

State of Maryland Prescription Benefits available through MedImpact Healthcare Systems, Inc.



Health Benefits

Together, we are working toward a **healthier community.**

State of Maryland Prescription Benefits

Introduction

MedImpact Healthcare Systems, Inc. (MedImpact), the Pharmacy Benefit Manager (PBM), manages your prescription drug benefit under a contract with the State of Maryland. MedImpact maintains a preferred drug list, manages a network of retail pharmacies, and operates Mail Service and Specialty Drug pharmacies. In consultation with the plan, MedImpact also provides services to promote the appropriate use of pharmacy benefits, such as review for possible excessive use, recognized and recommended dosage regimens, drug interactions and other safety measures.

Employees and dependents covered by the State of Maryland prescription drug benefit can use either retail pharmacies or the MedImpact Direct Mail Program. Your benefit covers most prescription drugs, plus insulin, some over the counter (OTC) diabetes supplies and certain other OTC items considered preventative under the Affordable Care Act (ACA). Certain medications are subject to limitations and may require prior authorization for continued use. MedImpact provides important information about your medicine, including how to take it, potential side effects, lower-cost drug options, and more. Our goal is to make getting the medicine you need as easy and as affordable as possible.

With MedImpact, you can fill your prescriptions by using a retail pharmacy, MedImpact Direct Mail Program for maintenance medications or MedImpact Direct Specialty Program for specialty medications. Your prescription drug plan covers both brand name and generic drugs when prescribed per FDA approved indications and in accordance with the program's benefit design. Some covered drugs may have additional requirements or limits on coverage.

Schedule of Benefits

Employees and Non-Medicare Retirees		
Type of Medication	Up to 45-Day Supply (1 copayment)	46-90 Day Supply (2 copayments)
Generics	\$10	\$20
Preferred Brands	\$25	\$50
Other Brands	\$40	\$80
Out-of-Pocket Maximum	Active Employees	Non-Medicare Retirees
Single only coverage	\$1,000	\$1,500
Family coverage	\$1,500	\$2,000

Active employees represented by Bargaining Unit I (SLEOLA) have a different premium schedule and plan design for prescription drug benefits. Please refer to the SLEOLA Addendum or visit the Employee Benefit Division's website for more information: www.dbm.maryland.gov/benefits.

Notes for Non-SLEOLA and SLEOLA plan designs:

1. If you receive a brand-name medication when a generic is available, you will pay the brand copayment plus the difference in cost between the generic and brand-name medication.
2. Some specialty drugs require limited distribution and must be filled through a specialty pharmacy. Specialty drugs are limited to a 30-day supply.
3. If the cost of your medication is less than the minimum copayment, you will pay the lower amount.

Formulary or Preferred Drug List

A formulary is a list of covered drugs selected by physician and pharmacist subject matter experts who collaboratively support a Pharmacy and Therapeutics (P&T) Committee. Your prescription drug plan covers drugs listed in the formulary when the drug is indicated for the clinical condition, is prescribed in the appropriate manner, is filled at a participating network pharmacy, and other plan rules are followed.

The formulary for the State of Maryland will be updated on an annual basis, at the beginning of each calendar year, but there may be instances where quarterly changes are made. MedImpact will notify affected plan members if a drug is removed from the formulary, moves to a higher cost-sharing tier, or when prior authorization, quantity limits and/or step therapy requirements are added. All plan members are notified at least thirty (30) days before a drug is removed or changed on the formulary.

Drugs may also be added to the formulary during the year. Formulary additions may occur on a quarterly basis which may result in tiering improvements and member financial savings. If the Food and Drug Administration (FDA) deems a drug on the formulary to be unsafe or the drug's manufacturer removes the drug from the market, MedImpact will immediately remove the drug from the formulary as directed by the FDA.

You may request a copy of the State of Maryland formulary by calling MedImpact Customer Service at 1 -844-348-8508 or view the list online at [MedImpact State of Maryland Website](#).

Covered Prescription Drug Benefits

Prescription drugs, unless otherwise stated below, must be necessary and not experimental, to be considered Covered Services. Covered Services will be limited based on medical necessity, quantity and/or age limits established by the Plan or utilization guidelines. Covered services are also subject to formulary management.

