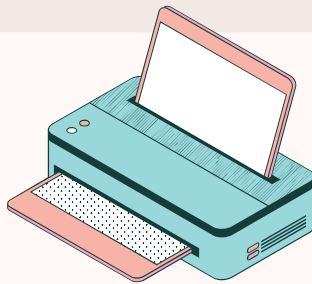


4 Key Steps if a Pharmacy Denies Your Prescription

WHAT TO DO IF YOUR PHARMACY SAYS YOUR PRESCRIPTION IS DENIED

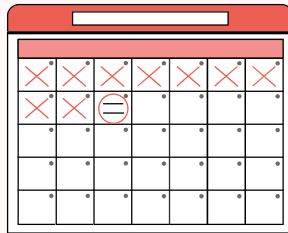
REQUEST A PRINT OUT

The pharmacy receives a rejection message that includes a reason, whether it be an excluded drug or too soon for a refill. You need to know the reason the claim was denied.



WORK WITH THE PHARMACY

Sometimes the issue will resolve itself, such as when your medication is out of stock at your pharmacy. Be sure your pharmacy has your ID card with Elixir's processing information.



TALK TO ELIXIR 833.640.2849

Elixir's dedicated toll free number will connect you with someone who can help interpret the denial message, and take action to initiate coverage exceptions when appropriate.



TALK TO YOUR DOCTOR

If your medication is not covered, discuss whether a formulary alternative is right for you. The formulary is searchable in Elixir's Member Portal.
Your doctor can submit for a Prior Authorization on your behalf.



EXPLANATION OF COMMON REJECT CODES

REJECT CODE 70: PRODUCT/SERVICE NOT COVERED

This is likely not a covered benefit. If urgent, speak to your doctor about changing your prescription.

You may be able to obtain an exception if your doctor can submit a Prior Authorization on your behalf, documenting treatment failure of the preferred drug or clinical reason why you aren't able to take the preferred drug.

REJECT CODE 75: PRIOR AUTHORIZATION REQUIRED

This product requires your doctor to submit a Prior Authorization on your behalf. Contact your doctor to make sure they have Elixir's form ready to fill out.

Most submissions are reviewed within 48 hours, and most approvals are good for one (1) year.

REJECT CODE 76: PLAN LIMITATIONS EXCEEDED

This is usually a quantity limit issue. Sometimes it can be corrected by changing the prescription's strength or adjusting the quantity to be dispensed, although you would need a new prescription if that is the case.

For example, if you are taking 20MG twice a day, it may be that 40MG once daily is covered.

Or, if you are a diabetic and testing your blood sugar twice daily, you will need to make sure your pharmacy and doctor coordinate so you don't run out of testing supplies towards the end of the month.

REJECT CODE 79: REFILL TOO SOON

In some instances, you may be able to obtain additional medication. One-time overrides may be available if you are out of your medication for any reason. Talk to the dedicated team at Elixir.

A NOTE ON MAINTENANCE MEDICATIONS AND SPECIALTY DRUG MANDATES

If you are taking a maintenance medication--a drug used to control a chronic condition--you will have two (2) fills allowed at any retail network pharmacy before you must use an Rx90 pharmacy to obtain a 90-day supply.

Rx90 Network Pharmacies are Elixir Mail, Rite Aid, Walgreens, and Costco.

If you are taking a specialty drug, you must use Elixir Specialty Pharmacy unless directed otherwise by Elixir PBM. Call Elixir Specialty Pharmacy at 877.437.9012.