

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

## Scenario 1: Medication Not Covered

### Steps To Take

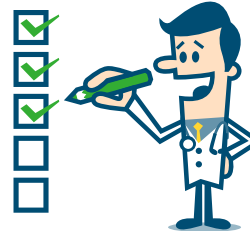
1. Check the list of plan covered drugs (formulary) to confirm the drug is in fact not covered. It may be covered, but simply requires prior authorization. The formulary is available from the following sources:
  - Member portal at [www.usrxcare.com/member](http://www.usrxcare.com/member)
  - A PDF version 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](http://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](http://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](http://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 or ScriptSourcing. You may have been contacted by a US-Rx Care representative already to get you enrolled. You can reach a US-Rx Care representative at 800-340-6746 to confirm if the medication is targeted for one of these programs. They will assist in getting you in touch with an enrollment specialist.



# DID YOU KNOW?

**THERE IS A NO COST OPTION BUILT INTO YOUR PRESCRIPTION DRUG BENEFIT.**

This option is made available through a program called ScriptSourcing. In fact, medications that require prior authorization through US-Rx Care (the plan's pharmacy benefit administrator) and determined to be medically necessary are referred to ScriptSourcing. You will be contacted by a ScriptSourcing representative to see if you qualify to get your medications for FREE. No copays and no deductibles apply for medications obtained through the ScriptSourcing program.

If approved for a manufacturer direct program, your medication will be shipped from a manufacturer-designated pharmacy for FREE. For drugs not accessible through this option, ScriptSourcing may be able to arrange for home delivery of your medication shipped directly from an International Pharmacy in countries such as Canada, England, New Zealand, or Australia – again, at no cost to you.

## MEDICATION PRIOR AUTHORIZATION AND SCRIPTSOURCING PROCESS FLOW