- Prescription legend drugs
- Certain OTC medications as indicated under the Affordable Care Act*
- Injectable insulin, needles and syringes used for administration of insulin.
- Contraceptive drugs: oral, transdermal, vaginal and injectable
- Contraceptive devices
- Prenatal and Pediatric Prescription vitamins as well as those covered under the Affordable Care Act*
- Diabetic supplies and equipment such as diabetes test strips, lancets, and glucose monitors. Contact MedImpact Customer Service to determine approved covered supplies. If certain diabetic supplies or equipment are not available through the prescription benefit, they may be available through the medical benefit.
- Injectables unless otherwise noted as benefit exclusions.
- Prescription and some OTC smoking cessation drugs, such as nicotine replacement, bupropion/Zyban and Chantix*
(with days' supply limits)

Non-Covered Prescription Drug Benefits

- Anorectics (any drug used for the purpose of weight loss)
- Aerochamber, Aerochamber with Mask and Nebulizer Masks and all other medical supplies
- Over-the-counter products with the exception of insulin, diabetes monitoring products and those covered under the Affordable Care Act*
- Bulk Compounding Ingredients, kits, high-cost bases.
- Medications used for cosmetic purposes only such as hair growth stimulants.
- Experimental/Investigative Drugs – Homeopathic Products
- Worker's Compensation Claims
- Unapproved Products

**Certain prescription and OTC medications are considered preventative by the Affordable Care Act and are covered by the prescription drug benefit. A prescription is required to obtain these preventative medications through your prescription benefit plan. For more information, contact MedImpact Customer Service at 1-844-348-8508.*

Affordable Care Act

Your health plan offers certain preventive service benefits at no cost to you, which means you do not have to pay a copay. These no-cost benefits are part of the Affordable Care Act (ACA) and include:

- Medicine and supplements to prevent certain health conditions for adults, women, and children.
- Medicine and products to quitting smoking or chewing tobacco (tobacco cessation)
- Medicine used prior to screenings for certain health conditions in adults.
- Contraceptives for women

MedImpact Healthcare Systems, Inc., works with your health plan to provide these benefits.

Retail Pharmacies

Retail pharmacies can be used to fill medications for both acute (short-term) and maintenance (long-term) medications. You may receive up to a 90-day supply at a retail pharmacy. Refer to the benefit grid for the appropriate copay.

MedImpact contracts with more than 62,000 pharmacies in the nation, which makes it easy to find a network pharmacy. To confirm if your pharmacy is in network, you can utilize the Pharmacy Locator tool at [MedImpact State of Maryland Website](#) or contact MedImpact Customer Service at 1-844-348-8508.

Use your pharmacy ID card to fill your prescription at the pharmacy. Make sure to show your pharmacist your prescription ID card, they will need this information to process your prescriptions. If you do not show your prescription ID card, you will be required to pay the full retail cost (usual and customary charge) for the prescription at the pharmacy.

If you paid full retail cost at the pharmacy and would like to seek reimbursement, you can obtain a claim form at [MedImpact State of Maryland Website](#) or by calling MedImpact Customer Service at 1-844-348-8508. Along with the claim form, you will also need to submit the pharmacy receipt including the cost you paid for the prescription. The amount you will be reimbursed will be based on the approved drug cost less any other applicable charges.

Out-of-Network pharmacy

If you use a pharmacy that is not covered in the network, you must pay the entire cost of the medication and then submit a claim for reimbursement.

Claim forms are located online at www.medimpact.com and can also be requested by calling MedImpact Healthcare Systems, Inc. Customer Care at 1-844-348-8508. You must submit a completed claim form and include the following:

- Date Filled
- Rx Number
- Quantity
- Day Supply
- National Drug Code (NDC)
- Medication Name & Strength
- Physician Name
- Physician National Provider ID (NPI)
- DAW (dispense as written)
- Usual and Customary Price (U&C)/Rx Price
- Copay
- Pharmacy National Provider ID (NPI)

You will be reimbursed for the amount the plan would have paid if you had obtained your medication at a participating local pharmacy, minus the appropriate copayment. Claims must be submitted within 365 days of the prescription purchase date.

