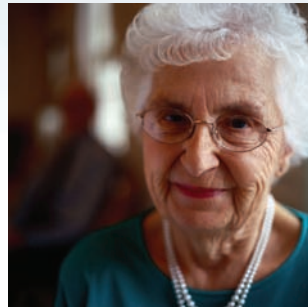


Now Medicaid Patients Can
Receive Medicines and Supplies

R I G H T A T H O M E™



For Patients Who
Need It Most



RIGHT AT HOME™

A Simple Service for Patients With Complicated Lives

RIGHT AT HOME™—Home Delivery Service from Health Alliance

Medicaid and Medicare/Medicaid patients with chronic medical conditions now have the option to receive all their prescriptions and medical supplies at home, for no additional cost. RIGHT AT HOME™ delivers all medicines including birth control pills, insulin and syringes, diabetic testing supplies, nebulizer medications and inhalers as well as prescription vitamins, ointments and creams. Patients can be assured they will have the right medications, right when they need them, RIGHT AT HOME™. This may help to significantly improve compliance, especially for patients with impaired mobility.

RIGHT AT HOME™— One-On-One Personal Service

Every patient is assigned a personal pharmacy technician who contacts them every 30 days to check on their condition and verify reorder needs. Health Alliance also provides educational materials on a variety of health issues. Patients have access to a free, 24-hour hotline where they can speak with a registered nurse to receive answers to their questions or concerns.

RIGHT AT HOME™—Service Exclusively for Medicaid Patients

RIGHT AT HOME™ is designed to meet the specific needs of Medicaid and Medicare/Medicaid patients. Health Alliance handles all necessary paperwork and meets all state Medicaid, federal Medicare and HIPPA requirements. In surveys of thousands of Health Alliance users, 90% of Medicaid patients rated Right at Home service as very good or excellent. State of the art pharmacy and management systems assure accuracy.

RIGHT AT HOME™— A Service That's Simple to Start

Enrollment in RIGHT AT HOME™ is quick and easy. Simply call toll-free 1-866-297-2707 to enroll a patient, then fax the enrollment form to 1-866-255-6406. Health Alliance then handles everything from contacting the patient's physician for prescriptions to collecting any required co-pays. There are no additional fees and delivery is free. For more information call Health Alliance at 1-866-297-2707.

Instructions for RIGHT AT HOME™ Delivery Service

Health Alliance has structured a simple process for your chronically ill Medicaid and Medicare/Medicaid dual eligible patients, to receive home delivery of medications and supplies. Please complete the following steps yourself and/or with your patient, to successfully enroll them and initiate service.

Step 1: Patient Identification and Call-in Enrollment

- Once your patient has been identified, **call Health Alliance toll free at 1-866-297-2707**, and speak directly to one of our pharmacy technicians who will assist you in enrolling your patient over the telephone. **PLEASE NOTE that you will still have to fill out the enrollment packet provided, have the patient sign the form and fax it to Health Alliance at 1-866-255-6406.**
- If telephone enrollment is not possible please move to **Step 2.**

Step 2: Fax-in Enrollment

- Review the fax cover sheet within the enrollment packet. The Fax cover sheet also serves as a checklist.
- Follow the instructions as indicated on the fax cover sheet.
- Fill out and complete enrollment form.
- Have patient sign enrollment form.
- Obtain prescriptions, either original prescriptions or fill out prescription form provided in the enrollment packet and have physician sign.
- **If Medicare Eligible** a Certificate of Medical Necessity is required (CMN). Fill out and have physician sign.
- **Review your checklist, then fax enrollment packet to Health Alliance at 1-866-255-6406.**
- Call toll free 1-866-297-2707 for questions or assistance.

Important Information

Prescriptions

- In the enrollment package, Health Alliance provides a prescription and supply form to help the Doctor.
- Doctors may also use their normal prescription blanks or a combination.
- If prescriptions are gathered and faxed with the enrollment sheet, patients will get their medications much quicker.
- If any Prior Authorization is required, Health Alliance will work with you to get the process completed.

Medicare Patients

- Medicare eligible patients have benefits for inhalant solutions and Diabetic supplies.
- Medicare requires a signed Certificate of Medical Necessity (CMN) for Asthma or Diabetes.
- In the enrollment packet you will find CMN'S for, Diabetics and Asthmatics. Fill out the top portion of the form and ask the physician to complete the rest.
- **If the form is completed as part of the enrollment package faxed to us, it will expedite the patients receipt of their medications/supplies.**

Scheduling of the First Order

- The fax cover sheet provides a place to put the date that a patient needs their medications or supplies for the first order (need date).
- Unless otherwise indicated, Health Alliance will expedite and forward all medications to the patient as soon as we are able, depending on prior authorizations, receipt of CMN's and prescriptions.

R I G H T A T H O M E™

Home Delivery for Medicaid Patients

RIGHT AT HOME™—Home Delivery Service from Health Alliance

Medicaid patients with chronic medical conditions now have the option to receive all their prescriptions and medical supplies at home.

- No additional cost, free shipping
- All medicines including birth control pills, insulin and syringes, diabetic testing supplies, nebulizer medications and inhalers
- Prescription vitamins, ointments and creams
- Assures patients never run out of prescription
- May help to improve compliance

RIGHT AT HOME™— One-On-One Personal Service

- Personal pharmacy technician assigned to each patient
- Patient contacted every 30 days to check on condition and verify reorder needs
- Free, 24-hour hotline with a registered nurse
- Educational materials on a variety of health issues

RIGHT AT HOME™— Service Exclusively for Medicaid Patients

- Designed to meet the specific needs of Medicaid and Medicare/Medicaid patients
- Health Alliance handles all necessary paperwork
- Meets all state Medicaid, federal Medicare and HIPPA requirements
- 90% of surveyed users rated Health Alliance as very good or excellent
- State of the art pharmacy and management systems assure accuracy
- Founded in 1997

RIGHT AT HOME™— A Service That's Simple to Start

- Enrollment is quick and easy
- Apply over the phone, 1-866-297-2707 toll-free
- Fill out the simple enrollment form and fax to 1-866-255-6406
- Standard co-pays apply
- No additional fees
- Delivery is free

For more information call Health Alliance at 1-866-297-2707.



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