



Pharmacy How-To Guide

Get the most out of your pharmacy benefits with these tips.



Filling Your Prescription and Prescription Wait Times

Tips

Give it Time:

Most prescriptions are filled in 24 hours, but it can take longer.

Check First:

Call the pharmacy or use your pharmacy app to find out if your medicine is ready.

It helps to know when your pharmacy is open. Plan your visit during open hours.

Ask Your Wait Time:

You can ask how long a refill will take.

You may wait while your pharmacist fills your prescription(s). If the wait time is too long, come back in a few hours. You can also ask for next day pick-up.

Changing Pharmacies:

Need to move a prescription from one pharmacy to another? Call the new pharmacy you want to fill your prescriptions and let them know.

Please tell your doctor about any pharmacy changes.

Did You Know?



Visit [CareSource.com](https://www.caresource.com) or scan this QR code to:

- Find an in-network pharmacy using our [CareSource Find a Pharmacy Tool](#).
- Review your prescriptions using our [CareSource Find my Prescriptions Tool](#).
- Find info on medications that may need prior authorization, have limits or other special cases.
- View your [Over The Counter \(OTC\)](#) benefits with CareSource.
 - We may cover items like Tylenol and Antacids with a prescription from your doctor.
 - Our OTC Drug List can be found under the Preferred Products dropdown “OTC Drug, Supplements and Contraception Formularies.”

Prior Authorization

Tips	Did You Know?
<p>Know the Rules: CareSource may need to review and approve some medications before they're filled. This is called Prior Authorization (PA).</p> <p>PA may be needed for safety reasons, or other medications could be preferred.</p> <p>Plan Ahead: Your doctor can send PAs early.</p> <p>Talk with your doctor about any PAs before you go to pick up your medications.</p>	<p>If PA is needed, your doctor will work with CareSource and send the prescription to your pharmacy.</p> <p>After CareSource reviews the PA request:</p> <ul style="list-style-type: none">• We will send you and your doctor a letter. It will state whether your PA request was approved or denied.<ul style="list-style-type: none">◦ If approved, get in touch with your pharmacy to fill the prescription.◦ If denied, work with CareSource and your doctor to find out why. <p>You can also talk with your doctor about other medications that can be used instead.</p>

Picking Up Prescriptions

Tips	Did You Know?
<p>Pick Up on Time: If you don't pick up your medications within a certain number of days, they may be put back.</p> <p>Sign up: Get text alerts from your pharmacy so you don't miss a pickup.</p> <p>Don't Forget: Show your CareSource ID card at the pharmacy.</p> <p>Talk with CareSource: Call CareSource from your pharmacy if you have questions about:</p> <ul style="list-style-type: none">• Costs,• Authorizations, and• Other insurance or eligibility. <p>We may be able to help fix these issues before you leave.</p>	<p>CareSource offers rides to help you get to the pharmacy. We offer five round trips/month.</p> <ul style="list-style-type: none">• Please call 1-844-607-2829 (TTY: 711) for a ride. Let us know at least two days before you need one. <p>CareSource works with <u>Walmart® Home Delivery</u> to mail non-specialty meds.</p> <p>Reach out to Walmart® Mail Order Pharmacy at 1-800-2-REFILL (1-800-273-3455).</p>



Refills and Syncing Meds

Tips

Call Early: Ask for refills a few days before you run out of medications.

Be Aware: Some medications are controlled, like those for pain or ADHD. These medications may have strict refill times or take longer to refill. You may not be able to ask for them early.

Make it routine: Ask your pharmacy about automatic refills, syncing your prescriptions and refill reminders. These helpful tools make sure your medication can be ready when you need it.

Prep for Busy Days: Make sure you have enough medication before weekends or holidays.

Did You Know?

If you have special refill needs, please reach out to CareSource Member Services at **1-844-607-2829 (TTY: 711)**.

- Some special refill needs are when:
 - You cannot pick up your medications because you're traveling.
 - Your medications are lost.
 - You've gone through a natural disaster and can't get your medications.
 - Your pharmacy is closed and you need to pick up your meds at another pharmacy.

We will review your special refill request and give you an answer soon.



Other Pharmacy Services

Tips

Talk with Your Pharmacist:

They're here to help answer your questions about your medicine(s) and any side effects.

- Pharmacists can prescribe some medicines, like birth control and products to help you quit smoking.
- You can get most vaccines at local pharmacies – Ask a pharmacist about which vaccines they recommend for you.

Did You Know?

You can **Ask Your CareSource Pharmacist** to review your medications and help answer questions.

- Call **1-833-230-2073** to speak with a CareSource pharmacist today.
 - We are open 8 a.m. Central Time (CT)/9 a.m. Eastern Time (ET) to 4:30 p.m. CT/5:30 p.m. ET Monday through Friday.

You may be able to earn rewards if you get vaccinated or are trying to quit smoking.

- Visit **CareSource.Com/INrewards** for more info.

