



# **NMRx**

## Your Pharmacy Benefits

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*[www.phs.org](http://www.phs.org)*

 **PRESBYTERIAN**



*Navajo/Dine call (505) 923-5157 or 1-888-806-8793.*

Dear NMRx Pharmacy Benefit Client:

Welcome to NMRx. Included in this booklet are details about your NMRx pharmacy benefits. We want to make sure you understand your benefits. We also want you to know how to get the medicine you need. Your pharmacy benefit is no longer an open formulary, but a managed Preferred Drug List (PDL).

**Important Note:** If your **behavioral health practitioner** writes you a prescription for medicine, that prescription will be covered by ValueOptions, the state's new behavioral health provider. Please tell the pharmacist if you are filling a prescription written by a behavioral health practitioner. Presbyterian will still cover all of your prescriptions that are written by **non-behavioral health practitioners**. If you have any questions about prescriptions written by a behavioral health practitioner, please call ValueOptions Consumer Services at **1-888-251-7511**.

Presbyterian only provides your pharmacy benefits. If you need help or have questions about your pharmacy benefits please contact Presbyterian Customer Service. Call (505) 923-5224 or email us at [info@phs.org](mailto:info@phs.org). **The toll free number is 1-866-593-7432**. The TDD phone number is 1-888-872-7568. Customer Service is open every day from 7:00 a.m. to 7:00 p.m. If you call after hours, you can leave a message and we will call you back the next day. If you have questions about other healthcare benefits, please contact the State Medicaid Client Services Bureau at 1-888-997-2583.

Included in this booklet:

- A description of your pharmacy benefits and the NMRx program. If there is something you don't understand, please contact our Customer Service Department.
- A description of our Grievance and Appeals process. If you are not happy with your NMRx benefits or service, this is how you let Presbyterian know.

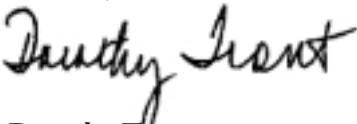
### **Important information about filling your prescriptions**

When your doctor gives you a prescription for medicine, you will need to get that medicine at one of the participating pharmacies. If you have a prescription that was written by a behavioral health practitioner, please tell the pharmacist. ValueOptions will cover prescriptions written by behavioral health practitioners. To find a pharmacy near you, please call Presbyterian Customer service at (505) 923-5224 or toll free, 1-866-593-7432. You can also find a pharmacy on our web site at [www.phs.org/nmr](http://www.phs.org/nmr), ask your pharmacist if they take NMRx, or ask your doctor.

**Remember to show your Presbyterian NMRx Pharmacy ID card when you fill your prescription.** If you have a problem getting your prescription filled, ask the pharmacist to look you up using your Social Security number. If you still have problems, please call your doctor or Presbyterian's Customer Service at (505) 923-5224 or toll free, 1-866-593-7432. Prescriptions that you fill at a long-term care or Indian Health Services (IHS) pharmacy are not covered by Presbyterian NMRx. Those prescriptions will continue to be covered by Medicaid.

If you have questions about your NMRx benefits, please bring this booklet with you to the pharmacy or to your next doctor visit. You can also contact Presbyterian Customer Service. Call (505) 923-5224 or email us at [info@phs.org](mailto:info@phs.org). **The toll free number is 1-866-593-7432.** The TDD phone number is 1-888-872-7568. Customer Service is open every day of the week from 7:00 a.m. to 7:00 p.m. If you call after hours, you can leave a message and we will call you back the next day. If you have a medical emergency, please call 911. **Please remember that Presbyterian will only provide pharmacy benefits. If you have questions about other health care benefits, please contact the State Medicaid Client Services Bureau at 1-888-997-2583.**

Sincerely,



Dorothy Trout  
Director, Customer Service  
[dotrout@phs.org](mailto:dotrout@phs.org)  
505-923-5530



Larry Georgopoulos, RPh  
Director, Pharmacy Services  
[lgeorgop@phs.org](mailto:lgeorgop@phs.org)

Services are funded in part under contract with the State of New Mexico  
*Presbyterian serves to improve the health of individuals, families and communities*

