

HELPFUL TIPS AND STEPS TO TAKE WHEN SOMETHING IS PREVENTING YOUR PHARMACY FROM DISPENSING MEDICATION

SCENARIO 1:

Medication Not Covered

Steps to Take

1. Check the list of plan covered drugs (formulary) to confirm the drug is in fact not covered. It may be covered, but simply requires prior authorization.

The formulary is available from the following sources:

- Member portal at www.usrxcare.com/member
- A PDF version from HR
- US-Rx Care Member Services help line at **1-877-200-5533**

2. If the drug is not covered, share the list of plan covered drugs (formulary) with your doctor and ask your doctor to select an alternative on the formulary and send a new prescription to the pharmacy.



SCENARIO 2:

Drug Requires Prior Authorization

Steps to Take

1. You can proactively look up any drug in the on-line member portal at www.usrxcare.com/member to see if prior authorization is required.
2. While your pharmacist will typically inform prescribers when a prescription requires prior authorization, you can assist as well.



- Call your doctor's office to make sure they contact US-Rx Care to initiate the prior authorization process.
- A prior authorization form is available at www.usrxcare.com/providers for doctors to complete and send to US-Rx Care.
- 3. If you or your doctor disagrees with the outcome of a prior authorization review, an appeal can be filed. The appeal process can be found in the plan benefits document, or you can contact US-Rx Care at **800-340-6746** for appeal instructions as well.

SCENARIO 3:

Pharmacy Wants to Charge You More than a Co-pay for a Covered Medication

Steps to Take



1. Access the member portal at www.usrxcare.com/member to determine whether or not your deductible has been met or if the drug is simply not a covered item under the plan. You can also contact Member Services at **1-877-200-5533** for coverage confirmation.
2. In addition, the medication may be targeted for coverage under one or more low cost/no-cost access programs, such as manufacturer copay assistance through ScriptPass.
3. You may have been contacted by a ScriptPass representative already to get you enrolled. You can reach a ScriptPass representative at **844-204-7350** to confirm if the medication is targeted for one of these programs. They will assist in getting you in touch with an enrollment specialist.