

# Pharmacy FAQ for Managed Care Members

September 2022

## What is the SPBM?

SPBM stands for Single Pharmacy Benefit Manager. The SPBM is a specialized managed care entity contracted with the Ohio Department of Medicaid (ODM) to administer Ohio Medicaid's prescription drug program. Gainwell Technologies serves as ODM's SPBM.

## Who is eligible for SPBM managed care pharmacy benefits?

All Medicaid members who are enrolled in managed care will receive pharmacy benefits through the SPBM program. If you are enrolled in a MyCare plan (Medicare-Medicaid), you will continue to receive your pharmacy benefits through your MyCare pharmacy benefit manager.

## Where can I find my ID cards?

If you are enrolled in managed care, you will receive an identification (ID) card from your managed care organization.

## How do I know which pharmacy I can use?

You can obtain information on how to locate a pharmacy in the Gainwell network by accessing the pharmacy provider directory online at <https://spbm.medicaid.ohio.gov> or by logging in to your Gainwell Member Portal at <https://spbm.medicaid.ohio.gov>. You can request a paper copy of the pharmacy provider directory by county by calling Member Services toll free at 1-833-491-0344 (TTY 1-833-655-2437).

## What do I need to do if I am required to change pharmacies?

If your current pharmacy does not contract with Gainwell, we will notify you before 10/1/2022. This letter will outline how to locate an in-network pharmacy.

## What information does my pharmacy need to fill my prescription?

To fill your medication, the pharmacy will need a valid prescription and your Medicaid ID card that contains Gainwell's information on the front. Always carry your Medicaid ID card with you.

## What happens if I go to an out-of-network pharmacy?

An out-of-network pharmacy will not be able to dispense your medication(s) under your Medicaid benefit. The out-of-network pharmacy will need to contact Gainwell to make special arrangements.

## I am currently taking a specialty medication. Do I need to transfer to an in-network SPBM specialty pharmacy?

Medications must be filled at in-network pharmacies. You may contact Gainwell Member Services at 1-833-481-0344 (TTY 1-833-655-2437) for more information or you may visit <https://spbm.medicaid.ohio.gov> to view a searchable provider directory.

## What is the Unified Preferred Drug List (UPDL)?

Gainwell uses a UPDL, which is a list of medications that are preferred. Preferred drugs generally do not require prior authorization, unless more information is needed from your doctor to ensure the medication will be safe and effective for you. You can find a copy of the UPDL in the following locations:

- Under the “Reference Material” tab at: <https://spbm.medicaid.ohio.gov>
- Gainwell Member Portal at <https://spbm.medicaid.ohio.gov>
- A paper copy can be requested by calling Member Services at 1-833-491-0344 (TTY 1-833-655-2437)

The ODM Pharmacy and Therapeutics (P&T) Committee reviews the UPDL regularly.

## What drugs are not covered by the SPBM?

The following medications are not covered by the SPBM:

- Drugs for the treatment of obesity
- Drugs for the treatment of infertility
- Drugs for the treatment of erectile dysfunction
- DESI drugs or drugs that may have been determined to be identical, similar, or related
  - Drugs being used for indications not approved by the Food and Drug Administration (FDA) unless supported by compelling clinical evidence

## Can the Unified Preferred Drug List (UPDL) change throughout the year?

Yes. Changes are typically made quarterly.

## Is there a copayment for medications?

Currently, Ohio Medicaid managed care members are not subject to a copayment for medications.

## What is step therapy?

Medications with the designation of step therapy require you to try and fail a certain drug commonly used to treat your medical condition before coverage for another drug will be approved.

## What are quantity limits?

Quantity limits outline the amount of medication that can be dispensed for your prescription at a given time. Quantity limits are guided by FDA approved recommendations and are put in place for your safety. For more information, you may visit <https://spbm.medicaid.ohio.gov/SPContent/DocumentLibrary/UPDL> to view a quantity limit list.

## Can I obtain a 3-month supply of medications?

Select medications from drug classes that are prescribed for long-term or chronic conditions may be filled for up to a 3-month supply. Ask your pharmacist if your prescription is eligible for a 3-month supply. For more information, you may visit <https://spbm.medicaid.ohio.gov/SPContent/DocumentLibrary/UPDL> to view a quantity limit list.

**Can I refill my medication early?**

Early refills may be approved if certain criteria are met, such as a lost or stolen medication or for a vacation. Your pharmacy may contact Gainwell Member Services at 1-833-491-0344 (TTY 1-833-655-2437) for assistance.

**What is the Coordinated Service Program (CSP)?**

The Ohio CSP is a health and safety program which offers closer monitoring and coordinated care to selected members who are at risk of negative health outcomes related to utilization of services. Additionally, the program connects members to appropriate care and ensures avoidance of duplication of services.

**What is a prior authorization (PA)?**

A PA provides additional information explaining why a specific medication, dose, or quantity may be required. Your prescriber may be asked to submit a PA request for certain medications. These requests may be sent by your prescriber through different routes (phone, fax, mail, or web portal) to ensure a timely and efficient review of your medication. In these circumstances, your prescriber will send an authorization request to Gainwell. Gainwell will complete a clinical review of the medication your prescriber is requesting while working closely with your prescriber to provide the best clinical decision. You will receive a letter in the mail letting you know whether the request has been approved and the steps you may take if it has not been approved.

