

# Specialty Drugs

Please use the online search tool for information on a specific drug.

## What Are Specialty Drugs?

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Specialty drugs are prescription medications used to treat complex or chronic medical conditions. These may include hepatitis, cancer, and autoimmune diseases like rheumatoid arthritis and multiple sclerosis, just to name a few. They usually require patient-specific dosing and careful clinical monitoring. They may also require special handling and refrigeration.

## How Are Specialty Drugs Covered?

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When you have a prescription for a specialty drug filled at the pharmacy, it is covered under your health plan's **pharmacy benefit**.

Specialty drugs that are administered in a medical setting by a health care professional are typically covered under your **medical benefit**.

Some specialty drugs that can be self-administered **must** be filled under the pharmacy benefit and are not covered under the medical benefit.

## What Should I Do if My Specialty Drug Is Excluded From Coverage?

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You and your doctor make the final decision about the medications that are right for you. If your doctor believes no alternative drug will work for your medical condition, you or your doctor can request a **formulary exception** by calling the Customer Service number on your ID card.

**Note: Formulary exceptions can only be considered with required documentation from the member's health care provider.**

## What Is Prior Authorization?

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Prior authorization (PA) is a quality and safety program that promotes the proper use of certain medications. If your doctor prescribes a specialty drug that requires PA, as determined by your plan, you must get prior approval before your plan will cover your medication.

We base PA guidelines on U.S. Food and Drug Administration and manufacturer guidelines, medical literature, safety, accepted medical practice, appropriate use, and benefit design. Many specialty drugs require PA from your health plan. Note that PA does **not** guarantee eligibility or payment of a claim.

Drugs that are typically covered under the pharmacy benefit require PA if a member's benefit allows them to be billed under the medical benefit.

Some drugs covered under the medical benefit may only be authorized when administered in certain locations (sites of care), such as an infusion center or the patient's home.

## How Do I Get Prior Authorization?

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### Under the Pharmacy Benefit

Please call **855-811-2218** to request PA for these drugs.

### Under the Medical Benefit

To start the PA process, providers should sign in to the health plan's provider website to access the online medical PA system. Providers can also request PA by calling **877-440-0089** or faxing requests to 612-367-0742. Provider specialty is considered when reviewing all medical and self-administered drug PA requests.

## Where Can I Get My Specialty Drugs?

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Under the pharmacy benefit, most benefit plans require specialty drug prescriptions to be filled by our preferred specialty pharmacy. Optum Specialty Pharmacy is a service provided by Optum Rx®, an independent company that provides pharmacy benefit management services on behalf of our health plans. You can contact the pharmacy benefit manager at **877-259-9428**.

Usually, your doctor will call or fax a prescription directly to a specialty pharmacy. If your prescription requires PA, the specialty pharmacy will tell your doctor how to request this.

## Non-Discrimination Statement and Foreign Language Access

We do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in our health plans, when we enroll members or provide benefits.

If you or someone you're assisting is disabled and needs interpretation assistance, help is available at the contact number posted on our website or listed in the materials included with this notice (TDD: 711).

Free language interpretation support is available for those who cannot read or speak English by calling one of the appropriate numbers listed below.

If you think we have not provided these services or have discriminated in any way, you can file a grievance by emailing [contact@hcrcompliance.com](mailto:contact@hcrcompliance.com) or by calling our Compliance area at 1-800-832-9686 or the U.S. Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019 or 1-800-537-7697 (TDD).

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Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de este plan de salud, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-396-0183. (Spanish)

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如果您，或是您正在協助的對象，有關於本健康計畫方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥 1-844-396-0188。(Chinese)

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Nếu quý vị, hoặc là người mà quý vị đang giúp đỡ, có những câu hỏi quan tâm về chương trình sức khỏe này, quý vị sẽ được giúp đỡ với các thông tin bằng ngôn ngữ của quý vị miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-389-4838 (Vietnamese)

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이 건강보험에 관하여 궁금한 사항 혹은 질문이 있으시면 1-844-396-0187로 연락해 주십시오. 귀하의 비용 부담없이 한국어로 도와드립니다. (Korean)

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Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa planong pangkalusugang ito, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika nang walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-844-389-4839. (Tagalog)

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Если у Вас или лица, которому вы помогаете, имеются вопросы по поводу Вашего плана медицинского обслуживания, то Вы имеете право на бесплатное получение помощи и информации на русском языке. Для разговора с переводчиком позвоните по телефону 1-844-389-4840. (Russian)

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إن كان لديك أو لدى شخص تساعدك أسئلة بخصوص خطة الصحة هذه، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1-844-396-0189 (Arabic)

Si ou menm oswa yon moun w ap ede gen kesyon konsènan plan sante sa a, se dwa w pou resevwa asistans ak enfòmasyon nan lang ou pale a, san ou pa gen pou peye pou sa. Pou pale avèk yon entèprèt, rele nan 1-844-398-6232. (French/Haitian Creole)

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Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions à propos de ce plan médical, vous avez le droit d'obtenir gratuitement de l'aide et des informations dans votre langue. Pour parler à un interprète, appelez le 1-844-396-0190. (French)

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Jeśli Ty lub osoba, której pomagasz, macie pytania odnośnie planu ubezpieczenia zdrowotnego, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer 1-844-396-0186. (Polish)

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Se você, ou alguém a quem você está ajudando, tem perguntas sobre este plano de saúde, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-396-0182. (Portuguese)

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Se tu o qualcuno che stai aiutando avete domande su questo piano sanitario, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare 1-844-396-0184. (Italian)

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あなた、またはあなたがお世話をされている方が、この健康保険についてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合、1-844-396-0185 までお電話ください。 (Japanese)

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Falls Sie oder jemand, dem Sie helfen, Fragen zu diesem Krankenversicherungsplan haben bzw. hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-844-396-0191 an. (German)

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اگر شما یا فردی که به او کمک می کنید سؤالاتی در باره ی این برنامه ی بهداشتی داشته باشید، حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت کنید. برای صحبت کردن با مترجم، لطفاً با شماره ی 1-844-398-6233 تماس حاصل نمایید. (Persian-Farsi)

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Ni da doodago t'áá háída biká'aná nílwo'ígíí díí Béeso Ách'ááh naa'níligi háá'ída yí na' ídíl kidgo, nihá'áhóót'i' nihí ká'a'doo wołgo kwii ha'át'íshíí bí na'ídołkidígi doo bik'é'azláagóó. Ata' halne'é la' bich'í' ha desdzhíh nínízingo, kojí' béesh bee hólne' 1-844-516-6328. (Navajo)

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Vann du adda ebbah es du am helfa bisht, ennichi questions hend veyyich *deah health plan*, hend diah's recht fa hilf un information greeya in eiyah aykni shprohch unni kosht. Fa shvetza mitt en interpreter, roof deah nummah oh 1-833-584-1829. (Pennsylvania Dutch)