

2026 – Town of Southborough Medicare Advantage with Prescription Drug Plan (MAPD)



Your Dedicated Advocacy Phone Numbers

(508) 744-6804 (TTY 711) or toll free (833) 217-5312 (TTY 711)

Frequently Asked Questions

Plan Design



Medical	You pay
Deductible	\$0
Office Visit: Primary Care	\$0
Office Visit: Specialist	\$0
Inpatient Hospital	\$0
Outpatient Care	\$0
Home Health Care	\$0
Skilled Nursing Facility	\$0, Days 1-100
Emergency Room	\$0
Urgent Care	\$0
Ambulance Service	\$0

Lab Services	\$0
Radiology Services	\$0
Durable Medical Equipment	\$0
Preventative Screenings	\$0
Chiropractic	\$0 Medicare covered services
Acupuncture	\$0 Medicare covered services
Podiatry	\$0 Medicare covered services
Foreign Travel (World-wide) Coverage	\$0 Emergency and Urgently needed care
Hearing	\$0 Routine exam, every 12 months \$800 Hearing Aid allowance, every 36 months through NationsHearing
Vision	\$0 Routine exam, every 12 months \$150 Eyewear reimbursement, every 12 months
Dental	\$0 Medicare covered services
Fitness Benefit	\$300 allowance

Prescription Carrier



Prescription	30-day Retail You pay up to	90-day Retail You pay up to	90-day Mail Order You pay up to
Annual Deductible: \$0			
Annual Maximum Out of Pocket (MOOP): \$2100			
Tier 1 Preferred Generic	\$7 Preferred \$10 Standard	\$20 Preferred \$30 Standard	\$20 Preferred \$30 Standard
Tier 2 Generic	\$13 Preferred \$20 Standard	\$39 Preferred \$60 Standard	\$39 Preferred \$60 Standard
Tier 3 Preferred Brand	\$35	\$105	\$69 Preferred \$105 Standard
Tier 4 Non-Preferred Brand	\$35	\$105	\$69 Preferred \$105 Standard
Tier 5 Specialty	\$35	N/A	N/A
Insulin	\$13 Preferred \$20 Standard	\$39 Preferred \$60 Standard	\$39 Preferred \$60 Standard

Plan Questions

1. How do I enroll in this plan?

To finalize your enrollment into the plan, the enclosed application, authorized representative forms need to be completed and returned to RetireeFirst in the included pre-paid envelope.

2. Can I stay with the current plan?

No, all Medicare-eligible retirees and/or dependents must change over to this plan. Your current plan will no longer be available.

3. When will I receive my ID card and welcome kit?

Cards and welcome kits should arrive in the month prior to your start date. Retirees and Medicare-eligible dependents will each receive their own card. Please note that each enrollee may not receive their plan information on the same day; this is normal.

4. What do I do if I lose my card?

Please call RetireeFirst at **(508) 744-6804 (TTY 711) or toll free (833) 217-5312 (TTY 711)** and we will obtain a new one on your behalf, mail you a temporary card, and call your pharmacy and/or providers if needed.

5. If I leave the plan, will it affect any of my other benefits?

Yes, it may.

6. How much do I have to pay for the plan?

Town of Southborough can be reached at (508) 885-8500 to answer any billing questions.

7. Who do I call if I need assistance with the plan?

Please call RetireeFirst at **(508) 744 6804 (TTY 711) or toll free (833) 217-5312 (TTY 711)** to reach your dedicated Town of Southborough Retiree Advocacy Team, Monday-Friday, 8am-5pm, EST.

Medical Questions

8. Is there a medical deductible?

No, there is no medical deductible.

9. Is there co-insurance or copays?

No, there are no co-insurance or copays.

10. Does this plan require referrals?

No, this plan does not require referrals.

11. Does this plan require pre-certifications?

Some services may require pre-certifications.

12. Does this plan have a network?

Yes, but you can go to any willing Medicare provider, hospital, or facility. This plan's in and out of network benefits are the same.

13. Can I go to my current providers?

Yes, you can see any provider that accepts Medicare and is willing to bill Aetna.

14. Do I still use my Medicare card?

No, put your Medicare card in a safe place in case you need it later. You will only use your Aetna ID Card for medical and prescriptions.

