



Your Child Health Plus prescription benefits

How to make the most of your pharmacy plan

Your pharmacy benefits at a glance

We know you're busy, so we created this quick and easy guide with information about your Child Health Plus pharmacy benefits, plus tips on how to make the most of your coverage.



First things first: Register at empireblue.com/ny.

It's the fastest and easiest way to view your personal pharmacy benefits. At empireblue.com/ny, you can do things like:

Find retail and specialty pharmacies in your plan.

View your plan's preferred drugs.

Learn how to access home-delivery and specialty pharmacies.

Check your claims status and history for home-delivery and specialty drugs.

Find out if you have a copay for your prescriptions and compare costs, if you have any.

Your plan covers:

- Brand-name, generic, and some over-the-counter (OTC) drugs.
- Most specialty drugs for an ongoing health issue or serious illness.



Your drug list

Your plan includes hundreds of generic and brand-name prescription drugs. To find out what drugs we cover, just use the Preferred Drug List and Searchable Formulary on our website at empireblue.com/ny.



Your cost

Your cost, or copay, depends on your plan. As a Child Health Plus (CHPlus) member, you don't have to pay a copay for covered drugs.



Planning to travel soon?

If you are leaving the state for a short time, you can fill your



prescriptions early to prepare for when you won't be able to go to your regular pharmacy. This is called a vacation supply. You can receive a vacation supply once per medicine every six months (except for controlled substances) by calling CarelonRx Member Services.

If you are out of state, call CarelonRx Member Services at **833-207-3117 (TTY 711)** for help finding a pharmacy in your plan. Your local, in-network pharmacist can also call and request a vacation supply for you.

Lost, stolen, or damaged fills

If your prescription is lost, stolen, or damaged, you can ask for an early refill once every six months (except for controlled substances). To request an early refill, call CarelonRx Member Services at **833-207-3117 (TTY 711)**.

Need help with any of this?

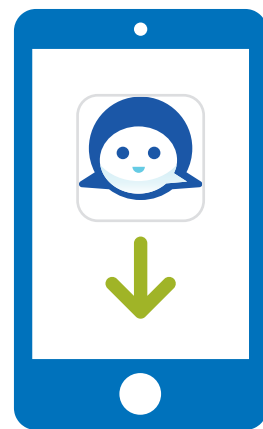
We're here to help you understand your pharmacy benefits and how they work.

If you have questions, just give us a call at the Pharmacy Member Services number on your member ID card or visit [empireblue.com/ny](https://www.empireblue.com/ny).

There's an app for all of this, too.

The Sydney Health mobile app makes it easy to manage your pharmacy benefits wherever you are.

Download it on the Apple Store® (iOS) or on Google Play™ (Android).



A few more things to know about your drug coverage



Some medicines require you to take certain steps before we cover them. Here are a few you need to know about:

Prior authorization (PA).

This means your doctor needs our approval before a pharmacy can fill your prescription. Your prescription drugs may require PA if they:

- Are not on our approved drug list.
- May have high side effect, misuse, or abuse potential.
- Should be prescribed only for specific use.
- Can be replaced with other drugs that are equally or more effective.

Step therapy (ST).

You may need to try one or more other drugs before we cover the drug your doctor wants you to take.

Quantity limits (QL).

We may limit how much of a medicine you can receive each month to help protect your health.

Age limit (AL).

We may only allow your doctor to prescribe certain medicines to you if you are a certain age to help protect your health.

Dose optimization (DO).

You may be able to switch from taking a drug twice a day to taking it once a day at a higher strength.

Emergency fill.

For certain drugs, if you and your pharmacist believe you have an urgent health need and you are out of your medicine, your pharmacist may request an emergency three-day supply by calling the Pharmacy Help Desk at **833-252-0328**.

Need to fill a prescription?

You have plenty of options for how and where to fill your prescriptions, including local pharmacies in your plan and convenient home delivery.



Retail pharmacies

Your plan includes over 7,000 pharmacies. It is important to use a pharmacy in your plan so your medicines are covered. To find a retail pharmacy near you, just use the Find a Doctor tool at [empireblue.com/ny](https://www.empireblue.com/ny) and choose *Find a Pharmacy*. You can also call Pharmacy Member Services at **833-207-3117 (TTY 711)**.

You can receive up to a 30-day supply of medicines you take on a routine or long-term basis at a retail pharmacy in your plan. For inhalers that help control your asthma, you can receive up to a 90-day supply.



Home delivery

If you take medicines regularly or need them long-term, you can use home delivery. With home delivery, you can receive up to a 60-day supply of your medicines delivered to your home. For inhalers that control your asthma and medicines that treat high blood pressure, you can receive up to a 90-day supply. Standard shipping is free. It's easy to switch to home delivery — just log in to your secure account at [empireblue.com/ny](https://www.empireblue.com/ny), or call **833-207-3117 (TTY 711)**.



Specialty pharmacy

If you have certain health conditions that require specialty drugs — drugs that may need special handling or that you may need to inject or infuse — to treat, you can receive them through CarelonRx Specialty Pharmacy.

CarelonRx Specialty Pharmacy offers free shipping with on-time delivery, 24/7 access to a Care Team of highly trained pharmacists and nurses, and individualized care. To learn more or to manage your specialty prescriptions, log in to your account at [empireblue.com/ny](https://www.empireblue.com/ny).

If you already receive your medicines with CarelonRx Specialty Pharmacy and have questions about your condition or specialty drugs, call your Care Team at **833-255-0646 (TTY 711)**.

If you have questions or need help with your medicines, call CarelonRx Member Services at **833-207-3117 (TTY 711)** anytime, day or night.



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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-300-8181 (TTY 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-300-8181 (TTY 711)。

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