Pharmacy Services

A money-saving guide

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SecurityHealth Plan℠

Promises kept, plain and simple.®



This booklet is a guide for all members with all types of plans with or without a Security Health Plan pharmacy benefit.

You will find this guide useful to help you make the most of your pharmacy benefit. This booklet includes information regarding:

- Security Health Plan's formulary
- Using your pharmacy card
- Locating a network pharmacy
- Mail order savings on prescriptions
- Specialty pharmacy
- Using generic drugs
- Coverage for diabetic medications and supplies
- Nicotine cessation medication coverage
- Annual medication review

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Pharmacy card

All members are given ID cards with their enrollment materials. This includes one card for your medical coverage and one for the pharmacy benefit or discount. This discount ensures you receive Security Health Plan rates. The pharmacy card contains the information your pharmacy needs to process your drug claims. If you have questions about your pharmacy card or how to use it, please contact Pharmacy Services. Contact information for Pharmacy Services can be found on the inside back cover of this booklet.

Even if you don't have a plan with a drug benefit, you may use your Security Health Plan pharmacy ID card to receive a discount for your prescription drugs at any affiliated pharmacy of your choice.

If you have drug coverage with another plan as your primary coverage, please be sure to show that insurance card to your pharmacy.



1. Subscriber name
2. Claim processor number and processor control number help the pharmacy know where to send the claims
3. Group number
4. Subscriber number
5. Dependent code for each person on the plan; needed to process claims

Locating a network pharmacy

You are required to use a network pharmacy for coverage or a discount. A network pharmacy is a pharmacy that has contracted with Security Health Plan to provide prescription drugs to our members.

To find the nearest network pharmacy, go to **www.securityhealth.org/prescriptiontools** and select your plan. You may also call Pharmacy Services. Contact information for Pharmacy Services can be found on the inside back cover of this booklet.



Prescription drug formulary

A drug formulary is a list of drugs covered by Security Health Plan for members with a drug benefit. The formulary shows a drug's tier level. It also shows which drugs require prior authorization or those that have dispensing limits and other restrictions. It is important to be familiar with the formulary because using drugs on lower tiers can help you save money.

Medications are assigned to tiers based on usage, cost and clinical effectiveness. Plans vary in design with two, three or four tiers, and each tier has a different copayment or coinsurance level depending on the plan design. Our prescription drug search can show you which tier applies to a specific medication based on your benefits.

Tier 1

- Most generic products
- Lowest copayment/coinsurance amount

Tier 2

- Preferred brand-name products based on safety, efficacy and cost
- Select generic drugs

Tier 3 *

- Not typically used as a first line of treatment
- Higher copayment/coinsurance amount
- Select generic drugs
- Non-preferred brands

Tier 4

- Specialty drugs and medications classified by Security Health Plan as those that require special dosing or administration
- Some very high-cost brand/generic drugs
- Typically prescribed by a specialist
- Highest copayment/coinsurance amount

**If a plan only has 3 medication tiers, all tier 4 medications will have the same cost share as tier 3.*

The formulary is reviewed and updated monthly, including new to market drugs. Go to **www.securityhealth.org/prescriptiontools** to view the most current formulary and select your plan. If you do not have access to the Internet, please contact Pharmacy Services about a specific drug or to request a printed copy of the formulary. Contact information for Pharmacy Services can be found on the inside back cover of this booklet.

Utilization management

Prior authorization (PA)

Security Health Plan has identified a list of medications for which prior authorization is required. The process includes requesting additional information from your provider. The prior authorization process usually takes 2 to 3 business days, not including the amount of time taken by the provider responding to the request. Drugs listed on the formulary as PA have such requirements.

Step therapy (ST)

In some cases you might be required to try certain drugs to treat your medical condition before we will approve coverage for a different drug for that condition. This process is step therapy. Drugs listed on the formulary as ST have such requirements.

Quantity limits (QL)

There are drugs that have a limit per dispensing or per specified timeframe. Drugs listed on the formulary as QL have such requirements.

