

Important Information About Your Medical Assistance Pharmacy Benefits

Our records show that you are currently taking the following specialty medication(s):

Your Specialty Pharmacy Medication(s)	

This information is important to you because it explains a new way that you must use to obtain these medications.

This new Pennsylvania Medical Assistance (MA) program will start January 12, 2009.

Our records show that you got the medications listed above with your Pennsylvania Medical Assistance (MA) ACCESS card. If you are still taking these medications we want to make sure that you know about the new program. The new program is called the **Specialty Pharmacy Drug Program**. Here is some information that you will need.

What kinds of medications are “specialty medications”?

- Medications that may require special packaging or storage or special training and skills to use properly
- Medications that may need to be given by injection through a vein or under the skin. This new program DOES NOT include insulin. Insulin is not a specialty drug.
- Most medications given by injection, whether they are given in a doctor’s office, by a nurse in the patient’s home, or by the patient in the patient’s home after receiving training on how to give the medication.
- A complete list of all of the medications in the program is on the web at <http://www.dpw.state.pa.us/PartnersProviders/MedicalAssistance/DoingBusiness/MAPharmProg/> or you can call the MA Call Center at 1-800-657-7925 (TDD/TTY 1-866-872-8970).

How will I get my medications under this new program?

If you get your specialty pharmacy medication as part of your treatment at your doctor’s office, at the clinic, or at a treatment center, this is what you should do:

- Talk with your doctor. Let your doctor know that your specialty pharmacy medication must be ordered from a preferred specialty pharmacy and which specialty pharmacy you want to use. If you do not have a preference, your doctor may help you choose.
- Your doctor can order your specialty medication from the preferred specialty pharmacy provider and the drug will be delivered to your doctor’s office in time for your treatment.
- You will receive a call from the new specialty pharmacy provider to obtain information from you about your health, and to explain the available services and how they will work. You may also receive educational information about your medication.

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- Your doctor will also receive information about the program and will know how to help you. If your doctor does not participate in the MA Program he can find information at <http://www.dpw.state.pa.us/>.

If your specialty pharmacy medication is administered by you, by a caretaker, or by a nurse in your home, this is what you should do:

- If you know which specialty pharmacy you want to use, you can contact the preferred provider at the telephone number listed below to enroll in the program.
- If you are not sure which preferred specialty pharmacy you want to use, you can call both and ask for information about each preferred provider's program and services.
- The preferred specialty pharmacy will contact your old pharmacy and arrange for the prescription to be transferred.
- The preferred specialty pharmacy will contact you to obtain information about your health, and about other medications that you take. They will develop a care plan with you including what home nursing services you need, and what educational information you need regarding the use or storage of the medication at your home.

What else should I know about the program?

- You will still be able to get all your non-specialty medications at the pharmacy that you usually use.
- If your specialty pharmacy medications have prior authorization requirements your doctor will need to contact the Department's pharmacy call center. Doctors who participate in the MA Program will have information on how to ask for prior authorization.
- Co-payments will not apply to specialty pharmacy medications.

Who are the Specialty Pharmacy Preferred Providers?

- The MA Program selected two specialty pharmacies to serve as the MA Program preferred providers. The specialty pharmacy preferred providers and contact information are as follows:

Accredo Health Group

Telephone: 1-888-745-7453

Medmark, A Walgreens Specialty Pharmacy

Telephone: 1-877-220-6194

- These two specialty pharmacies were selected as the MA Program's preferred providers because they showed the Department that they can provide all of the specialty medications and additional services to support you while you are taking a specialty pharmacy drug.

What will the Preferred Specialty Pharmacies do?

- Contact you to enroll you in the program. They will ask you some questions to learn more about you and to plan for support services, such as nurses, that you may need while taking the specialty drug.

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- Deliver your specialty pharmacy medication to the place where it will be administered. This can be the doctor's office, the clinic, a treatment center, or your home.
- Teach you and your caretaker, if applicable, on how to use your specialty pharmacy medication if your doctor determines that you or your caretaker can administer the medication in your home.
- Arrange for nursing services if your doctor determines that the specialty pharmacy drug must be administered in your home by a nurse.
- Provide training and information about your specialty medication including how to properly handle and store your medication, possible side effects and how to handle side effects, etc.
- Provide a toll-free, patient call center run by the specialty pharmacy provider that is available 24 hours a day, 7 days a week to answer any medical questions you may have about your specialty pharmacy medication.

What should I do if I am already using one of the preferred specialty pharmacies to get my medication?

- You should contact the preferred specialty pharmacy that you are already using at the telephone number listed above and confirm that you will continue to use them.

Does this program apply to everyone on Medical Assistance?

- This program only applies to persons who get a specialty medication with the ACCESS card. It does not apply to anyone in managed care.
- This program does not apply to people whose specialty medications are covered by Medicare Part B or Part D or by a private health plan policy UNLESS those programs/policies do not cover your particular specialty drug and the drug is covered by the Pennsylvania Medical Assistance Program. In that case, this program does apply to you.

Your Right to Appeal and to a Fair Hearing

- You do not have the right to appeal the requirement to use one of the Department's two preferred specialty pharmacies to get your specialty drug(s).
- If your specialty drug must be approved by the Department before you can get your prescription and the Department does not approve your prescription, you and your prescribing doctor will get a written notice of the decision. You will have the right to appeal that decision. You will have 30 days from the date on the notice to send an appeal. The written notice will explain how to appeal and where to send the appeal. It will also explain that if you are already taking that medicine and you appeal within 10 days of the date on the written notice, you can continue to get your medicine until the appeal is decided.

Who to Contact If You Have Questions

Please contact the Medical Assistance Call Center at 1-800-657-7925 (TDD/TTY 1-866-872-8970) if you have any questions about these changes.