

Centura Health Pharmacy Benefits

Frequently Asked Questions

Formulary	
How do I know if my benefit covers a specific drug?	<p>To determine coverage and pricing for a specific drug with your copay or coinsurance applied, visit ClearScript.org/CenturaHealth and create a personalized member account. After logging in, click on the Price a Drug link to search for your drug, find out whether it is covered and how much you might pay for your prescription at the pharmacy.</p> <p>You can also click on Formulary Look Up for Centura Health to find a drug's formulary tier and if prior authorization, step therapy or quantity limits apply. If covered by your benefit, a drug's formulary tier determines your copay or coinsurance level.</p> <p>Not all medications included on the ClearScript Formulary are covered by the Centura Health Pharmacy Benefit Program. The presence of a medication on this formulary does not guarantee coverage. Coverage for some drugs may be limited to specific dose forms and/or strengths. The medications listed on the ClearScript Formulary are subject to change.</p> <p>You can also contact the Member Service Center for Centura Health members at 1-844-201-4948 for the most current formulary information.</p>
Pharmacy Network	
How can I find a pharmacy in the ClearScript Network to have my prescription filled?	<p>You are encouraged to fill your prescriptions at Centura Health Pharmacies. However, you also have the option of using a pharmacy included in the national retail pharmacy network. You can find a participating pharmacy using the Pharmacy Locator found on our website, www.ClearScript.org/CenturaHealth, or by contacting our customer service center at 1-844-201-4948.</p>
How much medication can I receive at pharmacies in the national network, Centura Health Pharmacies, and the mail service pharmacy?	<p>You can receive up to a 90 days supply of medications at Centura Health Pharmacies, ClearScript Network pharmacies and the Centura Health Mail Order pharmacy. However, you may be able to save on your out-of-pocket costs through lower copays when you fill your prescriptions through Centura Health Pharmacies or through Centura Mail Order.</p>
ID Cards	
How do I have my new prescription filled at a retail pharmacy? Can I use my medical benefit card to fill prescriptions?	<p>To have your prescription filled, present your prescription and your pharmacy benefit card to the pharmacist at a Centura Health Pharmacy or a retail pharmacy in the ClearScript network. The pharmacist will enter your information into our claims system and collect your copayment or coinsurance/deductible. For your added convenience, your provider can also electronically order your prescription through Epic to be filled at a Centura Health Pharmacy of your choice.</p> <p><i>Only your Centura Health pharmacy benefit card can be used to fill your prescriptions—your medical benefit card will not provide the information needed to process your pharmacy claims.</i></p>

Maximum Out-of-Pocket	
Who contributes to my Family Deductible and Maximum Out-of-Pocket amount?	<p>HRA and CVP—Deductible does not apply.</p> <p>HRA and CVP—Maximum Out of Pocket—No one family member contributes more than the individual maximum amount. All family members must combine amounts to meet the family maximum.</p> <p>HSA Plan Family Deductible and Family Maximum Out of Pocket (no Individual limit)—All family members must combine amounts to meet the maximum for the family deductible or family maximum out of pocket. Expenses for each individual is applied toward the family maximum. Therefore, an individual could meet the family maximum or multiple family members could meet the family maximum.</p>
Mail Service and Specialty Pharmacy	
How do I order my prescription through the mail service pharmacy?	<p>Centura Health Pharmacy Services is designated as your provider for mail order prescriptions covered by your pharmacy benefit. To get started using mail service for home delivery of your prescriptions, you can sign up by phone by calling Centura Health Pharmacy Services:</p> <p>877-775-7863 (toll free) 303-426-2360 (local)</p> <p>Monday – Friday: 8:30am – 5:00pm (MDT)/ 9:30am – 6:00pm (CT) Saturday and Sunday: Closed</p>
Where can I have a prescription for a specialty medication filled?	<p>Centura Health Pharmacy Services is designated as your provider for specialty prescriptions covered by your pharmacy benefit. To fill a new prescription for a specialty medication, call Centura Health Pharmacy Services:</p> <p>877-775-7863 (toll free) 303-426-2360 (local)</p> <p>Monday – Friday: 8:30am – 5:00pm (MDT)/ 9:30am – 6:00pm (CT) Saturday and Sunday: Closed</p>
Am I allowed one fill at retail on specialty medications?	All fills must be done through Centura Health Pharmacy Services.
Customer Service	
Who can I contact if I have questions about my pharmacy benefit?	Customer Service Representatives are available 24 hours a day, 7 days a week to answer questions and provide information about your pharmacy benefit. Please call our customer service center at 1-844-201-4948 (toll free).