

Provider webinar: navigating pharmacy on the provider website

October 2022



Agenda

- Provider website
- Formulary:
 - Searchable formulary
 - *Preferred Drug List (PDL)*
 - Real-time benefit check
 - Hot Tips
- Prior authorization (PA)
 - Process
 - Strategy
- Pharmacy contacts
- CoverMyMeds* demo

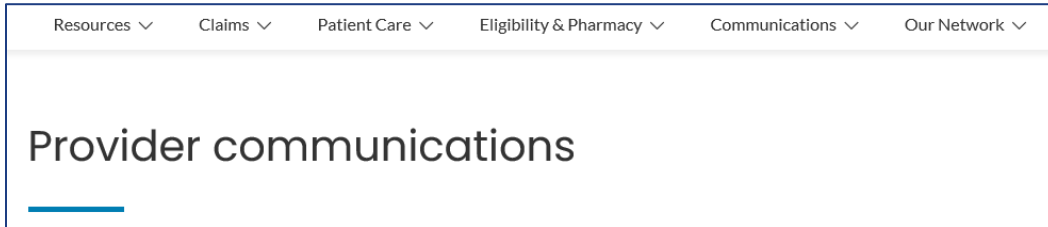


Provider website

Direct link: <https://provider.wellpoint.com/md/>



Provider website (cont.)



Communications:

- Newsletter
- Provider news:
 - Formulary change notice
 - *Clinical Criteria* updates



Pharmacy information:

- Formulary, *PDL*
- PA forms
- PA look-up tool
- State policies
- Hot Tips
- Pharmacy contacts

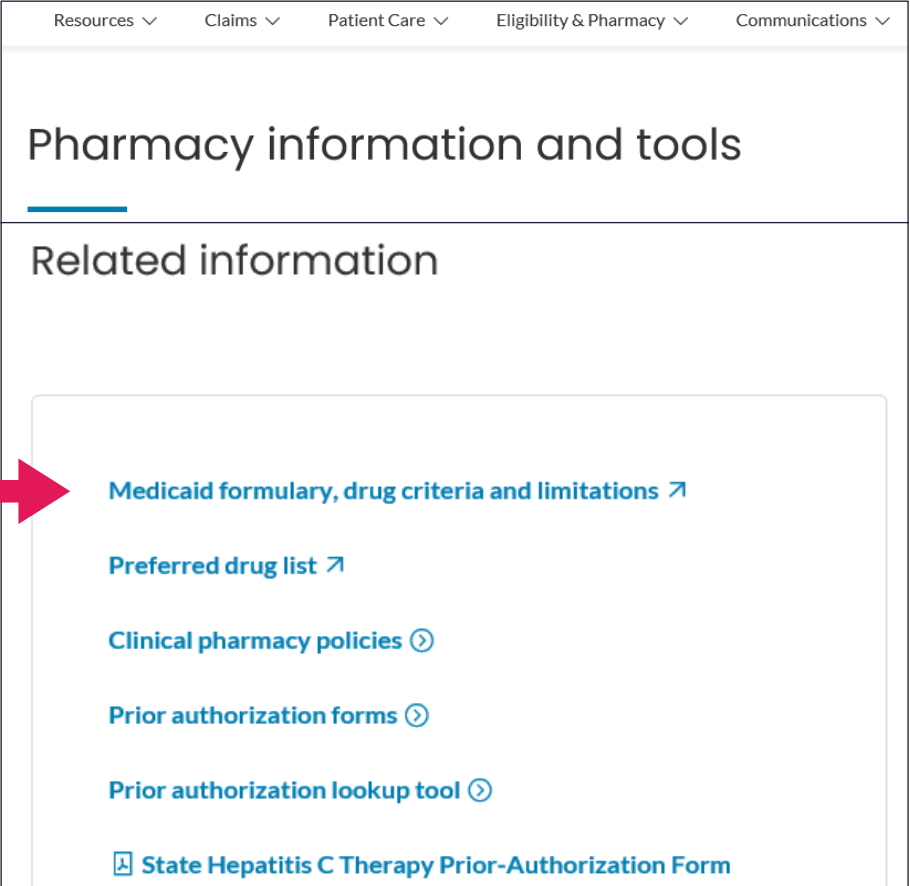


Formulary



Searchable formulary

- Location: Pharmacy Information > Medicaid formulary, drug criteria and limitations
- Direct link:
<https://client.formularynavigator.com/Search.aspx?siteCode=1404420163>



