



Department of Origin: Pharmacy	Date approved: 07/26/2023
Approved by: Chief Medical Officer	Effective Date: 07/26/2023
Pharmacy Clinical Policy Document: Coordination of Prescription Drug Benefits	Replaces Effective Policy Dated: 08/1/2022
Reference #: PP/C001	Page: 1 of 2

PURPOSE:

The intent of this Pharmacy clinical policy is to provide coverage guidelines for coordination of prescription drug benefits when PreferredOne is the *secondary plan*.

Please refer to the member's benefit document for specific information. To the extent there is any inconsistency between this policy and the terms of the member's benefit plan or certificate of coverage, the terms of the member's benefit plan document will govern.

POLICY:

PreferredOne coordinates prescription drug benefits as a *secondary plan* including the allowable cost of the medication and co-pay as defined in the Certificate of Coverage (COC) or Summary Plan Description (SPD).

Benefits must be available for health care services. Healthcare services must be ordered by a provider. Healthcare services must be medically necessary, applicable conservative treatments must have been tried, and the most cost-effective alternative must be requested for coverage consideration.

COVERAGE:

- I. Requests for coordination of prescription drug benefits can be initiated by calling the Customer Service department telephone number listed on the member's insurance card.
- II. Copayment reimbursement will be considered for coordination of prescription drug benefits when:
 - A. The member uses his/her *primary plan* insurance and PreferredOne is the *secondary plan*. A copy of the member's ID card and the original pharmacy receipt are required for processing requests.
 - B. The member pays the total cost of the prescription(s) out-of-pocket and PreferredOne is *secondary*. A copy of the member's ID card, a copy of the *Explanation of Benefits (EOB)* from the *primary plan*, as well as the original pharmacy receipt are required for processing requests.
- III. If incomplete information is received, written notification will be sent to the member requesting the necessary information and requests will not be processed until the necessary information is obtained.
- IV. After the necessary information is received, processing of requests may take up to 3 weeks.

EXCLUSIONS:

- I. The requested medication is not covered by the plan.
- II. Refer to member's prescription drug benefits.
- III. Services provided to a member that has other primary insurance coverage for those services, also, and the member does not provide PreferredOne the necessary information to pursue coordination of benefits.

PreferredOne®

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DEFINITIONS:

Coordination of Benefits (COB):

Coordination of benefits applies when a member has healthcare coverage under more than one plan. When a plan is *primary*, the primary plan benefits are determined before those of any other plan and without considering any other plan's benefits. When a plan is *secondary*, the secondary plan benefits are determined after those of another plan and may be reduced because of the primary plan's benefits. The *primary plan* that pays first pays without regard to the possibility that another plan may cover some expenses. A *secondary plan* pays after the primary plan and may reduce the benefits it pays so that payments from all groups' plans do not exceed 100% of the total allowable expense.

Explanation of Benefits (EOB):

Explanation of benefits made payable by the Plan, including any member out-of-pocket expenses.

Primary Plan/Secondary Plan:

The order of benefit determination rules (identified in the member's benefit plan) determines whether PreferredOne is a "primary plan" or a "secondary plan" when compared to the other plan covering the member.

REFERENCES

1. Medical Management Process Manual UR015 Use of Medical Policy and Criteria
2. Medical Policy: MP/C009 Coverage Determination Guidelines
3. Pharmacy Policy: PC/F002 Formulary Exceptions
4. Pharmacy Policy: PP/Q003 Quantity Limits
5. Pharmacy Policy: PP/T002 Therapeutic Equivalence
6. NCQA 2021 HP Standards and Guidelines UM 11: Procedures for Pharmaceutical Management

Effective March 20, 2015: This Pharmacy Policy (PP/C001) will resume being on an annual review schedule.

Effective June 30, 2011: This Pharmacy Policy is no longer annually reviewed.

DOCUMENT HISTORY:

Created Date: 04/02
Reviewed Date: 11/15/06, 10/01/07, 08/13/08, 07/16/09, 06/30/11, 03/20/15, 03/18/16, 06/07/16, 06/07/17, 03/07/18, 06/11/18, 06/11/19, 06/10/20, 6/11/2021, 6/10/2022, 6/10/2023
Revised Date: 04/18/04, 11/16/05, 07/15/10, 07/15/15, 09/25/18

PreferredOne Community Health Plan Nondiscrimination Notice

PreferredOne Community Health Plan ("PCHP") complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PCHP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PCHP:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact a Grievance Specialist.

If you believe that PCHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Grievance Specialist
PreferredOne Community Health Plan
PO Box 59052
Minneapolis, MN 55459-0052
Phone: 1.800.940.5049 (TTY: 763.847.4013)
Fax: 763.847.4010
customerservice@preferredone.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Grievance Specialist is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language Assistance Services

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1.800.940.5049 (TTY: 763.847.4013).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.940.5049 (TTY: 763.847.4013).

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1.800.940.5049 (TTY: 763.847.4013).

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1.800.940.5049 (TTY: 763.847.4013).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.800.940.5049 (TTY: 763.847.4013).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.800.940.5049 (TTY: 763.847.4013)。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.800.940.5049 (телетайп: 763.847.4013).

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ ຈະມີພ້ອມໃຫ້ທ່ານ. ໂທ 1.800.940.5049 (TTY: 763.847.4013).

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፡ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1.800.940.5049 (መስማት ለተሳናቸው: 763.847.4013) .

ဟံသာဝတီ- နမူနာတို့ ကညီ ကျိအသိ, နမူနာ ကျိအတိအကျတို့ တလက်ကွက်လက်စွာ နှိတ်မိသည့်သို့လိ။ ကိ: 1.800.940.5049 (TTY: 763.847.4013).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.800.940.5049 (TTY: 763.847.4013).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ជូរ ទូរស័ព្ទ 1.800.940.5049 (TTY: 763.847.4013)។

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1.800.940.5049 (رقم هاتف الصم والبكم: 763.847.4013).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.800.940.5049 (TTY: 763.847.4013).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.800.940.5049 (TTY: 763.847.4013). 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.800.940.5049 (TTY: 763.847.4013).

PreferredOne Insurance Company Nondiscrimination Notice

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If you believe that PIC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Grievance Specialist
PreferredOne Insurance Company
PO Box 59212
Minneapolis, MN 55459-0212
Phone: 1.800.940.5049 (TTY: 763.847.4013)
Fax: 763.847.4010
customerservice@preferredone.com

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You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

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