15. What if my provider says they do not accept this plan?

If your provider accepts Medicare, the portion you are responsible for will remain the same whether they are considered in or out of network. You can go to any willing Medicare provider, hospital, or facility. Please call RetireeFirst at **(508) 744-6804 (TTY 711) or toll free (833) 217-5312 (TTY 711)** to assist; we can reach out to your provider to explain.

Prescription Questions

16. Is there a prescription deductible?

No, there is no prescription deductible.

17. Is there co-insurance or copays?

Yes, there are no co-insurance or copays. Please see chart on page 3.

18. Are my prescriptions covered?

Most likely yes, the prescription list is a comprehensive formulary just as before. Please call RetireeFirst at **(508) 744-6804 (TTY 711) or toll free (833) 217-5312 (TTY 711)** if you need help looking up your prescriptions.

19. Can I go to the same retail pharmacy?

Most likely, yes. There should be little to no pharmacy disruption. Aetna has over 65,000 pharmacies in network. You do NOT need new prescriptions for retail pharmacy refills.

20. Is there a mail order pharmacy?

There is a mail order pharmacy called CVS Caremark which can be reached at (833) 620-8808 (EST). You can also call RetireeFirst at **(508) 744-6804 (TTY 711) or toll free (833) 217-5312 (TTY 711)** with questions about mail order prescriptions.

21. Is there a specialty mail order pharmacy?

Aetna has a specialty pharmacy called CVS Specialty Pharmacy which can be reached at (866) 782-2779 (EST). You can also call RetireeFirst at **(508) 744-6804 (TTY 711) or toll free (833) 217-5312 (TTY 711)** with questions about specialty prescriptions.

22. Will my prescriptions transfer from the old plan?

If you use the retail pharmacy, and have refills remaining, you do NOT need to obtain new prescriptions. If you use mail order, you WILL need to obtain new prescriptions from your provider.

23. Can I still go to the Veterans Affairs (VA) for my prescriptions?

Yes, if you obtain some prescriptions from the VA, you may continue to do so.

24. Do I need prior authorizations for certain prescription medicines?

Some prescriptions may require a prior authorization. Please contact RetireeFirst at **(508) 744-6804 (TTY 711) or toll free (833) 217-5312 (TTY 711)** if you have questions or need assistance with prior authorizations as well as any other requirements such as step therapy, quantity limit, or formulary exceptions.

25. What is the catastrophic phase and is there coverage?

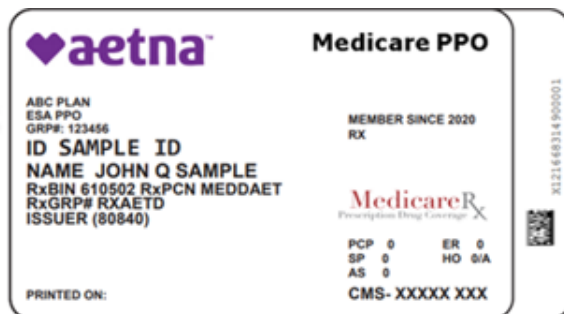
The catastrophic phase is a phase of coverage designed to protect you from having to pay very high out-of-pocket costs for prescription drugs. It is the final phase in your prescription drug plan and your copays will be \$0. You will remain in this phase for the rest of the plan year. This coverage phase kicks in when you reach a true out of pocket total of \$2100 for prescription drugs.

26. What is the annual maximum out-of-pocket (MOOP) and how does it work?

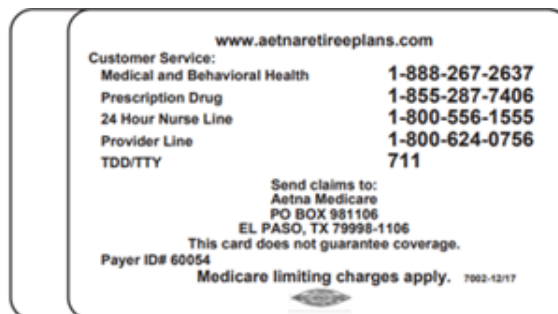
Once your out-of-pocket costs for prescription drugs reaches \$2100, your copays will be \$0. You will remain in this phase of coverage for the rest of the plan year.

Aetna MAPD Card Sample:

Front:



Back:



Disclaimer: For complete benefit details please refer to the carrier issued materials. This document includes a simplified summary of benefits and does not create any contractual rights.