



Pharmacy Benefits for Medicaid and LaCHIP Recipients in Aetna Better Health, Amerigroup, AmeriHealth Caritas, Louisiana Healthcare Connections, and United Healthcare Community Plan Bayou Health Plans

Starting February 1, 2015, if you are enrolled in a Bayou Health Plan, you will get your prescription drugs and pharmacy services through your Health Plan. **YOU WILL NOT LOSE ANY BENEFITS. YOU WILL KEEP GETTING PHARMACY SERVICES.**

***THIS CHANGE DOES NOT APPLY to those enrolled in legacy fee-for-service Medicaid.** Your pharmacy benefits will not change. You will continue to get prescription drugs and pharmacy services using your Louisiana Medicaid ID Card. You can ignore this notice.*

What Does this Mean for You and Your Family?

You will not lose any benefits.

You will keep getting prescription drugs and pharmacy supplies, but they will now be covered by your Bayou Health Plan. Your Bayou Health Plan may even offer more benefits and services.

You will still be able to get all the same types of medications.

Your Health Plan has a list of medications that your doctor/medical provider will use to select most of your prescriptions. This list must include the same types of drug classes available through fee-for-service Medicaid (A drug class is a group of medications that works the same way or is used to treat the same health condition). This means all types of medicines now covered by Medicaid will be available from your Health Plan, but some of the drug names may be different.

If you use a prescription that is not on the Health Plan's list, you will be allowed to continue using that medication if it is medically necessary. If you want to see which prescriptions your Health Plan will cover, you can call your Plan's toll-free member services hotline to ask, or visit your Health Plan's website to see a list of covered drugs. The phone number and website are on the back of your Health Plan card and on the last page of this notice.

If you have a copayment, it may be less through your Health Plan, but it cannot be more.

Your Health Plan does not have to use copayments. If they do, they cannot charge more than fee-for-service Medicaid. Copayments cannot be charged for the following:



- Family planning services and supplies
- Emergency services
- Services provided to:
 - People younger than 21 years old
 - Pregnant women
 - People who live in long-term care facilities or other institutions
 - Native Americans, and
 - Alaskan Eskimos

Your Health Plan cannot require you to use a mail order pharmacy.

Louisiana Medicaid knows your local pharmacist knows you and your family, and plays an important role in your health care. Because of this, Medicaid limits the use of mail-delivered prescriptions. Your Bayou Health Plan will also follow these limits, and cannot make you get your prescriptions through the mail. If you do get a prescription through a mail order service, your Health Plan cannot charge you for shipping or handling fees.

You have rights under the prescription drug and pharmacy coverage of your Bayou Health Plan.

- You cannot be denied services because you cannot pay cost sharing.
- You cannot be forced to get prescriptions and pharmacy supplies through a mail-order pharmacy.
- You have the same appeal and grievance processes for your pharmacy benefits as you do for all other Health Plan services (refer to your Health Plan’s member handbook for details on how to file a complaint).

You have a two-month grace period to make any needed changes to your medications.

Your Health Plan must continue coverage of maintenance medications for at least 60 days. If you now use a specific medication that your doctor wants you to stay on that is not on your Health Plan’s list, your doctor can ask the Health Plan to allow you to continue receiving that medication. Work with your doctor to request an “override” of the Health Plan before your 60-day grace period is up.

How to Get Services

Find a pharmacy that takes your Health Plan.



You can search your Health Plan’s provider directory online or call your Health Plan’s toll-free member services line to find out what pharmacies in your area are in their network. You can also ask your pharmacist which Health Plans he/she takes. Health Plans are required to take “any willing provider” in their network, so Medicaid expects most pharmacies will be in network.

Use your Bayou Health ID Card at the pharmacy.

Show your Health Plan ID card to your pharmacist when picking up prescriptions instead of your Medicaid ID Card.

What Do You Need to Do Now?

Make sure your contact information is up to date with your Health Plan.

Your Health Plan will reach out to you through mail or by phone to let you know about your new pharmacy benefits. Make sure they have the right contact information for you by calling their toll-free member services hotlines.

Look for mail from your Health Plan.

If you are enrolled in Bayou Health with Aetna Better Health, Amerigroup, AmeriHealth Caritas, Louisiana Healthcare Connections, or United Healthcare Community Plan your Health Plan will be sending you information soon. This may include a new Health Plan ID card.

Contact your Health Plan if you have any questions.

If you have questions about your pharmacy and prescription drug coverage, call your Health Plan’s member services toll-free number or visit the Health Plan’s website.

- **Aetna Better Health of Louisiana**
 - Phone: 1-855-242-0802
 - Web: www.aetnabetterhealth.com/Louisiana

- **Amerigroup Louisiana**
 - Phone: 1-800-600-4441
 - Web: www.myamerigroup.com/la

- **AmeriHealth Caritas of Louisiana**
 - Phone: 1-866-452-1040



- Web: <http://www.amerihealthcaritasla.com>

- **Louisiana Healthcare Connections**
 - Phone: 1-866-595-8133
 - Web: www.louisianahealthconnect.com

- **United Healthcare Community Health Plan**
 - Phone: 1-866-675-1607
 - Web: <http://www.uhcommunityplan.com/la/medicaid/community-plan.html>