



# PHARMACY UPDATE

November 16, 2007 UPDATE #07-031 PAGE 1 OF 1

This update applies to:

Retail Pharmacies

State:

- |  |                             |
|--|-----------------------------|
| <input type="checkbox"/> AZ            | <input type="checkbox"/> NY |
| <input type="checkbox"/> CA            | <input type="checkbox"/> OR |
| <input checked="" type="checkbox"/> CT | <input type="checkbox"/> RI |
| <input type="checkbox"/> MA            | <input type="checkbox"/> VT |
| <input type="checkbox"/> NJ            | <input type="checkbox"/> WA |

Lines of business:

- Medicaid

## PHARMACY INQUIRIES ONLY:

### Health Net

#### Prior Authorization:

1-800-867-6564

Monday-Friday,  
9 a.m. to 9 p.m. EST

Fax: 1-800-977-8226

### Caremark

#### Claims Processing:

1-800-600-0180

Monday-Friday  
9.p.m. to 9.a.m EST  
Saturday and Sunday  
24 hours

## MEMBER INQUIRIES:

Refer all member inquiries to the appropriate Customer Contact Center phone number listed on the member's Health Net ID card.

## Health Net Temporary Supply Policy For Healthy *Options* Members

In order for Health Net members to receive their covered medication, Health Net has in place the following temporary supply policy:

- Even if a prescribed drug is not on our Preferred Drug List or requires prior authorization, **members should not leave the pharmacy without their drug or an alternative.**
- Medicaid (Healthy *Options*) members cannot be charged when a prescription requires prior authorization or a non-formulary drug is requested.

If you are unable to fill a prescription due to non-formulary status or a prior authorization requirement, we request that you follow this process:

- To obtain up to a 30-day temporary supply, contact the **Health Net Prior Authorization Department at 1-800-867-6564.**
- If you are unable to reach the Health Net Prior Authorization Department during business hours or Caremark Pharmacy Help Desk during non-business hours (see phone numbers and hours of operation to the left), dispense up to a 30-day supply at no charge to the member. Please call Health Net on the next business day.

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