

Community Care Health Plan, Inc.

What if my current prescription drugs are not on the formulary or are limited on the formulary?

New Members

As a new member to our plan, you may currently be taking drugs that are not on our formulary or are on our formulary but your ability to get them is limited. In instances like these, you need to talk with your doctor about appropriate alternative therapies available on our formulary. If there are no appropriate alternative therapies on our formulary, you or your doctor can request a formulary exception. If the exception is approved, you will be able to obtain the drug you are taking for a specified period of time. While you are talking with your doctor to determine your course of action, you may be eligible to receive an initial 30-day transition supply of the drug anytime during the first 90 days you are a member of our plan.

For each of your drugs that is not on our formulary or for situations where your ability to get your drugs is limited, we will cover a temporary 30-day supply (unless you have a prescription written for fewer days) when you go to a network pharmacy. After your first 30-day transition supply, we may not continue to pay for these drugs under the transition policy. You are reminded to discuss appropriate alternative therapies on our formulary with your doctor and if there are none, you or your doctor can request a formulary exception.

If you are a resident of a long-term care facility, we will cover a temporary 31-day transition supply (unless you have a prescription written for fewer days). We will cover more than one refill of these drugs for the first 90 days you are a member of our plan. If you need a drug that is not on our formulary or your ability to get your drugs is limited, but you are past the first 90 days of membership in our plan, we will cover a 31-day emergency supply of that drug (unless you have a prescription written for fewer days) while you pursue a formulary exception.

Continuing Members

As a continuing member in the plan, you will receive your Annual Notice of Change (ANOC) by October 31st. You may notice that a formulary medication which you are currently taking is either not on the upcoming year's formulary or its cost sharing or coverage is limited in the upcoming year. In this case, we will provide for a transition period consistent with the above transition process for new members.

As a continuing member in the plan, we will also cover an emergency supply of medication if you are experiencing a level of care change. This may include unplanned changes in treatment settings such as being discharged from a hospital or being admitted to a long-term care facility. For each of your drugs that is not on our formulary or for situations where your ability to get your drugs is limited, we will cover up to a temporary 30-day supply (up to a 31-day supply if you are a resident of a long-term care facility) (unless you have a prescription written for fewer days) while you are waiting for an exception request to be processed.

If you have any questions about our transition policy or need help asking for a formulary exception, call Customer Service at 1-866-992-6600 TTY users should call 1-866-288-9909.