MedImpact Direct Mail Program, Birdi™ Pharmacy

Filling your prescriptions through the MedImpact Direct Mail program offers the most convenient way to get your medications. The Program includes Birdi™ as your mail pharmacy for home delivery of maintenance medicine. These are medications you take for conditions like high blood pressure and diabetes.

Birdi™ makes it easy to manage the medicine you take to help stay healthy. When you use Birdi™, you can rely on:

- Up to a 90-day supply of your medications for two copayments
- No-cost standard shipping in weather-resistant packaging.
- After hours service: Call Birdi™ at 1-855-873-8739 (TTY dial 711)
- Refill reminders to help you have the right amount of medicine on hand.

How Do I Get Started with Birdi™?

Online: Sign in to the MedImpact website at www.medimpact.com to request a new prescription or transfer from a retail pharmacy. Choose "Transfer/Request Prescriptions" at the top of the "My Prescriptions -> Prescription List" page and follow the instructions.

Mobile: Our mobile app gives you a secure, simple way to manage your prescription benefits and plan member information. Learn about your medication and get information you can trust day or night. Do all this—and much more—at your convenience. To download our mobile app, visit the App store or Google Play by searching "MedImpact" (after your benefits begin).

By Mail: Ask your doctor to provide you with a written prescription for your medications. Sign in to www.medimpact.com and choose Documents -> Medication Order Form. Print and send the form with your prescription(s) to:

Birdi™
PO Box 8004
Novi, MI 48376-8004

By fax or electronic submission from your doctor: Have your doctor's office fax or electronically send the prescription for a 90-day supply, plus the appropriate number of refills (maximum one-year supply). Fax to 1-888-783-1773.

Important notes:

- Faxes must be sent from your doctor's office.
- Faxes from other locations, such as your home or workplace, cannot be accepted.
- You must use 75% of your medication before you can request a refill through mail service (80% of your medication for controlled substances)

Specialty Pharmacy Network - MedImpact Direct Specialty®

The MedImpact Direct Specialty® Program helps our members with complex conditions get their specialty medicine. Doctors use these drugs to treat chronic conditions. These drugs usually need special care, close follow-up, and support for the way you take the drug. Whether this medicine is new for you, or if you have been taking it for a while, the dispensing pharmacy will help you get the most from your medicine.

Specialty drugs are prescription legend drugs which:

- Are used to treat complex conditions such as cancer, growth hormone deficiency, hemophilia, hepatitis C, immune deficiency, multiple sclerosis, and rheumatoid arthritis.
- May be injected, infused, or require close monitoring by a physician or clinically trained individual; or
- Often have limited availability, special dispensing, and delivery requirements, and/or require additional patient support.

MedImpact Direct Specialty® is not a neighborhood pharmacy you can walk into, but we can have your specialty medications delivered to your home, office, or location of your choice. Visit www.medimpact.com to get started. You are not limited to only MedImpact Direct Specialty® for specialty medications. You may also get your specialty medications at any in-network pharmacy, if available. Retail pharmacies do not always carry specialty medications due to the same reasons a drug is defined as "specialty".

Getting started

For specialty medications, you do not need to do anything. Your dispensing pharmacy will call you to schedule delivery. If you have questions, call MedImpact Direct Specialty® at 1-877-391-1103 (TTY dial 711).

Personal Support for You

You will get personal support for your therapy. After-hours care from the nurse and/or pharmacies can help you 24/7/365. Call the phone number on your medicine label to talk to care teams. Care teams will schedule your therapy and give you support to help you get the most from your medicine. They can answer questions about how to take your medicine or help with managing side effects. They will help you with your prescription drug plan and research financial support if those services are needed.

Convenient Dispensing and Delivery

The network pharmacy will ship your medicine to you or your doctor, depending on who is administering the drug. If your doctor administers your medicine in the office, it will be shipped to your doctor. If you administer the medicine yourself, it will be shipped to you at the address you provide, in private packaging that does not indicate what is in the box.

