



Health New England
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Pharmacy Services

Effective Date 1/1/2021 | Revised Date 1/1/2021

Pharmacy Services

HNE's pharmacy utilization and therapeutic intervention programs help ensure that members have access to quality care through clinically sound and cost-effective medication utilization. Our clinical pharmacists oversee the pharmacy and therapeutics program and work with HNE's Pharmacy Benefit Manager.

Pharmacy and therapeutics management consists of a formulary, generic medication substitution, targeted benefit restrictions, medication utilization review, prior authorizations, and a pharmacy network. Below are overviews of each program component.

Prescription Benefit

Most HNE members are covered for prescription medications obtained at in-plan pharmacies. HNE ID cards indicate if a member has prescription drug coverage and detail copay structure (for example, RX\$10/20/35). The retail prescription drug benefit is typically limited to up to a 30-day supply.

HNE Pharmacy Network

Members can fill prescriptions at any pharmacy that participates in our national network, such as, but not limited to, CVS, Walgreens, and Walmart. HNE's Pharmacy Benefit Manager maintains the network by negotiating contracts and engaging in ongoing analysis to monitor quality of care and service.

Over the Counter Medications

HNE covers a number of over the counter (OTC) products, such as allergy medications. HNE covers these products as a cost saving measure to our members. These products are typically covered at a Tier 1 copay.

Compounded Medications

Coverage for compounded medications varies based on ingredients and frequently requires prior authorization. Approved compounds are covered with a Tier 3 copay. For questions regarding coverage, please call HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.

Maintenance Medications

HNE's Access 90 program allows members to receive up to a 90-day supply of maintenance medications at participating retail pharmacies. A copay will apply to each 30-day supply. The Access 90 program does not apply to prescriptions filled at HNE's specialty vendor or if prohibited by law. For a listing of participating pharmacies, visit <http://healthnewengland.org/Pharmacy/Access-90> or call HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.

Members may obtain up to a 90-day supply of maintenance medications through HNE's mail order vendor. Copays will vary based on member's copay structure. For information regarding HNE's in-plan mail order pharmacy, please visit <https://healthnewengland.org/pharmacy/mail-order-pharmacy> or call HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.

Specialty Medications

HNE's in-plan specialty pharmacy covers certain specialty medications for complex conditions such as cancer, multiple sclerosis, and rheumatoid arthritis. These medications, which may be taken orally, by injection, or through infusion, are generally not available through a retail pharmacy or home delivery because they require special storage and handling. More information can be found at <http://healthnewengland.org/pharmacy/specialty-pharmacy> or by calling HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.

Magellan Management Program

MagellanRx assists HNE in managing injectable and infusion medications. This program applies to HNE's Commercial, Medicare Advantage, and Medicaid members. To determine if a medication is part of this program, visit <http://healthnewengland.org/pharmacy/find-medication> or call HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.

This program consists of pre-service prior authorizations and post-service claim edits. For the pre-service prior authorization program, visit the MagellanRx secure website at <http://ih.magellanrx.com/> and click on the "Providers and Physician" icon to access your provider account page or call MagellanRx directly at (800) 424-8325 (Monday – Friday, 9a.m. to 6 p.m. Eastern) for urgent requests.

The post service claim edit portion of the program reviews claims after they are billed for appropriate units and diagnosis codes. Certain medications in this program may also require pre-service prior authorization.

Clinical Trials

Clinical trials are not a part of this program. The provider should contact HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711 for clinical trial information.

Retrospective Requests

HNE recognizes that, in some cases, therapy may be initiated prior to the provider submitting a request for a prior authorization. To streamline the authorization and claims process, HNE and MagellanRx have created a retro-authorization process. To request an up to 60-day retro - authorization, please contact MagellanRx directly at (800) 424-8325 (Monday – Friday, 9a.m. to 6 p.m. Eastern). For retrospective requests beyond 60 days after the authorization approval date, providers must contact HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.

