

Pharmacy

Members who are eligible for a Medicaid managed care plan (MCP) may elect coverage with Humana – CareSource. This coverage includes retail prescription drugs, many of which are administered in the patient’s home.

Medicaid providers who prescribe for Humana – CareSource members must contact the MCP for medication prior authorizations.

Details of MCPs Administering Prescription Drug Coverage:

- Copayment requirements — Members are not required to pay a co-payment for prescription drugs. Some medical supplies are now covered under the MCO plan, including diabetes supplies, spacers, peak flow meters and condoms.
- Other medical supplies and durable medical equipment (DME) — To support member access and convenience, other medical supplies, such as wound care supplies and enteral feeds, can be filled by the Humana – CareSource pharmacy benefit manager for a limited time, until a DME provider can be contracted.
- Medications administered in the provider setting — Medications that are administered in a provider setting, such as a physician office, hospital outpatient department, clinic, dialysis center or infusion center will be billed to the MCO. Prior authorization requirements now exist for many injectables.
- Transition period — There is a 30 day transition period for MCP members transferring from one MCP to another. After the 30-day transition period has ended, prior authorization may be applicable depending on the member’s medications. To avoid disruption to a member’s medication(s) it is extremely important to quickly identify which drugs require prior authorization. Please check the website for what medications require prior authorization or call 1-855-852-7005 before the next refill.

A “quick list” of preferred drugs is available at CareSource.com/KY.

Network Pharmacy

Our pharmacy directory gives you a complete list of our network pharmacies and all of the pharmacies that have agreed to fill covered prescriptions for Humana – CareSource plan members. Please visit our website for a complete list of network pharmacies at CareSource.com/KY.

For questions pertaining to pharmacy prior authorization requests, please contact us at 1-855-852-7005 or fax 1-866-930-0019.

Tell us the Medical Reasons for Exceptions

Typically, our preferred drug list includes more than one drug for treating a particular condition. These different possibilities are called alternative drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we generally will not approve a request for an exception.

You must give us a written statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information when you ask for the exception.

Approval/Denial of Drug Exceptions

If we approve your request for an exception, the approval period will be communicated to you. The approval period is valid as long as you continue to prescribe the drug for your patient and that drug continues to be safe and effective for treating the condition.

If we deny your request for an exception, you can ask for a review of our decision by making an appeal. Please review the “Appeals” section of this manual for details on how to submit appeals.

Appeals

An appeal is a request to change a previous decision made by Humana – CareSource as defined as a special kind of complaint. A member may file an appeal if he/she disagrees with a health care services decision, prescription drugs or payment for services and/or prescription drugs. Members also may file an appeal if he or she disagrees with a decision to stop services he or she is receiving. For example, a member may ask for an appeal if our plan doesn't pay for a particular drug, item or service he or she wants to receive.

Our members' health and satisfaction are important to us. When you have a problem or concern, we hope you'll try an informal approach first.

Please contact us for grievances, organization determinations, coverage determinations and appeals questions. We will work with you to try to find a satisfactory solution.