



The Best Drug. The Best Price. The Best Results.

Utilization Management is Coverage You Can Count On.

Utilization Management (UM) programs provide a review of your medication to ensure appropriate prescription usage. They promote proper dispensing of medications to ensure that your prescriptions align with FDA-approved criteria and nationally recognized standards of practice. It's an extra layer of protection to make sure that you are taking the best drug, with the best price, to get the best results.



**Ensuring your
prescription drug
program is optimized
to improve clinical
outcomes.**

The Three Building Blocks of Utilization Management:

Prior Authorization

*Making sure your medicine
is right for YOU.*

Prior Authorization (PA) is a checkpoint to ensure the prescribed medication will work for you and your condition, and that it's covered by your pharmacy benefit. If your prescription requires a PA, the claim will initially be denied. Then one of the following will happen:

① **Switch medications.**

Your doctor will be notified by the pharmacy that your medication is not covered and requires a PA to be approved. Your doctor may decide to switch your medication.

or

② **If not, your doctor will start the PA process.**

If your doctor does not want to switch your medication, their office will need to initiate a PA.

The pharmacy may send a notification to your doctor, but it's always best to follow-up with your doctor.

**A typical review may take
24-72 hours** depending on the information required and the responsiveness of your physician's office. You will be notified by mail of the decision.

Step Therapy

Finding the best medicine for your health and your money.

Step Therapy is designed to make sure you get safe, effective medication for your condition at the lowest possible cost for you and for the plan. If your prescription is a second-line medicine, the claim will initially be denied. Then one of the following will happen:

1 Switch medications.

When your doctor is notified by the pharmacist that you are required to try a first-line medication before approving a second-line, the doctor may decide to switch your medication.

or

2 If not, your doctor will start the PA process.

Quantity Limits

Getting you the right medicine in the right amount.

Doctors may write a prescription for a quantity larger than your plan covers. If this happens, the claim will initially be denied for the higher quantity. Then one of the following will happen:

1 Your prescription will be filled for the approved quantity.

When your pharmacist is alerted to the quantity limit, they will dispense the approved number.

or

2 Switch medications.

You have the option of contacting your doctor to request either a new medication or possibly an increased dosage.

or

3 If not, your doctor will start the PA process.



Questions?

Contact RxBenefits Member Services at
1.800.334.8134 or customer care@rxbenefits.com
7:00 am to 8:00 PM CST, Monday – Friday