

## PROGRAM OPERATIONS DIRECTIVE # 10.0

**SUBJECT:** Process for Medications not Covered by Insurance

**ISSUED:** 7-13-2017

**PURPOSE:** To issue protocol to be followed if an individual's insurance does not cover a medication that has been prescribed.

**POPULATION:** All individuals served.

If an individual's insurance does not cover a medication that has been prescribed (as can happen with Medicare), the following steps are to be followed, in numerical order:

1. Nurse shall inquire with Genoa Pharmacy if "sample" medications are available. If no, go on to Step 2.
2. Nurse shall seek prior authorization from the insurance company for the medication (exceptions may be made and the medication covered). If not covered, go on to Step 3.
3. Nurse shall consult with the prescriber to determine if an alternative medication that is covered by insurance can be prescribed. If prescriber determines there is no acceptable alternative, go on to Step 4.
4. Nurse shall obtain written approval of the Medical Director on a pharmacy Co-pay Voucher for the payment of the medication by CMH General Fund. The Medical Director is the only individual who can authorize CMH payment by signing the Co-pay Voucher.

\*The only exception to this is during the absence of Medical Director (i.e., vacation); in that instance the Associate Director of Administration may sign the Voucher, authorizing CMH payment.