

# ***Prescription Drug Services***

## Medical Care Services with Community Health Plan of Washington

### **Including:**

How to find a pharmacy

Community Health Plan formulary (list of covered drugs)

Your right to safe and effective pharmacy services

How to Get More Information

**UPDATED December 9, 2011**

# Contact Information

Medical Care Services with Community Health Plan of Washington

## Community Health Plan Contacts

### CUSTOMER SERVICE

**Hours** Monday-Friday 8:00 am – 5:00 pm

**Voice** 1-800-440-1561 toll free

**TTY** TTY Relay: Dial 7-1-1

**Email** [customercare@chpw.org](mailto:customercare@chpw.org)

**OFFICE PHONE** 206-521-8830 voice

**WEB** [www.chpw.org](http://www.chpw.org)

### MAILING ADDRESS

Community Health Plan of Washington  
720 Olive Way, Suite 300  
Seattle, WA 98101-1830

### FIND PROVIDERS

- Visit the Provider Directory Search online: On the Community Health Plan web site ([www.chpw.org](http://www.chpw.org)), click the Providers tab.
- Contact the Community Health Plan customer service team.

### FREE 24-HOUR NURSE ADVICE LINE

**Voice** 1-866-418-1002 toll free

**TTY** 1-866-418-1006 toll free

## Contacts Outside Community Health Plan

### Medical Care Services (Medicaid)

**Web** [hrsa.dshs.wa.gov/mcs/index.shtml](http://hrsa.dshs.wa.gov/mcs/index.shtml)

### Medicaid customer service phone

- **Voice 1-800-562-3022**
- **TTY** TTY Relay: Dial 7-1-1.

### WASHINGTON STATE

To learn about your rights under the law, call the **Washington State Office of the Insurance Commissioner**: 1-800-562-6900.

If you have a problem or concern, call the **Washington State Department of Health Consumer Hotline**: 1-800-525-0127.

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The Community Health Plan of Washington pharmacy network includes pharmacy chains and neighborhood drug stores. You must get your prescription filled at a pharmacy in the Community Health Plan network.

You can get up to a 30-day supply of prescribed drugs at a participating retail pharmacy.

Community Health Plan of Washington does not have a mail order pharmacy benefit.

To ask questions, contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email [customercare@chpw.org](mailto:customercare@chpw.org). If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

## SEE ALSO

For more information about your benefits, look for these topics online or download a PDF from [chpw.org](http://chpw.org): Click the Our Plans tab and then select Medical Care Services. If you want printed information to be sent to you, please contact Community Health Plan customer service (see contact information above).

- "Your Medical Benefits"
- "About Prior Authorizations and Referrals"

## To Find a Pharmacy

- **Search for a pharmacy online ([www.chpw.org](http://www.chpw.org)).** Click the Our Providers tab and then select Pharmacy Search.
- **Contact the Community Health Plan customer service team** at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email [customercare@chpw.org](mailto:customercare@chpw.org). If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

## Community Health Plan of Washington Formulary

Community Health Plan uses a formulary system, which means we only pay for approved drugs.

A formulary is a list of approved drugs. A group of providers and pharmacists develops this list of approved drugs based on safety, effectiveness, and cost.

### To find out which drugs are covered on the Community Health Plan formulary:

- **Search the formulary online ([www.chpw.org](http://www.chpw.org)).** Click the Our Providers tab and then select Formulary Search.
- **Get the Community Health Plan Formulary booklet** or to ask why we limit or will not pay for drugs that are not on the formulary: Contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email [customercare@chpw.org](mailto:customercare@chpw.org). If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

## **Nonformulary and Prior Authorization Requests**

If you need a drug that is not covered or requires prior authorization, your provider may ask us to pay for it. Your provider's request does not guarantee that we will pay for the drug your provider asks us to pay for.

Your provider must call or send nonformulary requests to:

Express Scripts, Inc.  
Attn: Prior Authorization  
Mail Stop B401-03  
8640 Evans Road  
St. Louis, MO 63134  
Phone: 1-888-256-6132

## **Prescription Coverage When You Travel**

Community Health Plan does not pay for care you get outside of Washington State.

If you need a 30-day supply of a prescription before you travel, please ask your primary care provider before you leave. If you need more than a 30-day supply, contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email [customercare@chpw.org](mailto:customercare@chpw.org). If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

If you have an emergency while traveling in Washington State, call 911 or go to the nearest emergency room. You must tell your PCP within 24 hours after your emergency room or urgent care center visit or as soon as your health allows.

We will pay for a limited supply of drugs from a pharmacy outside of our network when you get it for emergency treatment and you cannot find an in-network pharmacy. If you have to pay for the drug, Community Health Plan will pay you back.

