

## FREQUENTLY ASKED QUESTIONS

### What is “prior authorization” and how do I get it?

If You need a certain medication or dose, Your doctor may need to contact First Health’s Clinical Call Center to request prior authorization for coverage. That means We must authorize coverage for the prescription before it can be filled by Your pharmacist. Use of the Clinical Call Center is reserved for doctors and pharmacists.



If you have specific questions regarding prior authorization or other issues relating to SC Medicaid’s Pharmacy Services program, contact the Member Help Desk at **1-888-549-0820** (toll-free), the Pharmacy Services Department at **803-898-2876** or the First Health Beneficiary Call Center at **1-800-834-2680** (toll-free).

### My pharmacist is telling me that my Medicaid coverage has been terminated. What do I need to do?

Contact Your local Medicaid eligibility caseworker as soon as possible. He/she will be able to assist You with the necessary process. Until Your eligibility records have been updated in the SC Medicaid system, You will not be able to get Your prescriptions paid for by SC Medicaid. A listing of county DHHS/DSS offices may be found by clicking the link below.

[DHHS County Offices window](#)

However, if You do pay for medications while Your coverage/eligibility is being determined, save Your prescription receipts. Many pharmacists are willing, but not obligated, to file claims to SC Medicaid once eligibility has been determined or reestablished and then reimburse You for the monies paid out-of-pocket, keeping only any applicable copayment amounts. **Before having prescriptions filled, ask Your pharmacist if he/she is agreeable to this type of refund process.**

### I have another insurance that pays for my prescriptions and I also have SC Medicaid. How can I ensure my drug claims are filed properly?

If You have not done so, please contact Your local Medicaid eligibility caseworker with this information so that Your records may be updated to indicate other insurance coverage.

If You have another insurance carrier that pays for Your medications, please present Your Identification card(s) and inform the pharmacist **before** having Your prescriptions filled. Once the pharmacist has filed the claims to Your primary insurance carrier(s), he/she may then file the claim to SC Medicaid for payment of any allowable remaining balance.

*Even though the other insurance carrier’s usual copayment amount may be more expensive, You are responsible only for paying a \$3.00 Medicaid copayment (if applicable) per prescription/refill regardless of the reimbursement amount received from the primary insurance carrier(s).*

## **I have received a bill from my pharmacy. What should I do?**

Contact the pharmacist and ensure that he/she has Your correct Medicaid identification number; it is important to show the pharmacist Your *Healthy Connections* Identification card each time Your prescriptions are filled.



In some cases, a long-term care pharmacy serving a nursing home may not be aware that a patient has SC Medicaid coverage. If eligibility issues do not appear to be the cause, ask the pharmacist why You are receiving a bill for a specific drug.

## **Is it possible for me to find out whether a particular drug is covered before I take the prescription to the pharmacy?**

While most generic drugs are routinely covered, some drugs are not covered under any circumstances and others require prior authorization before they may be considered for payment by SC Medicaid.



If you have specific questions regarding drug coverage, contact the Member Help Desk at **1-888-549-0820** (toll-free), the Pharmacy Services Department at **803-898-2876** or the First Health Beneficiary Call Center at **1-800-834-2680** (toll-free). Or, you may click on the link below to view a current Prescription Drug list.

[http://southcarolina.fhsc.com/Downloads/provider/SCpdl\\_listing.pdf](http://southcarolina.fhsc.com/Downloads/provider/SCpdl_listing.pdf)

## **My pharmacist tells me that my prescription is not covered. Can You tell me why?**

There are several reasons why a particular prescription may not be covered through the SC Medicaid Pharmacy Services program. Some drugs are not covered at all by the SC Medicaid Pharmacy Services program (see Program Overview information); it may be a drug that does not qualify to be “overridden” as an exception to the monthly prescription limit when an adult patient has reached his/her monthly prescription limit; or it could be a drug (or quantity) that requires prior authorization by Your doctor.

Your pharmacist should be able to help You with any questions You may have. Or, You may contact the Member Help Desk at **1-888-549-0820** (toll-free), the Pharmacy Services Department at **803-898-2876** or the First Health Beneficiary Call Center at **1-800-834-2680** (toll-free) for assistance.

