

## A guide to your pharmacy and prescription benefits

This quick reference guide includes:

- Information about the pharmacy benefits covered in your healthcare plan.
- Information about ordering and filling prescriptions.
- Additional resources.



# Make the most of your coverage



The easiest way to manage your benefits is to register at [anthembluecross.com/ny/medicaid](https://anthembluecross.com/ny/medicaid).

Once registered, you can:

- Find retail and specialty pharmacies in your plan.
- View your plan's preferred drugs.
- Learn how to access home delivery and specialty pharmacies.
- Check your claims status and history for home-delivery and specialty drugs.
- Find out if you have a copay for your prescriptions and compare costs, if you have any.

### Your plan covers:

- Brand-name, generic, and some over-the-counter (OTC) drugs.
- Most specialty drugs for ongoing health or serious illnesses.

### Your drug list

Your plan includes hundreds of generic and brand-name prescription drugs. See what drugs are covered in the Preferred Drug List and Searchable Formulary on [anthembluecross.com/ny/medicaid](https://anthembluecross.com/ny/medicaid).

### Your cost

Costs and copays depend on your plan:

- Child Health Plus (CHPlus) members do not have copays for covered drugs.
- Medicaid members have \$3 copays for brand-name drugs, \$1 copays for generic and preferred drugs, and .50¢ for OTC drugs.



## Planning to travel soon?

If you're leaving the state for a short time, you can receive a vacation supply. This is a prescription fill for when you won't be able to go to your regular pharmacy. You can receive one vacation supply per medication every six months by calling CarelonRx Member Services.

If you are out of state, call CarelonRx Member Services at **833-419-0530 (TTY 711)** for help finding a pharmacy in your plan. Your local, in-network pharmacist can also call and request a vacation supply for you.



## Lost, stolen, or damaged fills

If your prescription is lost, stolen, or damaged, you can ask for an early refill once every six months. To request an early refill, call CarelonRx Member Services at **833-419-0530 (TTY 711)**.



## Need help?

We're here to help you understand your pharmacy benefits and how they work. If you have questions, call the Pharmacy Member Services number on your member ID card or visit **[anthembluecross.com/ny/medicaid](https://www.anthembluecross.com/ny/medicaid)**.



## There's an app for all of this, too

The Sydney Health mobile app makes it easy to manage your pharmacy benefits wherever you are. Find it on the Apple Store® (iOS) or on Google Play™ (Android).

## More about your drug coverage

Some medicines require certain steps before we cover them. This includes:

- 1. Prior authorization (PA).** Your doctor needs our approval before a pharmacy can fill your prescription. Your prescription drugs may require PA if they:
  - Are not on our approved drug list.
  - May have high side effect, misuse, or abuse potential.
  - Should be prescribed only for specific use.
  - Can be replaced with other drugs that are equally or more effective.
- 2. Step therapy (ST).** You may need to try one or more other drugs before we cover the drug your doctor wants you to take.
- 3. Quantity limits (QL).** We may limit how much of a medicine you can receive each month to help protect your health.
- 4. Age limit (AL).** We may only allow your doctor to prescribe certain medicines to you if you are a certain age to help protect your health.
- 5. Dose optimization (DO).** You may be able to switch from taking a drug twice a day to taking it once a day at a higher strength.
- 6. Emergency fill.** For certain drugs, if you and your pharmacist believe you have an urgent health need and you are out of your medicine, your pharmacist may request an emergency three-day supply by calling the Pharmacy Help Desk at **833-252-0328**.

## Need to fill a prescription?

There are options for how and where to fill your prescriptions, including local in-plan pharmacies and home delivery.



### Retail pharmacies

Your plan includes over 7,000 pharmacies. Make sure to use a pharmacy in your plan so your medicines are covered. Find a pharmacy near you on **[anthembluecross.com/ny/medicaid](https://www.anthembluecross.com/ny/medicaid)**. Use the *Find a Doctor* tool, then choose *Find a Pharmacy*. You can also call Pharmacy Member Services at **833-207-3117 (TTY 711)**.



### Home delivery

You can use home delivery for a 90-day supply of medicines you take regularly.

Standard shipping is no cost. Switch to home delivery — just log in to your secure account at **[anthembluecross.com/ny/medicaid](https://www.anthembluecross.com/ny/medicaid)** or call **833-207-3117 (TTY 711)**.



### Specialty pharmacy

If you have need specialty drugs — medicines that require special handling or need to be injected or infused — you can receive them through CarelonRx Specialty Pharmacy.

Also included:

- At no cost shipping with on-time delivery
- 24/7 access to a Care Team of highly trained pharmacists and nurses
- Individualized care

Learn more or manage your specialty prescriptions in your account at **[anthembluecross.com/ny/medicaid](https://www.anthembluecross.com/ny/medicaid)**.

If you already receive your medicines with CarelonRx Specialty Pharmacy and have questions about your condition or specialty drugs, call your Care Team at **833-255-0646 (TTY 711)**.



If you have questions or need help with your medicines, call CarelonRx Member Services at **833-207-3117** anytime, day or night.

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-300-8181 (TTY 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-300-8181 (TTY 711)。

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