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# SECTION 14: PHARMACY SERVICES

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### PHARMACY SERVICES

The HPSJ Pharmacy Department is dedicated to providing high quality, cost-effective pharmaceutical care to Members and to working with Providers to achieve the best clinical outcomes.

### PHARMACY CLAIMS SUBMISSION

Pharmacy Providers are to submit claims online to the HPSJ contracted Pharmacy Benefit Administrator (PBA). The information required to submit a claim can be found on the Members ID Card. Please note the ID 200# with (00) added on as the person code, as well as the PBA's BIN#. The claim will either be accepted or rejected. Medi-Cal HMO Members have no share of the cost for any covered prescriptions they receive.

### GENERIC SUBSTITUTION

Whenever a Federal Drug Administration (FDA)–approved bioequivalent generic drug is available and there are no medical contraindications to Member use of the generic drug, HPSJ will substitute brand medications with a generic drug. Provider may, for medical reasons, request that a prescription be dispensed as written (DAW), subject to review and approval by HPSJ.

In general, if a Member is “intolerant” to a product from one manufacturer, standard protocol requires that a product from another manufacturer should be tried to determine effectiveness with the Member. If it is determined that a brand medication for a Member is medically necessary due to adverse events with all generic forms of the medication by all generic manufacturers, Providers must provide evidence that a *MedWatch* form has been completed and submitted to the FDA documenting the adverse event experienced with the generic medication but no adverse event with the brand name medication.

### MEDICATION AUTHORIZATION AND NON-FORMULARY MEDICATIONS

Some medications require Authorization prior to dispensing. The Authorization policies and procedures for medications are in place to ensure the appropriate, effective, and efficient use of medications based on the most recent clinical evidence. Medication Authorization requests are reviewed by thoroughly trained HPSJ Pharmacy staff members. All requests are reviewed and a determination of approval or denial is made within one (1) business day (unless additional information is requested).

Providers may appeal pharmacy medication decisions by faxing additional information to the Pharmacy Department at (209) 942-6302. The appeal must be on the standard *Medication Authorization Form* which can be found on the HPSJ website, [www.hpsj.com](http://www.hpsj.com). The *Medication*

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*Authorization Form* should reference the original pharmacy request and clearly indicate that the request is an appeal of the original pharmacy decision. Providers should include relevant clinical notes and lab results. Providers may also submit pharmacy appeals by faxing the *Medication Authorization Form* (as detailed above) directly to the HPSJ Grievance/Appeals unit at (209) 461-2550.

Pharmacy grievances can also be filed by contacting the Provider Services Department at (209) 942-6340. For more detailed information on how to file a grievance, please see the section on Dispute Resolution in this Provider Manual.

To expedite the receipt of these requests, Providers can access the online provider portal, Doctor's Referral Express (DRE). Providers who do not have access to DRE, should contact the Provider Services Department at (209) 942-6340.

To obtain formulary information Providers should go to the HPSJ website, [www.hpsj.com](http://www.hpsj.com).

### EMERGENCY MEDICATION OVERRIDES

HPSJ allows pharmacies to dispense a five (5) day supply of a medication that is not covered by the HPSJ formulary in emergency situations and for medical necessity while the pharmacist works with HPSJ to obtain Authorization. The pharmacist is required to complete the *Emergency Medication Supply Form* which can be found on the HPSJ website at [www.hpsj.com](http://www.hpsj.com) or through DRE. Pharmacists must contact HPSJ's Utilization Management (UM) Department the next business day in order to provide justification for the emergency medication fill and to obtain Authorization for additional days of medication, if needed.

### PHARMACY AND THERAPEUTICS ADVISORY (P&TA) COMMITTEE AND FORMULARY MANAGEMENT

The Pharmacy and Therapeutics (P&TA) Committee is responsible for developing, managing, updating, and administering the HPSJ Formularies. The P&TA Committee is comprised of primary care and specialty physicians, pharmacists, and other health care professionals. Decisions are made based on the most current medical evidence in peer-reviewed literature, safety and efficacy, pharmacoeconomics, and therapeutic need. Providers who are interested in serving as member of this committee should contact the HPSJ Chief Medical Officer at (209) 461- 2276.

### DRUG INFORMATION

HPSJ provides a Drug Information service with questions regarding uncommon or rare clinical conditions or uses. If Providers have questions, they should be submitted with as much detail as possible and indicate the requested time frame for response. Providers will receive a written

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answer/summary along with referenced primary literature support. Drug information questions should be sent to: [RxQuestions@hpsj.com](mailto:RxQuestions@hpsj.com).

### PHARMACY RESOURCES

Providers can locate additional information on HPSJ pharmacy policies and procedures as well as pharmacy forms through DRE and at [www.hpsj.com](http://www.hpsj.com) under Pharmacy Resources. To locate prior Authorization criteria and other drug limits/restrictions, Providers should access the HPSJ Formulary on the website which is also located under Pharmacy Resources.

### CLINICAL PROGRAMS

The HPSJ Pharmacy Department has developed several clinical programs to help ensure safe, effective, and efficient use of medications. From time-to-time the Provider, the individual, or their pharmacy may receive written notification about opportunities for improvement in the Member's care. These areas may include (but are not limited to) diabetes care, asthma care, Congestive Heart Failure (CHF) care, high risk medications, and/or medication adherence.

For questions or for more information about any of the HPSJ clinical programs, please contact the Provider Services Department at (209) 942-6340.