSIONS

- j. Reversal of sterilization surgery; and
 - k. Any charges associated with obtaining sperm for ART procedures.
42. Except as provided in this Agreement, no benefits will be paid for the purchase or rental of durable or disposable medical equipment and supplies, other than for:
- a. Equipment and supplies used in a Hospital or Skilled Nursing Facility, or in conjunction with an approved Hospital or Skilled Nursing Facility confinement, or as otherwise noted in the Agreement or
 - b. Items covered as preventive care under well-women coverage such as breastfeeding supplies in accordance with reasonable medical management techniques.
43. No benefits will be paid for household equipment, including but not limited to, the purchase or rental of exercise cycles, water purifiers, hypo-allergenic pillows, mattresses or waterbed, whirlpool or swimming pools, exercise and massage equipment, central or unit air conditioners, air purifiers, humidifiers, dehumidifiers, escalators, elevators, ramps, stair glides, emergency alert equipment, handrails, heat appliances, improvements made to a Member's house or place of business, and adjustments to vehicles.
44. No benefits will be paid for outpatient supplies (except diabetic supplies), including but not limited to, outpatient medical consumable or disposable supplies such as syringes, incontinence pads, and elastic stockings.
45. No benefits will be paid for Services and supplies provided for penile implants of any type.
46. No benefits will be paid for Services and supplies to correct sexual dysfunction.
47. Except as specifically provided, if a benefit is excluded, all Hospital, surgical, medical treatments, prescription drugs, laboratory services, and x-rays in relation to the excluded benefits are also excluded as of the time it is determined that the benefit is excluded.
48. Except as specifically provided in this Agreement, no benefits will be provided for Services and supplies not ordered by a Physician or not Medically Necessary.
49. No benefits will be paid for temporomandibular joint disorder treatment (TMJ) including treatment performed by prosthesis placed directly on the teeth except as covered in the Covered Benefits Section
50. Except as specifically provided in this Agreement, no benefits will be paid for corrective appliances, artificial aids and durable equipment.
51. No benefits will be paid for Services for which the Covered Person or Subscriber is not legally obligated to pay.
52. No benefit will be paid for ambulance services when used for routine and convenience transportation to receive outpatient or inpatient services, unless deemed medically necessary with prior authorization obtained from Company.
53. Elective or voluntary enhancement procedures, surgeries, services, supplies and medications including, but not limited to, hair growth, hair removal, hair analysis, sexual performance, athletic performance, anti-aging, and mental performance, even if prescribed by a Physician.
54. No benefits will be paid for hospital take-home drugs.
55. No benefits will be paid for fees for any missed appointments or voluntary transfer of records as requested by the Covered Person.
56. No benefits will be paid for educational services. Special education, including lessons in sign language to instruct a Member, whose ability to speak has been lost or impaired, to function without that ability, are not covered.
57. No benefits will be paid for Intelligence, IQ, aptitude ability, learning disorders, or interest testing not necessary to determine the appropriate treatment of a psychiatric condition.

PRESCRIPTION EXCLUSIONS

58. No benefits will be paid for Psychoanalysis or psychotherapy credited toward earning a degree or furtherance of education or training regardless of diagnosis or symptoms or whether providing or receiving the Service.
59. No benefits will be paid for non-medically necessary services, including but not limited to, those services and supplies:
 - a. Which are not Medically Necessary, for the diagnosis and treatment of illness, injury, restoration of physiological functions, or covered preventive services;
 - b. That do not require the technical skills of a medical or mental health professional;
 - c. Furnished mainly for the personal comfort or convenience of the Member, or any person who cares for the Member, or any person who is part of the Member's family, or any Provider;
 - d. Furnished solely because the Member is an inpatient on any day in which the Member's disease or injury could safely and adequately be diagnosed or treated while not confined;
 - e. Furnished solely because of the setting if the service or supply could safely and adequately be furnished in a Physician's or a dentist's office or other less costly setting.
60. As required by HIPAA, no source-of-injury exclusion, such as exclusion 4.29 for off-road sporting events, will apply if the accident resulted from an act of domestic violence or a medical condition (including both physical and mental health conditions).
61. No benefits will be paid for any continued services if you do not substantially follow your treatment plan or do not follow medical advice.

A Better Pharmacy Experience



To help you manage your prescription medications and costs, TakeCare partners with a pharmacy benefit manager (“PBM”). PBMs work with insurance companies, drug manufacturers and pharmacies to help ensure that your prescription medications are reasonably and affordably priced, available when you need them and appropriate to treat your medical conditions..

WHAT THIS MEANS FOR YOU

- Continue using your current Member ID card. Your current card still provides all the information needed to process your prescriptions without interruption.
- Access your benefits and services as you always have, even if you see both names on different materials.
- Look forward to an updated Elixir Member Web Portal and mobile app.

TOOLS YOU CAN USE TO MAXIMIZE YOUR PHARMACY BENEFITS

Member Portal

The Elixir Member Portal gives you convenient, 24/7 access to your pharmacy benefits. If you haven’t registered, go to elixirsolutions.com and click “Register” in the top right-hand corner of the screen.

Elixir Mobile App

This free, easy-to-use app helps you conveniently manage your prescriptions from your mobile device, day or night. If you don’t already have the app, search for EnvisionRx (Elixir after 9/1) in your mobile device’s app store. Once you’ve downloaded the mobile app, open it and select “Create Account.”

Through Elixir’s Member Portal and mobile app, you can:

Review your coverage

- Find in-network pharmacies
- Get drug information and pricing
- Display or print your ID card
- Discover ways to save
- View your prescription claims history
- Get refill reminders

Phone Support

Have questions? You have access to Elixir’s 100% U.S. – based customer service team 24 hours a day, seven days a week to help with questions about your prescription medications. Call 1-800-361-4542 (TTY 711) for information about copays, covered medications, pharmacies in your network, and much more.