Medical exceptions

A member may request a medical exception (also called a formulary exception) for a non-formulary prescription drug or medical supply. The exception request may be initiated by the member, or by a provider acting on behalf of the member, in writing or by verbal request.



Specialty pharmacy

Specialty drugs are useful for treating many chronic diseases such as rheumatoid arthritis, psoriasis, multiple sclerosis and cancer. Specialty drugs are usually more complex in design and administration. They are available in injectable and oral forms. Specialty drugs require personalized coordination between your provider and the dispensing pharmacy. Specialty pharmacies are experienced in handling these medications and they offer additional support to members. This additional support helps improve treatment outcomes.

Refer to the specialty pharmacy page in the formulary for more information about which drugs are noted as specialty drugs. The use of a specialty pharmacy is required for the specialty drugs indicated in your formulary.

For additional information on specialty pharmacies, call Pharmacy Services. Contact information for Pharmacy Services can be found on the inside back cover of this booklet.



Mail-order savings on prescriptions

MedImpact Direct (Birdi)

Save time and money and have your prescriptions sent directly to your home! Most in-network pharmacies offer a mail-order service, or you may utilize the MedImpact Direct* mail-order service, also known as Birdi, to obtain a 90-day supply of medication at no additional cost to you. Ordering a 90-day supply of maintenance medication avoids the hassle of refilling prescriptions every month and can reduce your copay or coinsurance.

Using MedImpact Direct (Birdi) is completely voluntary. For more information, visit **www.medimpactdirect.com**.



Available to members who have a benefit with a mail-order option. Refer to your Schedule of Benefits for details on your coverage.

Members enrolled in an individual or family plan are limited to a 30-day supply of all prescriptions.

Note: Some drugs, such as injectable or specialty medications, are limited to a 1-month supply. These medications are not eligible for this cost savings and might be restricted to one of our specialty pharmacy providers.

** If you have a high-deductible health plan (HDHP) you must first meet your deductible with medical and/or pharmacy expenses before you may receive a reduced copayment or coinsurance (if allowed in your plan's mail service provision).*

As a Security Health Plan member, you are eligible to participate in the following programs:

Over-the-counter (OTC) program

As a Security Health Plan member, you are eligible for a quarterly credit for items in our OTC Drug Catalog. The catalog features a large selection of over-the-counter products delivered to your door.

For more information about the over-the-counter (OTC) program or to view the latest catalog, please visit: **www.securityhealth.org/members/member-perks1/otc**.

Rx Savings Solutions

Activate an Rx Savings Solutions account and receive alerts on lower-cost prescription opportunities. Alerts will come via your online account, email, text or regular mail. Rx Savings Solutions will work with your provider to gain any necessary approvals on suggested changes and other administrative details.

To learn more, visit: **www.securityhealth.org/members/rxsaving-solutions**.



Generic drugs

Many consumers are concerned about the cost of prescription drugs. To save money, consider using generic drugs instead of brand-name drugs when possible. According to the latest estimates, an average of $80 to $100 can be saved per prescription when a generic drug is used. Generic drugs are equivalent to brand name products in terms of efficacy, quality and safety.

Not all brand drugs are available in a generic equivalent. However, a similar generic for a brand drug is often available to treat the same condition. This is called a generic alternative. Ask your doctor or pharmacist whether there is a generic alternative for the brand drug you use.



When choosing generic drugs, you do not sacrifice the quality of a brand-name drug. The U.S. Food and Drug Administration (FDA) determines which generics can be promoted as equivalents for brand drugs based on careful testing. Generic drugs must meet the same quality and manufacturing standards as brand drugs, as set by the FDA.

Diabetic medications and supplies

Some plans offer coverage for diabetic medications and supplies, even if you do not have a complete prescription drug benefit. Refer to your plan documents for additional details about your coverage. Coverage is generally limited to preferred products, which are indicated on the diabetic formulary.