Resources ▾ Claims ▾ Patient Care ▾ Eligibility & Pharmacy ▾ Communications ▾

Pharmacy information and tools

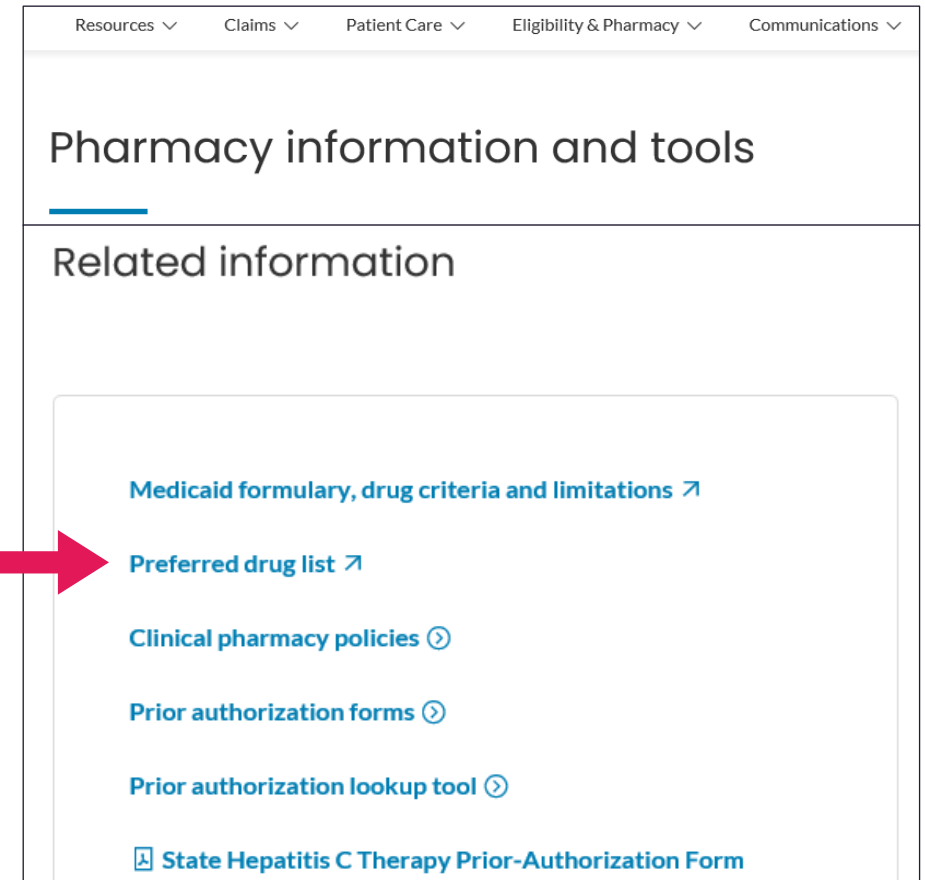
Related information

- [Medicaid formulary, drug criteria and limitations ↗](#)
- [Preferred drug list ↗](#)
- [Clinical pharmacy policies ↻](#)
- [Prior authorization forms ↻](#)
- [Prior authorization lookup tool ↻](#)
- [State Hepatitis C Therapy Prior-Authorization Form](#)



The PDL

- Communication method to inform providers on formulary alternatives
- Location: Pharmacy Information > Medicaid Preferred Drug List
- Direct link:
https://fm.formularynavigator.com/FBO/4/Maryland_PDL_English.pdf

