

Frequently Asked Questions

Changes to the Retail Pharmacy Network

Over the next several months, Healthfirst will change its retail pharmacy network. This change will affect:

Line of Business	Effective Date
Healthfirst Leaf and Leaf Premier Plans	10/1/2016
Healthfirst Essential Plan	10/1/2016
Healthfirst Medicaid and Child Health Plus	11/1/2016
Healthfirst Personal Wellness Plan	10/1/2017

Note: Healthfirst Medicare HMO plans are NOT included in this change.

Members will benefit from having Healthfirst Leaf and Premier plans, Healthfirst Medicaid, and Healthfirst Essential Plans aligned under the same retail pharmacy network.

Frequently Asked Questions

We understand that changes to the pharmacy network could impact your patients as well as your office staff. To minimize disruption to you, your staff, and your patients, Healthfirst is taking the following actions:

- Members most likely to be affected by this change have been sent letters detailing the changes. These letters include a list of the three pharmacies in closest proximity to the member's residence
- A provider communication strategy has been developed, including:
 - Targeted mailing to prescribers that includes a listing of their patients who have filled prescriptions at pharmacies that will no longer be in the Healthfirst network
 - For access to our full pharmacy directory, visit our online directory at www.HFDocFinder.org
 - If members are confused about this change or require additional assistance, please direct them to call their case manager or call Member Services at **1-855-659-5971**
- Administration of a transition-fill process that will allow patients to fill their medications one more time (up to a 30-day supply) within 90 days of the effective date

How is Healthfirst's pharmacy network changing?

Although most pharmacies are still available to serve Healthfirst members, some pharmacies in the current Healthfirst Pharmacy Network will be out-of-network. See chart on page 1 for effective dates.

It's possible that a patient's current pharmacy may be out-of-network. If this is the case, it's important to let them know that they must switch to a participating network pharmacy in order to ensure their prescriptions are covered.

If they need help to get a prescription from a pharmacy that is not in our network, please have them call their case manager or call Member Services at **1-855-659-5971**.

Why is Healthfirst changing the pharmacy network?

The new pharmacy network satisfies the needs of our Leaf and Leaf Premier plans, our Essential Plans, and our Medicaid and Child Health Plus plans. By aligning our pharmacy network across these plans, we're removing the potential for disruption when members move to and from these plans.

What are my next steps?

Please make sure your patients use a pharmacy that is in Healthfirst's robust network.

1. Have your patients visit our online directory at www.HFDocFinder.org or call our Member Services to check the status of their preferred network pharmacy.
2. If their pharmacy is no longer listed in the directory, they'll need to find a new preferred pharmacy. They may choose from any of the options in the online directory.

How can Healthfirst members find a list of pharmacies in the new network?

Finding a new participating pharmacy is easy—your patients can visit our online directory at www.HFDocFinder.org, walk into a Healthfirst Community Office in their neighborhood, or call Healthfirst Member Services and ask a representative for help.

How can patients have their prescriptions transferred from their current pharmacy to one that participates in the new network?

Moving their current prescriptions is easy. They can use one of these options:

- Simply call their case manager or call Member Services at **1-855-659-5971**. A representative will make sure their refills are moved to a network pharmacy of their choice.
- They can also take their medicine bottle (which has the information needed to move their prescription) into the new drug store and tell them they'd like their medications moved to that pharmacy. Please note that controlled substances are prohibited from transferring.