



drug coverage

Make the Most of Your Prescription Drug Coverage

A separate company called OptumRx handles your drug coverage. But before you fill any prescriptions, there's some important information you need to know about how your benefits work. This guide can help.



QUESTIONS ABOUT YOUR COVERAGE?

If you have questions about your pharmacy coverage, call **OptumRx** at **1-888-816-1680**.

Or visit [optumrx.com/oe_tennicare/enrollee](https://www.optumrx.com/oe_tennicare/enrollee)



Your TennCareSM coverage includes prescription drug benefits to help you get the prescriptions you need.

OptumRx* will send you a separate pharmacy ID card in the mail. You'll use that card when you fill prescriptions.

Filling Your Prescriptions

You get coverage for some prescription drugs with your plan. Your doctor can help you decide what medications you need. This guide can help you make the most of your prescription benefits.

Here's a quick list to help you find what you're looking for:

- › TennCare's preferred drug list (**page 1**)
- › Getting an approval for a drug (**page 1**)
- › Monthly drug limits (**page 2**)
- › Exempt drugs (**page 3**)
- › 90-day supply (**page 4**)
- › Drug costs (**page 5**)
- › Choosing a pharmacy (**page 6**)
- › Free rides to the pharmacy (**page 6**)
- › Helpful tips to save time and money (**page 7**)
- › Over-the-counter (OTC) medication education (**page 8**)

*OptumRx is an independent company and doesn't offer BlueCare Tennessee-branded products or services.



