

## Section 7 Pharmacy

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## Section 7

### Pharmacy

#### Formulary Drug Lookup

The NHP Formulary Drug Lookup is a searchable database for clinicians designed to provide information about NHP drug coverage. It provides a searchable formulary by therapeutic category or by drug, in addition to information about member costs for pharmaceuticals obtained through NHP's various delivery systems. Our drug look up can be used to find the following:

- Drug coverage under a member's plan
- Drug tier information (copay)
- Prior authorization and plan limitations
- Availability of a drug through NHP's Access90 program
- Availability of a drug through NHP's Mail Order program

To use the drug lookup, simply choose the member's plan and enter at least the first three characters of the drug name or view drugs by therapeutic category by using the navigation options.

The Drug Lookup also connects to Healthwise Knowledgebase, providing patient-friendly medication information and the Health-wise Knowledgebase Drug Interaction Checker. The tool can be reached from [www.nhp.org](http://www.nhp.org) by clicking on "Healthwise Knowledgebase" under "Quick Links."

NHP encourages providers to use the Formulary Drug Lookup to become familiar with NHP's drugs selection. Our formulary is regularly reviewed, evaluated and revised by the NHP Pharmacy and Therapeutics Committee. This committee is comprised of representatives from various practices and specialties.

For the most current information, please visit our website at [www.nhp.org](http://www.nhp.org).

#### Prescription Drug Coverage Identifier

[MedMetrics Health Partners, Inc.](http://www.nhp.org) (MedMetrics) is NHP's Pharmacy Benefit Manager and processes all pharmacy claims on behalf of NHP.

NHP members with a pharmacy benefit can be identified by a prescription drug coverage identifier printed directly below the MedMetrics logo on the NHP member identification card. (See card example in the "Member Information" section of this manual.)

A prescription drug coverage identifier appears on the card only for members with NHP pharmacy coverage.

Pharmacy copayments vary by contract and are reflected accordingly on a member's card.

For the most current information about NHP's pharmacy benefit, visit [www.nhp.org](http://www.nhp.org). For member-specific pharmacy benefit information, please contact NHP's Customer Care Center.

#### Pharmacy Coverage

##### Over-The-Counter Benefit

NHP covers many over-the-counter products, including smoking deterrents. To ensure safe and appropriate use, covered over-the-counter items do require a prescription and must be obtained from a participating pharmacy. NHP's pharmacy network includes most Massachusetts pharmacies. (Refer to the NHP [Provider Directory](#) for a complete listing of participating pharmacies.) Please refer to the Pharmacy section of our website for a listing of some of the covered over-the-counter medications available to NHP members.

Certain products are covered even for NHP members without pharmacy coverage:

- Diabetic supplies (lancets, test strips, glucose monitors, alcohol pads)
- Spacers

- Peak flow meters

Spacers and peak flow meters may be obtained through a durable medical equipment (DME) provider or a pharmacy.

*Phone* 1-800-918-7550

*Fax* 1-800-918-7542

For more information, please see the Pharmacy section of our website at [www.nhp.org](http://www.nhp.org).

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## Generic Interchange Policy

NHP has a mandatory generic substitution policy. The generic equivalent must be dispensed when available. Multi-source brand name drugs are not covered when a clinically equivalent lower cost generic is available. Brand name medications may be covered only when a generic is not available.

## Quantity Limitations

Quantity limitations have been implemented on certain medications to ensure the safe and appropriate use of the medications. Quantity limitations are approved by NHP's Pharmacy and Therapeutics Committee. Please refer to the Formulary Drug Lookup for specific drug quantity limitations.

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## Exception Requests

There may be cases where a medication, a quantity of medication or a brand name medication is not normally covered by NHP but the prescribing physician feels that it is medically necessary for the patient. In these instances, the physician can submit a letter of medical necessity or fax form to MedMetrics, available within the Pharmacy section of our website.

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## Prior Authorization Drug Policy

To ensure appropriate utilization, NHP delegates to [MedMetrics](http://www.nhp.org) prior authorization of some drugs. Prescribers can request clinical reviews by calling the Prior Authorization (PA) department at MedMetrics at 800-918-7550. MedMetrics staff will ask several questions to determine if the patient meets the established clinical criteria for the drug. After the clinical review, if the medication is approved for the patient, the Prior Authorization department at MedMetrics will process the authorization and the pharmacy will be systematically notified of the decision and can then dispense the prescription. Please refer to the Formulary Drug Lookup for medications requiring prior authorization and the criteria for prior authorization. The clinical criteria for prior authorizations are reviewed annually by our Pharmacy and Therapeutics Committee and are available or on our website at [www.nhp.org](http://www.nhp.org).

NHP's [Drug Lookup](http://www.nhp.org) provides a link to a description of the pharmacy program for that medication. Along with the description is a link to the appropriate fax form or e-PharmPA to be completed to request a review. Requests for prior authorization or step therapy exceptions can be submitted using a fax form, available within the Pharmacy section of our website. NHP also offers e-PharmPA which allows providers to submit these requests electronically.