Utilization Management Programs

To promote safety along with appropriate and cost-effective use of prescription medications, the plan includes several utilization management programs.

Step therapy

Step therapy is a process for finding the best treatment while ensuring you are receiving the most appropriate medication therapy and reducing prescription costs. Medications are grouped into two categories:

- **First-line medications:** These are the medications recommended for you to take first, usually generics, which have been proven safe and equally effective plan.
- **Second-line medications:** These are medications recommended for you if a first-line medication does not work. You may have a higher copayment for second-line medications.

These steps follow the most current and appropriate medication therapy recommendations. MedImpact Healthcare Systems, Inc. will review your records for step therapy medications when you go to the pharmacy to fill a prescription. If your prescription is for a step therapy medication, the pharmacy will search your prescription records for use of a first -line alternative. If prior use of a first-line medication is not found, the second-line medication will not be covered. You will need to obtain a new prescription from your doctor for one of the first-line alternatives, or have your doctor request a prior authorization for coverage of the second-line medication.

For more information on step therapy, visit www.medimpact.com or call MedImpact Healthcare Customer Service at 1-844- 348-8508.

Prior authorization (PA)

Prior authorization is an important step to ensure the right drugs get to the right person at the right time. Your plan covers many medications that may be prescribed by your physician, but not all medications are automatically covered. Your plan includes a formulary or preferred medication list that contains commonly prescribed medications that are automatically covered when prescribed to you. If your doctor prescribed a medication that is not on the list and there is not another medication on the list that is appropriate for you, the prior authorization process allows your physician to request coverage of the medication, so you don't have to pay full price for the drug. When the pharmacy processes your prescription, the pharmacist will see that a PA is required and will contact your prescriber to finalize the process. Not all prescriptions will be approved. Some, such as those for cosmetic purposes, may be excluded from your pharmacy benefit.

The following are examples that may require Prior Authorization for your prescription:

- Your doctor prescribes a medication not covered by the formulary.
- The medication prescribed is subject to age limits.
- The medication is only covered for certain conditions.

If the Prior Authorization is denied, written notification is sent to both you and your provider. You have the right to appeal the denial through the appeals process. The written notification of denial you receive provides instructions for filing an appeal. For more information on Prior Authorization, visit www.medimpact.com or call MedImpact Healthcare Systems, Inc. at 1-844-348-8508.

Quantity limits

For some medications, such as medications used to treat pain or sleep disorders, your plan covers a limited quantity within a specific time period. These limits are based on FDA-approved prescribing information, approved medical guidelines and/or the average utilization quantity for the drugs. Some medications with quantity limits have a Prior Authorization available if a greater quantity is medically necessary. For more information on quantity limits, visit [MedImpact State of Maryland Website](http://www.MedImpactStateofMarylandWebsite.com) or call MedImpact Customer Service at 1-844-348-8508.

Website and Digital App

Access personalized medication information anywhere, anytime with MedImpact's online member portal and mobile app. Register at www.medimpact.com on your computer or mobile device to understand more about your prescription benefit plan.

Direct Member Reimbursement

If you or your covered dependent purchase a covered prescription medication without using your prescription drug card and pay the full cost of the medication, you may be entitled to reimbursement, subject to plan terms and conditions. Please do the following for your out-of-pocket expenses to be considered for reimbursement:

Complete the Prescription Drug Claim Form. Forms are available by calling MedImpact Healthcare Systems, Inc. 1- (844) 348-8508 or by going to <https://myrmdbenefits.com>

- Click on Prescription Drug coverage and then the MedImpact Healthcare Systems, Inc symbol.
- Attach a detailed pharmacy receipt. This includes medication dispensed, quantity and cost.
- Send the information to MedImpact Healthcare Systems, Inc by mail to the address listed on the bottom of the form or by submitting online through www.medimpact.com

You will be reimbursed for the amount the plan would have paid if you had obtained your medication at a participating local pharmacy, minus the appropriate copayment. If the amount you paid is equal to or less than your copayment, it is not necessary to send in claims for reimbursement. The copayment is your responsibility and will not be reimbursed. However, if you have reached the annual out-of-pocket maximum, the copayment (or a smaller payment amount, if applicable) will be reimbursable. Any amount reimbursed will be equal to that charged at an in-network retail pharmacy, which is likely less than that paid out-of-pocket by the member.

