

For Providers:

## **FAQ's about working with the MedStar Family Choice (MFC) Closed Formulary**

### **How do I get help with a pharmacy problem?**

MFC has clinical staff dedicated to pharmacy services. They are available 8:30 AM to 5:00 PM, Monday through Friday for routine, non-emergency issues. Information may be submitted either by telephone (410-933-2200 or 800-905-1722) or by fax (410-933-2274). For emergencies after hours call 800-905-1722, select the pharmacy option from the menu and follow the instructions to reach the oncall staff.

You may submit the information on the [General Medication Prior Authorization Form](#), or on the appropriate drug-specific forms for Hepatitis C or Opioid Medications. Prior authorization forms can be found on the website or you may request a paper copy by calling MFC.

### **Does MFC cover over-the-counter medications or Blood pressure monitors?**

Yes, most commonly used over-the-counter (OTC) medications are covered as part of the pharmacy benefit. A prescription is required, and refills are permitted. Coverage may be limited to certain cost maximums. By State Medicaid rules, condoms and emergency contraception do not require a prescription and are covered by MFC. Generic OTC products are preferred when available.

Blood pressure monitors and at-home diabetic testing machines and supplies are also covered as part of the prescription benefit. A prescription is required.

### **What drugs are on Prior Authorization?**

Medications that require prior authorization (PA) are indicated in the formulary document by a PA next to the drug name and within the Prior Authorization and Step Therapy table on this website. To view PA criteria:

- Go to the website: [MedStarFamilyChoice.com](http://MedStarFamilyChoice.com)
- On the blue banner at the top of the page, click "Maryland Providers"
- Click "View Prescription Information" link in the center of the page
- Click "Prior Authorization and Step Therapy Table" link

### **What do I need to do to obtain an authorization for a medication on Prior Authorization?**

Please review the criteria in the MFC Prior Authorization and Step Therapy Table for the desired medication. Paper copies are available upon request. If the patient meets the criteria, submit the information to MFC either by telephone (410-933-2200 or 800-905-1722) or by fax (410-933-2274). If the criteria are not met, supporting clinical documentation must be submitted to show medical necessity. For emergencies after hours call 1-800-905-1722, select the pharmacy option from the menu and follow the instructions to reach the on-call staff.

### **What happens if I write a prescription for a non-covered medication?**

Many non-formulary medications can be filled by pharmacy staff for a 3-day emergency supply. This is intended to provide the patient with enough medication for you to complete a PA request for a "Medical Exception." To request a Medical Exception, you may call 410-933- 2200 or 800-905-1722 or fax a Prior

Authorization Medication Request form to 410-933-2274 with relevant clinical information. A medically appropriate reason why a formulary medication cannot be prescribed is required.

### **Are there limits to prescriptions?**

In general, medications are limited to a 30-day supply. MFC does offer 90-day supplies for most medications used to treat chronic conditions. MFC offers no-cost prescription delivery for members residing in certain zip codes. Use this link for more information about this service: [MedStar Home Delivery](#)

Members may also order their prescriptions through CVS Caremark Mail Service Pharmacy by calling 800-552-8159. Providers may send prescriptions electronically to CVS Caremark Mail Service Pharmacy or start the process by calling 800-378-5697.

Some medications have additional quantity limits and are indicated on the formulary document next to the drug description. To request an override, submit the information to MFC either by telephone (410-933-2200 or 800-905-1722) or by fax (410-933-2274.)

### **What if I have a patient who needs two prescriptions for the same medication at the same time – one for home and one for school?**

The second prescription will automatically reject at the pharmacy for exceeding the plan limit. You may contact MFC at 410-933-2200 or 800-905-1722 so that the clinical staff can assist with an override.

### **What if I have a patient who is planning to go out of town for a prolonged period of time?**

The early prescription will reject at the pharmacy as either an early refill or because it exceeds a one month's supply. You may contact MFC at 410-933-2200 or 800-905-1722 so that the clinical staff can assist with an override. Please be advised that controlled medications will not be permitted to be filled early. MFC will not approve early refills, override Managed Drug Limitations (MDL), replace lost/stolen medications, or provide early refills for travel for controlled medications. Exceptions may be granted if a member is receiving controlled medication(s) for cancer treatment, sickle cell disease, or is in hospice or receiving palliative care.

MFC will only approve travel supplies of non-controlled medications for members whose enrollment segment shows coverage during the requested timeframe. For example, if it is May and the member is requesting medication while traveling in June, the member must be an active member of MFC in June. If the member's enrollment span ends on May 31, MFC will only approve medication through May 31 and will not approve medication for the month of June.

### **What if medication is lost or stolen?**

If a non-controlled medication is lost or stolen, you will need to re-issue a prescription. The early prescription will reject at the pharmacy as an early refill. You may contact MFC at 410-933-2200 or 800-905-1722 so that the clinical staff can assist with an override. However, there will be no early refills for controlled medications. Specifically, MFC will not approve early refills or override Managed Drug Limitations (MDL) to replace lost or stolen controlled medications. Exceptions may be granted for a member receiving controlled medication(s) for cancer treatment, sickle cell disease, or is in hospice or receiving palliative care.

### **How can I get a brand name medication dispensed?**

Pharmacists are required to dispense the generic version of a medication under Maryland law. A prescriber needs to make a notation on the prescription such as “brand medically necessary” or “no generic substitution” as a message to the pharmacist to dispense the brand name medication. MFC will review requests for brand name medications when no formulary alternative is available and the prescriber submits a completed MedWatch form either by telephone to 410-933-2200 or 800-905-1722, or via fax 410-933-2274 showing that the branded product is medically necessary.

### **I just got a call from a pharmacist telling me that they are getting a rejection message for a “Step Therapy.” What does that mean?**

The MFC Pharmacy and Therapeutics Committee has determined that in some cases prescribing drugs in a particular order is appropriate. The medications on Step Therapy are indicated with an ST next to the drug name in the formulary document and also on the Prior Authorization and Step Therapy table on this website. Where the drug is listed within the formulary you will see the notation “ST” next to the drug name and a notation of what drug is recommended first. MFC expects the medications to be prescribed in the order of the step therapy. If following the recommended sequence is not appropriate for the member, submit information via telephone at 410-933-2200 or 800-905-1722 or by fax to 410-933-2274 explaining why. If the patient filled the first drug using their MFC pharmacy benefit, the pharmacy will automatically process the second drug. If the patient has tried the first line drug in the past but the pharmacist is still getting a rejection message, then the computer system does not have the prior prescription. Often that is because the member was your patient, but not yet a member of MFC, or they filled the first prescription under another insurance or paid for it themselves.

### **How can I get a medication added to the MFC Formulary?**

You may request an addition to the MFC formulary via email to: [MFC-FormularyFeedback@MedStar.net](mailto:MFC-FormularyFeedback@MedStar.net) or by contacting the clinical staff by telephone at 410-933-2200 or 800-905-1722, or by fax 410-933-2274 please include supporting clinical information to support your request.

### **Who decides what medications are on the MFC Formulary?**

There is a MFC Pharmacy and Therapeutics Committee that includes practitioners and pharmacists. The Committee meets 5 times a year to make decisions about formulary coverage, establish coverage criteria, create policies and other duties. If you would like to learn more or participate in the P&T Committee, please email [MFC-FormularyFeedback@MedStar.net](mailto:MFC-FormularyFeedback@MedStar.net).