

### **Do I renew this benefit every year?**

**Yes, to receive the Pharmacy Case Manager benefit you will have to renew this benefit every fiscal 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. By filling the review form out at

[HTTPS://GulfCoastMemberServices.org](https://GulfCoastMemberServices.org)

Feel free to call the Pharmacy case manager for any issues or questions. The pharmacy case manager can also help you search for drug pricing.

### **Gulf Coast Medical Management Pharmacy Case Manager**

**Linda Kelleher**

Phone: 941.917.1473

Confidential Fax: 941.917. 2669

Email: linda-kelleher@smh.com

#### **IMPORTANT NUMBERS:**

SMH Express 941-917-6979

Navitus Health 1-866-333-2757

COSTCO 1-800-607-6861

(Mail Order Questions)

Walgreens Specialty 941-260-7001



# **Pharmacy Case Management Program**

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



## **What is Pharmacy Case Management?**

The SMH Medical Management Program assists Gulf Coast 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, Physician Medical Director who are SMH employees and Navitus Pharmacist. The Pharmacy Case Manager will be in contact with you throughout the process. The Pharmacy Case Manager will add an additional benefit if you work with a Chronic Disease Manager, when working with her, members will receive

a reduced percentage of 80/20 after depleting the pharmacy cap and \$1,000 out of pocket expense.

## **How does this work?**

### **Step 1: Gather information.**

Fill out the form on our web [HTTPS://GulfCoastMemberServices.org](https://GulfCoastMemberServices.org) under pharmacy case manager. It will electronically be sent to the pharmacy case manager's email. Compile a list of current medications, dosage and the frequency. Medications will be reviewed for alternative generics or substitutions. Once the review is done the Pharmacy case manager will contact you.

### **Step 2: Contact the Pharmacy Case Management Team.**

You may request a review at [HTTPS://GulfCoastMemberServices.org](https://GulfCoastMemberServices.org) click on Pharmacy Case Manager and fill out the form and it will electronically be sent to the pharmacy case manager's email. If you need to speak to the pharmacy case manager via a confidential phone call/fax **Phone:** Call the pharmacy case manager at 917-1473. If you get voice mail, please leave a brief message with your request and member ID number. **Fax: If you cannot fill out the website for then you may send** a fax with the information above to 917-2669. The fax is sent to the pharmacy

case manager and the information is confidential.

### **Step 3: Obtain a list of substitutes.**

The Pharmacy Case Manager will work with Navitus 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 72 hours, the Pharmacy Case Manager will contact you with a list of possible substitutes for your medications. The Pharmacy Case Manager will contact your physician with recommendations.

### **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 \$1,500 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 \$1,500 extension.