PHARMACY GENERAL INFORMATION

Pharmacy Program
- Cenpatico Integrated Care (Cenpatico IC) is committed to providing appropriate high quality and cost-effective medication therapy to all Cenpatico IC members.
- Cenpatico IC works with providers and pharmacists to ensure that medications used to treat a variety of conditions and diseases are covered.
- Cenpatico IC covers prescription and some over-the-counter (OTC) medications when ordered by an Arizona Medicaid enrolled, Cenpatico IC practitioner.
- The pharmacy program does not cover all medications.
- Some medications require prior authorization (PA) or have limitation on age, dosage, and maximum quantities.

Preferred Drug List
The Cenpatico IC drug lists include medications members can receive at retail pharmacies and follow the Arizona Health Care Cost Containment System (AHCCCS) drug lists. The drug lists are reviewed by the Cenpatico IC Pharmacy and Therapeutics (P&T) Committee to encourage appropriate and cost-effective medication use. The P&T Committee is composed of the Cenpatico IC Chief Medical Officer, Psychiatrists, Pharmacy Administrator, and several Arizona physicians, pharmacists, and other healthcare professional.

Pharmacy Benefit Manager (PBM)
Cenpatico IC works with a contracted PBM to process pharmacy claims for prescribed drugs. Some drugs on drug list will require prior authorization. The PBM is responsible for administering this process.

Dispensing Limits
Cenpatico IC will allow a thirty (30) day supply for new or refilled prescriptions. Physical Health maintenance medications may be allowed a ninety (90) day supply. A vacation supply can be requested if needed.

Appropriate Use and Safety Edits
The health and safety of the member is a priority for Cenpatico Integrated Care. One of the ways we address member safety is through point-of sale (POS) edits at the time a prescription is processed at the pharmacy. These edits are based on FDA recommendations and promote safe and effective medication utilization.
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Prior Authorizations

Some medications listed on the Cenpatico Integrated Care Drug Lists may require PA. The information should be submitted by the practitioner to the fax number listed on the Medication Prior Authorization Form. For Expedited Requests, this form should be faxed to (1) 855-766-1554. For Standard Requests, this form should be faxed to US Script at 1-866-399-0929. Prior authorization request forms can be found on the Cenpatico Integrated Care website. Cenpatico IC will cover the medication if it is determined that:

1. There is a medical reason the member needs the specific medication.
2. Other medications on the PDL have not worked; depending on the medication.

Authorization requests are reviewed by a Arizona licensed clinical pharmacist using the criteria approved by the Cenpatico IC P&T Committee. If the request is approved, Cenpatico IC notifies the practitioner by fax. If the clinical information provided does not meet the coverage criteria for the requested medication and the authorization is not granted, Cenpatico IC will notify the member and their practitioner of alternatives and provide information regarding the appeal process.

Step Therapy

Some medications listed on the Cenpatico Integrated Care PDL may require specific medications to be used before the member can receive the step therapy medication. If Cenpatico IC has a record that the required medications was tried first the step therapy medications are automatically covered. If Cenpatico IC does not have a record that the required medication was tried, the member's practitioner may be required to provide additional information. If authorization is not granted, Cenpatico IC will notify the member and their practitioner and provide information regarding the appeal process.

Quantity Limits

Cenpatico Integrated Care may limit how much of a certain medication a member can get at one time. If the practitioner feels the member has a medical reason for getting a greater amount, a PA may be requested. If Cenpatico IC does not grant the PA we will notify the member and their practitioner and provide information regarding the appeal process.

Age Limits

Some medications on the Cenpatico Integrated Care PDL may have age limits. These are set for certain drugs based on FDA approved labeling and for safety concerns and quality standards of care. Age limits align with current FDA alerts for the appropriate use of pharmaceuticals.
Medical Necessity Requests

If the member requires a medication that does not appear on the PDL, the member’s practitioner can make a medical necessity (MN) request for the medication. It is anticipated that such exceptions will be rare as the PDL medications are appropriate to treat the vast majority of medical conditions.

For a MN request please refer to the clinical criteria guidelines. Some guidelines are posted on our webpage. Clinical guidelines are also available upon request.

