

# Provider Reference

## PRESCRIPTIONS

### Division of TennCare<sup>SM</sup> pharmacy benefits are managed by Magellan Health Services<sup>®</sup>.

[https://tenncare.magellanhealth.com/tenncare\\_portal/spring/main?execution=e1s1](https://tenncare.magellanhealth.com/tenncare_portal/spring/main?execution=e1s1)



### Covered Prescriptions

Covered prescriptions must come from our preferred drug list unless there is a medical necessity (a documented intolerance of two preferred drugs or contraindication to the preferred drug) for a non-preferred drug.

[https://tenncare.magellanhealth.com/static/docs/Preferred\\_Drug\\_List\\_and\\_Drug\\_Criteria/TennCare\\_PDL.pdf](https://tenncare.magellanhealth.com/static/docs/Preferred_Drug_List_and_Drug_Criteria/TennCare_PDL.pdf)

Some medications require a prior authorization (PA). These PAs can be completed electronically. If you prescribe a drug that requires a PA, you can request a three-day emergency override so your patient can begin taking the medication while the paperwork is processed. You can find PA forms by drug or supply type here:

<https://tenncare.magellanhealth.com>



### Prescription Limits

Children don't have a prescription drug limit. Adult BlueCare Tennessee members are limited to five prescriptions per month, but many medicines are automatically exempt from counting towards this limit.

A list of drugs that are exempt from the adult prescription limit is available below. As of Nov. 1, 2018, this list includes all statins and selective serotonin reuptake inhibitors (SSRIs).

[https://tenncare.magellanhealth.com/static/docs/Program\\_Information/TennCare\\_AutoExempt\\_List.pdf](https://tenncare.magellanhealth.com/static/docs/Program_Information/TennCare_AutoExempt_List.pdf)

If members reach their five-prescription limit, you can complete a form to attest for the medical necessity of drugs on the following attestation list:

[https://tenncare.magellanhealth.com/static/docs/Program\\_Information/TennCare\\_Attestation\\_List.pdf](https://tenncare.magellanhealth.com/static/docs/Program_Information/TennCare_Attestation_List.pdf)

Acute drugs, like antibiotics, are on the attestation list. Magellan Health Services recommends routinely sending an attestation form when prescribing antibiotics for patients who take multiple drugs to prevent exceeding the five-prescription limit.

Some medications on the preferred drug list, including narcotics, will indicate a quantity limit (QL). For narcotics, this means that the prescription cannot be filled early. Prescriptions for maintenance medications can be filled one to two days early.

Other drugs have a supply limit. This means that the drug may only be covered for a certain number of days.



## Member Benefits

There are three copay levels: \$0, \$1.50 and \$3. The copay amount is based on the prescription.

If a member needs transportation to pick up a prescription, transportation is available through our vendor, Southeastrans. You can find more information about non-emergency transportation services here:

<https://bluecare.bcbst.com/members/member-info/transportation.html>

Please note prescriptions must be ready when members arrive at the pharmacy. If your patients use Southeastrans transportation to get to an office visit, they can also arrange a stop at the pharmacy during the same trip. All they need to do is mention the pharmacy stop when they schedule their ride and make sure their prescription will be ready for pickup upon arrival.



## Common Barriers to Medication Adherence

Obstacles that can keep patients from taking their medications as prescribed include:

- **Beliefs about medication** – Some patients believe they don't need their prescription, are confused about why the medication was prescribed, have concerns about side effects or think their medication isn't working.

Consider asking probing questions during follow-up calls or exams to see how patients feel about their medicine and if they have concerns. These discussions are a great opportunity to provide education and remind patients to talk with their pharmacist when they pick up their prescription if they have questions.

- **Not taking the medicine as prescribed** – Many patients are confused about how to take their prescription or forget to take it. Consider using the teach-back technique to make sure patients understand how to use their medication, and provide helpful tips, such as:
  - Take your medicine at the same time each day.
  - Link taking your medicine to something else you do every day, like brushing your teeth.
  - Make sure to get your prescriptions refilled on time.
  - Set an alarm on your phone or computer.

As you know, some patients may stop taking their prescription once they see symptom improvement. Remind your patients to always check with you before stopping a medication.

- **Concerns about cost** – If patients have problems affording a copay, please reach out to Magellan Health Services at 1-866-434-5520 to see if accommodations are available.