



PaydHealth Program

PaydHealth Program:

PaydHealth utilizes drug manufacturer programs to secure medications at a reduced or no cost to the member. PaydHealth has a team that will work to secure funding for medication not covered under the insurance plan. There are manufacturer programs for many high cost medications (typically drugs that cost over \$1,000.00). The PaydHealth Select Drugs and Products list is an extensive list of drugs that have funding programs available.

How PaydHealth works with a member:

- Once a prescription is submitted to Magellan and it meets the criteria, the prescription will deny.
- A prior authorization will be completed. If medical necessity is met the process will begin.
- The information is sent from Magellan to PaydHealth.
- CareFactor will send a letter and “frequently asked questions” to explain the program to the member.
- We follow up with a phone call to the member to answer any questions or concerns the member may have.
- PaydHealth will contact the member to begin the process.
- PaydHealth will gather information from the member which includes household size and income. The information is needed to apply for the funding programs. The process typically takes them about 30 days.
- Paydhealth will typically use a drug card to cover all or some of the member’s medication cost while PaydHealth works to secure funding. This will ensure there is no disruption in the member obtaining their medication.
- If the member is approved for a free program, they will receive their medication from the manufacturer.
- Typically, when approved for a free program the approval is for 6-12 months. PaydHealth does monitor this and will reapply when needed.
- If a member is approved for partial funding, the prescription will be filled through Magellan. Partial funding will be applied as member responsibility (member does not pay when funding is applied).
- If the member does not qualify for a program the medication will go back through Magellan and be processed under the plan prescription benefit.
- If the member participates with the program, they will get their medication. Often it will be at no or little cost to them.

If you have any questions, please do not hesitate to contact CareFactor’s Pharmacy Benefit Specialist at 614-943-4453 from 8 am to 5 pm ET, Monday through Friday.

Thank you,

CareFactor