

# Pharmacy

1. With psychiatric drugs, do the plans have to give prior authorization?

***Each plan has its own drug formulary, a list of covered prescription drugs. Some of these drugs will require prior authorization (PA). For questions concerning prescription drugs, the beneficiary should call his/her plan's Pharmacy Services area.***

2. What are proper procedures to follow when the beneficiary has pharmacy problems?  
Specifically, the pharmacy does not accept the plan the client has been placed into.

***The beneficiary should utilize an in-network pharmacy. For assistance locating an in-network pharmacy, the beneficiary should be encouraged to call their plan.***

3. Where can we get a list of pharmacies participating in each plan?

***This information can be found on each plan's website.***

4. Can the pharmacy override and let the person get the prescription that they need?

***Yes. All plans have an override policy that has been communicated to pharmacies via a Medicaid bulletin.***