

Do I renew this benefit every year?

Yes, to receive the Pharmacy Case Manager benefit you will have to renew this benefit every calendar year. As our health and medications may change during the year, we want to review your list for alternatives to help keep you in your benefit and reduce your out of pocket expense. Brand drugs are approved within the year to generics and we want to make you aware of these updates.



Can I add this benefit at any time?

You may contact the Pharmacy Case Manager throughout the year. She can update you on your cap amount, give you a price on a new medication, assist you once you reach your pharmacy cap by providing or helping you with Patient Assistance Programs that the drug companies offer. She can also direct you to the \$4 list that retail pharmacies offer for certain generic medications.

**Gulf Coast Medical Management
Pharmacy Case Manager**

Linda Kelleher

Phone: 941.917.1473
Confidential Fax: 941.917. 2669
Email: Linda-kelleher@smh.com

Cost Savings Example:

30 Day Supply	Co-Pay	Applied to your cap
Nexium	\$40	\$163.10*
Omeprazole	\$15	\$154.80*
Pantoprazole	\$15	\$109.50*
Lansoprazole	\$15	\$107.70*

*The above prices are subject to change based on repricing by Restat.



www.restat.com



Pharmacy Case Management Program

A program offered by the Gulf Coast Medical Management Department of the Sarasota Memorial Health Care System



CHARTER HEALTH PLAN

A big idea for small business

What is Pharmacy Case Management?

The SMH Medical Management Program assists Charter Health Plan members with recommendations to help you extend your pharmacy benefit and reduce your out of pocket expenses. As part of that program, we review your current medication list and discuss potential same-class substitutions. Of course, your physician is the only person with enough familiarity in your care to approve medication changes. We hope to assist you by making you aware of less expensive alternatives that you may wish to consider.



Who is on the team?

The Pharmacy Case Management Team consists of a Pharmacy Case Manager and the Physician Medical Director who are SMH employees. The Pharmacy Case Manager will be in contact with you throughout the process.

How does this work?

Step 1: Gather information.

Write down your name, daytime phone number and the member ID number listed on your health insurance card. Write that you're requesting to receive the \$500 benefit for review of medications for alternative generics or substitutions beginning January 1, 2011. Compile a list of current medications, dosage and the frequency with which they are taken.

Step 2: Contact the Pharmacy Case Management Team.

Have your written information handy. You may get in touch with the team via a confidential phone call/fax or non-confidential email:

Phone: Call Linda Kelleher at 917-1473. If you get voice mail, please leave a brief message with your request.

Fax: Send a fax with the information above to 917-2669. The fax is sent to a private office and the information is confidential.

Non-confidential email: Email Linda-kelleher@smh.com that you'd like to request the cap extension.

Step 3: Obtain a list of substitutes.

The Pharmacy Case Manager will work with the Physician Medical Director to identify acceptable generic substitutes for your brand-name medications. If the medication does not have a generic substitute, the team will check if a therapeutic equivalent is available. A therapeutic equivalent is a

same- or similar-class medication that has a generic substitute or lower price. Within 48 hours, the Pharmacy Case Manager will contact you with a list of possible substitutes for your medications. The Pharmacy Case Manager will fax the list of substitutions to your physician with your approval.

Step 4: Follow up with your physician.

Once you receive a list of substitutes from the Pharmacy Case Manager, follow up with your physician to obtain the new prescriptions. If your prescribing physician does not want to make a recommended substitution, you still will receive the \$500 cap extension because you consulted with the Pharmacy Case Manager. If you choose not to work with Pharmacy Case Management or reject a substitution approved by your doctor, you will not receive the \$500 extension.

