

## CHAPTER 22 PHARMACY SERVICES

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REFERENCES: A.R.S. § 36-551; AAC R9-21-206.01; AMPM 310-FF; AMPM 310V; AMPM 1024; ACOM 414; 2018 Arizona Opioid Prescribing Guidelines.

### PURPOSE

This manual explains how pharmacy services are administered by the Division and the Administrative Services Subcontractors (AdSS) for Division Members and by the Prescription Benefit Manager (PBM) for Tribal Health Plan (THP) Members.

### DEFINITIONS

1. "Member" means the same as "client" as defined in A.R.S. § 36-551.
2. "Non-Preferred Drug" means a medication that is not listed on the AHCCCS Drug List. Non-Preferred Drugs require Prior Authorization (PA).
3. "Preferred Drug List" or "PDL" means a list of all the preferred

medications covered by the Division and the AdSS.

### **SUPPLEMENTAL INFORMATION**

#### Preferred Drug List (PDL)

1. Any Arizona Health Care Cost Containment System (AHCCCS) healthcare provider may prescribe prescription drugs and over-the-counter medications listed on the Preferred Drug List PDL.
2. Prescriptions issued by prescribers should allow for generic substitution, whenever possible for cost effectiveness.
3. The Administrative Services Subcontractors (AdSS) may cover more drugs than are listed but not less than what is listed on the AHCCCS PDL.
4. When the AdSS receives PDL updates from AHCCCS, the updates are reviewed and sent to the Pharmacy Benefits Manager (PBM) for Members enrolled with the AdSS or to OptumRx for Members enrolled in the Tribal Health Program (THP).
5. When the AdSS receives PDL updates from AHCCCS, the

- AdSS will post updates to PDL on their websites.
6. Requests for a hard copy of the PDL shall be submitted to the AdSS Customer Service for Division Members or to AHCCCS Customer Service for THP Members.
  7. Updates to the PDL are communicated via the AdSS pharmacy and provider newsletters or on the AdSS websites monthly. The updates for Mercy Care Arizona can be found on their website under the provider section, pharmacy services. The updates for United Health Care Community Plan (UHCCP) can be found on their website under plan documents.
  8. For medications that are not listed on the PDL, the prescriber must submit the Prior Authorization (PA) request to the AdSS for Division Members or PBM for THP members.
  9. The pharmacy benefit shall cover medications, including prescription and Over The Counter (OTC) medications when prescribed by an AHCCCS-registered health care practitioner.
  10. Members who are enrolled in the THP may utilize any of the

following network pharmacies to receive their medications:

- a. Indian Health Service (IHS) facilities,
- b. 638 Tribal Facilities, or
- c. Pharmacies that are part of the OptumRx pharmacy network.

#### Prior Authorization (PA)

1. Some medications require PA or are Non-Preferred. This means the health care practitioner is required to submit documentation or medical records explaining why the medication is medically necessary or why the Member cannot take medication on the PDL.
2. PA requests must be reviewed within 24 hours and if additional information is required, a decision must be rendered within 7 days. A Notice of Adverse Benefit Determination must be mailed to the Member within 3 days. The prescriber will receive a fax of the decision within 24 hours.

3. The AdSS may have PA requests submitted by submitting the request electronically or via fax. The form and information can be found on the AdSS' website.
4. The use of Long-acting opioids requires PA for Members. Per the Arizona Opioid Prescribing Guidelines, providers prescribing long-acting opioids, must document informed consent indicating they have discussed with the Member the risks, and options, and place the documentation in the Member's health record.


### Pharmacy Network

Medications may only be filled at AHCCCS registered pharmacies and pharmacies that are part of the AdSS' pharmacy network. Providers may access this information on the AdSS' website under "Find a provider or pharmacy".

### Prescriber Monitoring and Education

1. The AdSS monitors the prescribing and dispensing of opioids,

- antipsychotics, muscle relaxants, benzodiazepines, sedative hypnotic and stimulant medications for Members enrolled in their plans.
2. Members that are identified as “at risk” may be placed under the exclusive provider or pharmacy program or both.
  3. The AdSS will monitor opioid prescribing patterns for concomitant use with benzodiazepine, buprenorphine, or antipsychotics.
  4. For Members being prescribed antipsychotic medications, providers must obtain informed consent and place that information in the Member’s health record.

Signature of Chief Medical Officer:   
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