The diabetic formulary is available online at **www.securityhealth.org/prescriptiontools.** Select your plan to find a link to the diabetic formulary. If you do not have access to the Internet, please call Pharmacy Services to request a printed copy. Contact information for Pharmacy Services can be found on the inside back cover of this booklet.



Nicotine cessation medication coverage

Security Health Plan covers all FDA-approved nicotine cessation drugs (prescription and non-prescription) at 100 percent ($0 copay) for most plans, with or without a prescription benefit.

FDA-approved nicotine cessation medications include:

- Bupropion tablets (Zyban®)
- Chantix® tablets (varenicline)
- Nicotine patches (Nicoderm® CQ)
- Nicotrol® Inhaler
- Nicotrol® Nasal Spray
- Nicotine Gum (Nicorette® Gum)
- Nicotine Lozenges (Commit® Lozenges)

In order to receive coverage for the FDA-approved nicotine cessation medications, you must get a prescription from your provider and have it filled at a network pharmacy. In cases where there is a generic available, you must receive the generic product. This benefit is subject to annual coverage limitations. Please refer to your plan documents for more information.



Save money and improve your health with a free annual medication review

How many prescription medications do you take? What about over-the-counter drugs or supplements? Do you know if they all work well together? Are you spending too much on medications? A quick phone call with a Security Health Plan pharmacist can help with these questions – and may be able to save you money.

Medication Therapy Management (MTM) is a free service Security Health Plan offers to members who have pharmacy benefits.

What is it?

- MTM starts with an annual medication review that takes about 10-15 minutes over the phone with an experienced pharmacist. We evaluate each medication individually and also how they interact with each other.
- After the call, the pharmacist will follow up with your doctor (if necessary and with your permission) to resolve any problems with your medication.
- You will also receive a follow-up letter with a written copy of your medication action plan and personal medication list to keep track of your medications.
- If there's a lower cost alternative, we can recommend that to your health care provider.

Medication reviews save lives

One member participated in the program after being discharged from the hospital. Our pharmacist completed a medication review and found that the member was taking double the dose of the same medication. If the member had continued on this dosage, it could have had potentially serious consequences.

Ready to get started? Just call **1-888-651-7543** (TTY 711) and set up your appointment. It's free and you can get the answers you need from the comfort and safety of your home.

Please contact Security Health Plan Pharmacy Services if you have questions.

Phone: 1-877-873-5611 or 715-221-9604 (TTY 711)

Mail: Attn: Pharmacy Services
Security Health Plan
1515 North Saint Joseph Avenue
PO Box 8000
Marshfield, WI 54449-8000

Fax: 715-221-9989

Email: shprx@securityhealth.org

Benefits vary by plan. Please refer to your plan documents for information specific to your coverage. This publication is not intended to serve as a legal document of covered services. Receipt of this document or an identification card does not guarantee coverage.

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Security Health Plan of Wisconsin, Inc., is an HMO-POS and D-SNP plan with a Medicare contract and a contract with the Wisconsin Medicaid program. Enrollment in Security Health Plan depends on contract renewal. Security Health Plan complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, national origin, religion, disability, age, sex, gender identity, sexual orientation, health status, marital status, arrest or conviction record or military participation in the administration of the plan, including enrollment and benefit determinations.

ATTENTION: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-877-998-0998 (TTY 711). Someone who speaks your preferred language can help you. This is a free service. **ATENCIÓN:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-877-998-0998 (TTY 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito. **LUS CEEV:** Peb muaj kev pab txhais lus dawb los teb cov lus nug uas koj muaj txog peb txoj kev npaj khomob lossis tshuaj. Yog xav tau ib tug neeg txhais lus, tsuas yog hu rau peb ntawm 1-877-998-0998 (TTY 711). Ib tus neeg hais lus koj nyiam tuaj yeem pab koj. Qhov no yog ib qho kev pab dawb.

If you require materials in large print, please call 1-877-998-0998 (TTY 711).

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