**Will my prior authorizations be transferred from my current managed care plan to the SPBM after go-live?**

Yes. All prior authorizations that are active past 10/1/2022 will be transferred from your current managed care plan to Gainwell.

## How do I appeal a decision?

If you receive a notice from Gainwell that you disagree with, you may ask for an appeal within sixty (60) calendar days of the date of the notice. Gainwell will provide you with an answer to your appeal within fifteen (15) calendar days from the date you submitted your appeal. If you believe fifteen (15) calendar days could seriously jeopardize your life, physical or mental health or ability to attain, maintain, or regain maximum function, contact Gainwell Member Services at the number listed below as soon as possible to expedite your review process. To request an appeal, you can:

- Call Member Services at 1-833-491-0344 (TTY 1-833-655-2437) and choose option 1 to speak with a Gainwell team member.
- Fill out the appeal form available on the SPBM website (<https://spbm.medicaid.ohio.gov>) and mail/email to Gainwell at the address below.
- Submit an appeal online through your secure member portal located at <https://spbm.medicaid.ohio.gov>
- Write a letter. Please be sure to include your first and last name, your Medicaid ID, your address, and your telephone number so Gainwell can contact you, if needed. Please also include your prescriber's name, the reason you disagree with the outcome provided by Gainwell, and any documentation or information to support your request to have your decision overturned. You can submit your form or letter via email or mail.

**Email:****OH\_MCD\_PBM@gainwelltechnologies.com****Mail:****Gainwell Pharmacy Services  
PO BOX 3908  
Dublin, OH 43016-0472**

If Gainwell does not change the decision, you will be notified in writing and will be provided your right to request a state hearing. You must complete the appeal process before you are able to request a state hearing.

If Gainwell needs more time to make a decision for either a grievance or appeal, Gainwell will send you a letter telling you the decision will take up to fourteen (14) more calendar days and information about the request.

## What is a State Hearing?

You must complete the Gainwell appeal process before you are able to request a state hearing. A state hearing is a meeting with you or your authorized representative, a representative from Gainwell, and a hearing officer from the Bureau of State Hearings within the Ohio Department of Job and Family Services (ODJFS). During this meeting, you will explain why you think Gainwell did not make the right decisions and Gainwell will explain the reasons for making the decision. A decision will be made by the hearing officer based on rules and information provided during the hearing.

You will be notified of your right to request a state hearing if Gainwell does not change its decision as a result of your appeal. If you would like to request a state hearing, you or your authorized representative must request a hearing within ninety (90) calendar days of your denied appeal from Gainwell.

To request a hearing, you can complete and submit the state hearing request form located at <https://secure.jfs.ohio.gov/ols/RequestHearing/>, call the Bureau of State Hearings at 1-866-635-3748 (TTY/TDD 614-728-2985), or submit your request via email to [bsh@jfs.ohio.gov](mailto:bsh@jfs.ohio.gov). If you want information

on free legal services, you can call the Ohio State Legal Services Association at 1-800-589-5888 for the local number to your local legal aid office.

State hearing decisions are usually issued no later than seventy (70) calendar days after the request is received. If it is determined that the health condition meets the criteria for an expedited decision, the decision will be issued as quickly as needed but no later than three (3) business days after the request is received. Expedited decisions are for situations when the standard review time frame could seriously jeopardize your life or health or ability to attain, maintain, or regain maximum function.

## How do I file a grievance?

If you are unhappy with anything in relation to Gainwell or our providers, please contact us as soon as possible. This is called a grievance.

To contact us you can:

- Call Member Services at 1-833-491-0344 (TTY 1-833-655-2437) and choose option 1 to speak with a Gainwell team member.
- Fill out the grievance form available on the SPBM website (<https://spbm.medicaid.ohio.gov>) and mail/email to Gainwell at the address below.
  - Submit a grievance online through your secure member portal located at <https://spbm.medicaid.ohio.gov>
- Write a letter telling us you are unhappy. Please be sure to include your first and last name, your Medicaid ID, your address, and your telephone number so we can contact you, if needed. You can submit your form or letter via email or mail.

### Email:

OH\_MCD\_PBM@gainwelltechnologies.com

### Mail:

Gainwell Pharmacy Services  
PO BOX 3908  
Dublin, OH 43016-0472

Once you contact Gainwell to submit your grievance, you will receive a follow up by telephone, mail, or other appropriate means within the below timeframes:

- Two (2) working days for grievances about not being able to get the medications you need
- Thirty (30) calendar days for all other grievances

## How do I reach the helpdesk for pharmacy claims questions?

Please call Member Services at 1-833-491-0344 (TTY 1-833-655-2437).

## What should I do if I suspect that someone is defrauding or abusing the Ohio Medicaid program?

If you suspect any type of fraud or abuse (either by another member or an Ohio Medicaid), please contact the Fraud, Waste, and Abuse toll free tip line at 1-833-491-0344 (TTY 1-833-655-2437) or email at [OH\\_MCD\\_Compliance@gainwelltechnologies.com](mailto:OH_MCD_Compliance@gainwelltechnologies.com)

## Who do I contact if I have a question about my pharmacy benefit?

Members can call Gainwell Member Services at 1-833-491-0344 (TTY 1-833-655-2437).