



PLAN POLICY AND PROCEDURE	
 <p>Title: SHP Pharmacy Management Procedure for Prescription Post Distribution Process</p>	<p>Product Line (check all that apply):</p> <input checked="" type="checkbox"/> All <input type="checkbox"/> Group HMO <input type="checkbox"/> Individual HMO <input type="checkbox"/> PPO <input type="checkbox"/> POS <input type="checkbox"/> N/A
Division(s): Health Services	
Department(s): Pharmacy	
Owner (Title): Pharmacy Manager	
Relevant Regulatory/Accrediting Agencies/Citations (specify):	
<input type="checkbox"/> CMS: _____ <input type="checkbox"/> DMHC: _____ <input checked="" type="checkbox"/> NCQA-HP: MEM 4D <input type="checkbox"/> NCQA-WHP: _____ <input type="checkbox"/> OTHER: _____	
<p>Approved by: (Signature of VP, Compliance Officer, or CEO)</p> 	<p>Approval date:</p> <p style="text-align: center;">3/9/2016</p>

I. PURPOSE:

This Policy and Procedure documents the process for communicating Formulary changes to Plan providers, Customer Care staff and Website manager.

II. POLICY:

It is the policy of Sharp Health Plan to communicate Formulary changes to providers, Customer Care staff and Website manager in a timely manner.

III. DEFINITIONS:

- a. Prescription Post: The document used to distribute Formulary change information to providers, Customer Care staff and the Website manager.
- b. Prescription Post template: template form used to document formulary updates. The Prescription Post is transmitted to each contracted provider in the CACTUS database.
- c. CACTUS: The database where the Plan's contracted provider/vendor information is stored.
- d. WinFax: Program where the fax numbers are imported to initiate the Fax Blast to the providers.

IV. PROCEDURE:

- a. The Prescription Post template is populated by the Pharmacy Department and intended recipients identified.
- b. Once approved by the Chief Medical Officer or designee, the document is routed to the Executive team for each member's final approval.
- c. Once all Executive team members have approved the document, a distribution date is scheduled.
- c. A copy of the final document is provided to designated SHP staff by e-mail, with notification of the scheduled distribution date. The following SHP staff are notified: CEO, CMO, COO, CFO, CBDO, Customer Care Manager, Customer Care Supervisor, Customer Service Training and Quality Coordinator, Website Project Manager, Health Services Manager, Case Manager, Pharmacist and Pharmacy Technicians.
- d. The Website Project Manager is responsible for posting the document on the Plan website.
- e. If a delegated Medical Group has requested that the Prescription Post be sent only to designated contacts, the request is honored with a manual fax to the designated contacts. An e-mail copy of the document is also provided.
- f. After Prescription Post distribution via WinFax, a report of failed and successful fax transactions is generated by WinFax.
- g. The Prescription Post is manually faxed to the Providers associated with the failed fax numbers. Successful Fax confirmation documents are retained and filed in a binder stored in the Network Strategy and Performance Department.
- h. If the fax attempt is unsuccessful a second time, the provider is contacted to verify the fax number. The CACTUS database is updated with new information if applicable. If an alternate fax number is not available, a hard copy of the Prescription Post is mailed to the provider's physical address.

V. REQUIREMENTS: None

VI. ATTACHMENTS: Prescription Post Template sample

VII. SUPPORTING DOCUMENTS: None

VIII. REVISION HISTORY:

Date	Modification (Reviewed and/or Revised)
03/14/2012	Original Document
03/19/2014	Approved by P&T Committee
03/18/2015	Approved by P&T Committee
03/09/2016	Approved by P&T Committee



~ SAMPLE ~ Prescription Post

Date: XX, 2014 From: *Kate Tepedino, PharmD*

To: All Sharp Health Plan Providers

The following changes have been made to the Sharp Health Plan Drug Formulary.

Drug/Drug Class	Change

PA=Prior authorization, QL=Quantity limit, ST=Step therapy, NF=Non-Formulary

If you have any questions about the Sharp Health Plan drug formulary, please contact Customer Care at (858) 499-8300, toll-free at 1-800-359-2002 or via e-mail at customer.service@sharp.com. We are available to assist you 8 a.m. – 6 p.m., Monday – Friday.

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