

## **PHARMACY MANAGEMENT**

### **Formulary**

The AlohaCare QUEST formulary was developed as the cornerstone of AlohaCare's pharmacy program. Our QUEST formulary is generic-based and includes select brand medications. Once a brand medication loses patent exclusivity, its generic counterpart is added to the formulary. The brand medication may be approved through our prior authorization process with clinical justification, which includes the rationale a member is unable to use the generic medication.

AlohaCare's QUEST-Net/QUEST-ACE plans have a strict formulary with very limited pharmacy benefits. Please refer to the separate QUEST-Net/QUEST-ACE formularies available on the AlohaCare website at [www.AlohaCareHawaii.org](http://www.AlohaCareHawaii.org).

### **Formulary Limitations**

The AlohaCare QUEST formulary lists all covered medications. Members are limited to a 30-day supply per prescription fill.

The following are additional requirements or limitations to the QUEST formulary:

- **Prior Authorization:** Medications that require a Prior Authorization (PA) are noted on the formulary with a PA designation. PA requests undergo clinical review for appropriate utilization and approval.
- **Quantity Limits:** Medications with quantity limits (QL) are noted on the formulary with a QL designation. Established by the FDA dosing recommendations, quantity dispensing limits are implemented to minimize the potential for adverse drug reactions due to over utilization. If a higher dose is deemed medically necessary, requests will undergo clinical review for appropriateness and approval.
- **Step Therapy:** Medications with a step therapy edit are noted on the formulary with a ST designation. AlohaCare encourages the use of first line agents as much as possible. Certain medical conditions identified by AlohaCare require the use of a first line agent. Utilization of first line agents for these conditions is electronically identified; positive confirmation results in immediate approval at the pharmacy. Absence of a first line agent will prompt a request for prior approval. Approval is granted pending clinical review.
- **Early Refills:** Early refills are limited to a maximum of a 30-day supply. An early refill may be required, because of dosage changes, additional therapy, lost or stolen medication, or vacation supply. When requesting an early refill for vacation supply, please provide the following:
  - Name of medication;
  - Quantity requested (30-day maximum);
  - Vacation destination (please note that travel to the Neighbor Islands is not eligible for a vacation supply); and,
  - Length of trip.

### **Formulary Exception**

As a Provider you may request AlohaCare to make exceptions to our drug coverage rules as follows:

- Coverage for a drug that is not listed on the AlohaCare QUEST formulary; or,
- Reconsideration of coverage restrictions or limits placed on certain medications.

### **How to Request a Formulary Exception**

Requests for an exception to the formulary will be approved with documented treatment failure or adverse reactions to the formulary medications. To request a formulary exception, please follow the drug coverage determination process delineated below:

- Fax a completed "Drug Coverage Request Form," **See Forms/Tables/Lists section of this manual for Drug Coverage Request Form and Drug Coverage Request Form Elements, (Section 14, page 49-50)** to AlohaCare Pharmacy Management at (808) 973-0676(Oahu) or 1-888-667-0680 (Neighbor Islands, toll free). Take special care when completing the section entitled "Reason for Request." Failure to complete and provide all pertinent information for "Other Medications Tried" and "Reason for Exception" may cause a delay in the review process.
- A decision on an exception to the formulary request may take up to 14 calendar days.
- Urgent requests requiring a decision in less than 72 hours should be faxed with a notation of "**STAT**" at the top of the form. Follow up "**STAT**" request faxes with a phone call to the AlohaCare Pharmacy Management staff at (808) 973-7418 (Oahu) or 1-866-973-7418 (Neighbor Islands toll free).
- AlohaCare will notify the provider's office and the PCP of the decision, if the PCP was not the prescribing provider. If denied, a provider may request a reconsideration in writing to:

AlohaCare  
Attn: Grievance & Appeals Department  
1357 Kapiolani Blvd., #1250  
Honolulu, HI 96814

AlohaCare members on long-acting and/or multiple opioid drugs may be subject to a clinical drug use review, which includes AlohaCare working with the PCP and/or other provider(s) to ensure appropriate drug usage to treat the member's medical condition(s) as defined in his/her individualized care plan.

AlohaCare can assist Providers in limiting these types of drugs to a specific prescriber and/or a specified pharmacy upon the Provider's approval.

**Note:** QUEST-Net/QUEST-ACE adult members have access to a very limited number of medications, and are responsible for paying for any medications not listed on the QUEST-Net/QUEST-ACE formulary. The prior authorization processes for non-formulary medications described above **does not apply to QUEST-Net/QUEST-ACE members.**

### **Pharmacy After-Hours Dispensing Policy**

After business hours, when AlohaCare Pharmacy Management staff is not available, the pharmacist may dispense a 3-day emergency supply of non-formulary medications (10-day for antibiotics) and advise the member to contact the prescribing provider on the next business day to request prior authorization for continuation of the non-formulary prescription. Alternatively, the pharmacist may inform the prescriber that a 3-day emergency supply has been dispensed and alert the prescriber that he/she must follow-up with AlohaCare to request a prior authorization for continuation of the non-formulary prescription. The 3-day emergency supply (10-day for antibiotics) also may be dispensed after hours for formulary medications

that do not process through the on-line system correctly, subject to verification of member's eligibility and benefits. The pharmacist should call AlohaCare on the next business day to secure payment for the emergency supply.

Emergency supplies are available for the following drug classes:

- Antibiotics (up to 10-day supply)
- Pain medications
- Muscle relaxants
- Cardiovascular agents
- Blood pressure treatment agents
- Emergency inhalation agents for asthmas/COPD (one inhaler)
- Insulin (one vial)

### **Excluded Drugs**

The following are exclusions and are not covered by the QUEST pharmacy benefit:

- Drugs not approved by the U.S. Food and Drug Administration or deemed "less than effective" (DESI 5 and 6) by the Centers for Medicare and Medicaid Services (CMS)
- Brand medications when there is a equivalent generic medication
- Drugs prescribed by a dentist that are not primarily medical in nature (dental coverage is provided by Medicaid fee-for-service program)
- Experimental and investigational drugs that are generally an unproven benefit
- Drugs related to gender reassignment
- Hansen's Disease drug treatment
- Drugs related to in-vitro fertilization, reversal of sterilization, artificial insemination and to test fertility
- Drugs related to food supplements and prepared formulas for weight loss
- Immunizations for travel (domestic or foreign)
- Pulmonary tuberculosis treatment, if treatment is available at no charge to the general public
- Drugs excluded by the Hawaii Medicaid Program
- Sexual dysfunction drug treatments

Note: Drugs related to obesity treatment, weight loss programs, and smoking cessation are subject to prior authorization.

### **How to Request a copy of the AlohaCare QUEST Formulary**

Our QUEST formulary/drug list is available on our website at [www.AlohaCareHawaii.org](http://www.AlohaCareHawaii.org). To request a copy of the AlohaCare QUEST formulary or for more detailed information about the AlohaCare QUEST benefits, please call AlohaCare QUEST Customer Service at (808) 973-1650 (Oahu) or 1-800-434-1002 (Neighbor Islands toll-free). QUEST Customer Service is available Monday-Friday from 7:45 a.m. to 5:00 p.m. and Pharmacy Management is available Monday-Friday from 7:45 a.m. to 5:00 p.m. and Saturday-Sundays from 10:00 a.m. to 12:00 p.m., except major holidays.