

This FAQ is for the SFHP Healthy Workers Pharmacy Benefit only. For SFHP Medi-Cal questions, please refer to Medi-Cal Rx website (starting January 1, 2022) www.Medi-CalRx.dhcs.ca.gov

How does a pharmacy submit a prescription claim for an SFHP Healthy Worker member?

- The pharmacy can submit the prescription claim using the following codes:
 - BIN: **019439**
 - PCN: **08310673**
 - The SFHP member ID number including the **01** (e.g., **XXXXXXXXXX01**)
 - The Group number is not necessary

What pharmacies are in the SFHP Network?

- SFHP has a network of over 450 pharmacies in San Francisco and the five surrounding counties: Alameda, Contra Costa, Marin, Santa Clara, and San Mateo. Our online searchable pharmacy directory to find a pharmacy can be found at sfhp.org/find-a-pharmacy.

What medications are covered for Healthy Workers?

- Use our online searchable formularies to check the coverage and formulary alternatives for each medication. Our online searchable formularies can be found at sfhp.org/formulary.

How can I request a prior authorization for a restricted medication for Healthy Workers?

- SFHP Pharmacy prior authorization requests can be submitted in one of two ways:
 1. Fax: Download a Prior Authorization Request Form and fax to **1(855) 461-2778** for both standard and urgent requests. Urgent requests should be clearly labeled “URGENT” at the top of the prior authorization request form.
 2. Call: Pharmacy benefits manager (PBM) MagellanRx at **1(800) 424-4331** to submit a verbal request.
- Our prior authorization request forms can be found at sfhp.org/PriorAuth.

How can I check the status of a prior authorization request?

- Contact our PBM, MagellanRx, at **1(800) 424-4331** if you have not yet received a faxed notice of action. Most prior authorization requests are completed within 24 hours of receipt with a notice of action immediately sent to the requestors fax number. If the pharmacy’s fax number is included on the prior authorization request form, the pharmacy may also receive a faxed notice of action.

Can a pharmacy fill an emergency supply of medication for Healthy Workers who needs urgent access to a restricted medication?

- For urgently needed medications, the pharmacist can fill a five (5) day supply of most restricted formulary medications without an override up to twice per year per prescription. If more than two emergency supply fills are needed or more than a five day supply is needed, the pharmacist can contact our PBM, MagellanRx, at **1(800) 424-4331** to request an emergency supply override.

Can a Healthy Workers member get a replacement for a lost or stolen prescription medication?

- Lost medication overrides are provided one time per year per prescription. The pharmacy can contact our PBM, MagellanRx, at **1(800) 424-4331** to request an override 24 hours per day, 7 days per week.
Please note: For controlled substances, the prescriber may need to approve the early refill.

Can a Healthy Workers member get a prescription filled if on vacation or out-of-network?

- Vacation overrides or out-of-network overrides are provided one time per year per prescription. The out-of-network pharmacy can contact our PBM, MagellanRx, at **1(800) 424-4331** to request an override 24 hours per day, 7 days per week.

Can a Healthy Workers member get a larger quantity of their prescription medication for a vacation trip?

- SFHP routinely covers up to a 90-day supply for most chronic medications. The pharmacist can process up to a 90-day supply without requiring an override for these medications. Contact our PBM, Magellan, at **1(800) 424-4331** for additional assistance with a vacation override. Please have the following information ready upon request:
 1. Destination the member will be traveling to
 2. Duration of travel (up to a 90-day supply may be covered)
 3. Names of medications that the member will be needing

If a Healthy Worker moved out of San Francisco, can their prescriptions be filled at their current location?

- Healthy Workers eligibility is not restricted to living in SF County. Prescriptions can be filled in any pharmacies in the SFHP pharmacy network.

How can a pharmacy participate in the San Francisco Health Plan's pharmacy network?

- The SFHP Pharmacy Network includes retail pharmacies in San Francisco. Contact our pharmacy benefit manager (PBM), MagellanRx, network department at **1(800) 555-5690**.

How does a pharmacy reverse a prescription claim for a Healthy Worker member?

- SFHP requires prompt claim reversals on return-to-stock and other reversed claims. All reversals must be processed within 30 days of the original fill.
- Contact your pharmacy software vendor and you are unable to reverse a claim. Contact our PBM, MagellanRx, at **1(800) 424-4331** if additional assistance is required.

For more information:

Call our PBM, MagellanRx, at **1(800) 424-4331** for all pharmacy questions including prior authorizations

Visit the SFHP website at **[sfhp.org](https://www.sfhp.org)**

Call SFHP Customer Service Monday – Friday, 8:30am – 5:30pm at **1(415) 547-7800** or call **1(415) 547-7830** for TDD/TTY services for people who are deaf, hard of hearing, or have speech disabilities