

Important Information About Your Medical Assistance Benefits

PLEASE READ CAREFULLY

The Pennsylvania Department of Human Services, Medical Assistance (MA) program has new information about how to get specialty drugs. Our records show that you got the specialty drug listed below. If you are still taking a specialty drug, **the following information is important to you because it explains how you can continue to get your specialty drug under the Specialty Pharmacy Drug Program.**

Your Specialty Drug(s)	

Starting on September 28, 2015, your prescription for a specialty drug must be ordered from one of the preferred specialty pharmacies listed below. The MA Program selected these two specialty pharmacies to serve as the MA program's preferred providers because they showed the Department that they can provide specialty drugs and additional services to support you while you are taking a specialty drug. The preferred specialty pharmacies and contact information are as follows:

Diplomat Specialty Pharmacy Telephone: 1-844-891-3332 Fax: 1-877-231-8302	Walgreens Specialty Pharmacy Telephone: 1-877-220-6194 Fax: 1-855-423-8303
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What You Should Do

If you are currently getting your specialty drug from Walgreens Specialty Pharmacy, and you want to continue using Walgreen's Specialty Pharmacy, you do not need to do anything. However, you do have the option to use Diplomat to get your specialty drug.

If you are currently getting your specialty drug from Accredo, or any pharmacy other than Diplomat or Walgreens Specialty Pharmacy, and you get your specialty drug as part of your treatment at your doctor's office, at the clinic, or at a treatment center, talk with your doctor. Let your doctor know that your specialty drug 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 drug from the preferred specialty pharmacy 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 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 drug. 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 www.dhs.state.pa.us.

If you are currently getting your specialty drug from Accredo, or any pharmacy other than Diplomat or Walgreens Specialty Pharmacy, and your specialty drug is administered by you, by a caretaker, or by a nurse in your home and you know which specialty pharmacy you want to use, you can contact the preferred provider at the telephone number listed above 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 drugs that you take. They will develop a care plan with you including what home nursing services you will be using, if needed, and what educational information you need regarding the use or storage of the drug at your home.

Frequently Asked Questions

What kinds of drugs are "specialty drugs"?

- Drugs that may require special packaging or storage or special training and skills to use properly
- Drugs that may need to be given by injection through a vein or under the skin. This program DOES NOT include insulin. Insulin is not a specialty drug.
- Most drugs 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 drug.
- A complete list of all of the drugs in the program is on the web at <http://www.dhs.state.pa.us/provider/doingbusinesswithdhs/pharmacyservices/thespecialtypharmacydrugprogram/index.htm> or you can call the MA Call Center at 1-800-657-7925 (TDD/TTY 1-866-872-8970).

What will the Preferred Speciality 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 home health nurses that you use while taking the specialty drug.
- Deliver your specialty drug 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 drug if your doctor determines that you or your caretaker can administer the drug in your home.
- Provide training and information about your specialty drug including how to properly handle and store your drug, possible side effects and how to handle side effects, etc.
- Provide a toll-free, patient call center run by the specialty pharmacy that is available 24 hours a day, 7 days a week to answer any medical questions you may have about your specialty drug.

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

- If you are currently getting your specialty drug from one of the preferred specialty pharmacies, Diplomat or Walgreens Specialty Pharmacy, and you want to continue using that pharmacy, you do not need to do anything. You can continue to use them.

Does this program apply to everyone on MA?

- This program only applies to persons who get a specialty drug with the ACCESS card. It does not apply to anyone in managed care.
- This program does not apply to people whose specialty drugs 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 MA program. In that case, this program does apply to you.

What else should I know about the program?

- You will still be able to get all your non-specialty drugs at the pharmacy that you usually use.
- If your specialty drugs 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. Doctors who do not participate in the MA program can get this information on the web at www.dhs.state.pa.us.
- Co-payments will not apply to specialty drugs.

Right of Appeal

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). However, 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.

For More Information

Call the MA call center at 1-800-657-7925 (TDD 1-866-872-8969/TTY 1-866-872-8970), if you have any questions. More information about the Specialty Pharmacy Drug Program is available on the Department's website at: <http://www.dhs.state.pa.us/provider/doingbusinesswithdhs/pharmacyservices/thespecialtypharmacydrugprogram/index.htm>



pennsylvania

DEPARTMENT OF HUMAN SERVICES

www.dhs.state.pa.us

This notice contains important information about new rules to get your medicine. Call 1-866-872-8969 if you need this in another language or need an interpreter. There is no charge for this service.

Este aviso contiene información importante acerca de las reglas nuevas para obtener su medicina. Llame al 1-866-872-8969 si necesita esto en otro idioma o si necesita un intérprete. El servicio es gratuito.

សំបុត្រនេះមានព័ត៌មានសំខាន់អំពីច្បាប់ថ្មីដើម្បីយកថ្នាំរបស់លោកអ្នក។ សូម
ទូរស័ព្ទ 1-866-872-8969 បើលោកអ្នកត្រូវការសំបុត្រនេះជាភាសាផ្សេងទៀត
ឬត្រូវការអ្នកបកប្រែ។ ការបកប្រែភាសាផ្តល់ឲ្យដោយឥតគិតថ្លៃ។

此通知的重要信息是有关您获得药品的新规定。如果您需要该通知译成其他语言或需要有人替你翻译，请致电1-866-872-8969。此服务是免费的。

Данное уведомление содержит важную информацию о новых правилах получения лекарств. Звоните 1-866-872-8969, если оно вам нужно на другом языке или нужна помощь переводчика. И то и другое предоставляется бесплатно.

Thông báo này gồm những điều lệ mới quan trọng khi quý vị đi lấy thuốc. Cần bản tin này bằng thứ tiếng khác hay cần một thông dịch viên, xin quý vị gọi số 1-866-872-8969. Dịch vụ này được miễn phí.

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IMPORTANT Medical Assistance Information