

STAR+PLUS Members

What to Do if You Can't Get Your Prescription Filled

Prescription medicines that aren't Medicaid-preferred or have possible health risks might need approval by your health plan before a pharmacist at the pharmacy (or drug store) can fill your prescription. This is known as prior authorization.

You MIGHT get a three-day emergency drug supply if:

- You can't get the full supply of your prescription.
- Your health plan requires a prior authorization of your prescription.
- Your doctor's or nurse's office isn't open.
- The health plan must allow your pharmacist to give you an emergency supply of the medicine while they wait to communicate with your doctor or nurse. You may also get more than one emergency supply if your doctor's or nurse's office isn't open.

You don't pay the pharmacy for your emergency supply. Your health plan pays the pharmacy.

You MIGHT NOT get a three-day emergency drug supply if:

- The pharmacist decides taking the prescription would put you at risk.
- The pharmacist couldn't contact your doctor or nurse.

NOTE: *If your pharmacist says they can't give you an emergency supply, call your health plan for help, using the phone numbers on back page.*

If the doctor or nurse's office calls the health plan's prior authorization call center, the health plan must give the doctor or nurse an approval or denial. For all other prior authorization requests, the health plan must tell the doctor or nurse's office of denial or approval no later than 24 hours after they receive the request.

Emergency Drug Supply Tips

- If a pharmacy says you can't get a prescription filled because you need prior authorization, ask the pharmacy to contact your doctor or nurse (prescriber) who wants you to take the medicine. You may also call your prescriber for help.
- The prescriber can call the health plan directly for a faster result.
- If the prescriber isn't available, ask the pharmacist to give you a three-day emergency drug supply. They may submit the claim directly to your health plan at that time and provide you an emergency supply of medicine.
- If the prescriber isn't available and the drug store won't dispense the three-day emergency supply of the prescribed medicine, you or your prescriber may call the numbers below for help.
- Once a medicine has been approved, you may call the health plan to confirm the exact length of the authorization so you will be ready to ask your prescriber or pharmacist to help you.

NOTE: For a non-controlled drug, contact the drug store for a refill seven days before you run out of the drug. This way, the health plan will have time to work with your prescriber if a prior authorization is required. Some controlled drugs might not be refillable until you are almost out of the drug. Ask your pharmacist when you should call for refills for your prescribed medicines.

Call your health plan for help with an emergency prescription

You must give your full name, your date of birth or your member identification number (located on your card) when you call for help.

STAR+PLUS Health Plans	Service Coordination Hotline	Hours of Service	If the Service Coordination Hotline is Not Available, Call
Amerigroup	866-696-0710 Extension 36171	24/7	Nurse Helpline 800-600-4441
Cigna Health Spring	877-725-2688	8 a.m. – 5 p.m. Monday – Friday	877-653-0327
Molina	866-409-0039	8 a.m. – 6 p.m. Monday – Friday	Nurse Advice Line English: 888-275-8750 Spanish: 866-648-3537
Superior	877-277-9772	8 a.m. – 5 p.m. Monday – Friday	866-516-4501
United Health Care	800-349-0550	8 a.m. – 5 p.m. Monday – Friday	Nurseline 877-839-5407