

Prescription Drug Management Program

Purpose

Our pharmacy formularies and utilization management programs are designed and managed by evaluating the safety, efficacy and cost-effectiveness of drugs. A Pharmacy and Therapeutics Committee (“P&T Committee”), consisting of pharmacists and physicians who represent various clinical specialties, reviews the clinical appropriateness of drugs for inclusion in the formulary and approves the criteria (Pharmacy Medical Necessity Guidelines) for pharmacy benefit drugs and products in a utilization management program, such as prior authorization (PA), step therapy (ST), quantity limitations (QL), designated specialty pharmacy (SP). A drug coverage committee (DCC) is responsible for clinical and financial decision-making and makes drug coverage and formulary management decisions with consideration to the information provided by the P&T Committee.

To learn more about our program please visit www.point32health.org/provider/policies/pharmacy/pharmacy-um.

For additional information on the pharmacy formularies please visit www.point32health.org/provider/policies/pharmacy/formulary-lookup.

New-to-Market Drug Evaluation Process

New-to-Market drug products are reviewed for safety and clinical effectiveness by the Plan’s Pharmacy and Therapeutics Committee. We then make a coverage determination based on the Committee’s recommendation. A new drug product will be excluded from coverage until this process is completed which will be the earlier of Dec. 31 of the following calendar year or as required by law. In the interim, if a physician believes a member has a medical need for the drug product, an exception to coverage should be requested. An approved coverage exception will have the highest cost share tier. If you have questions regarding coverage status of a drug or product, call Provider Services at 800-708-4414.

Prior Authorization Drugs

The prior authorization program is in place for selected drug products that have a specific indication for use, are expensive, or pose significant safety concerns. Each of these medications has clinical guidelines developed by licensed clinical pharmacists, reflecting the latest in evidence-based medicine. All medical necessity guidelines are then reviewed and approved by our Pharmacy and Therapeutics Committee. A drug may be recommended for placement in the PA program based on various criteria, including, but not limited to:

- Has the potential to be used exclusively for cosmetic purposes
- Is not considered to be first-line therapy by medically accepted clinical practice guidelines
- Has the potential to be used outside of indications granted by the U.S. Food and Drug Administration (FDA)

Drug products under the PA program require prior approval for coverage through the Utilization Review Process. Medication Request Forms can be found at www.point32health.org/provider/policies/pharmacy/requesting-authorization-pharmacy-and-medical-drugs.

Step Therapy Prior Authorization (STPA)

Step therapy prior authorization is an automated form of prior authorization that uses claims history for approval of a drug or product at the point of sale. Step therapy programs help encourage the clinically proven use of first-line therapies and are designed so that the most therapeutically appropriate and cost-effective agents are used first, before other treatments may be covered. Step therapy protocols are based on current medical findings, FDA-approved drug labeling and drug costs.

A drug or product is placed in a STPA program when it meets one or more of the following criteria:

- Is not considered to be first-line therapy by medically accepted clinical practice guidelines
- Has a disproportionate cost when compared to other agents used to treat the same disease or medical condition

Members who are currently on drugs or products that meet the initial step therapy criteria will automatically be able to fill prescriptions for a stepped medication or product. If the member does not meet the initial step therapy criteria, the prescription will deny at the point of sale with a message indicating that prior authorization is required. Providers may submit prior approval for coverage through the Utilization Review process.

In accordance with Massachusetts state law, when a Massachusetts member has already been prescribed and is stable on a drug subject to step therapy requirements, Harvard Pilgrim will allow a one-time transition fill for up to 30-day supply of the requested drug while an exception to the step therapy request is being reviewed. Please contact Provider Services at 800-708-4414 to request the one-time transition fill.

Health plans are required to process step therapy exceptions and appeals within 3 business days following the receipt of all necessary information needed to make a medical necessity determination. For urgent requests, health plans are required to respond back within 24 hours following the receipt of all necessary information if additional delay would result in significant risk to the member's health or well-being. For expedited step therapy appeals, please mark the subject line as "24 hours – Expedited".

Quantity Limitations

Quantity limits are designed to limit the use of selected drugs for quality and safety reasons. Administering quantity limits encourages appropriate drug use to assist in reducing drug benefit costs for everyone.

If a member's physician determines that a quantity in excess of that allowed by the health plan is medically necessary, he/she may request an exception for coverage.

Medication Request Forms can be found at www.point32health.org/provider/policies/pharmacy/requesting-authorization-pharmacy-and-medical-drugs.

Non-Formulary Drugs (NF)

Certain prescription drugs or products are non-formulary because there are safe, comparably effective, less expensive alternatives available. The suggested alternatives are approved by the FDA and are widely used and accepted by the medical community to treat the same condition as those that are non-formulary. If a member has a definite medical need to continue on a non-formulary drug product, an exception for coverage should be requested.

Utilization Review and Coverage Exception Process

You may use the exception process to ask us to cover a drug that is not listed on the plan's formulary or limited if listed on the formulary with limitations.