Great Service, Affordable Prescriptions, Convenient Home Delivery—All in One Pharmacy

With Elixir Pharmacy, your medications are delivered to you on time, safely and conveniently. We can coordinate with your doctor to deliver comprehensive pharmacy services, ensuring you get the individual support you need with every prescription fill.

Get the Medication You Need, When You Need It

If you're taking maintenance medications, such as those for high blood pressure, cholesterol or diabetes, home delivery may be a convenient, cost-saving option for you.

- The prescriptions you need, delivered directly to your home in secure, private packaging
- Convenience of 90-day supplies means fewer trips to the pharmacy and less waiting in line
- Potentially lower copays and more savings than traditional pharmacies
- Free standard shipping and delivery tracking with options for expedited shipping
- Refill reminders so your medication arrives when you need it
- Licensed pharmacists dispense medications and are available to answer questions



Easy Options to Get Started



Ask your doctor to send a new prescription to us using this number: **NCPDP 36-77361**



Call **866-909-5170 (TTY: 711)** and Elixir Pharmacy will help you transfer your prescription. Representatives are available 24 hours daily.*



Mail your new prescription to us at:
**7835 Freedom Ave. NW
North Canton, OH 44720**



For questions or to learn more, visit **elixirsolutions.com** or call **866-909-5170 (TTY: 711)**.

** Some service hours may result in a call back from a pharmacy representative.*



To learn more, log in to **elixirsolutions.com**, go to **BENEFITS & RESOURCES** and select **HOME DELIVERY**.

**As your pharmacy benefit manager, Elixir is here to help!
Visit elixirsolutions.com for more information.**



Register Today!

MyTakeCareSM is a convenient and secure online portal allowing you to access your personal medical and health plan information **24 hours a day, 7 days a week.**

With MyTakeCareSM, you will be able to access valuable health and wellness resources through TakeCare's Healthwise Knowledgebase, as well as manage your own personal health within MyTakeCareSM health calendar.

- **Reprint your member card**
- **See your claims information**
- **Track your wellness goals**
- **Complete a Health Check questionnaire**

Convenient Online Member Portal

Access to your personal medical and health plan information.

Account creation instructions

- 1 Visit my.takecareasia.com to register.
- 2 For New User Registration, click the "I'm a Member" link.
- 3 **Note** - you will need your TakeCare Insurance member ID number to create your account. You can find this on your TakeCare insurance card.
- 4 Follow the account creation wizard from here and save, write down, or remember your account credentials.



GOVGUAM

Customer-Focused
Services

Customer Service Department

Office Hours
8:00am - 5:00pm
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- Information Hotline:
(671) 649-0468 (OGOV)
- Onsite Licensed Service Representative at DOA
- Concierge Assistance at FHP Health Center
- Online Enrollment Portal
- Dedicated Webpage
- Medical Referral Service ("MRS")



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<https://takecareasia.com/tiva>

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Visit <http://tiny.cc/TakeCareProviders> or scan the QR Code below for the latest TakeCare network provider listings. You can also download our mobile app so you can access on the go!

Network Pharmacies

Community Pharmacy II

American Medical Center (AMC)
Tamuning, (671) 646-6515

Community Pharmacy III

612 N. Marine Corps Dr.
Dededo, (671) 637-3323

Express Med Pharmacy

138 Kayen Chando St.
Dededo, (671) 632-8100/922-2000

Express Med Pharmacy II

American Medical Center (AMC)
Mangilao, (671) 648-3972/3

Guam Rexall Drugs

646 S. Marine Corps Dr.
Tamuning, (671) 646-4827

Guam Seventh-day Adventist Clinic

Pharmacy
388 Ypao Road
Tamuning, (671) 648-2525

Island Family Pharmacy

541 S. Marine Dr. Ste. 101
Tamuning, (671) 646-6337

ITC Pharmacy I

Samonte Medical Clinic
Dededo, (671) 646-6395

ITC Pharmacy II

Good Samaritan Clinic
Tamuning, (671) 649-1977

Kmart Pharmacy★

404 N. Marine Dr.
Tamuning, (671) 649-7843

Mega Drug I

Oka Plaza Bldg. Ste.101,
Tamuning, (671) 646-5355

Mega Drug II

Daily Plaza Bldg. Ste. A6,
Dededo, (671) 632-3385

Mega Drug III★

FHP Medical Center
Tamuning, (671) 969-7500

Minutes RX Pharmacy

The Village, Ste. 104 Sinajana,
(671) 472-4780

Oka Pharmacy Inc.

241 Farenholt Ave.,
Tamuning, (671) 647-1193

Perezville Pharmacy

851 Gov Carlos Camacho Rd.
Tamuning, (671) 649-9400 / (671) 648-2727

Polymedic Pharmacy

172 Buena Vista Avenue
Dededo, (671) 637-9683

Sagan Amot Pharmacy

Point Commercial Center, Ste. A-106
Agat, (671) 565-3043

Simply Rx Pharmacy

600 Harmon Loop Rd. Ste. 100
Dededo, (671) 649-6831

SuperDrug Maite★

751 Chalan Machaute
Maite, (671) 477-3627

SuperDrug Dededo★

214 W. Marine Dr.
Dededo, (671) 637-9783

SuperDrug Harmon★

HP Medical Group, Ste. 108, Dededo,
(671) 633-3684/85

SuperDrug Oka★

291 Farenholt Ave.
Tamuning, (671) 646-6183/77

Super Drug Yigo★

525 Chalan Ramon Haya
Yigo, (671) 653-9512/13



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