

Understanding Genoa's billing procedures

What number do I call if I have a question about my bill?

If you have a question about your bill call **(800) 519-1139**. To reach the billing department, Genoa has a number of billing representatives immediately available to answer your questions. The hours of operation are 8 a.m. - 5 p.m. PST and 11 a.m. - 8 p.m. EST.

What if I call the billing department and I get their voicemail?

Directly after bills are sent, the billing department receives a high volume of calls and may not be able to answer immediately. If this happens, feel free to leave a voicemail and the billing department will call you back.

What if I have an urgent billing matter that can't wait?

If a billing matter can't wait or you want to be helped immediately, do not hesitate to contact your Genoa pharmacist about the issue. He/she will take over all communication with the billing department to get the matter solved.

Will Genoa match prices from other pharmacies, including the \$4 generic drug program?

Yes. Genoa can generally match the pricing of other pharmacies — even the \$4 generic plans seen at some pharmacies. If clients would like to benefit from Genoa's \$4 generic plan, they must get all their medications at the Genoa pharmacy. Ask your pharmacist for more details.

My consumers seem to be paying a higher co-pay on some medications when they use the Genoa pharmacy. Can the pharmacist lower these co-pays?

Co-pays should not be different from pharmacy to pharmacy. If clients' co-pays are different when they use the Genoa pharmacy, please let your pharmacist know as soon as possible so he/she can work to resolve the issue.

What if my facility or residential home would like to pay all Genoa bills, or some Genoa bills, for a client?

We have a *responsible party form* — *facility*, which your Genoa pharmacist can provide. If you have questions filling out the form, your Genoa pharmacist will also be able to help you. If you would only like to pay for client co-pays or part of the treatment, this can be noted on the *responsible party form – facility*.

What if the consumer has a resource for payment outside of the facility who would like to be responsible for payments?

Any other method of payment besides the client or an inside agency requires the *responsible party form* — *payee*, located provided by your Genoa pharmacist. Many of our customers have payee representatives (rep. payee), and we are happy to work with all of them.

Can Genoa send bills to my facility or residential home in an electronic format?

Yes. Sometimes when a facility or group home has many bills from Genoa, it is much easier to view them in an electronic format. Genoa will send a password-protected Excel spreadsheet to facilities or group homes that would like to use this option. Contact the billing department at **(800) 519-1139** to set up this option.

I need more information on my bill. Can Genoa send me a customized bill?

Yes. Just as Genoa's services are customized, your bill can be customized to fit your needs as well. Contact the billing department at **(800) 519-1139** for more information and to request a customized bill.

I have a consumer with insurance who still has no means to pay his/her portion of the pharmacy bills. Does Genoa have any last-resort programs he/she can benefit from?

If a consumer has no way of paying for medications, has insurance that is contracted with Genoa and is not in a coverage gap, he/she may apply for financial hardship. Genoa approves financial hardship based on a consumer's total income compared to 60 percent of the poverty guidelines. Hardship eligibility can be explained in further detail by your Genoa pharmacist.

Can Genoa dispense medications to consumers who have applied for Medicaid but are waiting for their coverage to become finalized?

Genoa can only dispense medications to Medicaid-pending clients if a responsible-party form, provided by your Genoa pharmacist, is filled out by the facility, group/residential home or other responsible party.