## Your NMRx Benefits

### Preferred Drug List

Presbyterian uses a Preferred Drug List (PDL) for your NMRx benefits. Experts have reviewed the drugs on this list. It only includes drugs that are known to be safe and work well. It also helps lower the cost of your medicines but doesn't affect the quality of care you receive. Our doctors and pharmacists are always updating the PDL with your health in mind. Usually, drugs not listed on the PDL are not covered unless your doctor gets a medical exception. The PDL is available for you to review. Please call Customer Service at (505) 923-5224 or toll free 1-866-593-7432 to learn more about the drugs on the PDL. Your doctor and pharmacy should have a copy of the PDL. You can also view the PDL on our web site at [www.phs.org/nmrx](http://www.phs.org/nmrx). If you are taking a medication that is not on the PDL, talk to your doctor about it. He or she will decide the best course of action to take.

### Drugs not on the Preferred Drug List

Presbyterian has a process that will allow you to receive a drug that is not on the Preferred Drug List. This is called a Medical Exception Process. This is only allowed when you may get a serious medical problem if you do not receive the non-PDL drug. Your doctor is the **only one** who can begin the process for you to get a drug that is not on the list.

### Generic and Brand Name Drugs

Generic drugs are copies of original brand name drugs. For generic drugs to be approved, they must be shown to work as well as the brand name. They must also have the same active ingredients, strength, quality and safety. About fifty percent of generic drugs are actually made by brand name drug companies.

When there is a generic drug that works just as well for a medical condition, you will not be able to receive the brand name drug. Brand name drugs will only be covered for medical conditions when there is not a generic drug available.

### New Prescriptions

If your prescription is for a new medicine that you may use for a long time, Presbyterian will give you a 14-day supply. If your new prescription works for you, then your next two refills will be for 30 days each. The 14-day policy does not apply to medicines that come in single packages, like insulin and some painkillers. For those medicines, your prescription will be for 30 days each.

### Maintenance Drugs/90-Day Supply

Maintenance drugs are drugs that will be taken for a long time. Your pharmacy will give you a 90-day supply of certain maintenance drugs, starting on the fourth refill and for all refills after that. You can get a 90-day supply from either a participating 90-day supply pharmacy or our mail program. Call **Customer Service at (505) 923-5224 or toll free 1-866-593-7432** to find out what local pharmacies will give you a 90-day supply. If you want to get your prescriptions in the mail, call Customer Service and they will help you fill out a form to begin the mail service. Some pharmacies in certain towns in New Mexico do not participate in the 90-day supply program. Please call our Customer Service department for details or with any questions.

### Over-the-Counter Drugs

Over-the-counter drugs can be bought without having a prescription from your doctor. Presbyterian may replace certain medicines with an over-the-counter drug that works just as well. But Presbyterian will require you to get a prescription from your doctor for some of these drugs so we will pay for it. If you have questions about

whether an over-the-counter medicine is covered, please call Customer Service at (505) 923-5224 or toll free 1-866-593-7432.

### **Pill Splitting**

Sometimes, your pharmacist will split your pills for you to get the right dose. Pill splitting is very safe and you will always get the dose that your doctor prescribes.

### **Diapers**

Diapers are only covered in certain situations. The patient must have a developmental delay or physical cause of incontinence. The patient must also be over three years of age. A maximum of 200 diapers per month is allowed. You should talk to your doctor or pharmacist if you have questions about whether a diaper product is covered. You can also call Customer Service at (505) 923-5224 or toll free 1-866-593-7432.

### **Presbyterian Makes Sure You Get the Prescription Drugs You Need**

Presbyterian works hard to make sure that your prescription drugs are safe and effective. An expert team of pharmacists and doctors meets every two months to review the drugs that are on the PDL. The review team is called the Pharmacy and Therapeutics Committee. The team looks at new drugs and at new uses for existing drugs. The team may say that the drug can only be used to treat certain health problems. These rules are noted on the list of drugs available to customers. Experimental drugs are never added to the list.

The team also looks at drugs already on the list. Sometimes, a new drug is better than an older drug. In this case, the team may remove the older drug from the list. Also, if two drugs are equally safe and work the same, the drug that costs more may be taken off the list.