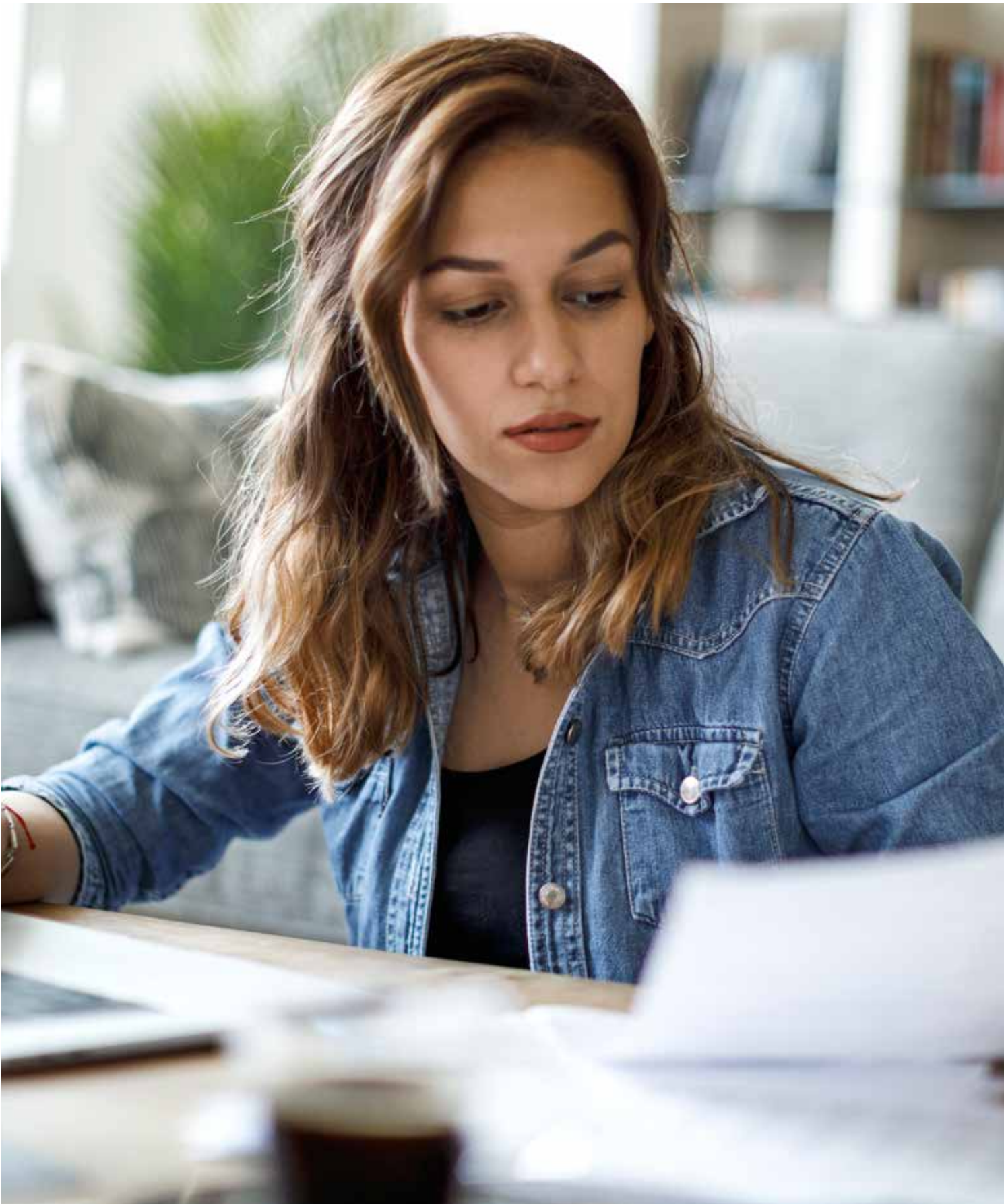
Preferred Drug List

TennCare has a list of drugs they'll pay for. It's called the **Preferred Drug List**. Remind your doctor about this list when you need a prescription. You can find it online at bluecare.bcbst.com/pharmacy-resources.

Getting Approval for a Drug

Some drugs need an approval from TennCare before you can get them. That's called a "prior authorization." Your doctor can ask TennCare for an OK. If your doctor doesn't get TennCare's OK before prescribing you a drug, TennCare won't pay for it. Your doctor can also give you a different medicine that doesn't need an OK first. The preferred drug list tells you which drugs need an OK.

If TennCare doesn't approve your medicine, they'll send you a letter to say why. It'll also tell you how to appeal if you think TennCare made a mistake.





Drug Limits

TennCare has limits on the number of brand name drugs you can get each month. You can get two brand name prescription fills or refills each month. Brand name drugs have the name of the company that made them. And they're usually more expensive. Generic drugs work just like brand name drugs. They don't have a company name on them, and they usually cost less. The preferred drug list includes brand name and generic drugs.

Tennessee law says TennCare will only pay for brand name drugs if there's no generic drug available. If your doctor says you need a brand name drug for a serious medical reason, TennCare may pay for it.

Your prescription count starts on the first day of each month.

Tip: Ask your pharmacist to fill your brand name or most expensive drugs first each month.

Once you reach your monthly limit, your pharmacist may let you know. After you get two brand name drugs in a month, TennCare will only keep paying for generic drugs. TennCare will also pay for brand name drugs on the autoexempt and attestation list. Medications for mental health and for alcohol and drug misuse are on this list.

Autoexempt and Attestation List Drugs

Some brand name drugs don't count toward your monthly limit. You can ask your doctor or pharmacist to check the **autoexempt and attestation drug list** to see if your drug is included. Or you can find this list at bluecare.bcbst.com/pharmacy-resources. Checking this list may help lower your prescription costs.

90-Day Supply for Prescriptions

You can get up to a 90-day supply of some drugs. That can help you:

- › **Save money.** If you have a copay, you'll pay one copay for a 90-day supply, instead of a copay every 31 days.
- › **Save time.** You can make one trip to the pharmacy instead of three.
- › **Stay on track with your refills.** You won't have to remember to get a refill every month.

Ask your doctor if you can get any of your drugs in a 90-day supply. If your doctor has prescribed you less than a 90-day supply, your pharmacist won't be able to fill a 90-day supply. You can't get a 90-day supply of opioids or other controlled substances. You can see which drugs are available in a 90-day supply online at bluecare.bcbst.com/pharmacy-resources.



Drug Costs

You may have to pay part of the cost for your prescription drugs. This is called a “copay.” Some members won’t pay anything. Your pharmacy card tells you if you have a copay for prescriptions.

BlueCareSM and TennCareSelect

You won’t have a prescription copay if you’re:

- › Under age 21*
- › Getting long-term care TennCare pays for
- › In CHOICES Group 3
- › Pregnant
- › Receiving hospice care

Some drugs don’t have copays. These drugs include:

- › Birth control
- › Drugs you get in hospice care (Be sure to tell the drug store you’re getting hospice care.)
- › Medicine you get in a medical emergency
- › Drugs you take while you’re pregnant, like vitamins (Be sure to tell the drug store you’re pregnant when you check out.)

*For TennCare Standard members: you must be below 100% of the federal poverty level.

Copay amounts for all other members

- › Generic drug: \$1.50
- › Brand name and compound drugs: \$3.00

CoverKids

	Benefit Level	Generic	Preferred	Non-Preferred
30- and 90-Day Supply/Specialty Pharmacy Drugs	1	\$5	\$20	\$40
	2	\$1	\$3	\$5
	3	None	None	None



Choosing a Pharmacy

You'll need to go to a pharmacy that accepts TennCare to fill your prescriptions. If you don't, you'll have to pay the full price for covered prescriptions. You can find a pharmacy that accepts TennCare on the OptumRx website at bluecare.bcbst.com/pharmacy-resources.

