

Tips for NorthSTAR Consumers at the Pharmacy

- **If you have Medicaid only (no Medicare),**
 - You can go to any Medicaid pharmacy to get your prescriptions filled.
 - There is a 3 prescription limit, unless you are enrolled in a STAR plan.
 - (Call Maximus at 1-800-964-2777 for information about enrolling in STAR.)
- **If you have Medicare Part D**
 - You can go to any pharmacy in your Part D plan's network
- **If you have Medicare Part D**
 - And receive a prescription for a benzodiazepine (tranquilizer) or a barbiturate
 - Call ValueOptions Customer Service at 1-888-800-6799.
 - Call the **same day** that you are going to the pharmacy.
 - Medicare Part D does not pay for these drugs, so NorthSTAR will cover them if the prescription is written by a NorthSTAR physician or at an emergency room or hospital.
 -
- **If you have Medicare Part D and also have Medicaid**
 - Benzodiazepines or barbiturates are paid through Medicaid.
 - You will need to get these prescriptions filled through a Medicaid pharmacy.
- **If you have Medicare Part D and hit the “doughnut hole” gap in coverage (when part D will not pay)**
 - Call ValueOptions Customer service at 1-888-800-6799 **the same day** that you go to fill your prescription.
 - Go to your clinic's 340B designated pharmacy (your clinic or ValueOptions can tell you which one that is).
 - Have the pharmacist run your prescription through your Medicare Part D plan and get a denial because of the “doughnut hole” gap in coverage.
 - Then have the pharmacist run the prescription through the NorthSTAR pharmacy benefit, and it will pay.
- **If you have Medicare, but don't have Medicare Part D**
 - Call ValueOptions Customer service at 1-888-800-6799 **the same day** that you go to fill your prescription or prescriptions each month.
 - You will need to call each time you go to fill a prescription.
- **If you receive NorthSTAR Pharmacy benefits on the 340B program**
 - And receive one or more psychiatric drug prescriptions at an Emergency Room or hospital, or if you see a doctor for a crisis visit at a different location from your usual clinic,
 - Call ValueOptions Customer service at 1-888-800-6799 **the same day** that you go to fill your prescription.
 - Otherwise, your prescription(s) will deny because it was not written by a doctor at your 340B clinic site.

NorthSTAR members who do not have Medicaid **must** have an updated Financial Assessment Form the month prior to the member's birth date in order to be eligible for NorthSTAR pharmacy. Call ValueOptions at 1-888-800-6799 or your provider if you have questions.

**Any time any NorthSTAR member has a problem getting medications at the pharmacy,
please call ValueOptions Customer Service at 1-888-800-6799.
We can help identify the problem and help you solve it.**

