

PHARMACY SERVICES

Prescriptions

Parkland HEALTHfirst covers prescription medications. You can get your prescriptions at no cost to you when:

- You get your prescriptions filled at a network pharmacy
- Your prescriptions are on preferred drug or formulary list

It is important that you tell your doctor about prescriptions you are already taking. Also, tell them about non-prescription medication or vitamin or herbal supplements you may be taking.

Preferred drug list

You can find out if your medications are on the preferred drug list in one of two ways.

1. Check the [list of covered drugs](#).
2. Call Member Services toll free at 1-888-672-2277. Have a list of your prescriptions ready when you call. Ask the representative to look up your medications to see if they are on the list.

If your medication is not on the preferred drug list

If your medication is not on the preferred drug list, there are some things you can do.

1. Ask your doctor for a similar drug that is on the list.
2. Ask your doctor to ask Parkland Community Health Plan to cover your drug through the prior authorization process. Your doctor will know how to do this.

Over the counter drugs

Parkland Community Health Plan also covers certain over-the-counter drugs if they are on the list. Some of these may have rules about whether they will be covered. If the rules for that drug are met, Parkland Community Health Plan will cover the drug. Like other drugs, over-the-counter drugs must have a prescription from a doctor for them to be covered at no cost to you. Please note: over-the-counter drugs on the preferred drug list can be filled at a participating network pharmacy. These drugs are not available through mail order.

You can find out if your over-the-counter drugs are on the preferred drug list in one of two ways.

1. Check the [list of covered drugs](#).
2. Call Member Services toll free at 1-888-672-2277. Have a list of your over-the-counter drugs ready when you call. Ask the representative to look up your drugs to see if they are on the list.

How to get your prescriptions

Here is how to get your prescriptions as a Parkland Community Health Plan member.

- If you need medication, your doctor will write you a prescription. Ask your doctor to make sure that the medication is on the list.
- Take the prescription to a network pharmacy to have it filled.

- Show your Parkland Community Health Plan member ID card at the pharmacy. As long as you show your member ID card and use medications from the list, you will not have to pay for your prescriptions.

How to find a network pharmacy

You can find a network pharmacy in one of two ways.

- Visit our "[Find A Provider](#)" section on our website, then search for a pharmacy in your area.
- Call Member Services toll free at 1-888-672-2277. Ask the representative to help you find a network pharmacy in your area.

All prescriptions must be filled at a network pharmacy. Prescriptions filled at other pharmacies will not be covered and you will have to pay.

Mail Order Prescriptions

If you take medication for an ongoing health condition, you can have your medications mailed to your home

If you choose this option, your medication comes right to your door. You can schedule your refills and reach pharmacists if you have questions. Here are some other features of home delivery.

- Pharmacists check each order for safety.
- You can order refills by mail, by phone, online, or you can sign up for automatic refills.
- You can talk with pharmacists by phone.

It's easy to start using mail service.

TBD

Refills

Your medication bottle label says how many refills you can have. If your doctor has not ordered refills and you think you may need a refill, you must call him or her at least five days before your medication runs out. When you call, ask your doctor about getting a refill. They may want to see you before giving you a refill.

Questions to Ask About Your Medications

Parkland Community Health Plan wants you to be as healthy as possible. This includes being informed about the different medications you may need to take. To help you, we have included a list of questions you should always ask your doctor when he or she gives you a prescription.

- Why am I taking this medication? What is it supposed to do for me?
- How should the medication be taken? When? For how many days?
- Are there any side effects or possible allergic reactions to this medication?
- What should I do if I have a side effect or allergic reaction?

- What will happen if I don't take this medication?

Carefully read the drug information the pharmacy gives you with your medication. It will tell you what you should and should not do while taking the medication. If you still have questions after you get your medication, ask to speak with the pharmacist or call your doctor.