

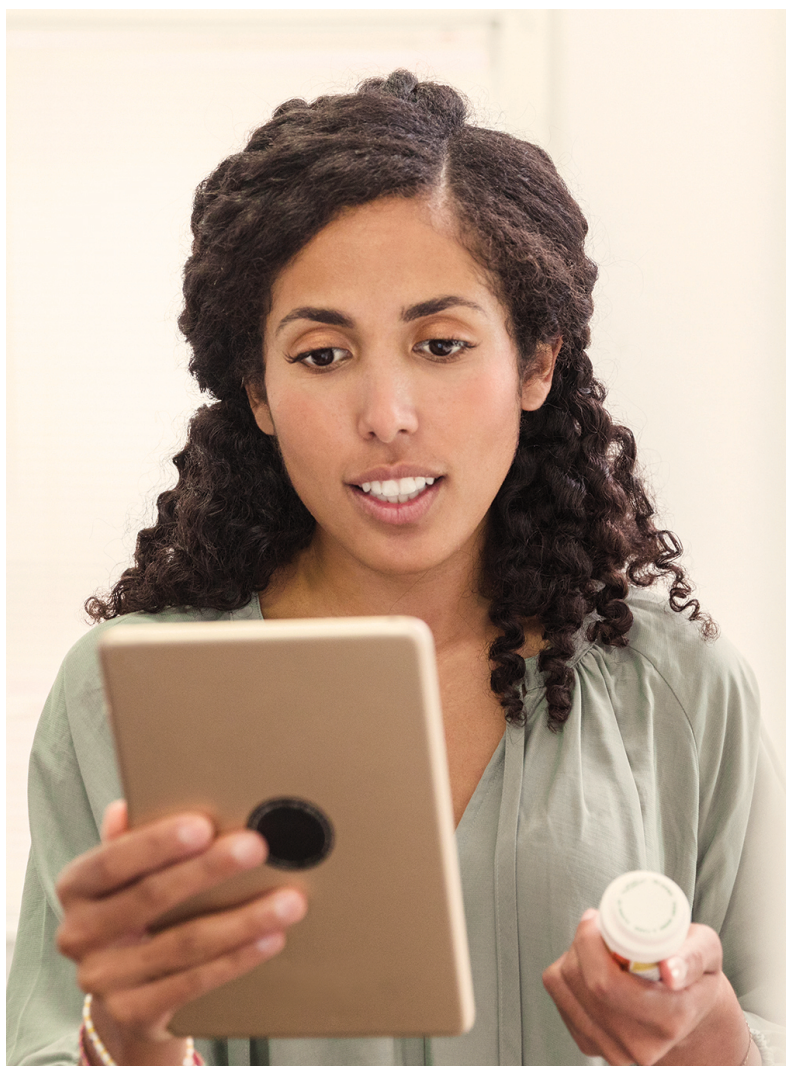


P.O. Box 2291
Durham, NC 27702-2291



Prescription benefits

How to make the most of
this pharmacy plan





Pharmacy benefits at a glance

This guide has information about your or your child's pharmacy benefits, plus tips on how to make the most of this plan's coverage.

Register at
healthybluenc.com/caretogether

It's the fastest way to view your or your child's personal pharmacy benefits.

At **healthybluenc.com/caretogether**, you can:

- Find retail and specialty pharmacies in the plan
- View the plan's preferred drugs
- Learn how to use home delivery and specialty pharmacies
- Check the status of claims and history for home-delivery and specialty drugs



This plan covers:

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

The drug list

To find out what drugs we cover, use the Preferred Drug List and searchable Formulary on our website at **healthybluenc.com/caretogether**.

Planning to travel soon?

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

If you are out of state, call Pharmacy Member Services at **833-777-3703 (TTY 711)** for help finding a pharmacy in the plan. Your local in-network pharmacist can also call and request a vacation supply for you.

Lost, stolen, or damaged fills

If your or your child's 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 **833-777-3703 (TTY 711)**.



Need help with any of this?

We're here to help you understand pharmacy benefits and how they work. If you have questions, call us at Pharmacy Member Services at **833-777-3703 (TTY 711)** or visit [healthybluenc.com](https://www.healthybluenc.com).

If you have questions or need help with your or your child's medicines, call Pharmacy Member Services at **833-777-3703 (TTY 711)** anytime, day or night.



More about drug coverage

Certain medicines require you or your child to take certain steps before we cover them.

Prior authorization (PA)

This means your or your child's doctor needs our approval before a pharmacy can fill this prescription. Prescription drugs may require PA if they:

- Are not on our approved drug list
- May have a high risk of side effects or misuse
- Should be prescribed only for specific use
- Can be replaced with other drugs that are equally or more effective

Non-Preferred

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

Quantity limits (QL)

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

Age limit (AL)

We may only allow the doctor to prescribe certain medicines if you or your child is a certain age to protect your or your child's health.

Dose optimization (DO)

You or your child 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 or your child have an urgent health need and you or they are out of medicine, your pharmacist may request an emergency three-day supply by calling the Pharmacy Help Desk at **833-777-3788**.

Need to fill a prescription?

Options include local pharmacies and convenient home delivery.

Retail pharmacies

This plan includes over 2,000 pharmacies. It is important to use a pharmacy in the plan so your or your child's medicines are covered. To find a retail pharmacy near you, you can use the Find Care tool at healthybluenc.com and choose **Find a Pharmacy**. You can also call Pharmacy Member Services at **833-777-3703 (TTY 711)**.

A retail pharmacy in your or your child's plan can give you up to:

- A 34-day supply of medicines
- A 90-day supply of noncontrolled maintenance medicines
- A 12-month supply of oral contraceptives

Home delivery

If you or your child takes medicines regularly or needs them long-term, you can use home delivery. Standard shipping is at no cost. To switch to home delivery, call Pharmacy Member Services at **833-777-3703 (TTY 711)**.

Specialty pharmacy

If you or your child uses specialty drugs, you can get them through any in-network specialty pharmacy. These are drugs that may need special handling or that you may need to inject or infuse.

You can choose to use BioPlus Specialty Pharmacy, which offers no-cost 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 specialty prescriptions, log in to your account at <https://nccarepointsconnect.healthybluenc.com/login>.

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