Prescription Optimization Program FAQ's

What is a customized Prescription Optimization Program and how does it benefit me?
This program is designed to assist the members with obtaining critical medications that they may normally have trouble affording.

Why do I have to call this number and use this service/program?
This dedicated POP team will assist you with the entire process so that you can receive your medication. This POP team of patient care coordinators will help determine if you are eligible for assistance for your high dollar medication and will streamline the process minimizing the processing time and wait for your critical medications.

What is considered a high dollar medication?
A high dollar medication is any medication that will cost over $1,000 for a 30 day supply and $2,000 for a 90 day supply. To verify if your medication is a high dollar medication, you can call the Prescription Optimization team at 1-844-622-5324.

What is a Prior Authorization and why do I need it?
Prior authorization (PA) is the process by which healthcare providers must obtain advance approval a medication that to ensure proper clinical use. The patient must meet the diagnosis and clinical criteria for the medication in order to obtain the medication. A prior authorization is also required for high dollar medications over $1,000 (30 day supply) and $2,000 (90 day supply).

How do I get the prior authorization?
First, you will need to contact the Prescription Optimization Program team at 1-844-622-5324. Then they will obtain your information and reach out to your doctor to obtain the prior authorization for you.

Does this Prescription Optimization Program cost me additional fees?
No, this is a program and service that is being provided to you free of cost.

What type of assistance can the Prescription Optimization Program help me with?
Our dedicated POP team will explore the possibilities of obtaining a copay card(s) from manufacturers, patient assistance programs from pharmaceutical companies and alternative sourcing.