

CBH understands that pharmacies are an important part of helping you stay healthy. CBH also recognizes that issues like pharmacies closing and medication shortages affect your ability to get important healthcare services. This guide contains suggestions for navigating these challenges and ensuring you receive quality pharmacy services.

Pharmacy Closures

I'm not sure where my prescriptions were transferred to.

- ➔ If you reach out to your former pharmacy, you may be redirected to the new pharmacy that your prescriptions were sent to.
- ➔ Rite Aid has a [list of its pharmacies that are closing](#) and the contact information for the pharmacy their prescriptions are being sent to.

I want to use a pharmacy other than the one where my prescriptions were transferred to.

- ➔ Ask the pharmacy you want to use if they provide the services you need (e.g., delivery, refill reminders). You can ask to have your prescriptions transferred over to them.
 - » Make sure to provide your information (e.g., name, date of birth, telephone number) and the information of the pharmacy that has your prescriptions (e.g., telephone number).
 - » Let your new pharmacy know if you want all your prescriptions transferred or if there are specific ones you want transferred.
- ➔ You can ask your doctor to send over new prescriptions to the pharmacy you want to use (*You may lose any refills you have on existing prescriptions.*).

I need help finding another pharmacy.

- ➔ Your health plan's website or member service line may be able to assist you in finding another pharmacy. See the table on the next page for PA Medicaid health plans.
- ➔ You can also ask your health plan if mail order pharmacy services that deliver medications to your home are available to you.

Medication Shortages

Why does my pharmacy keep running out of my medication?

- ➔ Regulations may limit the amount of medication your pharmacy can buy, especially in the case of controlled substances.
- ➔ Pharmacies will usually try to have enough stock to meet the needs of existing patients, so, when possible, try to use the same pharmacy to fill your medications.

How will I know if my pharmacy has a medication in stock?

- ➔ If it is a new medication, ask your doctor's office if they could call the pharmacy before sending the prescription over to ensure that the prescription can be fulfilled.
- ➔ If it is a medication you have received before, try to get a refill before you run out (e.g., auto-refill, calling the pharmacy) so that any potential issues are resolved beforehand.

My medication isn't covered. What can I do?

- ➔ Some medications may require a prior authorization, meaning your doctor must submit paperwork to your health plan.
 - » Ask your pharmacy if you need a prior authorization. If you do, let your doctor know so that they can submit the paperwork.

- » Let your doctor know if you needed a prior authorization before so they know what to expect. Also ask your doctor if there is an alternative medication that you can be prescribed.

How can I learn more about drug shortages?

- ➔ The Food and Drug Administration (FDA) keeps an [up-to-date list of drug shortages](#). The list also provides other useful information, like expected duration of the shortage.

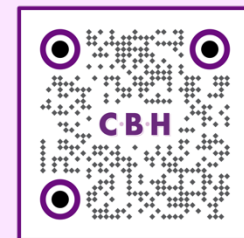
Below are some helpful resources from the Pennsylvania Medicaid health plans for helping you find a pharmacy or if you have any pharmacy-related questions.

Health Plan	Contact Information
Geisinger Health Plan	Pharmacy Services: 855-552-6028
Jefferson Health Plans (JHP)	Pharmacy Hotline: 215-991-4300
Keystone First	Member Services: 1-800-521-6860 (TTY 1-800-684-5505)
Keystone First Community HealthChoices	Participant Services: 1-855-332-0729 (TTY 1-855-235-4976)
PA Health and Wellness	Pharmacy: 844-626-6813
Pennsylvania Fee-for-Service	Pharmacy Services: 800-537-8862, Option 1
UnitedHealthcare Community Plan	Member Services: 800-414-9025 (TTY 711)
UPMC for You, Inc.	Refer to the phone number on the back of the member ID card.

CBH Website: Pharmacy Education and Resources for Members

Includes medication wallet card, guides, tip sheets, and other valuable tools and resources to get informed about and properly use medications you may be prescribed

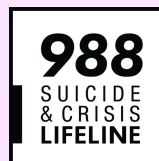
For questions or support, please contact cbh.pharmacyinitatives@phila.gov.



SCAN ME!



CBH Member Services
888.545.2600
cbhphilly.org



You are one phone call away from getting help.

Compassionate, trained professionals answer all calls 24-hours a day, 7 days a week. Callers will receive counseling, guidance, assessment, and referrals/warm transfers to other services as indicated.