Requests are reviewed by an Arizona licensed clinical pharmacist using the criteria approved by the Cenpatico IC P&T Committee. If the request is approved, Cenpatico IC notifies the practitioner by fax. If the clinical information provided does not meet the coverage criteria for the requested medication and Cenpatico IC does not grant the PA, Cenpatico IC will notify the member and their practitioner of alternatives and provide information regarding the appeal process.

72 Hour Emergency Supply Policy

State and Federal law require that a pharmacy dispense a 72 hour (3 day) supply of medication to any member awaiting PA determination. The purpose is to avoid interruption of current therapy or delay in the initiation of therapy. All participating pharmacies are authorized to provide a 72 hour supply of medication, whether or not the PA request is ultimately approved or denied. The pharmacy may call the CVS Health help desk at 888-624-1131 for a prescription override to submit the 72 hour medication supply for payment.

Exclusions

The following drug categories are not part of the Cenpatico Integrated Care PDL and are not covered by the 72 hour emergency supply policy:

- Drugs used for weight lost (unless prescribed for an indication other than obesity)
- Anti-Hemophilia Products
- DESI ineffective drugs
- Drugs used to treat infertility
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- Experimental/Investigational pharmaceuticals or products
- Erectile dysfunction products prescribed to treat impotence
- Hair growth restorers and other drugs used for cosmetic purposes
- Immunizing agents
- Injectable / Oral drugs administered by the provider in the office, in an outpatient clinic or an infusion center, or in a mental health center
- Prostheses, appliances and devices (except products for Diabetics and products used for contraception)
- Injectable drugs or infusion therapy and supplies (except those listed in the PDL)
- Nutritional supplements
- Oral vitamins and mineral (except those listed in the PDL)
- OT drugs (except those listed in the PDL)
- Drugs covered under Medicare Part B

Newly Approved Products
AHCCCS P&T Committee reviews new drugs for safety and effectiveness before adding them to the PDL. During this period, access to these medications will be considered through the PA review process. If Cenpatico IC does not grant PA we will notify the member and their practitioner and provide information regarding the appeal process.

Over-the-Counter Medications (OTC)
Cenpatico Integrated Care covers a variety of OTC medications. These medications can be found throughout the Cenpatico IC drug lists. Cenpatico IC covers OTC products listed on the drug lists if the member has a prescription from a licensed practitioner that meets all the legal requirements for the prescription.

Generic Drugs
When generic drugs are available, the brand-name drug will not be covered without Cenpatico Integrated Care authorization. Generic drugs have the same active ingredient and work the same as brand name drugs. If the member or their practitioner feels a brand name drug is medically necessary, the practitioner must request the drug using the PA process. We will cover the brand-name drug according to our clinical guidelines if there is a medical reason the member needs the particular brand-name drug. If Cenpatico IC does not grant authorization, we will notify the member and their practitioner and provide information regarding the appeal process.
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The provision is waived for the following products due to their narrow therapeutic index (NTI) as recognized by current medical and pharmaceutical literature: Aminophylline, Carbamazepine, Cyclosporine, Digoxin, Disopyramide, Ethosuximide, Flecainide, L-Thyroxine, Lithium, Phenytoin, Procainamide, Theophylline, Thyroid, Valproic Acid, and Warfarin.

Drug Efficacy Study and Implementation Drugs (DESI)

DESI products and known related drug products are defined as less than effective by the Food and Drug administration because there is a lack of substantial evidence of effectiveness for all labeling indications and because a compelling justification for their medical need has not been established. DESI products are not covered by Cenpatico Integrated Care.

Filling a Prescription

A member can have prescriptions filled at a Cenpatico Integrated Care network pharmacy. If the member decides to have a prescription filled at a network pharmacy they can locate a pharmacy near them by contacting Cenpatico IC Member Services. At the pharmacy, the member will need to provide the pharmacist with the prescription and their Cenpatico IC ID card or identification number. Members who receive only Behavioral Health services will not have an ID card. These members will use their AHCCCS ID card.

Contact Information

Cenpatico Integrated Care

Phone: 866-495-6738
Pharmacy fax number: 855-766-1554
(Expedited requests only)
Standard Requests: 866-399-0929
TDD/TTY: 877-613-20179
Website: www.cenpaticointegratedcareaz.com

CVS Health Help Desk: Phone: 888-624-1131
(Pharmacies only)

Envolve Pharmacy Solutions: Help Desk Phone: 800-460-8988
(Providers)