If you need help or have questions about your benefits, please contact Presbyterian Customer Service at (505) 923-5224. **The toll free number is 1-866-593-7432.** You can also email us at [info@phs.org](mailto:info@phs.org). The TDD phone number is 1-888-872-7568. Customer Service is open every day from 7:00 a.m. to 8:00 p.m. If you call after hours, you can leave a message and we will call you back the next day.

### **Members enrolled in both Medicare and Medicaid (dual eligibles)**

Effective January 1, 2006, you will receive your prescription drugs through Medicare, not Medicaid. Your Medicare prescription drugs will be covered through the Prescription Drug Plan to which you were originally assigned, or through the alternative Prescription Drug Plan you have selected. NMRx will continue to provide a limited number of drugs excluded by Medicare.

After your prescription drug needs have been processed by the Medicare Prescription Drug Plan, Medicaid will then continue to cover a small group of drugs if the drugs are covered under Medicaid but are excluded by Medicare. These include some over-the-counter drugs and some prescription drugs. Because you are enrolled in NMRx, the Presbyterian Health Plan will continue to provide this limited coverage for you through NMRx. Please keep your NMRx card. Presbyterian is also one of the companies offering Medicare Part D Plans, so if you select Presbyterian as your Medicare Prescription Drug Plan, both the Medicare drug coverage and the NMRx coverage will be provided through Presbyterian Health Plan.

Medicare Prescription Drug Plans have cost-sharing features such as deductibles and copayments. If you are eligible for both Medicaid and Medicare, CMS provides “extra help” for the out-of-pocket expenses such as deductibles, coinsurance, coverage gaps,

and premiums, based on a client's income. You may contact the Medicare program by calling 1-800-633-4227 to verify whether you are eligible for the Low Income Subsidy.

Even if you receive "extra help" for deductibles, coinsurance, coverage gaps, and premiums, you will still be responsible for copayments. This means that when you go to a pharmacy to get your prescriptions, you will likely have to pay a copayment to get the medication. You may contact the New Mexico Aging and Long Term Services Department (ALTSD) at 1-800-432-2080 (toll free) or email them at [nmaoa@state.nm.us](mailto:nmaoa@state.nm.us) if you need assistance with Medicare Part D or assistance picking a Part D plan.

## Complaints, Problems, Grievances and Appeals

### What if I am frustrated with my Pharmacy Benefit Services?

If you are not happy with your NMRx pharmacy benefit services, you can call the Presbyterian Customer Service Department at (505) 923-5224. **The toll free number is 1-866-593-7432.** Someone from Customer Service will help you if you have a concern or complaint about your pharmacy benefit services.

### Step 1 – File a Grievance

You may also file a grievance about your concerns. A grievance is an official notice of your unhappiness with your healthcare benefits or services. If you decide to file a grievance, you must do so within 90 calendar days of the date that you had the problem with your pharmacy benefit services. You may file a grievance orally or in writing. If you need help filing a grievance, please call Customer Service at (505) 923-5224.

**The toll free number is 1-866-593-7432.** You may also send your grievance in an email to [info@phs.org](mailto:info@phs.org). Or, write to:

**Presbyterian Grievance Coordinator  
P.O. Box 92085  
Albuquerque, NM 87199-2085**

- Presbyterian will send you a letter within five business days saying that we received your grievance. We will resolve your grievance within 30 calendar days.
- If we cannot resolve your grievance within the 30-day period, we may request an extra 14 days. Also, you have the right to request a 14-day extension. The New Mexico Human Services Department (HSD) must approve any 14-day extension. If we ask for the extension, we will send you a letter, within two business days, that explains why we asked for the extension.
- When we resolve your grievance, we will send you a letter. The letter will explain what information we used to resolve your grievance. It will explain how we resolved your grievance. And it will state that we have finished working on the grievance.

We will not tell anyone about your grievance without you telling us it is okay or unless we are required to by law. We will still give you the health care that you need, even if you file a grievance. You will not be punished for filing a grievance with Presbyterian. Presbyterian keeps copies of all filed grievances. You may ask to see copies of your grievances at any time. Please use the contact information above to see your grievances.