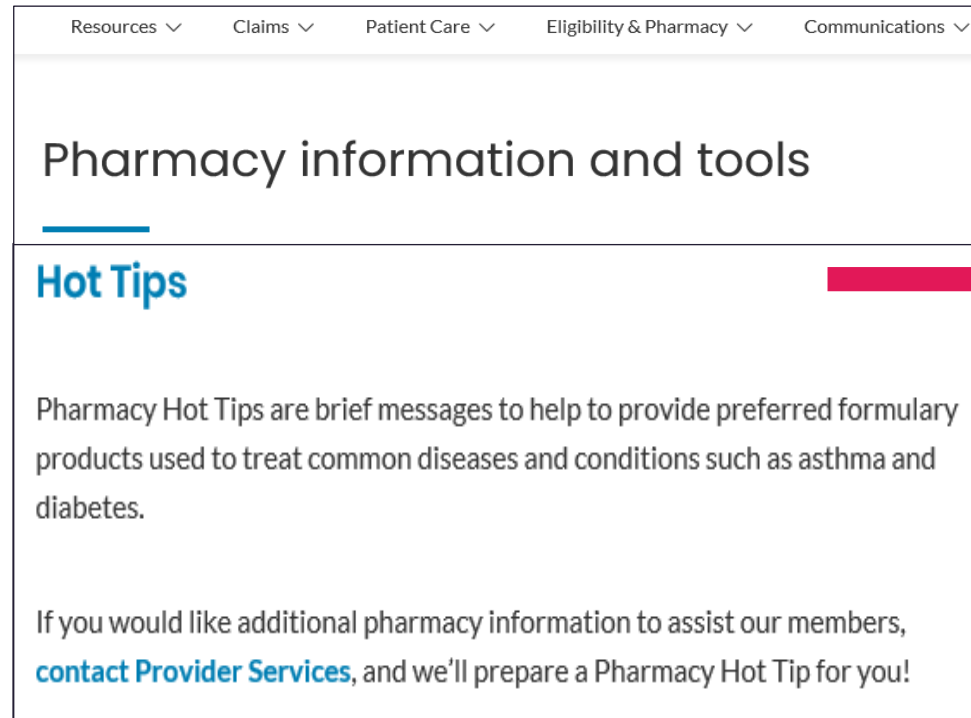


The screenshot shows a web portal with a navigation bar at the top containing 'Resources', 'Claims', 'Patient Care', 'Eligibility & Pharmacy', and 'Communications'. Below the navigation bar is the main heading 'Pharmacy information and tools'. Underneath this heading is a section titled 'Related information' which contains a list of links: 'Medicaid formulary, drug criteria and limitations', 'Preferred drug list', 'Clinical pharmacy policies', 'Prior authorization forms', 'Prior authorization lookup tool', and 'State Hepatitis C Therapy Prior-Authorization Form'. A red arrow points to the 'Preferred drug list' link.



Hot tips

- Communication method to inform providers on formulary alternatives
- Location: Pharmacy information > Hot Tips
- Direct link:
<https://provider.amerigro.com/maryland-provider/member-eligibility-and-pharmacy/pharmacy>




Resources ▾ Claims ▾ Patient Care ▾ Eligibility & Pharmacy ▾ Communications ▾

Pharmacy information and tools

Hot Tips

Pharmacy Hot Tips are brief messages to help to provide preferred formulary products used to treat common diseases and conditions such as asthma and diabetes.

If you would like additional pharmacy information to assist our members, [contact Provider Services](#), and we'll prepare a Pharmacy Hot Tip for you!

- 
- [Hot Tip: Acne](#)
 - [Hot Tip: Allergies](#)
 - [Hot Tip: Asthma](#)
 - [Hot Tip: Chronic Pain](#)
 - [Hot Tip: Diabetes](#)
 - [Hot Tip: Proton Pump Inhibitors](#)
 - [Hot Tip: Topical Corticosteroids](#)



Real-time benefit check

- Formulary alternatives and PA alerts are provided within the e-prescribing process.
- Messages are sent directly to electronic medical records (EMR).

