

*About the Pennsylvania Health
Law Project (PHLP)*

PHLP is a nationally recognized expert and consultant on access to health care for low-income consumers, the elderly, and persons with disabilities. For more than two decades, PHLP has engaged in direct advocacy on behalf of individual consumers while working on the kinds of health policy changes that promise the most to the Pennsylvanians in greatest need.

To learn more about our work, visit www.phlp.org



Website: www.phlp.org

Helpline: (800) 274-3258

Email: staff@phlp.org

Philadelphia

123 Chestnut St., Suite 400
Philadelphia, PA 19106

Pittsburgh

415 East Ohio St., Suite 325
Pittsburgh, PA 15212

Harrisburg

1414 N. Cameron St., Suite B
Harrisburg, PA 17103



**Important
Information About
Your Prescriptions**

*If you have Medical
Assistance Managed
Care in Pennsylvania*

A guide for consumers

Created by the Pennsylvania
Health Law Project

Updated September 2010

www.phlp.org

Important Information About Your Prescription

If you have a **Medical Assistance managed care plan** in PA:

- A list of medications which your health insurance company will pay for is called a **formulary**.
- Each health insurance company has a **different** list of medications.
- Sometimes medications require special permission from the insurance company.

- If you take a prescription to a pharmacy and the pharmacist says he/she cannot give you the medication because it is not paid for, or because it needs prior authorization, **you have the following rights:**

(1) If this is a new medication, the pharmacist should give you a 3 day supply. Ask the pharmacist to call the doctor to either change the



medication or get prior authorization. If the HMO has not answered the doctor in 3 days, they must give you another 3 days until they answer the doctor's request. If you only get a 3 day supply, be sure to call your doctor to let him know.

(2) If this is a continuation of an old medication, the pharmacist must give you a 15 day supply while you are waiting for the doctor to get permission for the medication or change the medication. Be sure to call the doctor to say that you need prior authorization or a different medicine.

- If the pharmacist does not give you any medication, call your health plan member services number on your card, or the **state clinical sentinel, 1-800-426-2090**.

- If you are unable to obtain help, **call the Pennsylvania Health Law Project 1-800-274-3258**.

Always call your doctor if you are unable to obtain prescribed medication.

- If the doctor requests prior authorization and the request is denied, you may appeal the decision. You will get a letter from the health plan telling you how to do this.



Prepared by Gene Bishop, MD

Physician Consultant, Pennsylvania Health Law Project

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