

## POLICY AND PROCEDURE

<b>DEPARTMENT:</b> Pharmacy	<b>DOCUMENT NAME:</b> Specialty Pharmacy Benefits
<b>PAGE:</b> 1 of 5	<b>REPLACES DOCUMENT:</b> N/A
<b>APPROVED DATE:</b> 09/22/2017	<b>RETIRED:</b> None
<b>EFFECTIVE DATE:</b> 01/01/2018	<b>REVIEWED/REVISED:</b> 08/01/2017
<b>PRODUCT TYPE:</b> LTSS	<b>REFERENCE NUMBER:</b> PA.PHARM.14

### SCOPE:

This policy applies to PA Health & Wellness Community HealthChoices plan.

### PURPOSE:

The purpose of this policy is to outline the program that PA Health & Wellness will follow for administering specialty pharmacy benefits.

### POLICY:

The PA Health & Wellness Pharmacy Management team will ensure that the specialty pharmacy benefits adhere to all state and federal laws and regulations.

### PROCEDURE:

Specialty Drugs are defined as specialized medications developed for chronic, complex illnesses and have one or more of the following:

1. may have special handling, storage, shipping requirements
2. may require nursing services or special programs to support patient compliance
3. require disease-specific treatment programs
4. may have limited distribution requirements
5. may be injections, infusions, or oral products
6. are high cost
7. are not typically stocked in a retail pharmacy
8. are not typically first line agents
9. may require increased monitoring due to safety concerns
10. may be subject to inappropriate administration

#### A. COVERAGE

1. The PA Health & Wellness team will have their pharmacy benefit manager (Envolve Pharmacy Solutions) establish a network of specialty pharmacies to provide services to their participants for dispensing specialty medications.
2. Envolve Pharmacy Solutions will adhere to any willing provider requirements of the state of Pennsylvania per policy PA.PHARM.03.
3. Envolve Pharmacy Solutions will have the specialty pharmacy contract approved by the Department.
4. Specialty medication list will be available on the PA Health & Wellness website.
  - a) The website will identify which specialty pharmacies are in the network.
  - b) The PDL front matter will provide information about the specialty pharmacy program and how to obtain prior authorization for specialty medications.

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- c) Medications that will be dispensed by specialty pharmacies include, but are not limited to drugs for the treatment of Hepatitis C, Multiple Sclerosis, Immune and Metabolic Disorders, Cancer, Pulmonary Arterial Hypertension, Endocrine Disorders and Rheumatoid Arthritis.
3. Medications dispensed by a specialty pharmacy will be dispensed in up to a 34-day supply except where a dispensed unit cannot be broken down to accommodate this limit.
4. Medications dispensed by a specialty pharmacy may require prior authorization; the use of a specialty pharmacy does not alter the utilization management restrictions on a medication.
5. Prior Authorization requests for specialty medications will be delegated to Envolve Pharmacy Solutions for review. Envolve Pharmacy Solutions will follow all requirements in PA.PHARM.04.

### **B. DELIVERY**

1. Envolve Pharmacy Solutions will ensure the following:
  - a) There is no delivery charge made to a participant who is using any of the plan's specialty pharmacies for necessary shipping, including expedited shipping
  - b) Drugs from the plan's specialty pharmacies will be shipped in a tamper resistant material, unless requested otherwise
  - c) Drugs shall be packaged for mailing to ensure outside temperature variations will not harm the medication
    - (1) All orders that contain temperature sensitive or high dollar medications will be shipped via overnight (which is the vast majority of all products). The remainder of the products will be shipped 2nd day mail.
  - d) The specialty pharmacy will track delivery status of all packages in order to confirm they have been successfully delivered on a daily basis
    - (1) The specialty pharmacy will establish order delivery dates with members to set the expectation of when the package should be received.
    - (2) The member may also call the specialty pharmacy to report a package has not been delivered as scheduled.
  - e) Undelivered orders are identified by the specialty pharmacy for follow up on a daily basis. All package delays are investigated to determine if product integrity has been compromised.
    - (1) Temperature sensitive orders may result in return and reshipment of new product.
    - (2) The member will not be charged for the lost or stolen packages.

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- f) Orders reported as undelivered with the courier are identified for follow up on a daily basis with either the member or provider's office to coordinate redelivery attempts.
  - (1) Temperature sensitive orders may result in return and reshipment of new product.
  - (2) The member will not be charged for the lost or stolen packages.
- g) Members may choose to have their medications delivered to their home, a work address, their physician's office or an address of their choice. In instances where the drug requires delivery to the physician's office, the Plan's specialty pharmacy will coordinate and authorize the delivery in consultation with both the member and his/her physician.

### C. ACCESSIBILITY

- 1. Envolve Pharmacy Solutions ensures the following
  - a) The plan's specialty pharmacies have available a toll-free number that can be accessed by members and physicians
  - b) The plan's specialty pharmacies have available a toll free phone number for members to access a pharmacist 24 hours per day.

### D. EXCEPTIONS TO THE MANDATORY SPECIALTY PHARMACY BENEFIT

- 1. An exception to the mandatory specialty pharmacy requirement for a fill of a medication will be approved when:
  - a) A change in dosing requires the member to obtain the medication earlier than expected and the medication cannot be obtained by the member from the specialty pharmacy before they run out of medication
  - b) There has been a delay of shipment from the specialty pharmacy
  - c) The member did not understand the benefit and has an urgent need for the medication
  - d) The medication needs to be started sooner than the specialty pharmacy can provide it to the participant
  - e) The medication is medically necessary and required by the member for treatment of the life-threatening or chronic and seriously debilitating condition and the member may run out of medication before receiving the prescription from the specialty pharmacy
- 2. An exception to the mandatory specialty pharmacy requirement for a fill of a medication can be requested and approved more than one-time.
- 3. Upon allowing an exception to the mandatory specialty pharmacy requirement for a fill of a medication, the member will not be limited to a quantity less than what would have been allowed from the specialty pharmacy.

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4. An exception to the mandatory specialty pharmacy requirement for all fills of a medication will be approved when:
  - a) There is a reason why the member cannot obtain the medication from the specialty pharmacy, including, but not limited to:
    - (1) The member does not have a mailing address or other way to obtain the medication by mail
    - (2) The member will be obtaining the medication directly from a pharmacy associated with a provider's office
    - (3) Using the specialty pharmacy presents a hardship for the member.
  - b) An exception can be requested by the member and/or the provider at any time.
5. A request for an exception to the mandatory specialty pharmacy requirement will be processed within 24 hours
  - a) Members may request an exception by calling Pennsylvania Health and Wellness. A request for an urgent override will be provided immediately.
  - b) Providers may request an exception by calling the Envolve Pharmacy Solutions Pharmacy Services Center or by submitting a prior authorization request to the Envolve Pharmacy Solutions Prior Authorization department.
  - c) Pharmacies or providers may request an emergency exception by calling the pharmacy help desk or prior authorization center and an immediate override will be provided for an urgent situation.

**REFERENCES:**

- PA.PHARM.03
- PA.PHARM.04

**ATTACHMENTS:****DEFINITIONS:**

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### REVIEW/REVISION LOG

<b>REVISION</b>	<b>DATE</b>
New Policy	06/22/2017

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### **POLICY AND PROCEDURE APPROVAL**

*The electronic approval retained in Centene's P&P management software, is considered equivalent to a physical signature.*

### **POLICY AND PROCEDURE APPROVAL**

Department Manager: Approval on file

PHW Vice President: Approval on file