

Get to know **ALL** of your benefits



Focus: Pharmacy benefits and services

Our members rely on medications to get and stay healthy. **That's why we pay for many prescription drugs.** We want to make sure you have the medications you need. If you urgently need a drug that's not covered, call Customer Service at **855-722-8208** or **TTY 711**.

Covered medications

Many prescriptions are paid for under your Medicaid drug coverage, but not all of them are. **The formulary is a booklet showing which drugs we cover.** When your provider prescribes a medicine, ask if it's on Jackson Care Connect's formulary.



Refills

Most prescriptions are limited to **31 days or less**. For most medications, the earliest date you can get a refill is 23 days after you filled your last prescription. We fill 90-day prescriptions for many medications that treat chronic diseases.



Limits on prescriptions

These drugs are not covered:

- ▶ Drugs not on our formulary.
- ▶ Drugs that treat conditions not covered by the Oregon Health Plan.
- ▶ Drugs for cosmetic purposes.
- ▶ Drugs not approved by the FDA.
- ▶ Drugs not approved for your condition.



Other limits:

- ▶ You may receive generic drugs rather than name-brand drugs.
- ▶ You may have to try other drugs first (also known as step therapy).
- ▶ The drug may be restricted by age.
- ▶ The drug may have quantity limits.
- ▶ Your prescription may require pre-approval.
- ▶ Your pharmacy will need to bill OHA directly for mental health prescriptions.



Questions?

Call your provider for questions about refills, getting pre-approval or if you are denied at the pharmacy. If you have any other questions, call Jackson Care Connect Customer Service at 855-722-8208 or TTY 711, or send us a secure message at [jacksoncareconnect.org/portal](https://www.jacksoncareconnect.org/portal)

Get to know Jackson Care Connect

Pharmacy benefits and services are provided by Jackson Care Connect, your Medicaid health plan. Learn more about us here.

When people talk about Medicaid in Oregon, you may hear them say a lot of different names or letters. That's because there are many organizations involved in making sure you get the care you deserve. How can you make sense of it all?

It helps to think of Medicaid in Oregon like a pyramid

Oregon Health Authority (OHA) runs the Medicaid program for the entire state of Oregon, which is called the Oregon Health Plan (OHP).

Jackson Care Connect is what's called a coordinated care organization (CCO). Oregon's CCOs exist to provide health insurance and much more. We look at the broad picture of your health and help with other services you wouldn't expect from a health care company. We also coordinate pharmacy benefits and services for our members.

There are many pharmacies in the Jackson Care Connect network. Our network includes most large pharmacy chains and many independent drug stores. We also offer mail-order pharmacy options. Find a pharmacy in our network at jacksoncareconnect.org/find-a-provider

Jackson Care Connect provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Substance use treatment
- ▶ Dental care
- ▶ Medicare through CareOregon Advantage

You'll also be able to use important services like these:

- ▶ Care coordination
- ▶ Pharmacy
- ▶ Prenatal and infant care
- ▶ Transportation options
- ▶ Language interpreter services
- ▶ ER and urgent care

jacksoncareconnect.org

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You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 855-722-8208 or TTY 711.

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