To request a pharmacy prior authorization, refer to www.point32health.org/provider/policies/pharmacy/requesting-authorization-pharmacy-and-medical-drugs for the specific drug prior authorization requirements and request forms. Requests may be submitted electronically through PromptPA by visiting Point32Health.PromptPA.com.

You can also submit requests via electronic Prior Authorization (ePA), fax or by mail with the appropriate request form to the Pharmacy Utilization Management Department:

Fax: 617-673-0988

Mail: Harvard Pilgrim Health Care
Attn: Pharmacy Utilization Management Department
1 Wellness Way, Canton, MA 02021-1166

We will only grant exceptions for clinical reasons. You must give us a statement that explains why an exception is medically necessary, including why the covered drugs on the formulary are not as effective as the requested drug.

Compound Drug Coverage

Compound drugs are covered if all the active ingredients in the compound are FDA-approved prescription drugs and are covered on Harvard Pilgrim's formulary and cost less than \$500 and the patient is under the age of 18. Otherwise, a prior approval for coverage of the compound is required.

Specialty Pharmacy Program

Harvard Pilgrim's goal is to arrange for its members to have access to the most clinically appropriate, cost-effective services. We have designated specialty pharmacies to supply a select number of drugs used to treat complex disease states. These pharmacies specialize in providing these drugs and are staffed with nurses, coordinators, and pharmacists to provide support services for members. Drugs include, but are not limited to, those used to treat Hepatitis C, growth hormone deficiency, infertility, multiple sclerosis, rheumatoid arthritis, and cancers treated with oral drugs.

Members can obtain up to a 30-day supply of drugs by mail from these specialty pharmacies. For questions about the designated specialty pharmacy program, refer to the Plan's online formularies or contact Provider Services at 800-708-4414. Drugs in a designated specialty pharmacy program are noted in the formulary. When appropriate, other designated specialty pharmacies and drugs will be identified and added to this program.

Mail-Order Option

Harvard Pilgrim offers our members the convenience and cost savings of a mail service prescription drug program for maintenance medications. Members can order an 84-90-day supply of these drugs, without going to the pharmacy. The mail order program is administered exclusively by OptumRx Home Delivery.

OptumRx Home Delivery:

- Phone: 1-855-258-1561 TTY 711
- Electronically: ePrescribe

Retail90

Harvard Pilgrim members who have prescription drug coverage can purchase an 84-90-day supply of maintenance medications at retail pharmacies that participate in the OptumRx Retail90 network.

Generally, these are medications that are taken continually for long-term treatment of chronic conditions. Some examples include antidepressants, asthma/COPD medications, cholesterol-lowering drugs, diabetes medications, estrogen therapies, heart medications, high blood pressure medications, oral contraceptives, seizure medications, and thyroid medications.

Members will be responsible for three times their applicable cost-sharing amount for a 90-day supply of maintenance medications at participating retail locations.

Prescriptions must be written for an 84-90-day supply. Most of our current participating pharmacies participate in Retail90 network.

Contact Information

For questions, contact Harvard Pilgrim's Provider Services department at 800-708-4414.

PUBLICATION HISTORY

02/15/14	administrative edits for clarity
10/27/14	updated Harvard Pilgrim's Pharmacy Services telephone number; updated the mail service program administrator information
06/15/14	added value formulary prescription drug benefit information, exception process information, and compound drug coverage information
08/15/15	updated specialty pharmacy program information — changed ICore to Magellan Rx Pharmacy
10/15/16	added 3-tier program information to value formulary prescription drug benefit; updated mail-order option information; added Choice 90 ^{Rx} Program section
06/15/17	added MedImpact information to the exception process and compound drug coverage sections; updated specialty pharmacy program section with the new CVS Specialty pharmacy vendor information, effective 07/01/17
09/15/17	updated specialty pharmacy vendor information; added effective 10/01/17, MedImpact Direct will be Harvard Pilgrims new mail order pharmacy vendor
01/01/18	updated the Premium Formulary Prescription Drug Benefit section; updated the specialty pharmacy vendor information
09/01/18	updated the Premium Formulary Prescription Drug Benefit section; added new-to market drugs information to the Value Formulary Prescription Drug Benefit section
01/02/20	added OptumRx as Harvard Pilgrims new pharmacy benefit manager effective 01/01/20
12/01/20	added Core NH Formulary information; administrative edits
01/01/22	reviewed; administrative edits
01/01/23	reviewed; administrative edits
03/01/24	reviewed; updated STPA, Prior Authorization Drugs; Compound Drug Coverage; Mail Order Option; Retail90; administrative edits
03/01/25	added a Core MA Formulary Prescription Drug Benefit section, a Core ME Formulary Prescription Drug Benefit section, and a Core RI Formulary Prescription Drug Benefit section; updated the Core NH Formulary Prescription Drug Benefit section; administrative edits
10/01/25	removed detailed Formulary information and directed to website for further details; administrative edits to Specialty Pharmacy Program section; links updated
06/01/26	updated New-to-Market Drug Evaluation Process content to reflect business process change

¹This list is subject to change.