

Get to know **ALL** of your benefits



Focus: Pharmacy benefits and services

Our members rely on medications to get and stay healthy. **That's why we pay for many prescription drugs.** We want to make sure you have the medications you need. If you urgently need a drug that's not covered, call Customer Service at **800-224-4840 or TTY 711.**

Covered medications

Many prescriptions are paid for under your Medicaid drug coverage, but not all of them are. **The formulary is a booklet showing which drugs we cover.** When your provider prescribes a medicine, ask if it's on CareOregon's formulary.



Refills

Most prescriptions are limited to **31 days or less.** For most medications, the earliest date you can get a refill is 23 days after you filled your last prescription. We fill 90-day prescriptions for many medications that treat chronic diseases.



Questions?

Call your provider for questions about refills, getting pre-approval or if you are denied at the pharmacy. If you have any other questions, call CareOregon Customer Service at 800-224-4840 or TTY 711, or send us a secure message at careoregon.org/portal

Limits on prescriptions

These drugs are not covered:

- ▶ Drugs not on our formulary
- ▶ Drugs that treat conditions not covered by the Oregon Health Plan.
- ▶ Drugs for cosmetic purposes.
- ▶ Drugs not approved by the FDA.
- ▶ Drugs not approved for your condition.



Other limits:

- ▶ You may receive generic drugs rather than name-brand drugs.
- ▶ You may have to try other drugs first (also known as step therapy).
- ▶ The drug may be restricted by age.
- ▶ The drug may have quantity limits.
- ▶ Your prescription may require pre-approval.
- ▶ Your pharmacy will need to bill OHA directly for mental health prescriptions.



Get to know CareOregon

Pharmacy benefits and services are provided by CareOregon, your Medicaid health plan. Learn more about us here.

When people talk about Medicaid in Oregon, you may hear them say a lot of different names or letters. That's because there are many organizations involved in making sure you get the care you deserve. How can you make sense of it all?

It helps to think of Medicaid in Oregon like a pyramid

Oregon Health Authority (OHA) runs the Medicaid program for the entire state of Oregon, which is called the Oregon Health Plan (OHP).



Oregon
Health
Authority

Health Share of Oregon (HSO) is what's called a coordinated care organization (CCO). Health Share of Oregon works under OHA to serve OHP members in the tri-county area.



health
share
Health Share of Oregon

CareOregon is one of several insurance providers in the tri-county area that help Health Share CCO deliver care. We also coordinate pharmacy benefits and services for our members.



CareOregon

There are many pharmacies in the CareOregon network. Our network includes most large pharmacy chains and many independent drug stores. We also offer mail-order pharmacy options. Find a pharmacy in our network at careoregon.org/find-a-provider



CareOregon provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Substance use treatment
- ▶ Dental care
- ▶ Medicare through CareOregon Advantage
- ▶ Hospice and palliative care through Housecall Providers

You'll also be able to use important services like these:

- ▶ Care coordination
- ▶ Pharmacy
- ▶ Prenatal and infant care
- ▶ Transportation options
- ▶ Language interpreter services
- ▶ ER and urgent care

You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-224-4840 or TTY 711.

careoregon.org



health
share
Health Share of Oregon



CareOregon