

Southern Scripts, your Pharmacy Benefit Manager (PBM), is dedicated to improving experiences and outcomes for everyone we serve while reducing the total cost of care.

This document serves as a guide to some of the most frequently asked questions you may have when attempting to fill your prescriptions at the pharmacy.

What is a Prior Authorization (PA)?

Prior Authorization is a program that promotes the use of safe, effective and reasonably-priced drug therapy. This ensures the member has met specific criteria based on the most current evidence-based medical literature and prescription drugs are prescribed appropriately and are medically necessary. Your healthcare provider is required to provide additional medical information to determine coverage. If your prior authorization is denied, please consult with your healthcare provider if the alternative, preferred drug therapy is appropriate for you.

What is Step Therapy?

Step Therapy is a program that requires members to initially try preferred, medically proven and less expensive prescription drugs before “stepping up” to more expensive drugs. The goal of step therapy is to control costs and to save dollars for both member and plan. Step Therapy is an automatic process in our system, however, some costly, step therapy drugs will require a prior authorization.

What are Quantity Limits?

Quantity Limits is a program that ensures the drug is prescribed correctly and safely. Generics and Brands may be limited to a certain quantity per month or over a specific amount of time. We use FDA-approved recommendations and clinical guidelines to set our quantity limits. A prior authorization will be required if the drug is beyond our quantity limit and will require documentation as to why you need to exceed the quantity limit.

What does Invalid Processing Information at the pharmacy mean?

Ensure that your Member ID Card is valid and Member ID Number is accurate. If not, please call (800) 710-9341 to speak with a dedicated Southern Scripts Customer Support Representative who can assist in providing updated information to the pharmacy. If all member information is current and accurate, please have your pharmacist contact your prescribing physician to ensure prescription validity.



I was denied for a 90-Day Supply of Medications at the pharmacy?

Various reasons can constitute for members not receiving a 90-Day Supply of Medications at the pharmacy, such as:

- Controlled Substances
- Specialty Medications
- Cost of Medications
- Pharmacy not eligible to fill 90-Day Supply

Call (800) 710-9341 to speak with a dedicated Southern Scripts Customer Support Representative who can provide assistance regarding 90-Day Supply of Medications.

What are Speciality Medications?

Specialty drugs are high-cost prescription medications used to treat complex, chronic conditions that sometimes require special handling and administration. Specialty Medications are limited to a 30-Day Supply and must be filled at a contracted specialty pharmacy. Specialty pharmacies can be identified with the pill icon on Southern Scripts Network Pharmacy Locator page found below.

What is a Pharmacy Network?

A pharmacy network is a group of pharmacies that are contracted with Southern Scripts to provide covered products and services to members at discounted rates. The Southern Scripts pharmacy network consists of independent and retail pharmacies. The Network Pharmacy Locator Tool allows members to search for a list of pharmacies near a specific location that are inclusive to the Southern Scripts pharmacy network. To access the Network Pharmacy Locator, please visit the website below.



 southernscripts.net/members.php

Zip Code:	<input type="text"/>
Bin:	<input type="text" value="015433"/>
Group Code:	<input type="text"/>
Search Radius:	<input type="text" value="15"/>
	<input type="button" value="Search"/>

1. Enter your ZIP code
2. The Southern Scripts Bin Number is **015433**
3. Enter your Group Code found on your insurance/prescription card
4. Select your search radius based on your ZIP code

firstchoice
southernscripts

FirstChoice™ is the preferred pharmacy network of Southern Scripts. Members of Southern Scripts have access to reduced prescription costs at participating FirstChoice™ pharmacies. FirstChoice™ pharmacies are noted with the FirstChoice™ logo on the Network Pharmacy Locator page.

-  Pharmacy is contracted for specialty medications
-  Pharmacy is contracted for vaccines

What are Generic Equivalent drugs?

A generic drug is a version of a brand drug. According to the U.S. Food and Drug Administration (FDA), compared to the brand drug, a generic:

- is chemically the same
- works the same in the body
- is just as safe and effective
- meets the same standards set by the FDA
- often costs much less

A generic equivalent is made with the same ingredients at the same dose as the brand drug. You can expect the same results as with the brand drug.

Example: rosuvastatin (generic) is the same drug as Crestor® (brand)

What are Generic Alternative drugs?

A generic alternative works like a brand drug or another generic drug in the same class of medicines. But the ingredients in a generic alternative are different from the brand drug or its generic equivalent. Therefore, overall results may vary.

Example: atorvastatin (generic for Lipitor®) is a generic alternative used for the same desired effect as rosuvastatin (generic for Crestor®)

Your pharmacist can usually substitute a generic equivalent for its brand counterpart without a new prescription from your doctor. But only your doctor can determine whether a generic alternative is right for you and must prescribe the medication.

What does Refill Too Soon mean?

When a member utilizes approximately 75% of their previous fill, they are then allowed a refill on their prescription. If the early refill is due to a dosage adjustment, vacation supply, or perhaps the prescription was entered incorrectly, please call (800) 710-9341 to speak with a dedicated Customer Support Representative.

Copay Questions

Please call (800) 710-9341 to speak with our dedicated Customer Support Representatives that are available 24/7/365 to answer any questions regarding your copay. Have your Cardholder/Member ID, RxBin, and Group ID information ready (found on your insurance card).

What is Mail Order?

Mail order prescription services are a voluntary, convenient, and cost-effective option offered by Southern Scripts for their members. Through these mail order services, members are able to source recurring prescriptions, including both maintenance medications and continuing therapies. If you are interested in mail order services, please call (800) 710-9341 to speak with a Southern Scripts dedicated Customer Support Representative.



What is Variable Copay™?

Variable Copay™ is a free and voluntary program that utilizes manufacturer-provided coupons to significantly reduce the cost on eligible medications. CRx Specialty Solutions™ is the preferred Variable Copay™ Pharmacy, who will fill your prescription, administer the Variable Copay™ program, and provide free services such as automated shipping and refills. CRx Specialty Solutions™ will also contact your prescribing physician when additional refills are needed on your prescription.

For more information on the free and voluntary Variable Copay™ program, please contact CRx Specialty Solutions™ Pharmacy located below.

Contacting the Variable Copay™ Pharmacy

24/7/365 support available



Should you have any issues regarding your Variable Copay™ prescription fulfillment, please call (800) 710-9341 to speak with a CRx Specialty Solutions™ Customer Care Specialist.

Name: **CRx Specialty Solutions Pharmacy**
NPI: **1336141381**

Hours of Operation
Monday-Friday
8:00 AM - 6:00 PM CST

Contact
Toll Free: (877) 646-1716
Fax: (318) 214-4190
Website: crxspecialty.com

How do I access the Southern Scripts Member Portal?

To manage your prescriptions online, visit the website below and click on the link entitled Member Portal. Each registered member will have instant access to their benefits, prescriptions, cards, and more.

 southernscripts.net/members.php

Do you have the Mobile App?

Members of Southern Scripts need convenient and straightforward access to important pharmacy information. That's why we created a simple and fast way for members to track and manage their prescriptions - freely available on iOS and Android. The Southern Scripts App stores a digital Member ID Card, current and previous Southern Scripts prescription lists, and an integrated pharmacy locator.



(800) 710-9341



support@southernscripts.net



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