

Medical injectable access via ProCare Pharmacy Direct (CVS Specialty subsidiary)

Dear provider,

This letter has important news regarding medical injectable access through ProCare Pharmacy Direct (CVS Specialty subsidiary).

Effective immediately, providers can order medical injectables through ProCare Pharmacy. Medical injectables are defined as those drugs not usually self-administered by the patient. While a majority of our prescribers buy and bill these medical injectables directly to Amerigroup Community Care, a few prescribers have had difficulty obtaining these drugs for our members. To ensure the members you serve have access to needed treatment, follow the process below to order medical injectables through ProCare Pharmacy.

Medical injectable ordering process:

- Prescribers should continue to purchase medical injectables and bill directly to Amerigroup if this is their current process
- For those prescribers who are having difficulty obtaining these medications, the following steps should be followed in order to obtain medication for your patients:
 - If necessary, obtain the required prior authorization (PA). You can access our precertification lookup tool, medical policies and PA form at <https://providers.amerigroup.com/TN>
 - Fill the PA form out completely
 - **Once approval is granted, fax a complete order AND a copy of the PA approval to ProCare Pharmacy at 1-888-604-0385** or call 1-800-238-7828 (Monday- Friday, 8 a.m. to 8 p.m. Eastern time or Saturday, 9 a.m. to 1 p.m. Eastern time)
 - ProCare Pharmacy will verify benefits and authorization approval, then ship the requested drug to the prescriber's office with the patient's name affixed to the container
 - ProCare Pharmacy will bill Amerigroup directly for the medication

In order to ensure prompt and accurate delivery of these medications from ProCare Pharmacy, all information must be supplied at the time the order is placed. Any deficiencies, such as incomplete member information or PA approvals, will delay order processing.

Should you have further questions, you may either contact our Provider Relations department at 1-800-454-3730 or ProCare Pharmacy at 1-800-238-7828. Thank you for partnering with Amerigroup.

Sincerely,

Amerigroup Community Care