



Pharmacy Benefit Services Medication Safety

EmblemHealth Pharmacy Benefit Services has steps to make sure that prescription drugs are used safely and effectively by our Medicare Part D members. Members can be at risk for drug errors and drug-related problems, since they often get prescriptions from more than one doctor. We make sure drugs are used safely by:

- **Screening for drug interaction:** Using prescription-tracking software, we screen each member's drug profile for possible harmful interactions with other drugs the member may be taking.
- **Making sure drugs are right for members:** We screen each member's drug profile to see if a drug has a warning for certain age groups. We have added drugs to our formulary (list of covered drugs) that are safe for our members and removed drugs that are not as safe. We also educate our doctors about their prescribing patterns and about drugs that may not be right for members.
- **Making sure dosages are safe:** To prevent a possible overdose, we look at each member's drug profile to decide if a drug is filled above FDA dosing guidelines.
- **Avoiding drug duplication:** We screen each member's drug profile to see if the same or similar drug is already in the member's drug profile.
- **Sending pharmacy reports to doctors:** We review each member's drug profile to see if they are being prescribed more drugs than they need. This report is shared with prescribing doctors. The doctor then decides on the right therapy, if needed.

If you have any questions, please call Customer Service at the phone number below, Monday through Sunday, 8 am to 8 pm.

EmblemHealth Medicare HMO: 1-877-344-7364

EmblemHealth Medicare PPO: 1-866-557-7300

EmblemHealth Medicare PDP: 1-877-444-7241

If you have a hearing or speech impairment and use a TDD, please call **711**.

HIP Health Plan of New York (HIP) is an HMO plan with a Medicare contract. GroupHealth Incorporated (GHI) is a PPO plan and a standalone PDP with a Medicare contract. Enrollment in HIP and GHI depends on contract renewal. HIP and GHI are EmblemHealth companies.

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