Get a ride to pick up your medicine

BlueCare and TennCareSelect members can get a free ride to the pharmacy from a company called Verida. Plan ahead if you think your doctor may write you a new prescription or you know you'll need to refill a prescription after your appointment. You can get your prescription filled the same day as your appointment. Just schedule your appointment and prescription pickup on the same day. You can also schedule a ride just to the pharmacy to pick up a prescription.

You'll need to schedule a ride at least two business days in advance.

To schedule a ride, call the number below for your plan.

- › BlueCare: **1-855-735-4660**
- › TennCareSelect: **1-866-473-7565**

Questions about your prescriptions?

If you need help with prescriptions at the pharmacy, call your doctor first. If you still have questions, call OptumRx at **1-888-816-1680**.

Tips to help you save money on your prescriptions

› Ask your doctor:

- If you need all the medications you're taking if you have more than two brand name prescriptions
- To prescribe generic drugs whenever possible
- To prescribe drugs on the preferred drug list
- To write a 90-day or more supply whenever possible
- To check the autoexempt and attestation list to see if any of your drugs are included
- If any of your prescriptions need an OK from TennCare before you go to the pharmacy

› Always go to a pharmacy that accepts TennCare. If you don't, you'll have to pay the full cost of your drug.

› Ask your pharmacist to:

- Fill your most expensive and brand name drugs first each month.
- Fill a 90-day supply when possible.
- Check the autoexempt and attestation list to see if any of your drugs are included.



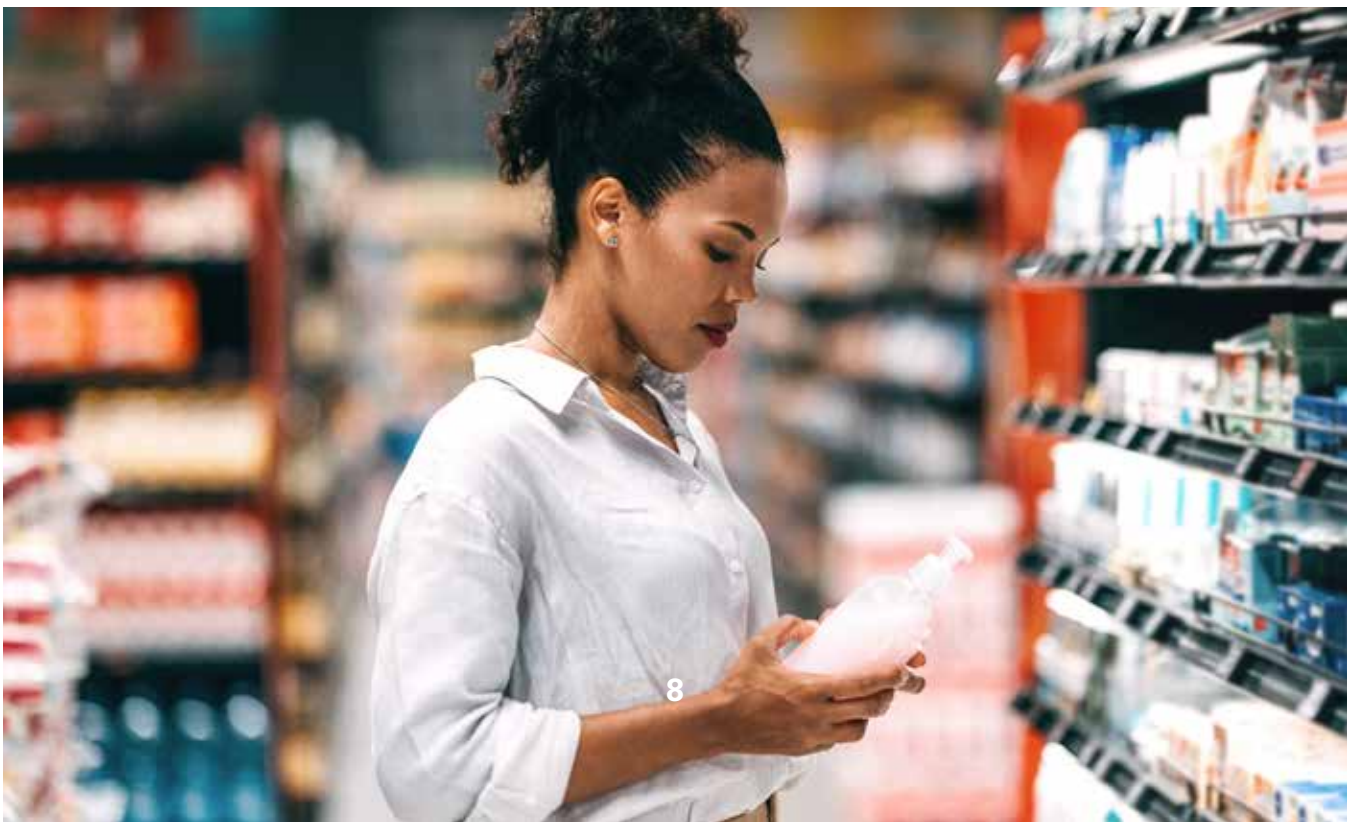
Over-the-Counter (OTC) Medication Education