Vacation overrides

If you are going on vacation or out of the country and need more than a 90-day supply of medication, you must complete an **Out of Country Early Refill Prescription Drug Request Form**. Once completed, fax it to the number listed on the form to receive the State's approval. Your form must include supporting documentation related to your trip (plane ticket confirmation, itinerary, letter, etc.) or it will not be reviewed. If you have additional questions, please contact MedImpact Customer Service at 1-844-348-8508 for assistance.

Claims inquiry

If you believe your claim was incorrectly denied or if you have questions about a processed claim, call MedImpact Healthcare Systems, Inc. at 1-844-348-8508.

Privacy

Your State of Maryland Benefit Plan meets the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to assure your health information is properly protected. MedImpact Healthcare Systems, Inc. is committed to meeting both the HIPAA and State of Maryland guidelines related to protecting your privacy.

Appeal Procedures

MedImpact Healthcare, Inc.'s Internal Review Appeal Process

If a Prior Authorization is denied, you or your representative may appeal the decision by proceeding with the Appeal procedure listed on the denial letter.

If you require an urgent review, call MedImpact Healthcare Systems, Inc. at 1-844-348-8508 for instructions.

Please note that not all appeal requests are eligible for the urgent review process. Urgent appeals will be decided within 72 hours. If you choose to fill this prescription without Prior Authorization approval, you will be responsible for the full cost of the medication. You have a right to receive, upon written request and at no charge, information used to review your request. Appeals must be submitted within 180 calendar days after you receive the notice of a denial of a Prior Authorization.

How to File an Appeal

You can submit appeal requests by faxing MedImpact at 1-858-790-6060, or in writing to:

MedImpact Healthcare Systems
Attention: Appeals Coordinator
10181 Scripps Gateway Ct
San Diego, CA 92131

Independent (External) Review Appeal Process

For a claim denied because the service was considered not medically necessary, medically inappropriate or is considered cosmetic, experimental or investigational, you may be entitled to request an independent, external review within 120 days (four months) from the date the claim was denied.

If you request an external review of the type of claim denial noted above, the Maryland Insurance Administration (MIA) will review and provide a final, written determination. If the denial is overturned, MedImpact will be instructed to provide coverage. For questions on your rights to external review, contact the Maryland Insurance Administration (MIA):

Maryland Insurance Administration
Attn: Appeals and Grievance Unit
200 St. Paul Place, Suite 2700
Baltimore, MD 21202

Telephone: 1-410-468-2000
Toll-free: 1-800-492-6116
Facsimile: 1-410-468-2270
TTY: 1-800-735-2258

If a claim is denied because the service was not a covered service and is not eligible for an independent external review, and you still disagree with the denial, you may contact the Employee Benefits Division for additional review:

Employee Benefits Division
Attn: Adverse Determinations
301 W. Preston Street, Room 510
Baltimore, MD 21201

Telephone: 1-410-767-4775
Toll-free: 1-800-307-8283
Facsimile: 1-410-333-7104

How to Contact MedImpact Healthcare

On the Internet: Visit the MedImpact website at www.medimpact.com to create an account for access to:

- Locate an in-network pharmacy.
- View the Formulary
- Compare medication prices.
- View plan benefit information
- Refill your mail order prescriptions.
- Monitor your prior authorizations.

By Telephone: Call 1-844-348-8508 (TTY 711) to obtain answers to questions regarding your prescription coverage.

MedImpact Direct Mail, Birdi™ Pharmacy: Ask your doctor to provide you with a written prescription for your medications. Sign in to www.medimpact.com and choose Documents -> Medication Order Form. Print and send the form with your prescription(s) to:

Birdi™
PO Box 8004
Novi, MI 48376-8004

MedImpact Direct Specialty®: Call 1-877-391-1103 to enroll with MedImpact Direct Specialty®. Your physician may initiate the process.