

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 02/13/2018		Review/Revision Dates: 09/12 11/15, 02/16, 02/17, 02/18	
Applies To:		Medi-Cal		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, phone calls to the customer service team, and supplemental mailings.

PROCEDURE

- A. The following pharmaceutical-related information is available to members via verbal phone call requests and 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:
1. Direct member mailings.
 2. Phone calls from members regarding pharmacy benefits.
- D. Annual monitoring of accurate information to members via the HPSJ website and member phone calls through customer service regarding pharmacy benefits:
1. Having the ability to determine financial responsibility.
 2. Searching the online Formulary using a formulary search finder.
 3. Downloading a copy of the Formulary.
 4. Initiating a Prescription Exception Request.
 5. Conducting an in-network pharmacy search based on distance from a zip code and checking that the pharmacy information is accurate.
 6. Determining medication generic availability, common side effects, and drug-drug interactions.

REFERENCE

- A. NCQA Standard UM 11 – Procedures for Pharmaceutical Management
- B. NCQA Standard MEM4 – Pharmacy Benefit Information

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>