



## Instructions for Completing and Submitting the Request for Medicare Prescription Drug Coverage Determination Form

If your physician, other prescriber, or pharmacist tells you Highmark Health Options Duals (HMO SNP) will not cover a prescription drug because it is not part of the formulary, exceeds the amount the Plan will cover, or requires prior authorization, you can complete a request for prior authorization by filling out the Request for Medicare Prescription Drug Coverage Determination Form.

Your physician or other prescriber must submit a statement to support the request.

If someone is filling out this request for you, an Appointment of Representative Form must be submitted along with the Request for Medicare Prescription Drug Coverage Determination Form.

### To request forms:

You may download the form from our website at: [www.highmarkhealthoptions.com/Duals](http://www.highmarkhealthoptions.com/Duals) or,

You can **call Member Services:** From October 1 to March 31, you can call us seven days a week from 8 a.m. to 8 p.m.

From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m.

1-833-957-0025

TTY users should call 711

### To complete the form:

Fill out the following sections: Enrollee's/Requestor's information, Name of the prescription drug you are requesting, Type of coverage determination request, Prescriber's information with prescriber signature and date (if applicable)

**Your physician or other prescriber must submit a statement to support the request.**

### To submit the form:

#### Submit written requests by mail to:

Highmark Health Options Duals

Attention: Pharmacy Services

P.O. Box 890419

Camp Hill, PA 17089-0419

**OR** Fax requests to the Pharmacy Department at 1-833-623-2629

If you have questions or problems, contact Member Services at 1-833-957-0025: From October 1 to March 31, you can call us seven days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m.

Highmark Health Options West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross Blue Shield Association. Highmark Health Options Duals is offered by Highmark Blue Cross Blue Shield. Highmark Health Options Duals offers HMO plans with a Medicare Contract. Enrollment in these plans depends on contract renewal.

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