

HEALTH PLAN OF SAN JOAQUIN					
Subject: Member Communication					
Department: Medical Management		Unit: Pharmacy		Policy #: PH17	
Effective Date: 9/18/12		Committee/Approval Date: P&T 02/16/16		Review/Revision Dates: 09/12 11/15, 02/16	
Applies To:	Medi-Cal	Yes	<input checked="" type="checkbox"/>	No	
	MCAP	Yes	<input checked="" type="checkbox"/>	No	
	TPA	Yes	<input checked="" type="checkbox"/>	No	

POLICY

The Health Plan of San Joaquin (HPSJ) keeps its members informed about its Formulary and Pharmaceutical Management Procedures through its website, newsletters, and supplemental mailings.

PROCEDURE

- A. The following pharmaceutical-related information is available to members on HPSJ’s web site (via the Evidence of Coverage document and other documents/web pages):
1. HPSJ’s Formulary or Formularies in searchable format.
 - a. An abbreviated formulary is also available for download.
 - b. An explanation of restrictions, limits, quotas and preferred alternatives for drugs with such restrictions shall be available in the drug search function.
 2. Information on HPSJ’s Pharmaceutical Management Procedures including:
 - a. Formulary tiers and drug copays (if applicable).
 - b. Quantity Limits (Managed Drug Limitations).
 - c. Prior Authorization requirements.
 - d. Generic Substitution policy.
 - e. Step Therapy protocols.
 - f. Therapeutic Interchange protocols.
 - g. Non-Formulary Exception Request process.
 3. Forms, including:

- a. Medication Request Form (for non-Formulary Exception requests and exemptions from Pharmaceutical Management Procedures)
 - b. Formulary additions.
 - 4. Instruction on how prescribing practitioners can provide information to support an exception request.
- B. When changes occur:
 - 1. The website is updated prior to the effective date of the change.
 - 2. Members are informed of the change via quarterly member newsletters that remind the member that the information on the web is available in hard copy upon request.
 - 3. Members affected by the change will be notified by mail a minimum of 30 days before their therapy is affected.
- C. Other communication mechanisms used in addition to the website at HPSJ's discretion include direct member mailings.

REFERENCE

- A. NCQA Standard UM 13 – Procedures for Pharmaceutical Management

Health Plan of San Joaquin
Approval: Signatures on File

DHCS Contract Deliverables

<i>Contract Reference</i>	<i>Date of Approval</i>	<i>DHCS Unit</i>		<i>Contract Reference</i>	<i>Date of Approval</i>	<i>DHCS Unit</i>