Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.
The pharmacy benefit is designed to ensure the efficient, safe provision of prescription services by:

- Promoting safe, cost-effective prescription and medication management using:
  - Formulary management.
  - Prior authorization (PA) process.
- Managing the utilization of pharmaceutical agents in support of controlling overall medical resource consumption and costs using:
  - Medication therapy management programs.
  - Drug utilization edits and reviews.
- Ensuring compliance with federal and state regulatory requirements.
- Improving quality of care through programs that make measurable impacts upon quality ratings such as:
  - HEDIS®.
  - National Committee for Quality Assurance (NCQA).
Service area

Map prepared by: Texas Health and Human Services Commission, Center for Analytics and Decision Support (May 1, 2018)
Formulary and Preferred Drug List

- Amerigroup follows the Texas Drug Code Index and Preferred Drug List (PDL).
- The formulary and PDL can be found on our website (https://providers.amerigroup.com/TX > Provider Resources & Documents > Pharmacy).
• Amerigroup follows the Texas Vendor Drug Program *Clinical Criteria* for pharmacy PA.

• The *Pharmacy Clinical Prior Authorization Chart* (https://www.txvendordrug.com >Formulary > Prior Authorization > Clinical Prior Authorization > Clinical PA Assistance Chart) identifies the medications that require PA.

• PA requests can be submitted via the following:
  
  o **Phone:** 1-800-454-3730
  
  o **Fax:** 1-844-474-3341
  
    o **Website:** https://providers.amerigroup.com/TX (Online requests are submitted through our secure portal via Availity; a user name and password is required.)

• PA forms can be found on our website (https://providers.amerigroup.com/TX > Provider Resources & Documents > Pharmacy > Pharmacy Prior Authorization Forms).
The most efficient method to request PA is via our web authorization request tool (https://providers.amerigroup.com > Login).

This tool is powered by Availity and requires a user ID and password for security and privacy reasons.

You must register to use this site.
Prior authorization decisions

• **Standard request:** The decision to approve or deny a standard request for PA is made within 24 hours of receipt of all necessary information.

• **Urgent request:** The decision to approve or deny an urgent request for PA is made within 24 hours of receipt of all necessary information.

• If a decision cannot be reached within 24 hours, a 72-hour supply of medication may be dispensed by the retail pharmacy or hospital without PA through the use of an override code while awaiting a PA decision.
Questions?