

Your prescription benefits

How to make the most of your pharmacy plan



Your pharmacy benefits at a glance

We know you're busy, so we created this quick and easy guide with information about your pharmacy benefits, plus tips on how to make the most of your coverage.



Register at healthybluenc.com

It's the fastest and easiest way to view your personal pharmacy benefits. At healthybluenc.com, you can do things like:

Find retail and specialty pharmacies in your plan

View your plan's preferred drugs

Learn how to access home delivery and specialty pharmacies

Check your claims status and history for home-delivery and specialty drugs

Find out if you have a copay for your prescriptions and compare costs, if you have any

Your plan covers:

- Hundreds of brand-name and generic drugs
- Some over-the-counter (OTC) drugs
- Most specialty drugs for ongoing health issues or serious illness



Your drug list

Your plan includes hundreds of generic and brand-name prescription drugs. To find out what drugs we cover, use the Preferred Drug List and Searchable Formulary on our website at healthybluenc.com/north-carolina/benefits/pharmacy-benefits.html.



Your cost

For NC Medicaid, your cost or copay is \$4 per prescription. To review additional copay details including exceptions, please use our website at healthybluenc.com/north-carolina/benefits/pharmacy-benefits.html.



Planning to travel soon?

If you are leaving the state for a short time, you can fill your prescriptions early to prepare for when you won't be able to go to your regular pharmacy. This is called a vacation supply. You can receive a vacation supply for each of your medicines once per year by calling Pharmacy Member Services.



If you are out of state, call Pharmacy Member Services at **844-594-5084 (TTY 711)** for help finding a pharmacy in your plan. Your local, in-network pharmacist can also call and request a vacation supply for you.

Lost, stolen, or damaged fills

If your prescription is lost, stolen, or damaged, you can ask for an early refill once per year. To request an early refill, call Pharmacy Member Services at **844-594-5084 (TTY 711)**.

Need help with any of this?

We're here to help you understand your pharmacy benefits and how they work. If you have questions, call us at the Pharmacy Member Services number on your member ID card or visit healthybluenc.com/north-carolina/benefits/pharmacy-benefits.html.



If you have questions or need help with your medicines, call Pharmacy Member Services at **844-594-5084 (TTY 711)** anytime, day or night.

A few more things to know about your drug coverage

Some medicines require you to take certain steps before we cover them. Here are a few you need to know about:



Prior authorization (PA)

This means your doctor needs our approval before a pharmacy can fill your prescription. Your prescription drugs may require PA if they:

- Are not on our approved drug list
- May have high side effect, misuse, or abuse potential
- Should be prescribed only for specific use
- Can be replaced with other drugs that are equally or more effective

Non-Preferred

You may need to try one or more other drugs before we cover the drug your doctor wants you to take.

Quantity limits (QL)

We may limit how much of a medicine you can receive each month to help protect your health.

Age limit (AL)

To protect your health, we may only allow your doctor to prescribe certain medicines to you if you are a certain age.

Dose optimization (DO)

You may be able to switch from taking a drug twice a day to taking it once a day at a higher strength.

Emergency fill

For certain drugs, if you and your pharmacist believe you have an urgent health need and you are out of your medicine, your pharmacist may request an emergency three-day supply by calling the Pharmacy Help Desk at **833-434-1212**.

Need to fill a prescription?

You have plenty of options for how and where to fill your prescriptions, including local pharmacies in your plan and convenient home delivery.

Retail pharmacies

Your plan includes over 2,000 pharmacies. It is important to use a pharmacy in your plan so your medicines are covered. To find a retail pharmacy near you, just use the Find a Pharmacy tool at healthybluenc.com/north-carolina/benefits/pharmacy-benefits.html and choose *Find a Pharmacy*. You can also call Pharmacy Member Services at **844-594-5084 (TTY 711)**.

You can receive up to a 34-day supply of medicines at a retail pharmacy in your plan. You can receive up to a 90-day supply of non-controlled maintenance medications. You can receive up to a 12-month supply of oral contraceptives.

Home delivery

If you take medicines regularly or need them long-term, you can use home delivery. Standard shipping is free. It's easy to switch to home delivery — just log in to your secure account at healthybluenc.com/north-carolina/benefits/pharmacy-benefits.html or call **844-594-5084 (TTY 711)**.

Specialty pharmacy

If you have certain health conditions that require specialty drugs — drugs that may need special handling or that you may need to inject or infuse — to treat, you can receive them through any in-network specialty pharmacy.

As a Healthy Blue member, you can choose to utilize CarelonRx Specialty Pharmacy, which offers free shipping with on-time delivery, 24/7 access to a Care Team of highly trained pharmacists and nurses, and personalized care. To learn more or to manage your specialty prescriptions, log in to your account at healthybluenc.com/north-carolina/benefits/pharmacy-benefits.html.

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. © Marks of the Blue Cross and Blue Shield Association.

Blue Cross and Blue Shield of North Carolina complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

You can get free materials in large print and other auxiliary aids and services. Call **844-594-5070 (TTY 711)**. If English is not your first language, free interpreter services are available. Call **844-594-5070 (TTY 711)**.

Español (Spanish):

Blue Cross and Blue Shield of North Carolina cumple con las leyes federales de derechos civiles aplicables y no discrimina a las personas por raza, color, nacionalidad, edad, discapacidad, creencias, afiliación religiosa, ascendencia, sexo, identidad o expresión de género u orientación sexual.

Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **844-594-5070 (TTY 711)**. Si el inglés no es su lengua nativa, dispone de servicios gratuitos de interpretación. Llame al **844-594-5070 (TTY 711)**.

中国人 (Chinese):

Blue Cross and Blue Shield of North Carolina 遵守適用的聯邦民權法，不因種族、膚色、國籍、年齡、身體殘障、信條、宗教信仰、血統、性別、性別認同或表達，或性取向進行歧視。

您可以免費獲得各種資料的大字版以及其他輔助工具和服务。請致電 **844-594-5070 (TTY 711)**。如果英語不是您的首選語言，我們提供免費的翻譯服務。請致電 **844-594-5070 (TTY 711)**。