

## 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](https://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).



**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.



**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.



**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](https://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](https://careoregon.org)

