



## Pharmacy Toolkit for Providers

As a healthcare provider, staying on top of multiple health plan formulary policies and procedures can be a challenge. To support you in these efforts, we have put together this Pharmacy Toolkit for Providers that addresses common formulary issues. This is part of our commitment to provide you with the resources you need and the highest level of pharmacy service when caring for Gateway members.

Formulary Updates for Medicaid and Medicare	Requesting a Non-Formulary Drug or Prior Authorization	Prior Authorization and Step Therapy Criteria
<p>Available <b>immediately</b> on our website at <a href="http://www.GatewayHealthPlan.com">www.GatewayHealthPlan.com</a>.</p> <ol style="list-style-type: none"> <li>1. Under the For Providers tab, select either Medicaid or <i>Medicare Assured</i><sup>®</sup> HMO provider information.</li> <li>2. Select Drug List (left side of page).</li> <li>3. Select Search Drug List (formulary).</li> <li>4. Click on View Recent Updates or Year to Date Updates.</li> </ol> <p>Provided <b>quarterly</b> in our provider newsletter.</p> <p>If your patient is impacted by a change to our formulary, you and your patient will be notified 30 days in advance for Medicaid and 60 days in advance for Medicare.</p> <p><i>The Drug Formulary is available for download and printing directly from our website (see website instructions above) or you may request hard copy or electronic version of the formulary be sent to you by contacting Provider Services at 1-800-392-1145 (Medicaid) or 1-800-685-5201 (Medicare) Monday-Friday 8:30 a.m.-4:30 p.m.</i></p>	<p>When a formulary medication is not medically appropriate for your patient, you must initiate a non-formulary request through our Pharmacy Services Department. Fax the completed form to 412-255-4544 or 1-888-245-2049 (Medicaid) or 1-888-447-4369 (Medicare) during normal business hours, or call 1-800-392-1147 during off-hours and weekends, with all of the information requested on the form.</p> <p>To access a non-formulary request form go to <a href="http://www.GatewayHealthPlan.com">www.GatewayHealthPlan.com</a>.</p> <ol style="list-style-type: none"> <li>1. Under the provider section, select either Medicaid or <i>Medicare Assured</i><sup>®</sup> HMO provider information.</li> <li>2. Select Forms (left side).</li> <li>3. Under the Pharmacy Forms tab, select Non-formulary Drug Exception Form (Medicaid) or <i>Medicare Assured</i><sup>®</sup> HMO Drug Exception Form (Medicare).</li> </ol> <p><i>Requests for drugs that require prior authorization are processed by calling the Pharmacy Services Department at 1-800-528-6738 (Medicaid) or 1-800-685-5215 (Medicare) Monday-Friday 8:30 a.m.-4:30 p.m.</i></p>	<p>To view our prior authorization (PA) and step therapy (ST) criteria go to <a href="http://www.GatewayHealthPlan.com">www.GatewayHealthPlan.com</a>.</p> <p><b>For Medicaid:</b></p> <ol style="list-style-type: none"> <li>1. Select Medicaid provider information.</li> <li>2. Select Prior Authorization or Step Therapy Protocols (left side of page).</li> <li>3. Click on the name of the drug to review criteria.</li> </ol> <p><i>For Medicare Assured<sup>®</sup> HMO</i></p> <ol style="list-style-type: none"> <li>1. Select <i>Medicare Assured</i><sup>®</sup> HMO provider information.</li> <li>2. Select Drug List (left side of page).</li> <li>3. Select View Prior Authorization or Step Therapy information.</li> </ol> <p><b>E-prescribing</b></p> <p>Gateway participates in an e-prescribing program. E-prescribing can enhance efficiency in handling prescriptions and save time and effort. It can also help reduce calls from the pharmacy or the calls you make to the health plan. E-prescribing can give you more time to provide care to patients. On an ongoing basis, our e-prescribing program is updated to increase functionality and value. Features that will assist you include:</p> <ol style="list-style-type: none"> <li>1. Formulary access</li> <li>2. Plan quantity limits</li> <li>3. Drugs that require prior authorization or are part of a step therapy protocol.</li> </ol>