



Healthy Blue

Pharmacy and Prescription Drugs

Healthy Blue provides your pharmacy benefit. When you need to fill your prescriptions, you must go to a pharmacy in the Healthy Blue network.

Healthy Blue has a list of covered drugs, also called a formulary. Not every drug will be covered. If a drug is not covered, you or your pharmacist may need to talk to your doctor about changing to a drug that is on the formulary. If you have questions about your pharmacy benefit, please call our Member Services department at 1-844-521-6941 (TTY 711) Monday through Friday from 7 a.m. to 7 p.m.

Pharmacy Benefit

Our pharmacy benefit covers a wide range of prescriptions and over-the-counter medicines.

Preferred Drug List

We have a list of preferred drugs your doctor can choose from. It's called a Preferred Drug List (PDL). The covered medicines on the PDL include:

- Prescriptions and
- Certain over-the-counter medicines

Your doctor may need to get approval from us for certain drugs. This is called prior authorization. Your doctor's request for approval should include why a specific drug is required and how much is needed. For these drugs, your doctor must get approval from us before you can fill your prescription.

When there is a generic drug available, it will be covered. Generic drugs are equal to brand-name drugs and approved by the Food and Drug Administration. Requests for brand-name drugs when generics are available will need prior authorization.

Getting your prescriptions filled is easy!

Simply present the written prescription from your doctor to a pharmacy in our network. You will also need to show the pharmacy your Healthy Blue ID card and your Medicaid ID card to have a prescription filled.

It's good to use the same pharmacy each time. This way, your pharmacy will know all the medicines you are taking and can watch for problems that may occur. If you use a new pharmacy, you should tell the pharmacist about any medicines you are taking.



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Frequently Asked Questions

How can I find out what pharmacies are in the Healthy Blue network?

You can search our [list of network pharmacies](#). You can also call Member Services at 1-844-521-6941 (TTY 711) or ask your local pharmacy for help.

Are over-the-counter (OTC) products covered, and do I need a prescription?

We cover many OTC products, including pain relievers, antacids, contraceptives, some diabetic supplies and some vitamins. For an OTC product to be covered:

- It must be on the approved list of OTC products
- You must have a written prescription from your doctor
- You must fill your prescription at a network pharmacy

How does my doctor request prior authorization?

Your doctor can request prior authorization on medicines by calling our Pharmacy department at 1-800-454-3730. Your pharmacist may authorize a three-day emergency supply of medicine while you are waiting to get prior authorization.

How do I get my medicine if I am traveling?

It's important to plan ahead and get your prescriptions filled before you travel. If you need a refill while you're traveling in Louisiana, contact your doctor for a new prescription to take with you. If you need a refill while you're traveling outside of Louisiana, you will need to pay for your medicine and submit your receipt for consideration of reimbursement. See our [list of network pharmacies](#).

In the event of a mandatory evacuation, you can get your prescriptions filled at an in-network pharmacy in Louisiana or any surrounding states. See our [list of network pharmacies](#) or call 1-844-521-6941 (TTY 711) for more information.

What if I am a new Healthy Blue member and already take prescription drugs?

We will continue to cover the medicines you take now for up to 60 days, but you will need to see a provider in our network as soon as you can so he or she can decide if these medicines are still right for you.