### Step 2 – File an Appeal

You may disagree with Presbyterian's decisions or actions that affect your pharmacy benefits. If you disagree with a decision or action that affects your pharmacy benefits, you may file an appeal with

Presbyterian. An appeal is an official notice of your disagreement and a request for review of our decision or action. If you decide to file an appeal, you must do so within 90 calendar days of the date that you received notice of the decision. You may file an appeal orally or in writing. If you need help filing an appeal, please call Customer Service. If necessary, Customer Service can also help you translate the appeal into English. You can call or write to Presbyterian. Call (505) 923- 5224 or toll free 1-866-593-7432 and ask to file an appeal. You may also send your appeal in an email to [info@phs.org](mailto:info@phs.org). Or, write to:

**Presbyterian Appeals Coordinator  
P.O. Box 92085  
Albuquerque, NM 87199-2085**

Presbyterian keeps copies of all filed appeals. You may ask to see copies of your appeals at any time. Please use the contact information above to ask to see your appeals.

- If you feel that waiting for the regular appeals process may seriously harm your health, you may ask for a quick decision on your appeal.
- If you ask for a quick decision, we will process your appeal within 72 hours, but if it is an emergency, we will handle it right away. If you need a quick decision on your appeal, please tell us. Be sure to say that it is because you feel that your health may be seriously harmed if you have to wait for the regular appeals process. We will work to resolve a quick appeal as soon as possible. Please note that HSD allows up to three days to resolve a quick appeal.
- If you file an appeal within 10 calendar days of receiving notice of our decision, you have the right to request that your particular pharmacy benefit service be continued pending the outcome of your appeal. Please let our

Customer Service Department know that you are asking for the continued service when you file your appeal. Presbyterian will continue your benefits until:

- The appeal is withdrawn
- 10 days have passed after mailing a resolution letter and there is no further disagreement
- The time period or limits of the authorized health care service have expired

You may have to pay for the medicine received if the appeal is resolved in favor of Presbyterian.

- After receiving your appeal, we will send you a letter within five business days. The letter will state that we received your appeal. It will also state when we expect to resolve your appeal. We will resolve your appeal within 30 calendar days.
- Our appeals process allows customers to ask for 2 different appeal reviews. A Level I appeal is a first review of your appeal. If a Level I appeal is resolved in favor of Presbyterian, you can ask for a Level II appeal review. We will resolve both levels of appeal within a total of 30 calendar days.

During the appeals process, you will be able to explain why you disagree with Presbyterian. You will need to show evidence to us supporting your request. Presbyterian clinical staff reviews both Level one and Level II medical appeals.

- We can ask HSD to approve a 14-day extension if we need more time to resolve your appeal. Also, you can ask for a 14-day extension. If we ask for an extension, we will send you a letter that explains why we asked for the extension, within 2 business days.

- At the end of the 30-day period, we will send a letter to you and to your practitioner. The letter will state our decision and the date of the resolution. If the decision is not in your favor, the letter will also tell you how to continue your disagreement by asking for a fair hearing through HSD.

### **Step 3 – Fair Hearing with the State**

You may ask for a fair hearing through HSD before, during or after filing and resolving an appeal with Presbyterian. If you decide to ask for a fair hearing, you must do so within 90 calendar days of receiving notice of the decision from Presbyterian with which you disagree. To request a fair hearing, write to:

**Fair Hearing Section  
New Mexico Human Services Department  
P. O. Box 2348  
Santa Fe, NM 87504-2348**

Or call:

505-827-8164 or toll-free 1-800-228-4802 and ask for “Hearings.”

- If you request a fair hearing within 10 calendar days of our decision to deny or limit a pharmacy benefit service, you may ask us to continue to provide the service, pending the outcome of your hearing. If you advise us that you wish to continue your benefits, we will continue the service and wait for the outcome of the fair hearing.

You may have to pay for services received if the fair hearing is resolved in favor of Presbyterian.

- You can speak for yourself at the hearing. You may have a friend, relative, spokesperson, or attorney speak for you. You can also ask the Hearings Bureau to have them show you your file.
- We will not tell anyone about your appeal or fair hearing without your permission or unless we are required to by law. You will not be punished for disagreeing with Presbyterian, for filing an appeal or for requesting a fair hearing.