

COVERED SERVICES

Prescription Drugs

There is no co-pay for prescription drugs preferred by CareSource.

CareSource uses a Preferred Drug List. This is a list of drugs approved for your use. Generic drugs must be used when they are available. Most generic drugs and only the brand name drugs on the CareSource list are covered without prior authorization.

Certain drugs, even though they are on the list, may have special limits on the quantity that can be filled at your participating pharmacy. Some may require you to try other medications first. A pharmacist may request a 72-hour emergency fill of most medications by calling our Pharmacy Benefits Manager at **1-866-668-0321**. Some drugs are not covered, such as drugs for cosmetic purposes, erectile dysfunction drugs and drugs used for international travel. Drugs not on the Preferred Drug List require a Prior Authorization.

Participating CareSource physicians have been notified in writing of:

- ▶ The drugs included on the list
- ▶ How to request a prior authorization
- ▶ Special procedures for urgent requests

If your doctor feels it is medically necessary for you to have a drug that is not on the list, he or she should request a prior authorization from CareSource. If CareSource does not authorize the request, we will tell you. We will give you information about the CareSource grievance and appeal process.

Please call our service center:

- ▶ For more information or a list of preferred drugs
- ▶ To find out how to appeal a decision
- ▶ To ask if your drug is covered

OTHER BENEFITS

CareSource offers other benefits. They are available at no cost to you. They include:

CareSource 24

See page 5 of this handbook for more details about this service. To reach the 24-hour nurse advice line, call **1-866-206-0488** (TTY: 1-800-649-3777 or 711).

Case Management

CareSource has nurses and social workers who can work with you one-on-one. We call them Health Coaches. They can help you coordinate your health care needs. They will contact you:

- ▶ If your doctor requests it
- ▶ If you request help
- ▶ If our staff feels their services would be helpful to you or your family

Our staff is trained to help you and your family with any special medical issues like:

- ▶ Asthma
- ▶ Diabetes
- ▶ Pregnancy
- ▶ Congestive heart failure
- ▶ Obesity
- ▶ Complicated surgery
- ▶ And more