Exception requests are reviewed by NHP clinicians. Because we are committed to providing our members with prompt access to care, decisions regarding override requests are communicated within two business days from the time complete medical documentation is received.

The Member Appeals section of this manual describes the process to appeal any decision made by NHP to deny, terminate, modify or suspend a requested health care benefit based on failure to meet medical necessity, appropriateness of health care setting, or criteria for level of care or effectiveness of care.

You can contact MedMetrics regarding benefit exception requests at:

*Mail* MedMetrics Health Partners  
Prior Authorization Services  
P. O. Box 2586  
Worcester, MA 01606

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## Step-Therapy Programs

Step therapy programs require use of specific, lower cost, therapeutically equivalent medications within a therapeutic class before higher cost

alternatives are approved. Prescriptions for “first-line” medication(s) are covered; prescriptions for “second-line” medications process automatically if the member has previously received a first-line medication(s) in the past 6–12 months of NHP enrollment. The look-back period depends upon the particular program. Physicians may submit an override request to prescribe a second-line medication prior to using a first-line medication or if the member has previously failed a first-line medication outside of the drug look-back period. The request can be submitted by calling the Prior Authorization (PA) department at MedMetrics at 800-918-7550, faxing a request form to MedMetrics at 800-918-7542, or using the ePharmPA to submit the request electronically. Step therapy programs are approved by NHP’s Pharmacy and Therapeutics Committee.

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### Specialty Medications Programs

Certain injectables or specialty medications (such as oral oncology) are covered only when obtained from NHP’s preferred specialty injectables vendors, Accredo, CuraScript Pharmacy, Inc., or Walgreens Specialty Pharmacy.

The NHP Specialty Medications Program offers a less costly method for purchasing expensive injectable drugs. Providers may still choose to administer the medications providing oversight to patients’ health status.

Under the program, medication and supplies will be shipped out and labeled specifically for each patient and delivered to the provider’s office within 24 to 48 hours after ordering. Providers will then bill NHP only for the administration of the injectable drug.

In addition, for those injectable medications that are self-administered or for patients with transportation restrictions, Accredo, CuraScript, and Walgreens Specialty Pharmacy can ship injectable medications and necessary administration supplies, if applicable, directly to the members’ homes.

Depending on the specialty medication, providers can order directly from Accredo, CuraScript, or Walgreens Specialty Pharmacy. Please visit the Pharmacy section of [www.nhp.org](http://www.nhp.org) for copies of

the Accredo, CuraScript, and Walgreens Specialty Pharmacy prescription forms, the list of specialty drugs, the ordering process, and medications supplied.

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### Mail-Order Program

Certain maintenance medications (such as drugs used for asthma, hypertension, high cholesterol and arthritis) are available through our Walgreens’ Prescription by Mail Service. This service allows NHP members to order a 90-day supply of certain prescription medicines at a reduced cost. The copayment for a 90-day supply is discounted for both Tier 1 and Tier 2 medications. Members are required to fill their initial prescription (up to a 30-day supply) at a local pharmacy before obtaining a 90-day supply from mail-order. (NHP MassHealth members are not eligible for this benefit.)

For more information on our mail-order program, visit [www.nhp.org](http://www.nhp.org).

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### Access90 Program

Access 90 provides NHP members with a 90-day supply of certain maintenance medications when purchased through participating pharmacies. The copayment for a 90-day supply is discounted for both Tier 1 and Tier 2 medications. Members are required to fill their initial prescription (up to a 30-day supply) at any pharmacy in the network before obtaining a 90-day supply from an Access90 pharmacy. For a complete overview of the Access90 program, visit [www.nhp.org](http://www.nhp.org).

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### Medicare Part D

Certain NHP members with Medicare coverage and enrolled in MassHealth through our Community Medical Alliance (CMA) Complex Care Management (CMM) Program have their prescriptions drug benefit covered by Medicare. NHP members received new ID cards for their Medicare prescription drug coverage.

Most prescription drugs are covered under this new Medicare benefit. NHP does provide coverage

for some drugs that are excluded by the federal Medicare mandate. Examples include certain over-the-counter drugs, barbiturates, benzodiazepines and vitamins. For more information, please contact NHP's Customer Care Center.

To find out more about Medicare's prescription drug coverage:

- Contact a CMA CCM nurse practitioner or physician assistant at 800-462-5449.

- Contact Medicare at 800-633-4227.
- Visit the Medicare website at [www.medicare.gov](http://www.medicare.gov).
- Go to [www.cms.gov](http://www.cms.gov).

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## Additional Information

Updates to the NHP formulary are communicated via the clinician newsletters and the Pharmacy section at [www.nhp.org](http://www.nhp.org).

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