Jane Doe MD

Patient Name: James Williams

Select a medication

Medication **Lipitor** Strength **10 mg** Quantity **30** Form **tablet**

Instructions **QD** Day Supply **30** Refill **0** DAW **0**

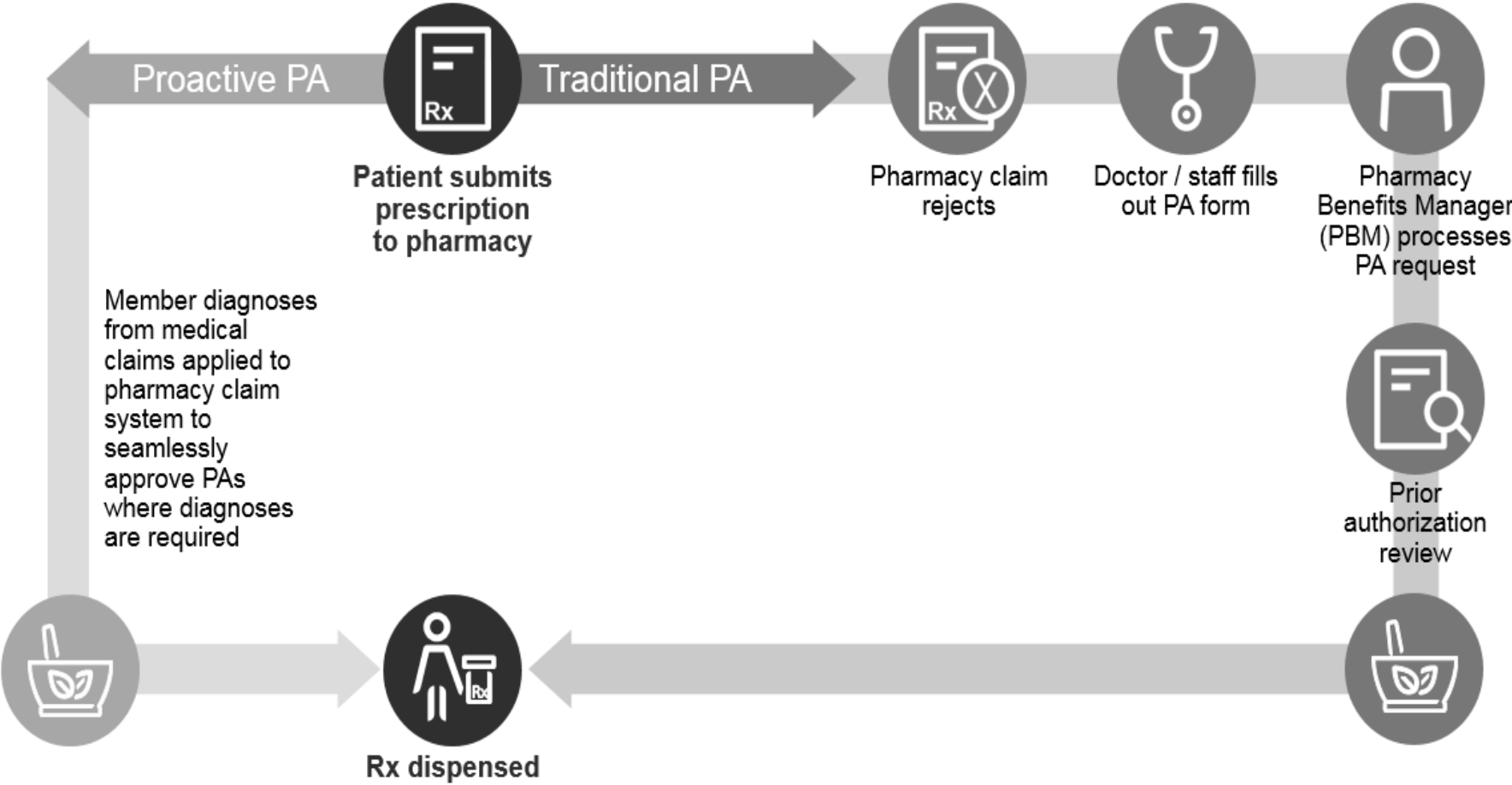
	Drug Selected	Alternative
Drug	Lipitor 10mg Tab	Simvastatin 20mg Tab
Formulary Status	Non-Formulary	Formulary
Alerts	PA	
Retail (30 Day Supply)	<input type="checkbox"/> \$350	<input type="checkbox"/> \$7
Retail (90 Day Supply)	<input type="checkbox"/> \$1,050	<input type="checkbox"/> \$21
Mail-Order (90 Day Supply)	<input type="checkbox"/> \$1,050	<input type="checkbox"/> \$21



Prior authorization



PA process – proactive PA



PA strategy

- Proactive PA
- Updated PA system:
 - PA hub:
 - Web-based solution designed to automate the end-to-end management of the PA process
 - Integrated PA through CoverMyMeds
 - For both pharmacy and medical injectable PA requests
- Expansion of PA call center sites and PA Operations team
- Streamlined P2P process



Select the magnifying glass to the left or visit the CoverMyMeds Help Center for more information.

Pharmacy contacts



Maryland pharmacy contacts

Department	Contact
Provider Experience	Phone: 833-707-0868 Web: www.covermyeds.com Support line: 866-452-5017
PA	Phone: 833-707-0868 Fax: Pharmacy: 844-490-4871 Medical: 844-490-4873
CarelonRX Specialty Pharmacy	Phone: 833-255-0646 Fax: 833-263-2871





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