Section 9: Pharmacy Program

This section outlines Commonwealth Care Alliance’s pharmacy program, including details on our formulary and utilization management programs. Also included is a description of Commonwealth Care Alliance’s Step Therapy, Medication Therapy Management (MTM), and Mail Order Programs.

Commonwealth Care Alliance has contracted with Navitus Health Solutions, a national pharmacy benefits management (PBM) company, to administer the pharmacy benefit on Commonwealth Care Alliance’s behalf. Commonwealth Care Alliance has worked with its primary care partners to identify those community pharmacies in the neighborhoods of the primary care sites with whom Commonwealth Care Alliance’s primary care providers have established relationships and members can access easily. In addition to many smaller independent pharmacies, Commonwealth Care Alliance’s pharmacy network includes CVS, Rite Aid, Walgreen’s, and many others.

For a complete and up-to-date listing of contracted pharmacies, use the link below to access the online directory:

- SCO online provider and pharmacy directory
- One Care online provider and pharmacy directory
Formulary
Commonwealth Care Alliance has established a formulary that aims to provide prescribing clinicians with both a broad range of options for treatment while promoting the most cost-effective drug choices. Commonwealth Care Alliance will cover the drugs listed in the formulary as long as they are medically necessary. Use the links below to access the formulary list on our website:

SCO Formulary
One Care Formulary

Please be advised of formulary changes as well as our preferred arrangement with Abbott Diabetes Supplies for glucometer and test strips, which must be obtained through Commonwealth Care Alliance’s pharmacy network.

Prior Authorization
Certain medications require prior authorization (prior approval) before a pharmacy can fill the prescription. Clinicians may request prior authorization by calling (866) 270-3877. Clinicians may also complete and mail or fax the Coverage Determination Request Form and a doctor’s supporting statement to: 1-855-668-8552. Click here to access the Coverage Determination Request Form. If prior authorization is not granted, the drug may not be covered.

Click here to access the list of medications that require prior authorization. Information regarding pharmacy related grievances, appeals and exceptions may be found here as well.

Part B vs. D Coverage Determination
Some medications require specific information to help ensure appropriate payment under Medicare “Part B versus Part D” per the Centers for Medicare and Medicaid Services (CMS).

Step Therapy Program
In support of efforts to provide members with the best medical care at a reasonable cost, Commonwealth Care Alliance has worked closely with health care professionals to develop step therapy programs. These programs initiate drug therapy for a medical condition with the most cost-effective and safest drug and step up through a sequence of alternative drug therapies as a preceding treatment option fails.

Step therapy applies coverage rules at the pharmacy point of service (e.g. a first-line drug must be tried before a second-line drug can be used). If a prescription is written for a second-line drug and the step therapy rule was not met, the claim is rejected. A message is transmitted to the pharmacy indicating that the patient should be treated with the first-line drug before coverage of the second-line drug can be authorized. If a new member has been stabilized on a second-line prior to enrolling with Commonwealth Care Alliance, the new member is allowed to remain on the second-line drug, per Commonwealth Care Alliance’s transition policy.

Click here to review the Commonwealth Care Alliance transition policy. Click here to access step therapy program information on our web site.
Extended Day Supply

Commonwealth Care Alliance members are able to get extended day supply (up to 90 days) at contracted community pharmacies for medications that are used for the treatment or management of chronic conditions. This is in addition to members being able to receive extended day supply through mail order. Whether members choose to get their extended day supply through a community pharmacy or mail order, members will still be able to fill their medications at $0 copay.

For more information please click here.
Medication Therapy Management Program

Commonwealth Care Alliance offers medication therapy management (MTM) programs to members who take a number of different drugs, have chronic diseases (such as asthma, diabetes, or COPD), and have high annual drug costs. If members meet these three qualifications, they may be eligible for extra help in taking their medications. This program improves patients’ knowledge of their medications. This includes: prescription, non-prescription, over the counter, herbals/ or other supplements. Moreover, MTM helps to identify and to address problems or concerns that the patient may have and empowers patients to self-manage their medications and their health conditions.

For more information please click here.