

## OEBB SPECIALTY MEDICATIONS- FAQ

### **What are specialty medications?**

Specialty medications are often indicated to treat complex chronic health conditions. Respecting that specialty treatments often require special handling techniques, careful administration and a unique ordering process, enhanced member services are provided by the Plan. Information about our clinical services and a list of eligible specialty medications can be accessed online at [www.odscompanies.com](http://www.odscompanies.com), through your myODS account or by contacting ODS Pharmacy Customer Service at 503-265-2911 or toll free at 866-923-0411.

Medications given intravenously are typically not considered to be specialty medications. Any new drug approved by the FDA after the date this policy goes into effect is not covered until approved by ODS

### **What medications are eligible for the enhanced specialty program through BioScrip?**

Your OEBB pharmacy benefit provides enrollees prescribed specialty medications, access to enhanced clinical services and BioScrip as an exclusive specialty pharmacy. Certain prescription drugs or medicines, including most self injectables and other injectable drugs (e.g., Enbrel, Copaxone, Avonex), must be purchased through BioScrip to be a covered benefit.

A list of the current specialty medications eligible for this program is posted online at [www.odscompanies.com](http://www.odscompanies.com). Bioscrip will also ship with your order any additional supplies that you may need in order to administer your medication such as syringes, alcohol swabs and sharps containers.

### **How do I know if my medication requires a prior authorization (PA)?**

All specialty medications eligible through BioScrip require a prior authorization by the ODS/OEBB pharmacy program before the medications can be dispensed.

Prior-Authorization (PA) refers to the process by which an enrollee obtains approval from ODS prior to purchasing a specific drug. For a complete list of drugs that require authorization log into your myODS account at [www.odscompanies.com](http://www.odscompanies.com) or contact our Pharmacy Customer Service at 503-265-2911, or toll-free at 866-923-0411. Failure to obtain required service authorization will result in denial of benefits.

Certain prescription drugs and/or quantities of prescription drugs may require a prior authorization by ODS. Prior authorization programs are not intended to create barriers or limit access to medications. The practice of administering prior authorization provisions is intended to support cost effectiveness, promote proper use of medications and to ensure



the safety of our members. Prior authorizations may be placed on medications for a variety of reasons — examples are listed below.

- **Utilization Control Edits.** Medications may have limited use, be prone to overuse or prescribed in quantities outside the recommended FDA indications.
- **Cost Effectiveness.** There may be therapeutically equivalent medications that are less expensive.
- **Prescribing Guidelines.** Medications may require diagnostic testing to ensure safety and efficacy of the treatment.
- **Benefit Coverage.** Medication may be prescribed for conditions that are excluded under the plan.

In addition, your pharmacist, physician and other medical providers will help advise you if your prescription requires a prior authorization or delivery by BioScrip.

### **When does the program start?**

The program starts effective October 1, 2008.

### **What if I need to get a prescription filled prior to October 1st?**

Although Bioscrip can enroll you into the specialty program and obtain a prescription for your medication from your physician prior to 10/1/07, BioScrip will not be able to ship your medications prior to that date, so you will need to get the medications from the pharmacy you currently use until 9/30/08.

### **How do I get started?**

BioScrip can enroll you into our program over the phone and contact your physician for the prescription information or transfer an existing prescription(s) from your retail pharmacy. Please call 877-316-8921 to enroll.

### **How will I know how much the medication(s) will cost?**

After enrollment in the specialty program, BioScrip's insurance verification team will verify the copay amounts before your order is processed. Bioscrip will then contact you to schedule delivery of your medication to the address of your choice and your copay/coinsurance information will be communicated at the time the order is scheduled.

### **What if I can't afford my copay?**



BioScrip will research available financial assistance programs to see if there is any support available to you. If a program is identified, BioScrip will coordinate assistance with you (the patient). If there is no available assistance then you (the patient) will need to decide how to proceed and if you want to continue the prescribed therapy.

### **How can I pay for my prescription order?**

When you schedule your order, payment can be made with a credit card. BioScrip accepts MasterCard, Visa, Discover and American Express. BioScrip can also accept payment by check over the phone as well. **ALL** payments must be made in advance and prior to the product being shipped.

### **How will my order be shipped?**

If your medication is refrigerated, your order will be shipped via overnight delivery in special packaging to ensure the product remains refrigerated. If your medication does not require refrigeration, Bioscrip will ship to ensure it is delivered on the date the order is requested to be received.

### **How much medication will be shipped to me each time?**

Your benefit authorizes BioScrip to fill 31-day supplies of all medications.

### **I was previously receiving a 90 days supply; can I continue to do so?**

Effective 10/01/2008 the allowable days supply is a 31-day supply. Members will no longer be able to receive a 90 day supply of specialty medications.

### **What is the process for ordering a new prescription?**

- Patients are enrolled into our ordering system with all necessary patient, insurance, delivery address and payment information that may be needed to process your order.
- Bioscrip will either receive a prescription order request or will contact your physician to coordinate a new prescription.
- Our Insurance Verification department will confirm benefits and coinsurance/copays for medications.
- The patient will be called to schedule delivery, confirm benefits and to coordinate payment.
- Order will be delivered on specified date.

### **How do I order a refill of my medication?**

The patient will be contacted by a Bioscrip representative 6-10 days prior to the depletion of their current supply of medication to schedule delivery of a refill of the medication.



The patient can also call the toll-free number to order through customer service.

**Important phone numbers for you to remember:**

OEBS BioScrip Specialty Customer Service number: 877-316-8921

OEBS BioScrip Specialty Fax number: 866-488-5809

ODS Pharmacy Customer Service number: 503-265-2911 or 866-923-0411

