



Pharmacy Benefit Services Quality Assurance Policy

EmblemHealth Pharmacy Benefit Services completes quality assurance reviews of the medicines our members take to avoid medication errors, harmful drug reactions and improve medication use. EmblemHealth Pharmacy Benefit Services also oversees the use of prescription drugs and checks each prescription filled based on these criteria:

- **Dosing:** We check how much of each drug you take to find out if it is within established dosage ranges, meaning not too high or too low.
- **Gender/Age:** We screen a prescribed drug to find out if it is right for a member's gender and age.
- **Proper Medication Use:** We look at the time frame for refills and new fills. We do this to make sure that members take their prescribed drugs as directed and follow established dosing guidelines for controlled and non-controlled substances.
- **Drug-Drug and Drug-Disease Interaction:** We look at medication profiles to find any potential interactions between prescribed drugs and a member's health conditions.
- **Medication Duplication:** We screen each member profile to make sure that newly prescribed drugs are not the same as other prescribed drugs the member is taking.
- **FDA-issued Warnings:** We review FDA-issued warnings about any harmful reactions to medications, new dosage formulations and how the drug is administered (orally, injectable, topically, etc). We re-evaluate the formulary (list of covered drugs) to make improvements based on our reviews.

If you have any questions or concerns, 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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