

| HEALTH PLAN OF SAN JOAQUIN                 |   |                       |  |                                     |    |
|--|---|-----------------------|--|-------------------------------------|----|
| <b>Subject: Practitioner Communication</b> |   |                       |  |                                     |    |
| <b>Department:</b> Medical Management      |   | <b>Unit:</b> Pharmacy |  | <b>Policy #:</b> PH18               |    |
| <b>Effective Date:</b><br>09/18/2012       | <b>Committee/Approval Date:</b><br>P&T 02/13/2018 |                       | <b>Review/Revision Dates:</b><br>09/12; 11/15, 02/16, 02/17, 02/18 |                                     |    |
| <b>Applies To:</b>                         | Medi-Cal  |                       | Yes  | <input checked="" type="checkbox"/> | No |

**POLICY**

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

**PROCEDURE**

- A. The following pharmaceutical-related information is available on HPSJ's web site:
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 and criteria 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.
    - h. Sufficient information for practitioners to effectively interface with the Pharmaceutical Management Processes, including:
      - i. How to use the Pharmaceutical Management Procedures.
      - ii. How to provide information to support an Exception request.
  3. Forms, including:
    - a. Medication Request Form (for non-Formulary Exception requests and exemptions from Pharmaceutical Management Procedures).
    - b. Formulary additions.

- B. The information described above is included in the “welcome packet” mailed to all new practitioners.
- C. When changes occur:
  - 1. The Provider Relations Department distributes the formulary change alerts to HPSJ Providers.
  - 2. The website is updated prior to the effective date of the change.
  - 3. Practitioners are informed of the change via quarterly newsletters (which direct providers to the website for the most updated formulary and restrictions) and that the information on the web is available in hard copy upon request.
  - 4. Providers with members affected by the change will be notified by mail a minimum of forty-five (45) business days before their therapy is affected.
- D. In addition to the website, other communication mechanisms used at the discretion of the P&T Committee, Medical Director, or Director of Pharmacy include:
  - 1. Provider Handbook.
  - 2. Direct practitioner mailings.
- E. The P&T Committee in conjunction with Health Plan staff defines and provides drug education to physicians, pharmacists, nurses, and healthcare professionals associated with HPSJ.
- F. The P&T Committee in conjunction with the Director of Pharmacy identifies, researches, tracks and informs practitioners of adverse drug reactions.

**REFERENCE**

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

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| <b>Health Plan of San Joaquin</b>   |
| <b>Approval: Signatures on File</b> |

***DHCS Contract Deliverables***

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