

Pharmacy Guide for WellCare Medicare Providers



Preferred Drug List

The Preferred Drug List (PDL) is WellCare's standardized prescribing reference and clinical guide of prescription drug products. The selection of medications is based on efficacy, safety, side effects, pharmacokinetics, clinical literature and cost-effectiveness profile. The PDL may be viewed at www.wellcare.com.

Drug Evaluation Review

WellCare's Drug Evaluation Review (DER), or prior authorization, process is designed to minimize adverse drug events, ensure appropriate utilization and clinical monitoring and maintain the highest level of pharmaceutical care for our members.

A Drug Evaluation Review is needed for any of the following:

- Duplication of therapy.
- Prescriptions exceeding the FDA daily or monthly quantity maximum.
- Most self-injectable and infusion medications.
- Medications not listed on the Preferred Drug List (PDL).
- PDL medications requiring a DER are identified as having a quantity limit (QL), a step edit (SE) or needing a prior authorization (PA).
- Brand-name requests when a generic exists.
- Prescriptions that exceed \$1,000 per prescription and/or plan limitations (some exceptions apply).

Important Numbers

WellCare Pharmacy Services (including after-hours and weekends):

(866) 653-0976

Drug Evaluation Review (DER)

Fax : (866) 388-1767

Obtaining a Drug Evaluation Review

Submit your requests following these three simple steps:

1. Complete a Coverage Determination Request Form found in the Forms section of the WellCare Medicare Provider Manual and online at www.wellcare.com.
2. Include all pertinent medical history when requesting a medical exception.
3. Fax the form to WellCare's Pharmacy Department at **(866) 388-1767**.

Our standard is to respond to requests within 72 hours.

If the coverage determination requested meets the approved Pharmacy & Therapeutics Committee (P&T) protocols and guidelines, the pharmacy technician will contact the provider and/or pharmacy regarding the approval.

Please see the WellCare Provider Manual for additional information. Visit our Web site at www.wellcare.com for regular updates.

Denial and Follow-up

Denied DERs are reviewed first by a clinical pharmacist and then by the Medical Director for final determination.

For requests that are not approved, a Drug Utilization Review (DUR) form is faxed to the provider stating why the request was not approved and listing the alternative preferred medication(s). Denial letters are sent to Medicare members.

To appeal a DER decision, fax your request to the Appeals department at (866) 201-0657. Requests follow the appeals process described in the WellCare Medicare Provider Manual.

After-Hours Prescription Requests

The after-hours call center cannot provide overrides for medications requiring a DER but can initiate the DER process by providing the form to the caller. This form can be faxed to WellCare's Pharmacy Department for review.

WellCare's Pharmacy Call Center is available Monday-Friday from 8 a.m. - 9 p.m. (ET). During weekends and after normal business hours, Walgreen's Health Initiatives (WHI) is accessible to health care providers requiring pharmaceutical services and can provide therapeutic options available on the PDL as well as assist with processing rejections originating at the pharmacy due to early refills, direction changes and vacation supplies.

Emergency Prescription Fills

Emergency prescription fills must be authorized over the telephone during normal business hours by the pharmacy department. Situations requiring emergency prescription fills include:

- When the member has a need for a pharmaceutical product that will be life-threatening if not obtained immediately
- When a member is discharged from an institution and requires a prescription that, if not obtained, may cause a hospitalization

If an emergency medication is needed after-hours, please contact Walgreens Health Initiatives (WHI) to initiate the DER process or to be given PDL alternatives that do not require prior authorization. An expeditious DER may be requested. WellCare's Pharmacy Department will review the request and respond within 24 hours.