If you had to pay for your prescriptions in an emergency, ask for a reimbursement form by calling the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email [customercare@chpw.org](mailto:customercare@chpw.org). If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1. You can also get this form online.

Fill out the form and send it with your receipt for the prescription to:

Express Scripts, Inc.  
Attn: Claims Dept.  
P.O. Box 390873  
Bloomington, MN 55439-0873

## **Your Right to Safe and Effective Pharmacy Services**

State and federal laws set rules for safe and effective pharmacy services. These laws give you the right to know what pharmacy services are paid for by your plan. To find out more about your rights under the law, call the Washington State Office of the Insurance Commissioner at 1-800-562-6900. If you have a problem or concern about the pharmacist or pharmacy serving you, please call the Washington State Department of Health at 1-800-525-0127.

## **Frequently Asked Questions About Pharmacy**

### **1. Does this plan limit or exclude certain drugs my health care provider may prescribe?**

Yes. The Community Health Plan drug formulary is formed by an independent Pharmacy and Therapeutics (P&T) Committee. This P&T Committee is made up of Washington State providers and pharmacists from various medical specialties. The P&T Committee members review medications based on safety, effectiveness, and cost, selecting the products that show the most value in each class.

Community Health Plan's formulary is a mandatory generic formulary. This means that the brand-name product will not be paid for without first trying the formulary generic product.

### **2. When can my plan change its drug formulary list?**

The Community Health Plan P&T Committee reviews the formulary several times each year to make sure Community Health Plan covers needed drugs. When the formulary is updated, changes are posted online. In most cases, you will be given 60 days written notice if Community Health Plan removes your drug from the formulary.

### **3. What should I do if I want a change from limitations or exclusions for drugs specified in this plan?**

Your PCP should call Community Health Plan's pharmacy benefit manager, Express Script, Inc (ESI) at 1-888-256-6132, 24 hours a day, seven days a week, to ask for formulary exceptions such as quantity limit changes and nonformulary drugs. A decision might be made during the call for both normal circumstances and emergency medical conditions. The decision may take up to three business days.

### **4. What should I do to ask for a drug excluded by my medical plan?**

If your drug won't be paid for when you try to fill the prescription at the pharmacy, you have the right to appeal.

To appeal, call the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email [customer care@chpw.org](mailto:customer care@chpw.org). If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

**5. How much do I have to pay to get a prescription filled for a formulary drug at a network pharmacy?**

There is no copay or deductible.

**6. Do I have to use certain pharmacies?**

Yes. Community Health Plan works with more than 1,000 participating pharmacies in Washington state.

To find a pharmacy in the Community Health Plan of Washington network:

- **Search for a pharmacy online ([www.chpw.org](http://www.chpw.org)).** Click the Our Providers tab and then select Pharmacy Search.
- **Contact the Community Health Plan customer service team** at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email [customer care@chpw.org](mailto:customer care@chpw.org). If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

**7. How many days' supply of most medications can I get?**

You can get up to a 30-day supply of prescribed drugs.

**8. What other pharmacy services does my health plan pay for?**

The pharmacy services only pay for formulary medications.

## HOW TO GET MORE INFORMATION

You can learn more about Medical Care Services, about Community Health Plan of Washington, and about how to use your plan.

### **We send you information:**

We send you printed information when you become a member, annually during the time you are a member, and at other times to make sure you get the most out of your health care.

### **You can request printed information:**

This packet includes a postcard to order printed information about specific topics or a booklet that includes all of your member information. You can get this information anytime you want it.

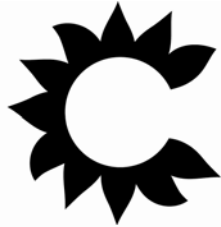
### **You can request information in another language or another format:**

You can also ask us to translate the information into the language you prefer to read. If your vision is impaired or you have difficulty reading, we can read the information to you.

### **To get more information about your plan:**

- The *How to Find Important Information* sheet enclosed in this package lists information available to you and tells you how to find the information or get a printed copy sent to you.
- To find a provider, pharmacy, clinic, or hospital, visit the Community Health Plan of Washington website at [www.chpw.org](http://www.chpw.org). Click the Providers tab and select the type of search you want. To get a printed report or have someone search for you, contact our customer service team. (Contact information below.)
- You can also search our formulary (approved drug list) to find out if your prescription is covered. Visit our website, [www.chpw.org](http://www.chpw.org). Click the Providers tab and select Formulary Search. To get a printed report or have someone search for you, please contact our customer service team. (Contact information below.)
- Contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email [customer care@chpw.org](mailto:customer care@chpw.org). If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.





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