

Pharmacy FAQ

Conroe Independent School District



Drug List:
Balanced Drug List



Pharmacy Network:
Traditional Select Network



Member Support:
Please call the number on the back of
your Member ID card



Your Pharmacy Website:
Visit [MyPrime.com](https://www.MyPrime.com)



EXPRESS SCRIPTS®

For Home Delivery visit [express-scripts.com](https://www.express-scripts.com) or call **833-715-0942**

accredo®

For Specialty visit [accredo.com](https://www.accredo.com) or call **833-721-1619**

Q: Where can I answer questions about what is covered or not covered on the Balanced Drug List?

A: To search the Balanced Drug List:

1. Call number on the back of member ID card.
2. Members can access specific prescription drug plan benefit information by registering or logging in to their BCBSTX Blue Access for MembersSM (BAMSM) account from [bcbstx.com](https://www.bcbstx.com).

→ Once in BAM, select *Pharmacy Search* under *Find Care* and visit *Prime Therapeutics* to link to your own account on [MyPrime.com](https://www.MyPrime.com), the Prime member website. [MyPrime.com](https://www.MyPrime.com) provides resources and tools to help members manage their prescription drug benefit, including a “Find Medicines” function.

Q: What are common reasons why a drug is not covered on the Balanced Drug list?

A: A drug may not be on the Balanced Drug list if:

- There are potential generic or preferred options at better costs;
- It is a standard exclusion (brand with a generic equivalent available, not deemed safe and/or effective (non-FDA approved), available through the medical benefit, etc.
- There is an equivalent or alternative drug available over-the-counter.
- There are safe, effective alternatives at a lower cost.

Q: Is there an exception process to allow coverage of non-covered medications for special circumstances?

A: Yes, members who are unable to take a covered medication on the [Balanced Drug List](#) can request for their prescriber to submit for a Coverage Exception. The **Coverage Exception** form is available on MyPrime.com under “Forms” at: <https://www.myprime.com/en/forms/coverage-determination/formulary-exception.html>

Q: What does it mean if a drug requires Prior Authorization?

A: Prior Authorization Programs are to help make sure medicines are used safely and appropriately. This means that the prescriber will need to submit a prior authorization request for coverage of the medications, and the request will need to be approved before the medication may be covered. Turnaround time for review of a submitted prior authorization request is 24-48 hours. HR teams can reach out to your Prime Therapeutics Account Manager for assistance if there is a member concern regarding prior authorization requests.

Prior Authorization Program summaries and forms are available at:
<https://www.myprime.com/en/forms.html>

Q: What are dispensing limits and how do I find out if my medication has a dispensing limit?

A: These limits (also called quantity limits) may be applied on select drugs. Limits may involve how much covered medicine may be filled per prescription or the amount of covered medicine in a given time span To find if your medication has a dispensing limit visit <https://www.bcbstx.com/docs/rx-drugs/dispensing-limits/tx/rx-dispensing-limit-bal-tx.pdf>

Q: Is there a Blood Glucose Meter offer?

A: BCBSTX offers the preferred blood glucose meter to members at no charge. The glucose meter offer is available at: <https://www.bcbstx.com/member/prescription-drug-plan-information/resources>

Q: Where can I answer questions about what Pharmacies I can go to?

A: To find a network pharmacy:

1. Call the number on the back of member ID card.
2. Members can access specific prescription drug plan benefit information by registering or logging in to their BCBSTX Blue Access for MembersSM (BAMSM) account from [bcbstx.com](https://www.bcbstx.com).
 - Once in BAM, select *Pharmacy Search* under *Find Care* and visit *Prime Therapeutics* to link to your own account on [MyPrime.com](https://www.myprime.com), the Prime member website. [MyPrime.com](https://www.myprime.com) provides resources and tools to help members manage their prescription drug benefit, including a “Find a Pharmacy” function.

Q: Where can I obtain my 90-day maintenance medications?

A: If you are taking a covered, maintenance (or long-term) medicine, you will need to fill your covered prescriptions at an extended-supply retail pharmacy or through the home delivery service. To determine if you are taking a maintenance medication please visit <https://www.bcbstx.com/docs/rx-drugs/drug-lists/tx/maintenance-drug-list-tx.pdf>. Please note: Walgreens, Walmart, CVS® pharmacies and many regional, local and independent pharmacies are included in this network.

Q: Where can I answer questions about Home Delivery Pharmacy?

A: If you are taking a covered, maintenance (or long-term) medicine, consider using the home delivery pharmacy service, Express Scripts® Pharmacy. With home delivery, you enjoy the ease of having your maintenance drugs delivered anywhere in the U.S. You could also save time and possibly money. To find out more information about Express Scripts® Pharmacy please visit <https://www.bcbstx.com/docs/rx-drugs/tx/mail-order-flier-member-tx.pdf>.

Q: Where can I answer questions about Specialty Medications?

A: Specialty medicines are used to treat conditions like multiple sclerosis, hepatitis C and rheumatoid arthritis. These prescriptions that are approved for self-administration (like oral capsules or injections you can give yourself) *must* be filled through **Accredo®** or other in-network specialty pharmacy to avoid paying higher out-of-pocket costs. Your drug list will have a mark for specialty drugs, and if it requires prior authorization. Please note: Coupon program may apply.

To find out more information about Accredo® for specialty medications please visit <https://www.bcbstx.com/docs/rx-drugs/tx/specialty-flier-member-tx.pdf>.

Q: Where can I find answers to my prescription questions on-line?

A: Blue Access for MembersSM (BAMSM) and **MyPrime.com**

→ Members can view their specific prescription drug plan benefit information by registering or logging in to their BAM account. Once in BAM, select *Pharmacy Search* under *Find Care* and visit *Prime Therapeutics* to link to your own account on **MyPrime.com**, the Prime member website. **MyPrime.com** provides resources and tools to help members manage their prescription drug benefit.

Remember: Treatment decisions are always between members and their doctor. Coverage is subject to the terms and limits of your benefits. See your plan materials for details.