HNE Formulary

The Pharmacy Benefit Manager supports HNE's Pharmacy and Therapeutics Committee (P&T) in evaluating and recommending therapeutically effective and safe medications. HNE's P&T Committee meets at least four times per year to evaluate changes to the formulary. New medications are reviewed and evaluated by HNE's Pharmacy Department in collaboration with our Pharmacy Benefit Manager. HNE gathers appropriate clinical literature, contacts specialists as needed, and obtains unbiased information from peer review journals, government agencies, clinical associations, and recognized commissions. Additional factors including, but not limited to, whether the medication has been approved by the Food and Drug Administration (FDA) and whether the medication represents breakthrough therapy, are also considered. All medication classes are reviewed annually.

As part of the formulary evaluation process, HNE also considers safety, efficacy and cost. All formulary recommendations are discussed at the HNE Clinical Care Advisory Committee (CCAC), which acts as our P&T Committee. This provides a forum for additional local practicing physician involvement.

The formulary is reviewed annually and as necessary throughout the year. Providers can receive a formulary listing upon request. Medications added or deleted from the formulary during the year are communicated through periodic mailings to providers and members, and are posted on <http://healthnewengland.org/pharmacy/find-medication>.

Generic Medications

Generic substitution is mandated in Massachusetts and HNE supports and encourages the use of generic equivalent pharmaceuticals. Approved generic equivalent medications contain the same active ingredients as brand name medications, are equally as safe and effective, and typically cost less.

In order to obtain coverage for a non-covered brand name drug, a prior authorization request providing medical necessity rationale must be submitted to HNE by the provider for medical exception.

HNE encourages providers to go to the FDA website and complete a MedWatch Adverse Event Reporting Form if the member had a serious adverse event.

If allowed for medical exception, the non-covered drug will be approved at the highest copay level and terms allowed under the terms of the member's plan. In addition, after review and at the reviewer's discretion, quantity limitations may be applied to the approved brand medication.

Newly Approved Medications

HNE does not cover new-to-market medications for at least six months after they are approved by the FDA. This is called the Clinical Review Period. Depending on the member's plan, he or she may be subject to 50% cost-share for the drug if approved during the Clinical Review Period. If a medical exception was made for coverage of the drug during the Clinical Review Period and a determination was later made by CCAC to exclude the drug from coverage, the drug may no longer be covered for the member.

For information regarding new-to-market medications, refer to the HNE formulary at <http://healthnewengland.org/pharmacy/find-medication> or call HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.

Excluded Medications

For information regarding excluded medications, refer to the HNE formulary at <http://healthnewengland.org/pharmacy/find-medication> or call HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.

Medications Requiring Prior Approval

HNE utilizes a number of pharmacy programs to promote the safe and appropriate use of prescription medications. Medications that belong to a program have clinical guidelines that must be met before we cover them.

Covered medications must be medically necessary. If a provider believes it is medically necessary for a member to use a medication that is

- not covered
- being used for an off-label indication, or
- being used for new indications that have not yet been reviewed by HNE,

the provider should request a prior authorization from HNE.

For information regarding medications requiring prior authorization, refer to the HNE formulary at <http://healthnewengland.org/pharmacy/find-medication> or call HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.

Medications with Quantity Limits

HNE's Quantity Limit Program is an approach to medication management designed to encourage appropriate medication use, ensure patient safety, and avoid misuse, waste and abuse. The quantity limits are based on FDA approved recommendations, generally accepted pharmaceutical guidelines, and efficient dosing regimens.

For information regarding medications with quantity limits or quantity-based copays, refer to the HNE formulary at <http://healthnewengland.org/pharmacy/find-medication> or call HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.

Step Therapy Program

Step Therapy is an approach to medication management and is part of HNE's prior authorization program. HNE requires that a member try certain medications to treat his or her medical condition (known as first line drugs) before covering another medication for that condition. If it is medically necessary for a member to use a Step Therapy drug before trying a first line drug, providers should request a prior authorization from HNE.

For information regarding medications with step therapy requirements, refer to the HNE formulary at <http://healthnewengland.org/pharmacy/find-medication> or call HNE Member Services at (413) 787-4004 or (800) 310-2835, TTY 711.