

# Pharmacy benefits

## The Providence Health Plan formulary

Providence Health Plan's pharmacy benefit plans are designed to direct doctors and patients to use effective, quality medications that also provide value. Our formulary lists FDA-approved prescription drugs that have been carefully reviewed by physicians and pharmacists. The Providence Health Plan formulary includes thousands of brand-name, generic and specialty medications.

These evidence-based prescription drugs should be considered first for treating common medical conditions. Employers can find a link to this formulary at [www.providence.org/healthplans/employers](http://www.providence.org/healthplans/employers) under the "Pharmacy Resources" section. Employees can find the same information online on their member Web page or by calling the Providence Health Plan customer service team at 503-574-7500 or 800-878-4445, Monday through Friday, 8 a.m. to 5 p.m.

The Providence Health Plan formulary is not intended to replace the advice of an employee's doctor. We provide this information to our members to help them identify cost-effective, evidence-based alternatives to discuss with their health care provider.

## Locating a pharmacy

Providence Health Plan prescription benefits are accepted by most pharmacies. Your employees can locate a Providence Health Plan participating pharmacy by going to our online directory under "Find a Doctor" at [www.providence.org/healthplans](http://www.providence.org/healthplans) and following these instructions:

1. Enter member ID or search by specific plan type.
2. Choose "Pharmacies" in the "I'm Seeking" box.
3. Enter zip code.
4. Select "Go" to search.

An employee's doctor can call in a prescription to any of our participating mail-order pharmacies, or the employee can mail the prescription along with his or her Providence Health Plan member identification number (on the front of the member ID card). Participating mail order pharmacy information is available on our Web site under "Pharmacy Resources" at [www.providence.org/healthplan/members](http://www.providence.org/healthplan/members).

## When employees are away from home

Providence Health Plan prescription medication benefits require employees to have their prescriptions filled at one of the approximately 20,000 Providence Health Plan participating pharmacies nationwide. These include major pharmacy chains such as Albertsons, Bi-Mart, Costco, Fred Meyer, Haggens, Hi-School, Kmart, Krogers, Osco Drugs, Rite Aid, Safeway, ShopKo, Target, Walgreens and Wal-Mart.

Employees can transfer a routine prescription while away from home when they carry their regular pharmacy telephone number with them. Call Providence Health Plan customer service toll-free at 800-878-4445 for help identifying a participating pharmacy while traveling.

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## Answers for employees who need prior authorization for medications

### **Why do certain drugs require prior authorization?**

Providence Health Plan considers many factors in determining which prescription drugs should require prior authorization, including serious health risks, Food and Drug Administration-approved indications, cost effectiveness, and whether or not a new medication has been reviewed.

### **Which medications require prior authorization?**

Less than one percent of our prescription drug claims require prior authorization. If an employee and his or her doctor feel there are medical reasons for using a medication that requires prior authorization, the doctor can work with Providence Health Plan to get approval.

A complete list of prescription medications requiring prior authorization and alternatives in our formulary can be found under “Pharmacy Resources” at [www.providence.org/healthplans/members](http://www.providence.org/healthplans/members).

### **What should an employee do if he or she is on a medication that requires prior authorization?**

New members who are using a medication that requires prior authorization need to ask their doctor to complete a prior authorization request and submit it to Providence Health Plan for review. If the doctor’s office does not know how to locate these forms, contact Providence Health Plan customer service at 503-574-7500 or toll-free 800-878-4445.

### **How long does it take to get prior authorization?**

The average time for prior authorization review is less than 24 hours once all necessary information is available.

### **Why does a prescription medication have a quantity limit?**

Providence Health Plan establishes a maximum quantity for some drugs based on information from the U.S. Food and Drug Administration, doctors, pharmacists and the best scientific literature about safe, effective use of medications.