TennCare covers some OTC medications, like some laxatives and supplements, and some supplies like syringes, alcohol swabs and test strips. You'll need a prescription from your doctor for these OTC drugs and supplies to be covered. You can find a list of covered OTC items at bluecare.bcbst.com/pharmacy-resources.

OTC medications can help you feel better when you're sick. But it's important to take them exactly as the directions say. And be sure to talk with your doctor before taking any new medication.

These tips can help you take OTC medications safely:

- › Follow the directions on the package. Or ask your doctor or pharmacist how you should take the drug.
- › Take the smallest dose that will work for you. For liquid medicine, use the measuring cup that comes with it.
- › Call your doctor if you have a problem with the medication. If you've been told not to take a drug, talk with your doctor first.
- › Don't take a drug if you've had an allergic reaction to it before.
- › If you're pregnant or thinking about becoming pregnant, talk with your doctor before taking any drug.
- › Make a list of all the drugs you take, including OTC drugs, vitamins and supplements. And be sure to give that list to your doctor.



Help with your medication

Taking your medication exactly as your doctor says helps make sure it works safely. If you have trouble remembering to take your medication, our care team can help. We can help you keep track of what medications you need and when to take them. We can help make sure you're taking the right amount, too. And if you have any questions, we'll work with your doctor to get answers.

Here are some tips to help you stay on track with your medication:

- › Take your medication at the same time each day. Your doctor may tell you to take each drug at a certain time.
- › Make your medication part of your routine. Take it before you brush your teeth or before bed. Remember to ask your doctor if your drugs have any special directions, like if you should take them with food.
- › Keep a chart by your pill bottles that lists each drug, dose and when you take it.
- › Use a pillbox. You can even get one with boxes for different times of day. Ask your pharmacist if your drugs need to be kept in their original bottle or if they have special storage requirements.
- › Refill your pillbox at the same time every week.
- › Buy timer caps for your pill bottles. Or try setting an alarm on your clock or phone to remind you to take your medicine at the right time.
- › If you're traveling, bring enough medication to last for your whole trip. Plus, it's a good idea to bring some extra, in case you have a travel delay.
- › If you're on a plane, keep your medicine in your carry-on bag in case you need it during your flight.
- › If you're using our **CareTN** app, you can set reminders to help you take your medications on time.

Sources: <https://www.cdc.gov/medication-safety/about/index.html>, <https://www.nami.org/about-mental-illness/treatments/mental-health-medications/medication-plan-adherence/>, <https://www.tsa.gov/travel/travel-tips>



Do you need help with your health care, talking with us, or reading what we send you? If so, call us for free at:
BlueCare 1-800-468-9698,
TennCareSelect 1-800-263-5479
CoverKids 1-888-325-8386
(TRS: **711** ask for **888-418-0008**)



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1 Cameron Hill Circle | Chattanooga, TN 37402 | bluecare.bcbst.com

Do you need help? We have free auxiliary aids and services, like large print, to communicate effectively with you. Call us at BlueCare **1-800-468-9698**, TennCareSelect **1-800-263-5479**, CoverKids **1-888-325-8386** (TRS: **711**)

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a BlueCare **1-800-468-9698**, TennCareSelect **1-800-263-5479**, CoverKids **1-888-325-8386** (TRS/TTY: **866-503-0264**).

Arabic: **عزوجللم: اذا ملكتتة غللا ةيبرعلا تامدخ ةدعاسملا ةيوجللا ةرفوتم لك اناجم. لصتا مقرر** BlueCare **1-800-468-9698**, TennCareSelect **1-800-263-5479**, CoverKids **1-888-325-8386**:

The **Beneficiary Support System (BSS)** helps people who are enrolled in or want to apply for the CHOICES, Employment and Community First (ECF) CHOICES, and the Katie Beckett program. For help call **888-723-8193**.

The TennCare Program does not discriminate against people because of their race, color, national origin including limited English proficiency and primary language, age, disability, religion, or sex. Need help filing a grievance? Call TennCare Connect at **855-259-0701**.

BlueCare Tennessee is an Independent Licensee of the Blue Cross Blue Shield Association.