## **I am visiting out-of-state and need to get a prescription filled. Can You tell me if there is a pharmacy in this State that can fill my prescriptions?**

Very few out-of-state pharmacies, except those located near the South Carolina state line, are enrolled as SC Medicaid providers. Before an out-of state pharmacist fills your prescription, please contact the Member Help Desk at **1-800-834-2680** (toll-free), the Pharmacy Services Department at **803-898-2876** or the First Health Beneficiary Call Center at **1-800-834-2680** (toll-free) to determine if the pharmacy in question is a participating SC Medicaid Pharmacy Services provider.

## **I just had surgery and have reached my monthly prescription limit. Do I have to pay out-of-pocket for my pain medication or will SC Medicaid pay for it?**

Unless Your surgery is directly related to one of the medical conditions to which the monthly prescription limit override criteria apply, it is possible that the SC Medicaid program will be unable to pay for Your pain prescriptions.

## **My pharmacist says my claims won't go through because SC Medicaid reflects that I have another insurance policy; however, that other coverage ended when I left my last job. What do I need to do to correct this information?**

If You have a letter from the insurance carrier indicating the date Your coverage was terminated, fax that information along with the Health Insurance Referral form (see link below) to SCDHHS so Your insurance information may be corrected. The fax number is 1-803-252-0870 . Before faxing the insurance letter, be sure to write Your 10-digit Medicaid identification number found on Your *Healthy Connections* Identification card. If you do not have a letter from your former insurance carrier, please call the Member Help Desk at **1-888-549-0820** (toll-free) for assistance.

<http://southcarolina.fhsc.com/Downloads/provider/HealthInsuranceReferralForm.pdf>

## **Do I have to get a generic drug or may I get the brand name product?**

It is important to remember that generic drugs contain the same active ingredients as brand name drugs and work in a similar fashion. However, if Your doctor obtains prior authorization and certifies in his/her own handwriting "brand medically necessary" on the face of the prescription, then SC Medicaid may pay for the brand name drug. Otherwise, only generic products will be covered.



## **If my injectable medications are shipped directly to my house, am I allowed to take them to my doctor's office (or clinic) for administration?**

No, this practice is not allowed. Doctors are to purchase such drugs and have a separate method of billing for medications administered in their offices.

If You are currently receiving injectable medications at Your home and taking them to Your doctor's office for administration, please contact the SCDHHS' Department of Pharmacy Services at 803-898-2876 so appropriate billing information may be provided to the pharmacist as well as Your doctor's office.

## **Are there instances when I will not be responsible for a copayment?**

Yes. The following Beneficiaries and/or Services are exempt from the copayment requirement:

- ◆ Children from the date of birth to the date of their 19<sup>th</sup> birthday
- ◆ Those residing in a Long Term Care facility
- ◆ Those who are pregnant
- ◆ Those enrolled in the Elderly/Disabled, HASCI, HIV/AIDS, VENT, SC Choice or MR/RD waiver programs
- ◆ Those receiving hospice care
- ◆ Those enrolled in SC Solutions, a Medical Homes Network
- ◆ Family planning drugs, supplies and devices

**I recently hurt my back, and the pain medication prescribed by my doctor was stolen. If my doctor writes another pain medication prescription for me, will SC Medicaid pay for it to be filled right away.**

No. In this instance, You would be responsible for purchasing any replacement medication. SC Medicaid does not pay for replacement prescriptions for lost or stolen controlled substances such as pain medication.

### **What do I do if I have a Medicare Part D prescription drug plan?**

If You are enrolled in a Medicare Part D prescription drug plan, let Your pharmacist know so he/she may bill Medicare Part D . For those who have Medicaid and Medicare, Medicaid will continue to pay for Over-the-Counter (OTC) drugs, vitamins/minerals, sleep medications and anxiety medications. All other medications will be covered under the Medicare Part D prescription drug plan. Even though You are enrolled in a Part D plan, all Medicaid rules apply (i.e., prescription limits, generic medication policy, day's supply limits, etc) for those medications listed above.

### **What should I do if I suspect that someone is defrauding or abusing the SC Medicaid program?**



If You suspect any type of fraud or abuse (either by another beneficiary or a SC Medicaid provider), please contact the Fraud and Abuse Hotline at . . . .  
**1-888-364-3224.**